



SOLS 24/7 Netherlands Foundation (CoC: 66982464)
(Stichting SOLS 24/7 Nederland)
Van den Berghlaan 401, 2132 AL, Hoofddorp, The Netherlands.
Tel: +3123 563 2910

 www.sols247.org/nl

 netherlands@sols247.org

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SOLS 24/7 NETHERLANDS FOUNDATION - POLICY PLAN 2017-2019

SOLS 24/7 Netherlands Foundation (hereafter referred to as “SOLS 24/7 Netherlands”), also known as Stichting SOLS 24/7 Nederland, is a humanitarian organisation committed to serve, educate and empower poor and under-served communities, through our education- and social empowerment programmes.

SOLS 24/7 Netherlands is the Dutch branch of the international humanitarian organisation SOLS 24/7 with its official seat in Kuala Lumpur, Malaysia. SOLS 24/7 Netherlands was incorporated on 3rd October 2016 and has its official seat in Hoofddorp, municipality of Haarlemmermeer, the Netherlands.

Statutory objective

The objectives of the Foundation are to serve, educate, and empower poor and under-served communities, minorities and migrants, irrespective of race, creed and/or religion, in Europe and developing nations outside of Europe, as also to accept bequests with the benefit of inventory and to perform all such further acts and activities as are in the widest sense connected therewith, incidental thereto and/or which may be conducive thereto.

To gain profits is not an objective of the Foundation.

The mission

In a world where opportunities are unequally distributed among societies, SOLS 24/7 Netherlands exists to serve, educate, and empower people from poor and under-served communities, minorities and migrants, irrespective of race, creed and/or religion, in Europe and developing nations outside of Europe, to improve their skills, knowledge, exposure and/or employability.

The vision

SOLS 24/7 Netherlands envisions that people from all communities, regardless of race, creed and/or religion, have access to qualitative education, resulting in developed societies with equal opportunities for all.

Objectives

The objectives SOLS 24/7 Netherlands sets out to achieve:

1. To undertake and operate humanitarian services, educational programmes and other social service projects for poor and under-served communities, minorities and migrants, irrespective of race, creed and/or religion, in Europe and developing nations outside of Europe (hereafter referred to as “beneficiaries”), in the areas of: (a) non-formal education, (b) capacity building, (c) community development, (d) youth employment, (e) computing, (f) poverty alleviation, (g) green technology, (h) sustainable development, and (i) mental health.
2. To provide education services, such as non-formal training programmes in English, Computer software, ICT skills, basic mathematics, basic accounts, job preparation, leadership skills and character development, to its beneficiaries.
3. To provide a platform and mobility opportunities for social change makers, young people and youth workers to impact communities in Europe or developing nations outside of Europe, in the capacity of staff, professional placement or volunteer through a sustainable non-profit model.
4. To support and promote volunteerism, youth mobility and -exchange, and capacity building, and to provide a platform to local and international volunteers to give back to society, foster inter-cultural exchange and learning, and enhance their social consciousness and tolerance towards other cultures.

5. To organise, by itself or in collaboration with other associations, trainings, seminars, conventions, work camps and exchanges at local, regional and state level, related to the key areas specified under objective 1.
6. To set up and coordinate a network of social service providers and support charitable causes through assisting them in their need for resources.
7. To raise and administer funds from public and private donors at a state, regional and local level in order to operate and sustain our humanitarian services, educational programmes and other social services to our beneficiaries.
8. SOLS 24/7 Netherlands aims to set up social enterprises in 2 to 3 years to generate income through for-profit activities to contribute to the sustainability of the foundation.

Activities

We aim to achieve the above mentioned objectives through carrying out the following activities:

1. To run educational programmes, trainings, seminars or workshops in our own capacity or in partnership with other social service providers, donors, corporations, and/or the government, related to (a) non-formal education, (b) capacity building, (c) community development, (d) youth employment, (e) computing, (f) poverty alleviation, (g) green technology, (h) sustainable development, and (i) mental health.
2. To organise youth programmes, set up community centres or provide other educational services to poor and under-served communities related to non-formal training in English, Computer software, basic mathematics, basic accounts, job preparation, leadership skills and/or character development.
3. To recruit social change makers, young people and youth workers for staff-, internship- or volunteer positions, with SOLS 24/7 Netherlands or at any of our international branches in order to run humanitarian activities in Europe or developing nations out of Europe.
4. To run Erasmus+ programmes under the European Commission in order to provide mobility- and capacity building projects, including European Voluntary Service (EVS), youth exchanges, and training and networking opportunities, to young people and youth workers.
5. To collaborate with other social service providers in exchange of good practices and organise education- and training opportunities to youth, especially those from poor and under-served communities.
6. To set up a platform for collaboration with other social service providers and assist them in their needs through connecting them to resources, volunteers, grants and networking opportunities.
7. To seek funds for its humanitarian programmes from private donors, corporate foundations, and the government, through partnerships, grants, gifts, and other acquisitions and gains.
8. To fundraise from public donors in order to sustain our programmes and activities.

