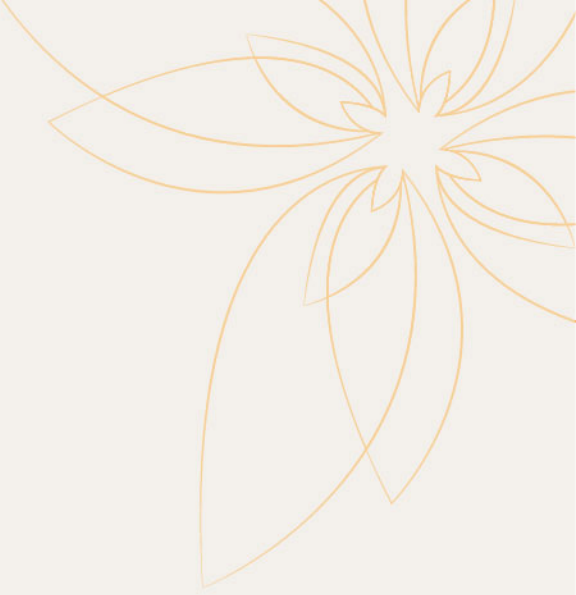




ANNUAL REPORT

2021

www.reach.org.vn



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Message from the Executive Director

▶▶ The second year of COVID-19 was full of challenges and difficulties. Yet hand in hand with our partners and donors, we managed to fulfill our mission toward the most disadvantaged youths in Vietnam.

In 2021, REACH was operating as the Vocational Education Support and Research Institute (REACH Institute) under the Southeast Asian Research Association of Vietnam (SEARAV), taking up much greater responsibility for the disadvantaged youth and the community.

In the year, REACH was more flexible to adapt and reform while preserving strong connection among all staff and with domestic and overseas partners, current students and alumni. We mobilized resources to reach out and timely support the alumni who lost their jobs due to COVID-19 with short courses so that they can find new employment and temporary income before their business sectors were restored. Besides, with corporate partners' support, REACH team has come up with a number of new solutions to continue the training and seek employment for youth across the country despite the strict lockdown. Thanks to all that, the

total number of young people supported by REACH has reached 19,226 since 2004. This encouraging number has inspired us to keep innovating, help youths more efficiently, and adapt to the "new normal" post-pandemic.

Besides REACH's core activities, we were also working hard on developing our social enterprise models, namely EM Hair Salon and Viewzz as part of our sustainable strategic plan. Despite numerous challenges caused by the pandemic, these two social enterprises with their unique business models have sustained and grown, thanking to the enormous contribution from the whole team and our advisors.

We wouldn't have been able to do such incredible things without endless support from all members of REACH Family, Sponsors, Partners, current Students and Alumni. I would like to express my most sincere and heartfelt thanks to YOU ALL!

Inspired by the challenges ahead,

we strongly believe 2022 would be a thriving year for REACH with many new initiatives. We pledge a strong commitment and unwavering determination of the whole team. With a solid vision, mission and values immersed throughout the process, REACH will surely overcome the obstacles. Let us bring life-changing opportunities to more disadvantaged youths across Vietnam and together we will build a better world.



Pham Thi Thanh Tam
Executive Director



AN OVERVIEW

20 21



19.226

Total trained students since 2004



Student with disability rate:

