



Capacity

Annual Report 2024

We build belonging

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Capacity



LEAP Programme Participants 2024

Message from one of our Partners

The long-lasting partnership between Capacity and Dow over the past years has been profoundly enriching for our Swiss employees and continues to inspire us.

I am pleased to see that Dow's multi-year grant has significantly enabled Capacity to achieve remarkable progress and growth in supporting migrant-related projects.

Making a positive impact on our local communities is a core value for us, and I look forward to continuing this meaningful journey.

Tristan Arnaud, LPG Trader, Dow



The Year 2024 by the Team



Capacity Team 2024

(Not pictured: E.Vodolazova, T. Kan, F. Malvatani, M. Díaz)

As we reflect on 2024, we are grateful and proud of what we have accomplished together. This year we were able to continue our impact and solidify our offers, while innovating on several fronts.

Impact through partnerships and collaboration

With the support of our dedicated partners, corporate volunteers, and the community, we have further developed the Access Fast Track programme and launched the LEAP into self-employment pilot, facilitated over 2'000 hours of coaching sessions, engaged more than 100 corporate volunteers, and witnessed inspiring success stories of individuals who have transitioned into the workforce or launched their own businesses.

Through our programmes, we have strengthened 122 highly skilled migrants and refugees to find meaningful employment, become self-employed, and integrate into the Swiss professional ecosystem.

One of the year's achievements was our partnership expansion with eight new supporting partners, allowing us to connect with organisations committed to making an impact in our community.

Thank you to our participants, volunteers, partners, and supporters—you are the heart of Capacity. Together, we are building a future where every individual, regardless of their background, has the opportunity to thrive.



Access Fast Track CONNECT Event,
June 2024



Access Fast Track CONNECT Event,
January 2025



Access Fast Track 2024
Programme Participants and Corporate Volunteers

Empowering Talent Across Cantons: Access Fast Track Programme Activities 2024

As planned, we completed four cycles of the ACCESS FAST TRACK programme, including 8 Orientation Sessions, 4 Meet & Greet Events, 14 Workshops, 4 Social Circles and 3 Speed Coaching Workshops.

We supported 109 highly qualified job seekers across 14 cantons while engaging 95 corporate volunteers. We continuously refine and enhance the programme, incorporating new modules such as a CV Atelier, options for mock interviews or stress management coaching to address key areas where participants need additional support.

Through Access Fast Track, we tap into the skills and expertise of refugees and migrants, empowering them to improve their circumstances, easing the economic burden on the state, and addressing the private sector's talent shortage.

Participants had the opportunity to showcase their abilities at two CONNECT networking events. Our evaluations consistently show that, despite facing a more challenging job market, more than half of the participants secure employment within six months of completing the programme, in roles that match their qualifications.

LEAP into Self-Employment

In the second half of the year, we successfully launched a self-employment pilot, engaging 13 refugees and migrants with the support of three dedicated cohort mentors. The group quickly formed a strong, supportive community.

LEAP takes a holistic approach to professional development, blending hands-on learning, self-leadership, and business fundamentals with group coaching and mentor feedback to help participants advance their business projects.

The Capacity core team invested around 1'200 hours between September and November to provide a robust offering to our Pilot cohort. Over the course of three months, LEAPers worked to bootstrap their projects with the goal of bringing a product or service to the Swiss market. The programme focused on both soft and technical skills, equipping participants with tools that are transferable to future entrepreneurial ventures and employment opportunities.

Our evaluation shows that, notably, technical skills saw the most significant growth, while participants also experienced a boost in confidence. We are particularly pleased that LEAP fostered a perspective shift, enabling participants to recognise and leverage their existing resources in new and valuable ways.



LEAP 2024
Programm Participants



Funding Constraints and Sustainability Challenges

Despite successfully fundraising to cover our activities, we were unable to reach our target budget, which would have allowed us to allocate more resources to the organisation and its projects.

As a result, we continue to operate with limited capacity, stretching our human resources to meet the growing needs of our programmes. Several team members contribute additional volunteer time to sustain our initiatives, and we still rely heavily on volunteers to support core activities. While this dedication reflects the strong commitment and resilience of our team, the restricted funding limits our ability to plan long-term and invest in the sustained growth of our work.

Securing more stable funding remains essential to ensuring the long-term stability and impact of our organisation.

New Website and Web Address

As part of our commitment to enhancing support and expanding our reach, we refreshed the design and content of our website earlier in 2024. In autumn, we updated our web address to www.capacity.swiss to better reflect our national impact.

Improving Digital Tools and Data Management

In 2024, we focused significantly on enhancing our digital tools to optimise our operations. We implemented new software solutions to streamline our processes and undertook a thorough review of our data management practices. Supported by Wicki Partners, this initiative included raising awareness throughout the organisation and establishing clear procedures for better data handling and security. By strengthening our digital infrastructure, we aim to boost efficiency, support data-driven decision-making, and create a more structured approach to managing the valuable information we collect.

