

# **ANNUAL REPORT**



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## Foreword from Emelie Dorlin, Johnson & Johnson

Image: contract of contract of

Determination. Adaptability. Collaboration. Passion. Curiosity. As I reflect on our first year and half of partnering with Capacity, these are some of the words that stand out for me.

We first joined forces to support Capacity in piloting their new Access programme. However, almost at the same time as the Access programme was launched, the war in Ukraine started, shaking Europe to its core, and resulting in numerous refugees entering Switzerland. Capacity quickly realized that they had an important role to play, and they mobilized their partners with one clear goal in mind: helping even more skilled refugees and migrants into employment in Switzerland.

Despite the difficult situation we were (and still are) in, it filled me with hope to see that everyone truly shared the same idea: We need to work together. And we need to act fast. As a result, and as a direct response to the Ukraine refugee crisis, Access Fast Track was born. Despite the huge work that has gone into the Access Fast Track, Capacity has not lost sight of their flagship Entrepreneurship programme. It's inspirational to see how they take every opportunity to promote and support entrepreneurs. This shows how much they truly care about the participants and giving them a platform to succeed.

What I personally also appreciate about Capacity is their willingness to try new things. One example is the Access Fast Track Operating Room programme that we launched together, specifically targeting participants with a medical background.

Another example is when J&J employees and Capacity participants came together to discuss unconscious bias and first impressions. The stories shared were incredibly powerful, and made everyone feel that no matter where we come from, we all have different experiences that have shaped us to who we are.

For me, this ability to mobilize, collaborate and adapt to the pressing needs of society, along with the passion and determination of every single individual within the organization, is what makes Capacity so unique. Participants in their programmes are not only benefiting from professional support and guidance. They are also welcomed with open arms into the Capacity family, providing a sense of belonging in a new and unfamiliar country and situation. And I know that I speak for all of J&J when I say that we are truly happy to also be a part of the Capacity family and spirit. Moreover, our shared sense of purpose fuels our unwavering commitment to drive positive change and create a healthier future for everyone.

## The year 2022

Capacity had an exceptional year in 2022. Having successfully overcome the challenges posed by the pandemic and adapting to new ways of working, we entered the year with renewed enthusiasm and achieved significant milestones.

When we started Capacity in 2015, we focused on assisting job-seekers before transitioning to entrepreneurship as our primary sphere of activity. Throughout the years, we accumulated valuable knowledge about the needs of our community, honed our expertise in rebuilding lives, and established a robust network. These factors enabled us to design an innovative labour market integration programme, a project we had diligently planned for over three years, thus launching a second stream.

From March to May 2022 we conducted a successful pilot of our "Access" programme, targeting highly skilled refugees and migrants who were unable to access employment in Switzerland. The pilot programme yielded outstanding results, with 12 out of 15 participants successfully securing employment matching their qualifications within a remarkable five months after completing the programme. However, implementing the new initiative with limited resources stretched our team to its maximum capacity. To meet the demands, we heavily relied on the dedicated efforts of our volunteers, who generously contributed countless hours.



Chris Gopsill (Board), Caterina Meier-Pfister, Francesca Malvatani, Cathlene Bell, Evgeniya Vodolazova, Isabel Brücher, Adrienn Györy, Charlène Guillaume, Julieta Novoa, Blenda Schmutz, Marisa König Beatty Unfortunately, during the pilot's implementation, the devastating war erupted in Ukraine. The influx of Ukrainian refugees, escaping the Russian invasion, sparked discussions regarding the differentiated response to this crisis compared to other conflicts. Ukrainian refugees were granted temporary protection status and permission to stay. At the end of 2022, close to 75000 Ukrainians were living under the protection status "S" in Switzerland.

Capacity recognised the importance of adapting the ACCESS programme to meet the needs of the incoming Ukrainian population, which spurred the development of the ACCESS FAST TRACK initiative, a more agile format that we swiftly launched following the conclusion of the pilot. The programme was supported by our partners and, thus, we were able to add remarkable professionals to our team. Through ACCESS FAST TRACK, we harness the valuable skills and talents that the refugee and migrant population brings within the private sector, to improve their circumstances while reducing the economic burden on the state and alleviating the acute talent shortage.

