

Friends-International **Annual Report** 2018

Friends-International powers
the following programs:



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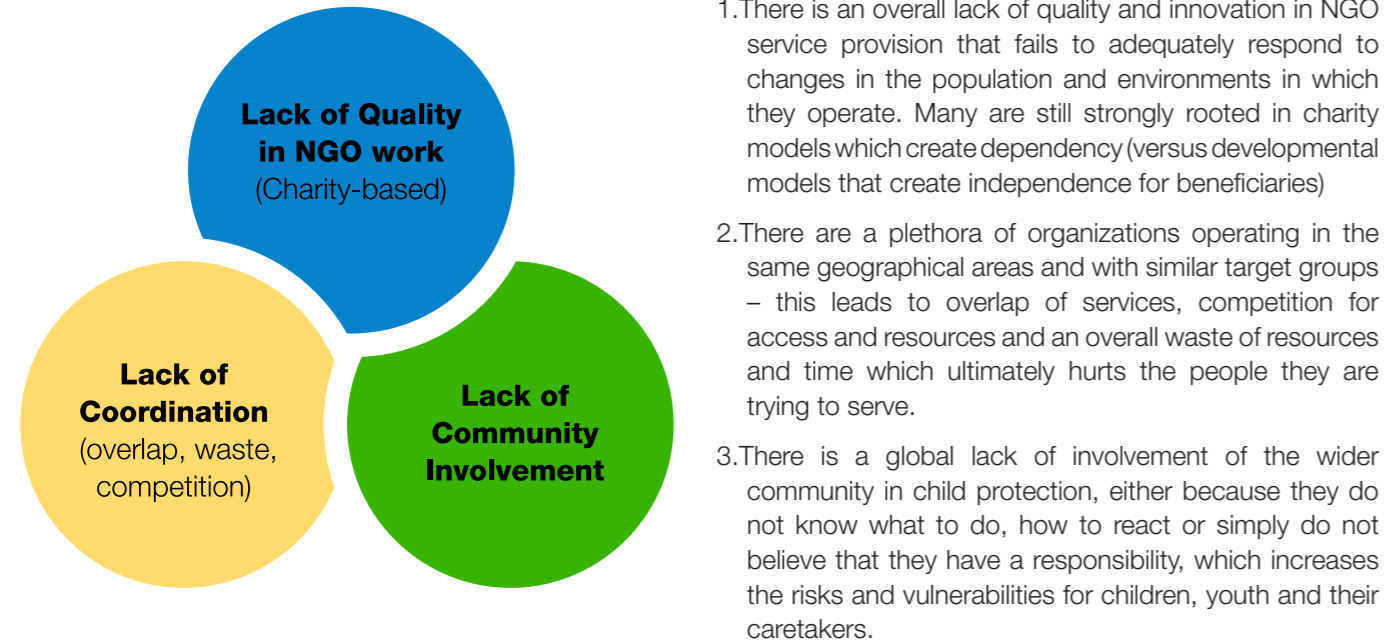
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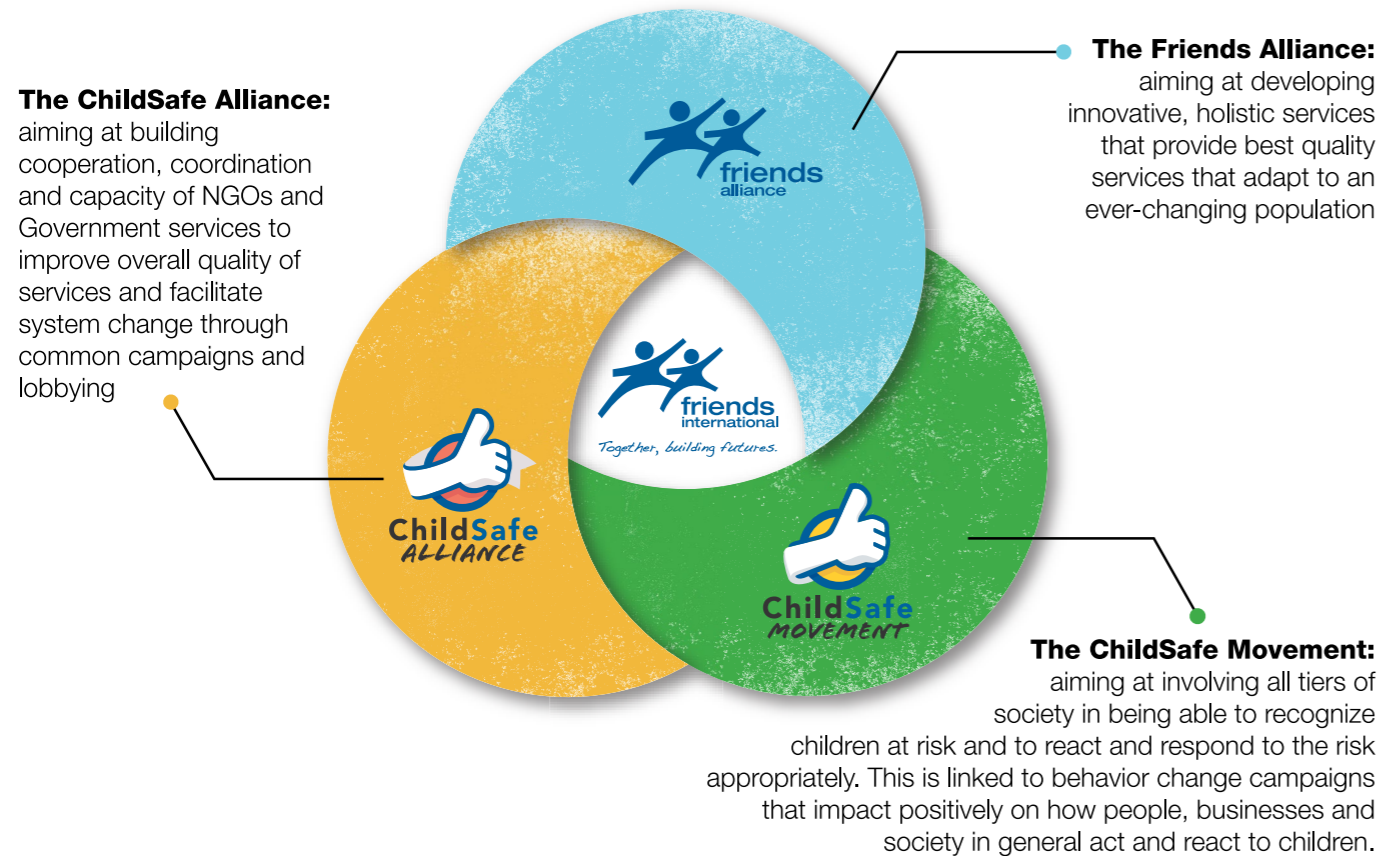
Introduction

Friends-International (FI) is a social enterprise with 25 years of experience working directly with marginalized children, youth, families and communities. We enable individuals who often severely lack opportunities to become productive, functional and independent citizens of their country. As a leading social enterprise we run and support innovative projects which save lives and build futures for children and their families across Asia, Africa and Europe, and we are guided by those who matter the most to us - the children and youth we work with every day.

The Friends-International theory of change is based on 3 observations



To respond to these observations, Friends-International developed 3 projects: To manage this system, Friends-



International has built a central coordination team (based in Phnom Penh) as well as creating international support teams that adapt to reflect the needs of our field Programs. In 2018 these teams comprised of:

- **International Coordination:**
 - Finance
 - Communications
 - Human Resources/Administration
 - Friends Alliance Coordination
 - ChildSafe Alliance Coordination
 - ChildSafe Movement Coordination
 - Quality/MER Coordination
 - Partnerships
- **International Support Teams:**
 - Vocational Training
 - Employment
 - Training Business
 - Finance
 - Country Technical Assistants
 - Human Resources

FRIENDS ALLIANCE

The Friends Alliance is a series of best practice programs which develop holistic and innovative projects that save lives and build futures of children, youth and caretakers.

The Friends-Alliance unites under the same standards, objectives and processes a number of organizations initiated by Friends-International (FI), some managed by FI, some localized with a cooperation agreement, some under specific co-management with Governments.

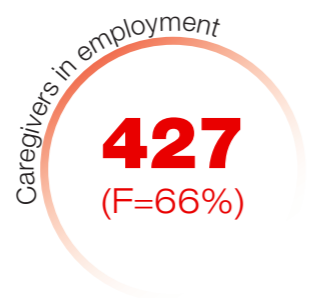
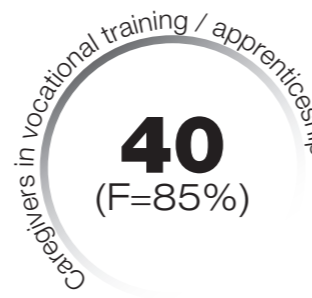
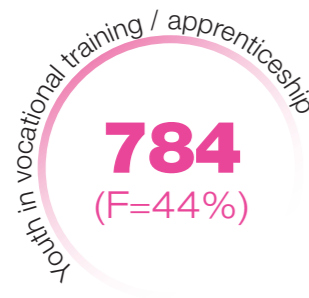
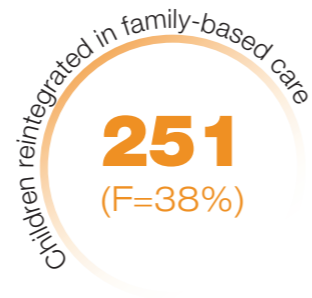
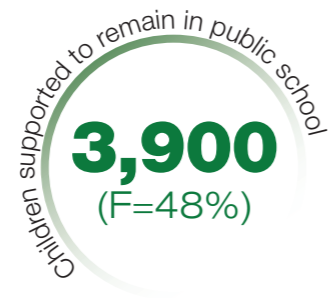
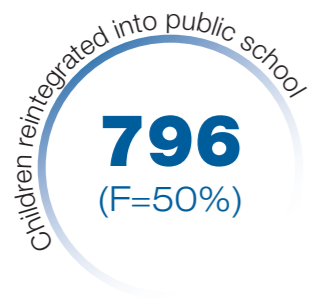
- Yayasan Teman Baik: Friends in Indonesia (local)
- Mith Samlanh: Friends in Phnom Penh, Cambodia (local)
- Kaliyan Mith: Friends in Siem Reap (FI)
- Peuan Mit: Friends in Lao PDR (Vientiane + Luang Prabang) (co-management)
- Peuan Peuan: Friends in Bangkok (FI)
- Aran/Poipet: Friends at the Thai/Cambodian border (under Friends Thailand MoU) (FI)
- Friends-Suisse: Friends in Geneva (local)
- Tha Ngae Gyin Myar: Friends in Yangon, Myanmar (local)

KEY RESULTS

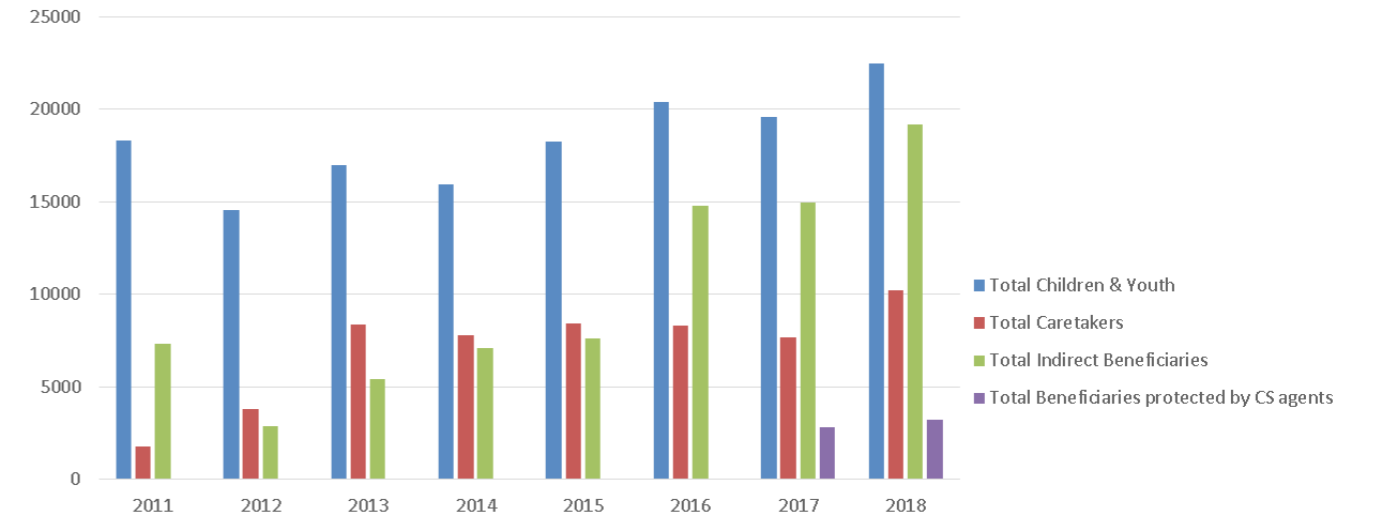
Total number of children, youth and caretakers reached: 51,834 (F=42%) (+ 23% from 2017)

- Children/Youth: 43% (+15% from 2017)
- Caretakers: 20% (+33% from 2017)
- Indirect Beneficiaries: 37% (+28% from 2017)

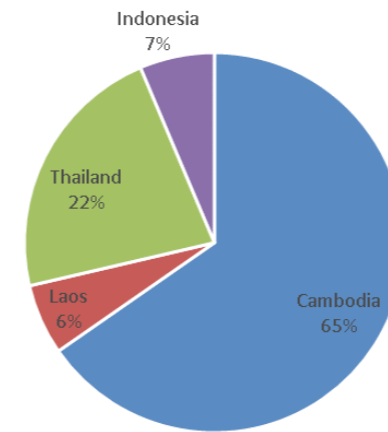
Total Children protected by ChildSafe Agents: 3,242 (F=37%) (+15% from 2017)



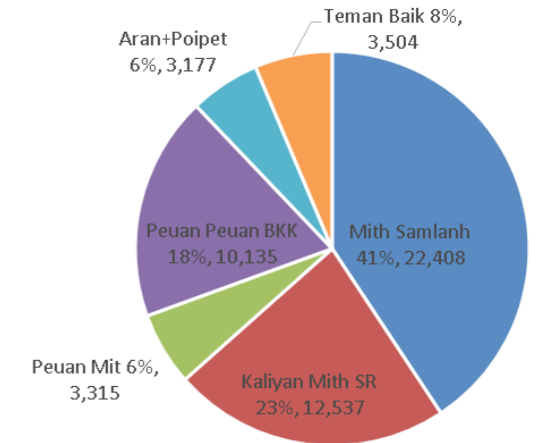
Number of Beneficiaries (per year and per type over 8 years)



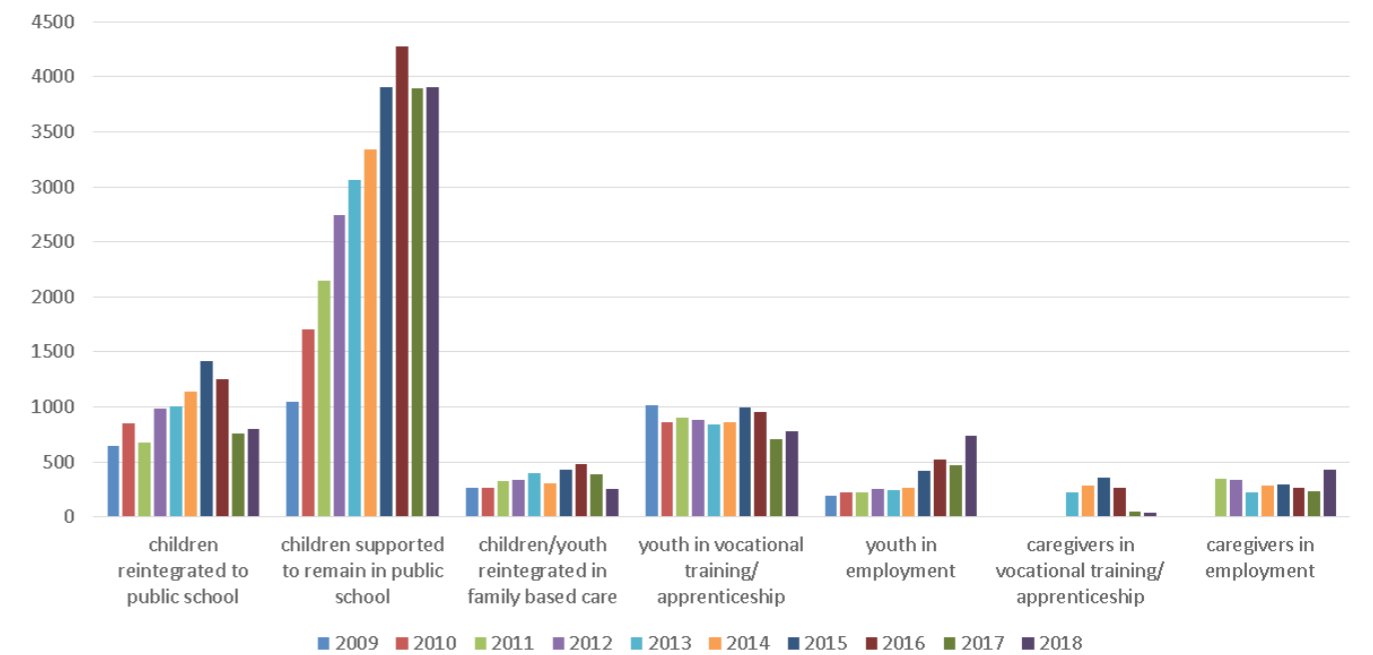
Percentage of beneficiaries per country of operation



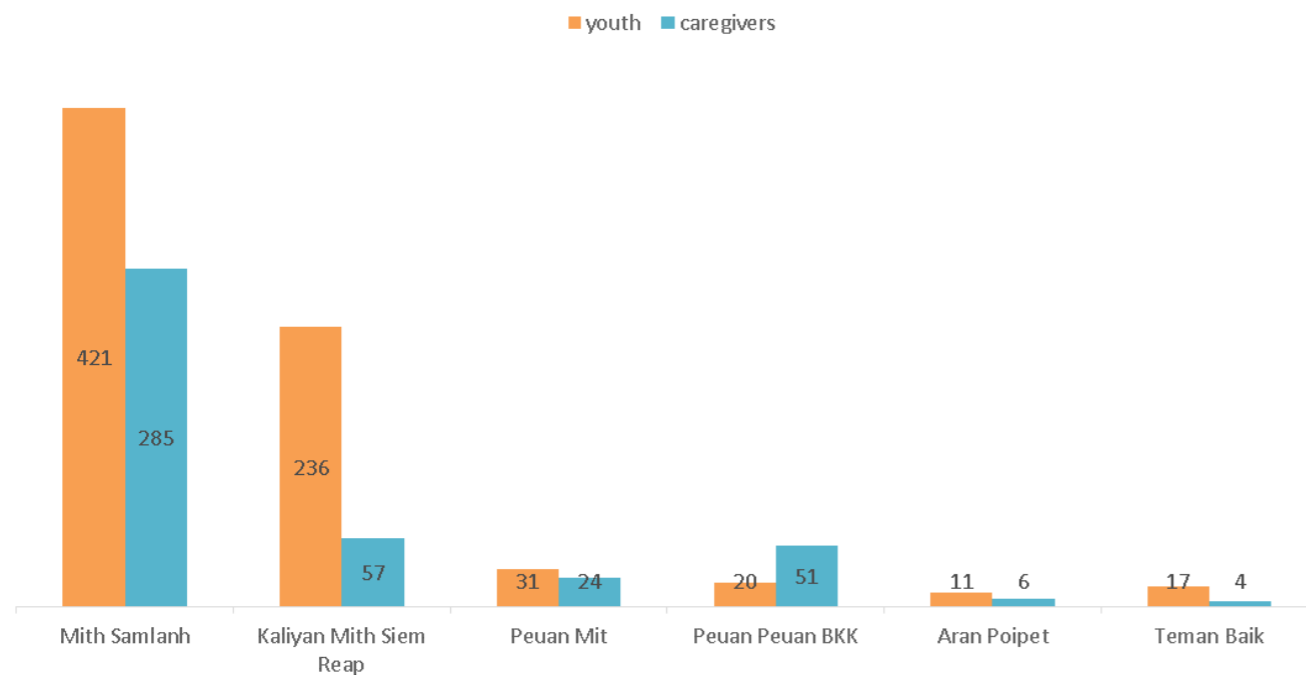
Number of beneficiaries per Program and locations