8.26%

Total number of students with disability

98



86%

Post-study income improvement rate

1.006

Total trained students
in 2021



48.57%

Female student rate

+1.000

Number of corporate partners
in Vietnam



72%

Post-study employment rate



77.35%

Life quality improvement rate

REACH's Outstanding Activities in 2021



1 ADAPTATION

Promptly switch to the hybrid training approach

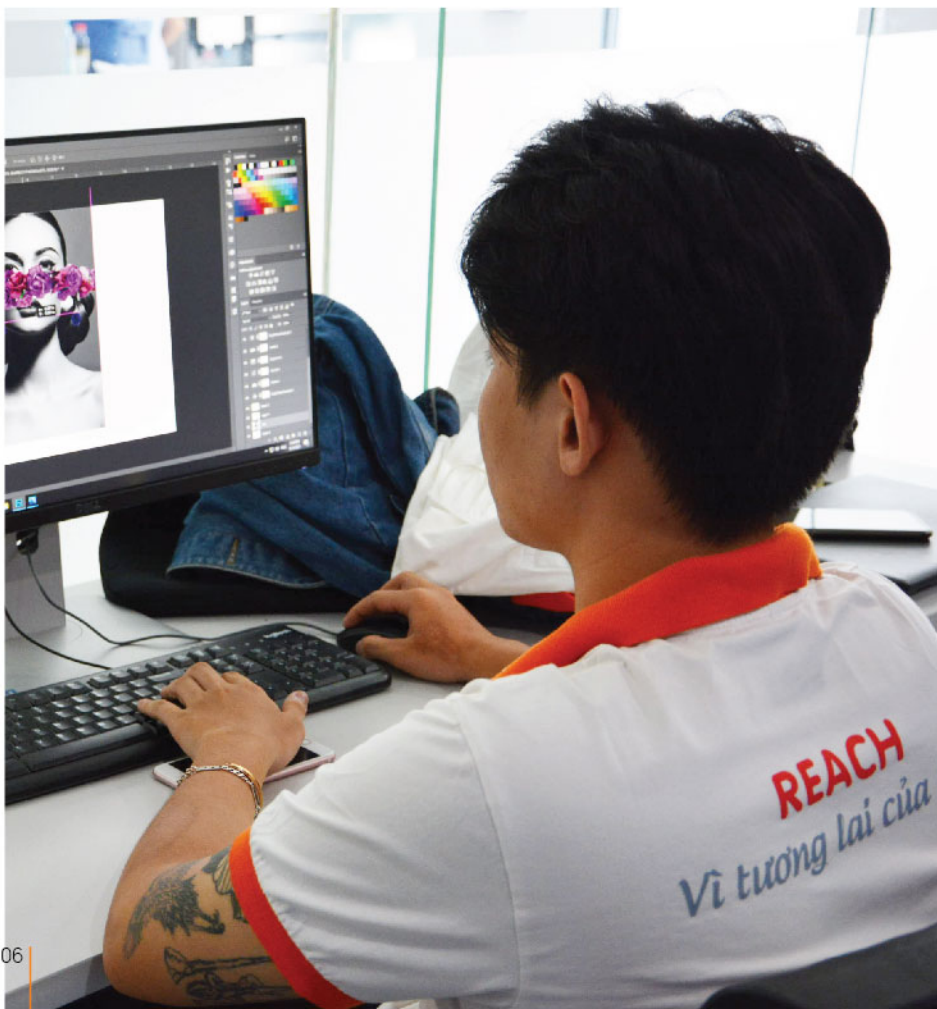
In 2021, facing the ever-seen complexity caused by COVID-19, REACH has adapted our teaching model. During the strictest lockdown from mid-July

to September, REACH students, being young people with disadvantaged backgrounds were encountering even more obstacles. Vocational training is

the shortest way for students to obtain job opportunities with a decent income to help themselves and their families.

To support our students, REACH has adapted all the training programs into hybrid training. Since some students had limited access to the Internet and computer equipment, REACH has implemented a computer lending scheme. During the online training, REACH Facilitators were always available to assist with personal coaching and Q&A. Offline training was provided at REACH centers or businesses when social distancing was removed.

This model of training not only ensured the health & safety of REACH students, Facilitators and the community during the speedy spreading of COVID-19, but also minimized the costs that students have to bear during a such difficult time.



2 INNOVATION

Partner with corporates to renew the training model



2021 was a milestone marking major changes and innovative steps in REACH's training model. Instead of classroom training, REACH has worked more with businesses to deliver training activities. More students were sent to REACH partners for new on-the-job training models. This cooperation aimed at enhancing the quality and practicality of REACH training curriculum. It

also served as an effective and direct approach to a better understanding of the job market's demand.

