



**TÉLÉCOMS
SANS FRONTIÈRES**
Communications for life



Annual report **2022**
TELECOMS SANS FRONTIÈRES

OUR MISSION

Télécoms Sans Frontières helps people affected by humanitarian crises to stay safe and make informed decisions through connectivity, access to reliable information, and digital inclusion.



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MESSAGE FROM OUR PRESIDENT



The year 2022 was marked by the start of the war in Ukraine, a traumatic experience for the Ukrainian population forced to abandon their homes, displaced and seeking refuge in neighbouring and European countries. The consequences of the war in Ukraine are aggravating food insecurity on an international scale and increasing the living costs for already precarious populations.

The devastating effects of climate change are also being felt more and more around the world. Millions of people have been forced to flee, leaving everything behind in the hope of staying alive and protecting their families. Left to their own devices, those who have suffered a crisis often find themselves isolated. How do we know if our loved ones are all right? How can we find help? Once again this year, Télécoms Sans Frontières has continued its commitment to using communications technology to give people who have lost everything a new lease of life. Natural disasters, exacerbated by climate change, destroy lives, towns and sometimes even communications networks. While some regions are more directly affected by extreme events, we cannot forget that the climate crisis is global.

TSF wants to contribute to the resilience of the communities most affected by extreme weather events, through closer collaboration between international, regional and national players. This can be seen in the rapid response to disasters such as the cyclones in Madagascar, but also in the in-depth support of the reconstruction process in Haiti.

Anticipating these disasters also helps to reduce their impact on populations. TSF has therefore joined forces with two intergovernmental organisations in the Caribbean and South-East Asia to include emergency telecoms capacity in regional response mechanisms.

In 2022, 100 million people were forced to leave their homes, whether due to climate change, wars or situations of violence and misery. These situations throughout Latin America, the Mediterranean and in Ukraine show us every day how important it is, for people forced to leave, to have the opportunity to express themselves, to be informed and to communicate.

TSF has been fighting for over 20 years to ensure that people in humanitarian crisis situations have this opportunity.

Thanks to the joint efforts of our teams, partners and supporters, we can continue to move towards this goal, together.

Jean - François CAZENAVE

Jean-François CAZENAVE, President of Télécoms Sans Frontières

OUR MISSIONS IN 2022



Type of activities

in % of annual expenditure



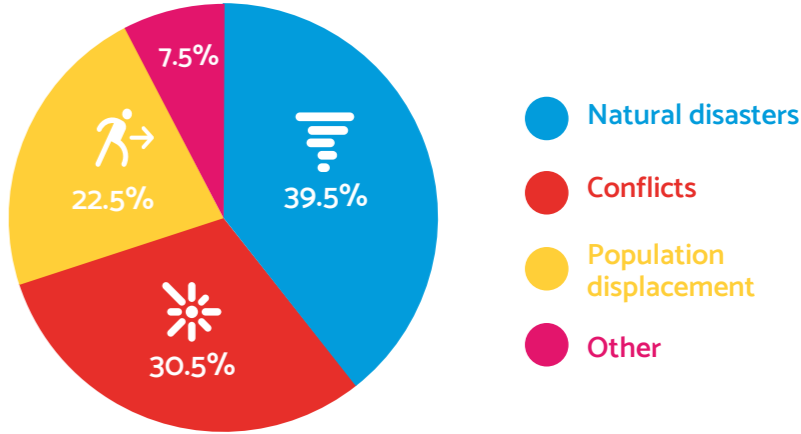
Emergency phases

in % of annual expenditure



Intervention context

in % of annual expenditure



416,279

people helped

142

organisations supported

Access to information



226,000 people consulted
essential information

90 organisations supported

2022: Key Figures

Connectivity



188,709 people benefited
from connectivity

48 organisations
supported

Digital inclusion



1,570 young people
developed their digital
skills

4 organisations
supported

30 years of humanitarian action by the founders of Télécoms Sans Frontières

Helping others, without really knowing how. That's how the adventure started.

In March 1991, Jean-François Cazenave was revolted by the inaction and general indifference towards the situation of the Kurdish refugees cornered along the Turkish border in Iraqi Kurdistan. "We let these people be murdered without saying anything," recalls Jean-François Cazenave. It was absolutely essential to do something".

He mobilised his close friends: Monique Lanne-Petit, Robert Chassagnieux and François Meyer. Together, they created the association Solidarité Pyrénéenne pour le Peuple Kurde to collect donations. During this first mission, thousands of portions of cheese were distributed to the 350,000 refugees in the Yacmal camp on the Iraqi side. The meeting with these people, who were forced to leave their homes in a hurry and faced with a feeling of abandonment and total indifference, was to be the starting point of the TSF story.

On their return to France, the young humanitarians transformed the association into Solidarité Pyrénéenne, in order to pursue other actions. The next mission took place in Bosnia, during the siege of Mostar.