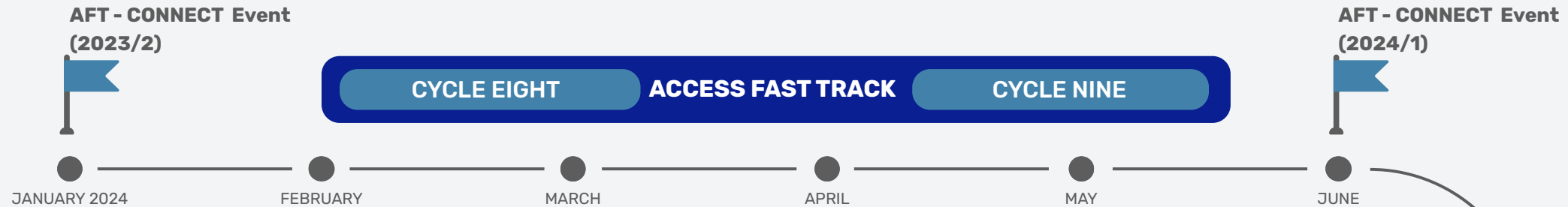
Further Introduction of Safeguarding Policy

In line with our commitment to creating a safe and inclusive environment, we further introduced our safeguarding policy to protect all involved parties, mainly programme participants, volunteers, and staff members. This policy outlines clear guidelines and procedures for preventing any form of abuse and discrimination within our activities. To ensure everyone understands its importance, we focused on raising awareness across the organisation through training and communication. By embedding safeguarding into our organisational culture, we aim to foster a safe space where all individuals can engage with confidence and respect.



Capacity Team
Meeting 2024

Our Activities in 2024

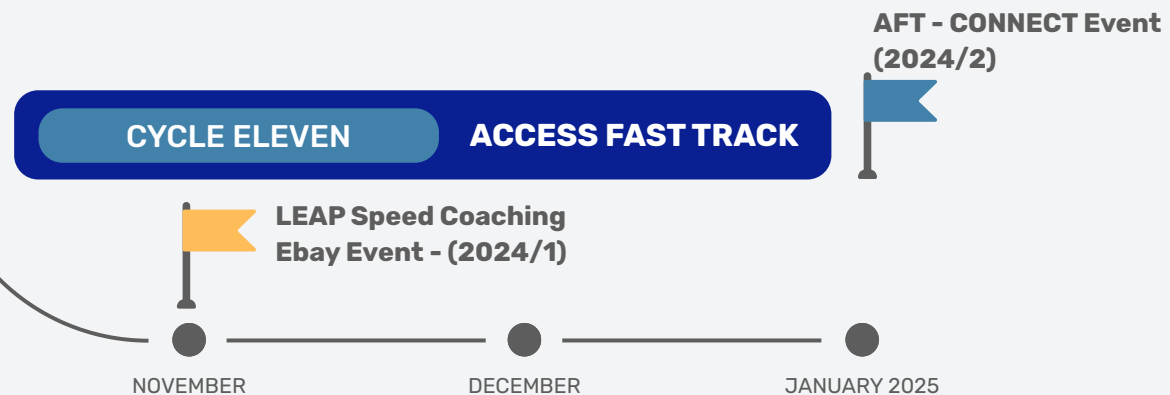
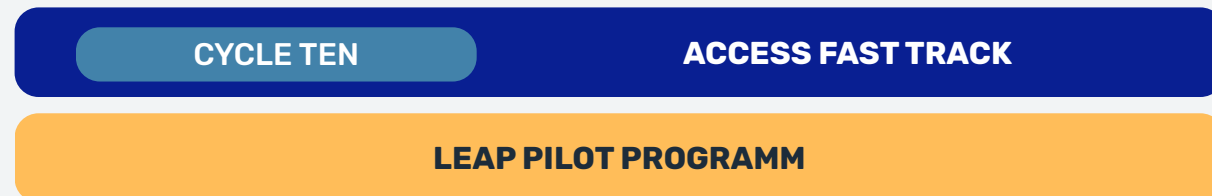


Team Time Commitment

13'600 hours of work by the team / 6.8 FTE

12'500 hours paid / 6.2 FTE

1'100 hours volunteered / 0.5 FTE



Access Fast Track Programme 2024



Access Fast Track Participants 2024

Participants with Refugee or Migrant Background

Based on Application, Intake Survey and Post-Programme Survey

109

started

104

finished

95%

retention
rate

Cycle EIGHT
25 participants
13 female/ 12 male



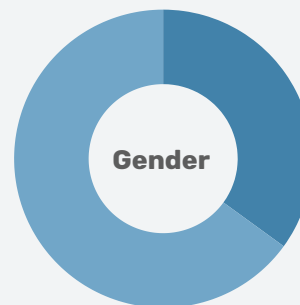
Cycle NINE
26 participants
13 female/13 male



