



Supportful

Impact Report 2022-2025

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Foreword



« When I founded Supportful during the peak of Lebanon’s financial crisis, inflation had surged past 100%, power and internet outages were constant, and medicine shortages had become the norm.

During this period, families were leaving the country at an unprecedented rate. Lebanon’s human capital was being depleted. Coming from a town where nearly 70% of its population lives abroad, I couldn’t stand by and do nothing. So I founded Supportful.

Four years later, we are a company creating real impact, measurable both qualitatively and quantitatively.

Most importantly, we’re enabling young and talented people to stay in their hometowns and contribute to the development of their local economies.

This report showcases how we’re helping Lebanon retain its talent, grow its economy, and build a future worth staying for. We’re working to ensure that leaving the country becomes a choice, not a necessity. »

Fadi Boulos

Founder & CEO

About Us

Supportful is a social enterprise committed to reducing Lebanon's brain drain. Through remote work and full-time employment opportunities, we enable Lebanon's brightest minds to remain in their communities, support the economy, and reclaim control over their futures.

We are, at our core, a technology company. We empower global tech firms to build high-performing remote teams with software engineers from Lebanon. Our experts act as consultants, helping our partners deliver faster and at higher quality.



Our Values

We live by four values that form the cultural foundation behind our impact:

Growth: We're committed to nurturing the growth and development of our team members, both professionally and personally.

Transparency: We believe in open and honest communication at every stage, with our employees, customers, and partners.

Knowledge sharing: We believe knowledge is power, and we empower our team to share their expertise to help us all grow together.

Ownership: We take responsibility, going beyond executing tasks to owning them and securing outcomes.

Our Mission

Supportful was founded with a clear purpose: to combat Lebanon's brain drain and protect the country's most valuable national asset, i.e., its people. We believe that retaining talent is essential for rebuilding the nation's future, and we're committed to creating opportunities that allow young professionals to thrive locally while contributing globally.

Beyond keeping talented Lebanese engineers in Lebanon, we want them to remain rooted in their own communities. Their local contribution is key to sustaining Lebanon's rural areas and supporting their long-term economic resilience.

The Problem of Brain Drain in Lebanon

Brain drain refers to the large-scale emigration of highly skilled or educated individuals from a country. Although Lebanon has experienced this for more than a century, the recent financial crisis has accelerated the phenomenon dramatically.

During this crisis that made triple-digit inflation a normalcy, 61% of college-educated Lebanese expressed their intent to leave the country (Arab Barometer, 2021). An estimated 875,000 people left Lebanon between 2019 and 2022, more than the total from 1992 to 2018 (Information International, 2022).

The Lebanese pound lost **98%** of its value against the US dollar

The World Bank labeled Lebanon's crisis as one of the worst in the world in the past

**150
years**

182% is the average annual inflation rate across the years 2021-2023

The Lebanese financial crisis in numbers.

The consequences of Lebanon's brain drain include and are not limited to:

- Loss of human capital needed to rebuild the country's economy.
- Missed opportunities to build a sustainable future.
- Decreased national income due to GDP decline.
- Increased vulnerability of rural communities.

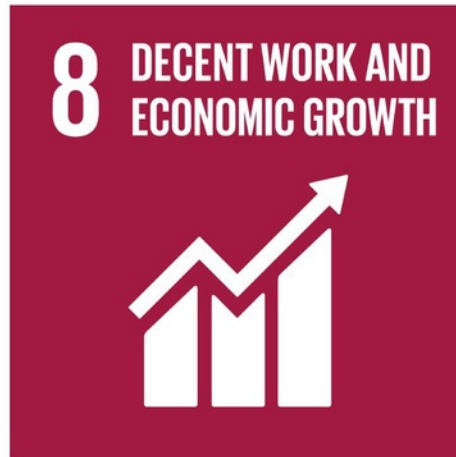
How We Combat Brain Drain

We leverage the global demand for software engineers and the power of remote work. Lebanese engineers are strong technical contributors with excellent English proficiency, making them an ideal fit for international teams.

