tsf
TELECOMS SANS FRONT@ERES

ANNUAL REPORT 2015

communications for life

> The year 2015 saw Télécoms Sans Frontières (TSF) mobilised at the heart of the world's most devastating humanitarian crises. Thanks to our partners' unwavering support, we were able to develop our areas of intervention and respond to the ever-evolving needs of the humanitarian community and the people it serves.
>
> The Syrian Crisis continues to plague the country 5 years after the outbreak of the conflict that is destroying the lives of inhabitants. TSF stepped up its support to the medical sector and ensured that some 750,000 individuals had access to vital - and sometimes live-saving - medical treatment. Those fleeing Syria and other countries where insecurity reigns were able to access communications thanks to TSF's permanent presence in the Balkans and Greece since September 2015. Access to internet and other means of communication is helping to restore the dignity and the basic human rights of migrants in an environment where they are constantly faced with obstacles.
>
> 2015 was a year in which we responded to several sudden-onset disasters that touched tens of thousands of people in Nepal, Vanuatu and Chile. Teams from our 3 international offices deployed to provide emergency communications to governments, fellow NGOs and United Nations bodies, as well as thousands of families affected by flooding, cyclones and earthquakes.

EXECUTIVE SUMMARY

> Part of our mission is also to provide solutions to the rising challenges of the humanitarian field. It is our task to ensure that there is an answer to these challenges by working constantly to develop technological tools and innovate in our domain to act in response to needs in the sectors of health, education and security, with a particular focus on protecting the world's most vulnerable people. "

TOTAL INDIVIDUAL BENEFICIARIES 2015

	INTERNATIONAL EMERGENCIES			LONG-TERM EMERGENCIES
	RAPID RESPONSE	HEALTH	EDUCATION	PREVENTION, RESILIENCE, PROTECTION
TOTAL BENEFICIARIES	1,124,323	103,726	2,028	395,761
OVERALL TOTAL	1,625,838			

Jean-François Cazenave
Co-Founding Chairman

CONTENTS

1.INTERNATIONAL EMERGENCIES

1.1 RAPID RESPONSE OPERATIONS

Vanuatu – Nepal – Chile – Thailand – Syria – Niger/Burkina Faso – Serbia/Macedonia /Greece

VANUATU

14th March 2015 – 17th May 2015

Tropical Cyclone Pam
CATEGORY 5

250 KM/H
Max. wind speeds

166,000 people affected

Restoring family links

Connectivity for coordination

Field Assessments

UNDAC SUPPORT

Co-Funded by the European Commission Humanitarian Aid and Civil Protection (ECHO)

Funded by European Union Humanitarian Aid and Civil Protection

FIELD ASSESSMENTS & UNDAC SUPPORT

Prepositioned in Brisbane, Australia, the TSF response team deployed to the capital of Vanuatu, Port-Vila, alongside the United Nations Disaster Assessment and Coordination body (UNDAC) in the direct aftermath of Cyclone Pam.

TSF response teams carried out assessments in all 6 provinces, highlighting that the telecom response required a particular focus in the province of Taféa, where the islands of Erromango and Tanna were out of coverage. These needs were apparent not only for organisations working on relief efforts, but also populations that had been unable to access communications means since the cyclone.

KEY FIGURES

N° minutes used
5,572

Data consumed
15,476 MB

CONNECTIVITY FOR COORDINATION

The impact of the Tropical Cyclone on the telecommunications infrastructures meant that coordination efforts from the international NGOs and government agencies were somewhat hindered as communication between Vanuatu's islands was rendered impossible thus potentially slowing down the much-needed relief efforts required to rebuild and replenish Vanuatu's communities. TSF provided satellite communications, both voice and data connections, to each of the six Provincial Emergency Operational Centres (PEOC) as well as common services connections in NGO offices, the Humanitarian Hub in Port-Vila and the UN Reception Departure Centre (UNRDC) within the capital's airport.

