



2022

IMPACT REPORT



Humans
in the Loop

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INTRODUCTION

For the past **5** years, **Humans in the Loop** has been actively connecting **conflict-affected individuals to upskilling opportunities and digital employment projects** in the field of AI annotation and Machine Learning. Our two entities – a for-profit company and a charitable foundation, work together towards our shared mission to **support refugees and displaced people to prosper while making AI systems more human-centric**.

2 billion
people live in conflict
affected areas

According to the UN, in 2022 one-quarter of humanity (2 billion people) live in conflict areas and the world is facing the highest number of violent conflicts since 1945. Some of the countries which host the largest numbers of conflict-affected and displaced people are **Syria, Iraq, Afghanistan, Lebanon, Turkey, Sudan, Uganda, and since February 2022 - Ukraine**.

For individuals in these locations, **the global digital economy has an enormous potential to positively impact their livelihoods**, but it is difficult for people with no experience, lack of English capabilities or lower skill levels to start working online.

Therefore, Humans in the Loop **combines its digital skill development programs with simple and convenient digital annotation employment opportunities**, serving as an entry point into the vast remote work sector.



2022 ACHIEVEMENTS



3.9/5

Annotators
satisfaction score

311

People provided
with work



330

People provided
with trainings

10

Countries
Impacted

50

Medical
Specialists

3

Pilot projects

1,236.48€

Average earning
per worker

7

Partners



48%

Female workers
across all of our
locations



4.67/5

Client satisfaction
score

HIGHLIGHTS FROM 2022

The year 2022 has presented major new challenges that we had to respond to in our efforts **to support conflict-affected people, especially in the wake of the new crisis that hit Ukraine and Europe.**

Pilot Projects

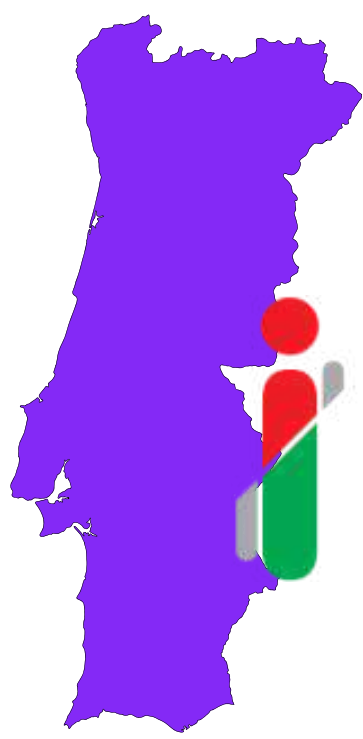
During this year we completed **three pilots:**



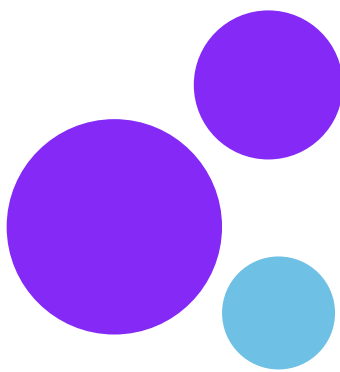
The Democratic Republic of Congo
with **War Child**



Ukraine
with **Beetroot Academy**

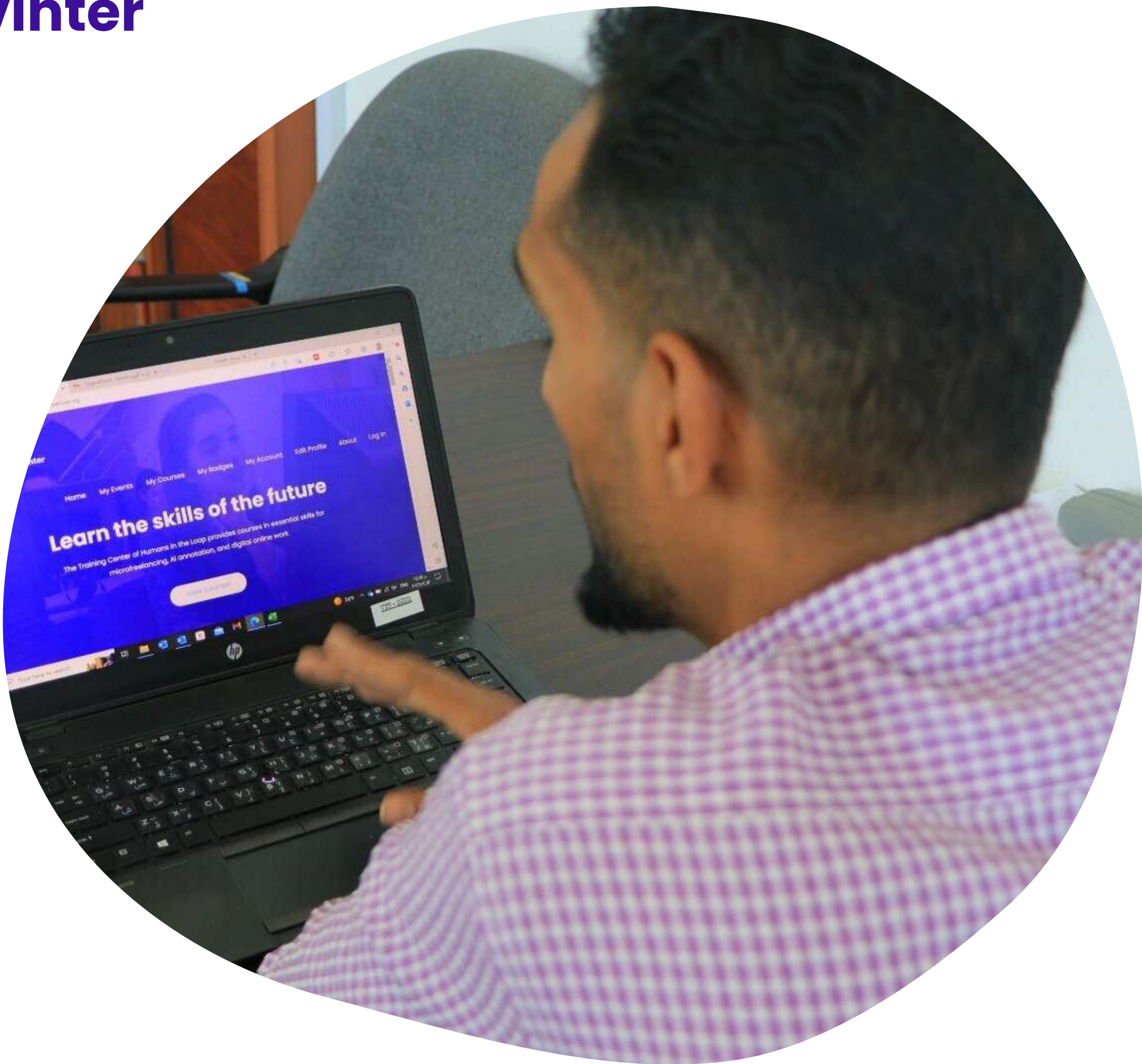


Portugal
with **Inovinter**



Training Programs

During the year, we worked on further improving our programs, including our **career counselling** and **personal development plan**, as well as expanded the **reach of our trainings to more partner locations.**





Accountability

We developed a **Beneficiary Advisory Board with one representative from each partner organization** in order to build an even **stronger connection** with our remote workers and trainees as well as ensure mechanisms for **accountability and direct feedback from our beneficiaries.**

Awards

Our Founder Iva Gumnishka won the **EU Prize for Women innovators** in Brussels and secured **50,000 EUR in prize funding.**



Two new successful funders

We won funding to support **Ukrainian refugees in collaboration** with **Coca-Cola, Europe** and the **European Bank for Reconstruction and Development (EBRD).**

Our core team

We expanded **from 10 people in 2021 to 15** by hiring our CTO Ivan, our Social Mediator with Ukrainian Iryna, our Marketing Specialist Johnny, our Lead Generation Specialist Lafita, and our two Annotation QA Specialists Meena and Mercy.



Doctors in the Loop

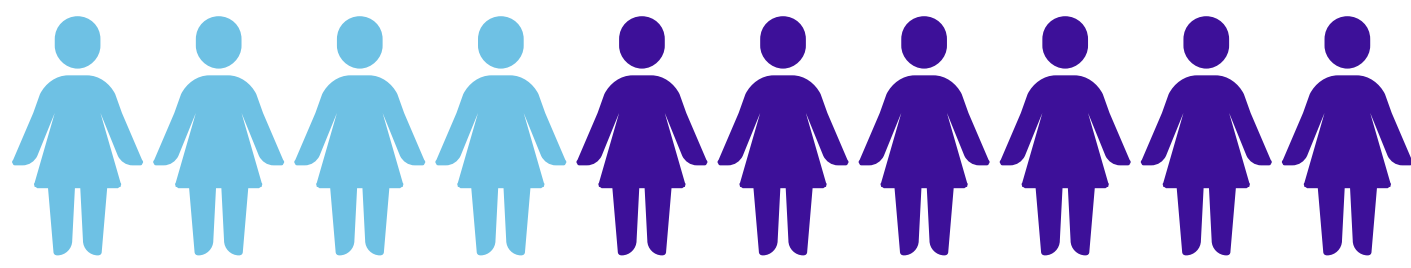
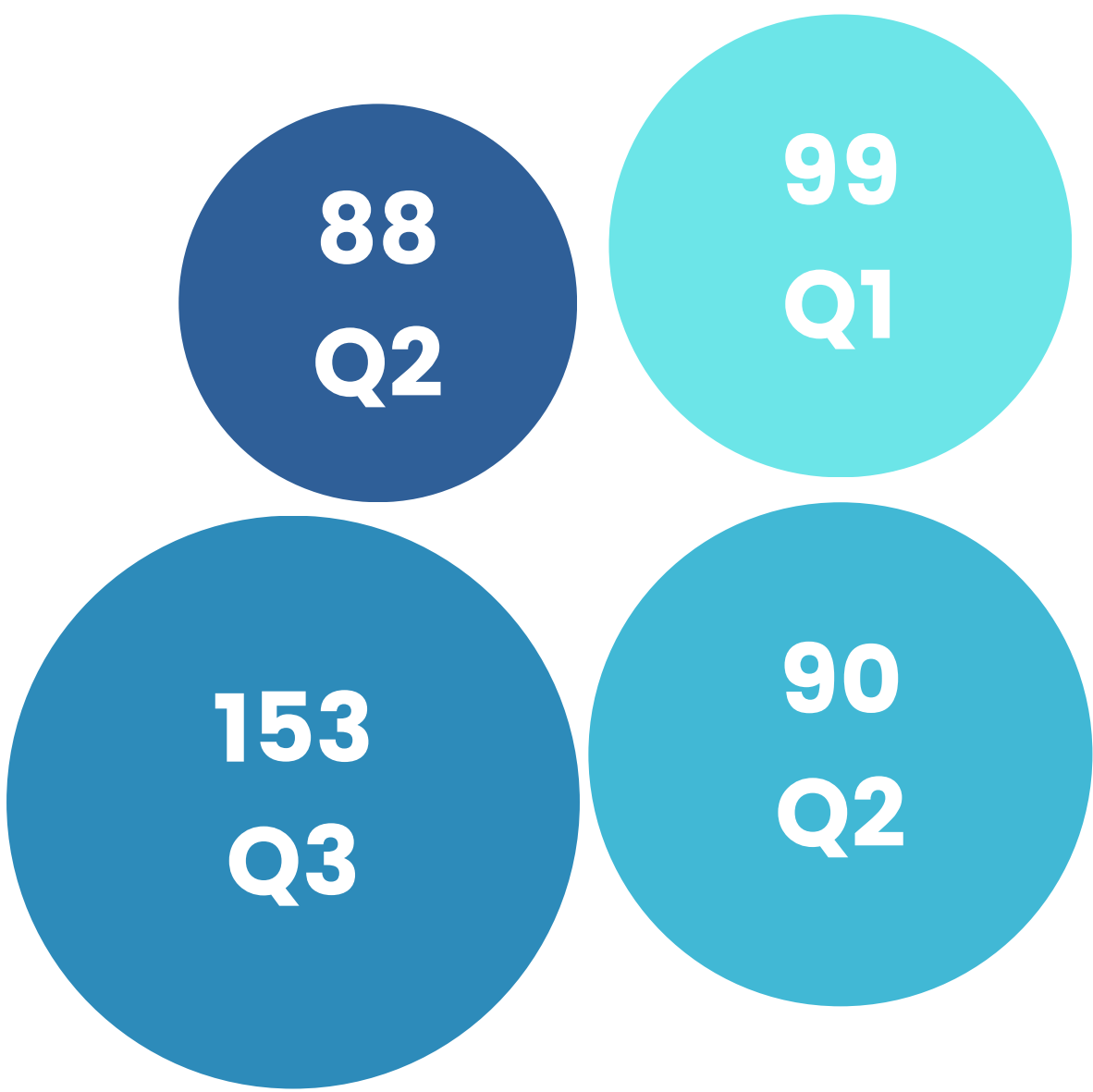
We also launched a **new brand** which provides remote annotation work opportunities to **healthcare professionals** who are affected by conflict.