"The people who came to us all took out papers from their shoes with one or more names and telephone numbers on them. People to contact for them abroad, they asked us. And if they hid them in their shoes, it was so that the authorities would not find them in case of a search at the checkpoints. This form of isolation echoed situations we had encountered with refugees during previous missions," Jean-François Cazenave remembers. "We had to find a way to communicate in the field. If they managed to contact their relatives in every corner of the world, they would become a priority in the eyes of their families, who would do everything possible to help them."

But mobile phones don't exist yet. The only way to send a message abroad was through the Red Cross.

"But we couldn't continue to phone all these contacts when we returned to France."

The only means available at the time was the Mini M: a telephone equipped with a satellite antenna.

In July 1998, Solidarité Pyrénéenne intervened in response to the war in Kosovo, in Albania, 200 kilometres north of Tirana, along the Kosovar border. "At the foot of the mountain, the Red Cross and charities were already there to help. But to our amazement, the displaced people were flocking to us to call. What we had imagined was happening before our eyes: their need to communicate was real, and as vital as food or medical care. We had just created humanitarian telecommunications!"

Since July 1998, Télécoms Sans Frontières has become the NGO specialising in emergency humanitarian telecommunications, supported by numerous institutional and industry players.



1991, Kurdistan, Iraq



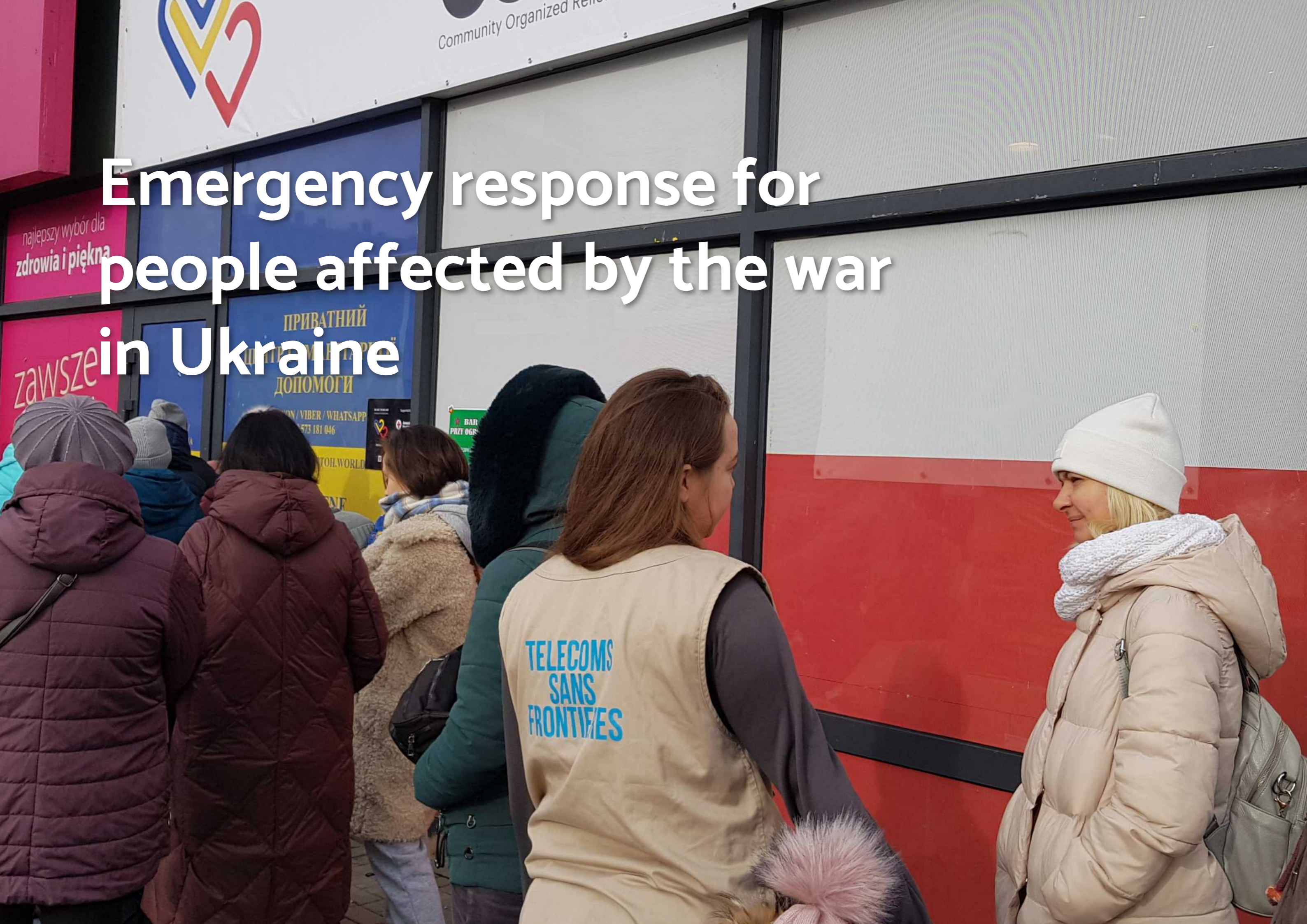
1998, Kosovo



2010, Haiti



2018, Brazil - Venezuela



Emergency response for people affected by the war in Ukraine



Response to the Ukraine emergency

UKRAINE POLAND ROMANIA

+30,000 people supported

+20 organisations supported

19.5 To of data exchanged

28 February 2022 - ongoing

ROMANIA (March-December 2022)

The International Organization for Migration (IOM) and the UN refugee agency (UNHCR) set up a daily bus convoy between Moldova and Romania to bring refugees to safety. These transports lasted from 10 to 16 hours, a long wait after stressful days. TSF installed a connection in all the buses of the convoy, so that the refugees could contact their relatives, check the news and look for information for the rest of their journey.



CONTEXT

On 24 February 2022, the Russian army invaded Ukraine. The conflict has resulted in over 6 million displaced persons and 8 million refugees. The refugees are mainly women, children and the elderly.

UKRAINE (since March 2022)

Connectivity for humanitarian organisations and affected populations

Bombing of infrastructure and regular power cuts cause sometimes extensive and long interruptions to communication networks. As a result, many organisations have requested TSF's expertise on emergency connectivity in this context. Depending on the needs of the organisation, TSF provided satellite lines and/or satellite connectivity to different NGOs such as Alima, HALO Trust, Moto Help, AICM. Training sessions on the use of satellite equipment were also organised for MSF-France in Vinnytsia.