Our Impact

Although we have been generating impact since day one, this is our first comprehensive measurement of it.

Our mission aligns directly with UN Sustainable Development Goal 8 (SDG 8): promoting sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.



In Lebanon, where people lost lifetime savings due to the 2019 financial collapse and the currency lost 98% of its value, this goal is particularly relevant.

Our objectives under SDG 8 include:

- Preserving human capital in Lebanon's small communities.
- Stimulating local economies.
- Promoting sustainable remote work practices.
- Ensuring employee well-being and growth.

Economic Impact

We believe that creating a single job in Lebanon can change an entire family's future. By tracking different Key Performance Indicators (KPIs) related to the economic impact we're making, we ensure our efforts are meaningful and reflect real change.

Full-Time Employment

16 Lebanese engineers have secured long-term, stable employment through Supportful, directly contributing to their local economies.

Emigration Prevention

According to an internal survey conducted by Supportful, 6 of our engineers would have left Lebanon if not for the opportunity to work at Supportful.

Supportful's Impact on Lebanese Engineers

16 Engineers Employed Long-Term



6 Engineers Prevented from Emigrating



Value of Brain Drain Prevented Annually

The value of brain drain prevention reflects the economic benefit of retaining skilled professionals who might have otherwise left the country. It is calculated by multiplying the number of individuals likely to emigrate by the average economic loss per person:

Value of brain drain = number of engineers leaving the country x average economic loss per engineer

According to our internal survey, 6 engineers from Supportful have been retained in the country.

The average economic loss per engineer is calculated as follows:

Average economic loss = yearly average salary x percentage of local spending x local multiplier

The yearly average salary at Supportful is \$40,644.

We estimate that 80% of it is spent within the country, the other 20% being related to overseas expenses such as travel, subscription to international services, and investments.

The local multiplier estimates how much additional economic activity is created for every dollar spent. In other words, it measures the ripple effect of direct spending.



In general, the multiplier effect ranges between 1.25 and 2.5. In Lebanon, where the economy is fragile and banks have not yet resumed their normal lending activity, we use a conservative multiplier of 1.3x. This means that for every \$1 spent locally, \$1.30 in total economic activity is generated.

The average economic loss per engineer is $\$40,644 \times 80\% \times 1.3 = \$42,270$.

Multiplying this figure by 6 engineers gives a **total annual brain drain prevention value of \$253,620**.

Every engineer who stays in Lebanon creates an economic ripple. Their spending boosts small businesses, and their presence helps keep families and communities whole.

Social Return on Investment (SRoI)

The Social Return on Investment (SRoI) measures the broader impact of Supportful beyond traditional financial returns, capturing both economic stimulation and social value creation in Lebanon. It is calculated using the following formula:

$$SRoI = \text{social impact value} / \text{initial investment amount}$$

In other terms, the SRoI is calculated by dividing the total social value created by the original investment amount. In Supportful's case, we consider the Social Impact Value to be equivalent to the value of brain drain prevention since this is the core impact Supportful aims to achieve.

The value of brain drain prevention as calculated in the previous section is \$253,620.

The original investment by Supportful amounts to \$50,000.

The SRoI is therefore $\$253,620 / \$50,000 = 5.07$.

This means that for every \$1 invested in Supportful, an estimated \$5.07 is generated in combined social and economic impact.