METHODOLOGY AND SOCIAL IMPACT ASSESSMENT

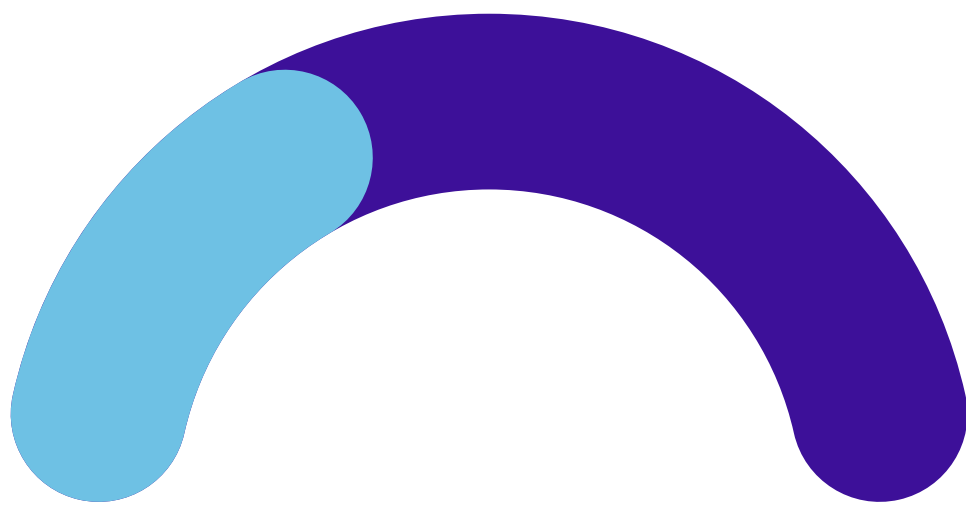
Throughout 2022, Humans in the Loop collected **quarterly feedback from the active annotators across all our locations.**

The beneficiaries in each location **have different backgrounds** and come from different countries (including Syria, Turkey, Bulgaria, Yemen, Afghanistan, Iraq and Lebanon), which **affects their current status and employability/working opportunities.**

Number of survey participants per quarter

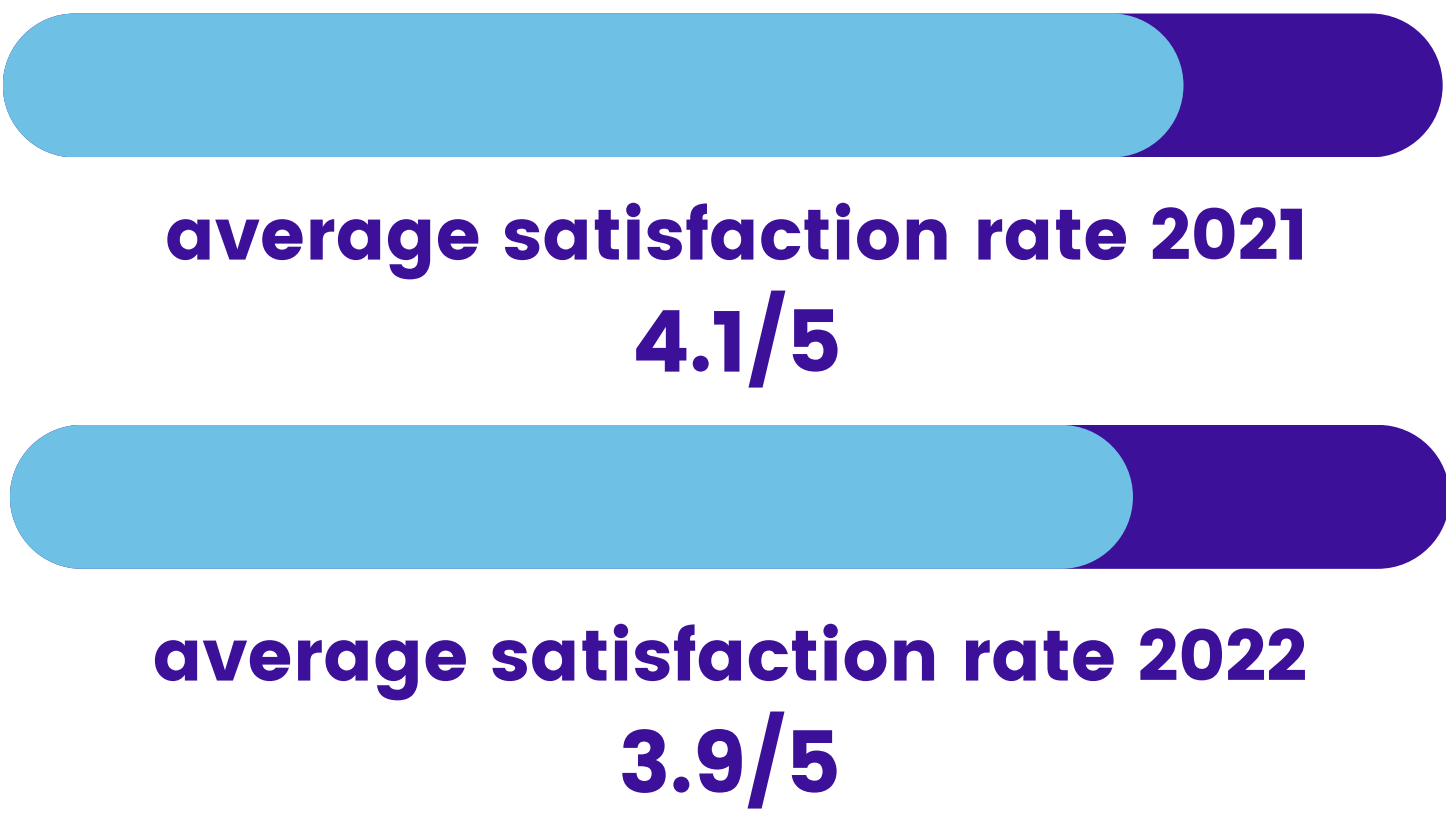


43.1% of all respondents are women



Survey participants – 40% are between the ages of 26 and 35

Based on the diverse data collected through the year, we divided the feedback **into advantages and challenges faced** while working on Humans in the Loop projects.



Satisfaction Rates

Overall, annotators were satisfied with the work at HITL during 2022, and **the average satisfaction rate for the year is 3.9 out of 5**, which is slightly lower compared to 2021 when the rate was 4.1

Impact of Inflation

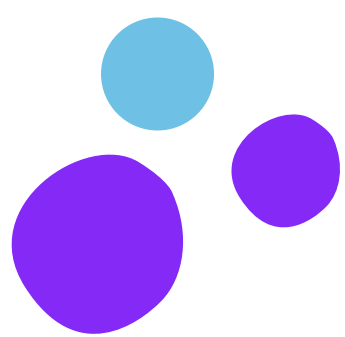
Based on the feedback collected, the main reason for the lower rate is expressed in concerns regarding salaries, especially in Bulgaria, considering **the high inflation challenge people face in Europe and further affecting all our locations.**

Project-based opportunities

Another reported challenge and request we received, especially from our partner organizations in Syria and Iraq, **is the wish for providing more project-based work.**

Scarce opportunities

For our partners in the Middle East job opportunities are scarce, especially for women, **which leads our annotators to relying only on the HITL annotation work.**



I would like to obtain a permanent opportunity in projects because this work is suitable for my disability and does not require physical effort"

– Female, Syria.

Advantages

Regarding the advantages, **55.6%** of our annotators mark that the skills and experience they have gained at HITL throughout 2022 **will help them in their future careers**.

Furthermore, **79.9%** of the respondents **would recommend working at HITL to a friend or a family member**.



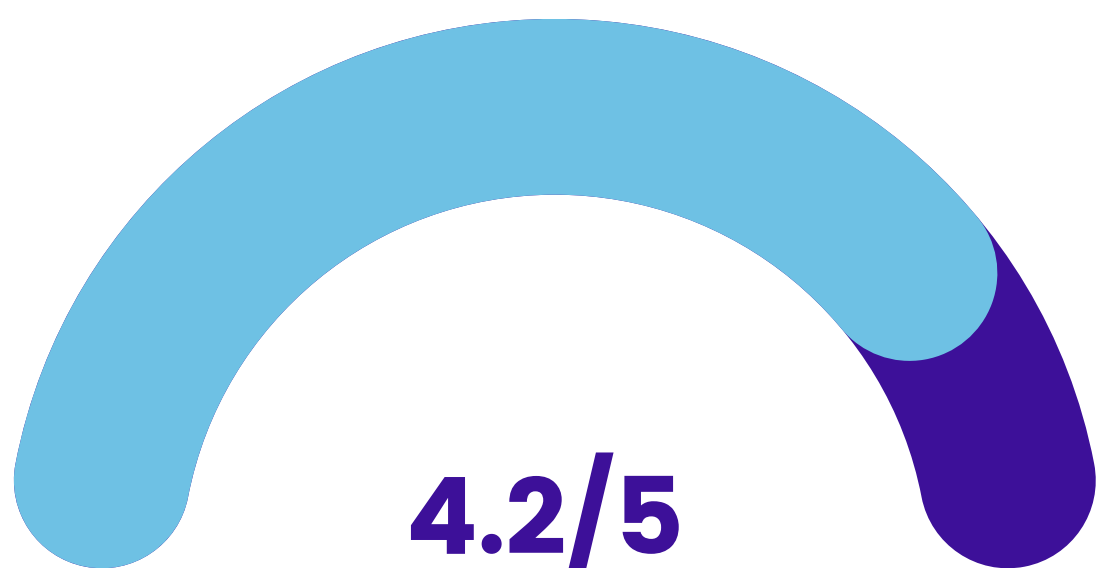
”

“Thank you very much for allowing me to participate and join you in these projects. Thank you to all of the teachers, trainers and students who participate and thank you for your financial and moral help. I hope to continue with you in the new and upcoming projects”

– Female, Iraq.

