Annual review 2013
## TSF in 2013:

- **7 Emergency Missions**
- **365 Days of Deployment**
- **5 Community Centres**
- **4 International Capacity Building Sessions**
- **+100 iNGOs Supported**
- **Research & Technological Innovation**
- **2 Years of Presence amongst Malian Refugees**
- **Permanent Presence in Syria**
15 years of TSF

Intervention in 65 countries

+ 800 supported NGOs

6630 days of deployment

Average deployment length 47 days

Type of crisis:

- Earthquake: 12%
- Tsunami: 10%
- Hurricane: 16%
- Floods: 13%
- Other: 4%
- Conflict/Population displacement: 45%

Actions:

- HCO: 13%
- TC: 7%
- TC & HCO: 23%
- UN Support: 12%
- UNDAC support: 13%
- Satellite lines: 12%
- Assessment: 9%
- Capacity Building: 11%

Key:

HCO: Humanitarian calling operations
TC: Telecom centre
UNDAC: United Nations Disaster Assessment and Coordination
UN: United Nations agencies
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Chapter 1
Emergency Response

Telecommunications services are frequently disrupted during emergencies. Telecommunication networks are often seriously damaged or destroyed.

Once on the ground, TSF:
1. initiates humanitarian calling operations;
2. establishes multiple emergency telecommunications centres for first responders; and, where necessary,
3. conducts ICT assessments to assist with recovery planning.

Humanitarian Calling Operations

TSF deploys specialists to wherever survivors have found shelter and offers a free three-minute phone call to every family. These calls are frequently the first contact displaced persons have with the outside world. Affected civilians can get in touch with their family members, find medical assistance, access emergency housing and nutrition services, and contact relatives to arrange for support or simply to let their loved ones know that they have survived.

Satellite-based Emergency Telecommunications Centres

Simultaneously, TSF specialists establish emergency telecom centres for emergency responders. The centres offer - at no charge - broadband Internet access, voice communications, fax lines and all the IT equipment needed for a field office. These centres enable emergency NGOs, the UN agencies, and local authorities to communicate right at the heart of a crisis. They also facilitate the coordination of aid efforts. First responders use TSF’s telecommunication services to communicate vital information, stay connected with headquarters and other emergency responders in the country who are often spread across a wide geographic area. Information management and sharing has become critical for an effective humanitarian response.

ICT Assessment

TSF rapid response teams also assist local governments and emergency response coordinators to perform ICT assessments of damaged areas. We use our ICT experience to assist these organisations in preparing to reestablish commercial networks or planning to build the ICT support infrastructure needed for the recovery stage following an emergency.

In these deployments to sudden onset emergencies related to natural disasters and conflicts, TSF also engages in other types of missions: UN support (IT support), UNDAC support (telecoms assessments and IT support), Satellite lines provision and Assessments.

TSF’s structure - 3 deployment bases on 3 continents in Nicaragua, Bangkok and France as well as a representation the USA - is optimised to make sure all the world’s time zones are covered 24/7 so that teams can intervene anywhere on the globe in less than 24 hours.
PHILIPPINES
Typhoon Haiyan
7th November 2013 - 8th December 2013

14.9 MILLION PEOPLE AFFECTED
+6000 DEATHS

Mission supported by:
The European Commission
Humanitarian Aid and Civil Protection Department (ECHO)

HCO in 17 towns
12000 minutes of communication
5100 families reconnected

10 satellite connections offered to municipalities
SUPPORT TO +30 INGO
5 TELECOMS CENTRES
PHILIPPINES (Bohol) Earthquake
17th October 2013 - 24th October 2013

3 MILLION PEOPLE AFFECTED
7.2 MAGNITUDE
FIELD ASSESSMENTS IN COLLABORATION WITH UN OCHA

HCO in the most affected areas

MEXICO Cyclone
22nd September 2013 - 1st October 2013

100,000 PEOPLE AFFECTED
HCO in the most isolated areas

COLLABORATION WITH THE MEXICAN RED CROSS

Telecom assessments
BURMA
Typhoon Mahasen
17th May 2013 - 23rd May 2013

FIELD assessments
TECHNICAL training & support
OCHA

studies on the telecoms situation in the region of SITTWE

MEXICO
Humanitarian Crisis
Re-establishing lifelines

400,000 migrants in Central America

In partnership with

THE TELECOMS CENTRE EQUIPPED BY
TSF 1,000 has allowed more than 1,000 migrants to renew contact with their families
SYRIA
Conflict
19th March 2012 - present