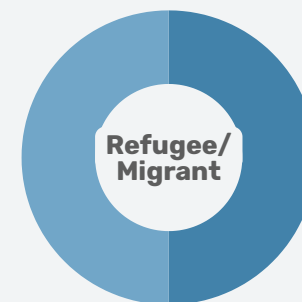
Cycle TEN
27 participants
17 female/10 male



Cycle ELEVEN
31 participants
23 female/8 male



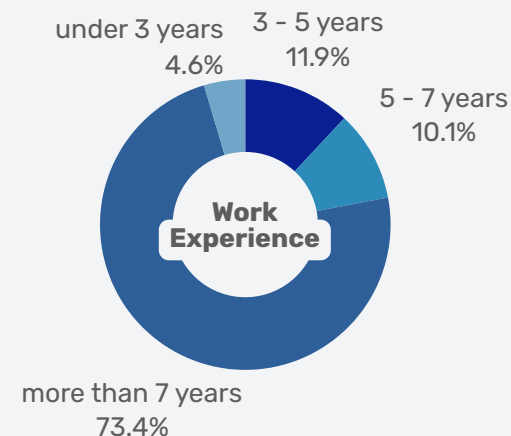
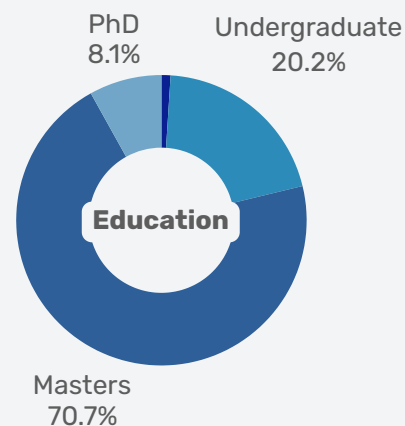
65% female
representation



50% refugee/50% migrant
experience

32 nationalities

14 cantons represented



Activities

4	introduction sessions	15	support sessions
8	orientation sessions	83	hours of professional training
14	expert-led workshops		

215 volunteer engagements
1'765 hours of 1:1 coaching

- 4 community events
- 6 networking events
- 3 speed coaching workshops

Corporate Volunteers

joined as Talent Coaches and Network Allies

95 active volunteers from **3** partners



“ *Capacity is an exceptional and inspiring organisation. Being a part of Capacity's Talent Coaches pool is a fantastic volunteer opportunity. It allows me to fulfill my purpose and live up to my values while giving back to society and helping to fuel a diverse pipeline of talented professionals in Switzerland.*
Talent Coach, Access Fast Track 2024

Participants

responses received: 81

91% of participants report being **satisfied or very satisfied** with the programme

93% of participants would **likely or very likely** recommend the programme

“Through networking and expert advice, I learned to communicate my value and tailor my applications more effectively. This has really helped me in my job search, giving me a clearer idea of what I'm looking for and a better strategy.”
Access Fast Track Participant 2024

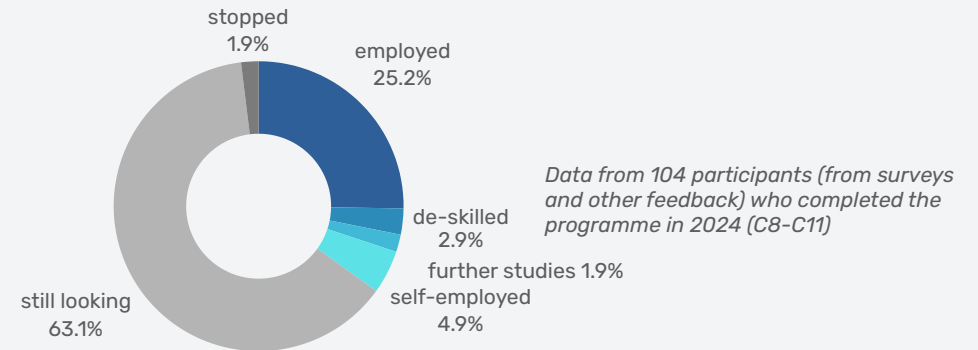
Corporate Volunteers

responses received: 58

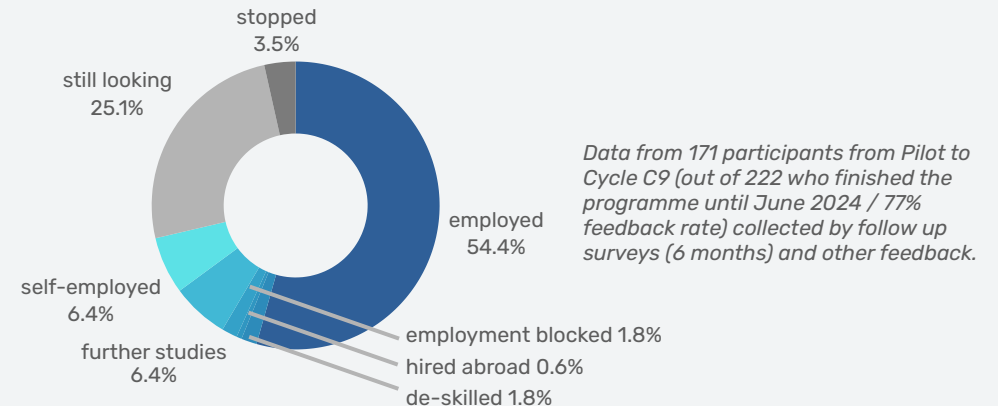
95% of corporate volunteers report being **satisfied or very satisfied** with the experience