Moderate Stress Level

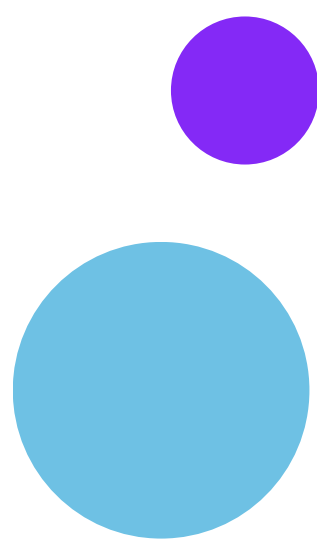
Additionally, regarding to what extent do people find the work they do at HITL **stressful**, we have an **average score of 3.1 out of 5**, meaning a moderate level.



Supervisor average satisfaction rate 2022

High Support Level

The respondents further pointed out the **high levels of support from their supervisors** and they have shared a **4.2 average satisfaction rate for 2022**. The fact that all active annotators are able to develop and enhance their skills prior to starting work as well as while working, is an additional factor mentioned as a work advantage.



79.9%

recommended working at HITL to a friend or family

Meet Sahar

Sahar Safi is 27 years old and currently lives in Islamabad, Pakistan. She was born in Kabul, Afghanistan and has a Bachelor's degree in Business administration. Before the collapse of the former government she was working in women's empowerment projects in different provinces of Afghanistan and with women who faced family violence. She also has experience in working with the Supreme Audit Office of Afghanistan and was a local NGO owner in the previous government.

After the collapse of the government, Sahar, together with her family, went to Pakistan to find a safe place to live. During this time, she joined Brightpoint as a part-time annotator. She participated in many projects such as facial expression tagging and strawberry annotation, and has received training for bounding boxes, polygon, and image tagging.

This work generates an income for her while she is at home, and this was what she needed when the Taliban took over and ban women to work or receive education. Even though she is now in Pakistan she still cannot apply to other jobs due to her status.

Sahar hopes to have more chances to know about AI and contribute to developing it.



Working for AI is interesting for me and I would like to continue working for AI projects.

PAID WORK OPPORTUNITIES

Overview

The total number of active annotators working for Humans in the Loop in 2022 was **311** which represents a decrease compared to 2021 when the number was **486**, as we have focused on **maximizing the payments per worker** which has led to **fewer active annotators but with an increase of their average income**.

311

Active annotators
in 2022

Beneficiaries

All of our current beneficiaries are either individuals **who originate from conflict-affected communities and have relocated to a new country or are presently situated within conflict zones**. In Bulgaria and Turkey, most of the annotators have **refugee status or a foreign residence permit**. In Bulgaria, we have beneficiaries who have been living in the country for more than a couple of years and **have successfully obtained citizenship**. In the case of Syria, Iraq, Afghanistan, and Yemen, the beneficiaries predominantly include **internally displaced persons and people living in conflict areas**.

Bulgaria

In Bulgaria we had a total of **61 annotators who were active in 2022**, which is almost double the number of people compared to the previous year.



Partners

Roia Foundation is our first and biggest partner organization, operates both in **Syria and in Turkey**. During this year, they have proven their capability in managing significant projects and have made a substantial contribution of **178 active annotators** working throughout the year on HITL projects.

Partners

Brightpoint located in **Afghanistan** had a total of 11 annotators working with them. In 2022, thanks to improved collaboration, **WorkWell in Iraq** contributed with 31 annotators. Our newest partner **Tamdeen** in **Yemen** was active two quarters of the year and had a total of **29 annotators**. **Techfugees** located in **Lebanon** were assigned one project in 2022 contributing a total of 4 annotators.



Projects achieved

During last year, we were able to successfully complete **141 paid projects**, which is a relatively small sum compared to 2021 when we were able to secure a total of 197. From those 141 projects, **90% of them were finished on time** and we achieved a **client satisfaction score of 4.67 out of 5**. The total annotator earnings were a bit over **384k EUR** which is slightly less compared to 2021 when the total amount of earnings was 411k EUR. The **total number of clients served was 92**, double the amount compared to 2021, in industries such as autonomous vehicles, retail, smart manufacturing, and others.

Earnings

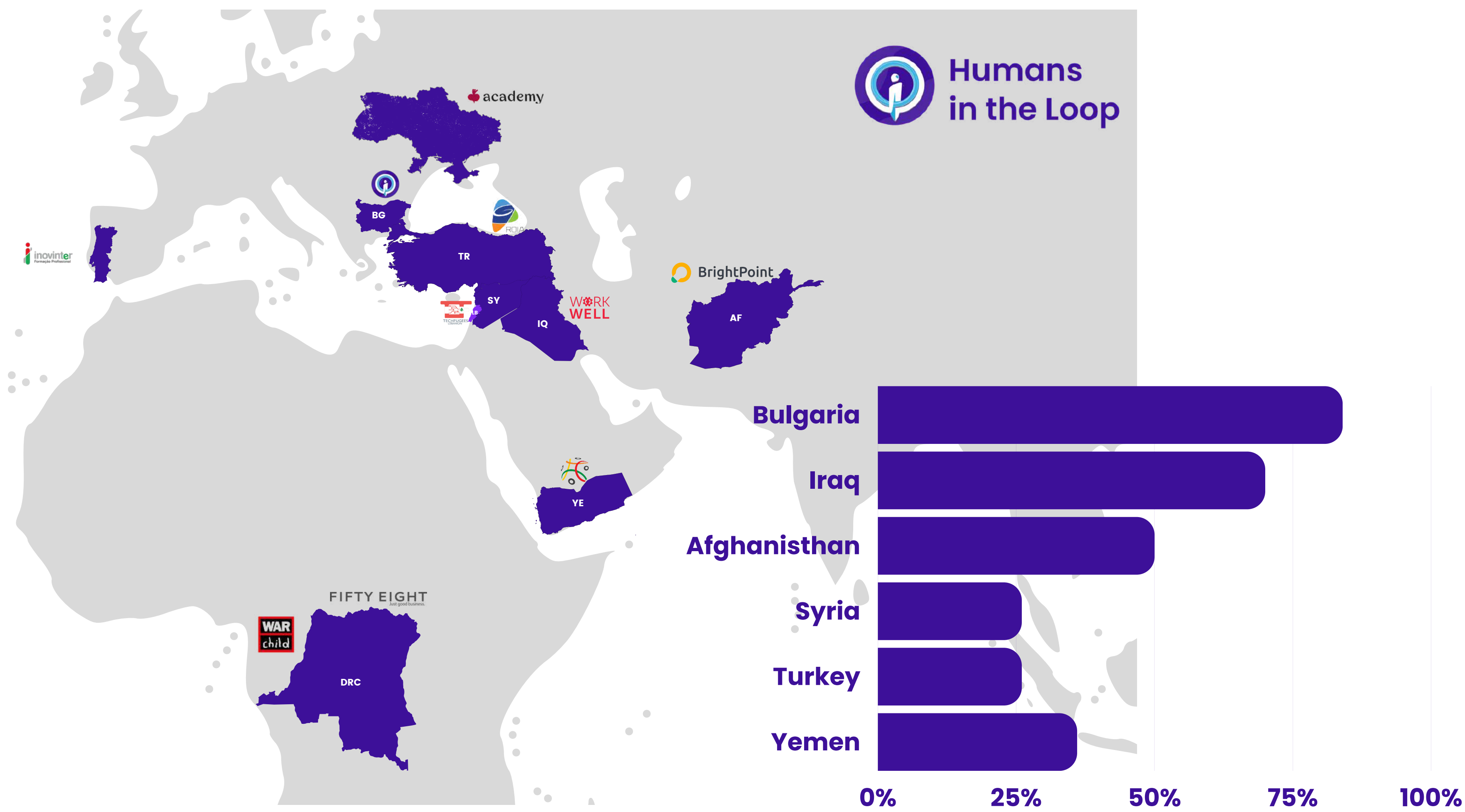
Our annotators are paid more than the local minimum wage, with a guaranteed minimum hourly wage set at **4 EUR per hour**. We further strive to offer our workers regular work with a **minimum average monthly payment of 200 EUR**. In 2022, the average earnings per worker in EUR increased with **391.11 EUR compared to the previous year reaching 1,236.48 EUR per worker per year**.



ENSURING THE INCLUSION OF WOMEN

Proportion of female workers

In 2022, the proportion of **female workers across all of our locations was 48%, which is 12% higher compared to the previous year.** We are determined to continue working closely with all our partners and aim to provide them with additional support in 2023 in order to overcome any barriers that women face to accessing our work opportunities.



Women Annotators in HITL Locations, 2022

Empowering women

Humans in the Loop offers various solutions and support to cater to the needs of refugee and migrant women. **Our goal is to ensure that at least half of the participants in our trainings, skill development programs, and employment opportunities are women.** To prevent labour segregation that predominantly tends to disadvantage women, HITL prioritizes offering women access to a broad range of upskilling and job opportunities. We promote the concept that **remote digital work empowers women by enabling them to contribute to the household finances and work from their homes.**

Meet Sherine

Sherine Hassan is 39 years old and grew up in Derik, Syria. In 2014 she took refuge in Iraq and now lives in Sulaymaniyah. Sherine has a high school diploma and did not complete the Arabic language college. She started working with humanitarian organizations in Iraq.

She enjoys working on projects and says that she learned a lot after working for HITL. She learned about new programs, about AI, and has also learned how to work and deal with modern technology.



In the future, she would like to learn further about this field in order to gain new competencies. She would like to develop her skills in communication and learn English, as it is the language of technology.

She wishes to have her own work and would like to get jobs related to working on the computer because she loves working on new programs and projects.

”

The job opportunities now are good and I have benefited a lot from them, morally and financially. Before I was not interested in working on the Internet because I was not aware of these opportunities and their importance.

TRAINING PROGRAMS

HITL Stars

Overview

The HITL Stars program **combines English language and IT lessons for conflict-affected people residing in Bulgaria**. The IT course covers basic computer skills that will be useful to students both in their private and professional lives. It also includes an Annotation Module, with the aim of giving job opportunities in our social enterprise to the beneficiaries who finish the course successfully.

In 2022 we had a **total of 3 HITL Stars** courses, by introducing a new structure of **launching the Beginners and Intermediate lessons simultaneously**. Our beneficiaries were able to integrate various tiers of the two distinct modules based on their individual needs and skill sets. We have **further introduced the English Language Partnership program as complementary to the Language Module** so that our trainees can have additional support in their language skills development. Moreover, **we have opened our HITL Stars program to our partner organizations abroad and thus extended our scope of impact**.

Participants

We had a total of **42 participants for the year, of which 64% were women**.

Furthermore, a total of **11 participants were directed to HITL Stars through our partner organizations** and attended our program online from Afghanistan, Syria, Lebanon, and Yemen.

Satisfaction rate

The course average satisfaction rate was **4.5 out of 5 and 86.6%** of the participants indicated that they **would like to attend more advanced English courses**, which we will be providing in the beginning of 2023.





Meet Svetlana

Svetlana Shapirova is 45 and came from Odessa to Bulgaria with her two daughters at the wake of the war in Ukraine.