It was also TSF's objective to use satellite communications technology in order to enhance national coordination efforts. As part of its operations within the United Nations Emergency Telecommunications Cluster (ETC), satellite lines were dispatched in provinces to boost coordination in the domains of aid distribution, medical care and disaster response.

RESTORING FAMILY LINKS

Following evaluations of the damage to the telecommunications structures, TSF focused its Restoring family links operations on the following most affected islands:

- TANNA, Province of Taféa
- ERROMANGO, Province of Taféa
- NORTHERN EFATE, Province of Efaté

KEY FIGURES

N° of calling minutes
5,134

N° of families reached
876

N° of communities served
63

Relief bodies supported
35

NEPAL

26th April 2015 – 26th May 2015

Earthquakes
25th April: 7.8Mw
12th May: 7.3Mw

10,065
fatalities

2.8 million
people affected

Restoring
family links

Connectivity
for coordination

Field
Assessments

KEY FIGURES

Data transferred

9,406 MB

Relief bodies supported

23

A first emergency response team arrived in Kathmandu on 28th April 2015. This was made up of teams from TSF's International Headquarters in Europe as well as its Regional Office for Asia Pacific (ROAP) in Bangkok.

CONNECTIVITY FOR COORDINATION

As part of its support to the humanitarian operational sphere, TSF has been facilitating coordination relief efforts by providing satellite communications capacities to international NGOs and United Nations Agencies working in Nepal.

The geographical make-up of Nepal is such that coordination is rendered somewhat challenging owing to areas that are extremely difficult to access. Satellite lines and internet connections mean that NGOs are able to share information, reports, damage and needs assessments within the humanitarian community, thus creating a concentration of information to identify priority areas and to transport aid to the remote populations of the Himalayan foothills.

RESTORING FAMILY LINKS

TSF's field assessments gave light to the need for priority communications for populations in some of Nepal's most isolated and mountainous areas. Response teams engaged in hikes lasting several days in the districts of Dhading and Ghorka to reach the country's most remote communities in order for them to restore links with their families in the capital and abroad, as well as request aid as and where necessary.

KEY FIGURES

Nº of calling minutes

2,997

Nº of households reached

1,581

CHILE

Floods

27,413 people affected

Field assessments

UNDAC SUPPORT

On 25th March 2015, a state of natural disaster was declared by the Chilean government following destructive flooding in the north of the country. For several days, communications structures in the regions of Antofagasta, Atacama and Coquimbo were cut off, affecting the response capacities of humanitarian responders.

TSF deployed a team from its Regional Base for the Americas and the Caribbean (ROAC) alongside partners from the United Nations Disaster Assessment and Coordination (UNDAC) to support the Chilean government and the Home Office in their response efforts.

Telecommunications play a key role in humanitarian response, providing enhanced means in needs assessment, coordination and reporting. TSF managed logistics coordination, equipment maintenance, data analysis and information management throughout the duration of the deployment, harmonising the response capacities and efficiency amongst populations in the most affected areas.

Priority telephone calls were also provided to a number of beneficiaries who had been unable to contact their families since the flood had hit.

THAILAND

26th February 2015 - Ongoing

Population displacement

25,000 people present in the refugee camps

Connectivity for coordination

In order to escape armed conflict and human rights violations directed to the Karen ethnic group, thousands of people fled Myanmar across the border into Thailand. Since then, Karen refugees are living in camps along the Thai-Burmese border.

Two of these camps, Mae Ra Ma Luang and Mae La Oon are not covered by national telecoms infrastructures and communication from and inside the camps remains an issue.

TSF has installed an internet connection within the camps' hospital lead by NGO Malteser International serving a total of around 25,000 refugees as well as the inhabitants of surrounding villages. Malteser's aims in the camps are to:

■ Reduce mortality and morbidity among the refugees
■ Control communicable diseases
■ Limit the risks of epidemics and disease outbreaks

■ Improve health staff's capacity
■ Increase participation of camp communities in planning, implementing and monitoring promotional health activities

The connection allows Malteser International to facilitate their operations and deliver faster more efficient help to the refugees.