In parallel we successfully delivered our 7th Entrepreneurship programme, providing support to refugee and migrant entrepreneurs in their exciting journey from ideation, to prototyping, to ultimately launching their entrepreneurial initiatives. We concluded the year by hosting our annual "Pitching a Dream" event, a joyous occasion filled with food, music, and a sense of,



## Access Pilot participants and guests at the Final Networking Event, June 2022

community, in celebration of all the entrepreneurs who completed the programme in 2022.

As an organisation targeting long-term sustainability, fundraising efforts remained a key focus throughout the year. Despite the growth and accomplishments, we continue to operate on limited resources, with team members working diligently on salaries below market value and with many volunteering hours. The funding we receive is carefully optimised, ensuring efficient allocation and maximising impact. We remain dedicated to responsible financial management, ensuring that every donation and resource is utilised to its fullest potential in advancing our mission.

With a commitment to embracing digital tools, our organisation has embarked on the development of our online community on the learning platform Mighty Networks, aimed at enhancing our support services for current cohorts of participants to our programmes, corporate volunteers and alumni.

While digital tools are increasingly important, human contact remain essential to building a business or finding a job in Switzerland. At our events throughout the year, hundreds of these interactions took place. A total of 216 entrepreneurs, highly skilled professionals, and corporate volunteers joined our Capacity community and network.

The collaboration with our partners has been extremely gratifying and fruitful. Their trust and support enabled

Capacity to grow its operations and significantly widen its impact. To further strengthen these collaborations, we initiated a quarterly Partners Think Tank, within which we gather at the table to explore synergies, share updates, and collectively ideate new solutions.

As our network continues to grow, we look forward to expanding that table to accommodate a larger number of partners in 2023, allowing us to forge even stronger alliances and work collectively towards our shared mission.



Isabel Brücher, in the Name of the Capacity Team



# Entrepreneurship programme 2022

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265

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LENA

Entrepreneurship programme Participants at the Pitch Party, November 2022

OKSANA



**Entrepreneurship** programme 2022 **Our cohort** 

### **18 participants**

14 entrepreneurs entered the first half of the programme (Launch Phase)

**4** additional entrepreneurs joined, and 13 entrepreneurs continued into the second half of the programme (Boost Phase)

17 of these entrepreneurs were joined by Alumni for targeted learning and coaching during our **Elevate Phase.** 

45 applications in 2022

..."[The programme] not only fulfilled my expectations regarding business development, [it] gave me **social awareness** [and] an awareness towards social impact. [...] Each member of Capacity is passionate, willing to support, and full of love." Ahson Javaid, CEP Participant 2022



**16 Projects**\*

\*4 pre-existing / early-operations

**14 impact oriented businesses** 2 socio-cultural initiatives

# **18** Participants

2

14

# 43 corporate volunteers

### joined as mentors and coaches to Capacity entrepreneurs



## 27 PALs (mentors)

### **16 coaches**

"Corporate volunteering experience is a good wakeup call on what is happening outside our offices, and a way of sharing our vast expertise."

Dow PAL 2022

## 2022 programme offerings:









# **Direct Impact**

**On participants** Based on 10 responses received

## Skills developed (top five):

- entrepreneurial resilience
- identifying a gap or need in the market (opportunity)
- self-assessment and reflection
- navigating the Swiss entrepreneurial ecosystem
- adaptability and resourcefulness

## Knowledge developed (top five):

- start-up deck
- Swiss business practices and time management
- sustainable business strategy
- pitching effectively
- creating no-code apps

## Self confidence

• 100% of respondents either remained highly confident or increased their confidence to become an entrepreneur

## **Social integration**

 80% of respondents cited that their network had grown or was qualitatively stronger

## **Income increase**

• 60% of respondents reported an increase in income as a result of the programme

## **On corporate volunteers** (PALs/mentors & coaches)

"Deeply humbling, enriching and touching experience"

> Sunny He, Dow PAL 2022

Based on 11 responses received

• 8 respondents cited increased awareness and **understanding** of the situation of refugees and migrants, while 3 entered the programme with an already high awareness.

• 4 respondents are more likely to hire refugees or migrants, or to offer referrals, 7 felt already highly likely to do so.

• 4 respondents experienced an increased awareness of and resulting higher likelihood to use inclusive language, while the remaining 7 felt already aware.



