



2014

Annual Report



Introduction

"The year 2014 marked a new step forward in Télécoms Sans Frontières' history. Given the devastating impacts of climate change and the risks taken every single day by aid workers in conflict zones, the role of telecommunications in the humanitarian sphere had never been so important. TSF uses ICT as an innovative solution to help dispatch aid and manage coordination, thus limiting the risks that can be met on the ground.

The past few years have also seen the rise of the biggest humanitarian crisis since the Second World War: the Syrian conflict. TSF is now in its fourth year of presence in Syria, coming to the help of the countless victims that this tragedy has caused.

Thanks to its experience through 137 missions and 8,000 days of deployment since its creation, TSF has an excellent knowledge of the field and plays a key role in humanitarian crisis response. But it is above all thanks to its partners that TSF can evolve and adapt its response amongst the hundreds of thousands of vulnerable people across the entire world. Today more than ever, TSF's presence in the field is vital and will continue to grow."

Jean-François Cazenave
President and Co-founder

Key figures...

16 countries covered
in 2014

Intervention in a total of
66 countries

963 days of deployment
in 2014

Over **800** NGOs supported

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INTERNATIONAL EMERGENCIES

- Syria
- Iraq
- Mali
- Philippines
- Mexico
- mLearning



Syria

Since 2012

Support to the emergency medical sector

TSF has connected 18 hospitals in Syria, providing vital communications links to the benefit of emergency medical workers, doctors and consultants. Our connections mean that **(1)** doctors can communicate with ambulance workers on the ground allowing for heightened coordination between field workers and hospitals; **(2)** doctors are able to share their expertise and diagnoses with their colleagues around the country; **(3)** remote consultations are made possible; **(4)** telemonitoring can be used allowing doctors to remotely manage the efficient functioning of several services in field hospitals (ICU, resuscitation); **(5)** doctors can be remotely assisted by medical professionals and experts from the USA, Canada and the UK in particular fields during consultations and operations.

TSF also provides connections to the benefit of the Refugee Registration Centre (managed by the Syrian Red Crescent) and for the Logistics Coordination Centre within the Al Salama refugee camp, currently holding over 15,000 IDPs.

Key figures...

- **18** hospitals connected by TSF
- **50GB** used each month per centre
- **102,100** people treated each month in the health centres, of which **14,559** children.
- Over **10,800GB** (10.8TB) of vital medical data transferred
- **20** satellite lines spread across the country for medical logistical coordination serving **85,082** of the most seriously injured people



Conflicts - Field Security

Iraq- Kurdistan (June - Present)

A total of 460 aid workers fell victim to violent attacks, kidnappings and murder in 2013. With the humanitarian field becoming an ever more dangerous environment in which to work, in 2014 TSF implemented its Telecom Devices for Security (TDS) measures to help ensure the security of its fellow NGOs whilst carrying out aid operations in the field.

Following the advancement of the Islamic State through Northern Iraq, TSF intervened in several domains, bringing telecommunications and new technologies to both the displaced populations and relief workers in Iraqi Kurdistan.



Improved security for United Nations High Commissioner for Refugees

As deaths and kidnappings of humanitarian workers reached a record high in 2013, TSF is dedicated to reducing this risk by increasing security on the field through its knowhow and practices in the domain of satellite communication technology. TSF made available the latest in satellite tracking technology to reinforce the security of UN agents on the ground during their largest mass humanitarian distribution to date.

Communication for the International Organisation for Migrants (IOM) in 4 zones of Iraq

Within the framework of its support to fellow NGOs, Télécoms Sans Frontières provided training to the International Organisation for Migrants (IOM) on the use of BGAN satellite communications equipment. The terminals allowed the IOM Rapid Assessment and Response Team (RART) to transmit valuable data on demand in the Diyala, Anbar and Kirkuk Provinces as well as the town of Mosul seized by ISIS. The data transmitted enabled the Admin and Logistics support team to plan, act ahead, and provide the support and services which are vital for saving lives in emergency situations.