POLAND (since June 2022)

Diffusing essential information for Ukrainian refugees

On arrival in Poland, Ukrainian nationals fleeing the war - mostly women with their children - are tired, worried... They have to complete the required administrative procedures while taking care of their children or elderly relatives. In order to understand the different possibilities and to make informed choices or receive assistance, they need clear and reliable information.

In cooperation with the United Nations Refugee Agency (UNHCR) and the United Nations Children's Fund (UNICEF), TSF disseminates essential information at various refugee reception sites in Poland. The information displayed is collected from verified sources and covers various topics relevant to refugees, including mental health advice, information on international protection, legal advice, support provided by institutions, among others.



After consulting essential information,

60%
of refugees made an important decision

92%
of people surveyed learned new information

Mission supported by



“When millions of refugees poured into Poland in a matter of days to get away from the violence in Ukraine, the situation was very chaotic and we quickly identified that the need for access to clear and accurate information would be crucial to help them adjust to their situation.”

Sébastien Latouille, TSF delegate for Europe and the Middle East.

Displacement of populations

European migratory context

11

Latin American migratory context

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¡ANUNCIO IMPORTANTE!

Para las y los venezolanos:
El Gobierno de Estados Unidos anunció el 12 de octubre un **nuevo proceso de ingreso a su territorio y condiciones.**

Quienes intenten cruzar la frontera de manera irregular a EE.UU. **serán devueltos a México bajo Título 42** a partir de entonces.

Revisa la información de estos sitios web ya que puede cambiar.

UNHCR ACNUR OIM ONU MIGRACION R4V

**“Mi espacio con mi bebé
Lactancia con ternura”**

Recuerda!

La leche materna tiene la capacidad de dar a tu bebé todos los nutrientes y anticuerpos que necesita para estar sano(a) en sus primeros meses de vida, además de protegerlo de infecciones y enfermedades a futuro.

La lactancia materna tiene grandes beneficios para ti y para tu bebé, siendo uno muy importante, el que te permite establecer y fortalecer un vínculo amoroso con ella o él.

¿Por qué la lactancia es más que alimentación?

Amamantar en un espacio limpio, seguro y tranquilo es tu derecho y de tu bebé.

¡Te invitamos a utilizarlo y disfrutar del vínculo con tu bebé!

Save the Children

**“Espas mwen ak bebe mwen:
Bay tete ak tandrès”**

Sonje!

Lèt manman gen kapasite pou bay bebe a tout nitrman ak antiko li bezwen pou rete an sante pandan premye mwa nan lavi l, anplis li ap pwoteje li kont enfeksyon ak maladi a lavni.

Alètman gen gwo benefis pou ou ak pou bebe a, li enpòtan anpil, li pèmèt ou stabil epi ranfòse liyen lanmou avè l.

Poukisa alètman pi enpòtan pase manje?

Bay tete nan yon espas pwòp, sekirize epi trankil se dwa w ak dwa bebe a.