+2 million → 1 million
REFUGEES
CHILDREN

ICT & mEducation

2 EDUCATION CENTRES

Gaziantep
High-speed Internet connection
ICT lessons
650 beneficiaries / month

Al Salama
Centre equipped with interactive tablets
1000 children welcomed

Medical support

15 internet connections
in Syria’s main hospitals

→ improved coordination of medical teams
→ improved management of medical stock lists
→ improved patient care
→ improved communication with the field teams

Al Salama refugee camp

1 telecom centre for the Syrian Red Crescent

1 telecom centre for Relief Office logistics
Mali Burkina Faso - Niger

Conflict

Since the outset of the conflict:

175 000

Malian refugees have fled to neighbouring countries

Since 2012:

Connections in 5 refugee camps managed by the UNHCR:
- Abala (Niger)
- Bani-Bangou (Niger)
- Mangaize (Niger)
- Gorom-Gorom (Burkina Faso)
- Dakoro (Niger)

In 2013:

One new camp connected
- Tabareybarey (Niger)

Connections in NGO regional offices:
- Islamic Relief
- CARE International
- ACTED

Improved coordination and information management for the humanitarian organisations on the ground

(Médecins Sans Frontières, World Food Programme, UNHCR, UNICEF, OXFAM...)
Chapter II

Emergency preparedness

TSF uses its expertise as the leading emergency telecommunications organisation to train other relief organisations as well as local and national government disaster response agencies in emergency response.

TSF aims to improve the response capabilities of these groups so that they can, by themselves, use ICT when they face emergencies. This heightened response capacity allows trained actors to be operational in the hours following a disaster - the critical time during which the most lives are in danger.

In addition to preparedness training, TSF also provides emergency telecom kits to local relief organisations and training in their use. The kits include satellite communications and ICT equipment allowing relief offices to remain connected when the commercial infrastructure is down.
EMERGENCY PREPAREDNESS

building humanitarian response capacities

Aim:
Increase the response capacity of local emergency workers
Manage emergency telecoms in crisis situations
Train local actors in ICT solutions
Transfer knowledge and skills within participating organisations

100 emergency workers trained

66 NGOs represented from ...

34 countries

4 international training sessions

Managua, May
Dakar, May
Nairobi, June
Bangkok, March
Chapter III

Bridging the digital divide

Information and Communication Technologies (ICT) are an essential component of development. TSF's aim since its creation has been to come to the aid of isolated populations cut off from the rest of the world. The challenge is to bring lasting solutions to the systemic lack of the means of communication in remote areas.

Well-used ICT is an effective way of achieving vital goals – poverty reduction, basic health care, education and the reconnecting and strengthening of family ties. In isolated areas TSF is installing community telecoms centres whose mission is to provide regular access to ICT, Internet connections, national and international telephone lines and computing and office equipment.

These centres benefit local associations and students, as well as other members of the community. The ICT applications and services provided in the centres are determined by the specific development needs of each local area. These needs are evaluated individually and defined in advance in consultation with the local authorities, the community and its key economic, social and medical representatives.

Computer and Internet training adapted to personal needs is provided. Each centre is supervised by a team member from one of the TSF bases who oversees the induction and training of one or more local employees in using and maintaining the equipment and in running the centre. To begin with, the centre is financed by TSF using funds provided by its partners.

An agreement between TSF and the organisation coordinating the beneficiary associations defines the responsibilities of each of the parties. In the long term, the project assumes a gradual transfer of the management of the centres to the local communities; this ensures the durability of the scheme and helps local development and capacity building.
BRIDGING THE DIGITAL DIVIDE

MIARINARIVO (Madagascar)

In collaboration with the following partners, TSF was able to connect the town of Miarinarivo:

- IT CUP (Neurotech Technologies, football of humanware)
- Fondation Telma

Chamber of commerce & industry
Prospérer (local charity)
Cyber centre (Town hall)
Anteranансoa Centre
ITASY offices

Connected by TSF
MIARINARIVO

Population

Literacy rate < 65%

Malgasy internet access 2%

Cyber centre

6500 beneficiaries in 2013

11000 users since its opening

460 people trained in ICT in 2013

I am very happy that Internet has arrived in Miarinarivo because it facilitates communication with the entire world thanks to the different services it offers. It plays an important role not only in the field of communication but also in others like education or professional life thanks to the different documents available there.
TELPaneCA
Opening: 2008

Resource centre

FrontlineSMS system

Information broadcast on the price of local agricultural produce amongst agricultural cooperatives

In 2013, the Telpaneca Centre, financed in collaboration with the IT Cup, became a resource centre and reference point for key information on local agricultural produce. It groups together documents and information which advise farmers on harvests and how to optimise their resources.

