

GOTEACH FACTS & FIGURES

2023



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GLOBAL OVERVIEW

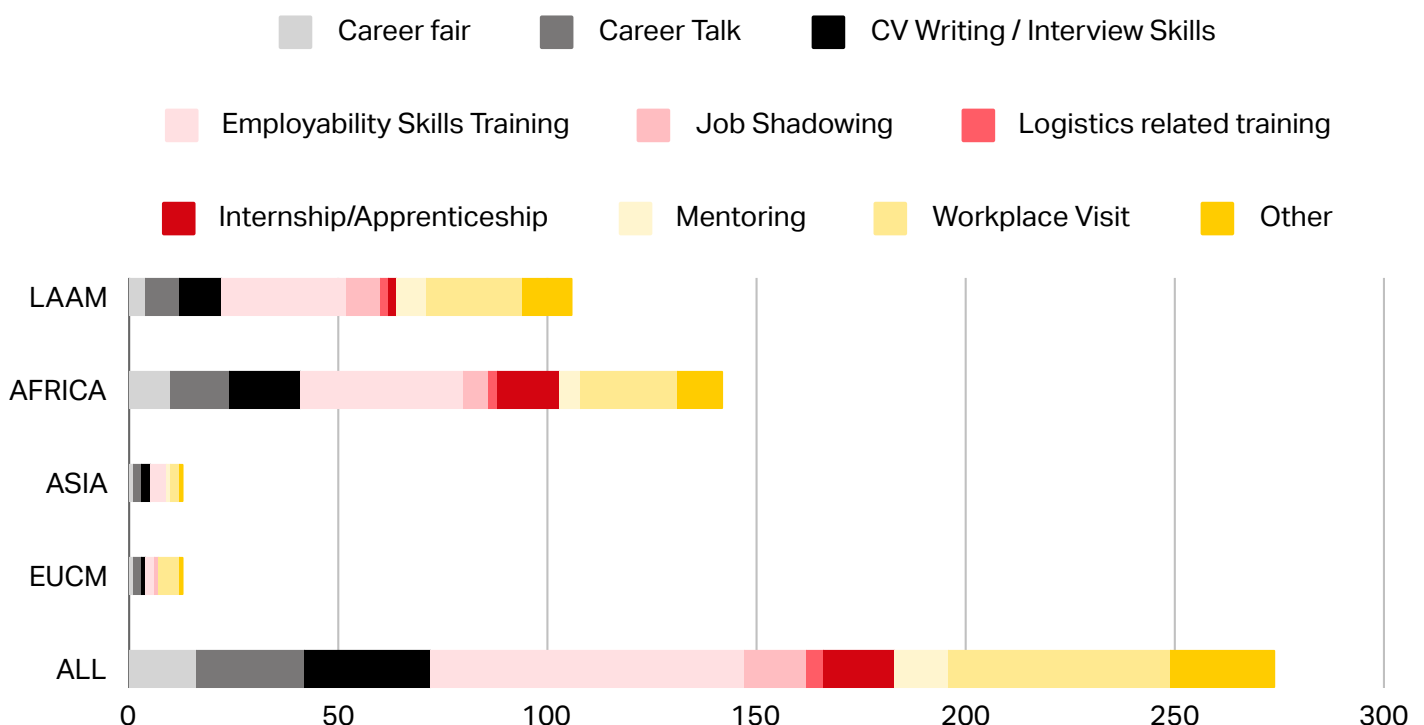


*Impact: Number of young people participating in at least 3 activities as per the GoTeach Framework