European migratory context

BOSNIA GREECE

+16,700 people connected

13 organisations supported

November 2018 - ongoing

CONTEXT

In 2022, the number of asylum seekers in the European Union reached the same level as during the 2015 refugee crisis, especially on the Balkan route. Between May and July, more than 70,000 monthly asylum applications were registered, according to the European Union Asylum Agency – something that has not happened since 2015. Asylum seekers and refugees arriving in Greece and Bosnia have great difficulty contacting their families due to lack of connectivity, equipment or financial means.

TSF provides connectivity in camps for people in displacement in Greece and Bosnia. This internet access allows them to communicate with their loved ones and receive external information, which is an important psychological need after weeks or months of gruelling and traumatic travel.

GREECE (September 2020-ongoing)

TSF has been maintaining the only Wi-Fi access for asylum seekers in the Mavrovouni camp in Lesvos (Greece) since September 2020. This access includes the arrival area of the camp, allowing people who have just arrived in the camp to use connectivity. By 2022, the Mavrovouni camp had become primarily a transit camp for just over a thousand asylum seekers, with between 70 and 100 new arrivals each week.

BOSNIA (November 2018-ongoing)

In 2022, TSF extended the Wi-Fi coverage of the Lipa camp to cover the newly built sections.

“ When you’re alone, there’s no one to talk to and you don’t feel safe in the camp, so the internet helps you stay awake at night and talk to your family. Without the internet, we’re lost. When people are stressed, if they have nothing to do, you say hello and they attack you. The Internet gives us peace in the camp.”

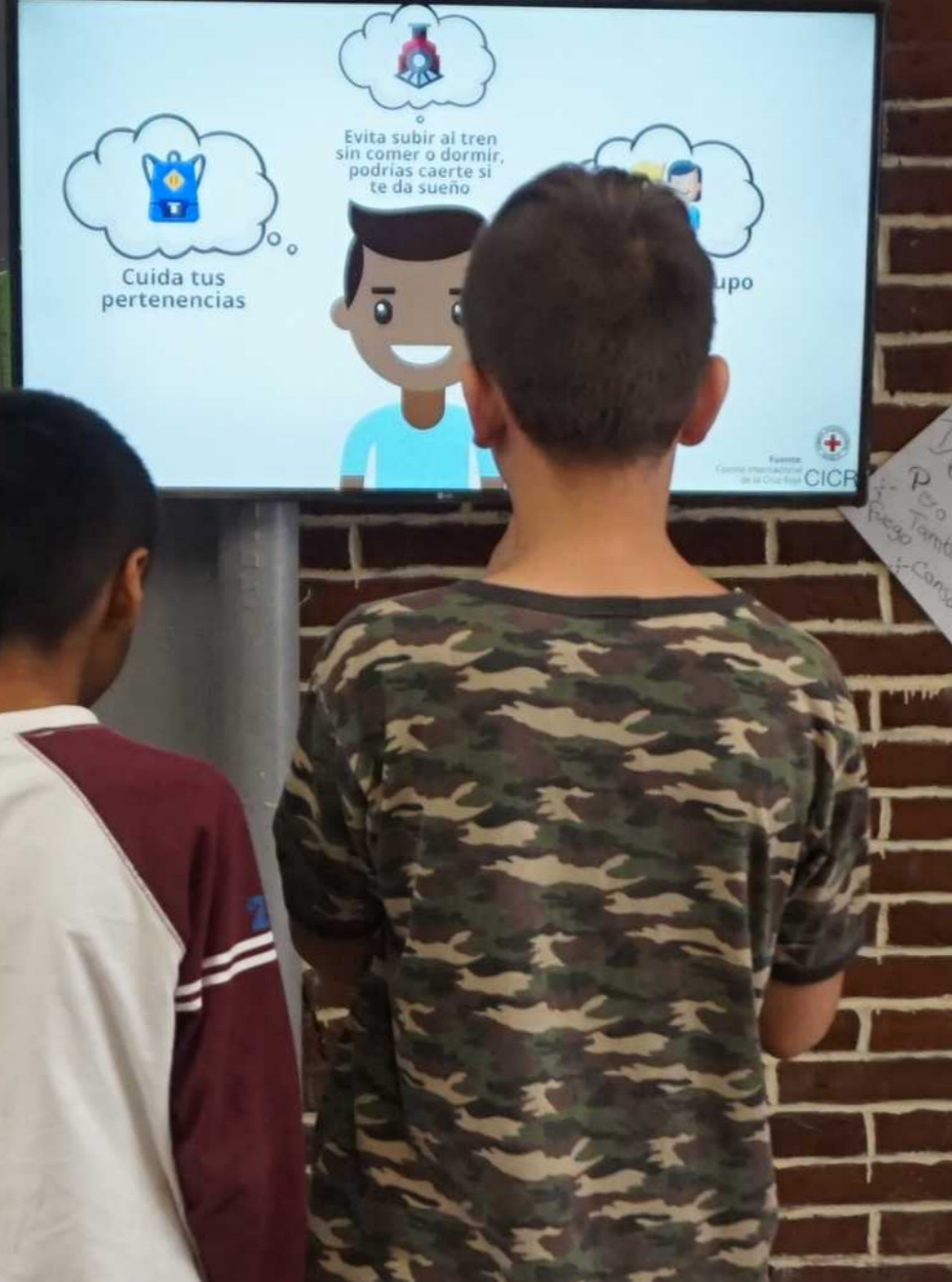
A refugee in the Lipa camp in Bosnia.