KEY FIGURES

Nº of calling minutes for coordination
980 MINUTES

Data consumed for internet health activity
56 MB

SYRIA

19th March 2012 – Ongoing

Conflict + **Medical relief**

6.6 MILLION internally displaced

Connection for connectivity

KEY FIGURES

N° of people treated in TSF-connected hospitals
790,380 INDIVIDUALS

N° of hospitals connected in 2015
22

Data transferred in 2015
8.7 TB

Average data transfer per month
708.3 GB

Communications have proved vital for medical relief in Syria. In 2015, TSF connected and continues to provide assistance in 22 hospitals, clinics, pharmacies and distribution centres where doctors, surgeons and consultants are faced with the most extreme working conditions

Coordination, security, formal medical training sessions, telediagnosis, teleconsultation and remote assistance are just some of the different uses of the connections, with over 8.7 TB of data transferred in the past year to the benefit of 790,380 people in need of medical aid.

2015 represents TSF's 4th year of presence inside Syria, highlighting the importance of telecommunications for medical coordination. Beyond the internet connections, there are also satellite lines dispatched throughout the country serving field doctors and ambulance drivers. Over 3,200 minutes of priority voice calls in 2015 allowed for 28,356 heavily injured individuals to be transported to care units across Syria.

KEY FIGURES

N° of minutes (voice calls)
3,284

Injured individuals transported via TSF communications
28,356

NIGER - BURKINA FASO

13th April 2012 – Ongoing

Population displacement

Conflict

Connectivity for coordination

KEY FIGURES

Abala (Niger)
48,654 MB of data
13,019 indirect beneficiaries

Mangaïzé (Niger)
50,189 MB of data
6,813 indirect beneficiaries

Gorom-Gorom (Burkina Faso)
20,517 MB of data
6,987 indirect beneficiaries

Tabareybarey (Niger)
18,430 MB of data
8,419 indirect beneficiaries

In 2015, TSF held connections in camps for Malian refugees in Niger and Burkina Faso. These fixed satellite connections offer camp managers and logistics personnel from the UNHCR and ACTED a secure connection within the camps, thus minimising their travel in zones that pose a high security risk. Camp management organisations use these connections to share daily reports, anticipate refugee arrivals, assess arising needs in the camp and improve overall coordination.

MALI

Mangaizé   Abala

Gorom Gorom   Tabareybarey

BURKINA FASO   NIGER

"
These connections remain a vital requirement for the day-to-day running of the camps. Our teams know how to work in difficult environments, but the connectivity facilitates the coordination of activities, in particular with the capital. Indeed, the growing demands of our stakeholders mean that providing reports, audits and results is ever the more important. The connection not only allows us to control all of this but also limits our movement outside of the camps and coordination with the capital can be carried out remotely.
"

**Head of Country
ACTED**

SERBIA-GREECE
MACEDONIA

18th September 2015 - Ongoing

Population displacement

Restoring family links

Present in the Balkans since September 2015, TSF has placed itself at the heart of the migrant crisis to make internet available to those cut off and help reconnect families forced to flee their home countries due to ongoing violence and conflict. Operations were later extended to the Greek islands and mainland Greece in November of the same year, carried out alongside the the UNHCR.

Thanks to high-density Wi-Fi installed by TSF in Serbia, Macedonia and in Greece, at the end of 2015, over 198,000 unique devices had been connected to TSF internet, allowing migrants to make the most of social networks and cross-platform communication apps, assisting them in keeping in touch with their loved ones. Beyond this vital psychological relief for migrants, internet access is also open to humanitarian workers and overseeing government bodies working in the centres to help enhance cross-border coordination and information flow.

On average each phone connected to TSF Wi-Fi has sent the equivalent of 150 WhatsApp messages or made voice calls equating to a total of 7 minutes.