She worked more than 20 years as an economist, however her company closed soon after her second daughter was born, and she signed up for courses about online administration and started working as an admin for Instagram pages.

Currently she is doing her second higher education in Pedagogy and shares that her childhood dream has always been to become a teacher.

Svetlana found out about Humans in the Loop through Facebook and signed up for the HITL Stars course. Soon after, we acknowledged her great enthusiasm and offered her to become our training assistant with Ukrainian language. Svetlana currently supports the Ukrainian trainees attending our programs.

For her, online teaching and learning are a great opportunity. Her daughters are also attending their Ukrainian school online, and working from home makes it easier for Svetlana to support them when rocket attacks and electricity shortages back in Ukraine, interrupting their normal education process.

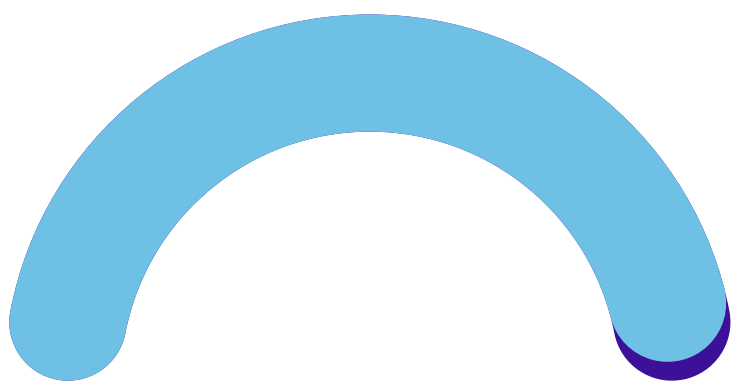
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Now maybe the universe is giving me one more chance to go the way of teaching as I wanted to a long time ago

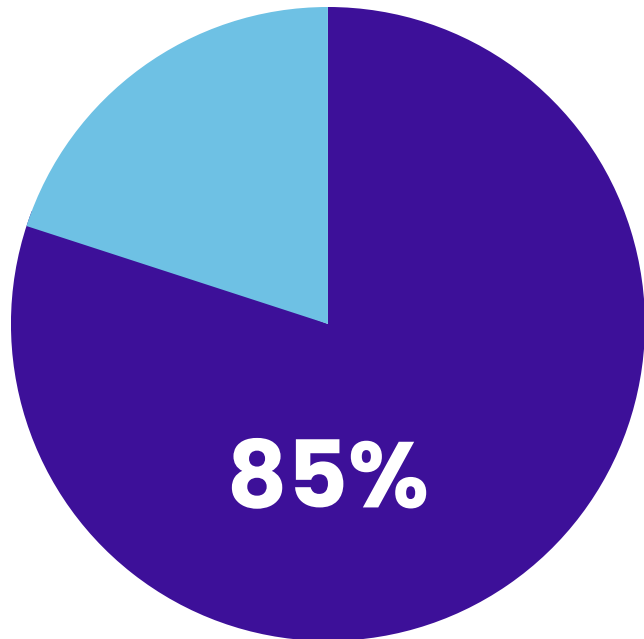
HITL Business Stars

Overview

The HITL Business Stars program, which is **sponsored by the Andan Foundation**, is designed for individuals who are affected by conflict and have some English proficiency and basic IT skills. The program specifically **targets aspiring entrepreneurs** who already have a small business and are looking to sell their products, or have an idea that they wish to develop into a successful business. **The course focuses mainly on marketing strategies and includes fundamental skills for initiating and managing a thriving online business**, such as creating a marketing strategy, branding, and a WordPress website.



Average satisfaction rate
4.6/5



Percentage of women
participants

Satisfaction Rate

The second course began in the winter of 2022 and is set to finish in early 2023. The program started with 15 participants, of whom **80% are women**. **30% of the course applicants have their own business and one of our trainees**, for example, has a small business for photo and video design. The course has a **4.6 out of 5 satisfaction rate**, however, we had only 2 successful graduates.

Next steps

After careful reflection on the collected feedback, we decided to **offer this training as a self-paced course on our platform** so that our trainees would not have to miss out on the instructor-led sessions.



HITL Digital Sciences for teenagers

Overview

In late 2021, Humans in the Loop launched **an online course exclusively designed for teenagers affected by conflict, including refugees and asylum seekers in Bulgaria**. The program's concept was developed with the assistance of **Telerik Schools Academy**, who generously provided their curriculum for free to our Foundation, enabling us to reach out to a broader audience. HITL has since conducted two successful courses, each one with a launch event, sponsored by a micro-funding received from the Meet and Code initiative.

Training Content

The program is overseen by a **knowledgeable IT specialist who commits two weekly sessions to provide adolescents with a better understanding of contemporary technologies**. These sessions are conducted via Zoom and cover topics such as **robotics, artificial intelligence, and help the participants in identifying potential career opportunities in the IT sector**. The trainees are also provided with assistance in taking initial steps in web design/programming and developing their first basic application.



Satisfaction Rate

In 2022, we had two courses - one from January to May and one from October to December. The first course had a total of **17 participants from Bulgaria, of which only 12% were girls**. The second course was expanded to include our partner organizations abroad. We had a **total of 12 participants, 33% of whom were girls**. The average satisfaction rate of both courses is **4.3 out of 5**, and the Module that the participants found most interesting was Visual Programming.



Meet Osama

Osama Najjaris is 23 years old, from the city of Idlib Saraqeb, Syria. He is a informatics engineering student and currently lives in the Azaz area, Aleppo, Syria.

Osama found out about HITL's annotation projects and training through the Subul outsourcing agency. He decided to learn more about AI since he is passionate about working on the computer. He is also interested in video games and video editing.

He has more than two years experience working as a freelancer on AI projects. Because of this remote work he had the chance to continue his education.

Currently Osama attends online courses in programming, design and montage where he seeks a career in programming.



”

Although I am an autistic person, working online has been a distinctive paradigm shift in my life. I have transformed from a consumer to a productive person who has a responsibility such as paying my university fees and being able to help my family with living expenses.

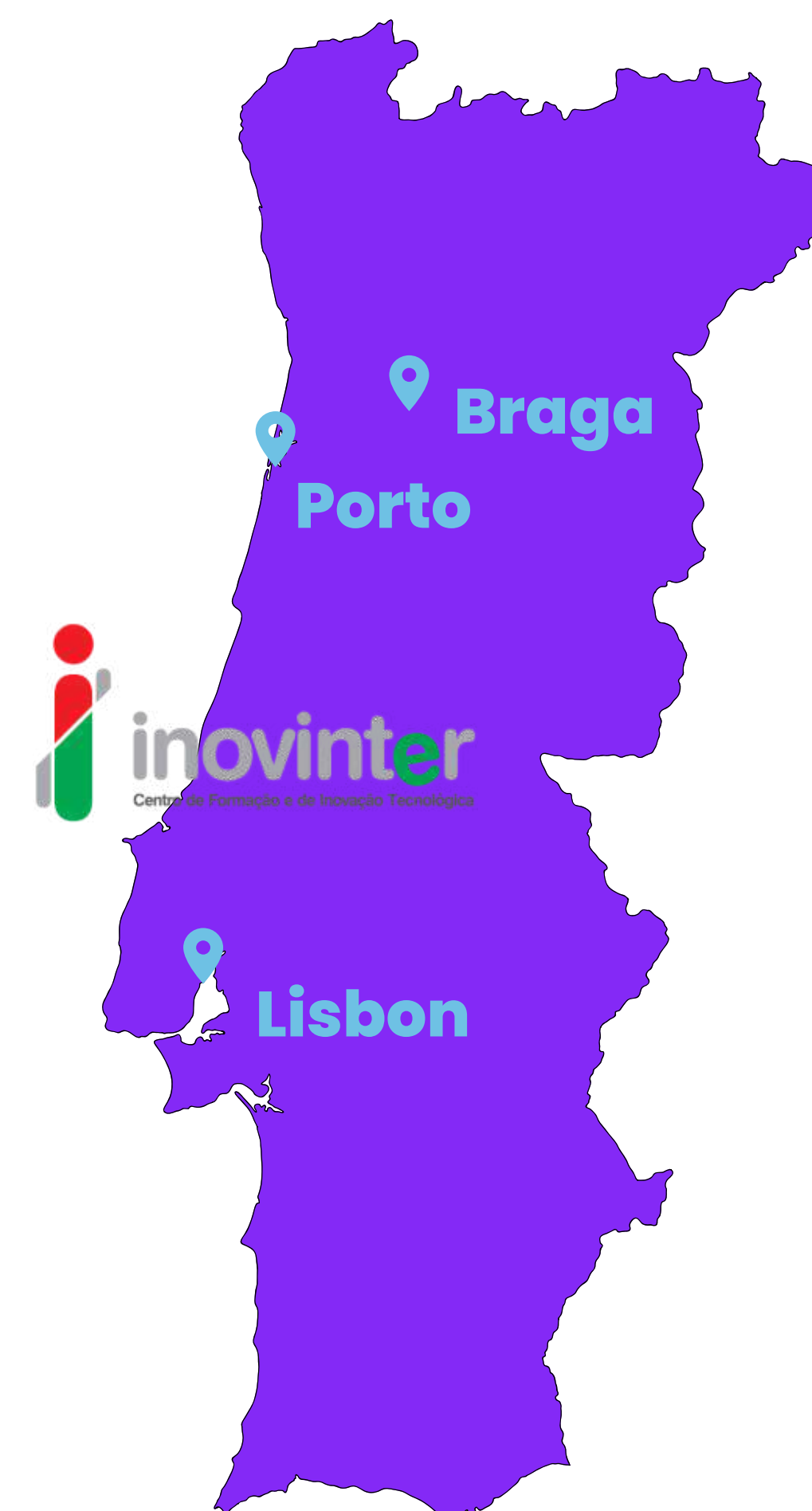
PILOTS

Portugal pilot

At the end of 2020, **Humans in the Loop won the Gulbenkian Award for Adult Literacy from the Calouste Gulbenkian Foundation** to develop a pilot in Portugal. Throughout 2021 we spent a lot of time researching the most appropriate solution in this context and suitable partners. Since then we have been successfully **collaborating for a second year with Inovinter**, an organization concentrating on innovative and sustainable professional training and social development.

Training Platform

Back in 2021, as a result of our research, **we created our Humans in the Loop training platform** where we host self-led learning modules as well as the content for our trainer-led programs. We developed our two completely online training programs - **Introduction to Microfreelancing and Microlearning (Introduction to Image Annotation)**



Women Participation

The percentage of women who attended all of the pilot trainings was **43.2%**, which is 8% lower compared to the previous year.



"As a Trainer it was a privilege to be part of such a meaningful project. Thank you for all the prompt support and the opportunity"
-Supervisor, Portugal

Microfreelancing course

In the Microfreelancing course people are invited to learn **about how to start a career as a freelancer and how to find suitable paid micro jobs**. Moreover, the training offers tasks connected to building an attractive profile in some of the online freelancing platforms such as UpWork, as well as how to find suitable jobs on the given freelance platforms that match their skills.

In 2022 we assigned the training to new cohorts in Portugal who were able to further learn how to communicate in the business world, how to write a business email, how to prepare a Europass CV, as well as how to write a cover letter. The trainees also received useful tips on how to price their services and how to be able to earn more.