To cite an example, in Ho Chi Minh City, REACH partnered with 2 major corporate partners, which are Belgo Food and Beverages Ltd. and Simatai Vietnam Ltd. to develop training programs for students in Food & Beverage and 2D Graphic Design.

Students in the 2D Graphic Design class were trained by Simatai's experts and specialists. Being a French-Vietnamese joint venture with expertise in high-quality image processing for large European corporations, Simatai is such a great global learning environment.

Food and Beverage students, on the other hand, had the opportunity to broaden their

knowledge and hone their skills under training from seasoned experts who were carefully chosen by REACH through a careful recruitment process.

The training program lasted 3 months with practicing sessions that accounted for 70-80% of the course. Not only obtaining technical skills, but students

also got to learn the necessary soft skills for post-study like English, communication skills, work-readiness skills, etc.

During 6 months after graduation, students received close coaching to get used to the working environment and retain their job. Students had a choice either to keep working for

Simatai and Belgo or to find other companies in the same sector.



3 CONNECTION

Improve employment opportunities for students through business visits



Business visit is an extremely useful regular activity that REACH always tries to organize for their students.

Right before graduation, 40 students in REACH's 2D graphic design class had a chance to visit Esoft Vietnam - one of the top companies in the world offering graphic services and solutions in the real estate sector. Especially, Esoft Vietnam always embraces

social responsibility in its mission and vision, providing training opportunities and fair working conditions to marginalized people.

During the visit co-organized by REACH and Esoft's HR department, students learnt about training policies, benefits, job opportunities and tour Esoft offices. The visit was important for REACH students to have an idea about the actual work environment, and it was a great

inspiration for them to look for employment.

Along Esoft Vietnam, REACH partnered with a number of businesses to organize several career orientation sessions. During these sessions, business representatives came and provided some work-readiness skills for students who were about to graduate.

Timely support alumni and current students

In 2021, Vietnam was not an exception and had to suffer drastic effects of COVID-19. Almost all activities in big Vietnamese cities and provinces must be suspended under the strict successive lockdown for months.

REACH and valuable donors joined hands not to leave any disadvantaged students behind. The support came both in material and non-material ways, hoping that all students could stay healthy and optimistic to go through this period.

Vu Minh Cuong - REACH Hai Duong alumna working in Ho Chi Minh City just in time of COVID-19 pandemic outbreak hence stranded there. Receiving REACH timely support, Cuong sent sincere thanks to REACH "I would like to express my heartfelt gratitude to all teachers in REACH Hai Duong Center, as well as teachers and friends at REACH, for joining hands and efforts to support me mentally and physically in the pandemic. Wish everyone peace and lots of energy!"

Up to September 2021, REACH offered financial support for over 150 students whose jobs were affected under the impact of the pandemic across Vietnam.

Furthermore, REACH and Blue Dragon Foundation, a historical partner, delivered in person the "Loving Rice Bag" to students in desperate needs. Despite its humble material value, REACH would like to share love, warmth, and generosity with our students.



Partner with RMIT University to offer the Opportunity Scholarship 2021

In 2020, REACH and the reputable RMIT University have signed a cooperation agreement to offer the Opportunity Scholarship to students with disadvantaged background but acquired excellent achievements during their studies at REACH.

In 2021 – the second year of the program, Do Thi Hang and Ung Xuan Dat, two former students with outstanding academic achievements and contributions to REACH's activities, won this scholarship.



Dat's mother passed away when he was 13 years old. He lived with his father who is incapable of work, his younger sister and his 60-year-old grandmother. He earned most of the income for the family through selling bread. With his circumstance, Dat did not dare to think about going to college. Thanks to the Love and Aspiration Foundation's guidance, he was introduced to REACH where he chose the Website Programming course. Being inspired by Paulo Coelho's famous quote: "When you want something, all the universe conspires in helping you to achieve it.", Data won the scholarship and is now continuing his Information Technology learning path at the renowned RMIT University.