TSF connections

Activation date
N° of GB used (through 31 Dec. 2015)
N° of unique devices connected

Serbia

18/09/2015
2,353GB
103,760

Preševo

23/10/2015
2,535GB
75,051

Gevgelija

Macedonia

24/11/2015
229GB
3,419

Idomeni

16/11/2015
375GB
3,542

17/11/2015
397GB
10,224

Greece

Skala

Moria

19/11/2015
212GB
2,564

Samos

1.INTERNATIONAL EMERGENCIES

1.2 MOBILE PROJECTS

mHEALTH
Syria – Myanmar – Nepal

mHEALTH SYRIA

November 2015 – Ongoing

Health

KEY FIGURES

4,936
Direct beneficiaries
(Nov. - Dec. 2015)

Aim to reach
28,000
people in 2016

Azaz is one of many districts in northern Syria affected by armed conflict over the past 5 years. Fighting in Azaz has affected over 165,000 people and exposed them to traumatic, socio-economic and war-related medical issues. The number of war-related diseases and medical instabilities affecting mothers and children is increasing due to the lack of access to paediatric and maternity services.

To face this plague and improve the livelihood of this vulnerable population, TSF teamed up with NGO, Syria Charity, specialised in medical support and humanitarian aid for Syrian populations. The project is supported by the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).

TSF has developed a mobile data collection programme specifically for Syria Charity's medical workers in the Azaz district in the aim of enhancing health access for conflict-affected populations. The digital data collection forms are deployed alongside 15 mobile medical teams in Azaz, trained by TSF. The medical experts collect health and food security data from targeted villages in the district during regular consultations. The data from these surveys will then be sent via the TSF hospital internet connections (see page 8) and automatically aggregated and diffused to hospital-based doctors allowing them to better prepare for arrivals and adapt treatments to the plethora of medical needs that are fast arising.

mHEALTH MYANMAR

2014-2015

Health

KEY FIGURES

Direct beneficiaries:
140 MIDWIVES

Indirect beneficiaries :
83,720 FEMALE PATIENTS

Télécoms Sans Frontières, in collaboration with Première Urgence Internationale, has implemented a specially tailored mHealth hardware/software solution to resolve the lack of support and unreliable data collection that hinders the day-to-day work of midwives and auxiliary midwives in Myanmar.

TSF developed a mobile application to help guide auxiliary midwives through the course of antenatal 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 allows structured, precise and accurate data reports to be produced and analysed by healthcare workers thus improving the quality of care brought to the mothers who need it most.

The application treats each case separately, allowing the user to create profiles for every patient. Auxiliary midwives are then guided through various questions concerning their patients' pregnancy and any illnesses they may encounter; the result being diagnosis or medical recommendations.

Training sessions are regularly held for midwives in the aim of helping them to master the application and apply these practical skills in the field.

mHEALTH NEPAL

May 2015 – August 2015

Health

KEY FIGURES

15,000
smartphone-powered
consultation reports generated

Following the earthquakes that hit Nepal in April and May of 2015, TSF collaborated with Médecins du Monde (MdM) to put in place a mobile data collection system allowing medical professionals to accelerate the detection of disease outbreaks by streamlining data collection at field level. TSF equipped MdM medics with a smartphone-based data collection application and supported their daily reporting from remote locations with satellite communications.

Training courses and follow-ups were put in place with sessions lead by TSF mHealth experts in Kathmandu and Sukute.

Teams of mobile medics were trained not only in the use of the system, but also the satellite communication required to send the automatically generated health reports in the absence of the GSM and CDMA networks.

Once tutored in the use of the system, teams of medics left for the Sindhupalchowk region focusing their operations around 14 of the most affect towns and villages. The teams averaged a total of 250 consultations per day, allowing countless epidemics - catalysed by the arrival of monsoon season - to be detected.

1.INTERNATIONAL EMERGENCIES

1.2 MOBILE PROJECTS

mLEARNING
Syria - Turkey

mLEARNING
SYRIA-TURKEY

Since 2012

Education

Since March 2012, TSF has provided support to the victims of the Syrian conflict; a war that has affected the country for more than four years. The ongoing instability has affected children and their education, with access to schooling proving more and more difficult.