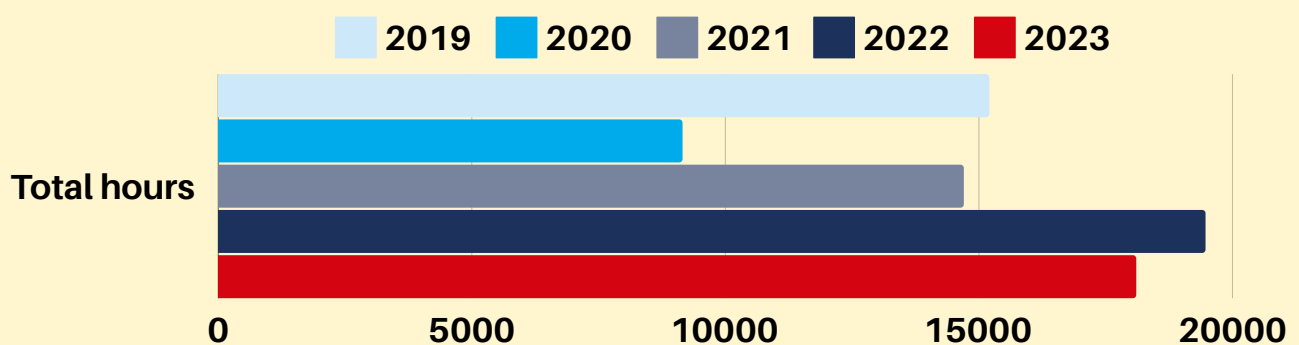
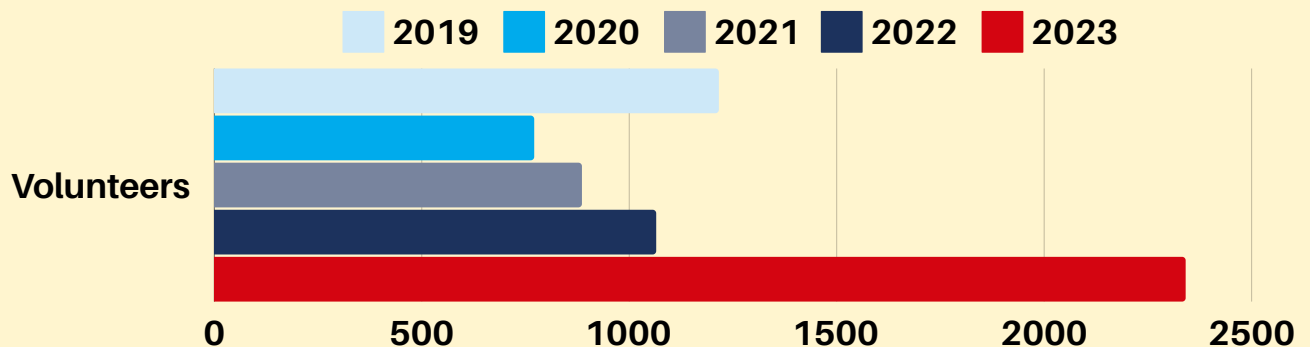
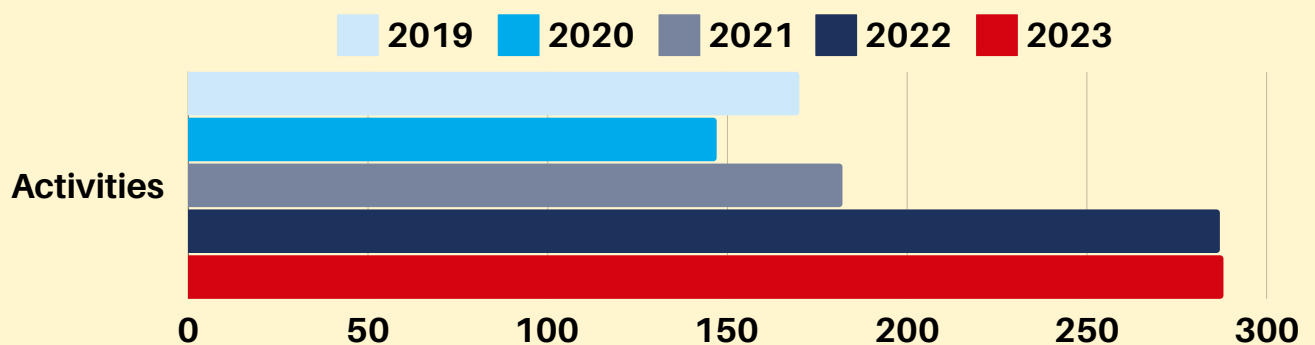
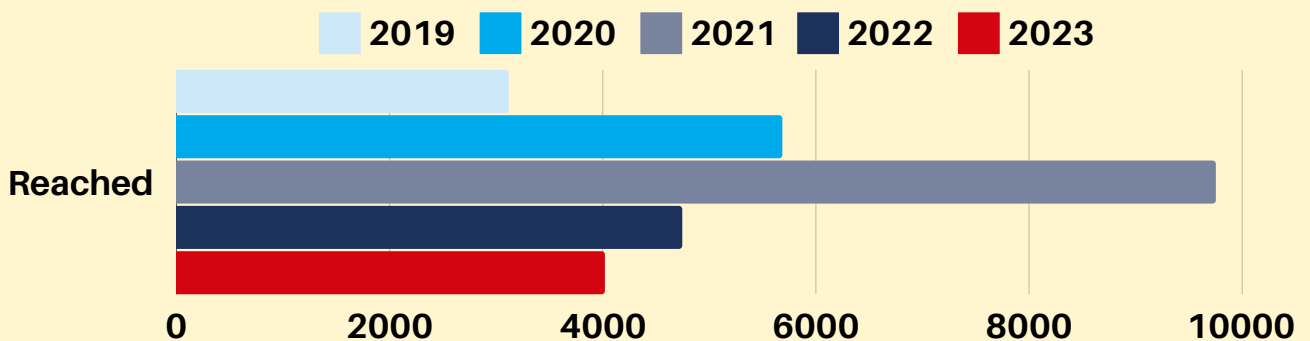
GOTEACH FRAMEWORK

In 2023, the GoTeach Framework was officially implemented in all GoTeach countries. This framework draws on internal evaluations and external research such as the OECD Career Readiness research. As a minimum requirement, all GoTeach countries are required to conduct three activities for the same group of young participants within a single calendar year. Mandatory activities fall under the "Expose" and "Explore" categories. Additionally, after meeting the essential criteria, activities from the "Practice" category can be integrated to enrich the program.

