



**TÉLÉCOMS
SANS FRONTIÈRES**
Communications for life

ANNUAL REPORT 2016



As Télécoms Sans Frontières takes a look back over its operations in 2016, we can be proud of a considerable turning-point in our organisation's history. We constantly strive to be at the forefront of the technology and solutions that we provide to the service of the world's vulnerable populations and the organisations that seek to assist them. The European Migrant Crisis that spanned 2015 and 2016 allowed our teams to exploit their technical capacities to their maximum, and successfully provide vital connectivity for over 325,000 mobile devices and 600,000 people across three countries simultaneously. A simple commodity for many, in crisis situations connectivity is an example of humanitarian aid whereby affected individuals are able to use their own devices to respond to their own needs, with internet serving as a strong catalyst for empowerment and psychological relief. Populations and communities need to be involved in humanitarian response, and as specialists in technology and telecoms, this is our

vision for the future of communications aid.

Thanks to the vital support of our loyal partners, we were able to respond to 2016's most crippling humanitarian crises, covering 12 countries, 1,149 days of deployment, bringing lifelines, education, medical aid, nutrition and protection to more than 1,130,000 people. We were able to pursue our engagement in the Middle East in a context of devastating instability, whilst ensuring populations suffering the effects of natural disasters in Haiti, Madagascar and Ecuador not only received a coordinated and effective response from the international aid community, but also the necessary means to communicate in spite of adversity.

At our Headquarters in Europe and our Regional Offices in Mexico and Thailand, particular attention was paid to growing innovative solutions to respond to the new needs of the humanitarian field, placing emphasis on developing tools to

respond to a variety of long-term issues. The work undertaken during our emergency missions and development programmes has enabled us to gain the necessary experience in developing not only project-specific solutions but also cross-disciplinary tools that can be used horizontally and applied to a number of different themes, contributing to our reputation as the world's leading technology NGO.



Jean-François Cazenave
Co-Founding Chairman



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RAPID RESPONSE

SYRIA

SERBIA | MACEDONIA | GREECE

IDOMENI, GREECE

ECUADOR

HAITI

IRAQ

RAPID RESPONSE



During 2016, TSF continued its operations initiated in 2012 and connected a total of 22 hospitals in the north-west of Syria, a region particularly affected by combat and mass population displacement. These connections have proven vital for coordination between hospitals, for the security of their workers who previously had no means of contact with the outside world, for medical supply management, for remote tediagnosis, and for real-time remote medical operations via camera with the support of war medicine specialists from the UK, Canada, the USA and France.

TSF remains in constant contact with the organisations it supports on the ground and receives regular reports on the use of its connections.

Dr. Abdullah Al Ibrahim, Paediatrician in the Ariha Primary Health Care Centre, explained how he and his team benefit from connections in war-torn Syria:

« Internet access in the centre is an absolute necessity and vital to help us accomplish the elements that we require in order to carry out our work. For example, remote medical consultations using Internet, communicating stock requirements to the central pharmacy warehouse, liaising with the Community Health Workers and dieticians in Bab al-Hawa, attending online scientific and medical lectures organised by management in Bab al-Hawa and Gaziantep (Turkey), and managing human resources between the healthcare centres and the field workers. »

TSF's teams in Syria are trained to replace, displace and repair the antennas destroyed by bombs. Such was the case in 2016 when the town of Aleppo was the theatre of incessant air strikes. Faced with the loss of its three connections, TSF deployed two emergency antennas to facilitate coordination in the town, and notably the transportation of victims to receive vital medical assistance, whilst many severe cases were taken across the border into Turkey.

It is estimated that there are currently 7.6 million people displaced within Syria (source: UNOCHA)

SYRIA CONFLICT

19TH MARCH 2012 — ONGOING

KEY FIGURES

365,006
people treated
in TSF-connected
medical facilities

22
connected facilities

8 TB
of data transferred

662.4 GB
on average
each month

RAPID RESPONSE



In a context of unprecedented scale, Télécoms Sans Frontières 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. As hundreds of thousands of families arrived on European shores, TSF worked around the clock to develop a technical Wi-Fi solution capable of handling several hundred connections at any given time.