Number of beneficiaries per core activity (10 years)



employment 2018: youth and caregivers

**KEY RESULTS****Technical Support**

- Technical Support was improved in all Programs and in support Programs (Vocational Training, Employment)
- This increased capacity building across multiple projects and technical areas
- The current data collection system is still weak. However online data collection, evaluations, research and case management was pushed forward and a common centralized system was initiated and is being tested
- Staffing issues included on-going turnover, some budget limitations and issues in finding the right profiles

Saving Lives

- The activities of ChildSafe Agents and their impact increased (+15%)
- Services for sex workers were expanded in Cambodia, Thailand and Indonesia
- 672,190 condoms were distributed (+22%)

Building Futures

- Education
 - The reach of the school campaign was increased (+3%)
- Family Support
- Vocational Training
 - A new case management system, tools and training curriculum were developed for the vocational training projects and for the Futures project
 - A new Let's Eat training restaurant was opened in Vientiane "Sen Sep"
 - Training Businesses: It was a difficult year for the training business due to:
 - o Important adjustments made in the curriculum to respond to the changes in the beneficiary population and the reduction in numbers of students observed in the past years
 - o The reduction in the number of outlets in the past years

- o Construction for the Futures Factory at Mith Samlanh in Phnom Penh forcing the relocation of the flagship store
- o A decrease in traditional tourism in Cambodia and Laos
- o Changes in clientele: a reduction of the traditional client-base (Western) and growth of an Asian clientele
- TREE (Training Restaurants for Employment and Entrepreneurship):
 - o Revenue:
 - Friends the Restaurant: -7%
 - Romdeng: +4%
 - Marum: +1%
 - Khaiphaen: +8%
 - Let's Eat Siem Reap: -29%
 - Let's Eat Vientiane: NA
 - o In total 371 students and 36 caretakers in training across all locations
 - o Restaurants increased their sustainability through cost reduction measures
 - o 2 Let's Eat! training restaurants are in operation (Siem Reap and Vientiane) and #3 initiated (Phnom Penh)
 - o MoU in Laos signed, therefore opening new marketing opportunities for Khaiphaen Training Restaurant in Luang Prabang
 - o The curricula and business concepts were reviewed and upgraded for Friends Futures Factory opening
 - o TREE became the coordinator of, and prepared for the launch of the Social Gastronomy Hub Southeast Asia
 - o TREE student recruitment was problematical in all locations
 - o Laos is especially vulnerable:
 - Lao tourism is slowing down which reduces the number of clients
 - The signing of the MoU was late, which adversely affected Khaiphaen's growth
 - The Let's Eat! concept is slow to develop in Vientiane
 - Full funding for the reopening of Makphet remains difficult to secure
- Friends'N'Stuff (FNS):
 - o Revenue:
 - FNS Street 13 Phnom Penh: -22%
 - FNS Romdeng Phnom Penh: -8%
 - FNS Siem Reap: -22%
 - FNS Laos: +7%
 - o A Popup store was set up and was able to cover during the lengthy construction period at Mith Samlanh, however sales were still adversely affected
 - o The FNS Production teams in Phnom Penh and Siem Reap were reorganized and managed as one under the HQ Team to increase effectiveness in coordination, processes and sales
 - o 65 new products were launched
 - o A training on customer journey was designed and implemented for staff and students (at FNS and also smaller Vocational Training Workshops)
 - o FNS struggled with a challenging environment in which to grow
 - o The Romdeng shop was down despite the restaurant growing, the Made in Cambodia stall in Siem Reap was underperforming. Efforts were made to develop the FNS wholesale business
- Futures (Employment)
 - Futures project (employment) was expanded and its impact increased (+65%)
 - A new curriculum aimed at supporting a wider range of young people to directly access employment (Job Preparedness) or to start their own business (Incubator) was started and will be initiated in the new Futures Factory

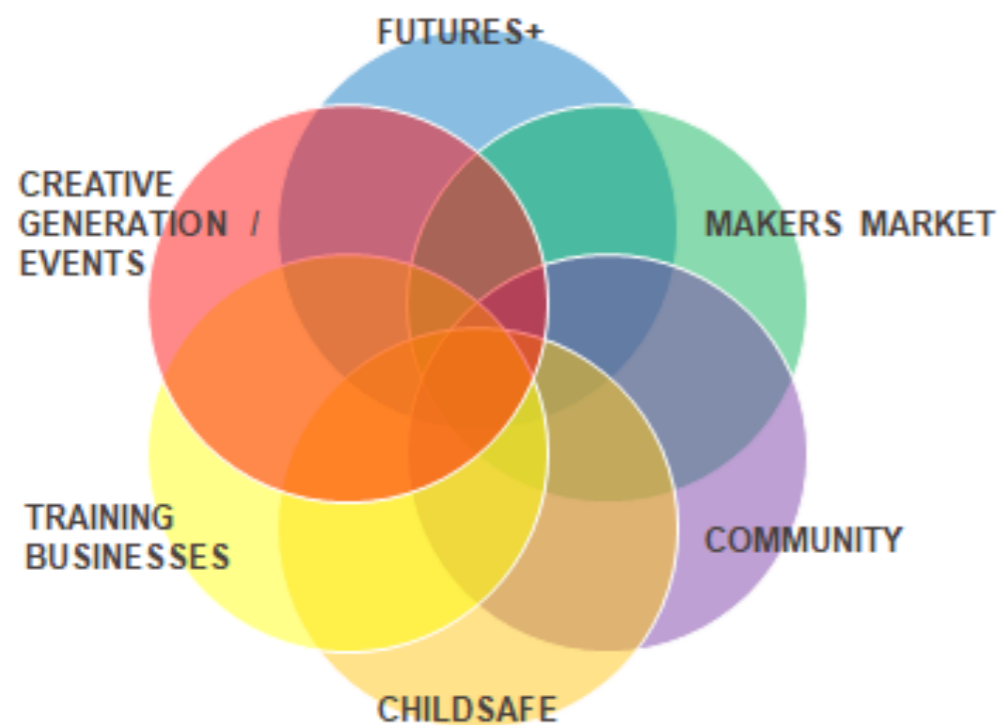


Friends Futures Factory

The FF is a new space created initially in Phnom Penh, Cambodia. The Futures Factory shows Friends-International responding to the changing (improving) socio-economic situation in Cambodia in general - but in central Phnom Penh in particular – and the changes in the demographics reached by the Mith Samlanh social services. Through the Futures Factory, Friends-International is developing services that appeal and are open to a broader section of youth.

The Futures Factory gathers a series of interlinked projects that all aim at developing the creativity and capacity of youth to build their futures, by accessing employment or creating their own businesses. The Futures Factory provides opportunities for hands-on training (in training workshops and internships), soft skills training, incubation and the opportunity to run a first business (with a makers market, restaurant start-ups), alongside a space for artistic creation (with studios and residencies).

In addition, the Futures Factory will be a ChildSafe Space that will provide unique experiences to travelers which will have a positive impact on children as well as volunteering opportunities.



- Construction: the year was spent in construction of this new project within the Mith Samlanh Center in the heart of Phnom Penh
- Some initial projects were initiated during the construction process:
 - Workshops: vocational training workshops were created by building on existing vocational training businesses and improving curricula and services (Beauty, Nail, Barber)
 - Incubator: 2 groups were identified and selected:
 - o Archilli: a group of 3 young design students in RUFA who are designing unique pieces of furniture from upcycled materials. The business incubator is helping them refine their target markets, establish a manufacturing process for their design and expand the reach of their marketing to beyond the borders of Cambodia.
 - o Plastic Commune: a team of 4 incredibly eco-conscious young adults who are keen to make a positive impact on the environment in Cambodia. The business incubator helped them to transform their business idea, moving them from educating teens about waste management, to actually implementing a ground-led

sorting and logistics solution in Phnom Penh for a cleaner environment. Once the trials are done, they will be moving to scale up the operations to a city wide solution.

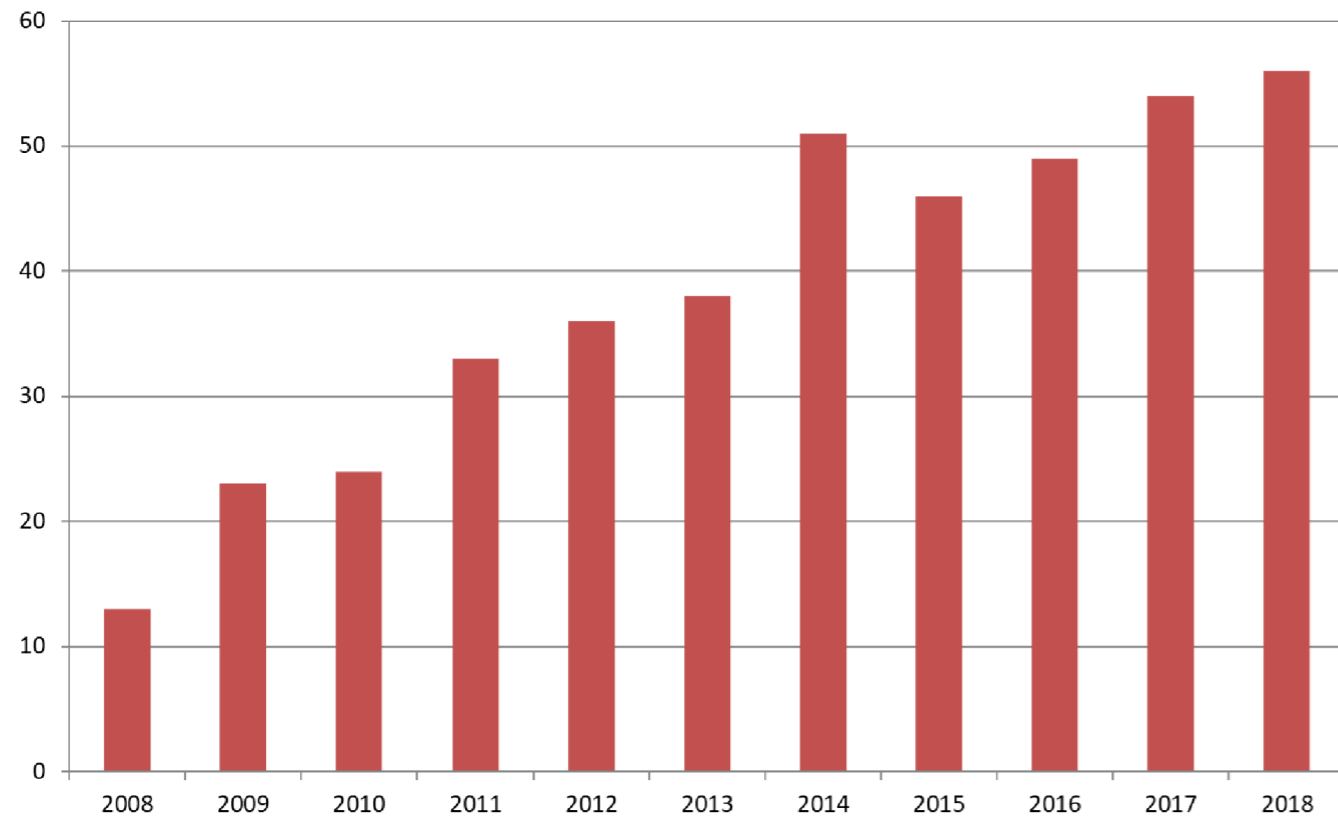
- Creative Generation: an agreement was made with the Creative Generation arts project to have the project based at the FF from 2019, leading to a series of artistic events and exhibitions promoting a new generation of artists. Space for artist residency will be provided.
- ChildSafe: FF will serve as a hub to reach the general public and will be a ChildSafe Space. Initial projects were tested and launched from the Futures Factory (Escape Game, cooking experiences and cocktail experiences in collaboration with TREE, tuk tuk tours...).
- Community: local groups have started activities in the FF space (Karate Club, Alcoholics Anonymous)
- Futures+: the FF will be the main base for the development and expansion of the Futures Employment project and the curriculum is being upgraded and expanded to provide soft skills training, internship opportunities and access to employment to more youth and caretakers.

Government partnerships

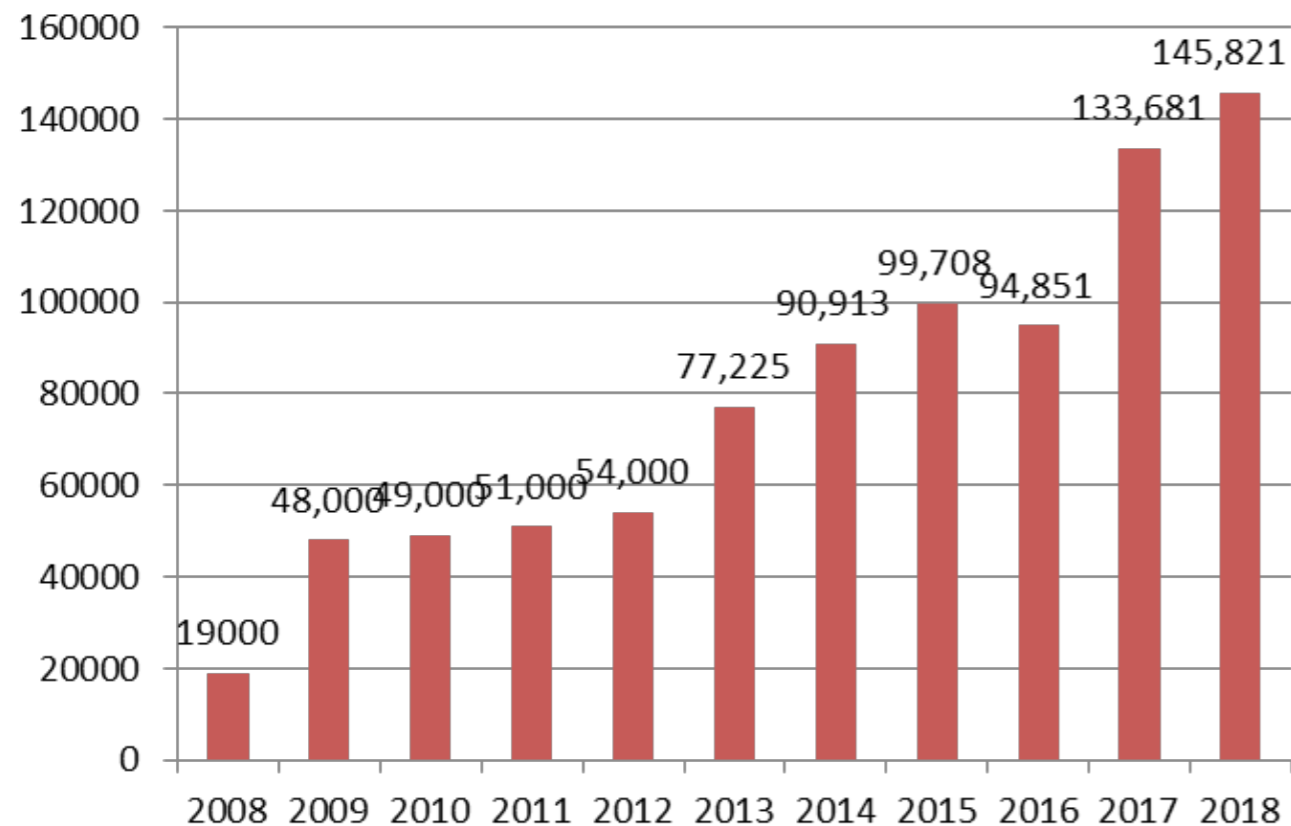
- Memorandum of Understanding (MoU) renewal processes are still time consuming and we experienced severe delays in signing which impacted our service provision. However:
 - FI Myanmar temporary registration was signed (waiting for the final registration to be signed in 2019)
 - The MoU renewal with the Lao Government was finalized
- Strong collaboration of Mith Samlanh and Kaliyan Mith with the Cambodian Government continued to support family reintegration and reintegration of children from Residential Care Institutions
- Support to the Thai Government to implement Child Protection Policies in Government shelters and training of Government staff
- Support to the Indonesian Government to implement Child Protection Policies in schools in Papua

CHILDSAFE ALLIANCE

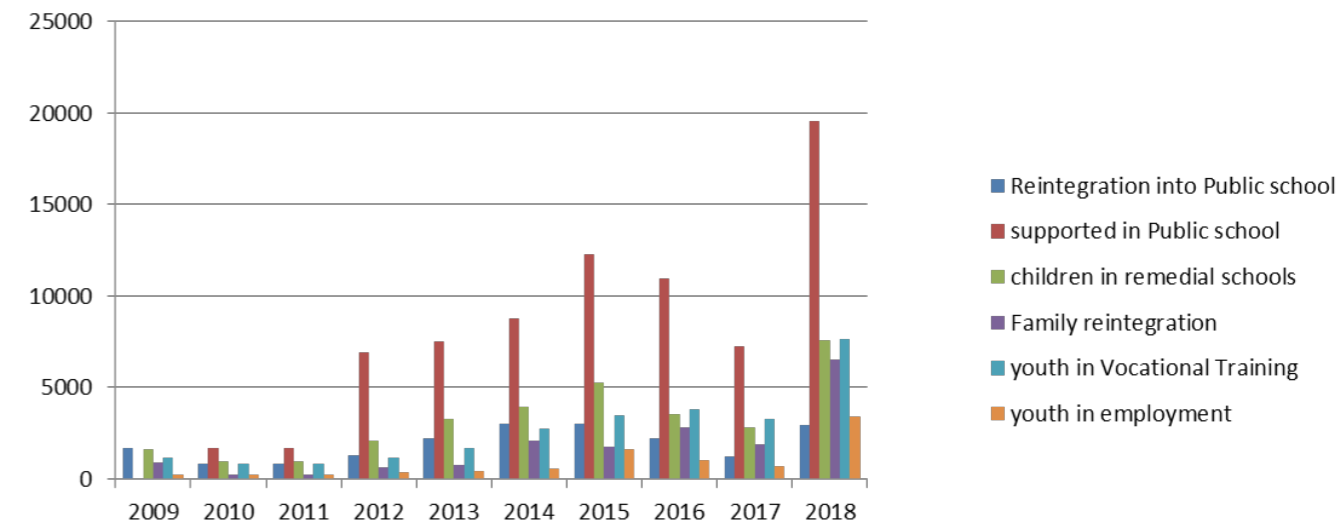
Number of Partner Organizations



Number of Beneficiaries



Number of beneficiaries per activity



KEY ACHIEVEMENTS AND CHALLENGES

The ChildSafe Alliance continued to grow in 2018, with increased interest in our services from donors, NGOs and Governments.