TSF proposed a mLearning support programme for the educational activities organised by local schools; the first of which was at the Bab-Alsalama IDP camp in Syria. The programme was then followed by the expansion to 3 other centres: two in Gaziantep (Turkey) for Syrian refugee children and one in the town of Azaz (Syria).

mLearning uses new technology and internet to respond to a need where access to a world outside of war is vital for children's educational success. The mLearning centres are run by TSF-employed Syrian staff members, each of whom has been trained in the academic uses of the equipment provided. TSF animators deliver a range of activities that are complimentary to both the school's and Syrian curriculums.

The means provided by TSF - internet connections, tablets, computers, full time centre managers - permit the children to benefit from the multiple sources of information on the internet enabling them to build upon the learning they receive at the school under the supervision of the manager. Additionally, they are able to benefit from a different method of teaching based on creativity and the exchange of work between children.

Examples of mLearning activities:

- **Language:** Arabic lessons, alphabet, basic words and phrases with syntax, grammar and conjugation games and exercises, English lessons;

- **Introduction to mathematics:** learning numbers, multiplication and division exercises

- **Science:** 3D solar system app., the human body, chemistry lessons via video;

- **Introduction to the Internet/tablet use:** search engines, photography, sending emails;

- **Artistic activities:** making video clips, comic strips, drawing and painting.

KEY FIGURES

Bab Al Salama:
Serving **183** IDP children per month

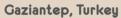**Minber Al Sham**
Serving **565** refugee children per month

Minber Al Sham II
Serving **650** refugee children per month

A'zaz (newly opened in 2015)
Serving **630** children per month

16

The number of refugees in the camp varies from 5 000 and 10 000 people according to the period and the locations of conflict zones.

The educational purpose is present in every activity conducted at the centre; however tablets are also new tools for these children who live in very harsh conditions and they also offer the children a time of discovery, recreation and positive interaction with their classmates.

Azaz, Syria
The Azaz mLearning centre is situated 10km away from the Turkish border, on the road to Aleppo. As with the entire district, Azaz has been hit hard by the conflict and the security situation became extremely unstable towards the end of 2015.

Gaziantep, Turkey
Two schools were opened by the local council in Gaziantep (Gaziantep Büyükşehir Belediyesi - Metropolitan Municipality of Gaziantep) in order to address the substantial influx of refugees in Turkey and, more particularly, those who live in the town of over a million inhabitants. In 2015, the Syrian refugees represented around 20% of the population of Gaziantep.

Each of the two schools welcome around 650 students. A Syrian organisation was identified by the Gaziantep Municipality to manage the day-to-day running of the schools. The organisation is called "Minber Alsham". TSF therefore coordinates their actions in Gaziantep in collaboration with these two entities.

Bab Al Salama, Syria
The Al Salama camp is situated on the Turkish-Syrian border at the Oncüpinar crossing point, between towns of Kilis, Turkey and Azaz, Syria.

KEY FIGURES
4
mLearning centres in 2015

2,028
children in 2015

17

1. INTERNATIONAL EMERGENCIES

1.2 MOBILE PROJECTS

PREVENTION, RESILIENCE & PROTECTION
Guatemala – Nicaragua – Mexico – Niger/Burkina Faso

PREVENTION, RESILIENCE & PROTECTION
GUATEMALA

since 2015

Food security

CONSORCIO DE ORGANIZACIONES HUMANITARIAS
Ayuda Humanitaria y Protección Civil

In Guatemala during the summer months of 2014, the lack of rain led hundreds of thousands of small scale farmers to lose their crop. A state of emergency was declared by the government with over 276,000 families requiring food support as a result of the drought. This problem exasperates a plague of coffee rust that hit the country some six months previously leading to a food security and nutrition emergency, affecting specially to rural and indigenous communities.