SERBIA MACEDONIA GREECE

EUROPEAN MIGRANT CRISIS

18TH SEPTEMBER 2015
– 28TH MAY 2016

KEY FIGURES

The first solution was deployed in the Preševo One-Stop Centre (Serbia) in September 2015, and then rolled out to the Reception Centre in Gevgelija (Macedonia) the following month. Installations then took place in locations on the Greek Islands of Lesbos and Samos, as well as mainland Greece in November of the same year. In total, TSF deployed seven high-density Wi-Fi solutions across 3 countries, successfully connecting 325,302 unique mobile devices with a total data transfer of 32.6 TB.

TSF placed particular importance on allowing migrant families to be active in administering their own aid, both providing them with vital empowerment, but also ensuring that their communications needs were adapted to their own individual requirements. Indeed, smartphones played an important role for families throughout this crisis, both as a means of contacting their loved ones at home and abroad, and also as a medium for obtaining potentially life-saving information.

NGOs also made the most of Wi-Fi to help improve their coordination and cross-country information stream.

Access to local information also proved to be a challenge for migrants transiting through Europe's various registration centres. Families often found themselves before foreign red tape and unfamiliar logistics, causing waiting times varying from 2 to 72 hours, particularly in Preševo, Serbia. In order to streamline registration, TSF developed an information diffusion solution consisting of a network of micro-computers connected to a local or wide network and a central server. Each device was connected to an information screen in a location strategically identified by TSF and local partner organisations. Partner agencies such as Oxfam and the UN Refugee Agency renewed the administrative, logistical and practical information displayed as and when necessary, remotely updating each of the screens connected to the network.

32,676 GB
of data transferred

325,302
unique devices connected

RAPID RESPONSE



Situated at the gates of the migrant route, the Idomeni camp represented originally a transit centre on the Greco-Macedonian border. Following European frontier lock-down measures, the centre transformed into a make-shift refugee camp, leaving over 10,000 people stranded for months on end until the camp was evacuated and dismantled in May 2016.

Aside from its connectivity, TSF also instigated telephony operations to help those without telephones contact their loved ones. Indeed, as the situation became ever more desperate, migrants found themselves victim of theft of devices or had lost them along their route.

Ties were restored to 2,778 families (representing a total of 16,062 individual beneficiaries) through 12,650 minutes of calls to countries such as Syria, Iraq and Afghanistan. Many people had not been in touch with their families at home or abroad for several weeks or in some cases several months.

These operations demonstrated the importance that communications play in the psychological support brought to migrants.

Nour - 56 years old - from Aleppo, Syria

«I am stranded in Idomeni with my husband and my three children. Thanks to TSF, I was able to call my brother for the first time since we arrived to see how his family was. I had heard that there had been air strikes in Aleppo over the past few weeks, so I was extremely relieved to hear his voice. I couldn't hold back my tears. Here, so many people have lost their families. I was so very worried. My family back in Syria is going to try to send us some money. They hadn't realised that here in Idomeni, we have nothing at all. Thank you for your help.»

IDOMENI, GREECE

EUROPEAN MIGRANT CRISIS

**24TH MARCH 2016
– 28TH MAY 2016**

KEY FIGURES

Calls provided to
2,778
families

representing over
16,062
individuals

12,650 MINUTES
of calling time

RAPID RESPONSE



On 16th April, Ecuador fell victim to its strongest earthquake in almost 40 years, reading 7.8Mw on the Richter scale.

Deployed to the field on 18th April, Télécoms Sans Frontières teams from Mexico and its International Headquarters undertook assessments in order to bring telecom support to its UN partner from the Disaster Assessment Coordination unit. Two telecom operations centres were set up in

strategic locations to ensure that all humanitarian workers had access to internet and improved information flow:

1/ the first TSF/UN On-Site Operations Coordination Centre was installed in Portoviejo, the town most heavily affected by the 7.8Mw quake;

2/ a sub-centre was implanted in Pedernales, a town where over 60% of infrastructure had been destroyed or severely damaged.

The goal of such telecom centres is to provide an environment in which humanitarian response teams and the government can carry out and send assessments thanks to a reliable and secure internet connection and telephone services.

Intervention plans are drawn up within these centres allowing for emergency response teams to intervene as quickly as possible amongst the thousands of families that were affected by the earthquake.

TSF worked alongside multi-sector assessment teams to support needs evaluations in the seven most affected zones surrounding Pedernales: Estero Seco, Pueblo Seco, Mono, Chibunga, Pueblo Nuevo, Comunal and El Carmen. Teams on the ground equipped assessment units with satellite communications in order to both improve evaluation efforts and allow populations to make calls where necessary.