In order to respond to these requests, the team worked on:

- Improving the quality of the assessment of CSA partners around 21 points
- Reinforcing support plans for partners
- Reinforcing collaboration through Specialist Groups where organizations share, build common capacity and create common services and activities

21 Areas of Intervention of CSA		
Saving Lives	Building Futures	Quality
1. Violence Against Children	1. Children In Conflict With the Law - Prison	1. Child Protection Policies
2. Drugs / Alcohol	2. Migration / Trafficking	2. M&E
3. HIV / AIDS	3. Family + (Family-Based Care/Alternative Care)	3. Research
4. Health	4. Orphanages	4. Accounting
5. CSEC / Sex Work / Entertainment	5. Education / NFE / School Reintegration	5. Board / Management
6. Child Labor	6. Vocational Training / Employment	6. Human Resources
7. Direct Protection	7. Disability	7. Capacity Building / Sharing

Core activities carried out through the ChildSafe Alliance included

Child Protection/ChildSafe:

At the core of FI's work and the ChildSafe Alliance Standards, child protection was reinforced throughout the Alliance and within Government Services

- Cambodia:
 - Child Protection Policies (CPP) were reinforced among 4 Partners of 3PC (see 3PC box)
 - This year there were 8 ChildSafe Implementing Partners
- Thailand: CPP project was expanded to 8 shelters under the Department of Children and Youth (DCY) and 11

emergencies shelters were trained to implement a CPP. 3 NGOs partners were supported to reinforce their CPP

- Philippines: ChildSafe was relaunched in collaboration with the Ministry of Tourism the collaboration was strengthened and a plan for 2019 was made for an official Launch and Training of Trainers (ToT) trainings in 2019
- India: Sharana continued to provide Child Protection and Child Safe trainings to their team
- Indonesia: Teman Baik provided ToT to 6 implementing partners of UNICEF. These partners will be in charge of support schools in 6 districts of Papua to implement Child Protection Policies

Vocational Training

- Vocational Training (VT) is increasingly seen as a priority for many partners; this collaboration was further reinforced. In order to support the development of vocational training among Partners, the social franchising of the Barber, Beauty, Nail, Motorcycle and Electricity training was pushed forward with revision of the curricula, business principles and social assessment and support plans. These will be rolled out in 2019.
- TREE (Training Restaurants for Employment and Entrepreneurship) is built as a social franchise, the model allows for rapid replication among partners. All partners received on-going quality assessment, training and support for management, communications and marketing. Restaurants run by TREE Partners in 2018 were:
 - Sandan (M'lop Tapang, Sihanoukville, Cambodia): support provided to respond to the rapid changes in Sihanoukville included creating a Chinese menu, and moving the location of the restaurant
 - Friends the Restaurant (Mith Samlanh, Phnom Penh, Cambodia): a new menu and targeting emerging Asian market
 - Romdeng (Mith Samlanh, Phnom Penh, Cambodia): new marketing for Asian market and revised training curriculum
 - Marum (Kaliyah Mith, Siem Reap, Cambodia): support to the team to improve management
 - Khaiphaen (Peuan Mit, Luang Prabang, Lao PDR): waiting for the MoU renewal to push the marketing and preparing for the Asian market
 - Makphet (Peuan Mit, Vientiane, Lao PDR) : closed, awaiting reopening in 2019
 - Linkage (Linkage, Yangon, Myanmar): supported to reach TREE standards
 - Let's Eat 1 (Kaliyan Mith, Siem Reap, Cambodia): the menu and process was revised to fit the concept and opened under the new standard in September
 - Let's Eat 2 (Peuan Mit, Vientiane, Lao PDR) : opened in July 2018
 - Joined the Social Gastronomy Movement

Employment (Futures / Futures+): Futures, designed in collaboration with our partner M'lop Tapang, aims at providing tailored support to youth (and some caretakers) to be ready to access employment or start/develop their business.

- Futures expanded this year globally:
 - M'lop Tapang (Sihanoukville, Cambodia): continued to implement Futures in Sihanoukville
 - Mith Samlanh (Phnom Penh, Cambodia): tested the revised curriculum
 - Damnok Toek (Poipet, Cambodia): initiated the Futures Office in Poipet (border between Cambodia and Thailand)
 - Kaliyan Mith (Siem Reap, Cambodia): Futures Office conducted training in the rehab center Peuan Mit (Vientiane, Lao PDR): PM improved Futures on the Move through Mobile outreach to reach more locations in communities and schools
 - Peuan Peuan (Bangkok, Thailand): Expanded employment readiness training to 4 government shelters
 - Teman Baik (Jakarta, Indonesia): continued to implement Futures on the move in Jakarta
 - Friends Suisse (Geneva, Switzerland): initiated a project aiming at giving opportunities for internship for young refugees (RISE project)
 - Amic (Geneva, Switzerland): partnered with Friends Suisse for the development and implementation of the RISE project
- The curriculum was revised to adapt to different settings beyond the traditional vocational training center such as in prisons and incommunities

- In addition an expansion of the project (Futures+) is being designed to reach to a wider audience of youth and to be shared with Partners in the region (Thailand, Malaysia, Indonesia...)

Migration

Across South East Asia, migration is increasingly an issue with a number of young people involved in unsafe migration that can lead to situations of trafficking, children left behind and emerging trends with new international population movements that impact local communities (Chinese migration for example)

- Cambodia: A growing number of Cambodians are migrating internally and internationally. FI and 3PC partners worked in collaboration through a specialist group on migration. 3PC managed to cover migration routes and provide safe migration prevention messages at departure, transit and destination locations. In addition the partners also ensured sustainable reintegration of returning migrants
- Cambodia: Our Partner M'lop Tapang is facing accelerating changes in Sihanoukville with a rapid increase of the Chinese population due both to migration for work and an increase in Chinese tourism. This has radically changed the landscape and impacted their projects significantly. Support was provided to navigate the situation (Sandan restaurant for example) and M'lop Tapang is sharing their experience to help mitigate similar situations coming up in other areas of Cambodia.
- Thailand: the number of vulnerable foreign migrants continued to increase and the support for their children in term of access to health, education and protection remained a problem. Peuan Peuan has been consulted by various partners (Universities, International NGOs, and Government) to gather data on the situation of Cambodian migrants. Peuan Peuan also strengthened its intervention on the construction sites where foreign migrants are living.
- Cross-border: A very high number of Cambodian individuals (about 60,000) were deported last year to Poipet where ChildSafe operates a Drop-In Center (DIC) which is a collaboration between Damnok Toek, Krousar Thmey, Peuan Peuan and Kaliyan Mith. The support provided focused on vulnerable groups and in particular non-accompanied children and victims of exploitation.

Family+ (Alternative Care)

Family-based (re)integration has been at the core of the Friends-International mission since the beginning and through the ChildSafe Alliance has been expanded to more partners. In collaboration with UNICEF and Governments (Cambodia, Myanmar), the ChildSafe Alliance also addresses the issue of Residential Care Institutions (orphanages) and promotes the family-based reintegration of children in such institutions.

- Cambodia: 3PC has been a key program to support the strategy of the government to reduce the number of children living in institution. Efforts have been made to prioritize the quality of the reintegration and to promote 3PC partners models as best practice in terms of standards of care in Transitional Homes, fast reintegration, family support systems
- Thailand: Peuan Peuan collaborated with the The Convention on the Rights of the Child Coalition for Thailand (CRCCT) to advocate for a change in policy and regulations regarding Alternative Care in Thailand. Last year ChildSafe conducted a road map and situation analysis to support the strategy of the CRCCT with the support of UNICEF Thailand

Drugs:

As the issue of drug use among youth continues to grow and be a major concern to families and Governments, the ChildSafe Alliance continued to push the agenda for holistic (prevention, harm reduction, detoxification, rehabilitation, reintegration) social and voluntary-based services.

- Cambodia: the collaboration between 2 implementers (Mith Samlanh and Korsang) was improved and common training was developed
- Collaboration with the Cambodian Government continued
- Training to partners in Thailand and Laos was carried out

Partnership Program for the Protection of Children (3PC)

3PC (the Partnership Program for the Protection of Children) is the Cambodian subprogram of the ChildSafe Alliance and is powered by Friends-International (FI), with the technical support of UNICEF and under the auspices of the Ministry of Social Affairs, Veterans, Youth and Rehabilitation (MoSVY). It launched in 2011 and was developed, and is expanding, based upon a thorough assessment of current gaps and existing responses at sub-national level. In order to protect

Cambodia's children and strengthen the system, 3PC works to:

1. Improve coordination among partner NGOs
2. Strengthen the collaboration between stakeholders within Cambodia
3. Assure quality of services, and
4. Foster collaboration between government and partner NGOs

FI, MoSVY and UNICEF worked in close collaboration on the design of the program, including the selection and monitoring of NGO partners. 3PC is currently operational in seven provinces across Cambodia and has a network of 10 implementing partners working collaboratively with more than 40 ChildSafe Alliance (CSA) partners. All 3PC partners work in close collaboration with local government services.

Consultancy list 2018

Clients	Countries	Topics
Tondo	Thailand	<ul style="list-style-type: none"> • CM training to Life Prep on request of TONDO • CP and CM training to Starfish on request of TONDO
EWB	Cambodia	CP training to Engineers Without Borders on CP
MoSAVY	Cambodia	Manual for street living population for MoSVY
DCY	Thailand	DCY snapshot survey design and training content
ASMAE	France	
Chulalongkorn University	Thailand	Interviews of Cambodian migrants
Mahidol University	Thailand	Support provided to team Contribution to research made
PLAN	Thailand	Support for Coordination, direct support representation to PLAN, Field visit and final report submitted
OAK foundation	Cambodia Vietnam	Support to donor grantees
UNICEF	Thailand	Support for methodology, analysis of data, and draft of report and draft reports and report submitted
UNICEF	Indonesia	Direct support and coordination for testing, creation of material (IEC/manual/SoPs) and training delivery

CHILDSAFE MOVEMENT

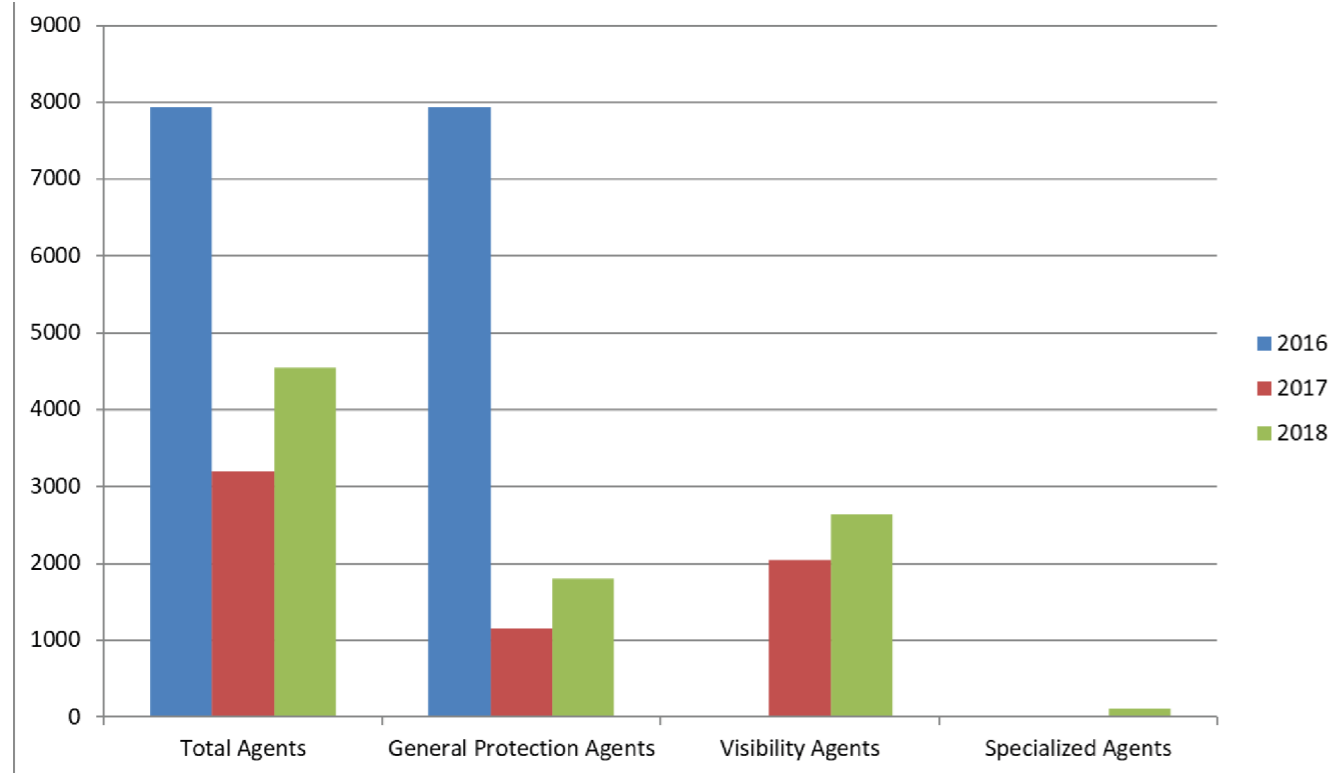


KEY STATISTICS

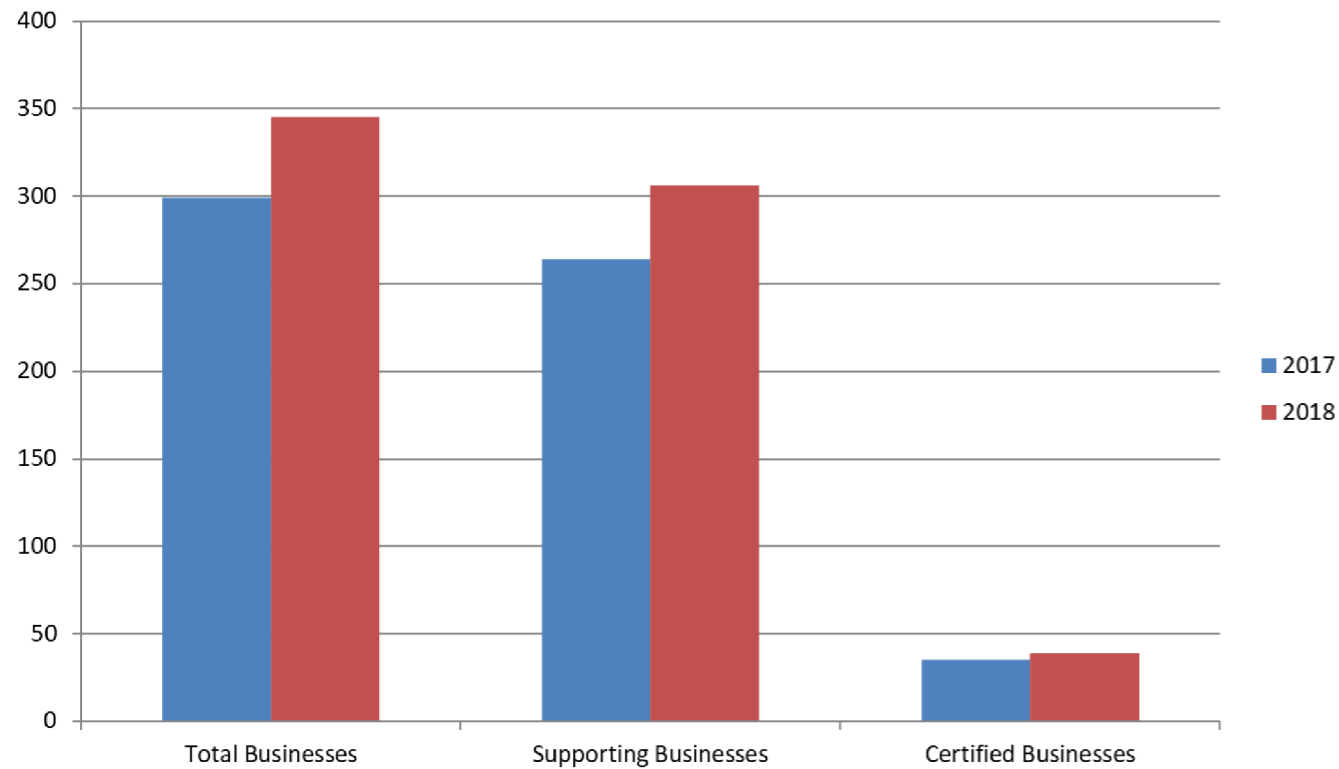
- 19,160 Children were protected through direct and indirect actions in 2018

	2018	2017	2016
Campaign Reach	17,000,000	25,274,067 **	9,000,000
Members	11,668	7,108	7,938
Businesses	345	299	229
Direct Children Protected	8,881	9,430	8,328
Alliance Partners	56	54	49

** Pook Look, the ChildSafe mascot launch in Thailand gave a major boost to 2017 figures



Businesses Partners



New businesses in Cambodia, Thailand, Vietnam, Indonesia, UK, Canada, USA, Philippines and Australia.

KEY ACHIEVEMENTS AND CHALLENGES

ChildSafe Implementing Partners:

In order to expand the reach of the Movement, ChildSafe is working with various Implementing Partner Organizations with various levels of involvement. Active in 2018:

- **Cambodia:** 24 (Mith Samlanh, Kaliyan Mith, M'lop Tapang, Cambodian Children's Trust, Children Futures International, Damnok Toek, SKO, Epic Art, Komar Rikreay (KMR), AEC-Foyer Lataste, Legal Aid of Cambodia, Social Services of Cambodia, Transcultural Psychological Organisation (TPO) Cambodia, First Step Cambodia, Action Pour Les Enfants (APLE), Angkor Children's Hospital (ACH), Sipar, Krousar Thmey, All Kids, Child Helpline Cambodia, Mother's Heart Cambodia, Stung Treng Women's Development Center (SWDC), Free to Shine, Holt Cambodia, Korsang)
- **Egypt:** 4 (FACE, El Mawa, CARITAS and Banati)
- **France:** 3 (Friends France, Ami(e)s and Apprentis D'Auteuil)
- **Germany:** 1 (Friends Deutschland)
- **Honduras:** 1 (AyO)
- **Indonesia:** 1 (Yayasan Teman Baik)
- **India:** 1 (Sharana)
- **Japan:** 1 (C-Rights)
- **Kenya:** 1 (Tushinde)
- **Lao PDR:** 1 (Peuan Mit)
- **Nepal:** 1 (Forget Me Not)
- **Myanmar:** 1 (Linkage)
- **Philippines:** 3 (Hahah Tuluyan, Visayan Forum, Kaibigan Foundation)
- **Thailand:** 9 (One Sky, Kids Ark, Urban Light, Anti Trafficking and Child Abuse Center (ATCC), Foundations for Education and development, Lifeskill Development Foundation, Foundation for Better Life of Children, Gift of Happiness Foundation, Peuan Peuan)
- **Sweden:** 1 (World Childhood Foundation)
- **Switzerland:** 1 (Friends Suisse)
- **UK:** 1 (Salford University)
- **Vietnam:** 2 (Planete Enfants et Developpement, REACH)

ChildSafe Agents

ChildSafe Agents are individuals who are selected because of their strategic position (geographical, social...) that allow them to have a real impact on protecting children. Once selected these people are trained on how to recognize children at risk of all forms of abuse and accidents. After training they become Certified Agents

- A total of 4,546 Agents were operational
- 1,017 new Agents were identified and trained
- The Agents were subdivided by their different roles and responsibilities:
 - General Protection Agents: 296 new
 - Visibility Agents (promoting the Movement): 663 new
 - Specialized Agents: 58 new
- New countries initiated the ChildSafe Agents Project:
 - Sweden
 - UK: started exploring the establishment of a Hub and the selection/training of Agents
 - Process initiated for Nepal

ChildSafe Hotlines

To support their work, ChildSafe Implementing Partners run local ChildSafe Hotlines with an emergency intervention team.