Our programmes

SOLS 24/7 Netherlands will offer programmes that are designed to serve, educate, and empower under-served communities. The programmes focus on student learning, skills development, and community engagement.

SOLS 24/7 Netherlands also aims to offer mobility projects and capacity building programmes for young people and youth workers focusing on enhancement of professional competences, foster inter-cultural exchange and learning, and enhance their social consciousness and tolerance towards other cultures.

Through our professional and academic placement programmes, we aim to attract volunteering professionals, highly-skilled individuals, and university graduates to use their knowledge, skills, and experience, to contribute towards a good cause.



1.1. European Voluntary Service (EVS)

The organisation aims to provide voluntary opportunities to young people through unpaid and full-time voluntary service for up to 12 months in another country within or outside the European Union. Young people are given the opportunity to participate in programmes that focus on areas, such as non-formal education, community development, poverty alleviation, green technology, environment, inclusion of minorities and disadvantaged people, development cooperation etc. This programme will be at no cost to the participant, with the exception of a possible contribution to the travel cost (if the grant does not fully cover these costs).

How participants will be selected: The programme will be open to young people, aged 17 to 30 years old, who have a keen interest in volunteering abroad while developing professional competences and gaining international experience. Young people with fewer opportunities will be given priority if they meet the profile required by the programme. The specific selection criteria are depended on the programme that the EVS participants will be recruited for.

1.2. Youth Exchanges

The organisation aims to provide youth exchange opportunities to groups of young people from at least two different countries where they meet up and live together for up to 21 days in Europe or Southeast Asia. The Youth Exchanges are supported by group leaders where participants will jointly carry out a work programme on a selected theme (mix of workshops, exercises, debates, role-plays, simulations, outdoor activities), which is designed and prepared by them before the youth exchange. Youth Exchanges are based on transnational cooperation with at least one or more participating organisations from different countries within and outside the European Union.

How participants will be selected: The programme will be open to young people, aged 13 to 30 years old, who are interested to go for exchange and develop new competences, increase their awareness of socially relevant topics/thematic areas, discover new cultures, habits and life-styles, etc. Young people with fewer opportunities will be given priority.

1.3. Youth workers' training and networking

The organisation aims to provide professional development opportunities to youth workers through training courses, seminars, study visits, and networking events. All these activities are arranged by organisations participating in the project who have expertise and experience on the relevant topics/thematic areas. The trainings and networking activities can be from 2 days to maximum 2 months in total.

How participants will be selected: The programme will be open for youth workers (no age limit) who are interested to increase their capacity through training and networking activities and to apply these new learned skills and knowledge in their daily work with young people.

2.1. Communicative English programme

SOLS 24/7 Netherlands aims to provide communicative English courses to low-income, non-English speaking communities, minorities, and migrants in the Netherlands or abroad. The programme will be available to children, youth and adults will allow students to learn conversational English through a structured programme. The programme will follow a syllabus and learning methodology used in Southeast Asia to learn conversational English in a time period of 6 months. This programme will be at a subsidised cost to the participant. The target is to reach out to 450-500 students in the first three years.

How participants will be selected: The programme will be open to ages 8 and above, from a low-income household (as defined by Centraal Bureau voor de Statistiek/Statistics Netherlands), non-English speakers or those with limited English proficiency, and registered refugees (with the Immigration and Naturalisation Service).



3.1. Professional volunteer placements

The organisation aims to offer professional volunteer placements to professionals who are interested to use their knowledge, skills, and experience, to contribute towards social causes. We will be working with our partner organisation in Kuala Lumpur, Malaysia on a professional volunteer placement programme for Dutch professionals. The programme will be open to Dutch professionals seeking to expand their careers in international development, non-formal community-based education, solar energy and information technology. Through the programme, Dutch professionals will also be able to lend their expertise to humanitarian and non-formal education programmes for low-income, underserved communities in Southeast Asia. Professional volunteer placements will be for a minimum period of 1 month. Volunteers will receive accommodation, meals, and in some cases a monthly stipend during their placement.