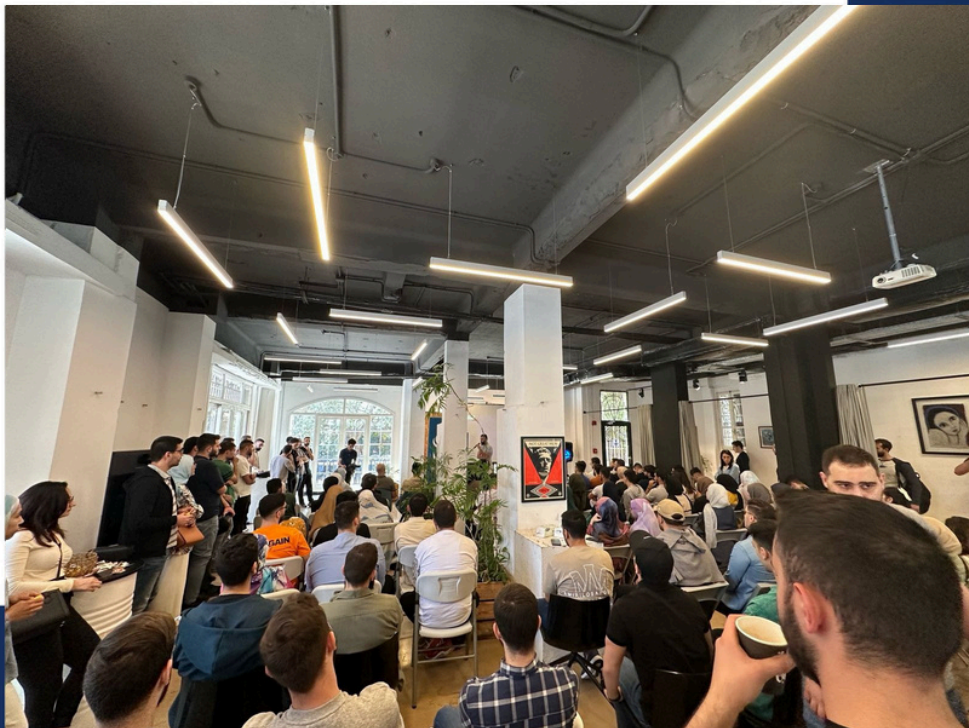
5x

Community Impact

At the heart of our mission is a commitment to empower and strengthen the communities where our engineers live and work. We're specifically interested in supporting tech communities and enabling them to thrive through social, educational, and networking events.

Tech Events Supported

We have proudly co-organized or sponsored 7 key industry events across Lebanon, promoting networking and knowledge sharing within the local tech ecosystem. These events included key players in the Lebanese tech scene such as universities (American University of Beirut, Lebanese American University, Beirut Arab University) and tech communities (AWS User Group, Google Developer Groups).



Pro-Bono Training Sessions

386 students and software engineers have benefited from our free, hands-on training sessions. Every year, Supportful organizes pro-bono workshops over 8 weeks to equip participants with practical skills and enhance their employability.



Robotics Session to Underprivileged Children

As part of our CSR actions, we delivered a training session on robotics for students aged 8 at a school for underprivileged children in Jbeil, Lebanon.

Beyond team bonding, the goal was to spark curiosity and encourage a sense of building and discovery.



Painting a Wall in Beirut

In partnership with street artists, we painted a Grow graffiti in a working-class Beirut neighborhood. The word reflects our core value of Growth and serves as a daily reminder of potential.



Environmental Impact

Supportful's distributed model is convenient and strategic. Beyond decentralizing opportunity and strengthening rural economies, we also contribute to reducing environmental strain.



Carbon Emissions Avoided Annually

A carbon footprint refers to the total amount of greenhouse gases released into the atmosphere as a result of human activities. It has been directly associated with climate change, so reducing it is a top priority to preserve the planet's health.

By adopting a fully remote work model, Supportful is reducing its carbon footprint: our employees do not commute daily to an office.

To estimate the emissions saved, we calculated the distance between each employee's home and Beirut, the most likely office location had Supportful not been remote. Altogether, our team would have commuted 1,630 km per day.

Using a standard calendar of 235 working days (after accounting for weekends and public holidays), this amounts to 383,050 km of commuting per year.

Assuming an average fuel efficiency of 180 km per 20 liters (9 km per liter), this distance would require roughly 42,561 liters of gasoline annually.

