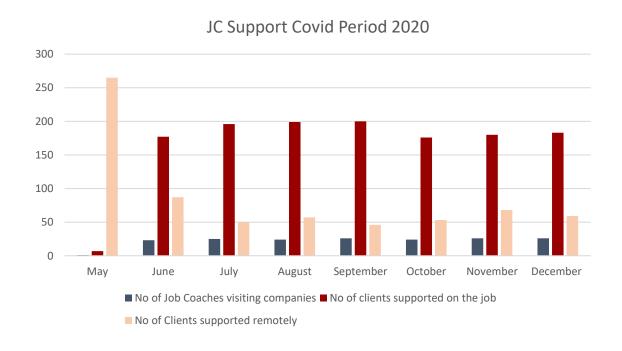


2020 OVERVIEW

Notwithstanding the unprecedented times brought about by COVID19, LSF has overall managed to maintain its usual workflow, providing continued support to PwDs and Companies. During the lockdown period, job coaches were hands-on providing both practical and emotional assistance to our clients. The Profiling and Guidance Unit continued to provide the service to PwD clients remotely, and New registrations were effected as is usual. Furthermore, our Corporate Relations' main priority during the second and third quarter of the year shifted to relationship maintenance with companies who had already employed PwDs; to support with the remote relocation of our clients; support in relation to incentives; keeping track of the company's situation, to ensure that PwDs were reinstated once companies returned to their usual business.

Whilst maintaining our collaboration with other entities and professionals, LSF has also continued to adapt its services to ensure that the needs of our clients are met especially due to the new challenges brought about by Covid 19. Hence, new remote services were introduced including virtual mock interviews and other pre-employment support, phone coaching and one-to-one sessions.

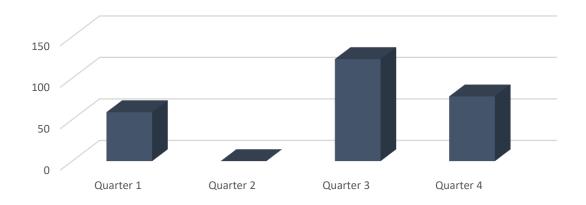


PROFILING AND GUIDANCE (PG) UNIT

Following a few days of downtime due to adjustments that needed to be made, the Unit kept up to speed with client meetings. A total of 4262 remote and face to face sessions have been conducted in 2020.

Referrals for training courses and pre-employment training programmes were also maintained. By the end of 2020 a total of 260 new RDPs were recorded. New registrants that registered during Quarter 2 were confirmed on the register during Quarter 3/4, as medical appointments were postponed due to the national lockdown. Despite this, LSF started offering it's services to these individuals from the time they were first in contact.

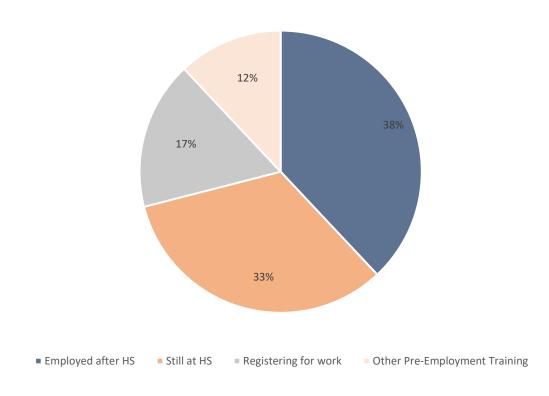
New Registrants Per Quarter 2020



HEADSTART

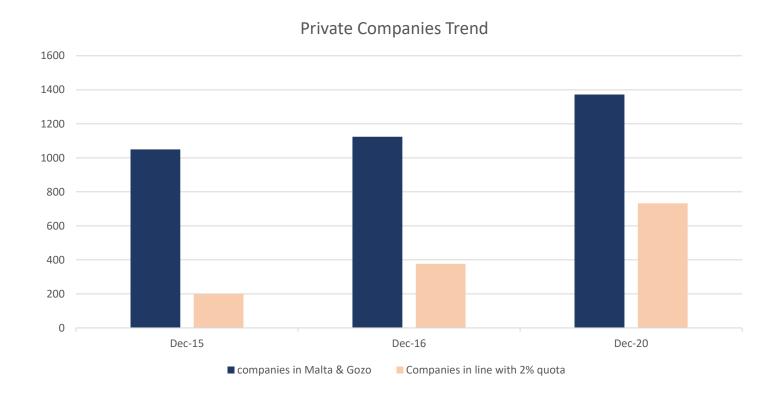
The Headstart programme continued with its usual operations, except for a short period of time due to Covid lockdown period. Clients who were participating in the programme at that time were granted an extension to make up for that period. Necessary measures and protocols have been put in place to minimise the spread and/ or risks to participants. Moreover, all directives and recommendations for social distancing by Public Health have been observed closely.



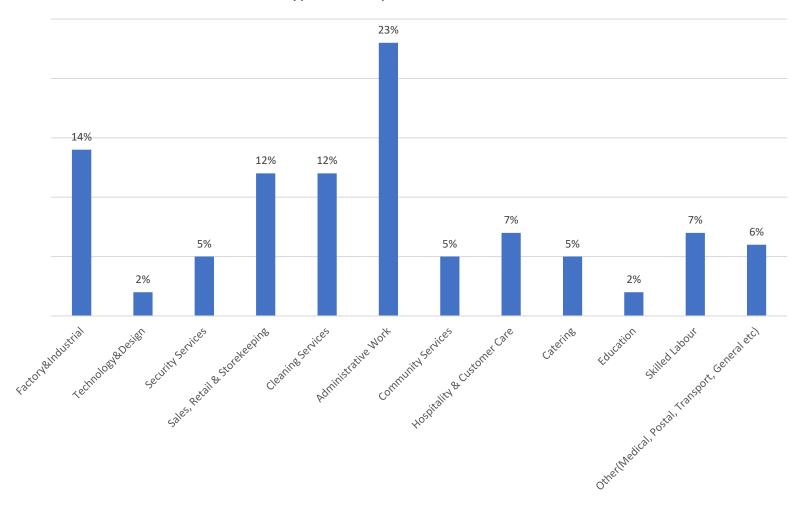


CORPORATE RELATIONS UNIT

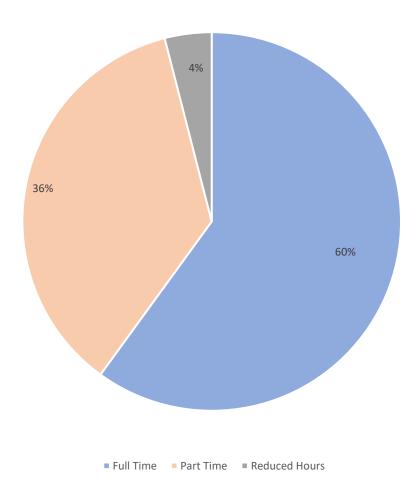
Similar to the Profiling and Guidance Unit, the Corporate Relations team adjusted their approach in their outreach and retention efforts. Over 350 unique companies were met during 2020. The CRs continued to follow up with companies who had to stop clients from working for a period of time.



Type of Occupation 2018 - 2020



Type of Employment 2018-2020



JC UNIT

Throughout 2020, 200 (unique) clients were supported in pre-employment activities such as building a CV, mock interview support, support during work trials, and other activities. 341 clients were supported at the place of work. There are currently still a small number of companies that prefer remote support. Hence, clients are still being coached through a number of different mediums. This enables clients who are working in such companies, to receive the necessary assistance.