« Without Internet, we are lost. »



“What we want is to survive.”



Migration context in Latin America

MEXICO
COLOMBIA
GUATEMALA

204,000 people informed
90 partner shelters and centres

October 2017 - ongoing

CONTEXT

Over the last 30 years, the number of people migrating from Latin America has risen by 137%, from 6.82 million to almost 16.2 million. There are many reasons why people decide to leave their country, but the most common are threats, violence, economic opportunities and insecurity.

RESPONSE

Since 2017, TSF has been supporting asylum seekers in Latin America by providing access to key information in reception areas dedicated to these populations. The aim of the project is to help people in mobility situations stay safe and make informed decisions.

The information is shared via remotely controlled connected screens. It is continually updated and improved to provide reliable, up-to-date and relevant information. This information concerns the rights of refugees, asylum application procedures, legislation, human rights, and information on the main migration routes in Latin America. This information leads to important decisions, such as requests for asylum or humanitarian visas, or changes in itinerary.

The project relies on close collaboration with reception centres and strategic partners to develop its presence and impact, in particular the International Organisation for Migration (IOM), thanks to which information screens have been installed in more than 60 reception centres on Mexico's northern border.

80%

of those surveyed have discovered **new information**

45%

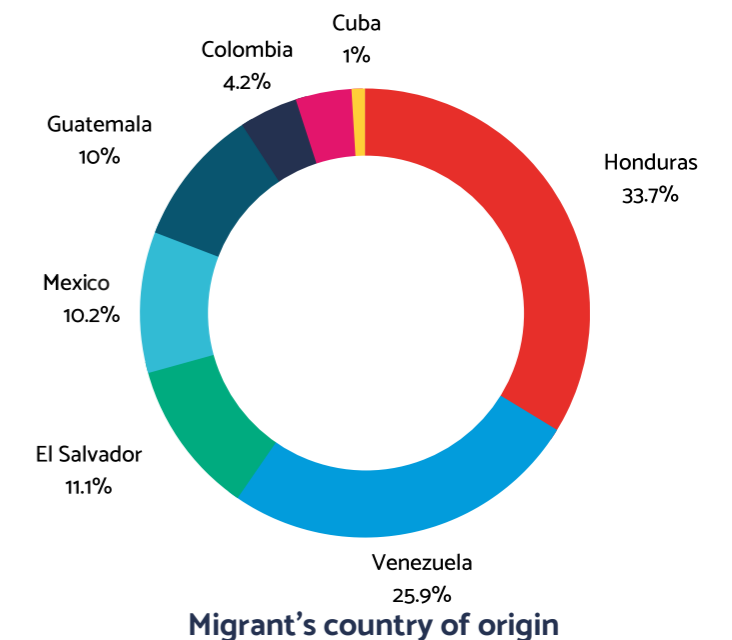
have taken an **important decision**, such as applying for asylum or a humanitarian visa, accessing medical care or psychological support, or deciding to make a change.

« When I saw the screen, I saw **information** from the Mexican Refugee Aid Commission and I decided it was better to stay here. What we want is to **survive**. I realised how exposed we are on the way to the border from Monterrey.»

Wendy, a Honduran refugee.

67%

of those surveyed felt that receiving the information had been a **psychological relief**.



Meeting needs better

In 2022, the project focused on 3 main areas:

1. Improving the quality of information media
2. Using system's full potential to improve the link between information displayed and user's needs
3. Programming content

To improve the quality of the information materials, the team worked with the UNHCR, which provided Creole translations of the information displayed. This made it possible to reach a larger number of people.

The content is also aimed at young people and children and includes educational content. Advice on how to look after your mental health is also provided.

A new system has been developed in-house to monitor, administer and control screen content.

This system will make it possible to target the content for each centre, taking into account the geographical context and the nationalities most represented.

By controlling the content, it is better adapted, better used, and allows the project to grow.



83%

of people who have seen the information feel **safer**

93%

of those surveyed believe that receiving this information has had a **positive impact** on their lives

”

“I have the impression that since the screens have arrived, [migrants and refugees] are asking us fewer questions. They consult the maps and work out where they are and how far they are from their destination. Then they talk about the information as if they had already experienced it.