98% of corporate volunteers would **likely or very likely** recommend the experience

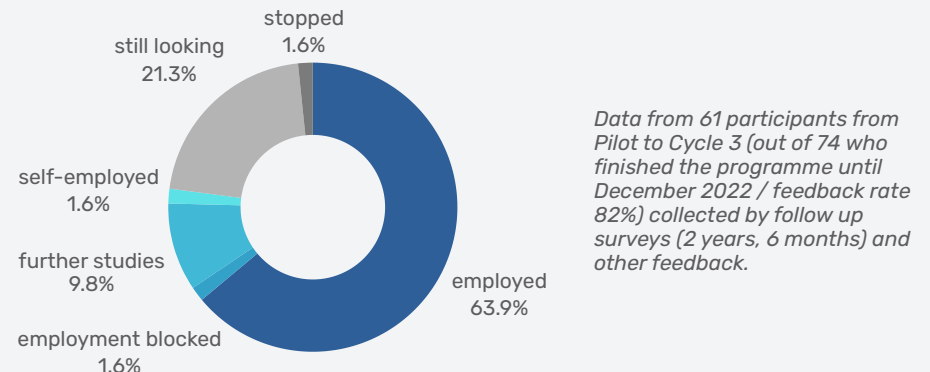
Shortly after the programme:



After 6 months: 54.4% employment rate



After 2 years: 63.9% employment rate



Direct Impact on Participants

average score from all responses (82) on a scale of 1-5

The programme was most helpful for (top 3):

- having a good understanding of the Swiss job market (4.27 / Baseline 3.21)
- having an effective job search strategy in place (4.20 / Baseline 3.27)
- possessing the skills and information necessary to find employment at the level of their qualifications (4.27 / Baseline: 3.63)

Skills improved (top 3):

- CV writing / editing (4.43)
- Interpreting Job Descriptions (4.26)
- Assessing their key skills and expertise (4.17)

Addressing challenges (top 3):

- Explaining gaps in the resume (4.20)
- Communicating and explaining past or potential career changes (4.11)
- Addressing limited local work experience (3.88)

Network growth:

- before: more than 80% of the respondents had **less than 10** professional contacts
- after: **more than 50% have between 11 and 50+** contacts (increase of 32%)

77% feel they can express themselves clearly in the application process, compared to 58% before the programme.

Community:

94% agree or fully agree, that the shared experience helped them realise that they are not the only ones facing these kind of challenges

80% agree or fully agree, the feedback they received from their peers was useful

80% agree or fully agree, that through Access Fast Track, they made new friends and became a part of a strong and supportive community

On Corporate Volunteers (Talent Coaches & Network Allies)

average score from all responses received (63) on a scale of 1-5

Awareness and understanding of the situation of migrants and refugees:

- participation increased their awareness of the challenges refugee and migrant jobseekers face in Switzerland (4.32)
- It encouraged them to reflect on ways to **make this talent group more visible** to the employers (4.31)
- The programme provided an opportunity to improve their coaching skills (4.20)

Taking action:

- the experience encouraged them to become an **advocate for change** in **supporting diverse talent** in their organisation (4.27)

Job Hunting Reimagined: How Hamid carved his career path

Hamid Hashimi - Project Manager/Job Coach at Ingeus Zürich

Arriving in Switzerland from Afghanistan with strong qualifications, Hamid initially believed securing a job would be straightforward. However, after facing numerous rejections, he realised that relying solely on the open job market wasn't the most effective approach.

Discovering the Capacity Access Fast Track programme reignited his hope, offering new perspectives and valuable insights. Recognising the importance of leveraging his limited network, he proactively reached out to his job coach at Ingeus, proposing to work with them on a voluntary basis.

This initiative gave him the opportunity to showcase his abilities, ultimately leading to a contract that grew as he launched a project to help Afghan migrants in Zurich successfully integrate into the job market. By aligning with the organisation's core values and demonstrating his entrepreneurial mindset, Hamid transformed his experience as a Career Advisor into a meaningful career path.

Now, he encourages other migrants to create their own opportunities, reminding them that sometimes the perfect job isn't advertised— it's waiting to be created by you.