How participants will be selected: The programme will be open to adults (EU citizens) with a minimum of a Bachelor's degree and one year of relevant, professional work experience (relevant being defined as related to the volunteer placement role in international development, non-formal community-based education, solar energy or information technology).

3.2. Teach abroad programme

The organisation aims to offer teaching abroad opportunities for EU citizens at humanitarian organisations in Southeast Asia. Qualified candidates (those with a minimum of one-year professional experience and a Bachelor's Degree or higher) will be able to teach English in Malaysia to low-income, underserved communities. Teach Abroad placements will be for 6 to 12 months.

How participants will be selected: The programme will be open to adults (EU citizens) with a minimum of a Bachelor's degree and one year of relevant, professional work experience (relevant being defined as related to the fields of international development, education, humanitarian services, administration, project management, or similar).

3.3. Academic internships abroad

In partnership with Dutch institutions of higher learning, the organisation aims to coordinate and facilitate academic internships abroad at humanitarian organisations in Southeast Asia. Internships will be in the areas of international development, non-formal education, solar energy, information technology, community psychology, marketing, accounting, business administration and human resources. Internships will be available through the year.

How participants will be selected: The programme will be open to students enrolled at an accredited institution of higher learning in the Netherlands who qualify through their institution to participate in an academic internship abroad. Students will need to be EU citizens. The programme will be developed in cooperation with a Dutch institution of higher learning through its internship office and jointly administered and coordinated.

An overview of the programmes the organisation aims to offer with the targeted number of students and participants for the first three years:

Programme	Description	Target group	Targeted number		
			Year 1	Year 2	Year 3
I. MOBILITY PROJECTS & CAPACITY BUILDING					
1.1. European Voluntary Service (EVS)	Providing voluntary service opportunities to young people in Europe and Southeast Asia for up to 12 months.	Young people aged 17-30 interested in volunteering abroad while developing professional competences and gaining international experience.	10	25	50
1.2. Youth exchanges	Providing youth exchange opportunities to groups of young people from at least two different countries where they meet up and live together for up to 21 days in Europe or Southeast Asia.	Young people aged 13-30 interested to participate in a work programme allowing them to develop new competences, become aware of socially relevant topics/thematic areas, discover new cultures, habits and life-styles, etc.	10	25	50
1.3. Youth workers' training and networking	Providing professional development opportunities to youth workers through training courses, seminars, study visits, and networking events.	Youth workers (no age limit) who are interested to increase their capacity and apply it in their daily work with young people.	10	20	30
II. EDUCATION PROGRAMMES FOR THE UNDER-SERVED					
2.1. Communicative English programme	Providing SOLS 24/7 English language courses for under-served people in the Netherlands or abroad for free.	Immigrants, refugees and non-English speaking people from low-income communities.	100	150	200
III. PROFESSIONAL & ACADEMIC PLACEMENTS					
3.1. Professional volunteer placements	Offering professional volunteer placements for a minimum period of 1 month at SOLS 24/7 branches in Southeast Asia.	University graduates with a minimum of one-year working experience; professionals from various ages and backgrounds interested in gaining international experience, furthering their professional development and making a positive impact while living and working abroad.	5	10	20
3.2. Teach abroad programme	Offering teaching positions for 6 to 12 months at SOLS 24/7 branches in Southeast Asia.	University graduates with a minimum of one-year working experience; professionals from various ages and backgrounds interested in gaining international experience, furthering their professional development and making a positive impact while living and working abroad.	10	20	30
3.3 Academic internships abroad	Offering academic internship placement at SOLS 24/7 branches in Southeast Asia.	Internship programmes created for students enrolled at Dutch institutions of higher learning.	10	20	30



Accreditation

SOLS 24/7 Netherlands is registered with the Chamber of Commerce under CoC-number 66982464 and RSIN 856780789. We aim to register ourselves with relevant authorities and accreditation bodies in The Netherlands to show our legitimacy and high quality standards to our donors, partners, and the public and practice a transparent reporting for all activities that we run.