According to the U.S. Environmental Protection Agency (EPA), burning one liter of gasoline produces about 2.32 kg of CO₂. Applying this factor results in:

$42,561 \text{ liters} \times 2.32 \text{ kg} = \text{approximately } 98,700 \text{ kg of CO}_2$, or about **98.7 tons of CO₂ emissions per year.**



Thanks to our distributed work model, all of these emissions are avoided. It is the equivalent of taking dozens of cars off the road each year. We're proud to make a tangible contribution to a cleaner country and a healthier planet.

Remote Work as a Sustainability Driver

According to our internal survey, 100% of our team works remotely from their hometowns, eliminating the need to relocate to crowded urban centers or move abroad.

We believe Lebanon doesn't need more people rushing into an already congested capital and its suburbs. These areas are overburdened and were never designed to host today's population density, especially with the absence of meaningful infrastructure upgrades in recent years.

Remote work helps reverse that pressure. It decentralizes opportunities, allowing people to build global careers without leaving their hometowns. This helps preserve the human capital of remote communities in Lebanon and supports the development of more self-sustaining local economies.



Human Impact

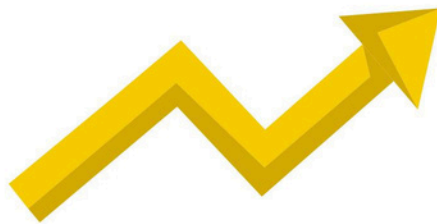
Supportful's mission is to make a change in the lives of people who are choosing to stay and thrive in Lebanon.

We believe that decent work includes much more than a paycheck. It's also about flexibility and growth.

Flexibility matters because being close to family and present in our children's lives has a direct impact on well-being.

Growth matters because we want every team member to build a thriving, future-proof career.

That's why we invest in both. We offer the flexibility needed for a balanced life, and we provide the tools, culture, and support required for long-term personal and professional development.