### **Big ideas start with baby steps...**

### Ahson Javaid Founder of <u>Shayolino</u>

Ahson started the Capacity Entrepreneurship programme as a stay-at-home parent with the flicker of an idea, but wavering confidence. Members of his local network had difficulty imagining that his curated baby boxes could translate into a successful business, and after being overlooked as a jobseeker, he questioned himself too.

Capacity validated Shayolino as a viable concept, and equipped him with tools to both articulate and demonstrate its place in the Swiss market.

Within six months, he went from concept to launching an eCommerce website, and by the programme's final event, and after successfully introducing his company at the 2022 <u>Startup Nights</u> event in Winterthur, Ahson's electrifying confidence onstage coupled with a thorough concretisation of his concept has left an indelible impression of what migrant parent-preneurs can do.

"Thank you to the Capacity team for building my confidence. Thank you for helping me realise that I can do it, and thank you for giving me an opportunity to connect with valuable peers."



## A Vision for a Brighter Future

### Neda Amani and Amir Seifi Co-Founders of IntegraBond

The idea of IntegraBond was born from a very personal place, namely through their own experiences as asylum seekers. Their company aims to help to build a brighter future for children with migration and refugee backgrounds by providing them guidance, and encouragement towards a better integration in their host societies while at the same time educating the host society about the different cultural experience and value they bring. In our programme, we learn that it is important for projects to adapt based on the resources available, and as such not every idea will result in a founded business. In this case, as Iranian nationals, Neda and Amir had to make the difficult decision to put their projects on hold to make space for leadership as human rights activists on a national and international level. We look forward to welcoming them back into the programme when the timing is right, and supporting their business's vision of fostering a healthier and safer society, an improved economy, an enriched democracy.

"Anyone can have ideas. The important thing is that you receive the necessary support and encouragement to be able to implement the idea. Capacity manages with its uncomplicated and open-minded approach to steer you and your idea in the right direction and is supported by selfless, energetic people. That you can gain a foothold in the Swiss economy as a refugee/migrant should not be a privilege, and for this reason organisations like Capacity need to be promoted more."

# GENIUS7POWER7 MAGICE

## Access & Access Fast Track programmes 2022



Access Pilot Participants & Capacity Volunteers at the Final Networking Event, June 2022

# Access & Access Fast Track programmes 2022

**76 participants** 

Access Pilot **15 participants** 

**Cycle ONE** 20 participants

Cycle TWO **20 participants** 

Cycle THREE 21 participants

**184** applicants













80% female representation

24 countries of origin

# corporate volunteers

joined as programme advisors, talent coaches and network allies

126 engagments

by 79 volunteers

"Inspired by the grit of the participants, and we need to push the job market to be more open and innovative in the recruitment approach"

Talent Coach, Access Fast Track 2022







## **Participants**

average score from all responses received (35) on a scale of 1 to 10



"Capacity helped me to be **more confident** about my professional skills and also gave me the opportunity to expand my social network, an aspect that is key in my integration into Swiss society."

## **Corporate volunteers**

average score from all responses received (12) on a scale of 1 to 10



### 35% employment within 4 to 12 months of finalising the programme. Stand June 2023



### What happened next

After the programme participants report about their progress

# **Direct Impact On participants** based on 35 responses received

## Skills improved (top five):

- networking
- CV writing / editing
- skills presentation
- creating a professional brand statement
- ability to interpret job descriptions

## Learnings (top 5):

- addressing gap years in my career
- building a professional network
- presenting my value in the labour market
- better understanding my chances
- communicating career changes

### Network growth:

• On average the professional network almost doubled (from 11.9 contacts to 19 contacts)

### The programme was most helpful for:

average score from all responses (35) on a scale of 1–10

- optimising my job search strategy (9.1)
- feeling more confident about my professional background, skills, and value to potential employers (8.7)
- understanding the Swiss labour market (9.1)

"I could not imagine the kind of and volume of challenges coachees face when applying for job in Switzerland"

average score from all responses received (12) on a scale of 1-10



Talent Coach, Access Fast Track 2022

# On corporate volunteers (talent coaches & network allies)

### Awareness and understanding of the situation of migrants and refugees:

- all respondents state that their participation raised their awareness about the challenges refugee and migrant jobseekers face in Switzerland (9.8)
- It encouraged them to reflect on ways to make this talent group more visible to the employers (9.2)
- It influenced their perceptions / opinions of candidates with a migrant/refugee background (8.7)