ECUADOR EARTHQUAKE

18TH APRIL 2016
– 1ST MAY 2016

RAPID RESPONSE



Following the earthquake that tore Haiti apart in 2010 killing over 200,000 people, in October 2016 the country saw itself victim of another devastating disaster in the form of category 4 Hurricane Matthew. TSF monitored the arrival of the hurricane remotely from its deployment bases and activated its prepositioned response cell on the ground ready for the impact before deploying its own teams some hours after Matthew's passage. Indeed, since 2010, TSF has maintained a national emergency response capacity in Haiti with prepositioned telecommunications kits and fully trained volunteers from the national Scouts Association, ready to respond in the direct aftermath of any disaster.

A response cell from the Scouts of Haiti Organisation was trained regularly by TSF on the use of the equipment and was fully operational in less than one hour after impact.

The first to benefit from the TSF equipment and volunteers were the Haitian Civil Protection Department (DPC) and the National Emergency Operations Centre (COUN). Once TSF's teams arrived on the ground the following day, they immediately installed emergency internet connections in the Departmental Emergency Operations Centres (COUD) in the towns of Jérémie and Les Cayes – two of the most affected areas. These connections allowed the government aid agency and the humanitarian community to coordinate

HAITI

HURRICANE MATTHEW

4TH OCTOBER 2016
– 19TH JANUARY 2017

KEY FIGURES

34

beneficiary organisations,
national bodies and UN agencies

417.7 GB

of data transferred
for emergency response
coordination



their operations in an environment where the terrestrial network remained unstable. Amongst the beneficiaries were the Haitian Civil Protection body, the International Federation of Red Cross Societies (IFRC), the UN World Food Programme (WFP), UNICEF, and the Humanitarian Affairs agency of the United Nations (UNOCHA). The connection in Jérémie remained in place during the post-emergency phase until mid-January 2017.

Response organisations faced a particularly difficult situation, with a cholera epidemic sweeping across the country and security conditions that rendered their work challenging. TSF made available two

dedicated satellite lines to Médecins du Monde (Mdm) as well as Belgian NGO, Kenbe Fèm. These lines were used to ensure the safety of humanitarian personnel whilst they operated in high-risk areas, making certain that their teams could be contacted at all times, and indeed could call out in the event of deteriorating security conditions.

TSF teams alongside TSF-trained Haitian Scout volunteers were sent out to the communities cut off by the Hurricane to provide calls to families that had not yet been able to contact their loved ones. In total, 550 households were able to restore their family ties thanks to TSF operations.

2,057 MINUTES
of communication for affected families

550
family links restored

representing
2,461
individuals

RAPID RESPONSE



In October 2016, the city of Mosul in Iraq transformed into a violent battleground. Over 300,000 people fled the city and sought refuge in IDP camps set up in the surrounding region.

The volatile and unpredictable nature of the situation was such that relief agencies required fast and efficient coordination to serve the daily arrivals of families. Communication is the key to this.

TSF deployed to Iraq in November 2016 and set up Wi-Fi alongside the United Nations Emergency Telecommunications Cluster (ETC) in the town of Qayyarah. A VSAT was installed at a central point in the town, with Wi-Fi redistributed across several kilometres so as to reach the camps of Qayyarah Airstrip, Jad'ah and Haj Ali where 16,145 families were housed.

The connectivity was installed by TSF to the benefit of the humanitarian organisations working in this high-risk zone, notably the International Organisation for Migration (IOM) and the UN Refugee Agency (UNHCR) – co-leads of the Camp Coordination and Camp Management Cluster. With an average monthly data transfer of 5.5GB, the connectivity enhanced coordination between Qayyarah, Erbil and Baghdad, thus reducing movement outside of camp confines and improving the security of humanitarian workers.

More than 20 organisations on the ground were able to benefit from this connection to coordinate their activities, help anticipate the arrival of families in the camps, and communicate securely via various online cross-communication apps.

As the battles spilled over into the new year, further camps continued to open to provide shelter for those fleeing their homes. In order to respond to the needs, TSF & the ETC carried out site surveys in Hammam al-Alil and Hasansham to identify the populations' needs and those of the humanitarian community. It was particularly important to advise the community on the services already available on-site and the accessibility of additional services in assistance to their operations.