SOLS 24/7 Malaysia is a tax-exempted, non-profit organisation registered with the Companies Commission of Malaysia under registration number 811025-T. Our programmes have been acknowledged by numerous local and international institutions and accreditation bodies:

- Cambridge English: SOLS 24/7 Malaysia is an authorised Cambridge English Language Assessment centre (MY498) since September 2015.
- Google for Education: SOLS 24/7 Malaysia is a partner in Google for Education's Professional Development Programme offering computer training programmes to school teachers.
- Give2Asia: SOLS 24/7 is a member of Give2Asia's Network of charitable partners.
- HRDF: SOLS 24/7 Malaysia is a Class A contractor in English language under the Malaysian Human Resource Development Fund.
- JPK: SOLS 24/7 Malaysia's computer technician course is accredited by the Malaysian Ministry of Skills Development (JPK).
- MDBC: SOLS 24/7 is a member of the Malaysian Dutch Business Council since 1st January 2017.

Background of SOLS 24/7

SOLS 24/7 is an award-winning humanitarian organisation, committed to serve, educate and empower poor and under-served communities. Through our innovative education and social empowerment programmes, we have trained more than 200,000 students since our establishment in Cambodia in the year 2000. SOLS 24/7 has established over 220 training and/or boarding centres in 6 countries across Southeast Asia (Malaysia, Cambodia, East Timor, Laos, India and Thailand).

SOLS 24/7 has grown from a small school in Phnom Penh (Cambodia) to a trusted, innovative and prominent humanitarian organisation, regarded as a strong force for driving the movement of making qualitative education accessible for all. We work closely with government agencies, corporate foundations, non-governmental organisations, and the local and international community to advance the education reform agenda and provide educational solutions to our beneficiaries. Today, SOLS 24/7 has become among the largest non-formal education providers serving poor and rural communities across Southeast Asia

SOLS 24/7 plans to further expand its activities and to set up offices in the Netherlands (Jan 2017) and Indonesia (Jul 2017).

SOLS 24/7's educational and humanitarian achievements have been widely recognised internationally and we have received numerous reputable awards, including: UNESCO Wen Hui Award for Educational Innovation (2016, UNESCO); Ford International Fellowship (2015, Ford Motor Company); Finalist for the Commonwealth Youth Worker Award Asia (2014, Commonwealth); Europa Sustainability Award for Best Educational Programs (2012, EUMCCI), Asians of the Year (2009, Channel News Asia), and many more.

With over 30 years of research, 17 years of project implementation and continuous innovative efforts, SOLS 24/7 has developed a unique education programme that is catered especially to the needs of poor and under-served communities. Our three pillars to deliver holistic and sustainable solutions to the poor are: (1) Science of Language (English language); (2) Science of Technology (Computing); and (3) Science of Life (Leadership development and character building).



Fund raising

SOLS 24/7 Netherlands will raise funds for its operations through the following fundraising activities:

1. To seek for fund opportunities from the Dutch Government at a local-, state- and/or national level to carry out our education programmes for under-served communities, minorities and migrants in the Netherlands and in developing nations out of the Netherlands.
2. To seek for fund opportunities from corporations and/or corporate foundations through grants, sponsorships, CSR programmes, and other contributions, to carry out educational programmes and/or social service projects.
3. To seek for fund opportunities from the Erasmus+ programme (initiative under the European Commission) for humanitarian programmes related to mobility projects and capacity building programmes for young people and youth workers.
4. To receive gifts, bequests and legacies from the public to run the activities of the foundation.

SOLS 24/7 Netherlands is planning to set up a fundraising division within its first year of operations (2017) to actively source for fund opportunities, establish partnerships with donors, corporations, and the Government, to raise funds for its activities. Through our many years of fundraising experience with SOLS 24/7 in Malaysia, we have established a large network of donors from the private sector including large conglomerates, multinationals, small- and medium enterprises, and large aid agencies.

In addition to the fundraising activities described above, SOLS 24/7 Netherlands also considers to carry out income generating activities to partially self-fund its activities and contribute to the sustainability of the foundation. The activities might include, but are not limited to:

1. To charge a minimum administration fee to volunteers recruited for a volunteer placement at any of the SOLS 24/7 branches worldwide.
2. To charge a minimum administration fee to interns recruited from Dutch institutions of higher learning or young adults with a minimum of 1 year of working experience who are interested in a professional internship placement at any of the SOLS 24/7 branches worldwide.
3. To charge a minimum training fee for the provision of placement training (incl. orientation, placement preparation, cross-cultural training) to interns and volunteers recruited in The Netherlands for activities at any of the SOLS 24/7 branches worldwide.
4. To sell SOLS 24/7 merchandising, such as t-shirts, USB wrist bands, and office stationary.

For the recruitment of volunteers and interns, we plan to work with institutions of higher learning, associations, and volunteer-based organisations; and to actively promote placement opportunities at SOLS 24/7's branches worldwide through our website and social media platforms.