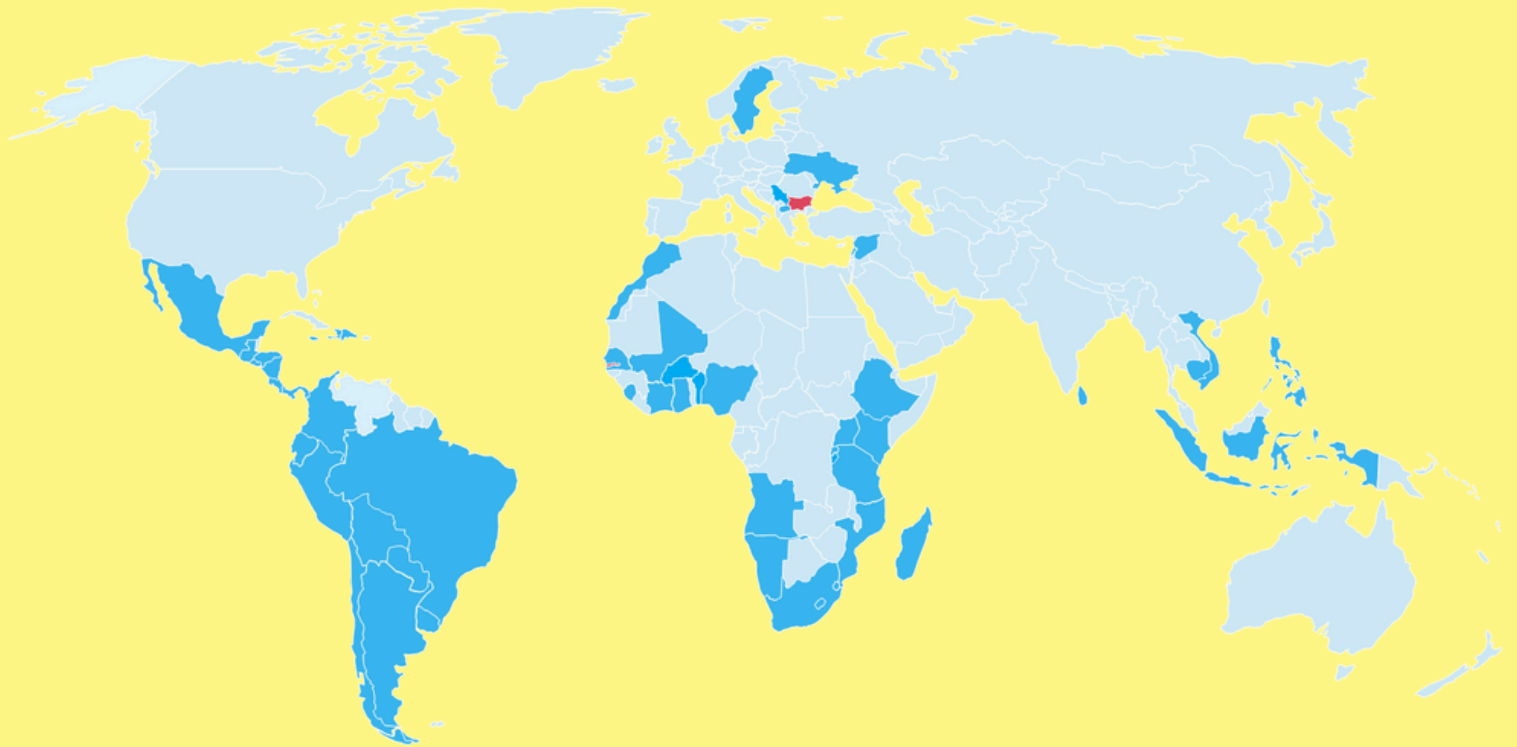
MANDATORY: 3 INTERVENTIONS PER YOUNG PERSON		OPTIONAL
1. Expose Intended outcome: Allow children and youth to obtain information about the professional work environment and provide an insight into career opportunities and apprenticeships.	2. Explore Intended outcome: Young people actively explore the world of work, think about their future plans, learn specific skills to make important decisions about the future.	3. Practice Intended outcome: Provide youth with the opportunity to experience the working world in a real business environment and to do a job that puts into practice the employability skills they have already developed.
Workplace visit Visit of a local site or office (a few hours) to experience different places of employment where employees perform tasks, jobs and projects, including a career Q&A with DPDHL employees	Employability skills training Train program participants in life skills and professional skills that prepare them for their first job or start their own business	Internship Short-term working experience (up to six months) that integrates theory and skills learned in the classroom with practical application and skills development in a professional setting
Career fair Stands are set up and each department inform about the variety of professional opportunities, as well as employees share their own work experience	CV writing & interview skills training Help young people to create an impactful CV and learn how to prepare for an interview	Apprenticeship* Provide temporary work experience including supervised on-the-job training, along with job-related skills training, all while earning a wage. Apprenticeship programs are full time positions within DPDHL
Career talk Employees talk about their occupations and how to access them including session on gender stereotypes or future of work	Logistics-related training Train program participants about the world of logistics, including logistics-themed problem solving and teamwork activities	
	Job shadowing On-the-job training (up to two weeks) that allows to observe an employee performing a job role, incl. the opportunity to ask questions throughout the day or at the end of the experience	
	Mentoring Support program participant to develop skills and attitudes needed to progress into employment, training or further education	