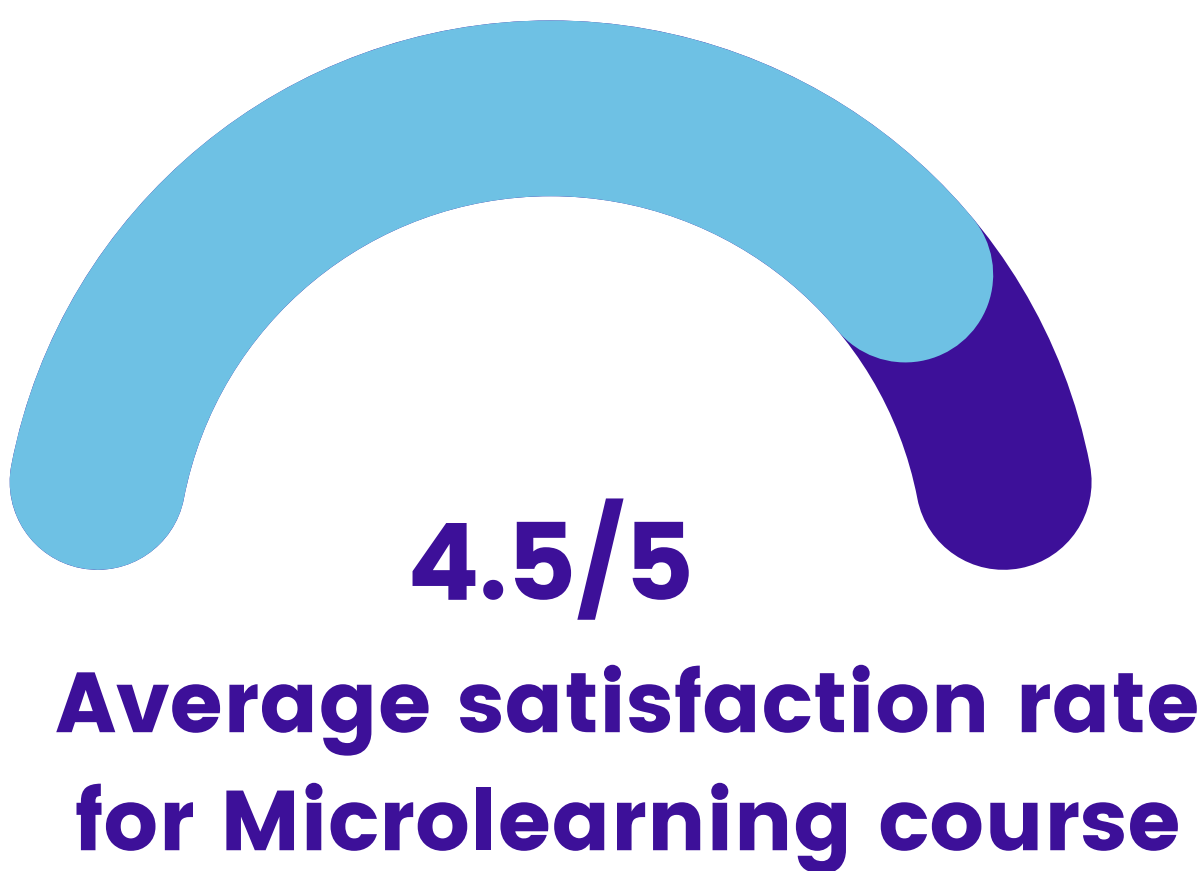


90%
would recommend
Microfreelancing
course to a friend

Microlearning Course

The second self-paced training on **Microlearning, consists of 4 separate courses for building annotation skills** which include Image Annotation with Tags; **Image Annotation with Bounding Box; Image Annotation with Polygon; and Image Annotation with Semantic Segmentation**. This training is provided to all our pilot locations as well as to all beneficiaries who are interested in working on HITL project based annotation opportunities.

In September and November 2021 we had a total of **31 refugees** and migrants in Portugal participating in the month-long training program. In November and December 2022, we had additional **37 people from Porto, Braga and Lisbon** taking the modules on our training platform.



69.5%
first time for them to
attend an online
training

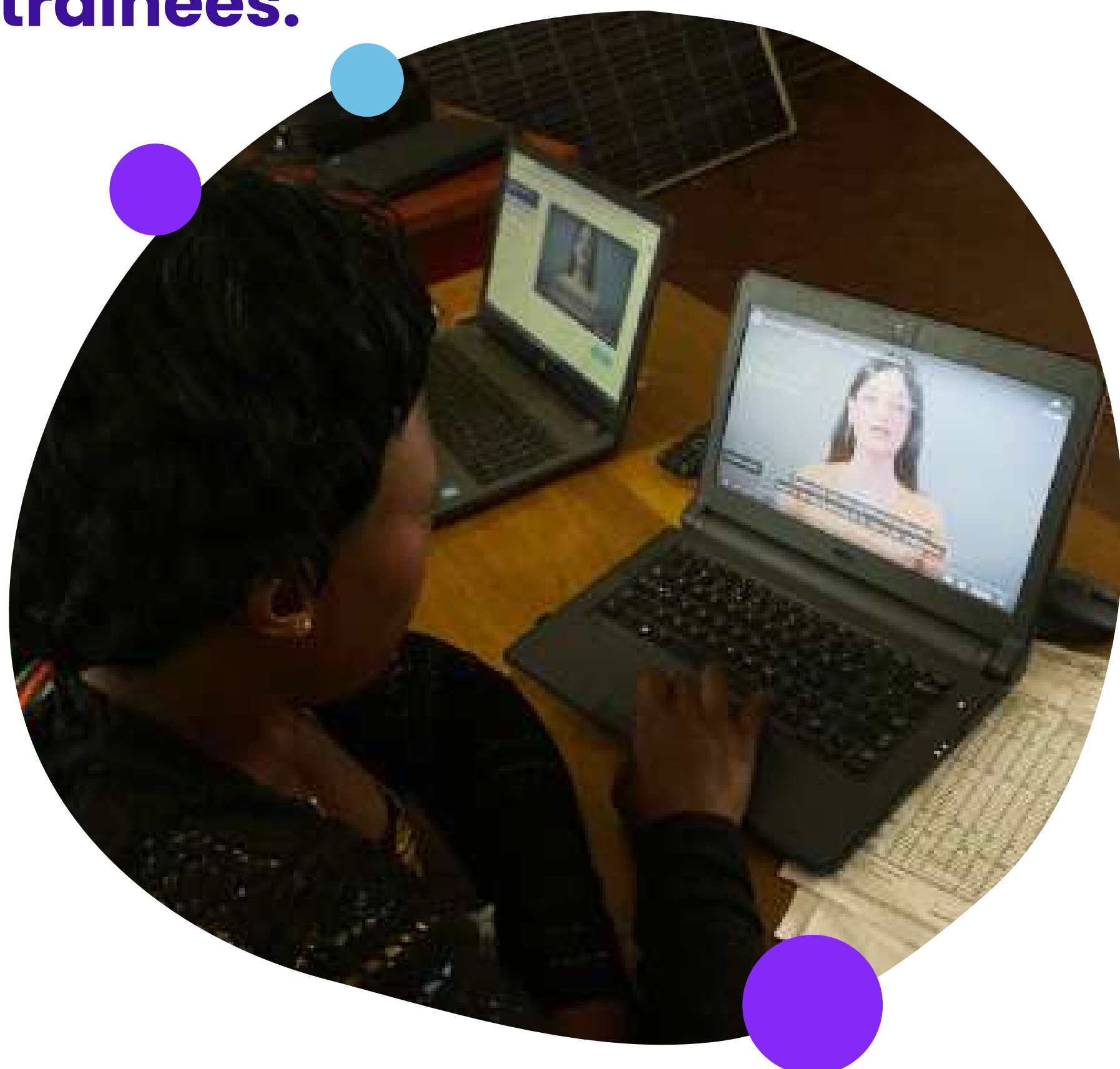
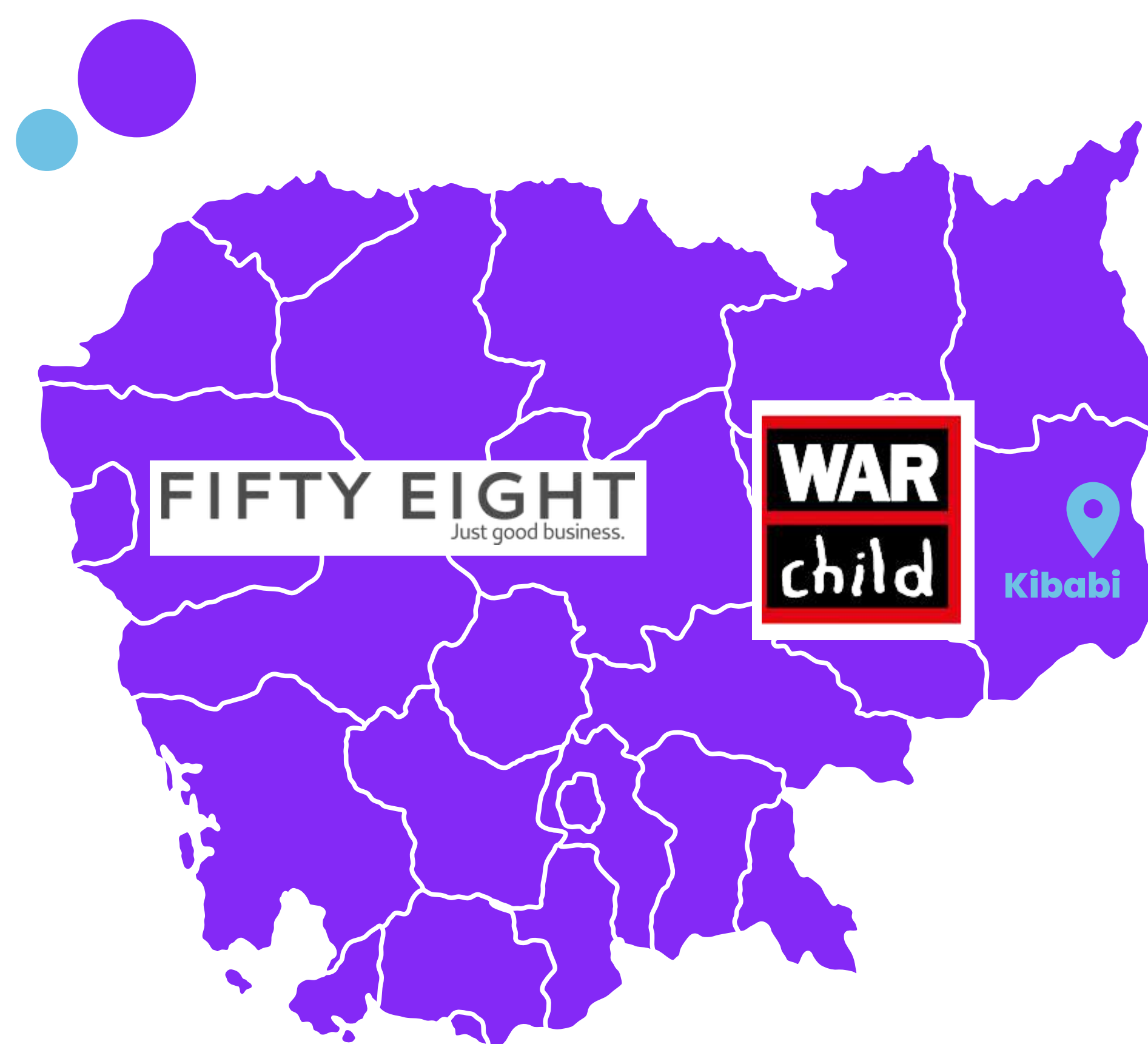
DRC pilot

First Pilot in Africa

In the end of September, Humans in the Loop launched a pilot in **Kibabi, DRC in partnership with Fifty8 and War Child**. This is **HITL's first pilot in Africa**, which marks a milestone in our growing impact strategy. Our aim through this alliance is to provide as many vulnerable conflict-affected or displaced communities with **access to dignified online work opportunities, including youth recruited in armed groups**.