Conflicts - Field security

Mali borders Niger Burkina Faso

Since 2012

Since 2012, TSF has connected several refugee camps (UNHCR camps managed by ACTED and VSF) along the Malian border using fixed satellite connections to the benefit of NGO field coordinators, logisticians and camp managers. These connections continue to allow humanitarian workers to pursue their operations amongst refugees in areas where the security risk is high.



Key figures...

- **36,901** indirect Malian refugee beneficiaries
- **70GB** transferred in Niger & Burkina Faso each month
- **20** humanitarian organisations benefitted from TDS in 2014



Mexico

Protection of vulnerable migrants and their defenders

Organised crime, violence and kidnappings are just a few of the many issues facing vulnerable transmigrants in South and Central America. Each year, thousands of people in Central America are reported missing.

In 2012, TSF teamed up with local organisation, FM4 Paso Libre, based in Guadalajara, Mexico whose aim is to provide direct assistance to migrants and defend the rights and the dignity of these populations.

This project saw the installation of communications cubicles in the Shelter for Migrants managed by FM4 which allows more than 200 migrants each month to benefit from a psychosocial support. Thanks to this project, beneficiaries can reestablish contact with their

families and report on their situation, diminishing their vulnerability and increasing their emotional strenght.

The centre also provides them with maps containing relevant and reliable information on locations of embassies, government agencies and humanitarian aid. This new and improved programme will also allow beneficiaries to be registered onto an online network database shared amongst several organizations working on migrants' protection. The network database enables fast identification of people in the event of accidents or disappearance - the information that is then registered on the maps and in the database can in many cases reunite families lost in transit.





Philippines

December 2014

Typhoon Hagupit

When Typhoon Hagupit passed through the Philippines in December 2014, it left in its trail countless floods, landslides and destroyed entire villages leaving thousands of families without homes.

The province of Eastern Samar was drastically weakened and vastly destroyed by the passage of the Typhoon. In order to support local populations, TSF positioned mobile satellite connections in the city hall and hospital of Dolores, and also in the municipal buildings of Oras and Borongan. Dolores and Oras were two of the towns through which Hagupit (meaning strike in Tagalog) first passed, affecting 46,000 and 38,130 people respectively in these two municipalities alone.

TSF continued to enhance its support to Dolores by providing free high-speed internet access with tablets to the population in its HICC (Humanitarian Internet Communications Centre), allowing them access to social media, emails, news sites and other platforms where they could get information about the aftermath of the typhoon.





mLearning Syria

Al Salama refugee camp, Syria Since 2013

Al Salama centre was opened in 2013 in the Bab Al-Salama refugee camp, putting tablets at the forefront of education and providing children with a more interactive and fun learning opportunity. The high turnover in the camp means that only 50 to 60% of children stay for 6 months or more, during which time an average of 130 children between the ages of 10 and 15 attend classes. There are two specialised classes for a total of 40 illiterate children, taking them through the primary steps of reading and writing using tablets.

Gaziantep, Turkey Since 2013

The second centre is situated on the Syrian border in Gaziantep, Turkey where some 650 children can benefit from ICT lessons within a school put in place for Syrian refugees. In Turkey, there are currently 50,000 Syrian children seeking refuge, of which 80% are not in education. One of the aims of these two centres is to allow the refugee children to communicate together and share their experiences.

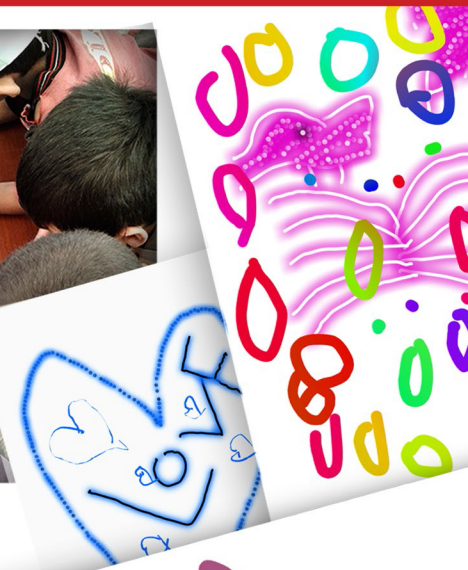
Education is often considered as a long-term development issue, however in emergency situations, children still require education so a more humanitarian approach is required. The importance of this humanitarian approach should not be neglected as children affected by war require not only schooling, but also an environment in which they can express themselves through creativity and sharing.



mLearning Iraq

Khazar / IDP camp - Iraq

TSF brought its mLearning programme into Iraq and set up a structure in the Khazar IDP camp. After a number of weeks of successful action, the camp was evacuated due to the high risk of its location. Two weeks following the emergency evacuation, a new centre was set up in the Baharka Camp some 10km north of Erbil. An average of 80 children per day was able to attend the TSF centre for a period of 160 days.