IRAQ

MOSUL OFFENSIVE

1ST NOVEMBER 2016
— ONGOING

KEY FIGURES

20 NGO
beneficiaries

16,145
indirect IDP beneficiaries



EDUCATION

SYRIA
TURKEY
NICARAGUA

EDUCATION



For over 6 years, Syrian children have been going through one of the worst humanitarian crises in the modern world, to such an extent that its consequences go far beyond the country's frontiers. As the civil unrest continues to shake Syria, more and more children have no choice but to abandon their schooling. Whilst many have sought refuge outside of the country, over 30% (representing some 1.75 million children) remain out-of-school within Syria.

SYRIA

SYRIAN CRISIS

MARCH 2013 – ONGOING

KEY FIGURES

Bab Al Salama
Serving

471 IDP CHILDREN
each month

2 schools in A'zaz
Serving

1,271 CHILDREN
each month

In the district of A'zaz, close to the Turkish border, there are ten IDP (Internally Displaced Persons) camps, as well as several buildings that house families having fled their homes. TSF has been working in the A'zaz district since 2013, where it has put in place several mLearning programmes for 5,170 Syrian children since the start of activities.

October 2016 - A new mLearning programme in A'zaz

Since October 2016, collaboration with several local schools in A'zaz town has been initiated. TSF staff intervenes directly alongside the schools' teachers in order to leverage the use of digital technology to complement traditional teaching. Such mLearning classes allow children to study more in-depth the subjects they have covered in lessons thanks to Arabic-language apps selected and tested by TSF staff.

In order to ensure the project's continuity, the schools' teachers are trained by TSF in the use of digital tools for their own individual lessons.

This technology allows children to make the most of several sources of documentation and information available online and deepen their understanding of their traditional lessons, whilst developing creative exchanges. In total, 1,271 children benefit from the A'zaz mLearning programme.

In the Bab al-Salama IDP camp, a second school has been built to accommodate the increasing number of IDPs in the camp. TSF extended the mLearning activities set up in 2013 in the first school in order to provide access to digital education for the camp's 471 children.

EDUCATION



The centre was created in August 2015 by Syrian refugee volunteers living in the city. The structure is situated in one of Gaziantep's poorest neighborhoods and was set up to provide a place for children who were previously begging on the streets or being forced to work illegally.

Each day spent in school brings stability into the lives of pupils, restoring hope and creating objectives for the future. Thanks to education, these children will be able to acquire the necessary skills to prepare their future and help rebuild peace where it is needed the most.

In October 2016, TSF instigated a new partnership with the "Rainbow Centre" in Gaziantep, Turkey.

Its aim is to provide a safe-haven for Syrian refugee children and protect them from the dangers of the streets, whilst teaching them the fundamentals of education. A TSF staff member gives mLearning lessons using tablets on themes such as Maths, Science, English and Geography. The Rainbow Centre welcomes 60 children.

It is for this very reason that TSF has been supporting education for Syria and beyond since 2013. Its expertise in ICT in the education domain currently benefits a total of 1,802 Syrian children across Turkey and Syria.

TURKEY
SYRIAN CRISIS

2016 — ONGOING

EDUCATION



In 2015, TSF identified the Autonomous Region of the North Caribbean (RACCN) to reinforce a project bringing 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, as well as various security problems, limit the opportunities for its population.

NICARAGUA ISOLATED COMMUNITIES

2015 - ONGOING

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 on the network put in place.

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 encyclopaedias. Pupils from the local school, students and teachers all have access to the classroom. Supported by the Spanish department for international cooperation, in 2016, the project was scaled up in the RACCN, reaching a further 3 communities, plus 3 communities in the neighbouring region of Madriz.

Pilot project:

- Autonomous Region of the North Caribbean Coast (RACCN) – Tasba Pain
- **266 beneficiaries**

Scale-up:

- Autonomous Region of the North Caribbean Coast (RACCN) – 3 communities
- **2,620 beneficiaries** (655 families)
- Department of Madriz – 3 communities
- **1,158 beneficiaries** (545 families)



PROTECTION & ASSISTANCE

SYRIA
GUATEMALA
NICARAGUA
NIGER | BURKINA FASO

PROTECTION & ASSISTANCE



In Syria, it is vital for health workers to have an efficient tool to deliver much needed health and nutritional aid. It is for this reason that in 2015 TSF teamed up with NGO Syria Charity to provide a digital solution for effective data collection in the district of A'zaz.

The use of a mobile health system for data collection in the Syrian context holds several advantages and was carefully designed by Télécoms Sans Frontières in order to:

- ensure the rapidity of the medical teams' performance whilst working in high-risk zones
- reduce the margin for error thanks to pre-defined settings
- automatically upload, save and back up data onto a server in Turkey

- provide instant access to vital health statistics

The Director General of Syria Charity's Turkey office explains that "One of our hospitals was bombed in Azaz. All of the paper health records were lost during the strikes but thanks to the system put in place by TSF, the data was backed up on our server in Turkey and patients continued to receive healthcare."