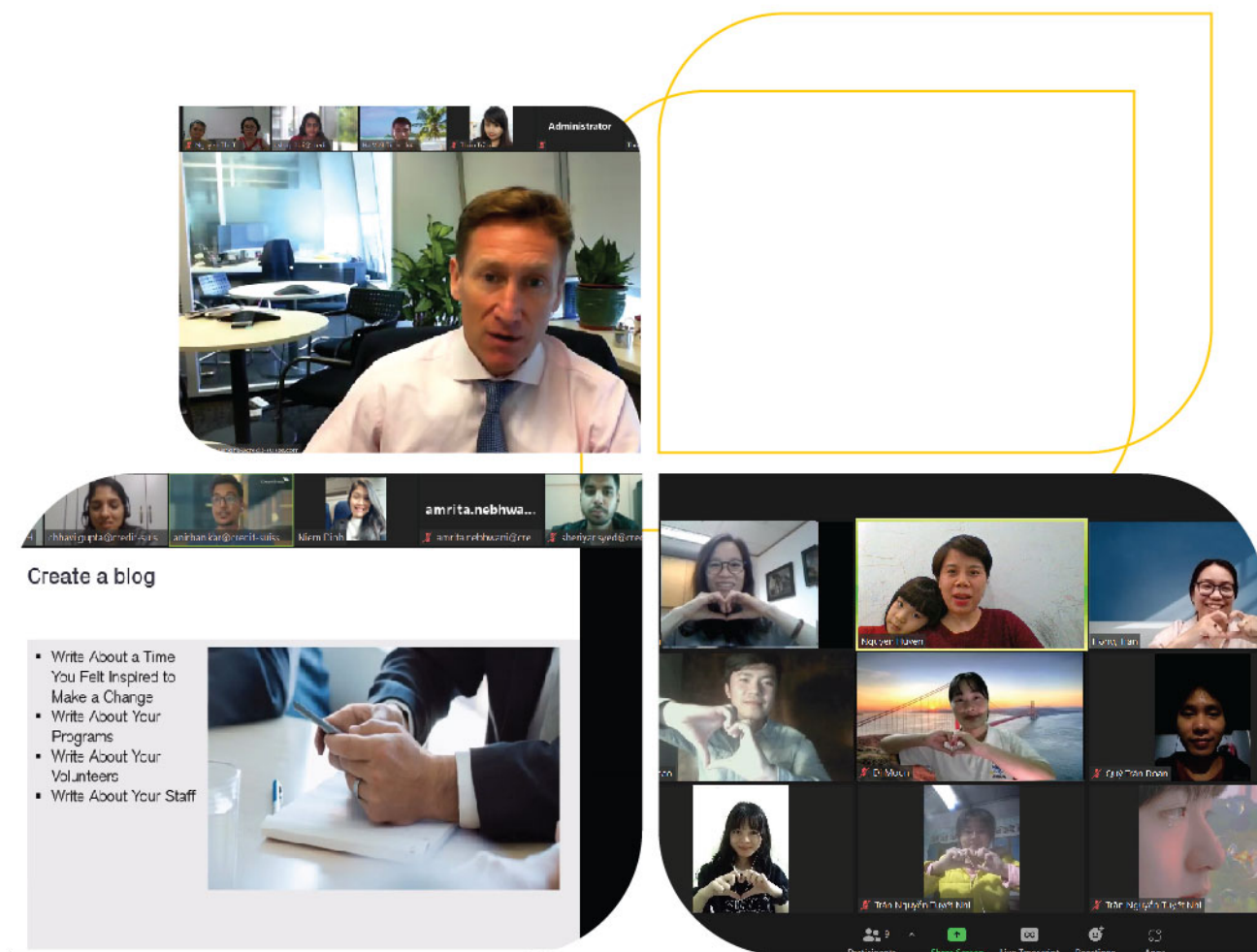
Ung Xuan Dat, the Web Coding Alumnus



Do Thi Hang, the YCI program Alumnus

“ Hang’s father passed away when she was 11 months old. When she was in 7th grade, her mother remarried, and she had been living alone since then. Four years later, Hang moved in with her grandmother and two disabled uncles who were affected by Agent Orange. In 10th grade, Hang was fortunate to be supported by the Love and Aspiration Foundation, from then on, Hang learnt about REACH. She put aside the dream of going to

university and applied for a 5-star Hospitality Training course at REACH. With confidence, intelligence, and determination, Hang has won the Opportunity scholarship through the partnership program between RMIT and REACH. Currently, as the president of the REACH Student Community in Hanoi and across the country, Hang has been organizing valuable activities and connecting others in the alumni network.