Community centre

Agricultural workers need the Internet to be aware of commodity prices on the global market, as well as the different distribution channels available, in order to negotiate the best prices, to export goods and to expand their activities.

150 people taught how to use the SMS system

+2300 users
ICT Centre
In collaboration with:

Enfants du Mékong

BANTEAY CHHMAR
(Cambodia)

Literacy rate < 75%

Fight against the digital divide amongst children

Education and child protection

free access to computers

ICT lessons

Transfer of TSF equipment for the ICT centre

powered by solar panels

language lessons
COMMUNITY CENTRES

In cooperation with:

ABALAK (Niger)
Opening: 2010

700 students taught

+4000 beneficiaries

information centre for local schools

“This centre helps us a lot. It allows students and teachers to access numerous documents needed for training sessions. It is the only library we have.”
Head of the CES

DAKORO (Niger)
Opening: 2007

6500 users

1000 people trained

IT support for NGO partners

+80 organisations
GUIÈ
(Burkina Faso)
Opening: 2010
AZN Association Zoramb Naaggaaba

Education
Youth
Community project
Community
Health
Environment

8000 beneficiaries
53000 emails sent
10 villages connected

Thanks to the IT CUP centre, we make fewer trips, incur fewer expenses, and reduce fuel consumption for missions: from now on, we will save a lot of time and energy. We are also now more efficient in communicating with our partners.

Primary pupils
High school pupils
University students
Teachers
Local organisations
Other

9%
13%
5%
20%
51%
Chapter IV
Information systems

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

The advantages of ICT in the medical domain generate heightened coordination amongst medical workers through the use of communication tools for prevention and improved patient care. In developing countries, access to ICT benefits the efficiency of local relief workers in a number of different fields such as the protection of vulnerable populations.

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

In response to these humanitarian needs, Télécoms Sans Frontières follows technological advances attentively in order to propose the best-adapted and most innovative service to development programmes.
Information systems

NIGER
Dakoro - Bermo - Say
Put in place in 2012

Aim:
Reduce the impact of food insecurity
Improve the effectiveness of local workers through the use of ICT
Facilitate farmers’ decision-making and their power to negotiate

Information on agricultural & livestock markets

87% success rate

Collect & receive data using Smartphones

Radio broadcast twice weekly
Information system
MYANMAR

Monitoring system
Food security

In collaboration with

WFP
wfp.org

In support of

FSIN
Food Security Information Network

System developed by TSF for tablet & Smartphone

Aim:
Monitor food security information
Better anticipate food crises
Provide a response to nutritional insecurity

Collect Analyse Share
nutritional information
Information system

NICARAGUA

Domestic violence
Movimiento de las Mujeres de Chinandega (MMCH)

The Chinandega Women’s Movement is a non-for-profit organisation, created in 1992, to promote appropriation and defence of women’s rights. The Movement develops several activities: self-help groups, information, psychological and legal support.

SMS Alert system

Aims:

- Ease MMCH’s communication with its volunteer network
- Facilitate the reception of SMS alerts
- Ensure regular communication by SMS with women in difficult situations
- Monthly data collect forms on domestic violence from MMCH representatives in each of the 13 municipalities

20 smartphones donated
13 towns helped
650 workers supported
Information system

NICARAGUA

Agricultural information exchange network

2 agricultural cooperatives

Miraflor = 11 Cooperatives
El Triunfo = 120 members

188300 SMS sent

- Coffee bean prices: 28%
- Marketing products: 14%
- Tourist reservations: 6%
- Meetings: 8%
- General information: 23%
- Credit applications: 21%

Aims:
Favour the transmission of key information to farmers in the region of Esteli
Contribute to the rural development of the area
Photo gallery
Philippines: Typhoon Haiyan
Mexico: Humanitarian crisis - Missing people
Syria: Gaziantep centre, Al Salama centre, satellite line provisions into hospitals and telecom centres
These actions would not have been possible without the support of our following partners:
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