Governance

The foundation will be governed by the Management Board. The Board members will rule and govern the Foundation and will represent the organisation towards third parties. The Board members are required to act at all times with integrity and in the best interest of the Foundation.

The Board consists of five members with equal voting rights:

- Mr. R. Singh Chairman
- Ms. D. Chelliah Secretary
- Mr. R. Spijker Treasurer
- Ms. G. Kaufman Vice Chair
- Mr. Q. van der Roest Member

Board meetings are held at least once every six months where the strategy, operational- and financial performance of the organisation will be discussed.

The Chairman's job responsibilities include:

- Oversees board meetings;
- Works closely with the Chief Executive Officer to ensure board resolutions are carried out;

- Calls special meetings if necessary;
- Assists Chief Executive Officer in preparing agenda for board meetings;
- Assists Chief Executive Officer in conducting new board member orientation;
- Oversees searches for a new Chief Executive Officer;
- Coordinates chief executive officer’s annual performance evaluation;
- Acts as an alternate spokesperson for the organisation;
- Periodically consults with board members on their roles and helps them assess their performance.

The Secretary’s job responsibilities include:

- Attend all board meetings;
- Ensure the safety and accuracy of all board records;
- Review board minutes;
- Assume responsibilities of the chair in the absence of the Board’s Chair;
- Provide notice of meetings of the board.

The Treasurer’s job responsibilities include:

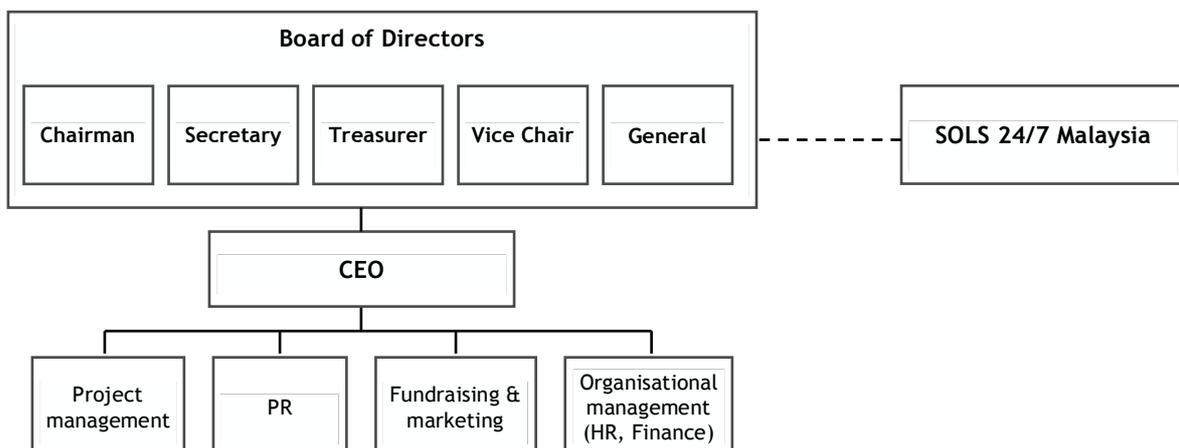
- Attend all board meetings;
- Maintain knowledge of the organisation and personal commitment to its goals and objectives;
- Understand financial accounting for nonprofit organisations;
- Works with the Chief Executive Officer to ensure that appropriate financial reports are made available to the board on a timely basis;
- Present the annual budget to the board for approval;
- Review the annual audit and answer board members’ questions about the audit.

The Vice Chair’s job responsibilities include:

- Attend all board meetings;
- Carry out special assignments as requested by the Chairman;
- Understand the responsibilities of the Chairman and be able to perform these duties in the chair’s absence;
- Participate as a vital part of the board leadership.

The job responsibilities to General Members on the Board include:

- Attend all board meetings;
- Give input and advice on relevant agenda topics during meetings;
- Use his/her existing network to promote the foundation and establish relationships benefitting the foundation;
- Represent the organisation towards third parties.



The daily operations of the organisation will be managed by an appointed Chief Executive Officer who reports directly to the Management Board.

The employees of the organisation will carry out the daily operations of the organisation and assist with the implementation of the activities. Staff will be hired on contract- or project-basis depending on the needs and funding available. The staff's specific role depends on the scope of work and projects available at the time of hiring.

Interns and volunteers will be recruited to assist with carrying out the daily operations of the organisation. Their specific role depends on the scope of work and projects available at the time of recruiting.