- 11 hotlines were operational and received 1,870 calls.
- 2,014 children were directly protected through the hotline
- 8,881 children were directly protected through the hotline and CS Agents

ChildSafe Businesses

- A total of 345 Businesses are part of the ChildSafe Movement:
 - Supporting businesses: 306 businesses support and promote the ChildSafe Movement while respecting a set of basic ChildSafe Standards
 - Certified businesses: 39 businesses have been certified based on 7 Standards
- New Product: Community Based Tourism:
 - ChildSafe Thailand successfully piloted the first Community Based Tourism (CBT) program in 3 CBTs and 1 Sub-district in Chiang Mai and Chonburi
 - There is a real opportunity to pioneer child welfare in CBT as a standard product and it was initiated in Cambodia (to be carried out in 2019)

ChildSafe Campaigns

- Global reach: the ChildSafe website was hit by malware slowing down our communications this year
 - Traveler campaign reach: 15,393,925
 - International reach of 10,052,599 across 49 publications
 - BBC World Service interview reached 7 million people internationally
 - Citizen campaign reach: 1,642,358
 - Don't Create More Orphans campaign: 1,400,000
 - Business Newsletter Launched
- Switzerland (Friends Suisse)
 - Friends became a Governing Organization on the Re-think Orphanage Group
 - Friends joined the Working Group to create a UNCRC Educational module targeted at teachers and students.
- Philippines
 - Collaboration with the Ministry of Tourism and various Partner NGOs was initiated
- UK
 - Friends-International developed collaboration with Universities:
 - o 8 universities for advocacy and training
 - o 170 students from Durham University were trained

ChildSafe Academy

A new project was initiated in 2018 with 3 objectives:

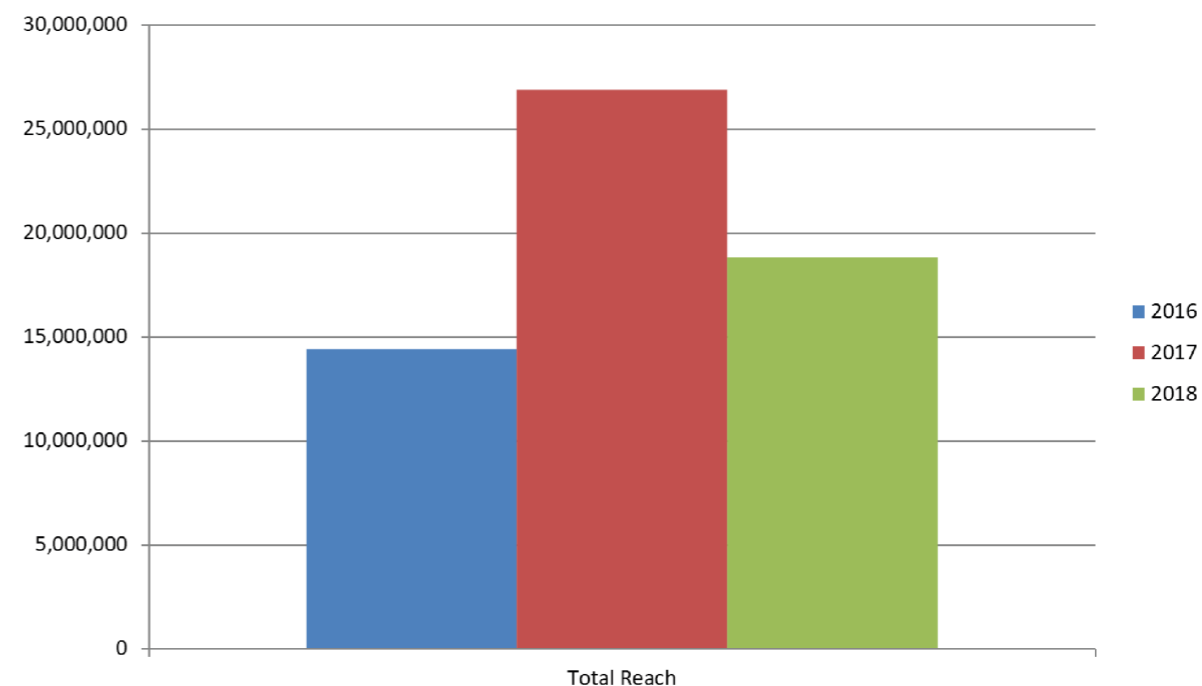
- Providing ChildSafe education and information to a wider audience in a fun manner;
- Providing ChildSafe alternatives to harmful / dangerous voluntourism
- Providing financial sustainability to the ChildSafe Movement

A series of services and offers have been designed, tested and launched over the year in Phnom Penh, Siem Reap, Bangkok and Singapore, including:

- ChildSafe Escape Room: an escape room with a ChildSafe theme
- TukTuk race: traveling the city following ChildSafe clues
- Cooking Experience: learning Cambodian dishes taught by the TREE students and teachers
- Cocktail / Mocktail Experience: learning some of the famous TREE recipes taught by TREE students and teachers
- Bead Making Experience: learning how to make the emblematic product found at Friends'N'Stuff taught by the parents in training
- Team Building Experience: a series of activities tailored to the needs of the businesses that foster team building while providing key child protection messages

**18 tours were provided - 290 participants reached
Agreement discussions with 12 travel agencies**

COMMUNICATIONS

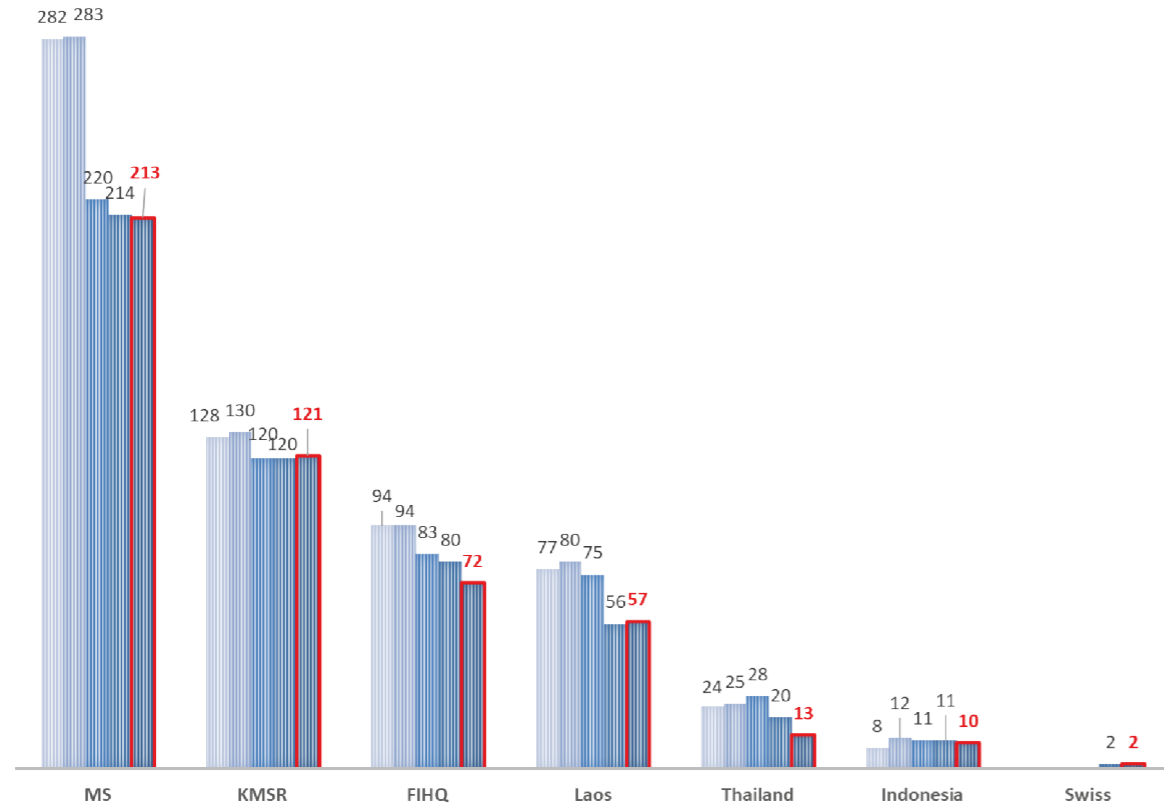


The complexity and scale of Friends-International's global operations is naturally reflected in the breadth of its communications activity. In 2018 the HQ communications team were coordinating online activity across almost 50 active communications channels, in six different languages. Combined with media coverage of our activities and the continued dissemination of advocacy campaigns we achieved an overall reach of 18,822,220 persons.

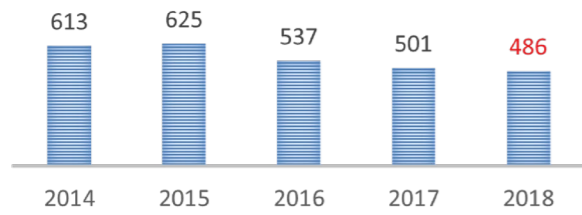
This represents a reduction of 30% on reach last year – however, last year exhibited exaggerated growth due to very large external media coverage by global media giants. We did however continue to have interest and coverage of our activities in global media fora, such as the BBC World Service and The Guardian Group

- In 2018 we continued to display consistent yearly growth in followers and engagement with our social media channels
 - Facebook: +16% increase in followers (84,416)
 - Twitter: +18% (9,073)
 - Blog: stable (550 pm)
 - You Tube: +19% (9,792 views)
 - Instagram: +56% (4,090)
- We continued to provide support for all program communication needs during 2018, completing 196 design tasks, responding to 1300 calls for IT support and conducting 5 communications specific trainings with program teams.
- Communications delivered direct presentations on the work of FI to 719 individuals, including study tour participants, travelers and students
- We began 2018 with the challenge of achieving compliance with GDPR, the EU legislation on data management which came into force early in the year. We are still working to achieve full compliance and have reviewed all our contacts permissions as our initial steps.
- 2018 proved to be very challenging technically, as we had issues with malware infecting websites (mainly the ChildSafe website) and affecting our hardware. Cybersecurity is an important issue we need to continue to address in all our activities.
- The small size of our team in relation to a growing workload, and a period where having no Technical Coordinators in Thailand and Indonesia slowed down information flow and hence communications activities with those countries channels.

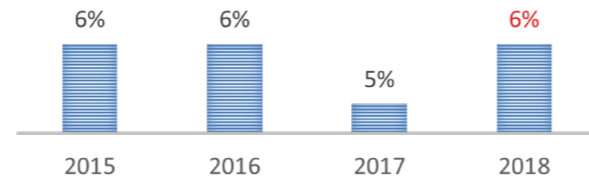
FRIENDS PEOPLE PER PROGRAM



FRIENDS PEOPLE

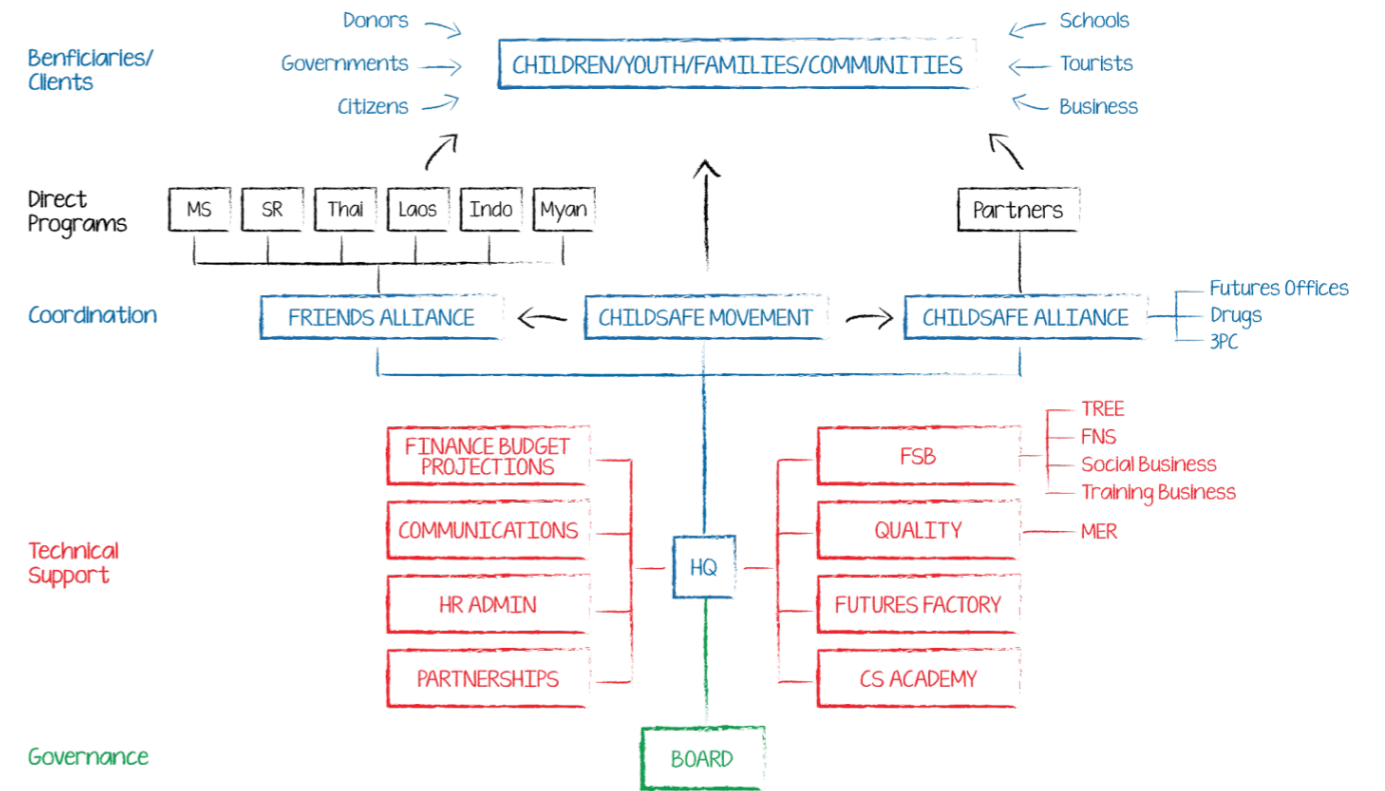
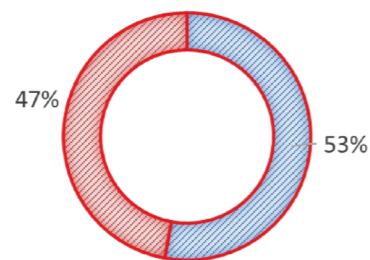


FOREIGN HIRES



Leadership Positions

MALE - FEMALE



Highlights for 2018:

- Friends continued to follow a global streamlining of talent with a 3% reduction (531 in 2016, 501 in 2017 to 486 in 2018 – 230 Female, 29 Expatriate compared to 24 in 2017 and 16 different nationalities)
- Turnover has gone down from 24% in 2017 to 19% in 2018, with 95 people leaving the organization out of which 80 were voluntary resignations and 16 terminations or contract non-renewal (118 leaving – 91 voluntary resignations – 28 terminations in 2017)
- HR Management training has been developed based on the 7 HR tips for Managers and so far delivered to more than 50 managers across various programs
- Coaching guidelines/7 tips for Coaching have been designed and will be implemented in 2019
- We continue to work on making collaboration easier across different location, hence the implementation of Slack this year
- In order to ensure smooth technical support to our Friends Alliance, in 2018 we've ensured that all programs have a Technical Coordinator who is in charge of making the link with the Head Office and ensuring support is provided timely where needed

QUALITY / MONITORING / EVALUATION

Material Created

- 4 Guidebooks and 1 Standards of Practice (Child Protection, Harm Reduction, Working with Street Children, Migration Guidebook for MoSAVY, SoP for online data collection via smartphone)
- Testing new Case Management: A new online case management system was piloted in Cambodia
- Risk assessment: A tool to assess risks has been developed and each Program completed their own Risk Assessment and designed strategies to address identified risks.
- New format of training (Video): the topic of the training is Residential Care Institution (RCI) /orphanage transition. It aims at supporting center-based programs to transition their model to become community-based. A video guidance tool was developed in 2018 with the support of HAA Agency.

Monitoring/Evaluation/Research

- There were no M&E staff in quarter 3 and 4, which slowed down the M&E
- 3 Studies were carried out:
 - Snapshot survey in Aranyaprathet and Bangkok
 - Community assessment in Phnom Penh on difficulties of accessing education
 - Situation analysis of the Cambodian Migrants in the fishery Industry (Thailand)
- 4 Evaluations were conducted:
 - Evaluation of 3PC partners Transitional Home
 - Evaluation of the Mith Samlanh Support Groups
 - evaluation of MS Futures office by external consultant,
 - Marum evaluation
 - All program visited at least once in 2018
- Data collection using the Kobo application:
 - The Peuan Peuan and Mith Samlanh teams were trained in collecting data via Kobo (snapshot survey)
 - Data collection for 2 Snapshots, 1 assessment, 1 study were done via smartphones
- Salesforce
 - Has been implemented and in use by Grant team

Technical Support

- Consultancies: 10 consultancies (60% in Thailand, 20% in Indonesia, 20% in Cambodia) were carried out including support with the proposal, methodology design, implementation and report
- Child Protection for 3PC, Teman Baik, Friends Suisse: support for the methodology

Capacity Building

- Training covered 18 topics:
 - Child Protection Policies/Child Protection Officers
 - Drugs
 - Communication and Trauma
 - Career counseling
 - Effective communication training
 - Employment
 - Money management
 - Apprenticeship
 - Employment readiness training on Successful Entrepreneur, Business Plan, and CV, Job Search

- Children with Disability
- Foster Care
- Case Management
- Entrepreneurship
- Snapshot survey
- Assessment/Data collection KOBO
- Parenting skills
- Management
- Finance
- 43 training sessions and 63 coaching sessions conducted with 281 individuals from 13 ChildSafe Alliance partners and 439 Government staff

CAMBODIA

Our Cambodia-based projects include:

- * International Coordination and Technical Support
 - * Mith Samlanh in Phnom Penh
 - * Kaliyan Mith in Siem Reap
- * The Partnership Program for the Protection of Children (3PC)



MITH SAMLANH - PHNOM PENH

Since 1994

Project activities

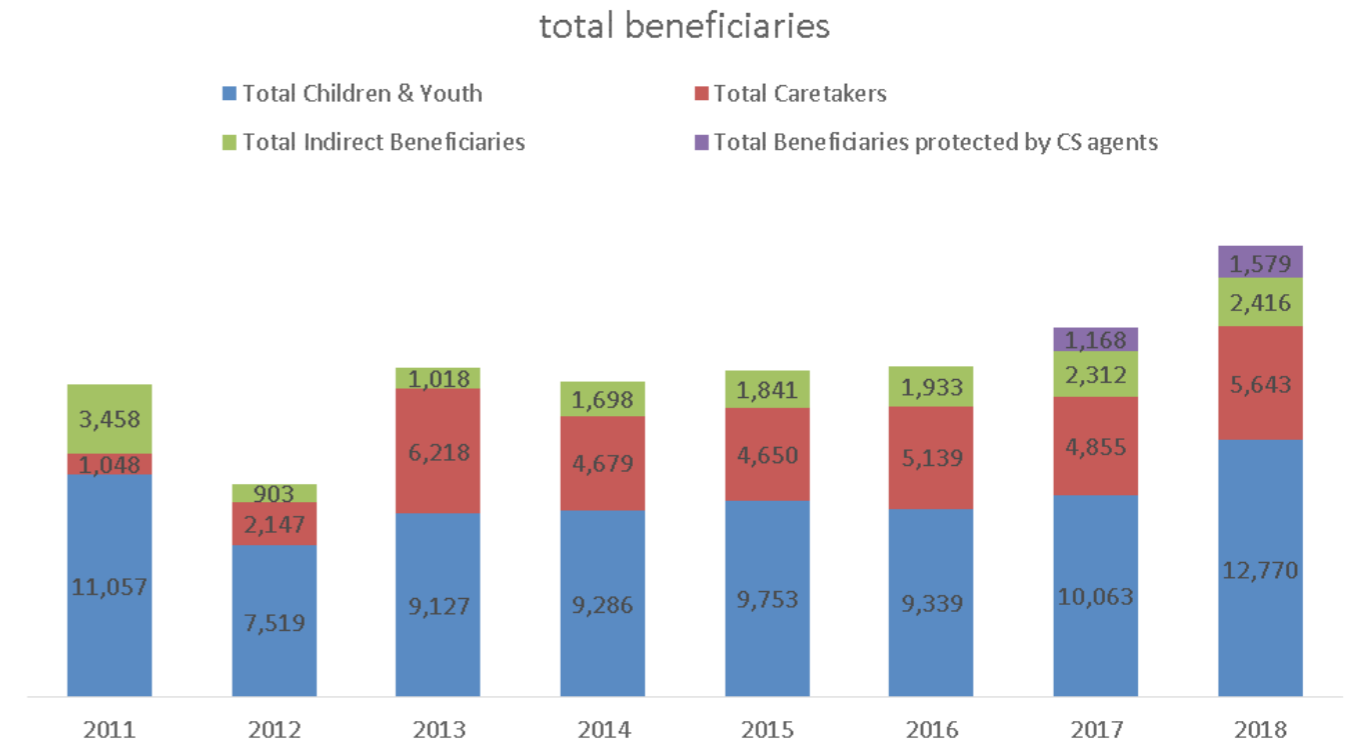
- * Social services
- * Outreach & drop-in centers
- * Drug & alcohol holistic services (prevention, support groups, harm reduction, detoxification, rehabilitation, reintegration)
- * Family-based reintegration
- * Education & school support
- * Vocational Trainings & employment support
- * Vocational Training businesses
- * ChildSafe