In response to this crisis, TSF entered into collaboration with a consortium of humanitarian organisations that pooled their expertise in order to create prevention techniques against further nutritional disasters. Financed by the European Commission Humanitarian Aid and Civil Protection (ECHO), the project looks to strengthen and expand the coverage of the food assistance programme launched by the Guatemalan government and the international aid community. To enhance bilateral (NGO-government) coordination and collaboration, TSF has developed a data collection and monitoring tool for common and standardised use.

The mobile data collection tool uses tablets to allow international and local responders to gain a global overview of the situation through data related to beneficiary selection, the evolution of food and nutritional statuses of vulnerable households as well as data sharing and methodologies. According to results, automated maps will be drawn up of priority intervention zones.

Data collectors intervene directly amongst the most vulnerable populations in 136 communities of 7 departments of Guatemala, collecting vital information using TSF-developed mobile tools, allowing them to monitor the nutritional indicators of beneficiaries to whom the following interventions are offered:

- Direct food assistance (in the form of cash transfer and vouchers)

- Promotion of good dietary practices;
- Implementation of agricultural production practices that are resilient to drought;

- Promotion of good practices for water management and soil production;

The advantage of this standardised tool is that vulnerability trends can be monitored in each target area, thus strengthening the communication between NGOs and government authorities, allowing for a long-term larger scale response.

KEY FIGURES :

Direct beneficiaries
23 ORGANISATIONS

Indirect beneficiaries:
15,000 INDIVIDUALS

136 COMMUNITIES

PREVENTION, RESILIENCE & PROTECTION
NICARAGUA

Since 2012

mobile warning and prevention

Alongside local Nicaraguan organisation MMCH (the Chinandega Women's Movement), TSF launched a mobile alert system to help prevent violence against women in the region of Chinandega. This region is home to over 420,000 inhabitants, 49% of which are women. It is reported at 48% of Nicaraguan wives have fallen victim to physical or sexual abuse.

In light of this, TSF has been contributing since 2012 to reducing domestic violence and femicide via a mobile SMS system. Each women who experiences or witnesses violence can send a pre-defined keyword alert by SMS to a group of social workers from MMCH. The team can then intervene directly according to each individual case and mobilise medical aid and police forces. According to each case, women can also request legal assistance or psychological aid via their mobile phone.

This mobile system automatically generates an online map, allowing social workers to trace cases of violence according to their location. In 2016, the project will be expanded to reach a further 13 municipalities in the region of Chinandega with the support of two further NGOs, Trócaire and APADEIM.

KEY FIGURES:

Beneficiaries
205,800 WOMEN
OF CHINANDEGA

MEXICO

Population displacement | Restoring family links

Since 2011, TSF has been supporting Mexican NGO FM4 Paso Libre in its efforts to provide a safe and dignified environment for vulnerable transmigrants in Central America through its project 'Conectando Vidas'. Based in Guadalajara, the centre was relocated premises in 2015 due to security issues after a short period of suspension.

TSF collaborates with FM4 Paso Libre to provide a free calling service to those who are fleeing violence, kidnappings and murder in their home country. After weeks spent on the road, the centre provides a place in which migrants can regain an element of humanity through basic services, psychological and legal advice and calls to reassure family members.

People passing through the centre are registered on a database so that their safety can be ensured at the many drop-in facilities across the country. TSF assists in providing information maps to help migrants identify these secure environments whilst ensuring that communication remains a universal and inalienable right.

KEY FIGURES

Number of calls :
774

Beneficiaries :
3,096

NIGER
BURKINA FASO

Information Systems

Since 2015, TSF has been participating in The Building Resilience and Adaptation to Climate Extremes and Disasters (BRACED) programme with 395,000 livestock farmers (men, women, and children) in Niger and Burkina Faso. The programme is carried out in partnership with a consortium of organisations (Acting for Life France, Vétérinaires Sans Frontières-Belgium, CISV-Italy, LVIA-Italy, CIRAD-France and local partners) and aims to secure cross-border mobility for cattle and the provision of services for livestock farmers.