Finances

The foundation expects to receive the following income in the first three years.

INCOME				
No	Description	Year 1	Year 2	Year 3
1	Grants from Government, private or public sector	€ 60.000	€ 120.000	€ 240.000
2	Grants from European Commission for Erasmus+	€ 30.000	€ 70.000	€ 120.000
3	Donations	€ 25.000	€ 40.000	€ 50.000
4	Social enterprise	€ 10.000	€ 20.000	€ 40.000
	Total	€ 125.000	€ 250.000	€ 450.000

The foundation expects to spend the incoming funds as follows.

EXPENSES				
No	Description	Year 1	Year 2	Year 3
I	Programme expenses (65%)	€ 81.250	€ 162.500	€ 292.500
1	<i>Mobility projects & Capacity building</i>			
1.1	European Voluntary Service (EVS)	€ 20.313	€ 40.625	€ 73.125
1.2	Youth exchanges	€ 12.188	€ 24.375	€ 43.875
1.3	Youth workers' training and networking	€ 8.125	€ 16.250	€ 29.250
2	<i>Education programmes for the under-served</i>			
2.1	Communicative English programme	€ 20.312	€ 40.625	€ 73.125
3	<i>Professional & Academic placements</i>			
3.1	Professional volunteer placements	€ 7,312	€ 14.625	€ 26.325
3.2	Teach abroad programme	€ 6.500	€ 13.000	€ 23.400
3.3	Academic internships abroad	€ 6.500	€ 13.000	€ 23.400
II	Administration (30%)	€ 37.500	€ 75.000	€ 135.000
4	Salaries	€ 26.000	€ 52.000	€ 104.000
5	Rental office / co-working space	€ 3.000	€ 5.000	€ 6.000
6	Admin (insurance, professional services, licenses)	€ 3.000	€ 4.500	€ 4.500
7	PR (website, media, design)	€ 2.500	€ 4.500	€ 5.500
8	Fundraising & marketing (events, advertising)	€ 3.000	€ 9.000	€ 15.000
III	Contingency (5%)	€ 6.250	€ 12.500	€ 22.500
	Total	€ 125.000	€ 250.000	€ 450.000



The assets of the foundation will be managed by the Management Board. The board members and director will not treat the organisation's assets as personal assets and the assets are segregated.

As the foundation was incorporated on 3rd October 2016, there are no past records on how assets were managed.

The foundation will not use its funds to purchase any land or property.

None of the board members will receive a salary. The board members' remuneration will be restricted to an expense allowance or a minimum attendance fee.

SOLS 24/7 Netherlands will not hold more funds than is reasonably necessary to continue carrying out our work. SOLS 24/7 Netherlands may hold:

- funds received as a legacy (through inheritance or donation);
- funds that are needed for the purpose of the foundation;
- funds that are needed to achieve our objectives;
- reasonable funds required in order to ensure continuity considering fluctuations in income and future performance.

The first financial year of the foundation shall run up to and including 31st December 2017.

Funds remaining after the dissolution of the organisation will be allocated to SOLS 24/7 Malaysia, a tax-exempted non-profit organisation with similar objectives operating from Kuala Lumpur, Malaysia.

Website

SOLS 24/7 Netherlands aims to be transparent to its donors, the authorities and the public, and will publish on its website (www.sols247.org/nl) the following information:

- The organisation's name, RSIN number, tax number, contact details;
- The organisation's objective;
- The policy plan;
- The name, position and remuneration of board members;
- An up to date report of the activities that have already been carried out (only after year 1);
- Financial accountability, including: balance, statement of income, expenses, and explanation. The financial accountability will be published every year within 6 months after the financial year;
- A statement of assets and liabilities with and accompanying explanation;
- Financial overview of actual spending sorted according to financial actions or theme;
- An annual overview of the intended spending with an accompanying explanation.

Contact details

SOLS 24/7 Netherlands

Van den Berghlaan 401, 2132 AL, Hoofddorp, The Netherlands. T: +3123-5632910 (Netherlands). E: netherlands@sols247.org. W: www.sols247.org/nl. CoC registration no.: 66982464.

SOLS 24/7 Malaysia

1Petaling Commerz and Residential Condos, #1-9, Jalan 1C/149, Off Jalan Sungai Besi, 57100 Sungai Besi, Kuala Lumpur, Malaysia. T: +603 9054 9247 (Malaysia). E: malaysia@sols247.org. W: www.sols247.org. SSM registration no.: 811025-T.