### **Taking action**:

• the experience encouraged them to become an advocate for change in supporting diverse talent in their organisation (9.3)

## **Operation Room Initiative** 2022 (Pilot) in collaboration with J&J



### 9 health professionals participated in the **OR** Initiative

- participated to the AFT<sup>'</sup> (8 out of 9), having each a Talent Coach and access to Network Allies • had a J&J buddy that took them for visits to the hospitals, also acting as technical advisor (9/9)• Participated to the product training in J&J in Zuchwil (8/9)
- Participated to the ZHAW German classes for medical professionals (7/9)





As part of this initiative they:

## Making chemistry work...

### Denis Okhrimenko Access Fast Track, Cycle One, 2022

Denis is a Ukrainian engineer who arrived in Switzerland in May 2022. He has a MSc in Chemical Engineering and more than 11 years of experience in the field of Gas Processing, LNG production and Offshore Oil & Gas. Denis joined the Access Fast Track programme while looking for a full-time job and career in Switzerland, at the same time applying for jobs in other European countries. The challenges he experienced in his job search were his limited 'access' to companies, contacts and network. Therefore, he greatly benefited from the 1:1 collaboration with his Talent Coach, a corporate volunteer with a background in Chemical Engineering as well. He therefore could provide hands-on feedback on Denis' job applications, how to best present his long-term experience and prepare for the job interviews. Throughout the programme Denis was able to improve his networking skills, reaching out to professionals to gain further insights into the needs of the relevant companies.

Denis participated in the first Cycle of the Access Fast Track programme. During his participation he was invited to more than five interviews and made significant progress in his job search. In October 2022 he informed us that he had landed a job in his field in a major global company in the Netherlands:

"... I'm happy that I finally got a job offer and it is from one of the best companies in my field. [...] I would like to say a big Thank You for this wonderful journey with the Capacity team and support from each of you! I wish you the best success in your mission, which I believe is very important...."



Denis at the Access Fast Track programme

### From Strategy to Impact in Latin America

### Pamela Alejandra Velasco Pacheco Access Fast Track, Cycle One, 2022

Pamela is a Social Development Professional with longterm experience in strategy development, policy and market research as well as in monitoring and result measurement. She joined the Access Fast Track Labour Market Integration programme to boost her job search, to improve how she presents her skillset and talent in the hiring process. She was looking for a job where she can fulfil her passion for sustainability and creating social impact, and where she finds a flexible and welcoming environment for working mothers. She participated in the workshops trying new tools and new job search strategies. Together with her Talent Coach, a corporate volunteer from UBS, she effectively optimised her job search exploring specific sectors and jobs, reaching out to companies where her skills and experience could add value. This is how she found her job in a green impact investment company where she is the finance controller for the investment between Europe and Latin-American countries enabling her to offer her expertise in social development programmes as well as her region-specific knowledge and experience.

Pamela Alejandra Velasco Pacheco Access Fast Track participant 2022

Racheal Nafula Wanyonyi, Access Fast Track Participant, 2022

Looking ahead to 2023, Capacity is poised to build upon the successes and experiences of the previous year. With a solid foundation and a clear understanding of the needs of our community, we are excited to solidify our new initiatives and further expand our impact.

We continue to enhance and refine our ACCESS FAST TRACK programme, ensuring it remains responsive to the evolving needs of the refugee and migrant population while also addressing the talent shortage and promoting their integration into Swiss society.

Our Entrepreneurship programme continues to empower refugee and migrant entrepreneurs, assisting them in turning their ideas into successful businesses and sociocultural initiatives. We are strengthening our support structures, leveraging digital tools and resources to provide tailored guidance, mentorship, and access to networks and funding opportunities.

While we are optimistic about the future and the positive impact Capacity continues to achieve, one ongoing challenge we face is securing full funding for the Entrepreneurship programme. We continuously explore partnerships with like-minded organisations who share our vision and mission. While the challenge persists, we remain resilient and resourceful in our efforts to secure the necessary financial resources. We firmly believe in the transformative power of entrepreneurship and its potential to empower individuals and communities.