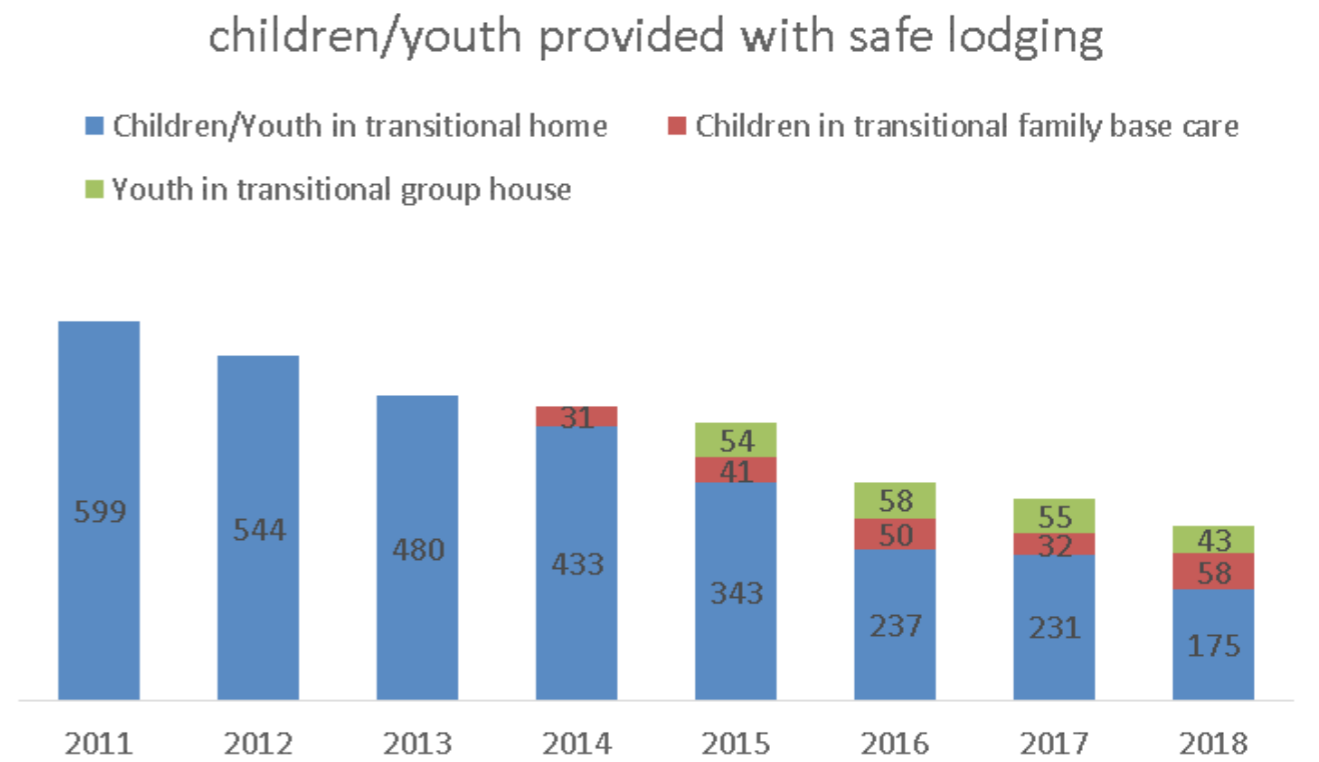
Team: 206 staff (93 females)

KEY STATISTICS

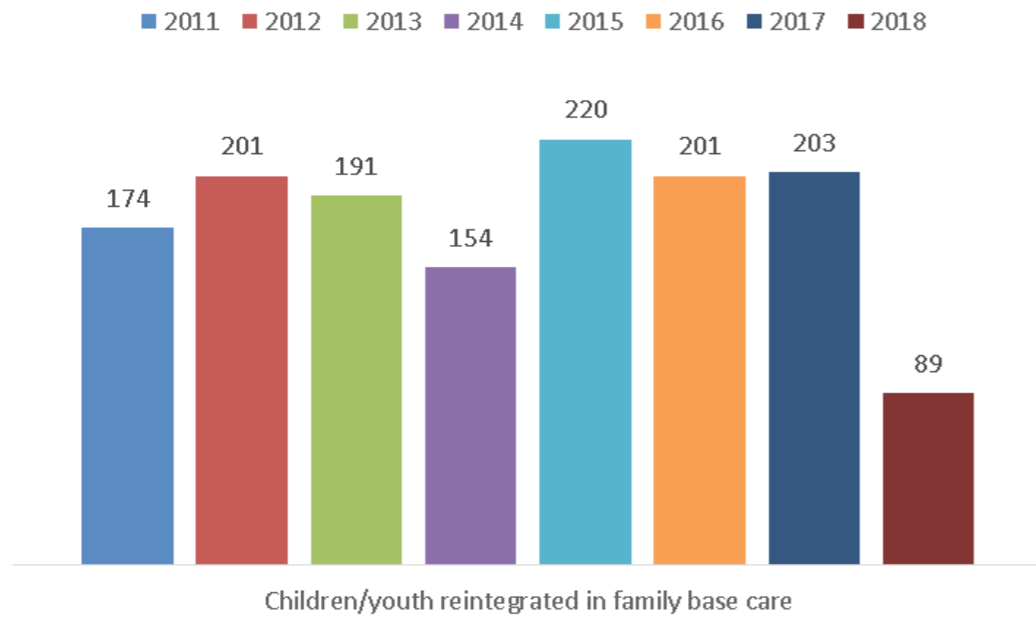
Total Number of Beneficiaries (over 8 years)



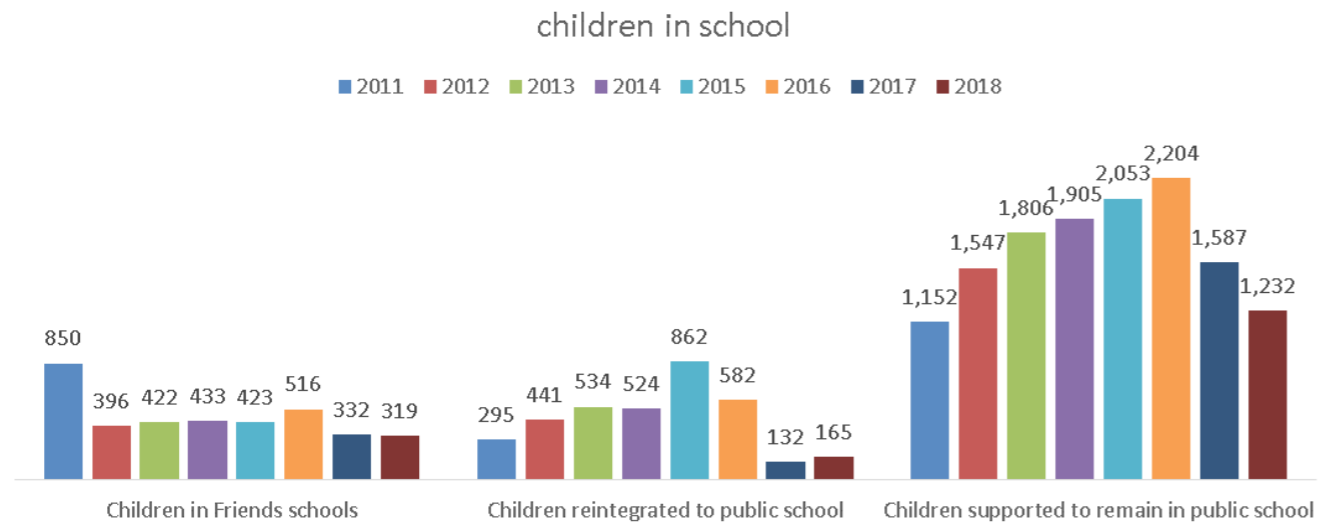
Number of Children Provided with Safe Lodging



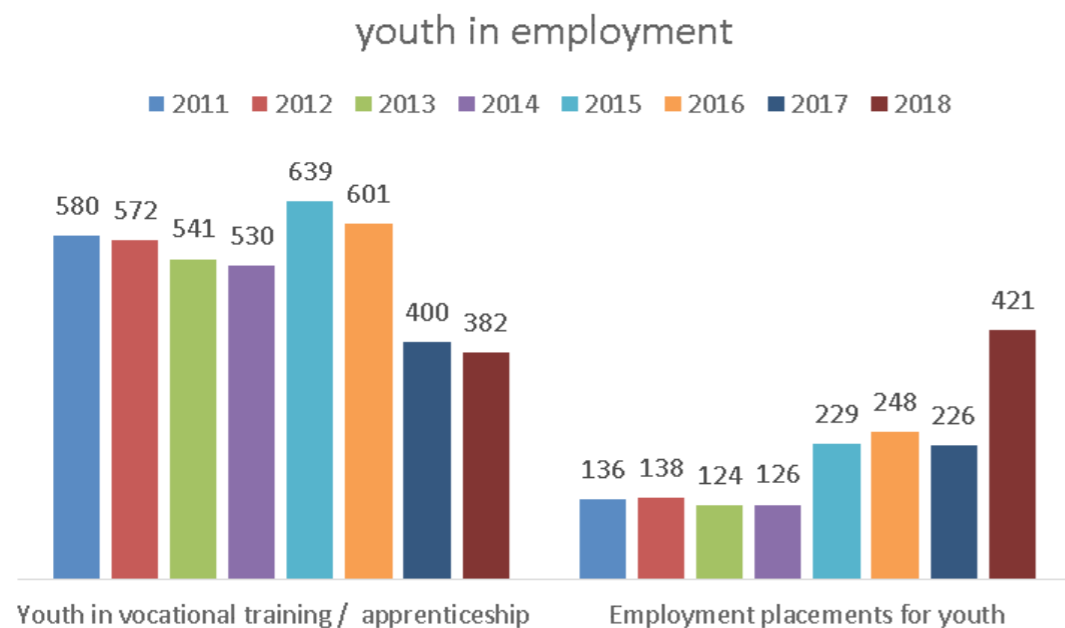
Number of Children Reintegrated into Family-Based Care



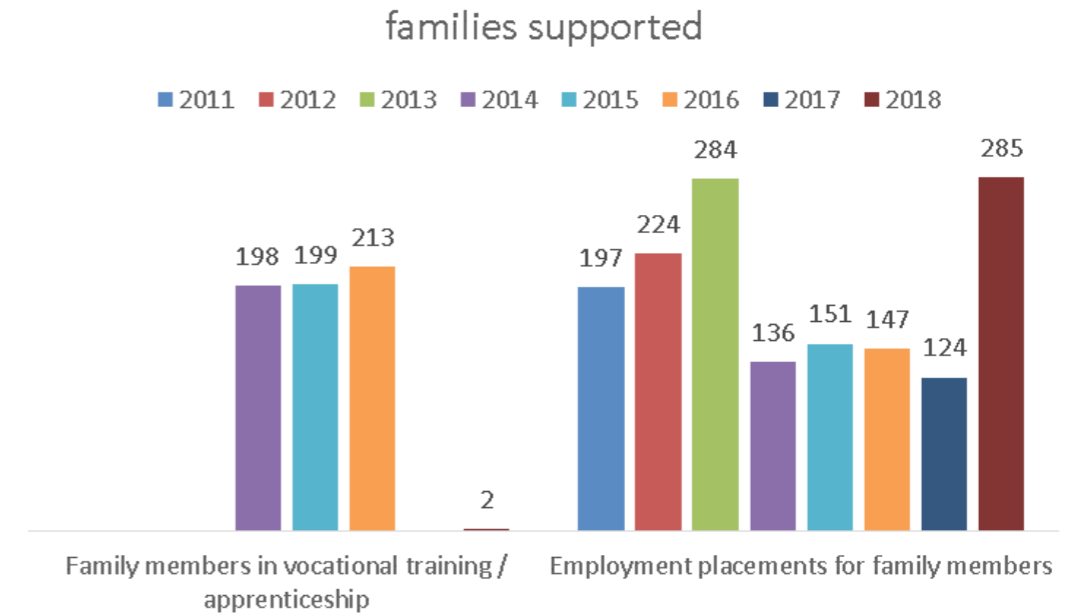
Number of Children in Education



Number of Beneficiaries in Employment



Number of Families Supported



KEY ACHIEVEMENTS AND CHALLENGES

Coordination:

- The Mith Samlanh (MS) Statutes and Board have been reorganized to better fit the new law on NGOs
- Changes in upper management team with the departure of the previous Deputy Director (migrating to the USA) led to a revamping and re-staffing of the team
- The Chom Chao zone and team previously under Friends-International was integrated into the Mith Samlanh team
- The MS system was adapted to comply with the new Cambodian laws on salaries and seniority
- The Case Management System is being revised and tested to be rolled out in 2019
- Risk Assessment completed on the Transitional Home and improvements made
- Ongoing data collection challenges while a new online system is being designed and tested
- The MoU renewals with the MoSVY and Ministry of Health are still in process
- Research:
 - Internal Focus Group Discussion with sex workers
 - Internal Methadone Management Therapy (MMT) and alcohol groups research/assessment with follow-up actions in place
 - External evaluation of the employment team

Saving Lives:

- The Government license for the Transitional Home was renewed
- MobileNight Bus services towards sex workers were expanded. 65 sex workers reached by the Mobile Night Bus were placed in safe jobs. However many sex workers experience severe health/medical issues and are still resistant to seek medical support in public hospitals. In addition, many sex workers leave their children at home: the team is developing a new night drop-in center for these children
- 6 alcohol support groups have been operating – 2 were successfully terminated as the situation in the community was solved
- 50 Specialized ChildSafe Agents were trained
- Drugs detox: a new guideline was created for Green House follow-up process
- Drugs Harm Reduction: the continuing crack-down on users by authorities makes the work more difficult and increases user vulnerability

Building Futures:

Education:

- The Education Center renovation was completed with 6 new classrooms. Classes and education were disrupted for a few months during the refurbishment.
- A large school reintegration event was carried out

Vocational Training:

- The curricula for the vocational trainings were updated and reviewed to fit the opening of the Futures Factory and the opening of more application workshops (beauty, nail, barber)
- The number of youth reached for job placement was increased with the new ChildSafe Employment Specialized Agents
- There were still issues in recruitment and retention across all vocational trainings, which was further exacerbated by construction work on Futures Factory.
- It was a difficult year for the Vocational Training Businesses revenues with a global decrease of 5% due to a series of factors (elections, change in tourist visitors and construction/relocation):
 - Friends The Restaurant: -7%
 - Romdeng: +4%
 - Friends'N'Stuff Street 13: -22%
 - Friends'N'Stuff Romdeng: -8%
 - Other Vocational Trainings: +8%
- Restaurants increased sustainability despite a difficult market setting through better cost control
- A Friends'N'Stuff popup store and Nailbar were set up and were able to cover the long construction period quite well
- 65 new products created for Friends'N'Stuff in 2018
- The Friends'N'Stuff Romdeng shop takings were down despite restaurant growth

Futures:

- Upgraded the curriculum for employment from the Vocational Training Center
- Upgraded the curriculum for Soft Skills Training within a prison setting
- Prepared the curriculum for the expansion of the Futures Project to a wider youth audience (linked with the development of the Futures Factory)

ChildSafe Alliance/3PC

3PC: Mith Samlanh is an Implementing Partner of 3PC

- Active in 5 specialist groups.
- Have delivered and received training to Partners (including Drugs training to local authorities, CWCC and Partners)
- Collaborated with partners/donors for the students' backpack distribution event
- Improved working relations with Korsang for Drugs work in Phnom Penh

Futures+: MS is leading the implementation and expansion of the Futures Project for employment

- Supported the expansion of Futures in Poipet with Damnok Toek

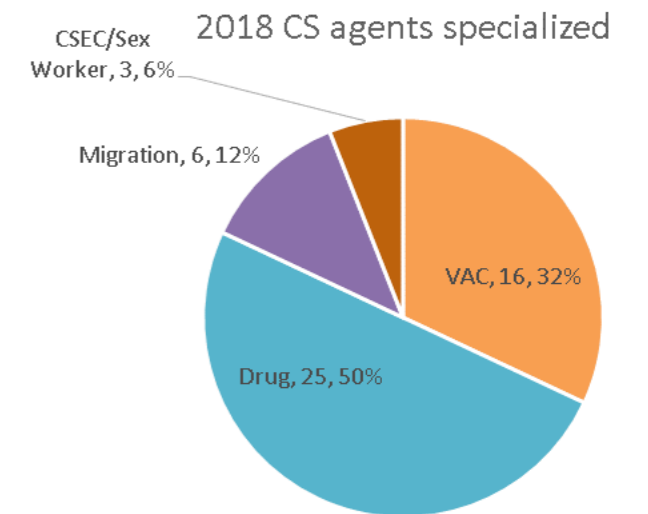
Collaboration with the Government:

- MS is a member of MoSVY Technical Working Group for homeless people and safe migration
- MS worked closely with the Phnom Penh City Hall and the Ministry of Planning which resulted in MS being able to easily attain ID Poor Cards for beneficiaries
- MS is a member of DoSVY's Residential Care Institution working group
- Ongoing lack of clarity from the Ministry of Tax regarding vocational training businesses
- The Department of Mental Health now require daily People Who Inject Drugs (PWID) records putting pressure on data collection and operations of the teams
- The government didn't allow public campaigns during the election period which slowed some campaigns and community education

ChildSafe Movement:



- ChildSafe Agents
 - 455 CS Agents were trained, including 50 Specialist Agents
 - General Agents: 590 – 409 community and 181 MS staff are operational (taking 3,402 actions and reaching 918 people)
 - Specialized Agents: 50 (taking 5,708 actions and reaching 216 people), despite delayed training – Information, Education and Communication (IEC) materials have now been prepared for drugs, sex work and migration. Violence Against Children (VAC) materials are in process
 - All MS staff received ChildSafe training
- ChildSafe Communities:
 - 5 ChildSafe events were carried out, reaching 47,655 people
 - Awareness training reaching 1,381 people (VAC, safe migration, drugs and Keeping Families Together)
- ChildSafe Hotline (managed by Friends-International):
 - 1,675 overall calls to the Phnom Penh. MS protected 146 children following these calls.
- Businesses (managed by Friends-International):
 - 24 new CS businesses identified, trained
 - 8 CS businesses terminated