GROWTH OVER THE YEARS



Partnership Countries



Countries that joined in 2024

LAAM

Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Haiti, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay

ESAF

Eswatini, Ethiopia, Ghana, Kenya, Lesotho, Namibia, Nigeria, Rwanda, Sierra Leone, South Africa, Tanzania, Uganda

WCNA

Angola, Burundi, Burkina Faso, Benin, Cape Verde, Ivory Coast, Mali, Madagascar, Mauritius, Morocco, Mozambique, Senegal, Togo, **the Gambia***

Asia

Indonesia, Sri Lanka, Thailand, Vietnam, Philippines

Europe & Middle East

Bulgaria*, Lebanon, North Macedonia, Serbia, Sweden, Syria, Ukraine

Regional Highlights: LAAM

Activities

Young People Reached

Young People Impacted

Volunteers

Volunteering Hours

128

1457

851

943

6702

Blended
3.8%

Virtual
29.2%

F2F
67%

ECUADOR



During August and September, DHL Ecuador held a "Yellow Tour" in Quito and Guayaquil. High-school aged young people from SOS Children's Villages and Teach for All participated in a tour of operations where they received work experience to prepare them for the future.

The volunteers operated several employability fairs in joint organisations with their partners where they presented the activity of the company and the professional profiles. They also interacted with the young people who expressed their desire to join the workforce and alleviated concerns the latter may have had.

Regional Highlights: LAAM

PERU

In an enduring 11-year partnership between DHL and SOS Children's Villages Peru, a robust communication system was established to address employability challenges. The 'Building My Future Seminar' initiative was developed by listening closely to the evolving needs and aspirations of the youths of Aldeas as they pursued careers aligned with their goals. Collaborating with AISOS and DHL Peru, the impact has been significant, reaching approximately 1,000 young individuals through various activities. The 'Building My Future Seminar' has been conducted in 8 editions across 11 locations in Peru.

This effort has been instrumental in equipping young participants with practical tools to navigate job application processes, boosting their personal confidence to pursue their career paths confidently and professionally. The seminar, consisting of five workshops annually with an average of 70 participants, offers around 9 hours of immersive learning. Sessions blend theoretical knowledge with hands-on experience, including simulations of real-world recruitment scenarios. The simulated job interviews have proven to be impactful, allowing participants to submit their CVs in advance to DHL volunteers who conduct realistic interviews, provide feedback, and offer insights to enhance the youths' professional skills.



Regional Highlights: ASIA



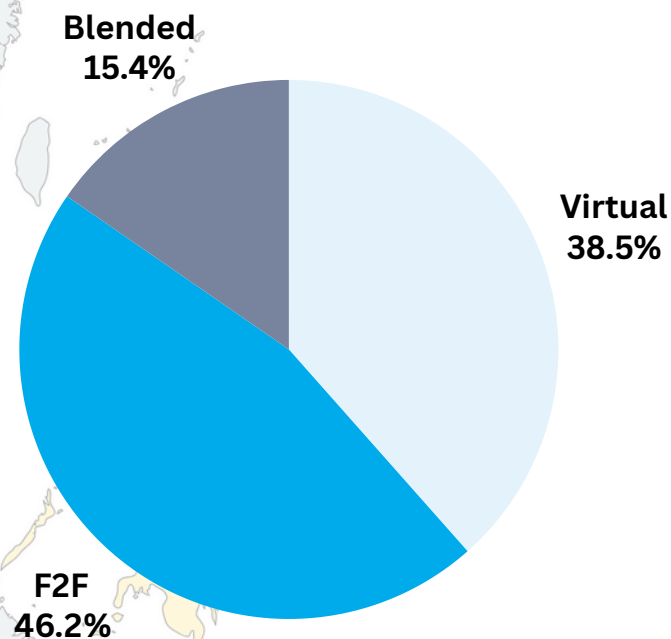
Activities	12
Young People Reached	647
Young People Impacted	141
Volunteers	233
Volunteering Hours	3412

INDONESIA

In 2023, Indonesia kicked off their efforts to promote youth employability with World Youth Skills Day, where DHL took a leading role in engaging 100 young people, shedding light on the importance of the logistics industry.

One of the highlights of Indonesia's activities included a mentoring program focusing on CV writing and interview skills, boosting confidence through an 8-week virtual program for 30 dedicated youths. The year concluded with a Year-End Inspirational Talk, emphasizing passion and potential. Echoing Nelson Mandela's words, "Education is the most powerful weapon to change the world," the event took place at a significant SOS Children's Village near their headquarters, marking their inaugural visit.