Volunteer programs by partner institutions

In 2021, REACH received support from over hundred of Vietnamese and overseas volunteers in many areas like English teaching, finance, accounting, IT... These volunteer programs did not only help REACH students improve their soft skills but also contributed to the capacity-building efforts of REACH staff.

The J. P. MORGAN's English training for REACH students and alumni was implemented for 2

months from November 3, 2021, to December 31, 2021. With a total number of 60 hours of volunteering and a unique curriculum designed specifically for REACH students, J. P. MORGAN offered a very engaging English learning program. Although the classes took place in the last months of the year when the students had already started working, they well participated. Deep thanks were sent to the teachers and volunteers from J. P. MORGAN.

Meanwhile, Credit Suisse volunteers provided English communication, Excel software skills, personal financial management, and marketing courses for REACH staff and students. Throughout this program, 35 employees and 150 REACH students benefited from learning and interacting with more than 100 international volunteers.

Students' Stories



A journey of an ethnic minority girl from the rice field to the world of

3D modelling

"If I hadn't had the chance to work with computers, I probably wouldn't have known how great the world out there is." – said Phang Thi Di.

Phang Thi Di is a Thai girl living in the remote Dien Bien. She comes from an agricultural family with financial hardship. As the high school graduation day drew near, she was confused and had absolutely no clear direction about her future. The only thing she knew is that she didn't want to bury her youth in remoteness, working in the field, soon getting married and having children like her peers.

Like fate, REACH came to her remote Nam Po district like bringing a torch to light up the

whole village. Di knew about REACH and coincidentally, her friend also studied at REACH. She learned about the training center and chose 3D Graphic Design for herself. "I didn't know much about the industry, but I knew I want it the most."

Her time at REACH was short, but it was full of joy and memorable moments with Facilitators and friends. She was very excited because, after only 6 months of training, she would be able to find a job and make an income.

2021 is a year of many experiences for Di. Just two weeks after being recruited, she had to work from home due to the lockdown. Working remotely

is challenging because her mentors could only provide her with online guidance. But thanks to their eager support, she gradually got used to the job and completed her tasks with good results.

"Joining REACH was among the best decisions of my life", she said. "REACH gave me a solid foundation to explore the area of my interest. I am now fully clear that I want to study further graphic design in both 2D and 3D. Whenever possible, I would refer my friends to REACH so that they can study for their career and find themselves a stable job.", Di added.





STEP UP

Uplift the future

Quynh Trang, unfortunately, had hearing loss at birth. She was born into a family in Nghe An, a remote central part of Vietnam. Trang's father passed away when she was very young. So, the economic burden fell on Trang's mother who had to raise and send Trang with her brother to school. Trang only had the opportunity to finish high school.

Trang encountered many hurdles in finding a job in Cua Lo beach where she lived. For a long time, she tormented herself and lost faith in life. By chance, Trang learnt about REACH's Step Up project. With courage, Trang traveled over 300 km to Hanoi and chose the hairdressing course to study.

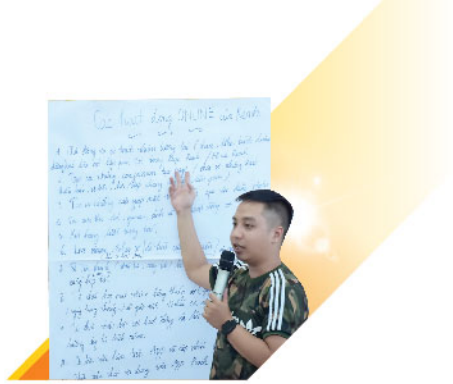
After three months of studying at REACH, she encountered another challenge as she graduated right in the middle of a lockdown. Hair salons were forced to close, making it impossible for Trang to find work and earn enough to make ends meet. REACH has promptly stepped in with emergency cash and food assistance.