The screens take a lot of the work out of our hands.

The person who is ready to leave sits down to study the screen. He writes down the telephone numbers and speaks with confidence. It's their own tool. The beneficiaries see that the screen provides a lot of the information they need”.

Manager of the Casa Nicolás hostel, Guadalupe, Nuevo León.



Helping those who help

According to the centre managers, the most important information is on asylum procedures, the road, self-care and human rights. With the information freely available, people can select what they need and then address their specific requests to the managers. This enables them to prioritise their work and ensure better overall management of the centres.

Mission supported by



Contributing to community resilience



ResilientStates
#SaferLives

Regional resilience in emergency telecoms	15
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“This training has really strengthened my skills in delivering different types of assistance.”

Contributing to regional resilience in emergency telecoms

CARIBBEAN AND SOUTH-EAST ASIA

29 countries covered
2 intergovernmental organisations

18 October 2021 - ongoing

CONTEXT

With the aim of constantly improving their preparedness for natural disasters, two regional response organisations have integrated emergency telecoms into their regional response programmes: the Caribbean Disaster Emergency Management Agency (CDEMA) and the ASEAN (Association of Southeast Asian Nations) Coordination Centre for Humanitarian Assistance in Disaster Management (AHA Center). With the support of the Internet Society Foundation, TSF is contributing to the resilience of these communities by helping to integrate emergency telecoms into regional response mechanisms.

Building the resilience of emergency communication resources

Exchanges between TSF and the supranational organisations CDEMA and AHA Centre have enabled the foundations to be laid for a joint emergency communications response capability:

- Pre-positioning of appropriate equipment in key regional response areas
- Training of national and regional staff to provide a comprehensive local response
- Direct link between TSF and the structure managing emergency telecoms within each organisation
- Strengthening alliances with organisations dedicated to emergency response in each region

Sébastien Gillet is a member of TSF’s Technology and Operations team. He took part in the project as a trainer and gives us his overview of it.



“ During a humanitarian emergency, the first few days immediately after the disaster are the most critical. It is also the most chaotic time because all the players have to work together and coordinate in a difficult environment. The aim of this project is twofold: the first is to provide equipment and expertise to local response teams so that they can re-establish their own communications as soon as the disaster strikes or immediately afterwards. The second objective is to build together a comprehensive and coherent emergency communications response, at the level of the regional response mechanism. Once the various players are familiar with each other and the different capabilities available, it is much easier to envisage this joint response at all levels. The overall aim, of course, is to reduce the impact of disasters on communities by preparing response plans before the emergency strikes.”

Project supported by



Earthquake in South-West Haiti

HAITI

150 families assisted
10 organisations supported

6 August 2021 - 19 March 2022

CONTEXT

An earthquake struck south-west Haiti on 14 August 2021, killing more than 2,200 people and causing extensive material damage. Electricity and communications networks were completely cut off in Les Cayes, the town closest to the epicentre. TSF arrived the day after the disaster and installed a broadband satellite connection for several humanitarian organisations.

RESPONSE

Connectivity for humanitarian organisations

By installing a high-speed satellite connection at the humanitarian coordination centre in Les Cayes, the main town in one of the worst-affected areas, TSF has been able to facilitate the work and coordination of humanitarian actors on the ground.

Mobile Wi-Fi operations for the population

TSF focused on the worst-affected villages, where residents were forced to sleep in makeshift shelters, to provide them with Wi-Fi access and enable them to contact their loved ones and seek the information they needed.