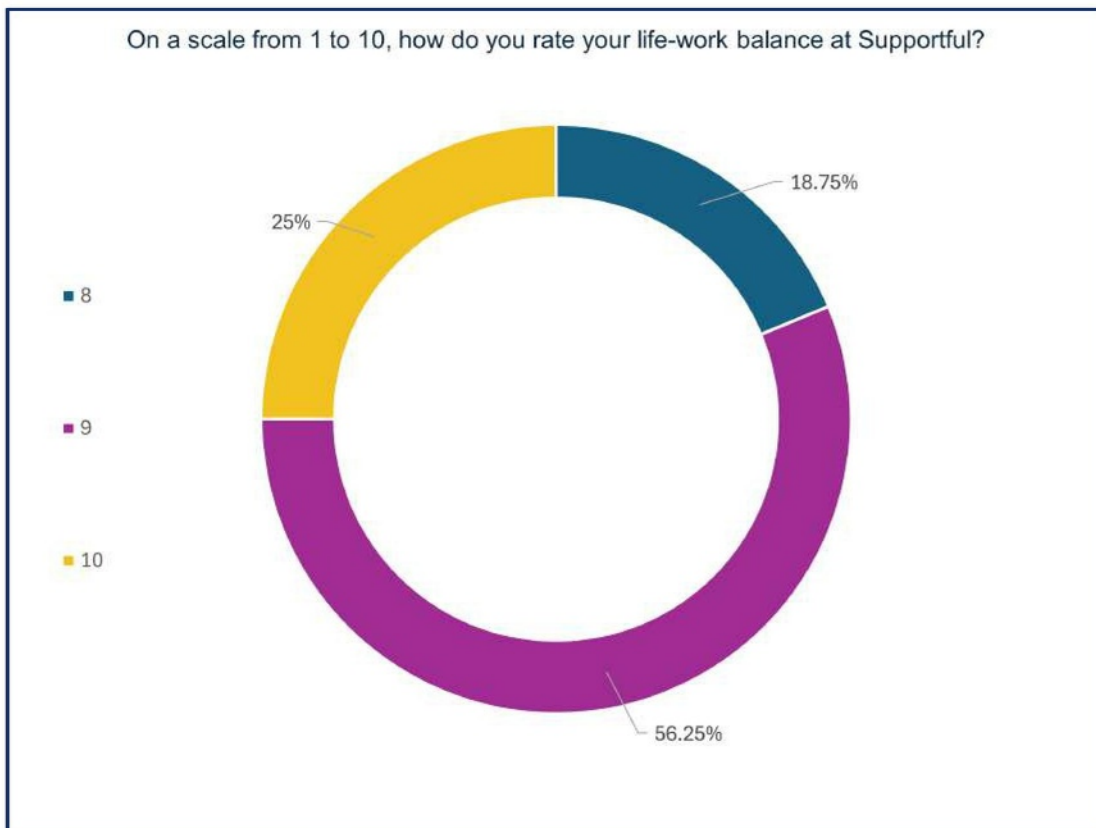
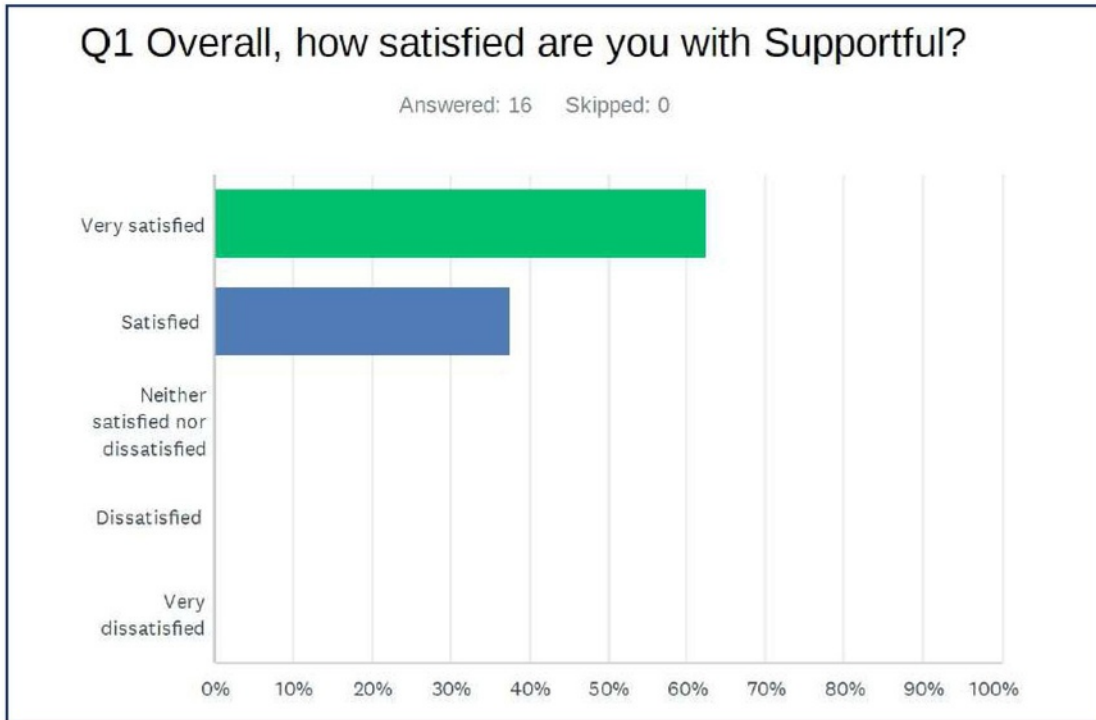
Professional Growth Support

All Supportful employees benefit from targeted upskilling workshops and personalized career planning.

We sponsor up to 50 hours of training per employee each year to ensure they remain on a continuous growth path. Each training program is tailored to the employee's next step in their career.