KALIYAN MITH - SIEM REAP

Since 2005

Project activities

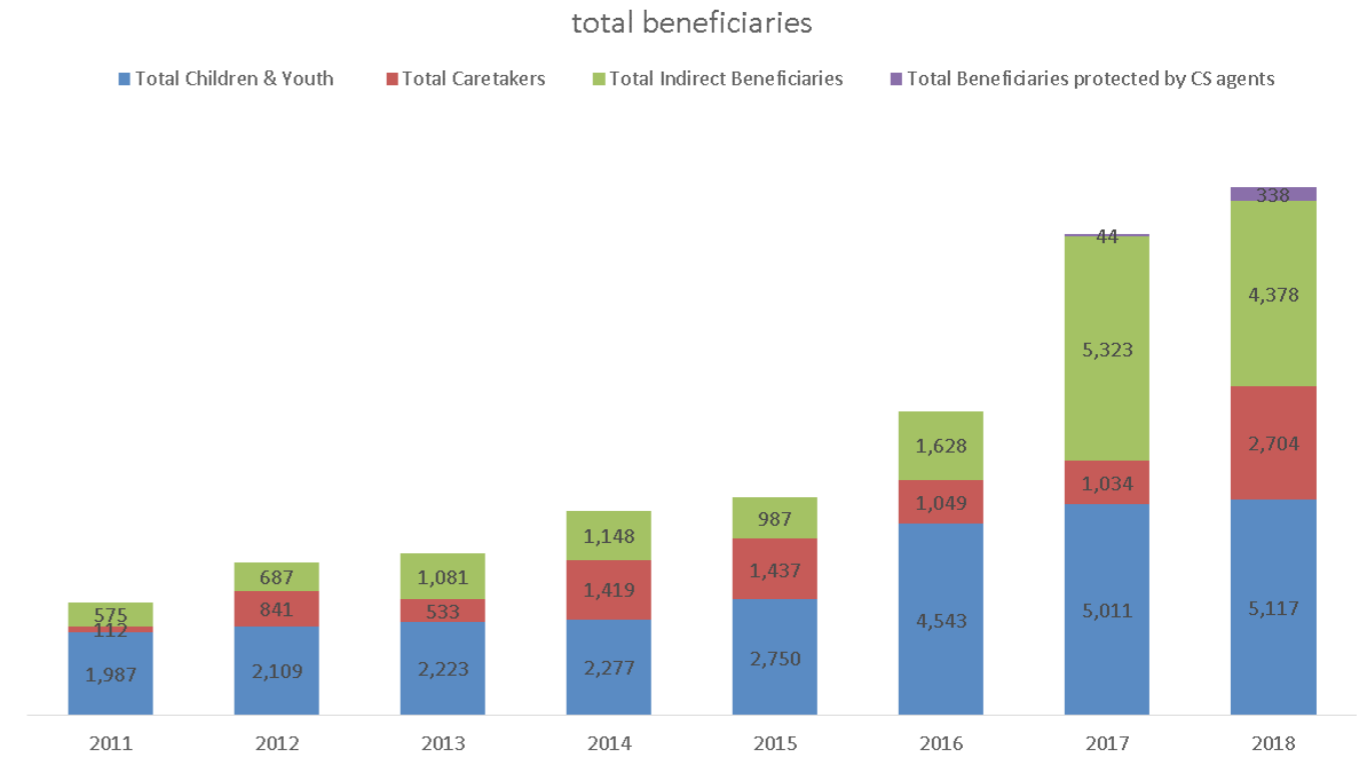
- * Social services
- * Outreach & drop-in centers
- * Education & school support
- * Family Reintegration
- * Vocational trainings & Employment support
- * Training businesses
- * ChildSafe

Team: 122 staff (54 females)



KEY STATISTICS

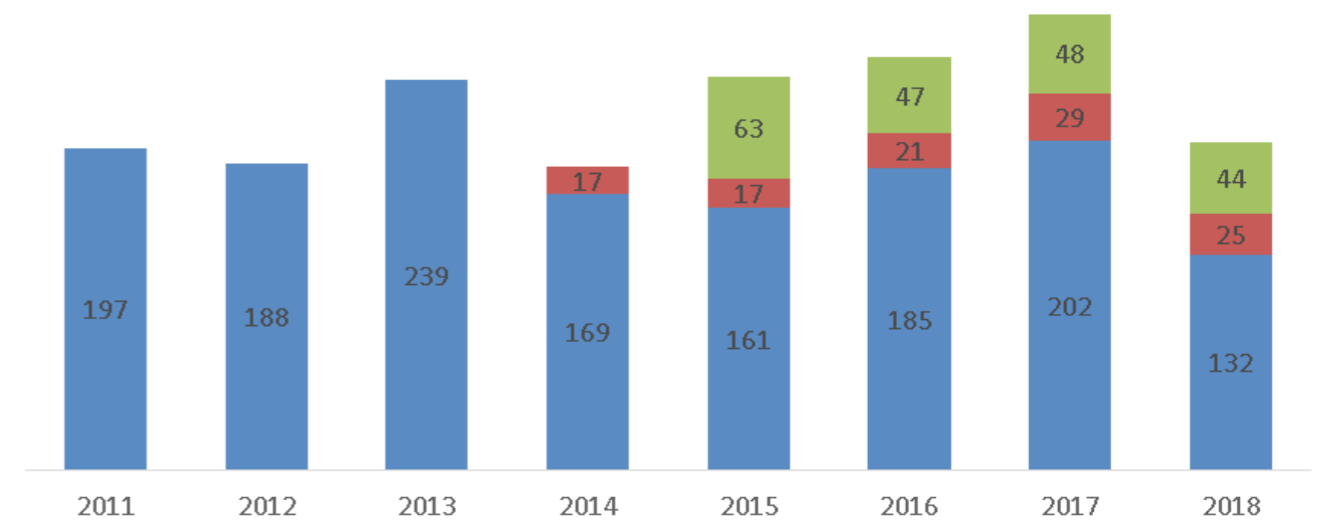
Total Number of Beneficiaries



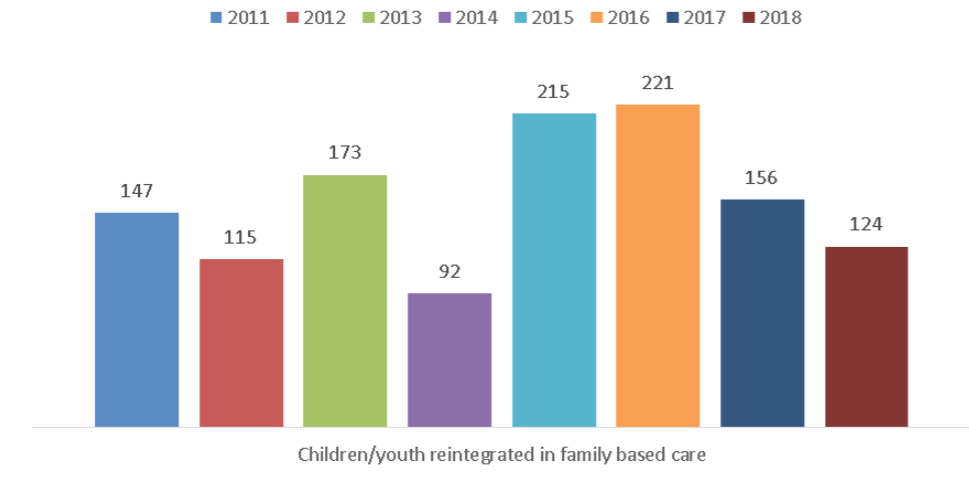
Number of Children Provided with Safe Lodging

number of children/youth provided with safe lodging

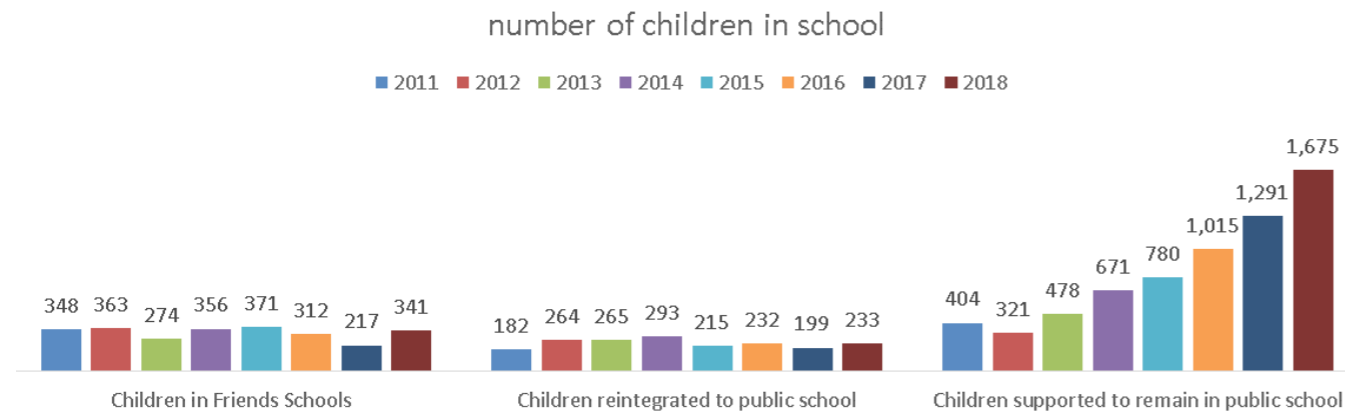
- Children/Youth in transitional home
- Children in transitional family-based care
- Youth in transitional group home



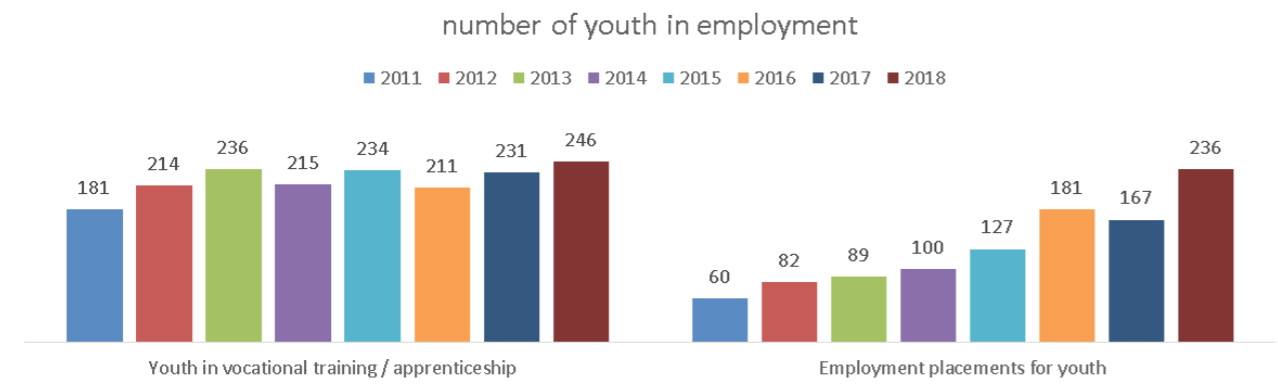
Number of Children Reintegrated into Family-Based Care



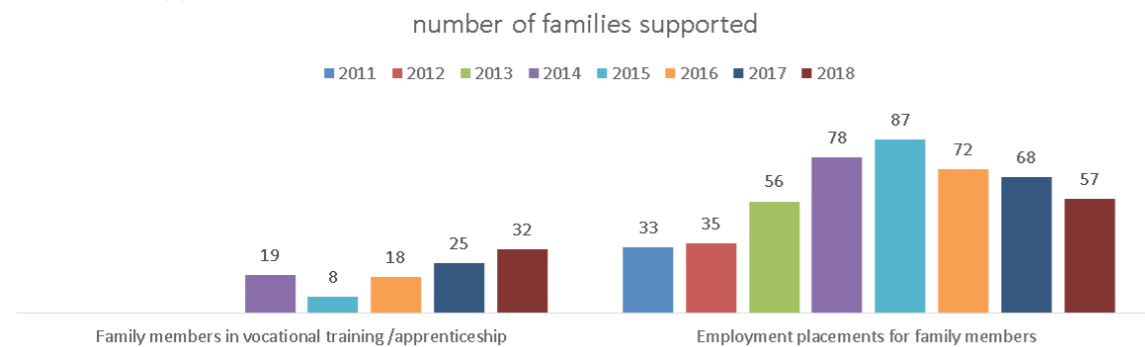
Number of Children in Education



Number of Beneficiaries in Employment



Number of Families Supported



KEY ACHIEVEMENTS AND CHALLENGES

Coordination:

- The team was restructured to provide additional support to the Aran / Poipet project
- A new risk assessment tool was implemented and integrated into the strategic plan. All project sites have been assessed apart from the TREE projects, with concrete action plans made to address any concerns for health and safety and management issues
- Staffing: Budget restrictions affected the hiring of two key coordinator positions. There was a high turnover of staff, particularly in key positions and in the ChildSafe and social teams
- Another NGO actively poached Kaliyan Mith Siem Reap (KMSR) staff (5 social workers in 2018).

Saving Lives:

- New ChildSafe Specialized Agents: 6 Agents were trained (1 for drug users, 2 on safe migration, and 3 for sex workers) and they provided 3,477 services
- Expansion of support to sex workers: the outreach team is working directly with 44 women working across 32 massage establishments. Furthermore, ChildSafe Specialized Agents were trained and started providing more support to this target group
- Condom distribution increase by 247%. This was achieved by implementing a more systematic distribution within the existing programs and through the ChildSafe Specialized Agents working with sex workers distributing condoms at massage establishments
- Two alcohol support groups (one new) were operational with 56 members (32 new members and 2 stopped)
- The Child Protection Officer capacity was increased and is therefore able to respond to child protection concerns effectively: 24 children and 1 caretaker cases were reported
- HIV / AIDS support services: 126 persons were provided with testing. 7 tested positive, compared with only 2 in 2017. The team is struggling to link these beneficiaries with support groups as most have stopped operating and most of them are street-based
- The team is still facing the issue of tourists giving money to begging children preventing them moving from the streets

Building Futures

Transitional Home / Family-Based Reintegration:

- Funding restrictions on family reintegration team significantly affected the Foster Care project (funding for 6 families only when the project had 20 active cases at the beginning of the year: this was reduced to 11 at the end of the year)
- Funding restrictions also impacted the Group Homes: fewer group homes were established for young people (10 in 2018 vs. 25 in 2017). The reduction in time of training allows for shorter stays and to keep a similar number of students in Group Homes over the year
- The Transitional Home (TH) rigorously screened beneficiaries before their intake allowing for rapid reintegration (19 cases in less than a week), and a reduction of beneficiaries staying at the TH (90 new in 2018 vs. 167 in 2018).
- 13 children from transitional family-based care placements (short-term foster care) were reintegrated in long-term family-based care and 5 emergency cases

Residential Care Institutions (RCI)/orphanages:

- The 2018 strategy with DoSVY and UNICEF was to focus on the follow-up of the cases reintegrated in the previous years: the teams updated 159 case files
- KMSR, in collaboration with UNICEF and DoSVY, has identified RCIs willing to transition into a community based care model (to be supported in 2019)

Education:

- Success of school enrollment campaign: 1,337 children (629 females) were reached in a campaign across 13 communities (household level, campaigns and 600 leaflets). As a result 244 new children were supported to remain or reintegrate into public school for the new school year
- The Friends' Schools expanded services to support more children to remain in school
- A New Vocational Training Curricula is being designed (following the Mith Samlanh model)
- The duration of training for many of the Vocational Training workshops has been reduced significantly: barber from 5 to 3 months, beauty from 9 to 7 months, mechanics from 10 to 7 months, sewing from 12 to 8 months
- High attendance rates for all the Vocational Trainings, with an average 7% drop-out rate.

- A difficult year for the vocational training businesses with an overall 4% reduction in revenue:
 - Marum: +1%
 - Let's Eat: -29%
 - Friends'N'Stuff: -22%
 - Beauty Workshop: -6%
 - Moto workshop: +4%
 - Barber Workshop: -2%
- Marum Training Restaurant increased its sustainability despite a difficult market setting through cost control
- The Let's Eat! concept was adapted and rolled out

Employment:

- Employment rate across all workshops is 56% and overall employment increased by 43%
- Caretakers employment decreased due to the temporary closing-down of Home Based Training: Employment for youth.

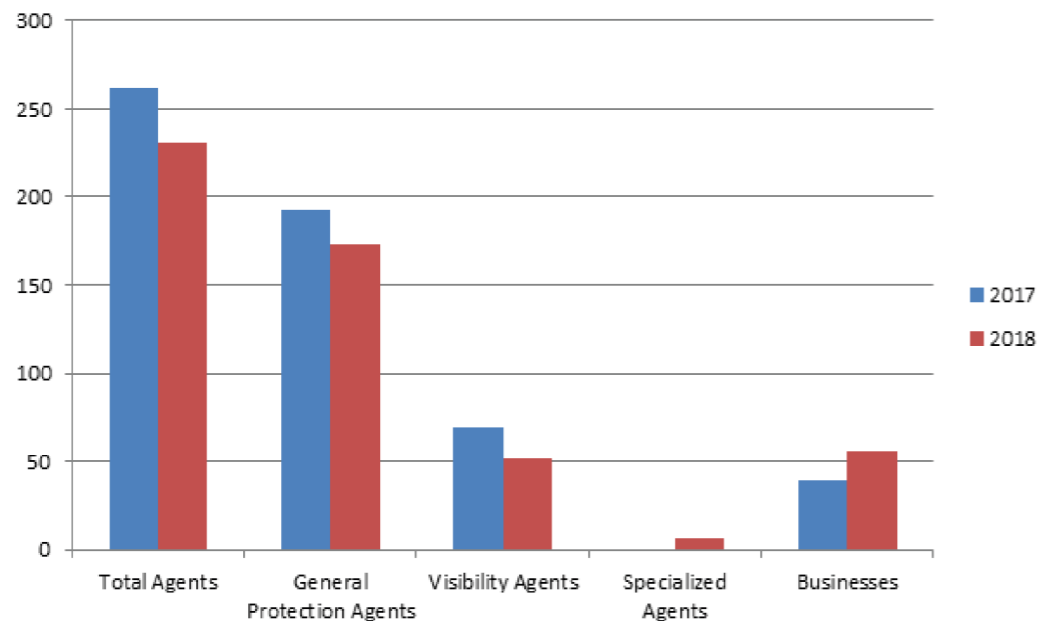
ChildSafe Alliance/3PC

3PC:

- Closer collaboration with key partners providing key technical and financial support, and also financial (AHC and Safe Haven supporting for funding gaps for foster care).
- Capacity building and skills exchange:
 - From Friends-International: Finance, HR, Communications,
 - Mith Samlanh: On screening for Sexually Transmitted Infections, counseling and IEC
 - M'lop Tapang in Sihanoukville: learning exchange on drugs.
- Supporting local partner assessments: CCDO and Pepy

Government:

- Case work, especially family reintegration, conducted in collaboration with relevant local authorities
- Strong partnership with local authorities for the protection of children from child labor (milk scam cases)
- Police: collaboration continued with local police for diversion: 22 children/youth (10 female) came into TH
- Government Rehabilitation Center: continued collaboration with DoSVY supported 25 youth (F=1) for their release and reintegration into family-based care
- Awareness raising with Deputy Governor: after a specific foster care case that was shared on social media by the Deputy Governor, the team was able to talk with her about child protection, which she has enthusiastically taken on board
- Elections affected the work with Government for the duration of the campaign (4 months)



ChildSafe Movement A total of 642 children were directly protected (304 through the hotline and 338 by actions taken by ChildSafe Agents) and 3,477 actions were taken by 6 specialized ChildSafe Agents (i.e. condom and hygiene materials distribution)

ChildSafe Agents:

- The new organization of ChildSafe Agents was implemented (General Protection, Specialized, Visibility)
- A total of 231 Agents are active (there were 37 terminations in 2018)
- The new system for recording ChildSafe Agents' actions was tested.
- The Child Protection Officer system is running effectively.

Businesses:

- Increased the number of business partners from 39 to 56
 - 44 Supporting (vs. 28 in 2017)
 - 12 Certified (vs. 11 in 2017)
- Started adding the businesses run by graduates as ChildSafe Businesses: 15 this year - but many such businesses are too far from Siem Reap to be effectively monitored
- Improved our relationship with the airport and positioning of materials there
- New supporting business were identified for displaying the 'THINK!' mobile exhibition

CS hotline:

- 590 calls, 373 actions, involving 304 children

ChildSafe Campaigns:

- Citizen: 60,871 estimated reach
- 234 tourists and 567 Cambodian citizens attended awareness training.
- Travelers: 70,302 estimated reach
- ChildSafe community: 4 topics, 8 events: 1,342 people reached

ChildSafe Academy:

- Successful trial of ChildSafe Escape Room experience.