Being able to move their cattle along the border paths allows livestock farmers in the Sahel to manage climatic variability, to find setback areas in case of severe drought and to have access to various markets. However, local bodies' involvement remains limited and agricultural clearance, a lack of basic services and institutional fragility are complicating the use of livestock tracks.

The project revolves around three main objectives:
- Cartography for securing and improving tracks for transhumance and cattle marketing;
- Suggestion of different services for breeders (for example sourcing provisions for livestock, improving equipment and infrastructure, studies and risks analysis);
- Dissemination and updating of various tools to support the economic, social and environmental importance of cross-border mobility in Western Africa.

Within the consortium, TSF brings its skills in new technologies to research ways to develop and optimise the use of mobile information systems for livestock farmers.

TSF aims to inform livestock farmers on the effective use of mobile tools for example, how to choose the right mobile package and how to change the SIM card when they cross over borders into a different country. This awareness work will also tie in with the implementation of a Transhumant Information System (TIS) to reinforce existing networks for farmers.

The project will strengthen the resilience of breeders by securing the most strategic border tracks, by providing basic services and by helping communities and other bodies to lead advocacy and awareness programmes for cross-border mobility of cattle allowing for the development of appropriate policies at both local and national level in West Africa.

KEY FIGURES

Livestock farmer beneficiaries:

395,000 PEOPLE

252,000 in Burkina Faso

143,000 in Niger

1.INTERNATIONAL EMERGENCIES

1.3 EMERGENCY PREPAREDNESS

Vanuatu – The Philippines /Haiti/Indonesia

EXPANSION OF NATIONAL-LEVEL
EMERGENCY PREPAREDNESS
PROGRAMME

THE PHILIPPINES | HAITI | INDONESIA

TSF places particular importance on building resilience and enhancing national response capacities in disaster-vulnerable countries. Telecommunications is one of the ways in which disaster response can be fortified and it is for this reason that in 2015 TSF reinforced and expanded its Preparedness Response Systems programme.

VANUATU

Following the passage of cyclone Pam (see page 4) damage was essentially material, however the national communications infrastructure was heavily affected meaning that the identification of areas requiring humanitarian aid was hindered. TSF evaluations identified the need for the reinforcement of Vanuatu's emergency communications capacities and its teams, supported by the European Commission Humanitarian Aid and Civil Protection (ECHO) went on to provide emergency telecommunications kits for each of the country's 6 provinces.

These six emergency kits containing satellite internet connectivity, satellite lines and ICT material are in the care of the government National Disaster Management Office (NDMO) whose agents have been trained in the deployment, use and maintenance of the material.
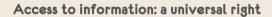
The countries where TSF provides these programmes are situated in some of the most vulnerable regions and, following telecoms evaluations, it has been demonstrated that the improvement of communication systems has a direct impact on the number of lives saved as well as the time taken to launch a humanitarian response following a future disaster.

To date, TSF has dispatched emergency telecommunications kits in the Philippines, Indonesia, Haiti and Vanuatu.

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2. BRIDGING THE DIGITAL DIVIDE

Madagascar – Nicaragua – Burkina Faso– Ghana

BRIDGING THE DIGITAL DIVIDE

TSF / IT Cup Community Centres

Access to information: a universal right

Access to information and means of communication is a universal right for all and, with this in mind TSF has opened several telecoms centres for various communities across the globe. These centres aim to help isolated populations by providing sustainable solutions for the lack of appropriate means of communication in the most secluded areas.

TSF's priority is to ensure the sustainability of these projects. This is achieved through the handover of centre management from TSF to local partners. We ensure their maximum involvement in these projects in order to guarantee the durability of the centres.

The objective is that TSF withdraws from the projects after 3 years, leaving local partners to take the reins. However, TSF continues to follow the centres in supporting their management and offering essential technical support to assist in the smooth running of the centres.