Hamid Hashimi,
Access Fast Track Participant

A Journey of Determination and Adaptability

Olena Tarnavska, Compliance manager

We got to know Olena as a strategic, ambitious and determined professional with a clear vision of her goals and a relentless drive to achieve them. Olena built an impressive legal career in Ukraine, but as Law is a highly regulated field, the challenges of continuing her career abroad were significant. By the time she applied to Access Fast Track, she had already enrolled in university studies in Switzerland and had advanced her German language skills. Additionally, she was actively pursuing opportunities to find a fulfilling job, demonstrating her versatility and proactive approach to integration.

Despite the challenges of balancing these efforts, Olena took advantage of the programme, including attending key networking events. We were pleased to see that through one of the Corporate Workshops offered, Olena got connected with our partner company, Generali. It sparked a new opportunity and luckily Capacity could also support her as part of the Talent Placement. Olena was hired as a Compliance Officer for a temporary position of 6 months. This Swiss work experience is an important step toward securing a long-term role in compliance or a related field, where her skills and expertise can continue to grow and be fully leveraged.



Olena Tarnavska,
Access Fast Track Participant

LEAP into Self-Employment

Programme 2024



LEAP 2024
Programme Participants

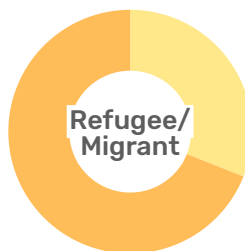
Participants with Refugee or Migrant Background

13 started **13** finished **100%** retention rate

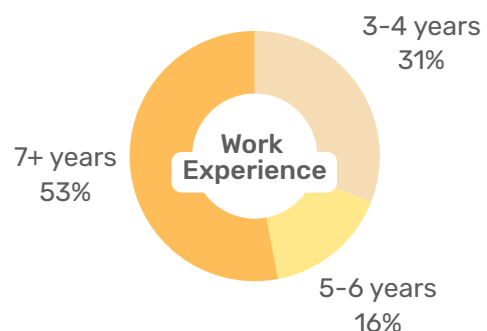
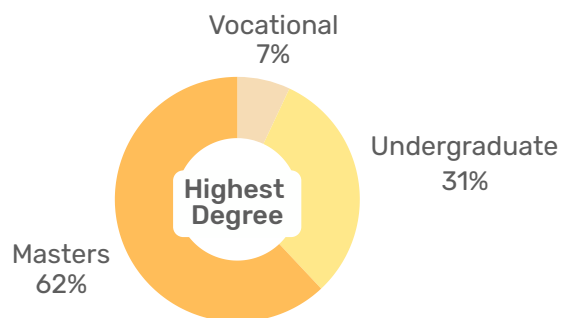
9 nationalities **5** cantons represented



69% female representation



62% refugee / 38% migrant experience



2024 programme offerings

2 orientation sessions

47 hours of professional training

11 expert-led workshops

16 hours of coaching by the team

136 hours volunteered by 3 cohort mentors

36 hours volunteered by 12 ebay coaches

3 community gatherings

1 speed coaching event



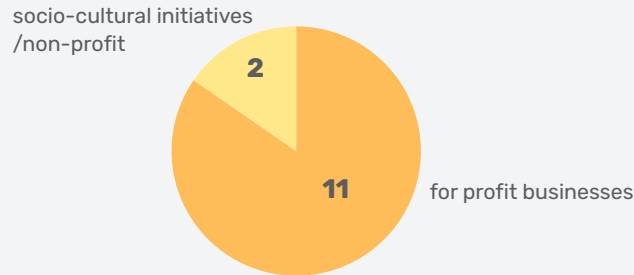
3 cohort mentors

Direct Impact on Participants

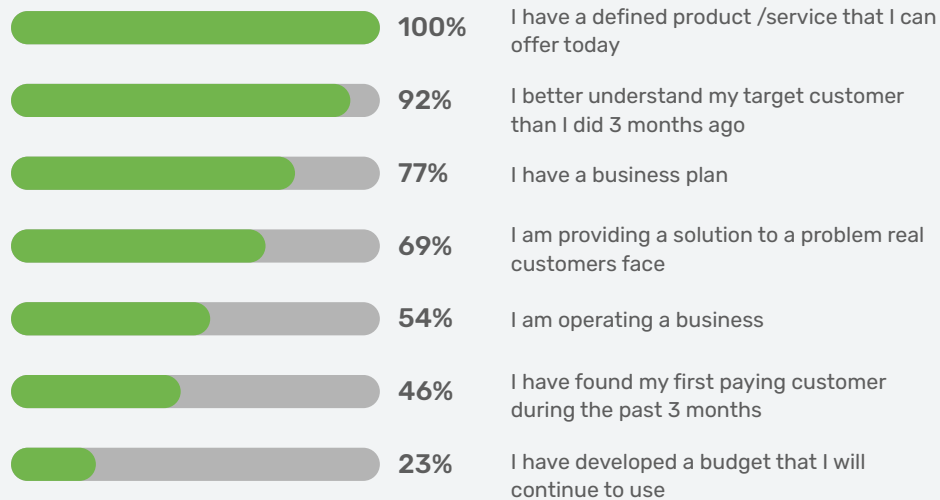
based on intake and post-programme surveys (N=13)