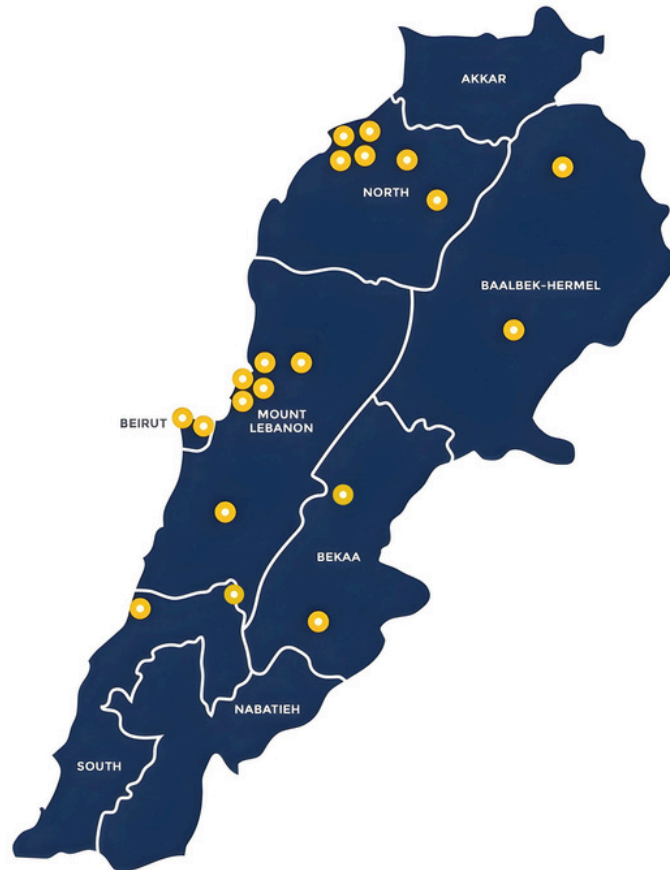
Life-Work Balance and Overall Satisfaction

Our commitment to creating a supportive work environment is reflected in the exceptional life-work balance reported by our employees. Our latest internal survey shows an overall work-life balance of 9/10 and an average satisfaction score of 4.54/5.



Local Stories

The stories in this section are those of Supportful employees who want to shift the narrative from one where the only future lies abroad, to one where staying home can be a step forward.



The yellow dots represent towns and cities Supportful engineers work from.

Reem, Frontend Engineer

Reem lives in Rashaya, 120 km from Beirut. Remote work allows her to save nearly 30 hours weekly on commuting, combining professional growth with personal and local life.



"Supportful helps me gain international experience while working from the comfort of my own home. I'm able to spend time with my family and connect with my local community, and I can build a rich professional network at the same time."

Eddie, DevOps Engineer

After 15 years away from his hometown, Eddie is finally moving back to the place he was born and raised in, Baskinta. Since graduating from college, he had to live close to Beirut because this is where most interesting work opportunities are.

The flexibility he enjoys at Supportful allowed him to reconnect with his roots, while maintaining career growth working with international clients.

"After 15 years away, I'm moving back to my hometown. I'm getting married, and thanks to remote work, I can live and work from home."

Antoine, Backend Engineer

Antoine lives in Zouk Mikael, away from tech hubs, yet thrives through Supportful's flexible policies. He's able to support his family, attend tech events, and develop new skills.



"I truly enjoy the flexibility at Supportful. I'm able to care for my parents whenever they need me. Another thing I like is continuous growth and learning. I'm always encouraged to attend workshops and to focus on specific skills to evolve. This has been tremendous for my career growth."

Eid, Frontend Engineer

Eid lives in Fakeha near the ancient city of Baalbek. He is leveraging remote work to live the life he wants.



"The flexibility of remote work has been truly transformative for my life and career satisfaction. It has allowed me to stay rooted in my village, living close to my family while balancing my career goals and personal life. I feel less stressed, more focused, and I can invest my income back into my local community."



Supportful

Work globally, stay rooted.