More on the program

The program **trained a group of 12 young people**, only one of them female. A local supervisor was designated to supervise and coordinate the different steps of the pilot, especially in terms of ensuring the beneficiaries are properly trained in IT skills and to get them up to the level needed for annotation training. Additionally, **stipends of participation in the form of a paid project were given to the trainees**.



Future steps

The **Computer lab** was equipped with **solar panels** during the phase one of the project period.

We are working together with our partner War Child to secure funding to start phase two of the project.

Ukraine pilot

Humans in the Loop has a time-tested model of partnering up with NGOs on the ground in order to provide digital skills trainings and project based work to conflict-affected people. In the spring of 2022, we started working with our new partner – **Beetroot Academy in Ukraine**.

Together, in this pilot, we held two programs:

- **The Upwork Opportunity Unlimited program**
- **4 Annotation Training Cohorts**

The Upwork Opportunity Unlimited program

2 cohorts of beneficiaries were provided with a two-week-long support program to help them improve their freelancing profiles, reach out to more clients and maximise their income through online freelancing on the platform.

The **average satisfaction rate for the Upwork pilot was 4.5**, however, we experienced problems regarding the invitations sent to the beneficiaries, nevertheless, the people who were able to join found the program interesting and useful.



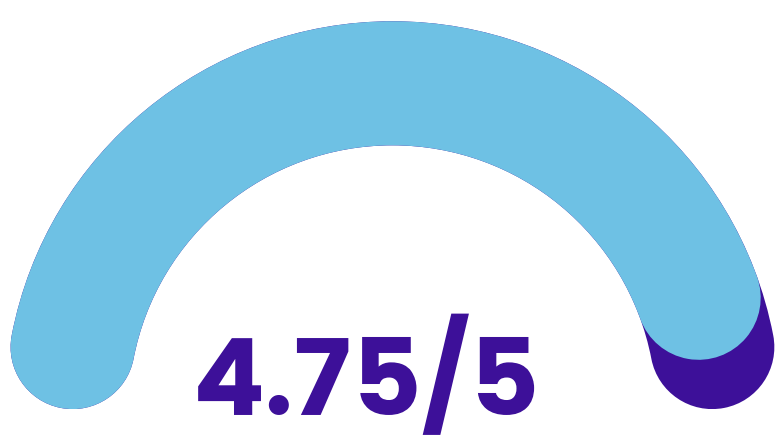
Microlearning training

In 2022 we made updates and improvements on the Modules so that the training can be even more comprehensible and easier to use. **We added Ukrainian and Russian subtitles** for the pilot we conducted with Beetroot, as well as moved our exams from the Supervisely platform and integrated all the task executions into the training modules themselves.

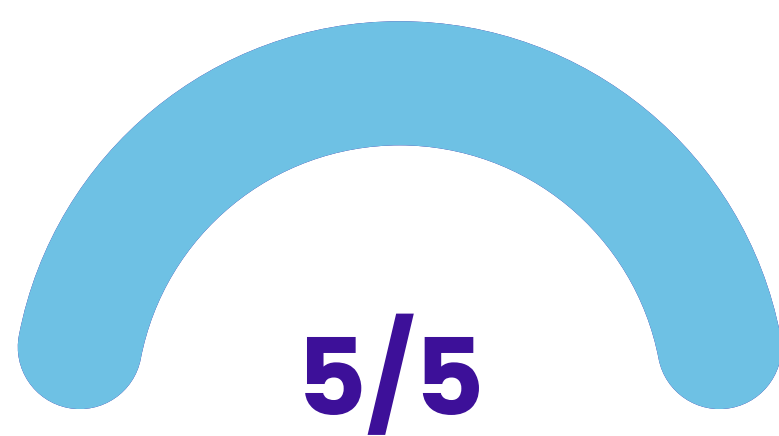
The Microlearning training received a **4.75 average satisfaction rate**,



Satisfaction rate for
Upwork Pilot



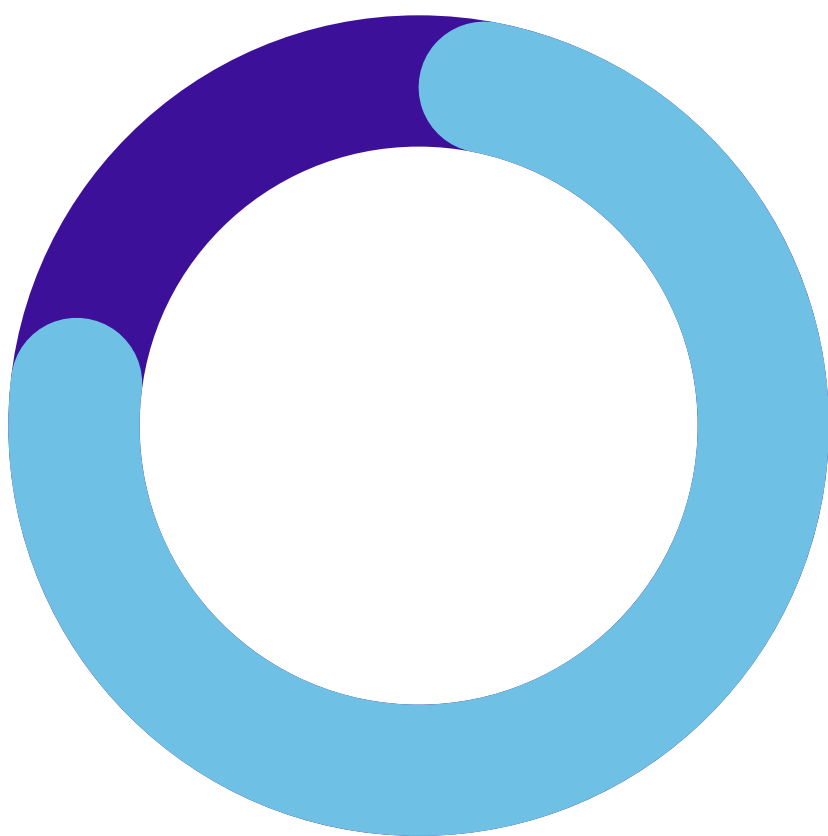
Satisfaction rate for
Microlearning training



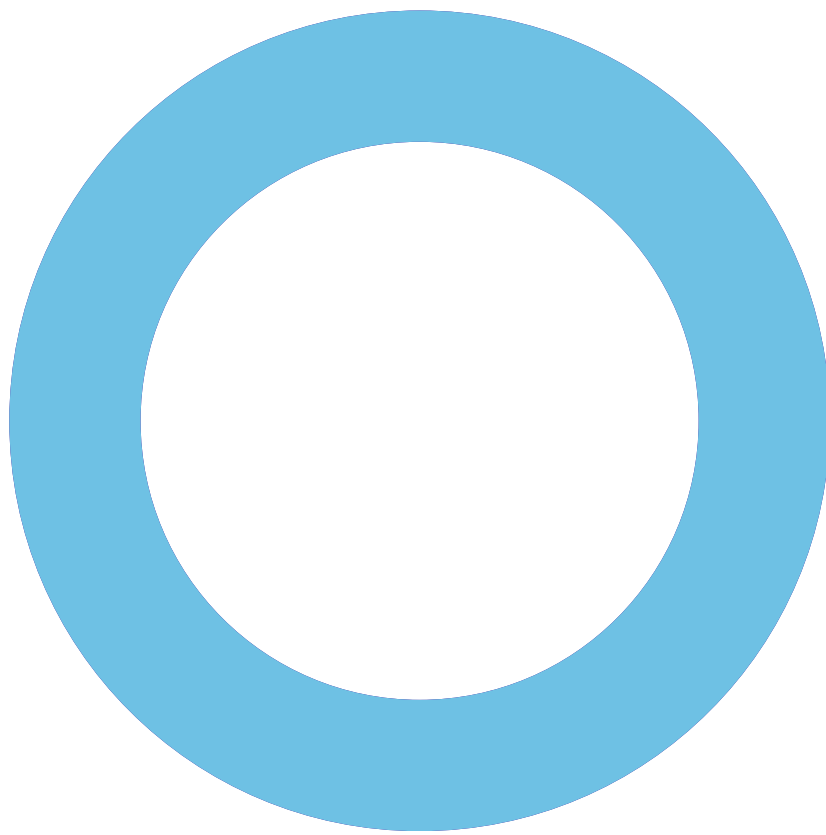
Satisfaction rate for
Supervisor Daria

Participants

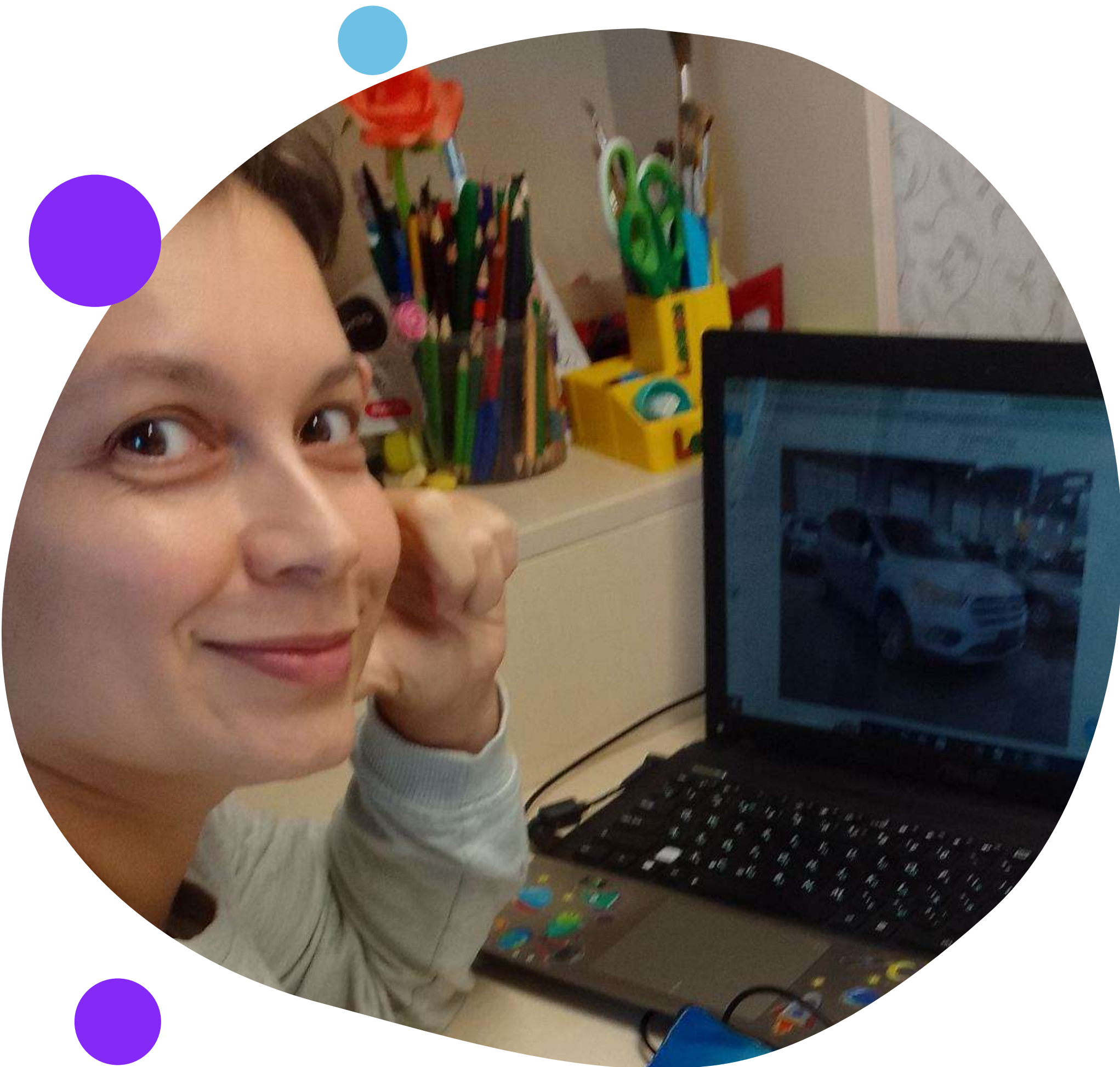
We also had **4 pilot cohorts funded by UNFPA (United Nations Population Fund)** in Ukraine within the project **"Springboard to Equality"**, supporting gender-based violence victims and women in difficult life circumstances. The pilot included Microlearning training on our HITL platform and paid projects for each cohort. Through this pilot, we also trialed paying the annotators directly via Upwork for the first time. The supervisor Daria received 5 out of 5 satisfaction score