At the end of the programme, 23,713 people had been reached, representing 11,000 women, 6,503 boys and 6,210 girls. Beyond this, the mHealth solution proposed by TSF has allowed 2,249 pregnant women to receive prenatal care.

SYRIA

MHEALTH

2015 - 2016

KEY FIGURES

23,713 PEOPLE

received medical assistance thanks to data collected within the framework of this project

11,000
women

6,503
boys

6,210
girls

PROTECTION & ASSISTANCE



Stable access to food in Guatemala is an issue driven by various environmental factors ranging from soil erosion and floods to deforestation. This phenomenon has been but exasperated by the circumstantial droughts caused by El Niño over the past 35 years.

Faced with these issues, TSF upped its support to the ECHO (European Commission Humanitarian Aid and Civil Protection)-funded consortium project led by Acción contra el Hambre (Action Against Hunger) established in 2015 to contribute to

strengthening nutritional security in Guatemala. With several food security operations underway in the country, it was essential for TSF to produce a common data collection tool to standardise the response for all NGOs.

With a particular focus on matriarchal households and those with little food reserves, TSF's solution targeted two principal needs:

► Digitalising assessment and monitoring

NGO consortium members leading evaluations were provided with a standardised tool that enabled data collection via digital forms and real-time calculations allowing for immediate action for vulnerable families.

► Information dashboard

The various data collected amongst households was centralised onto an information dashboard with maps and charts displaying and localising different indicators.

Within the framework of the project, a total of 3,000 households (representing 15,000 people) received food and nutritional aid. The project is now in its scale-up phase and funding has been confirmed for the consortium for the coming year.

GUATEMALA

FOOD SECURITY

2015 - ONGOING KEY FIGURES

15,000
people

3,000
households

received food and nutritional aid

PROTECTION & ASSISTANCE



In 2012, TSF started collaborating with Nicaraguan organisation MMCH (the Chinandega Women's Movement) to help prevent violence against women and vulnerable people in the region of Chinandega.

In light of this, TSF has been contributing to reducing violence via a mobile SMS system. Each person 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.

As required in each case, individuals can also request legal assistance or psychological aid via their mobile phone.

This mobile system generates an online map, allowing social workers to trace cases of violence according to their location. Over the past year, 146 cases of violence, sexual abuse, kidnapping and human trafficking were treated with the support of TSF's mobile system.

2016 marked a year during which a broad assessment of the project was carried out. Irish NGO Trócaire and local NGO APADEIM joined the project, seeing it span over into the most highly populated town of the region, El Viejo, where several recurring cases of violence have been reported. The number of personnel has been increased, with new strategic orientations being developed to improve training for social workers, and reinforce the legal and psychological aid provided to the people of Nicaragua.

Maria, 38 years old

« I am originally from El Naranjo in Chinandega. One day, I got on a bus. Everyone was looking at me; I was beaten. My right eye was swollen. I had bruises on my arms, my neck and back. A lady came to sit next to me. She explained that there was a centre where I could get help. She was one of the social workers from the MMCH Centre. She took me to the office and explained that I could get help via a mobile alert system. When I got home, I sent an alert message and got called back immediately by a social worker. They are currently dealing with my case both legally and psychologically. I have shared information about the system to my friends who are also victims of domestic violence.»

NICARAGUA

MOBILE ALERT SYSTEM

2012 - ONGOING

PROTECTION & ASSISTANCE



Since 2015, TSF has been participating in the UK Department for International Development (DFID)-funded Building Resilience and Adaptation to Climate Extremes and Disasters programme (BRACED) with 395,000 livestock farmers in Niger and Burkina Faso. The programme is carried out in partnership with a consortium of organisations and aims to secure cross-border mobility for cattle and the provision of services for livestock farmers, whilst promoting development and food security across the region.

Within the consortium, TSF brings its skills in new technologies to support three principal objectives:

NIGER & BURKINA FASO

FOOD SECURITY INFORMATION SYSTEM

2015 - ONGOING

KEY FIGURES

252,000
HERDSMEN
in Burkina Faso

143,000
HERDSMEN
in Niger

benefit from TSF's work

(1) the popularisation of new technology amongst livestock farmers, (2) informing livestock farmers on the effective use of mobile tools and (3) the elaboration of a Transhumant Information System (TIS).