They also welcomed volunteers from different DHL Business Units to share their compassionate spirit. These initiatives showcase Indonesia's unwavering commitment to shaping a brighter future and empowering the next generation.



Regional Highlights: AFRICA

ESAF

Activities

Young People Reached

Young People Impacted

58

709

365

WCNA

Activities

Young People Reached

Young People Impacted

72

877

589

Total Volunteers

Volunteering Hours

920

7256

Virtual
4.2%

F2F
92.3%

Regional Highlights: ESAF

MAURITIUS

GoTeach Mauritius partnered with DHL Global Forwarding (DGF) to promote gender equality and educate 35 SOS young people on the evolving dynamics of workplace gender fairness. Volunteers not only introduced various departments at DHL but also led discussions on fundamental human rights and the significance of gender in the workplace.

The shifting landscape in Mauritius, where more women are entering traditionally male-dominated sectors like driving, construction, and city services, indicates progress towards greater equality. During the session, videos were used to demonstrate the growing fairness in these fields. The program, working closely with the Ministry of Gender, strives for inclusivity and diversity. Notably, 53% of the young individuals benefiting from GoTeach are women. To ensure equal treatment for everyone, the GoTeach team actively identifies and rectifies instances of unfairness, sets fair goals, integrates gender considerations into planning, upholds human rights principles, and regularly evaluates progress.



Regional Highlights: WCNA

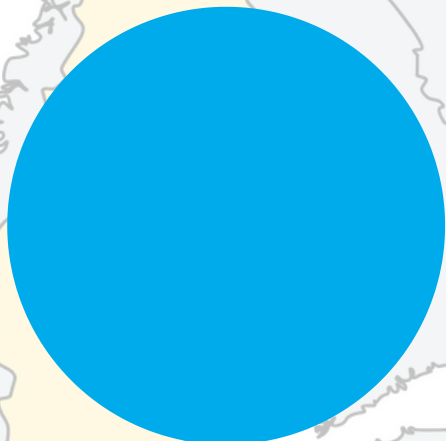
GHANA

Since 2019, GoTeach Ghana's innovative boot camp addresses challenges faced by participants from various villages. This year, it involved a week-long program, strategically aligned with government school holidays, ensuring active participation in exposure and exploration activities. This has proved to be a highly successful best practice despite occasional differences in private school holiday schedules.

The organization fosters meaningful connections between volunteers and young participants, leading to remarkable success stories. For instance, one young individual secured a national service position at DHL Express through a volunteer connection, while a mentored young lady earned an opportunity to attend the World Climate Change event. In 2023, a significant activity included a visit to the DHL workplace, showcasing GoTeach Ghana's dedication to providing a rewarding and inspiring experience for the youth it serves. This commitment inspired several youths to express their interest in working as postgraduate interns with DHL. Consequently, three young individuals were accepted for postgraduate internships with DHL in 2023/2024.



Regional Highlights: EUCM



Activities	18
Young People Reached	189
Young People Impacted	79
Volunteers	245
Volunteering Hours	733



LEBANON

In Lebanon, 40 young participants joined a comprehensive three-stage program with DHL to improve their skills and opportunities in a logistics industry. The program began with a career orientation session at DHL's Headquarters, offering insights into various departments and the operations of a globally recognized logistics company.

Additionally, they received training on workplace gender-based violence awareness. The second stage included an Online Webinar on Assertive Communication Skills in the Workplace, emphasizing the significance of assertive communication in professional environments. The final phase featured an employability workshop in collaboration with Teach for Lebanon, focusing on CV writing and interview techniques. The youth actively took part in this initiative, aimed at equipping them with essential employability skills, effective communication strategies, and thorough preparation for future job interviews.



The World of Tomorrow Webinars



World of Tomorrow

Pablo Ciano
CEO
DHL e-Commerce Solutions

First Choice Manager
DHL Express
Chile

Front Desk AFR
DHL Global Forwarding
Argentina

Funder
Trash Challenge
Paraguay

Operation Assistant
DHL Express
Ecuador

Teach For All
A Global Network

Deutsche Post DHL Group

GOTEACH

SOS CHILDREN'S VILLAGES

THE WORLD OF TOMORROW
TOMORROW'S SHOPPING & SELLING
TODAY: A LOOK AT ECOMMERCE AND
ITS FUTURE

MEET THE SPEAKERS

Aseel Abu Jarad
STUDENT

Sammy Thuita
E-COMMERCE
REGIONAL CUSTOMER
MANAGER (SSA) AT
DHL EXPRESS

Nalukwago Ingrid
SERIAL
ENTREPRENEUR

April 20, 2023, 5:30 - 6:30 pm CEST

REGISTER HERE

**WORLD OF TOMORROW –
KNOWLEDGE DELIVERED**

Deutsche Post DHL Group

GOTEACH In cooperation with

Teach For All
A Global Network



AFRICA EDITION

WORLD OF TOMORROW

Thursday, December 7
13:30 GMT

Youth Potential: Freelancing Insights

Hack Yacoubou
SOSCV/Leamio Trainer, Freelancer,
Benin

Serge Koue
IT Manager Doctors Without Borders,
Owner Hope Group SN, Influencer,
Senegal