## Outlook to 2023

Alejandra Pernalete, Entrepreneurship Programme 2022

Furthermore, we actively seek new collaborations and partnerships, recognizing that collective action is key to achieving lasting impact. By engaging with a diverse range of stakeholders through our think tank and other platforms, we are exploring innovative solutions, broadening our reach, and amplifying our efforts. One of our main goals is a closer collaboration with the public sector, docking our offer to the existing regulated governmental structures in order to establish it in the Swiss federal landscape and achieve its sustainability.

In 2023, we remain committed to our mission of supporting refugees and migrants in their journey towards self-reliance and integration in Switzerland. To enhance and improve our work in the future, we are working on the diversification of our funding sources targeting further institutional funding and developing our own generated revenue sources.

There remains enormous potential in embracing technology to enhance our efficiency and scalability, as well as to optimising our processes and decision-making structures. By integrating technology, we are also looking forward to collecting and analysing data more effectively, leading to improved programme evaluation and impact assessment.

Overall, with a passionate team, a growing network of partners, and a focus on leveraging technology and collaboration, we are confident in our ability to continue making a positive difference in the lives of those we serve and contribute to a more inclusive and equitable society.

# **THANK YOU!**

Thank you to all our partners, collaborators and friends for your full support over the last year and for being part of another remarkable year.

Thank you to all the generous donors – we would not have been able to run the programme without your support.

Also, thank you to our loyal crowd of volunteers, who assisted us with their valuable expertise. You strengthen our organisation and help us widen our impact in the communities we serve.

Thank you, to our community, for your dedication, power, and vital engagement, as we together are building a more inclusive society.





# Appendix 1:

Financial Statements Audited by PwC Financial Year 31.12.2022

### **BALANCE SHEET**

ASSETS (CHF)	Notes	31.12.2022	31.12.2021
		11 1/ 52 5	470/777
Cash and cash equivalents	1	414'626	179'777
Trade accounts receivable		0	3'000
Prepaid Expenses		3'842	0
Total current assets		418'468	182'777
Property, plant and equipment	2	0	0
Total non-current assets		0	0
Total assets		418'468	182'777

LIABILITIES AND EQUITY (CHF)	Notes	31.12.2022	31.12.2021
Trade accounts payable		590	940
Other short-term liabilities		14'174	6'451
Accruals and short-term provisions	3	259'162	126'424
Total short-term liabilities		273'926	133'815
Profit/loss brought forward		48'962	48'318
Profit for the year		95'580	644
Total equity		144'542	48'962
		· · · · ·	
Total liabilities and equity		418'468	182'777

### **INCOME STATEMENT**

### INCOME STATEMENT (CH

Donations received Other operating income

### Total operating incom

Cost of purchased service Personnel expenses Other operating expenses

**Operating result** 

Profit for the year

	100000000000		
HF)	Notes	2022	2021
	4	490'800	224'034
	3% 	19'239	5'989
		10 200	5 505
ne		510'039	230'023
		510 055	250 025
12.000			
ces		43'480	13'801
	5	334'974	206'780
es	6	36'005	8'798
		95'580	644
		95'580	644

### NOTES

### 1. Cash and cash equivalents

	31.12.2022	31.12.2021
Bank account (Alternative Bank)	407'251	173'256
Paypal	7'375	6'521

### 2. Property, plant and equipment

Property, plant and equipment (PPE) is valued at acquisition or manufacturing costs less accumulated depreciation and impairment losses.

### 3. Accrued expenses and deferred revenues

Capacity received the following funds in advance for programs of 2023 and 2024 for a total of 142'105:

- CHF 1'716 from the Tent Foundation for the recruitment of refugee women for the Tent Mentoring Programme during three years (2021, 2022, 2023)
- CHF 53'389 from eBay Silicon Valley Foundation (Through Charities Aid Foundation America) for the Entrepreneurship Programme.
- CHF 50'000 from UBS for the Access/Access Fast Track Programme for 3 years (2022, 2023, 2024) for a total of CHF 75'000.
- CHF 7'000 from the Grütli Stiftung Zürich for the Access Fast Track Programme.
- CHF 30'000 from Dow International Finance to enable the sustainability of the organisation.

The following funding from Access Fast Track 2022 was deferred to 2023:

• CHF 103'950 for the digitalisation, optimisation and sustainability of the project. The implementation is being carried out in 2023.