13 Projects*

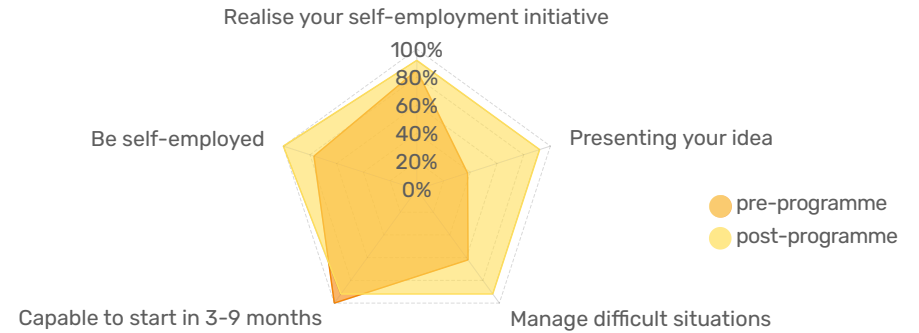
were developed, *1 pre-existing



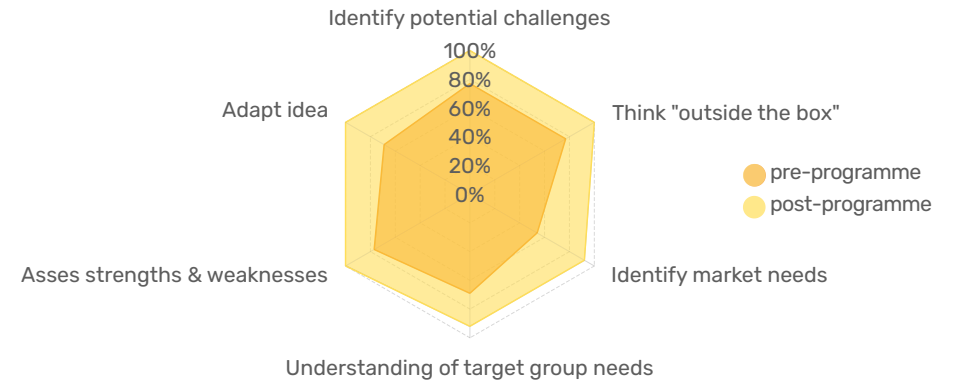
Participants arrived to LEAP at the ideation stage and were able to achieve the following



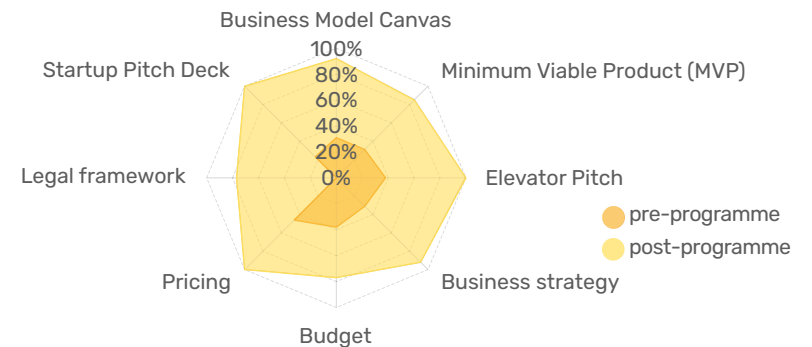
Participants' confidence increased as follows:



By the end of the programme, over 90% participants agreed they possess these useful business skills:



Nearly all participants showed significant improvement in their knowledge of these technical skills:



Mind Insights by Krish Phua – a vision brought to life during the LEAP Programme

Krish Phua moved to Switzerland with his Swiss partner, bringing expertise in psychological counseling and running a private practice. Despite a long history of professional successes, he couldn't secure a job as a counselor in Zurich.

Krish joined LEAP to found his own private practice. The month after LEAP concluded, Krish had signed a lease in a central location to start seeing clients.

Offering group sessions and individual counseling, Krish serves clients in English and Mandarin Chinese. Specialising in intimacy, sexuality, relationships, as well as career and personal transitions, Krish works to support each client in their mental well-being.



Joining Capacity's LEAP Programme felt like coming home, a place where international dreamers like me support each other on the path to self-employment. It gave me not just practical knowledge and skills, but also a sense of belonging in Switzerland.



Krish Phua,
LEAP 2024 Participant

Mariia Makhnovets



Mariia came to Switzerland after being displaced by war with a wealth of experience in Ukrainian agribusiness commodities training and export. Having worked as an independent consultant previously, Mariia was unsure of how her skills and talents could be integrated into the Swiss labour market.