PARTNERSHIP PROGRAM FOR THE PROTECTION OF CHILDREN (3PC)

3PC (the Partnership Program for the Protection of Children) is powered by Friends-International (FI), with the technical support of UNICEF and under the auspices of the Ministry of Social Affairs, Veterans, Youth and Rehabilitation (MoSVY). In order to protect Cambodia's children and strengthen systems, 3PC works to:

1. Improve coordination among partner NGOs
2. Strengthen the collaboration between stakeholders within Cambodia
3. Raise the quality of services,
4. Facilitate the collaboration between Government and partner NGOs



FI, MoSVY and UNICEF worked in close collaboration on the design of the program, including the selection and monitoring of NGO partners. 3PC is currently operational in seven provinces across Cambodia and has a network of 10 implementing partners working collaboratively with more than 40 ChildSafe Alliance (CSA) partners. All 3PC partners work in close collaboration with local government services.

Implementing Partners:

- * M'lop Tapang
- * Kaliyan Mith
- * Damnok Toek
- * Samatapheap Khmon Organization
- * Mith Samlanh
- * Transcultural Psychosocial Organization
- * Children's Future International
- * Komar Rikreay
- * Cambodia Children's Trust
- * Krousar Thmey (new in 2018)

KEY STATISTICS

- Number of direct beneficiaries: 36,058
 - 0-18 years: 18,272
 - 19-24 years: 8,050
- Number of children directly protected from violence, physical, emotional, sexual and neglect: 975
- People reached through drugs and alcohol prevention and support activities: 10,737
- Youth enrolled in vocational training or supported for employment: 1,911
- Children with disabilities cared for / supported: 1,160
- Children reintegrated to family-based care: 341
- People received health care services or training: 20,777
- People reached with safe migration awareness and other migration-related activities: 3,885
- Children supported to reintegrate public school: 10,723

KEY ACHIEVEMENTS AND CHALLENGES

Together, we ensured:

- Coordination
 - Quarterly directors meetings: 3 meetings in 2018
 - Specialist groups: 11 groups operational (Residential Care Institutions/Foster Care; Disability, Migration, Alcohol/Drugs, Child Protection Officers, Outreach, Vocational Training/Employment, Prison, Online Safety, ChildSafe and TREE)
- Collaboration
 - Joint research and projects:
 - o Reintegration Cost Analysis
 - o Residential Care Institutions transition case studies
 - o Transitional Home accreditation Assessment
 - o Social Work Capacity Assessment
 - Shared case work
 - Advocacy
 - Joint monitoring visits: 1 visit to Battambang
- Quality
 - Training: 6 trainings delivered
 - o Drugs and Alcohol
 - o Counselling and Running Support Groups
 - o Child Protection Officers
 - o Foster Care
 - o Disability
 - o Impact Assessment
 - Coaching
 - Exposure visits: 5 visits undertaken
 - Sharing of tools

THAILAND

Friends in Thailand (Peuan Peuan) operates in:

- * Bangkok
- * Aranyaprathet



PEUAN PEUAN - BANGKOK

Since 2005
Project activities

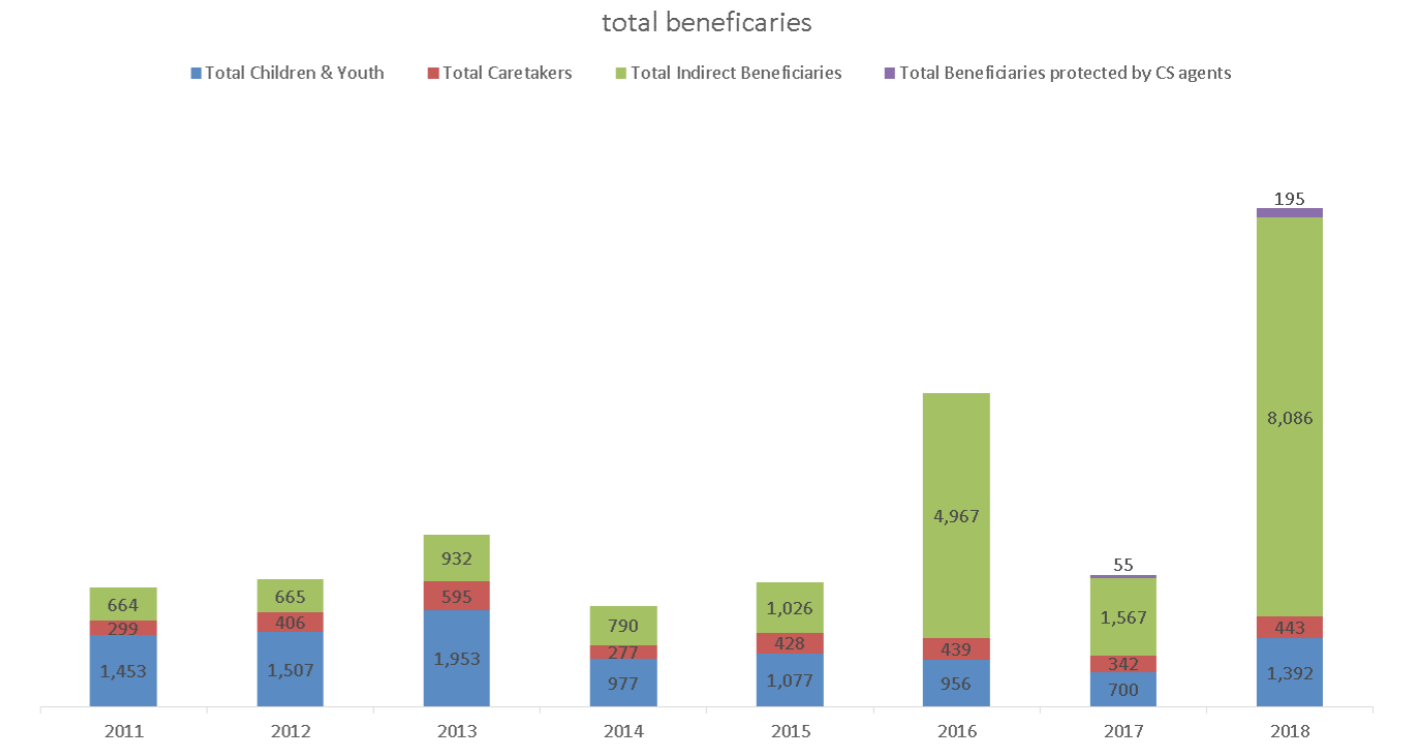
- * Social services
- * Outreach
- * School support
- * Family reintegration
- * Vocational training and Employment support
- * Training businesses
- * ChildSafe

Team: 17 staff (13 females)

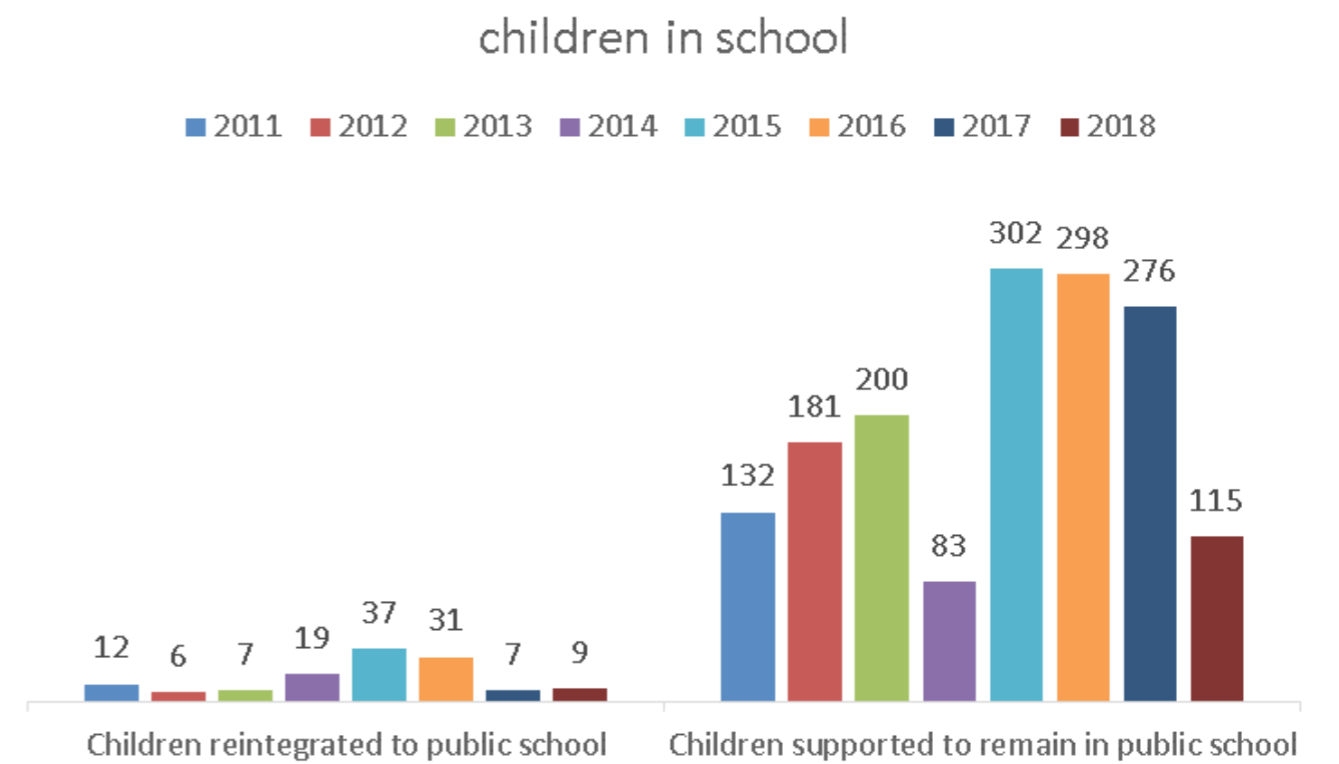


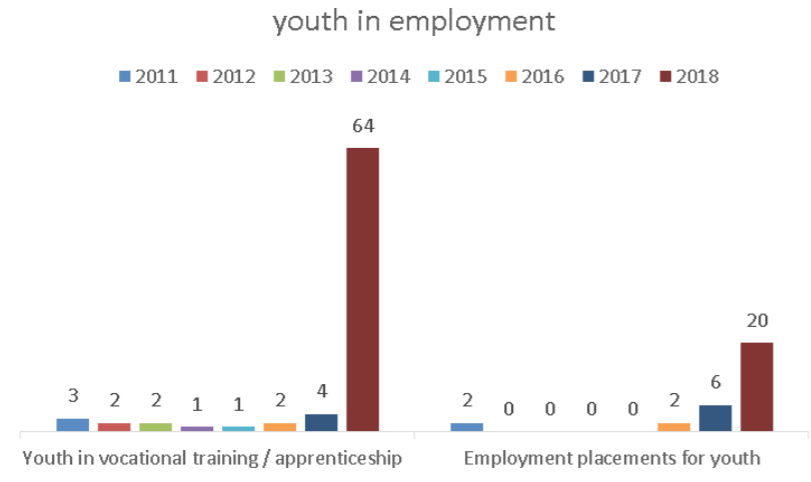
KEY STATISTICS

Total Number of Beneficiaries

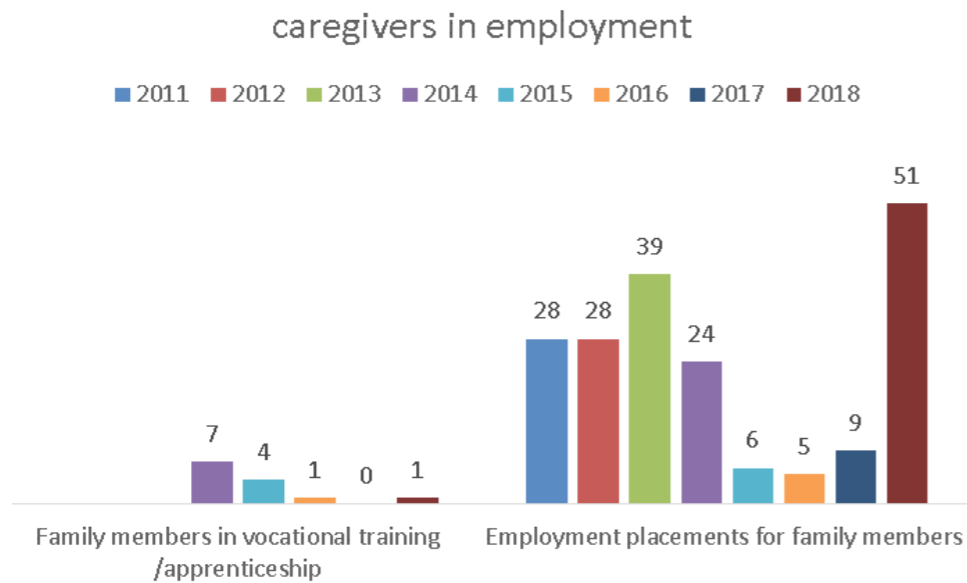


Total Number of Children in Education

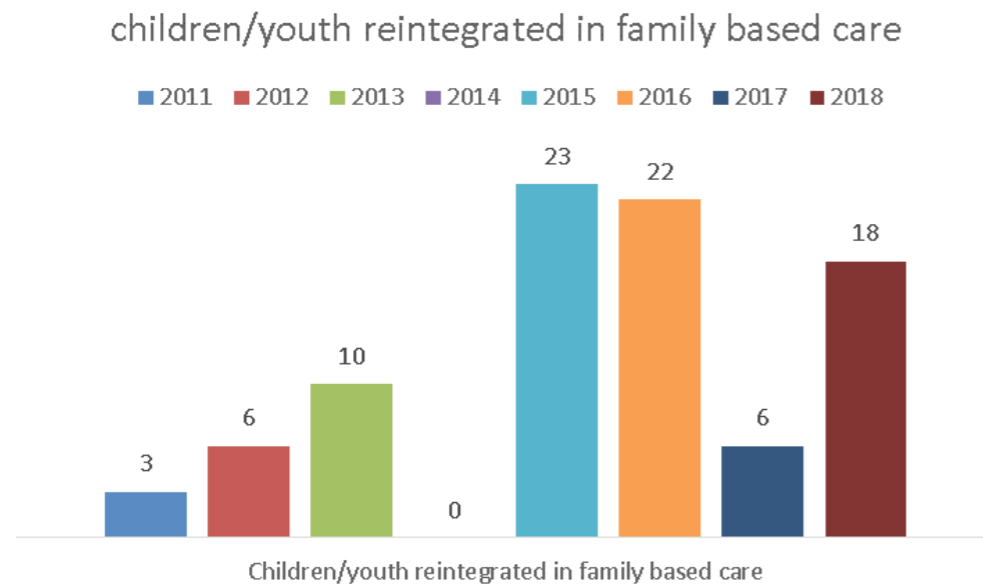




Number of Caretakers in Employment



Number of Children Reintegrated into Family-Based Care



KEY ACHIEVEMENTS AND CHALLENGES

Coordination:

- Increased visibility: recognized expertise as a specialist on migration, begging and Child Protection
- Increased presence in the community, resulting in increase of impact
- Team trained in the use of online data collection tool
- Recruitment of staff still difficult, such as accountant/Futures office, Technical Assistant
- Still insufficient Peuan Peuan representation at government and network level

Saving Lives:

- The Sport Project increased reach among youth
- Increased drug services by +267% (in community)
- Work on migration sites continued, however this work was impacted by the Migration Law
- Access to sex workers in hot spots was improved with an increase in distribution of condoms (+226%)
- ChildSafe Hotline: 518 hotline calls were received and 82 children were directly supported

Building Futures

Family Support:

- In less than a year Peuan Peuan gained a good reputation in 3 communities within Klong Toei, the biggest slum of Bangkok
- Many cases involve families with significant debts which makes their daily money management and future planning more difficult

Employment (Futures):

- There was an increased number of beneficiaries supported with employment services (+900%)
- Expansion of employment readiness training to 4 government shelters
- The ability to contact private sector was improved and the number of partner companies was increased (18 new)
- There is an issue with youth aged 15-17 years old: too old for school, yet companies do not want to recruit as most require 18+ staff

ChildSafe Alliance:

NGOs

- Peuan Peuan participated in the local network “The Convention on the Rights of the Child Coalition for Thailand” (CRCCT) and participated in discussions held by the Child Protection group, Alternative Care group.
- Collaboration with Urban Light: co-training of 30 Travel & Tourism local businesses and other actors in Chiang Mai
- Mapping of new partners in Pattaya was completed – engaging with NGOs there proved difficult

Government:

- New MoU with Ban Meta and DJOP for Sakeo
- Collaboration with Ministry of Tourism and Sports was still unsuccessful
- The Government recognizes the work of Peuan Peuan with migrants and with street population:
 - The DCY asked Peuan Peuan to coordinate a survey on the streets,
 - Shelters for migrants and juveniles continued asking for support: the project expanded to 8 shelters under DCY
 - 11 emergencies shelters were trained and have a Child Protection Policy in place
 - Child Protection was expanded in 1 school
- The employment project was developed as a collaboration with DJOP, DCY and UNICEF

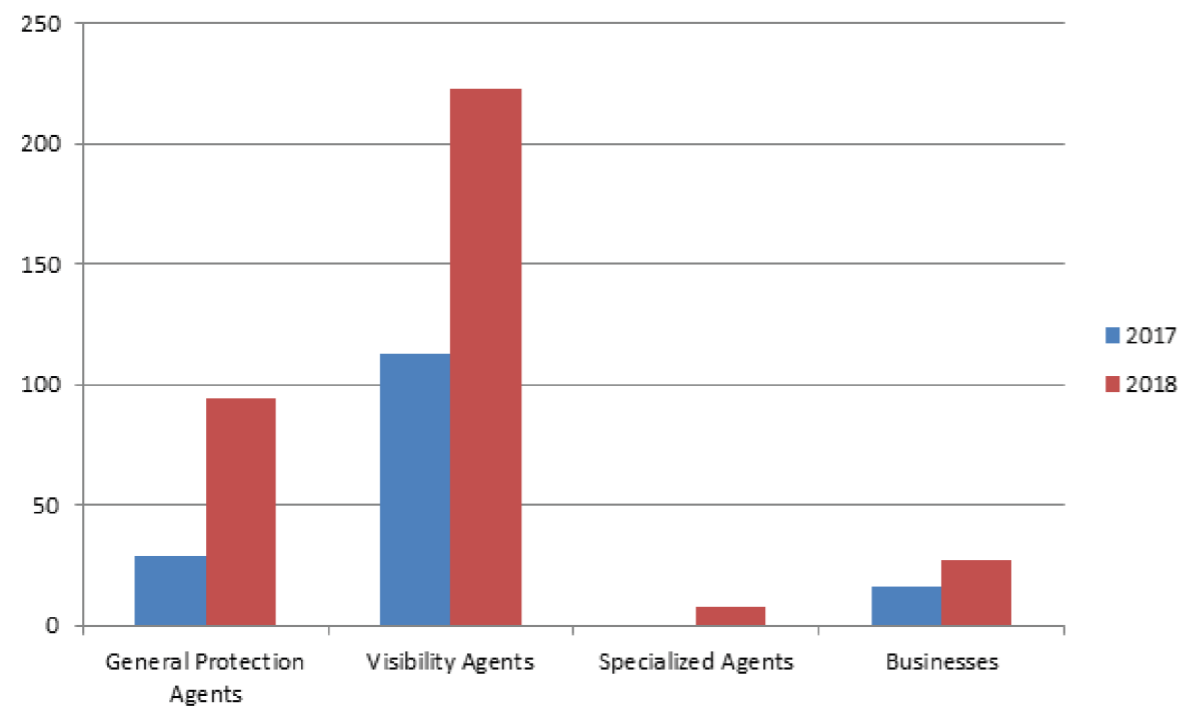
Other Partners:

- Donors: an increasing number of donors requested Peuan Peuan to support their partners
- Universities: Chulalongkorn, Mahidol and Tamassad requested Peuan Peuan to collaborate on the topic of migration (data collection, training development, strategy...)