As long-term humanitarian disasters continue to increase, the needs for a bridge in education is becoming ever the more apparent. In order to bring mLearning to the waves of potential lost generations and humanitarian disaster victims, Télécoms Sans Frontières will work in collaboration with organisations and institutions specialising in child welfare and education so as to respond in the most effective manner to this growing need.





EMERGENCY PREPARDNESS





Emergency preparedness

As first responder of the United Nations Emergency Telecoms Cluster (ETC), and official partner of the United Nations Disaster Assessment and Coordination (UNDAC), TSF is a key player in training international NGOs in emergency response. Each year, TSF participates in various courses across the world to plan out and improve humanitarian first response mechanisms. In 2014, TSF was invited to participate in the following:

- LUXEMBOURG (April) : United Nations Emergency Telecoms Cluster plenary meeting
- CHINA (June) : APHP - Asia Pacific Humanitarian Partnership
- COSTA RICA (Sept.) : The International Search and Rescue Advisory Group (INSARAG)
- COLOMBIA (Jul), ARGENTINA (Dec.) : Consolidation courses organised by United Nations Disaster Assessment and Coordination (UNDAC)

TSF also works to reinforce certain countries' disaster response mechanisms by providing emergency telecom kits to local relief organizations and organising regular disaster simulations:

- MADAGASCAR (Oct.) : Cyclone simulation alongside Malagasy government
- INDONESIA-PHILIPPINES-HAITI : Emergency satellite communications material prepositioned





mHEALTH





mHealth

MYANMAR - Mobile technology for maternal health

Télécoms Sans Frontières, in collaboration with PU-AMI (Première Urgence – Aide Médicale Internationale), is implementing a specially tailored mHealth hardware/ software solution to resolve the biggest issues hindering the day-to-day work of auxiliary midwives.

TSF has developed a mobile application to help guide midwives and auxiliary birth attendants through the course of antenatal and postnatal consultations. The data is gathered using smartphones and is sent through the mobile telecommunications network to a data server where all this essential information is centralised. This system will allow structured, precise and accurate data reports and patient files to be produced and analysed by healthcare workers meaning that improved care can be brought to the mothers and newborns.

A total of 40 midwives have been trained so far in the use of TSF's system, each of which intervenes amongst dozens of beneficiaries. Assessments are currently underway with the aim of scaling up the system into the national health mechanism.

DEMOCRATIC REPUBLIC OF THE CONGO mHealth assessment

TSF is working in partnership with international medical NGO, PU-AMI to implement a mobile health awareness programme in the area of Kinshasa. Kinshasa currently counts 20,341 children living on the streets (of which 44% are young girls). The impact of a mobile system for health awareness can be measured recognising that in the region, there is only 1 doctor for every 4,865 inhabitants.

The aim of the assessment is to implement a project proposing the use of mobile phone as an innovative solution to help young teenagers and street children in Kinshasa overcome sexual and reproductive health issues. The system will include information on family planning, methods of contraception and availability of care services. This project will be aimed at teenagers and street children in Kinshasa, and the personnel of sexual and reproductive health services for adolescents, with a particular focus on girls in street situations;

Development projects focused on the use of mobile devices for mHealth in the Congo is considerably lower in comparison with the countries of West Africa and/or Anglophone African countries. However the potential is strong, with a penetration rate of mobile networks estimated at 35% at the end of 2013, more and more people are starting to use mobile devices and the country has an emerging market for ICT investment



mHealth technologies have the potential to transform health services across the globe and to improve their access conditions. From patient files to the sending of medical data, TSF uses mHealth technologies to the benefit of remote populations and contributes to the enhancement of health structure capacities (such as maternal and infant health and sexual and reproductive matters).