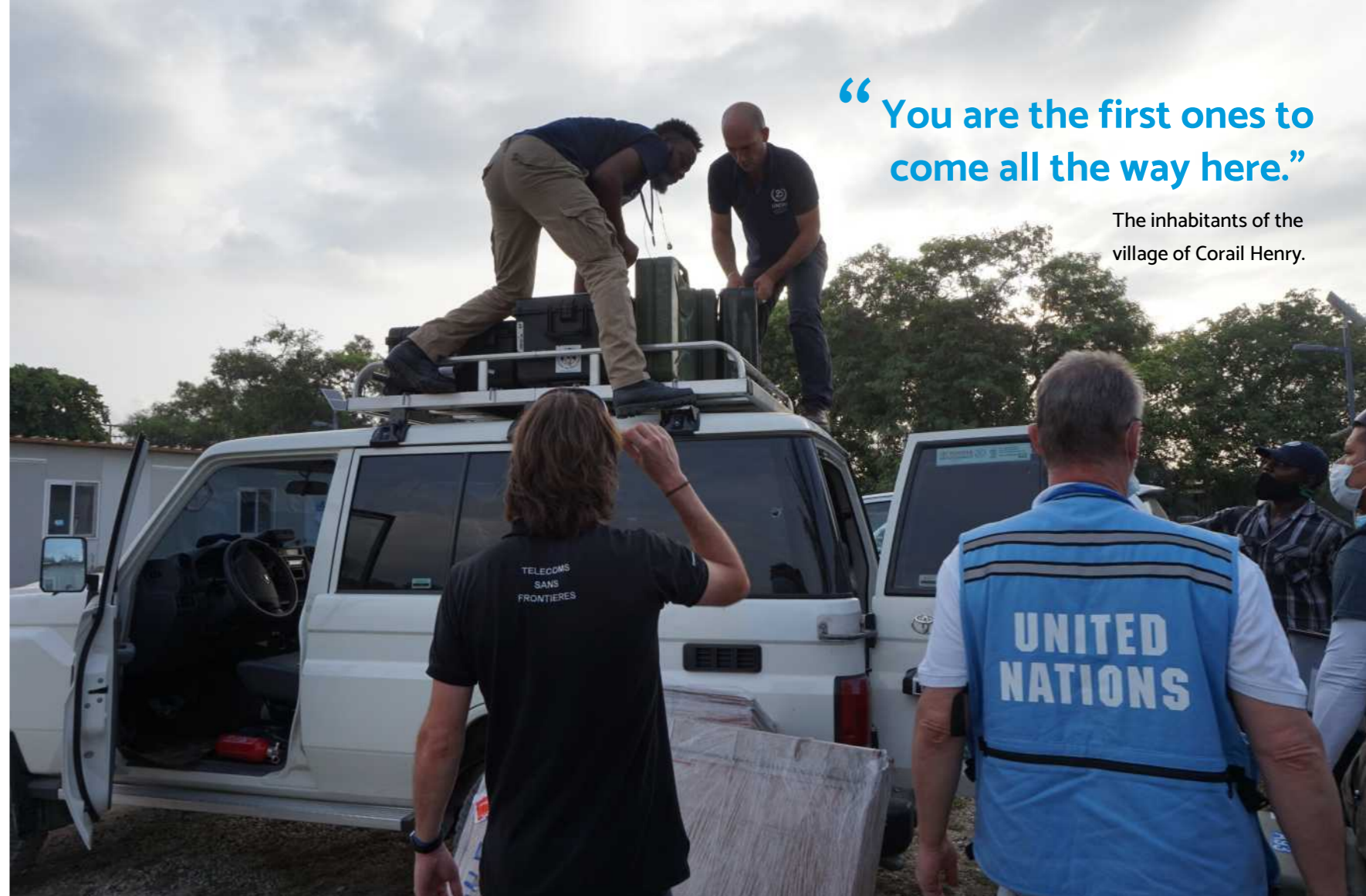
Connectivity for the care and medical follow-up of wounded people

Simultaneously, TSF equipped the Médecins Sans Frontières (MSF) operations centre with a satellite connection, which is essential for patient treatment. At MSF's request, the Immaculée Conception hospital's connectivity was maintained until March 2022 to support the work of medical staff, particularly in the post-operative and rehabilitation phases.

The equipment was then donated to the General Direction of Haitian Civil Protection (DGPC).



Mission supported by



“You are the first ones to come all the way here.”

The inhabitants of the village of Corail Henry.



”I’m very happy to be able to contact my family after the cyclone, as our home was completely destroyed. I was also able to get news from them, as they were also affected by the cyclone at the same time as us.”

Julienne, aged 79, cyclone victim at the Joseph Cluny school in Mananjary

Batsirai and Emnati cyclones

MADAGASCAR

545 families assisted

25 organisations supported

6 February 2022 - 8 March 2022

CONTEXT

The Batsirai cyclone hit the east coast of Madagascar on Saturday evening on February 5th, with gusts recorded at more than 235 km/h. Less than 3 weeks later, another powerful cyclone, Emnati, hit the same area. Thousands of people were affected and displaced.

RESPONSE

Connectivity for humanitarian organisations

- Connection of the World Food Programme (WFP) office
- Connection of the coordination centre for the United Nations Disaster Assessment and Coordination (UNDAC) teams, supporting Médecins sans Frontières (MSF), Médecins du Monde (MDM), UNICEF and the International Federation of Red Cross and Red Crescent Societies (IFRC).

Humanitarian calling operations for the population

- 14 telephony operations to help victims reach their loved ones. These calls enabled many people to inform their loved ones of their situation, to ask for help in rebuilding their homes and their lives, and to organise a new start with their families, after having lost everything.



Mission supported by





Bridging the digital divide

MADAGASCAR

February 2012 - ongoing

CONTEXT

Opened in 2012, the IT Cup Centre has been designed as a vehicle for creating social links through digital technology, focusing on themes that are useful to local populations in the interests of sustainable development. The activities organised by the Centre include access to and training in digital tools, as well as their use for development issues such as education, data collection and GIS. In 2022, the number of visitors to the cybercafé rose to an average of more than 480 per month, after 2 years marked by COVID-19, which significantly limited visits and activities at the IT Cup centre.