She joined LEAP to see how she could work to both support Ukrainian farmers and widen access to organic produce. By the end of the programme, Mariia had secured her first big consulting client who greatly benefited from her agribusiness expertise. Equipped with business skills tailored to the Swiss market, along with an understanding of the nuances of how to operate as a self-employed consultant, Mariia continues to offer excellent advisory services for agribusiness ventures.



Joining LEAP equipped me with both a practical toolkit and the emotional support needed to believe in myself and take the first confident steps toward launching my own venture. LEAP gave me the clarity, confidence, and courage to move forward.

Corporate Volunteering 2024



Connecting People, Creating Change

Capacity is committed to fostering an inclusive society that offers opportunities to all, irrespective of background.

In our project implementation, we purposefully bridge the gap between individuals with refugee and migrant backgrounds and corporate partners who embrace social responsibility, along with their employees who volunteer in our initiatives.

Through the support of volunteer efforts, our target groups gain exposure to and appreciation for diversity, prompting introspection into their own behavioural patterns.

We greatly appreciate the valuable support of our long-standing partners UBS, eBay, Generali/The Human Safety Net, DOW and Johnson & Johnson and their employees in 2024 and look forward to continued collaboration.

Capacity is an exceptional and inspiring organisation. Being a part of Capacity's Talent Coaches pool is a fantastic volunteer opportunity. It allows me to fulfil my purpose and live up to my values while giving back to society and helping to fuel a diverse pipeline of talented professionals in Switzerland.

Helping others in a vulnerable position gave me more awareness of the inequalities in society related to migrants and refugees, and my own privileges.

Corporate Volunteers, engaged as Talent Coaches in the Access Fast Track Programme 2024

Interview with John Mather - Talent Coach Access Fast Track

What was the most interesting thing you learned from your coachee?

Trying to find a job is difficult, time-consuming and mentally exhausting. The Swiss Job market is difficult, especially in the current climate. Being there to listen and support is already a positive step towards integration, as this is a 2-way street. Having the ability to be involved with Capacity and being able to support your coachees move towards a new chapter in their career and help show that, as a community, we are open and supportive; there are a lot of people out there who want to help.

What was the biggest challenge you experienced as a Talent Coach within Access Fast Track?

The most challenging aspect in my view is feeling like you could be doing more to support your coachee. There is such an amazing depth of talent out there, companies could be leveraging these highly skilful, motivated, and passionate people. Everything Capacity and its volunteers are doing to support migrant workers, just by being involved, you make a big difference, and this is massively appreciated by the coachees. All it takes to get involved is to just offer some time and share experiences.

Do you have any recommendations for Talent Coaches?

We can provide guidance, opinions, and inspiration, but more importantly, we can provide the energy & inspiration to keep going, keep applying for roles, and don't give up. As a coach/coachee partnership, we are there to help work towards the coachee's goals, helping them as they need; as a coach, prepare to be flexible and support the coachee in different ways as the relationship grows.



John Mather, IT Director and
Access Fast Track Talent Coach

Outlook 2025



Looking ahead to 2025

2025 marks the 10th anniversary of Capacity – a decade defined by the unwavering commitment and dedication of our founders, employees, and many volunteers. This, combined with the trust and loyalty of both long-term and new partners, has been crucial in our growth.

Today, we are proud to support around 125 individuals with refugee or migrant backgrounds annually, supporting them to integrate into the Swiss labour market—whether as employees or self-employed entrepreneurs.

In a world increasingly shaped by geopolitical shifts, **we recognise the vital role our work plays** in fostering a society where diversity is seen as a strength. In such a society, everyone can contribute their skills and talents—including in the labour market. **We believe that migration in Switzerland should be a force for progress, not division.**

Looking ahead to 2025, we are committed to expanding our impact. We aim to provide up to 120 highly qualified job seekers with refugee or migrant backgrounds from across Switzerland the opportunity to participate in our two-month labour market integration programme, Access Fast Track. Additionally, we plan to support 15 refugees and migrants in their journey to self-employment through our LEAP programme.



Access Fast Track 2024
Programme Participant



Access Fast Track 2024
Programme Participant and Corporate Volunteer

Beyond these programmes, we remain dedicated to supporting our Alumni. For Access Fast Track through initiatives like Talent Placement, where we connect talent with companies, and corporate speed coaching workshops, we continue to foster opportunities for meaningful employment. To strengthen our entrepreneurship and LEAP for self-employment alumni, we actively recommend their services whenever possible, while encouraging them to make use of diverse opportunities in various formats.

Isabel Brücher, in the Name of the Capacity Team



Experiencing the amazingly talented programme participants reinforces my conviction: let's stop talking about "Fachkräftemangel" until every Access Fast Track alumni has found a suitable job.