INFORMATION SYSTEMS

- Data collection for food security
Nicaragua
- Awareness through ICT
Tasba Pain (RACN - North Caribbean
Autonomous Region)
- Mobile system for victims of domestic violence
Chinandega (Nicaragua) MMCH



Information systems

Data collection for food security

As specialists in humanitarian new technologies, Télécoms Sans Frontières is sensitive to the Millennium Development Goals and is committed to fighting against medical isolation, food insecurity and the protection of vulnerable populations.

In all of its projects, TSF makes the most of its ICT knowledge and tools, be it for data collection (via SMS or adaptable input forms), data analysis or data broadcast amongst local populations. Mobile technology is an ideal tool for processing and diffusing various data in order to detect and monitor certain threats which could lead to a potentially serious humanitarian disaster. Thus, for several years TSF has been supporting health centres, public authorities and NGOs in their respective activities. The objective is to participate in the efforts involved around data collection, analysis and diffusion in order that relief workers have the necessary information to be able to carry out their work in favour of development.

Alongside the Red Humanitaria (Nicaraguan Humanitarian Network), TSF is putting in place a system to strengthen the actions surrounding food security in Nicaragua.

Rich in agricultural produce such as cotton, beef, and coffee, Nicaragua is facing problems that hold the potential to impact markets and cause food crises across the country. A lack of reliable information means that it can be difficult for NGOs to combat food insecurity caused by problems such as global warming and plant disease epidemiology.

TSF has developed a mobile data collection system using electronic XForm resources in order to facilitate the work of fellow NGOs carrying out research in the area to help combat the issues affecting regional foodstuffs. The data collection form will allow collectors to gather various information on the beneficiaries such as populations of villages, gender, income, employment etc. as well as various indicators surrounding produce such as rice, corn, eggs, and dairy products from identified markets in surrounding towns and villages. Working alongside CARE International Nicaragua TSF is adapting its system so as to expand the possibilities of its usage, with the inclusion of data processing and the creation of maps highlighting vulnerable zones and early warning markers.



Information systems

Tasba Pain (RACCN – North Caribbean Coast Autonomous Region) – Awareness through ICT

Access to information in the North Caribbean Coast Autonomous Region (RACCN) of Nicaragua is scarce. TSF, in collaboration with PLAN Nicaragua, is creating an ICT classroom to be equipped with technology for beneficiaries to have direct access to information on health issues, protection and education and to facilitate the education of children in these key matters.

Some 150 families (667 people) in Tasba Pain, currently isolated from surrounding areas with no access to communications networks, will be able to benefit from vital awareness on social issues thanks to ICT.



Chinandega (Nicaragua) MMCH – Mobile system for victims of violence against women.

In the region of Chinandega, Nicaragua, almost 60% of women claim to have fallen victim to domestic abuse. These worryingly high figures, concerning over 122,000 potential beneficiaries, led TSF's ROAC (Regional Office for the Americas and the Caribbean) to enter into collaboration with local organisation El Movimiento de Mujeres de Chinandega (MMCH) in order to provide alert and prevention means for the thousands of victims who had lost their voice to conjugal violence.

A mobile SMS system was developed by TSF in order to meet the needs of the women of Chinandega. Victims send simple SOS alerts to a centralised ICT redistribution system which then sends an alert out to a network 17 social workers provided with mobile telephones by TSF situated throughout the region who can thus react by taking the necessary steps to intervene case by case. Victims or their relatives can also use the system to anonymously report and denounce cases. Each reported case is registered onto an administrative system based on a simple crowdmap chart that localises cases and generates reports allowing for an improved follow-up, more efficient service amongst the women of Chinandega and importantly, the identification of early warning signals in municipalities.



BRIDGING THE DIGITAL DIVIDE

- **Community centres**
Madagascar, Nicaragua, Burkina Faso, Niger
- **ICT for young adult support**
Ghana
- **Indigenous telehealth**
Brazil



Bridging the digital divide

COMMUNITY CENTRES



Access to Information and Communication is a universal right. TSF facilitates the avenue to this right by having opened community centres in Abalak (Niger), Dakoro (Niger), Guiè (Burkina Faso), Telpaneca (Nicaragua), and Miarinarivo (Madagascar).