### 4. Grants and Donations received

	2022	2021
Temporatio Foundation	10'000	-
DOW		22'706
Fachstelle für Integration - Kanton Zürich	10'000	22
Fondazione Generali The Human Safety Net	2'842	2'842
Generali Personenversicherungen AG (through Foundation des Fondateurs)		60'000
The Human Safety Net Switzerland Foundation	79'021	
UBS Switzerland AG	93'500	29'950
eBay Silicon Valley Foundation (through Charities Aid Foundation America)	45'050	43'750
Verein WEMAKEIT		32'183
TENT Foundation	1'716	1'716
Zürcher Spendenparlament	5'800	<u>22</u>
atDta-Stiftung Hilfe zur Selbsthilfe	30'000	
Cilag GmbH International	112'000	
MIGROS GENOSSENSCHAFTS BUND	7'500	0.55
Foundation (having requested to remain anonymous)	20'000	
Pelean AG	20'000	
CREDIT SUISSE AG	24'750	
Alpine Select AG	5'000	
SG PRIVATE BANKING (SUISSE) SA	2'586	
Wicki Partners	3'000	3'000
Impact Hub (in kind)	13'460	1′400
Office Lab (in kind)	3'600	
Hits co-working space (in kind)	20'000	
Wicki Partners (in kind)	27'943	21'411
IRF Reputation (in kind)	4'560	122
Other donations	18'035	27'888

### 5. Personnel expenses

In 2022, all team members are still being paid part-time, although numerous volunteer hours by the core team (in addition to those invested by the Board, our Advisors, Mentors, Coaches, Trainers and other volunteers) continue to be a vital aspect of delivering our activities through the year, accounting for 25% of the total time worked.

### 6. Other expenses

These expenses i sponsors.

These expenses include the costs of the workshops and public events, partly paid for in kind by our

# Appendix 2: Capacity until the end of 2022

**139** entrepreneurs supported

# **76** jobseekers supported

- **57** nations represented
- 72% identify as women
- **43%** refugee experience
- **57%** migrant experience

## 350+ corporate volunteers engaged

Neda Amani, CEP 2022

# **Capacity Team in 2022**



ADRIENN GYÖRY, PhD. Access programme Manager



EVGENIYA VODOLAZOVA Talent Development



ISABEL BRÜCHER Co-founder, Strategy & Fundraising



EMILY ELSNER PhD. Co-Founder & Impact Measurement



JULIETA NOVOA CEP Co-Lead



MARISA KÖNIG BEATTY CEP Co-Lead and Organisational Facilitation



FRANCESCA MALVATANI Talent Management (Volunteer)



**EVA BOTTAI** Facilitation & Coaching



ANNA POLITANSKA Implementation support (Volunteer)





CATERINA MEIER PFISTER Communications & Partnerships





**BLENDA SCHMUTZ** Communications & Event Management



**CATHLENE BELL** Volunteer Partnerships Manager, Communications



PARINITHA MUNDRA **Co-Lead & Digital** Development

# Volunteers

Our work would not be possible without the invaluable support of:

- Francesca Malvatani
- Anna Politanska
- Ulrike Draeger
- Fanny Gasser
- Charlène Guillaume
- Pallavi Sehgal
- Maha Raafat
- Kassandra Jégou
- Guillaume Ladislas
- Andrea Ostinelli
- Bernhard Elsner
- Elizabetta Cogotzi
- Sophia Matter

All team members worked part time for a total of 5.8 FTEs. Capacity paid 4.4 FTEs and 1.4 FTE was volunteered.

# Capacity Board in 2022



Selina Benke-Bruderer Co-founder, Chair until March and Legal Advisor



**Chris Gopsill** Chief Mentoring Officer and Team Interface, Chair from March on



Anna Stando Diversity and Inclusion and Event Management



Magdalena J. Schneider Multi-Stakeholder Alliances and Fundraising



Katerina Klezlova Corporate Partnerships and Fundraising



**Stefan Saner** Business Development and Media



**Zsofia Molnar** Communications Advisor





Akim Tejan Cole Impact Measurement / Community



Katka Letzing Start up expertise & innovation



# You can also become a changemaker!



# Support Capacity



# Contact us

"My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humour, and some style"

Capacity Entrepreneur, 2019

Capacity c/o Impact Hub Zurich Sihlquai 131 8005 Zürich info@capacityzurich.ch www.capacityzurich.ch