The TIS is an innovative solution that aggregates and relays specific information in order to help the beneficiaries make decisions concerning their transhumance. This tool can also be used as an early warning system, informing farmers of certain dangers they may face. TSF developed the digital data collection solution and worked on technology that allows data forms to be transformed into SMS format and sent via GSM in the absence of a data network.

Data collected by the livestock farmers is based on four main themes: (1) markets: the price of produce, local exchange rates; (2) the condition of local pasturages: information on water sources, bush fires, weather conditions; (3) animal health: information on contamination,

illnesses, epidemics and animal mortality, and (4) security: conflict, theft, crime and the blockage of border tracks.

Thanks to this system, farmers can now send their information forms in GSM-covered zones without having to travel several miles to access the data network. Information can thus be transferred more fluidly and diffused wider, for example via local community radio stations, information panels or newsletters.

This project strengthens the capacities of herdsmen by providing basic information services that allow them to make informed decisions, whilst communities and other local bodies lead advocacy and awareness programmes, and promote the establishment of appropriate policies for cross-border mobility at both local and national level.

3,498
digital forms collected



CAPACITY BUILDING

COSTA RICA
THAILAND

CAPACITY BUILDING



At the request of the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), a team from TSF's Latin America Base in Mexico deployed to Costa Rica to provide training to the UN Disaster Assessment Coordination body.

The sessions were based around the installation and the functioning of UN On-Site Operations Coordination Centres (OSOCC). These centres are the first port of call for aid agencies and search and rescue units in the aftermath of a disaster. They are vital hubs that centralise all the information necessary for a coordinated and concise response amongst affected populations.

COSTA RICA

UNDAC ON-SITE OPERATIONS COORDINATION CENTRE TRAINING

21ST – 26TH AUGUST 2016

Placed at the heart of a disaster site in challenging and adverse field conditions, the OSOCC has two primary objectives:

1. To rapidly provide a means to facilitate on-site cooperation, coordination and information management between international responders and the Government of the affected country in the absence of an alternate coordination system;
2. To establish a physical space to act as a single point of service for incoming response teams, notably in the case of a sudden-onset disaster where the coordination of many international response teams is critical to ensure optimal rescue efforts.

Telecommunications are a critical element in the functioning of an OSOCC in a context where the terrestrial network is often interrupted and yet the need to communicate is more important than ever.

Since 2006, TSF has been partnering with UNOCHA to ensure that its centres are equipped with the satellite communications material, ICT equipment and the expertise necessary to guarantee the best response for survivors.

This particular training session was focused essentially on the methodology behind the Operations Centres, with both theoretical and practical sessions for liaison officers, team leaders, national emergency managers, cluster coordinators, NGO coordinators, UNDAC members and technical support staff. All participants were trained by TSF in the use of emergency communication response tools to make certain that when disaster strikes, members have the necessary skills and knowledge to act as quickly as possible.

CAPACITY BUILDING



Funded by
European Union
Humanitarian Aid
and Civil Protection

THAILAND

EUROPEAN COMMISSION HUMANITARIAN AID TECHNICAL ASSISTANTS TRAINING

12TH – 16TH SEPTEMBER 2016

Capacity building in preparation for humanitarian crises is crucial for the effective implementation of coordination mechanisms, especially in support of ground operations. With this in mind, the European Commission Humanitarian Aid and Civil Protection body (ECHO) approached TSF to request a specific ICT emergency training session for their own tech experts. ECHO trainees travelled to Bangkok from the four corners of the globe to participate in the week-long training funded by ECHO, with a total of 10 countries and 8 European Commission field offices represented.

Whilst the training sessions were essentially telecoms based, it was equally as important for TSF to expose every aspect of emergency response from logistics and financial preparedness to bandwidth management and power sourcing. Indeed, trainees were provided with both theoretical and hands-on sessions, with at the end of the week a simulation exercise allowing them to put the skills they had acquired to the test.



BRIDGING THE DIGITAL DIVIDE

MADAGASCAR
BURKINA FASO

BRIDGING THE DIGITAL DIVIDE



Listed amongst the world's poorest countries, Madagascar is a place where social inequality and political instability dictate the lives of its inhabitants. Situated close to the country's capital, Antananarivo, the town of Miarinarivo is the administrative centre of the Itasy region of Madagascar. Majoritarily rural, the region benefits from a number of assets that favour sustainable development to the benefit of the population. The town of Miarinarivo centralises all of the region's administrative authorities, whilst being home to a number of schools in which children from the surrounding countryside study. TSF chose to set up its operations in Miarinarivo in 2012 to develop IT as a motor for the town's development.