Aadilah Salle
Marketing Communications
Coordinator, DHL Supply Chain
South Africa

Frank Bazié
Master of Ceremonies, TV
Presenter, Interpreter
Burkina Faso

Salimane Issifou
National Director, SOSCV, Benin

Register here (Zoom):
Link: <https://bit.ly/WOTAfrica>

an me:

Paballo Mailula
Youth Advisory Board Member &
Youth Engagement Advocate,
Senegal

moderated by

Emma Thokwana
BA Psychology/Criminology
Student, SOSCV, Benin

**WORLD OF TOMORROW:
AP EDITION**

**GLOBALIZATION, AI, AND AUTOMATION ARE CHANGING THE JOB INDUSTRY.
HOW CAN YOU BE READY?**

Mihaela Isac
CIO, DHL Supply
Chain Asia Pacific

Kelvin Tan
CEO, Project ID

Jun Wu Sew
Tech Manager,
Teach For Malaysia

Sessions : 4
780+ Attendees

The "World of Tomorrow," a webinar series by GoTeach, aims to inspire young individuals by providing them with role models and insights from experts. Through this platform, young people globally share their stories, fostering confidence, career development, and community support among their peers.

Starting 2023, the World of Tomorrow webinars are now hosted regionally. Topics, focusing on the job industry, ranged from the role of AI in the workforce, the rise of e-commerce, freelancing in the 21st century and gender equality in the workplace. Youth Advisory Board Members from each region were invited to be a part of the process in conceptualizing their interest areas and involved in organizing the events for their respective areas.



Strategic Initiatives 2023

Social Entrepreneurship Pilot (SEP)

Starting in 2021, the main goal of the Social Entrepreneurship Pilot (SEP) was to equip young individuals with vital entrepreneurial skills through a comprehensive program including training, mentorship, and financial assistance.

SEP was rolled out in seven countries - Haiti, Kenya, Lesotho, Madagascar, Mali, Mexico, and Rwanda, finishing off in March 2023. A total of 306 young people took part in the training, with 96 advancing based on their performance in pitch contests, submission of business plans, and dedication. The selected participants received in-depth entrepreneurship training, mentorship, monitoring, and networking opportunities.

During the program, 150 mentors from DHL were trained, comprising 70 virtual and 40 local mentors, and were matched with participants to ensure ongoing support. The young individuals benefited from the guidance of either a virtual mentor, a local mentor, or a blend of both.

By March 2023, all participating countries successfully completed the program, with final ceremonies wrapping up in May 2023. 68 youths have started their businesses since its completion and 48 have earned revenues in the first year,



My First Job



The "My First Job DHL" program was piloted from 2021 to 2023. Its aim was to generate job opportunities for young people from vulnerable backgrounds with the intention that they will continue their development and be ready for permanent employment at DHL by the end of the program. 28 young participants were part of the initiative, with 25 of them successfully completing the program, and 14 of the young people still a part of the company as employees.

Key learnings included that it was important to maintain a contact network between young participants from different countries and business units. Recommendations highlight having a touch point with the young people who were hired 6 months after completing the experience to better support their ongoing professional development. These could also be applied to new countries and/or DHL business units in the Americas that wish to implement the program.

DHL MANAGEMENT PARTICIPATION IN GOTEACH

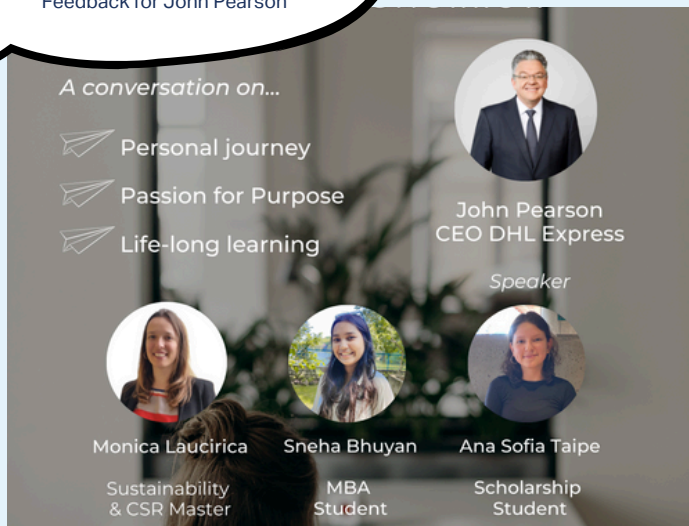
Webinar with CEO Pablo Ciano

During the Latin American edition of Word of Tomorrow, CEO DHL e-Commerce Solutions Pablo Ciano shared his personal experiences on how he has left his comfort zone to reinvent himself personally and professionally. He was joined by a panel of young leaders who also contributed and discussed the challenges in their personal development.