Through her Facilitator's network, she was accepted as an apprentice at Khac Chien Hair Salon in Hanoi. When businesses were still severely affected by COVID, the allowance she received at that time was quite positive.

Currently, with the skills acquired when studying at REACH and practical experience during the apprenticeship, Trang is working as an assistant at another salon with a monthly salary of VND 6,000,000 - 7,000,000.



Alumni Activities





According to 2021 recruiting report, 40% of REACH's new students were introduced by REACH's nation-wide student network.

REACH Alumni Community (REACH Alumni) development owed big thanks to many exciting and useful programs. REACH student community in Hue, Hanoi, Ho Chi Minh city got learning exchange opportunity with 95 Vietnamese and international volunteers from Credit Suisse, J. P. MORGAN, Vietnam National University Hanoi, FPT University and many other volunteering individuals via diverse activities such as English training, personal finance management and film making. The students all found these activities extremely useful and engaging besides the lessons at REACH. In the future, REACH hopes to cooperate with partners to organize more of such programs.

Social Enterprises



To achieve the set forth sustainable goal, REACH has developed social business models including EM Hair Salon and Viewzz. Despite many difficulties during the pandemic, the unique business model and the great team effort drove the continuous thriving of REACH's two social enterprises.



“After 5 business years, we are still carrying on our strategic mission to make EM an independent identity, generating profits to support the development of the Hair class at REACH. Next to that, we are enhancing our cooperation, integration and engaging the student participation in the salon's activities to improve the quality of the training.” - said Ms. Hien (EM Hair salon Manager cum Hairdressing Facilitators).

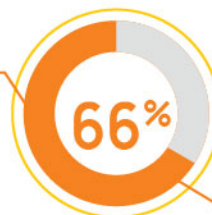
EM Hair Salon

Belong to the service sector, EM Hair Salon has suffered 2 lockdowns within 4 months in 2021. For the time being, EM begins to gradually restore the business with a more appropriate approach.

Average
150
customer visits
per month

including Vietnamese
and overseas customers

of employees are
REACH alumni



of employees are female



of EM salon employees
participated in delivering
on-the-job training
for REACH students



of hairdressing students got
chance to directly interact with
customers and take part in proper
stages of service.



Viewzz

Viewzz was established in 2018 as a social enterprise providing visual services for businesses in real estate sector on a global scale. Viewzz is committed to contributing 100% of annual profits to the REACH center to help REACH fulfill its mission of helping disadvantaged youngsters. In 2021, Viewzz achieved very positive figures:



More than
100
clients

Partners from
16 countries including:
European countries, the USA, Japan,
New Zealand and Australia

of employees are
REACH alumni



of employees are female



REACH Team's Sharing Reflection



2021 was marked by numerous challenges for our team. Nevertheless, we always upheld our spirit and saved the best for our students whose lives were already in dire circumstances and even exacerbated by the pandemic.

The world, in general, and Vietnam, in particular, are gradually recovering with positive signals after 2 hard years. Although we are to adapt to the new normal, REACH has already made a plan to avoid

operational disruption. REACH team will continue to move towards the goals that have been set out in previous years. We will push for more innovation and creativity in the training program. We will certainly expand our network to secure better jobs for our students in the Hospitality sector such as Cooking, Food and Beverage. We will reopen our 5-star Hotel training in line with the bounds of Vietnam's tourism industry. "We have been making efforts to systemize and convert learning

materials and resources to an online platform so that we can adapt to any situation. Holding the mission of supporting disadvantaged young people, with years of experience in the field and a lot of potential for development, REACH promises to bring even more positive changes to Vietnamese youth in the time to come", reassured Ms. Nguyen Thi Ngoc – Food & Beverage Facilitators.



WITH THANKS TO OUR DONORS AND KEY PARTNERS





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