Women participation
Upwork pilot
80%



Women participation
4 annotation training cohorts
100%



Women Participation

The percentage of women who participated in the Upwork pilot program was **80%**, and for the 4 annotation training cohorts, the percentage was **100%**.

VOLUNTEERING PROGRAMS

English language partnership program

Speaking English is a highly valuable skill that **can enhance employment opportunities and facilitate integration.**

Speaking Partner

In 2022 our beneficiaries were offered the **opportunity to have an English speaking partner** with whom they meet once a week aimed at improving their English language skills. During the first cohort at the beginning of the year, **we had a total of 15 pairs, however only 3 pairs finished the program successfully.**



We discovered that not all participants were sufficiently motivated to stick to such a lengthy commitment in order to improve their language skills. To address this, we decided to **link the program to the English language module of the HITL Stars course and make it into a 10-week program** in this way, we encouraged more engaged participants.

“This initiative is very positive and I am proud that I have been part of it. It was very interesting and made me reconsider some topics of my life and to understand more about such a different culture”

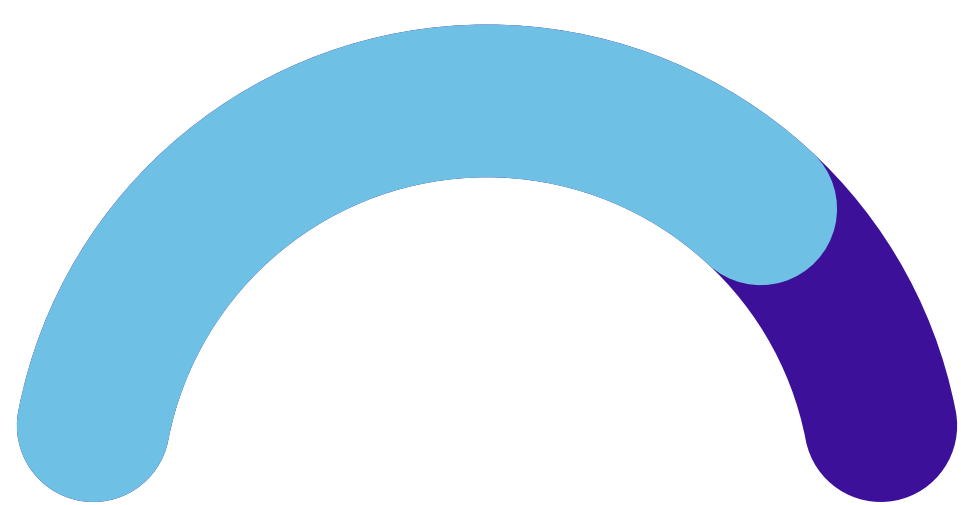
– Female, Bulgaria.



Satisfaction Rate

We had a **total of 28 pairs taking part in the program during 2022** – 15 at the beginning of 2022 and 13 in winter 2022, from which **77% were women** and we had 4 participants from our partner locations in Afghanistan and Syria.

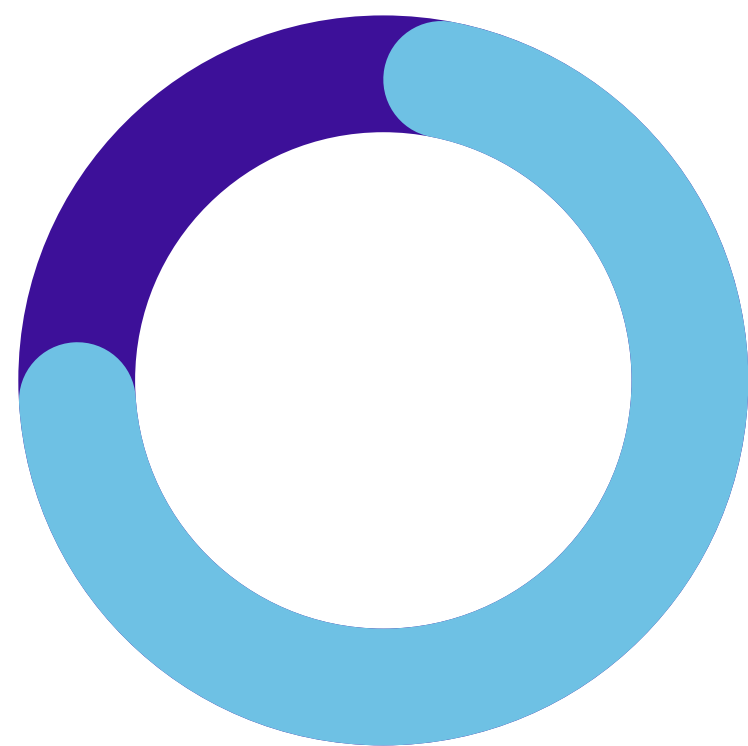
The average satisfaction rate of both programs is **4 out of 5 and 70% of the feedback participants indicated that they would likely keep in touch with their language partner**. Furthermore, the second cohort of the year was very successful and we had 10 out of 13 pairs who successfully finished all of their 10 meetings.



Average satisfaction score
4.0/5



Pairs who successfully
finished



Women participation
77%



Volunteers from Time Heroes

In the most recent version of the program (Oct-Dec 2022), we recruited **volunteers from the Bulgarian volunteering platform Time Heroes** and matched them with suitable partners to practice their English skills for one hour per week over a ten-week period. The pairs received additional English language materials such as useful websites, tools, and platforms, as well as the English language course curriculum tailored to the trainees' proficiency level (beginner or intermediate).

BENEFICIARY ADVISORY BOARD

Feedback from our community

In 2022 Humans in the Loop created the **Beneficiary Advisory Board (BAB)** with the **aim to receive direct feedback from our community** that is located across our **7 partner locations**. The Board consists of one representative from each country where we operate.

Meetings

The **board meets once every month** for 1 hour, together with a member from Humans in the Loop Foundation. Through this board, the dedicated members of BAB give us direct insights on the needs and gaps that need to be addressed.

Once every quarter (every 3rd meeting), the management team joins the call and presents quarterly results and statistics, as well as objectives for the upcoming quarter, in order to create a space for dialogue about the best ways to support our beneficiaries.

Paid missions

Furthermore, at the end of 2022, we decided to **provide paid missions to the BAB members** - every month we provide a small task such as to collect direct feedback from a number of active annotators working on HITL projects, or to create an event within their community for example. Every month the board members share their successful missions with the other members and are provided with a **50 EUR reward for their efforts**.



”



I have been living in Lebanon since 2013. I am a laboratory technician. I am also a member of the Beneficiary Advisory Board of HITL on behalf of the Lebanon Team. I never imagined I would be working remotely, as my profession as a lab technician requires being on site. I thank Humans in the Loop for giving me this opportunity and opening up many new areas for me that I did not expect to reach.

Rukaya Al Hammada, Laboratory Technician, Syria

”

Subul Outsourcing agency introduced me to HITL annotation projects and it has been an incredible opportunity for involvement in the AI field. I have learned a lot and I am excited about my continued growth in this interesting field.

Safaa AlSharki, Telecommunication Engineer, Syria



I am creative and passionate about my work. I am always learning and growing as an artist. I love helping people and being part of BAB and to help my community by advocating for resources, services, and programs that meet their needs.

Rashid Mansoory, Motion Graphic Designer, Afghanistan



I am Mizgin Hassan, from Syria and I have been living in Iraq for 8 years. I was studying computer investment in Damascus. I work in camp management at a humanitarian organization, and I work with Work Well on annotation projects. I am a member of BAB at HITL and my hobby is working with design, drawing and various computer programs in the field of AI.

Mizgin Hassan, Annotator Syria.

PERSONAL DEVELOPMENT PLANS AND CAREER COUNSELING

Each participant in our HITL programs or annotation work opportunities is offered **personalized assistance with career development counseling.**

One-to-one sessions

This opportunity offers **one-to-one sessions with our Social Mediators** consisting of:

- Career counseling
- Developing short, medium and long term career goals
- Setting out a plan towards achieving these goals



SkillLab

As part of the consultations, participants build their professional CV using our partner platform SkillLab, in collaboration with their *Evidence for Impact* program. **Our beneficiaries were able to list their hard and soft skills on SkillLab in one language and then receive a CV in any European language they may need.** The platform also includes skills assessment and matching to potential future careers.



GoSkills

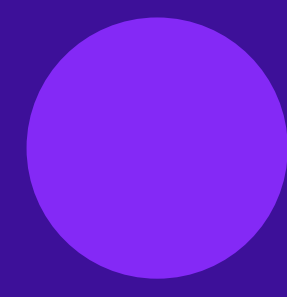
The career match also **highlights the skill gaps of each participant** which they need to address in order **to qualify for their dream job**. The Social Mediators are also able to enrol participants in the GoSkills online platform where **they can take additional courses in order to improve their skills**.

Participants

In 2022 we had a total of **22 participants**, from which **63% were women** and 16 came from our partner locations in Yemen, Afghanistan, and Lebanon. **The average satisfaction rate of the program is 3.75 out of 5**, which highly motivated us **to reflect on the received feedback and improve the structure and content**.