MIARINARIVO, MADAGASCAR COMMUNITY CENTRE

2012 - ONGOING

KEY FIGURES

750 PEOPLE
benefit from the TSF IT Cup
centre each month

Via its Community Centre (co-funded by the IT Cup initiative), TSF provides internet access and ICT equipment to members of the town's community. The centre aims to reduce the digital divide thanks to the integration of new technologies, whilst supporting communities and the various development programmes that are led by local organisations. Miarinarivo's teachers also benefit from the centre as a place to enrich their stock of educational resources.

The centre offers several services including access to IT material, access to internet, multimedia accessories, and printing and scanning tools. These services are open to the community in its entirety.

Internet training for college students

Students represent a large proportion of the centre's users. In collaboration

with the town's colleges, TSF's project manager has initiated training sessions aimed at improving students' use of Internet for enhancing their studies.

Various topics are covered including:

Internet usage: what is internet? How do you navigate? How to carry out searches.

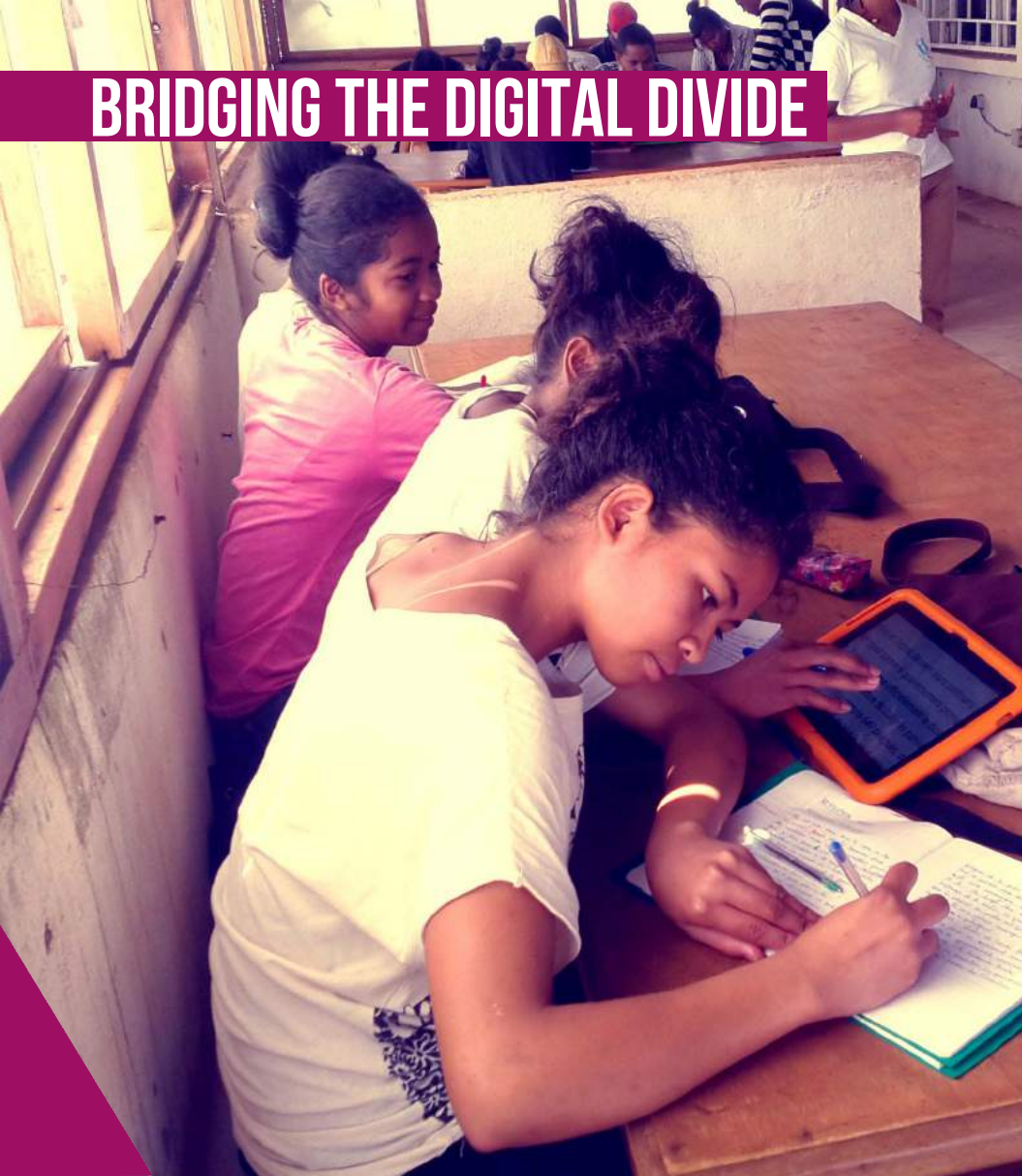
Email usage: what is an email? Setting up an account; Instant Messaging; Sending/receiving emails.