Curdin Duschletta - Head of Social Impact and Philanthropy, Switzerland UBS - on LinkedIn after CONNECT, June 2024

Our Impact since 2015

CAPACITY ENTREPRENEURSHIP PROGRAMME SINCE 2016

172

people with refugee or migrant
backgrounds supported in
their entrepreneurial journey



80+

countries
represented

93

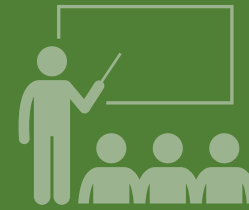
businesses and non-
profits developed

113

jobs landed

11

people pursued
continuing
education



715+

hours of professional
training across all
programmes

8'600

hours of 1:1
mentoring and
coaching



CAPACITY ACCESS FAST TRACK PROGRAMME SINCE 2022

281

highly-skilled people with
refugee or migrant
backgrounds supported in
their job seeking efforts

52%

of the participants
have refugee
experience



74%

of the participants
are women (female
identifying)



31

events showcasing
refugee and migrant
talent

880

corporate volunteer
engagements as
mentors and
coaches

Thank you!

Thank you to all our partners, collaborators and friends for your full support over the last year.

Thank you to all the generous donors - we would not have been able to run the programmes without your support.

Also, thank you to our loyal crowd of volunteers, who assisted us with their valuable expertise. You strengthen our organisation and help us widen our impact in the communities we serve.

Thank you, to our community, for your dedication, power, and vital engagement, as we together are building a more inclusive society.



Access Fast Track
Programme Participants 2023



Johnson&Johnson



Beisheim Stiftung

**VOLKART
STIFTUNG**



HIRSCHMANN STIFTUNG

**otto erich heynau
stiftung**

Stiftung "Perspektiven"
von Swiss Life



Hilfsgesellschaft
Zürich



Unterstützt vom
Kanton Zug



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra



Swiss Society
for the Common Good



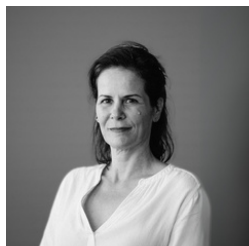
IRF:



Zürich



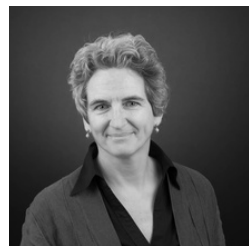
Capacity Team in 2024



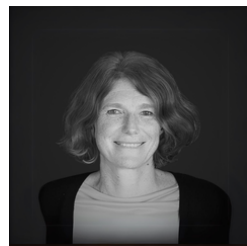
Isabel Brucher
General Management



Adrienn Györy, PhD.
Programme Management



Caterina Meier-Pfister
Partnerships



Carolin Würthner
Fundraising



Juliane Oppenheim
Talent Management



Evgeniya Vodolazova
Programme Development



Francesca Malvatani
Talent Management



Piera Marongiu
Talent Placement



Julieta Novoa
Community Management



Blenda Schmutz
Events



Ulrike Draeger
Support Access Fast Track



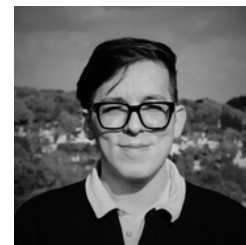
Monica Diaz
Programme Management



Tatiana Kan
Programme Management



Sophie Frick
ZHAW student intern



Ajdin Zekjiri
ZHAW student intern

**All the
Capacity
team members
worked
part-time in
2024 for**

6.8 FTEs

total, from which

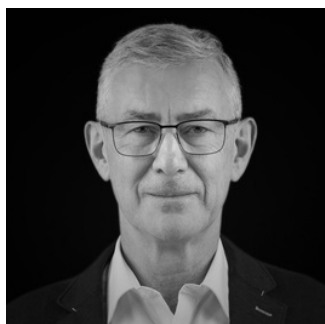
6.3 FTEs

were paid and

0.5 FTE

volunteered

Capacity Board in 2024



Chris Gopsill
Chief Mentoring Officer &
Chair of the Board



Magdalena J. Schneider
Alliances and Fundraising
& Safeguarding Officer



Jana Worofsky
Finances



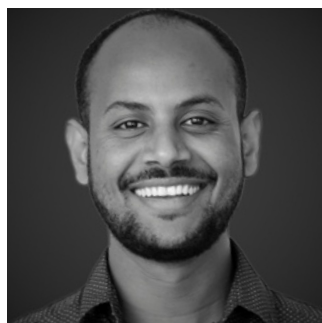
Andrea Ostinelli
Management & Governance



Katka Letzing
Start-up expertise &
innovation



Dora Aibester
Organisational and talent
development



Medhanie Gebrekidan
Finances



Christian Nat
IT & Data Protection Officer

Time commitment by the board in 2024

6
board meetings

540
hours volunteered

Volunteers



Our work would not have been possible without the invaluable support of:

- Astrid Boos
- Julie Jaeger
- Helena Jalanka
- Kassandra Jégou
- Catherine Leduc
- Leydi Rubio



You can also become a changemaker!



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