In 2023 we are planning to launch **a new and improved version of the PDP and reshape it into an easier and more user friendly career counselling program** available on the HITL training platform



Meet Mohammad

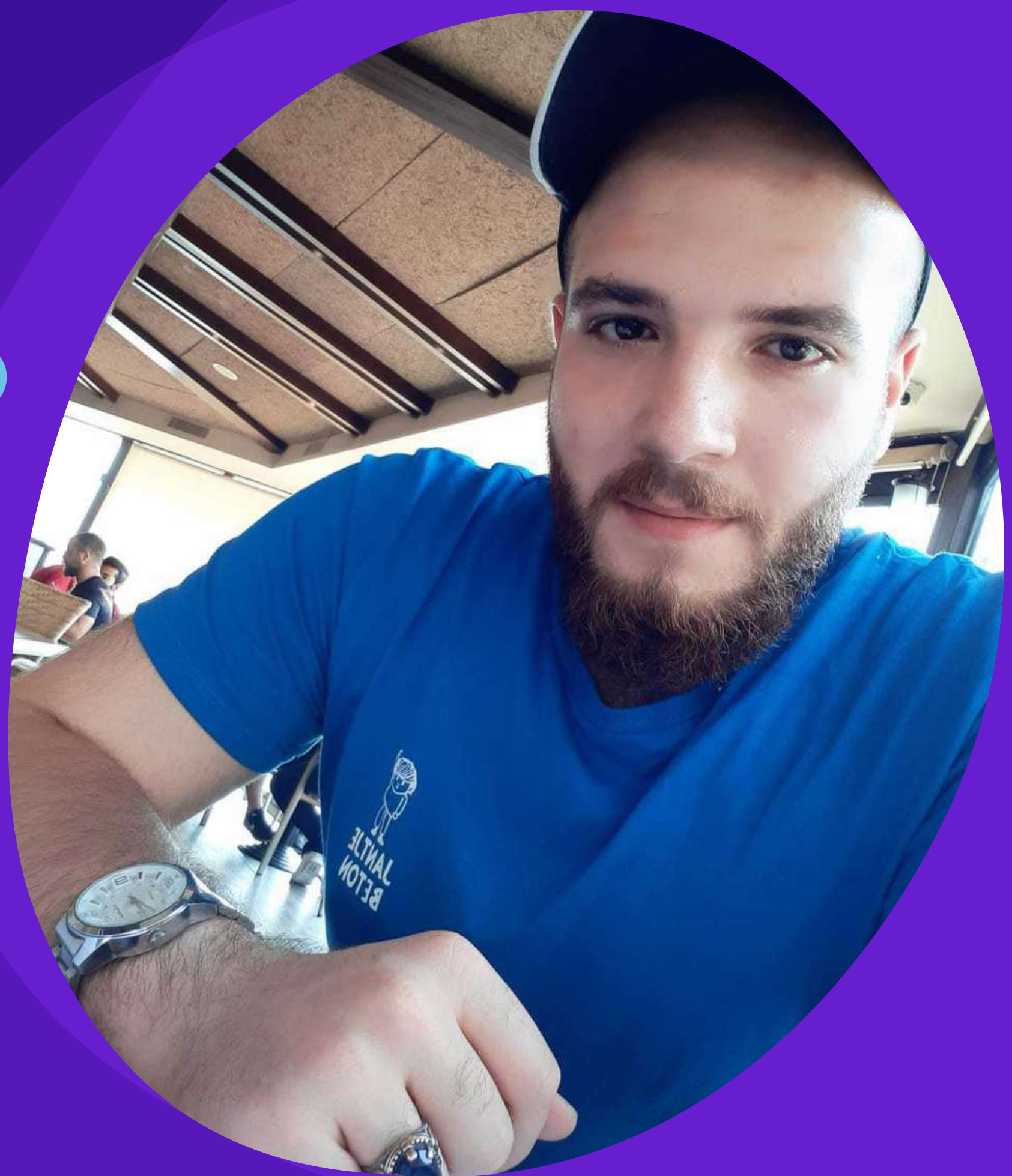
Mohammad Shafik Zakzouk is a 25-year-old Syrian refugee in Lebanon. He has a BA degree in Electrical Engineering from the Lebanese International University. He is a fresh graduate and has about 1-year experience in solar and electrical systems for buildings.

He heard about Humans in the Loop through Techfugees, one of HITL's partner organizations, and arranged a short-paid project after taking courses in data labelling.

He is interested in online work because it offers flexibility, especially for individuals who have busy schedules or other commitments.

Before working with HITL, he had done some online freelance work and found it great to earn additional income while still being able to have other responsibilities.

He is interested in the clean energy industry and would like to develop his technical and soft skills to be fit for any such position.



”

Working for HITL taught me about time management, soft skills and communication skills in addition to teamwork as we worked in a team during the paid project



COMMUNITY EVENTS 2022

In 2022 Humans in the Loop held a total of **9 social events with our community in Sofia**. Once per month we organized short trips, picnics, event visits, and celebrations so that our community of annotators, trainees, and staff can come together for an informal get-together.



9

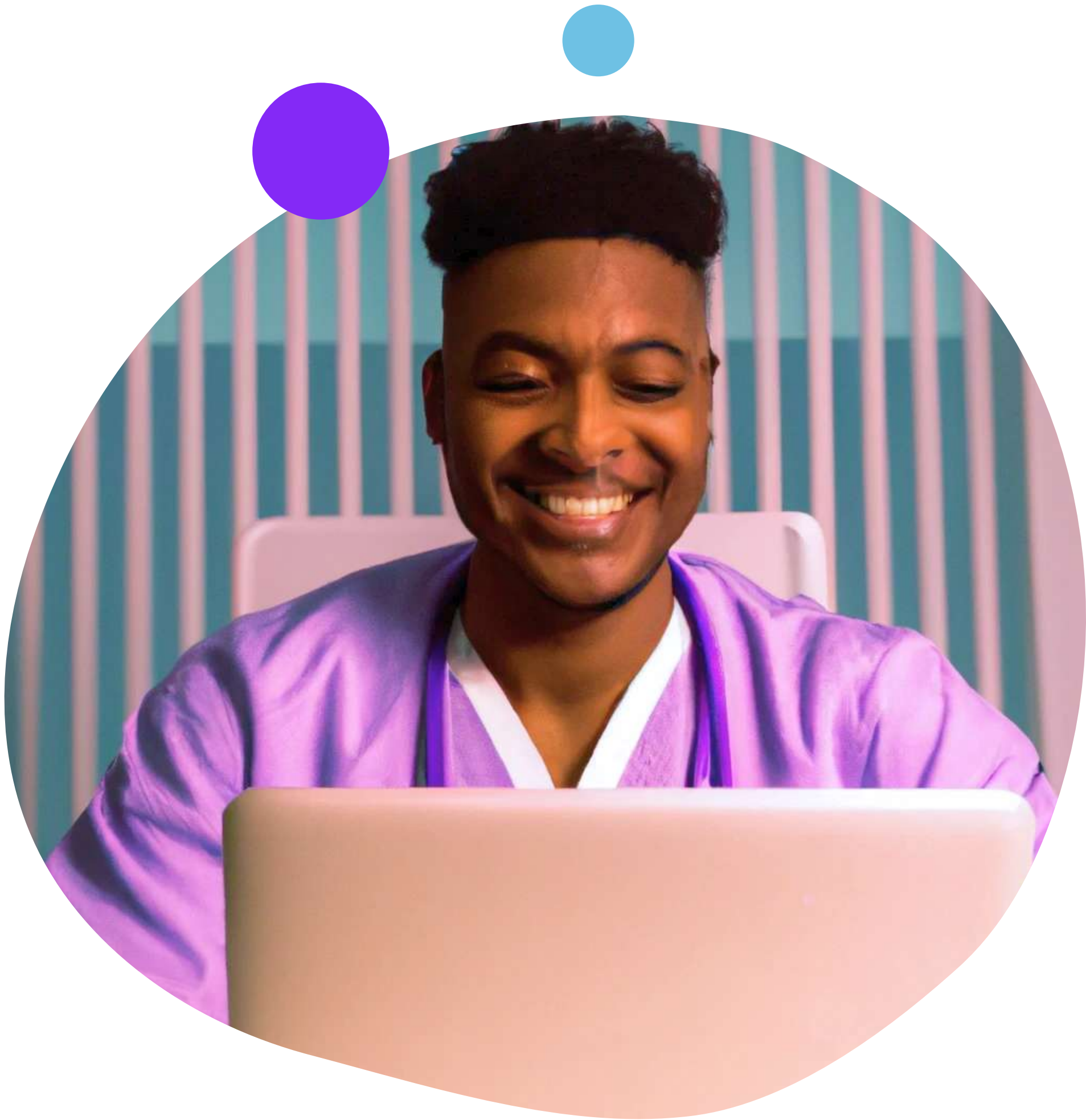
social events
in Sofia



For example, in the summer and early autumn months we concentrated on **outdoor activities such as picnics in the parks** where everyone is invited to bring food from their own cultures and play outdoor games. During the colder parts of the year we held **most of our events in warm spaces**, for example our visit to the Museum of Illusions with a group of **24 people** part of our community. We had a **lovely party for our 5 years** Humans in the Loop celebration, where we had over 50 participants.

DOCTORS IN THE LOOP

In 2022, we announced the launch of our newest initiative: Doctors in the Loop, which **connects conflict-affected medical professionals with annotation jobs** in the field of healthcare AI. Prompted by an increased interest among clients towards medical annotation, we established it as a separate brand in order to **connect doctors, nurses, and medical students to AI projects where they can apply their valuable skills.**



We have a roster of more than **50 medical specialists**, including radiologists, cardiologists, ophthalmologists, dentists, etc., **who have been displaced due to armed conflict.** Using advanced 2D, 3D, and video annotation tools, they can deliver high-quality data for medical AI projects.

50

medical specialists



Doctors
in the Loop

3

locations

Our Doctors in the Loop provide **annotation services for medical data**, including X-rays, MRI and CT scans, microscopic imagery, ultrasound videos, and other 2D, 3D and video data.

DOCTORS IN THE LOOP



29
workers

In Egypt in 2022 we had **13 successful medical trials, 6 medical projects and a total number of 29 workers.**

Our Syria and Turkey team successfully executed **2 medical trials, with addition of 2 medical projects and a total of 24 workers.**

24
workers



The total of **8 medical projects across our locations** included a radiology segmentation project and a surgical tools project for example.



***"2022 was a great learning experience for our medical team. We are very proud that we successfully managed many medical projects in different specialties. "GIT, Radiology, Surgery"
In 2023, We aim to grow our team and gain more experiences"***



**Dr. Mohamed Elsaid,
Medical Project Coordinator**

CONCLUSION

Our goal is to **improve the lives of people affected by conflict** by equipping them with **valuable skills** and helping them **earn a living**, as well as to **promote responsible AI practices**.

Moving forward in 2023, we will work towards **balancing our projects and engagements across all partners and countries**; focus on achieving greater **gender equality** and **increasing earnings** for our annotators; and we will work towards **new partnerships** in Europe, Africa, and Southeast Asia.

Our efforts in 2022 yielded positive results, as we saw many of our beneficiaries improve their skills and career prospects through our training programs.



In the coming year, we will further prioritize the **personal growth and development of our trainees**, offering them the choice of either working for our company or pursuing further training and career counselling. Therefore, we will dedicate **our efforts on further developing the HITL training platform in order to expand the content and include new courses** on the AI skills of the future, such as working with generative AI tools and monitoring AI systems

Through those activities we aim to offer individuals from various backgrounds who have been affected by conflict or displacement with the means to **advance their careers through career development support, upskilling, and remote work opportunities**.



**Humans
in the Loop**



**Humans
in the Loop
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