Once the installation of the centre has been achieved, it offers community members and students, as well as local and international organisations working with those vulnerable communities, a means to communicate with the outside world by using computers and ICT equipment, broadband Internet connection, phone lines, fax, and computer and Internet trainings. ICT training workshops are tailored to the needs of the different beneficiaries (students, job seekers, active professionals) and various services of technical assistance are also provided to the beneficiaries (software installation, antivirus updates, equipment and software maintenance, repairing computer bugs...). The mastery of IT tools is an essential factor for development. These telecom community centres provide invaluable assistance to the local communities and provide the bedrock for the different development programs carried out by the associations. Abalak, Dakoro, Guiè, Telpaneca and Miarinarivo are now regions connected to the rest of the world. Thanks to these initiatives, the eradication of digital isolation is progressing.



Beneficiaries include:

Students (primary school, secondary school, university)

Teachers

Villagers, members of the community

Local authorities and institutions: town halls, schools, prefectures, trade unions, decentralised government services

Agricultural stakeholders: farmers and livestock breeders

NGOs and associations in the fields of child protection, economic and rural development, indigenous rights, education, health care, etc.

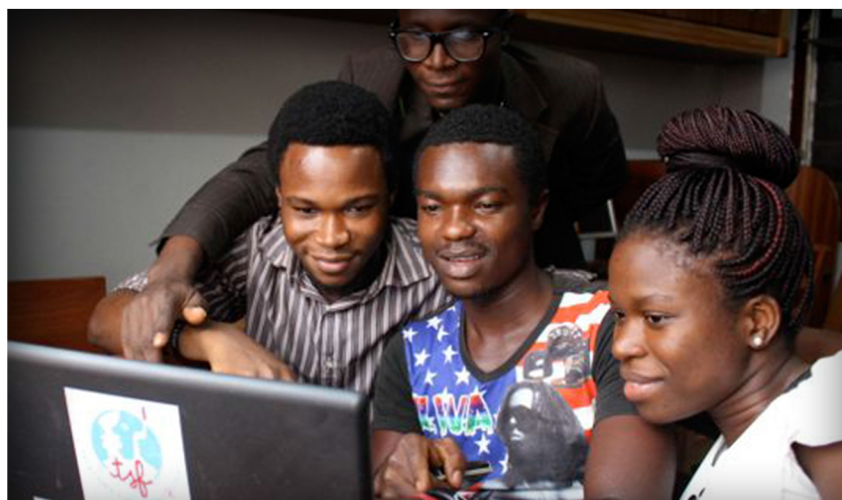
Medical staff



Bridging the digital divide

GHANA ICT for young adult support

In 2014, TSF set up collaboration with NGO OAfrica, Ghana. The aim is to provide ICT services and internet connectivity for young adults. The YASS (Young Adult Support Services) centre offers 74 young adults (often orphans or children from difficult backgrounds) the opportunity to attend support courses to help boost their possibilities of entering into higher education or the world of work.



BRAZIL (Amazon) Indigenous telehealth

In partnership with Canadian NGO e-KSS Inc, TSF deployed to the heart of the Amazon Rainforest in one of the zones that is most affected by the cruel lack of stable healthcare and shocking infant and maternal mortality rates. The project is overseen by Brazilian NGO, FOIRN (Federação das Organizações Indígenas do Rio Negro), whose mission is to defend the rights of the indigenous people of the north-western Amazon. TSF has created a telehealth network which links 4 remote primary healthcare centres in 4 regions dedicated to pre- and post-natal healthcare to an advising clinic in a large town of the region.



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Visit tsfi.org



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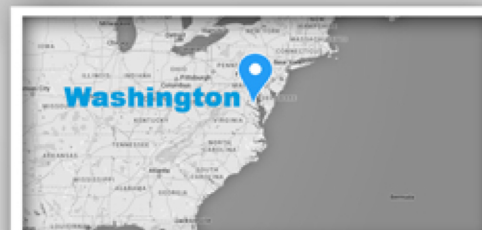
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