Internet awareness: Best practices; risks of the internet; how to protect yourself from risks.

At the end of term, practical exercises allow the students to consolidate their learning and apply the skills they have acquired during the sessions whilst measuring their progress via evaluations.

307 STUDENTS
attend TSF internet training sessions

BRIDGING THE DIGITAL DIVIDE



Statistics have shown that children represent the most frequent users of the TSF IT Cup Community Centre. TSF thus chose to leverage its experience in education in order to develop a new extracurricular project in Miarinarivo. Indeed, the advantages of digital learning in the emergency context can be transposed to Miarinarivo's educational domain and act as a catalyst for local development to support schooling in the region.

MIARINARIVO, MADAGASCAR

EXTRACURRICULAR SCHOOLING

2015 - ONGOING

Looking to work alongside an organisation sensitive to cultural and human development, TSF joined forces with Ny Hary, a German NGO that helps underprivileged children access education and encourages them to act together to improve their futures.

In Ny Hary's 'Alabri' Centre where the children are housed, an extracurricular activities programme was initiated in 2015, offering a dynamic way of learning by using digital tablets to consolidate the children's work thanks to selected applications and various educational tools. TSF's goal is to diversify the manner in which children learn by offering new supports during

sessions on various themes, helping them to deepen their knowledge in key subject areas, carry out research and develop cultural understanding.

TSF also trains staff from the Centre in the use of new technologies in order to help them integrate such tools into their professional practices.

Through such projects, TSF's objective is to build human development and accelerate the social, cultural and digital capacities of isolated communities.



Various activities include:

► Educational supervision

- o Homework assistance using internet and mLearning online/offline content for research activities;
- o Introduction to scientific research.

► Reading club

- o Traditional Malagasy tales;
- o Using French language to communicate;
- o Oral and written comprehension support.

► Practical activities

- o Creative art;
- o Concentration exercises;
- o Motor skills.

► Activities for educators

- o Researching new educational tools;
- o Creating a network for content sharing between the region's teachers.

KEY FIGURES

120 CHILDREN

participate in TSF's extracurricular activities each month

BRIDGING THE DIGITAL DIVIDE



Télécoms Sans Frontières and the organisation IT Cup, inaugurated their collaboration project with the Association Zoramb Naagtaaba (AZN) in Burkina Faso in 2010, opening their joint community centre in Guiè, located some 60 km from the capital, Ouagadougou.

GUIÈ, BURKINA FASO COMMUNITY CENTRE

2012 - ONGOING

KEY FIGURES

The economy of the region is mainly based on agriculture, crafts and farming. Desertification, population pressure and the proximity of the capital city are causing an active population emigration towards bigger cities, the south of the country and the Ivory Coast, whilst the lack of water is also an issue for the growth of the region.

Developing Guiè's community is a key priority for TSF's partner organisation, the AZN. This inter-village organisation was created in 1989, and today groups together 10 villages, with actions focusing on 5 principal themes: agro environment; education; early childhood; health and the involvement of the population in the management of the AZN. The organisation uses the community centre to coordinate its programmes more efficiently and optimise the collaboration with its partners.

Until 2010, internet was only accessible from the capital, meaning that the inhabitants of Guiè had to travel over half a day to consult emails and gather information for the villages' various development project.

The TSF/IT Cup community centre benefits the AZN but also all the neighbouring villages in a 30km radius. It provides Internet connections, phone lines, computer and office equipment such as printers and scanners, as well as regular training sessions on the use of IT equipment and internet.

These different services allow the students to carry out research for their studies and to deepen their knowledge and understanding of the local context whilst the community keeps up-to-date on the news in the country, the continent and in the world.

1,161 PEOPLE
benefited from the Centre in 2016



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