Partnership with AccèsMad

The extra-curricular activities were a great success, particularly the after-school tutoring. Thanks to a partnership with the AccèsMad association, the IT Cup Centre now has local access to the EducMad online library. This digital library was created to contribute to science education at secondary level (high school), and provides access to lessons, exercises and corrected exam papers that high school students can work on at the IT Cup centre under the supervision of the teachers taking part in the activity. Every Saturday, between 50 and 80 young people benefit from tutoring at the IT Cup centre.

480 users a month in the cybercafé

600 young people taking part in extra-curricular activities

"I use the Internet because it helps me a lot with my studies. I really need it as an exam class student. All the subjects are there and you can also find useful resources because you don't have enough documents like books, for example.

I often visit the Educmad site and I also download sample exam papers.

I'm also researching career guidance on the advice of my teachers. The baccalauréat is coming up, and we need to work out what we want to do afterwards."

Severin, 16, a final-year science student in Miarinarivo.

12 MAY 2022

SAFER INTERNET DAY IN MIARINARIVO

AN EVENT TO DISCOVER INTERNET

Safer Internet Day is a European initiative aimed at raising awareness among young Internet users of the issues surrounding the use of the Internet: digital identity and personal data, social networks, cyber harassment, etc.

As part of the IT Cup programme, this international day is an opportunity for the people of Miarinarivo to discover the uses of the Internet, with a view to developing responsible use that is adapted to local development issues.

So, in addition to Internet protection, the IT Cup centre and its partner the Alabri centre introduced the young people to the benefits of free software, using Openstreetmap as an example, as well as a fun introduction to programming, provided by the young people from the Technical Club who learn how to program on Saturday afternoons at the IT Cup centre.

SPECIAL GUEST: SAYNA

Sayna is a young Madagascan company whose aim is to encourage generations of Madagascans to improve their living conditions through programming. The training is available online in the form of a video game to be played over a period of three to six months. A system of micro-tasks in partnership with companies helps to offset the cost of the training for the students.

2 members of the Sayna team travelled from Antananarivo to give Safer Internet Day a professional perspective and answer the many questions from young people in Miarinarivo.

ZOOM ON...

10 YEARS OF THE IT CUP CENTRE IN MIARINARIVO



Karim Mokhnachi, IT Cup President

"We are very proud to see the IT CUP Centre celebrate its 10th anniversary. It proves that this project, which was born of a collaboration with Télécoms Sans Frontières, was not only innovative but could also be a long-term project, meeting a real need among young Madagascans for new technologies", explains Karim Mokhnachi, president of the IT Cup. "The Internet is global and everywhere on the planet, and today it is part of the baggage of anyone wishing to be informed, learn or have fun, and this is true from an early age. We're delighted to have made our modest contribution to the digital development of the Itasy region, and hope that the IT CUP centre can continue to develop over the next 10 years, for the benefit of the local population and their children.



Irinah Arson, IT Cup Centre Manager since 2015

Thanks to our daily contact with young people, we can see how they use digital technology, and what they know and what they lack. There's a real need to raise digital awareness among the young people of Miarinarivo, but we're also getting to know more and more people involved in education, awareness-raising, and even training and recycling, which gives us real prospects for our work, and also for the young people who benefit from the centre!



Monique Lanne-Petit, TSF Director

The IT Cup centre in Miarinarivo was originally set up in response to the lack of digital access in the region. Today, although this access is increasing, a digital divide persists, as shown by the many requests we receive for equipment or connectivity. But we are also, and above all, involved in training and raising awareness of the responsible use of digital technology, which is often little-known! This leads to reluctance and mistrust. Initiatives such as Safer Internet Day, organised regularly with our partner Alabri, give young people access to more comprehensive and practical information about the internet and digital technology, showing them the risks and also the potential for sustainable development.



Medical Connectivity

SYRIA

March 2012 - ongoing

+160,000

people treated
in the centres
supported by TSF

CONTEXT AND RESPONSE

The conflict in Syria started in March 2011 with civil protests, and evolved to a terrible civil war that is not ended yet. The people who live in the North-Western part of the country are experiencing poor life conditions since many years.

TSF continues its support to its partner UOSSM (Union of Medical Care and Relief Organizations) by providing satellite connectivity in 9 medical centres: 6 Primary Healthcare Centres, 1 Mental Health Hospital, 1 Medical warehouse and 1 Coordination Centre.



OUR PARTNERS

The Communications for Life could not exist without the active participation of our partners. Together with all the people who have found a new perspective on life in 2022 thanks to the work of TSF, we say **THANK YOU!**

Our partners



Our operational partners



Our support





**TÉLÉCOMS
SANS FRONTIÈRES**
Communications for life

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