"I got amazing highlights from the mentorship (the ETC method for example – emotion-truth-choice); he is super friendly so it was easy, the communication."

Feedback for John Pearson



Mentorship with CEO John Pearson

CEO DHL Express John Pearson participated in a group speed mentoring session with selected members of the Youth Advisory Board from the YouthCan! program on October 2nd. The online session included reviewing the participants' work with YouthCan!, delving into Mr. Pearson's career path, and offering personalized career advice based on their discussions. The session proved to be a great success for both the young participants and Mr. Pearson, generating enthusiasm for potential future speed mentoring initiatives within DHL Express and among our colleagues and youth engaged in YouthCan!.

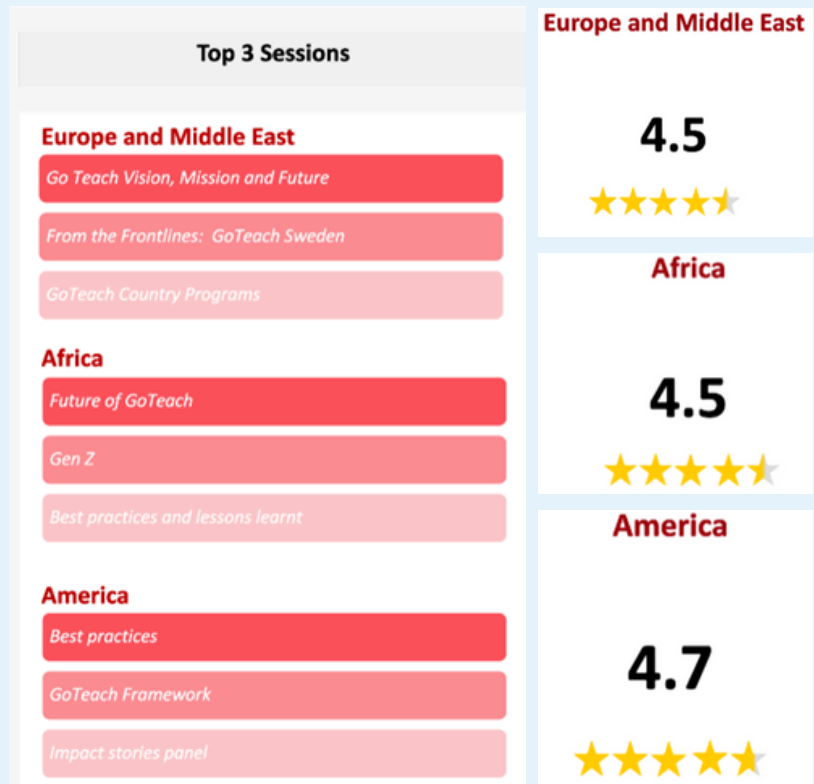
Latin American Corporate Ambassador Program with Joakim Thrane

As of June 2023, Joakim Thrane, CEO DHL Express Central and South Americas has been appointed the Regional Corporate Ambassador in LAAM. In this newly created role, Mr. Thrane will increase awareness of SOS CV's mission and goals and of YouthCan! across LAAM. His commitment and presence during a recent corporate partnership program, the "Partners for Employability" cocktail event in Peru with over 20 participating companies, demonstrated his dedication to fostering collaboration and opportunity. This allowed for great encouragement in more employability programs for young people among the partner corporations - indeed, 4 young people from SOS CV Peru were hired after this event.



GoTeach Regional Conferences

The Regional GoTeach conferences were held from October to November 2023 across Africa, Latin America, and Europe. These conference spaces allowed team members who work daily on the agenda in regions and countries to come together. These included DHL colleagues – including management teams, volunteers, ambassadors as well as colleagues from strategic partners in the program SOS Childrens Villages and Teach for All network and others as applicable. The conferences aimed to foster connections, exchange experiences, and shape the future of the GoTeach program. In addition, program visits and interactive sessions with participants added to the immersive experience. These spaces also allowed for recognition and team bonding, something very key to the program in its recent scope of over 80 partnerships.



"When we bring different perspectives and stakeholders together we grow stronger and can scale our impact – this is our joint vision of the future. The power of passion and collective leadership in our network drives us forward" – Banalata Sen, Global Head, GoTeach Program



YouthCan! Conference 2023



Youth Advisory Board
Members, 2023



DHL Group HQ,
Post Tower, Bonn, 2023

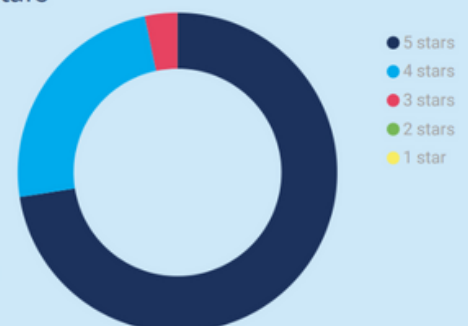
The YouthCan! Conference was hosted at the DHL Group Headquarters in Bonn, Germany, from May 15th to 17th, 2023. Over 140 attendees joined, including SOSCV staff members from 39+ YC! countries, global and regional partners, corporate volunteers, and external guests. Throughout the three-day event, the conference centered on the YouthCan! Vision 2024. Each day was crafted to discuss fundraising, best practices, youth participation, and program quality and growth over the last few years. The event highlighted the importance of extensive engagement, mentorship programs, and collaborative endeavors among various stakeholders.