Telecommunications combating digital isolation – Burkina Faso, Nicaragua & Madagascar

The community centres in Guiè (Burkina Faso), Telpaneca (Nicaragua) and Miarinarivo (Madagascar) offer different members of the community (students, teachers, farmers…), local institutions and authorities (local administration, schools, associations, medical staff…) - as well as the local and international organisations working with these communities - a means of communicating with the outside world. These services include: IT equipment, high-speed internet access/connection, telephone lines, fax and training in the use of ITs and the internet. The TSF community centres support the local communities and different development programmes led by local organisations.

Training workshops

Training courses are set up in each centre: they are based around basic software use, Internet (navigation, searches), e-mails and raising awareness of internet risks and good practices.

The training builds on the educational support created by TSF, and is adapted to local needs by the centre manager. At the end of the course, a practical exercise allows students to apply their skills in an autonomous fashion.

KEY FIGURES

Nicaragua – Telpaneca
Beneficiaries
1,846 PEOPLE IN 2015

Burkina Faso – Guiè
Beneficiaries
126 PEOPLE PER MONTH

Madagascar – Miarinarivo
Beneficiaries
626 PEOPLE PER MONTH

BRIDGING THE DIGITAL DIVIDE

MADAGASCAR - MIARINARIVO
November 2015 - ongoing

Extra-curricular activities

In parallel with its activities in the community centre in Miarinarivo, in 2015 TSF put in place a second mLearning plan for various extra-curricular activities in collaboration with Malagasy NGO, Ny Hary within its Alabri Centre. This organisation's objective is to provide a safe environment for underprivileged and vulnerable children by offering accommodation, education and basic support.

The TSF mLearning kit made up of 10 tablets, provides online and offline educational resources via a dedicated server. The Alliance Française (French Alliance) in Antananarivo gives children access to French-language books and articles on a digital platform. The tablets' content offers an alternative educational approach, promoting creativity and interaction between students.

Various activities include

Educational supervision
  ○ Homework assistance using internet and mLearning online/offline content for research activities;

  ○ Introduction to scientific research.

Reading club
  ○ Traditional Malagasy tales;
  ○ Using French language to communicate;
  ○ Oral and written comprehension support.

Practical activities
  ○ Creative art;
  ○ Concentration exercises;
  ○ Motor skills.

Activities for educators
  ○ Researching new educational tools;
  ○ Creating a network for content sharing between the region's teachers.

KEY FIGURES

Nov. – Dec. 2015:
222 CHILDREN
(between 10 – 19 years old)

NICARAGUA
THE AUTONOMOUS REGION OF THE NORTH CARIBBEAN
Since 2014

Reconnecting isolated regions

GHANA
Since 2014

ICT for young adult support

In 2015, TSF identified the Autonomous Region of the North Caribbean (RACCN) to implement a new project brining connectivity and digital education to this isolated zone. This particular region of Nicaragua - notably Tasba Pain where TSF implemented its project - remains one of the poorest and most isolated regions where the lack of communications and internet access isolates its population.

TSF, in collaboration with PLAN International Nicaragua, created a classroom equipped with technology for inhabitants of Tasba Pain to have direct access to a virtual library made available via the network.

Inhabitants of the town can use the virtual library to access information on health issues, protection, social services and education as well as a world of information using universal encyclopaediae.

Pupils from the local school, students and teachers all have access to the classroom.

Beyond the classroom, TSF also provides a permanent satellite line for the town which proved vital in July – December 2015 during violent conflicts. With the nearest GSM coverage situated some 7km away from the town, inhabitants used the satellite line to call emergency services to bring medical aid to those injured by the conflict.

In 2014, TSF set up collaboration with NGO OAfrica in Ghana. The aim is to provide ICT services and internet connectivity for young adults. The YASS - Young Adult Support Services - centre offers 76 young adults from the area (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. The internet allows those who are already studying to access online resources for research and university content.

KEY FIGURES

76 YOUNG ADULTS in 2015

KEY FIGURES

150 CHILDREN
from the Tasba Pain School

658 INHABITANTS
of Tasba Pain

949 MINUTES
of emergency services calls

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