During the YouthCan! conference, the representatives of the [Youth Advisory Board](#) met to discuss crucial aspects of youth involvement in YouthCan! and to share their aspirations and plans for 2023/2024. Throughout the conference, former cohorts, along with national coordinators, developed strategies to expand the reach of YAB beyond its global presence, fostering engagement through national youth councils and other forms of youth participation in YouthCan!.

97% of the respondents gave 4 or 5 stars

95-91% Most liked sessions (between 95-91%)

1. Entrepreneurship
2. Youth-led panel, Multi-Stakeholder partnerships panel, YC! beyond 2024
3. Programme Quality



91 of 146 participants responded
Learn more about [YouthCan!](#)

The Story of Violet



[Click Link to Violet's Article](#)

Those who attended the YC! Conference would recognise Violet Ochieng for her colourful work that lit up the conference halls. While participating in the Social Entrepreneurship Pilot program in Kenya, she was paired up with Joshua Amewuga, Sub Saharan Africa (SSA) Operations Programs Manager at DHL Express Ghana, who began to mentor her remotely from his hometown. Together, they have shown that at the heart of the GoTeach programs, a simple connection and steadfast support is all that is needed to give young people the chance they deserve to realize their success.

Violet's story, in its authenticity and earnestness, has been a major force for increasing engagement both within our networks and to external parties. Internally, Violet was invited to speak at DHL's Top Executive's Meeting in Germany, where she shared Veeklture's inspiring entrepreneurship journey and the power of mentorship. Following this visit, she was also invited to Vienna to meet the SOS CV International Office colleagues.

GoTeach Survey Results



What young people say about GoTeach...

4.24

Average rating of 'I am confident in my ability to find a job'.

3.85

Average rating of 'I have developed professional skills that can help me find a job'.

4.15

Average rating of 'I have someone I speak to regularly for ideas, guidance, or help'.

4.40

Average rating of 'I feel accepted and respected by the trainers and volunteers'.

4.32

Average rating of 'My volunteer/mentor is a positive role model in my life'.

4.11

Average rating of 'I am motivated to start my own business'.

What volunteers say about GoTeach...

4.57

Average rating of 'I feel my employer is socially responsible'.

4.71

Average rating of 'I would recommend other colleagues to participate in similar activities'.

4.58

Average rating of 'I feel I have made a positive contribution to individuals and communities in need'.

4.64

Average rating of 'I am more aware of the challenges faced by young people from vulnerable backgrounds'.

4.30

Average rating of 'I interact and collaborate more with other employees of my company outside my own team'.

4.33

Average rating of volunteers who feel that they have gained or improved their leadership skills

*This data is derived from the GoTeach Youth Surveys 2023.

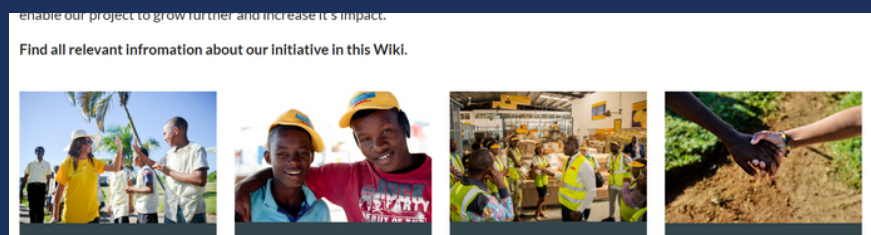
Thank you!

GoTeach's remarkable impact would not have been possible without the support of its growing global community.

We express our heartfelt appreciation to everyone who contributed to this outstanding success and look forward to more fruitful collaborations ahead.

Learn more about GoTeach on the GoTeach Wiki

As a collective knowledge hub, the **GoTeach Wiki** provides insights into the history and impact that GoTeach has had, including best practices and useful guidelines. Access the Wiki now under www.goteach-wiki.com



Disclaimer

The data and information in this report are derived from our database, where we track progress on an individual level. SOS Children's Villages and DHL Group sustain both the GoTeach and the YouthCan! partnerships. The YouthCan! partnership is a global partnership with additional corporate partners and promotes youth employability for disadvantaged young people. As some countries are both GoTeach and YouthCan! countries, some of the data in this report is derived from the same sources.

The above facts and figures provide a very good indicator of what has happened within GoTeach in the previous year. Please read all the data not as exact numbers but as the best possible result based on the data we are able to collect.