Research/Surveys carried out by Peuan Peuan in 2018

- DCY: 2 snapshots survey led by Peuan Peuan combined in one report coordinated by CSA
- PLAN survey conducted among Cambodian Migrants and key stakeholders in the Fisheries Industry for The SEA program coordinated by CSA
- CHULALONGKONG: interviewed f 480 Cambodian migrants (assessing potential changes in the migration pattern and their impact on Thailand) coordinated by CSA
- MAHIDOL: Cambodian migrants (promoting safe migration for temporary migrants to Thailand)
- TONDO: training to 2 partners (Life Prep and Starfish) coordinated by CSA
- UNICEF: Alternative Care: situation analysis and road map coordinated by CSA

ChildSafe Movement



ChildSafe Agents

- There was a big push in identification and training of ChildSafe Agents (+130%)
- 195 children/youth/caregivers were protected by ChildSafe Agents and 82 children through the hotline

Businesses

- 10 new ChildSafe (CS) business partners
- Community Based Tourism (CBT): successful intervention in 3 CBT initiatives in 2 provinces with:
 - 106 respondents in baseline survey
 - 110 adults trained
 - 125 children in schools trained
- Peuan Peuan collaborated with partner organization Urban Light for a co-training of 30 Travel & Tourism local businesses and other actors in Chiang Mai

Campaigns

- CS new campaign was launched on Facebook: 107,065 reached
- Overall reach of CS Campaigns (all): 338,226
- 258 people received CS Awareness Training (exc. CBT/TAO)



PEUAN PEUAN / KALIYAN MITH - ARAN/POIPET

Since 2004

Project activities

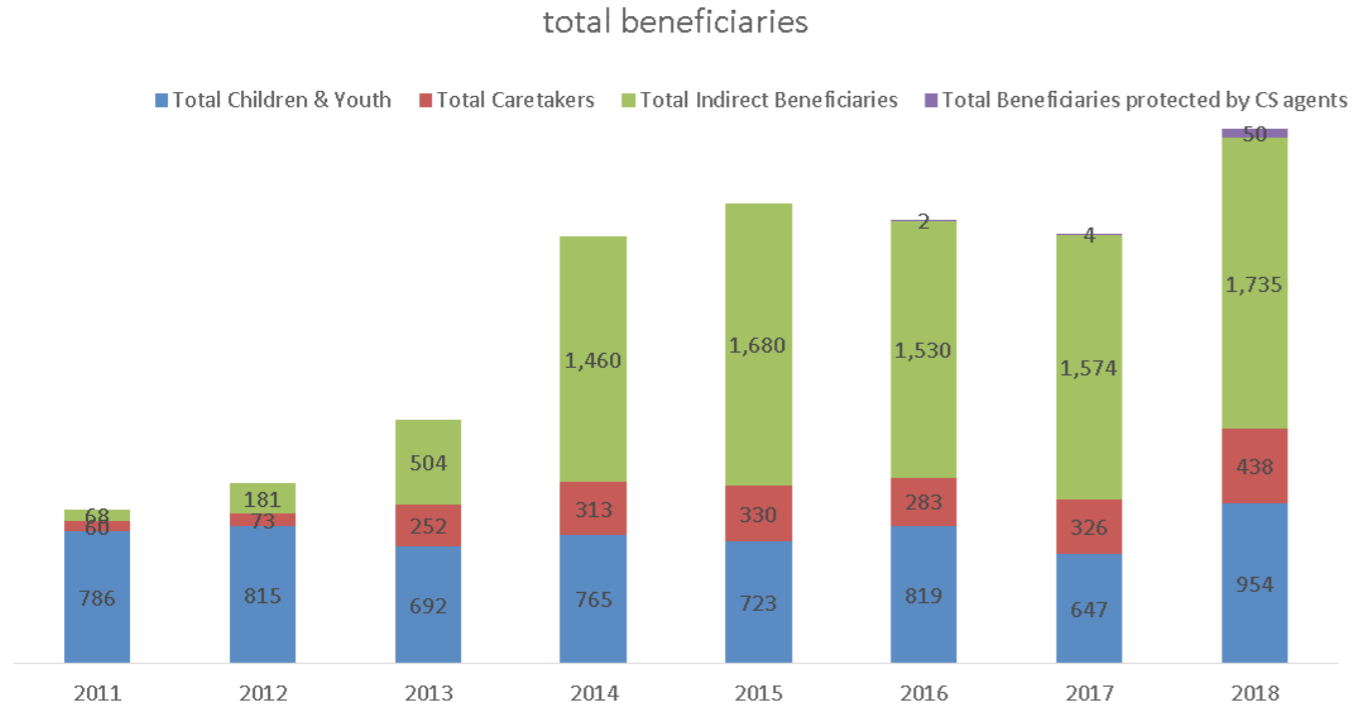
- * Social services
- * Education & school support
- * Employment support
- * Outreach & drop-in centers
- * Family Reintegration
- * ChildSafe

Team: 5 staff (2 females)

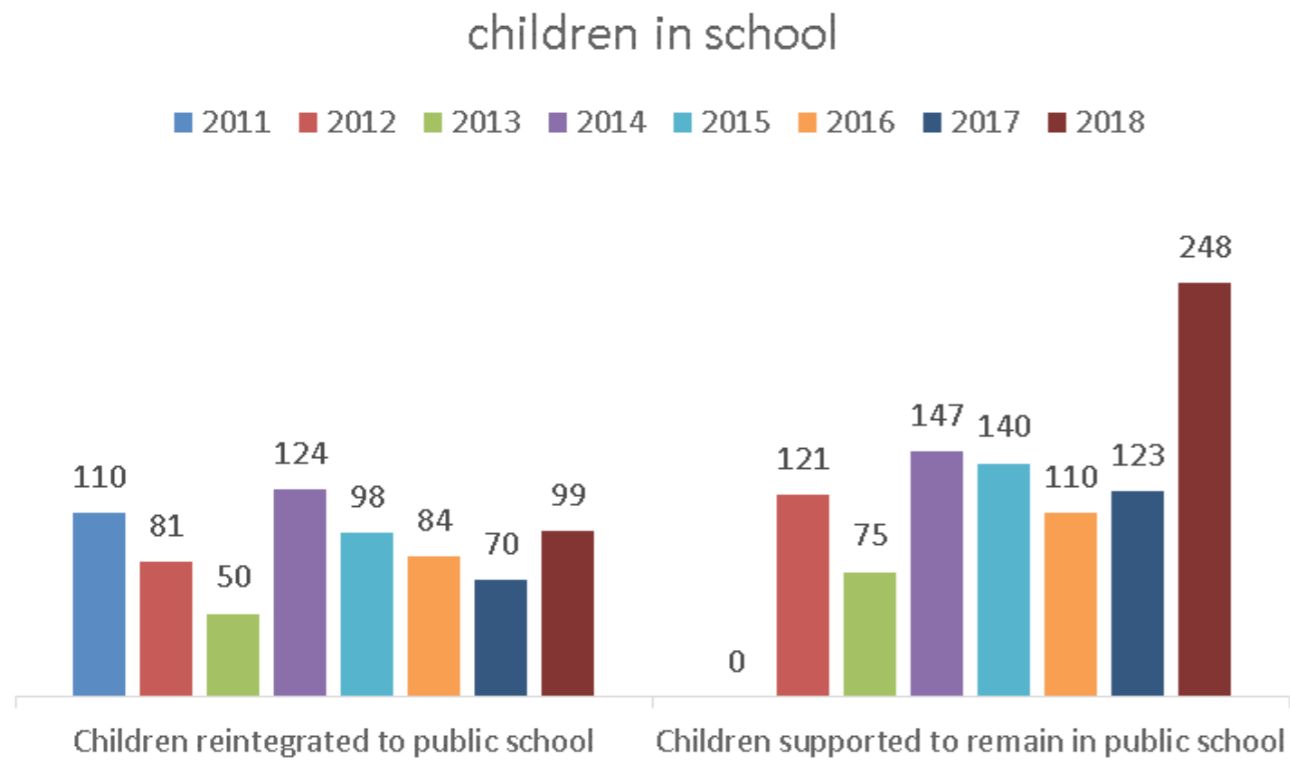


KEY STATISTICS

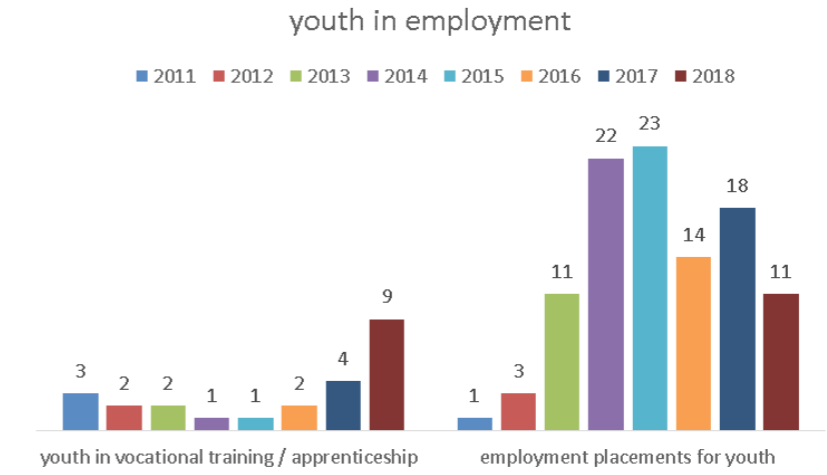
Total Number of Beneficiaries



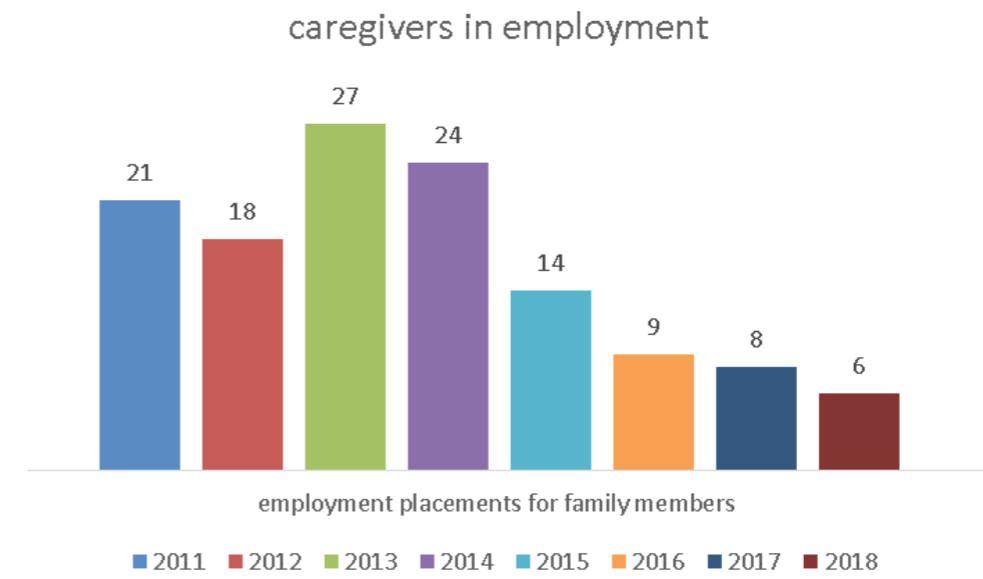
Total Number of Children in Education



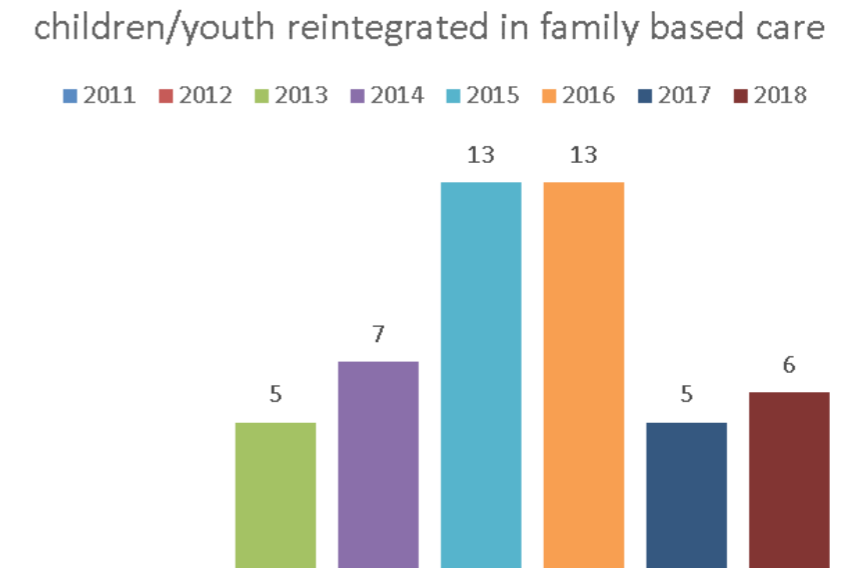
Total Number of Beneficiaries in Employment



Total Families Supported



Total Number of Children Reintegrated into Family-Based Care



KEY ACHIEVEMENTS AND CHALLENGES

Coordination:

- The fact that the project is far from Bangkok has proven challenging over the years. Stronger support from Kaliyan Mith in Siem Reap was developed through funding and support to operations in Poipet (Cambodian side)
- A new Thai social worker was hired.
- Due to the distances involved, the Child Protection Officer system was implemented.

Saving Lives:

- The ChildSafe Drop-In-Center (Poipet) provided services to 122 Cambodians deported by the Thai Government
- The Aran Drop-In Center provided services to 242 beneficiaries: 49 caretakers, and 81 children already living in Poipet.
- Collaboration with Damnok Toeuk for Outreach was further improved:
 - Drug prevention outreach: 36 children 8 youth
 - HIV / AIDS life skills education: 87 caretakers, 40 youth, 35 children
 - Health and Hygiene: 50 children
 - Health services: 18 children
 - Referral for health services: 11 cases from Poipet (9 to AHC, 1 to Rack in Battambang, 1 to Deythmey hospital in Poipet), and referral to Aranyaprathet Hospital in Aran.
- The Child Labor campaign was postponed to 2019.

Building Futures

- The Futures Office on the Cambodian side was handed over to Damnok Toek and 17 referrals were carried out
- The employment situation on the Cambodian side is still difficult as well as the issues linked to missing identification documents which leads to a high drop-out rate (close to 50%)
- A Futures Office Information Point was set up in the Aran Drop-In-Center: 248 migrants were provided with employment information.
- The annual School Reintegration Campaign was carried out in four communities on the Cambodian side: 35 families were reached (88 caregivers and 151 children).

ChildSafe Alliance / 3PC:

The Aran/Poipet project is built as a collaboration with other NGOs: Damnok Toek (DT), Krousar Thmey (KT) and Government counterparts

- The collaboration with Damnok Toeuk was further reinforced:
 - Support to develop DT's employment project (Futures) and cases are now referred to this Futures Office
 - The ChildSafe Hotline and ChildSafe Agents work in Poipet are now managed by DT.
 - Join outreach and school campaign with DT in Poipet.
 - Collaboration in the ChildSafe Drop-In-Center (Poipet side) - 242 beneficiaries received services: 122 deported children, 49 caretakers, and 81 children already living in Poipet.
- There have been changes in Government operations leading to a lack of clarity about the functioning of the Migration Assistance Center in Poipet, which weakened the quality of services during the year.
- Collaboration took place between 3PC Partners and Thai and Cambodian authorities for a snapshot survey (261 children age 0-24 working around Rong Kluea Market were interviewed, 238 are out of school: 14.5% beggars, 13.7% scavengers, 14.8% carters, 7% mobile sellers, 49.2% shop workers)
- Collaboration with DJOP for reintegration was continued: 1 child reintegrated back to Cambodia after collaborating with DJOP, 3 ongoing cases. However, the communication from DJOP still limited and it is difficult to get information about when they deport children to Cambodia

ChildSafe Movement



A total of 80 children were directly protected: 30 children through hotline and 50 actions taken by CS Agents

ChildSafe Agents

- A review of ChildSafe Agents took place before retraining for the new system and 17 were terminated
- The selection and training of Specialized Agents in Aran started: 6 children received services from 1 specialized CS agent (on migration)
- A ChildSafe Agent Annual Meeting took place in December 2018.

ChildSafe Community

- 3 CS Community Events on safe migration were carried out with DT in Poipet: 97 caretakers and 29 children were reached.

ChildSafe Hotline:

- ChildSafe hotline: 194 calls, 35 actions, involving 30 children and 5 caretakers.
- The CS Hotline and the CS Agents projects in Poipet is now managed by Damnok Toek.

LAO PDR

Friends in Lao PDR collaborates closely with the Ministry of Labor and Social Welfare. It operates projects in:

- * Vientiane
- * Luang Prabang



PEUAN MIT - VIENTIANE & LUANG PRABANG

Since 2004
Project activities

- * Social services
- * Outreach
- * Drop-In Center
- * Transitional Family Based Care and reintegration
- * Education support
- * Vocational Training
- * Futures Office/Mobile Futures
- * Vocational Training businesses
- * ChildSafe

Team: 58 staff (32 females)

KEY STATISTICS

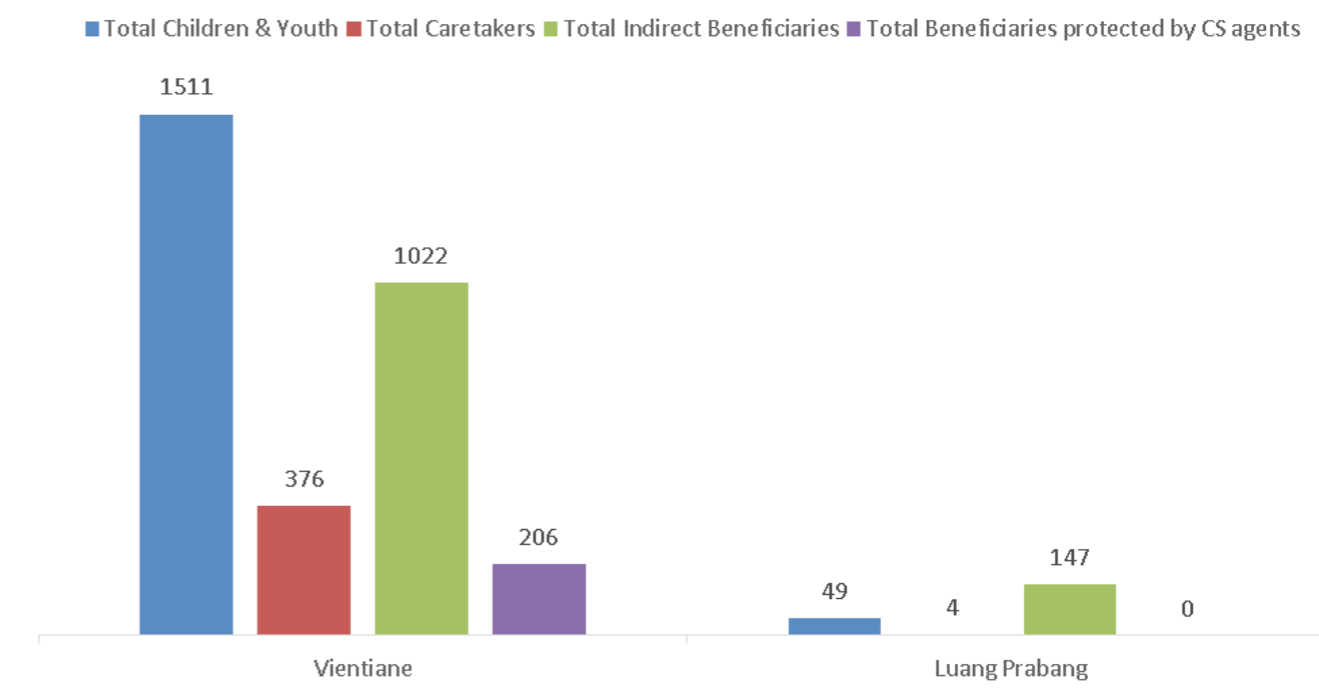
Total Number of Beneficiaries

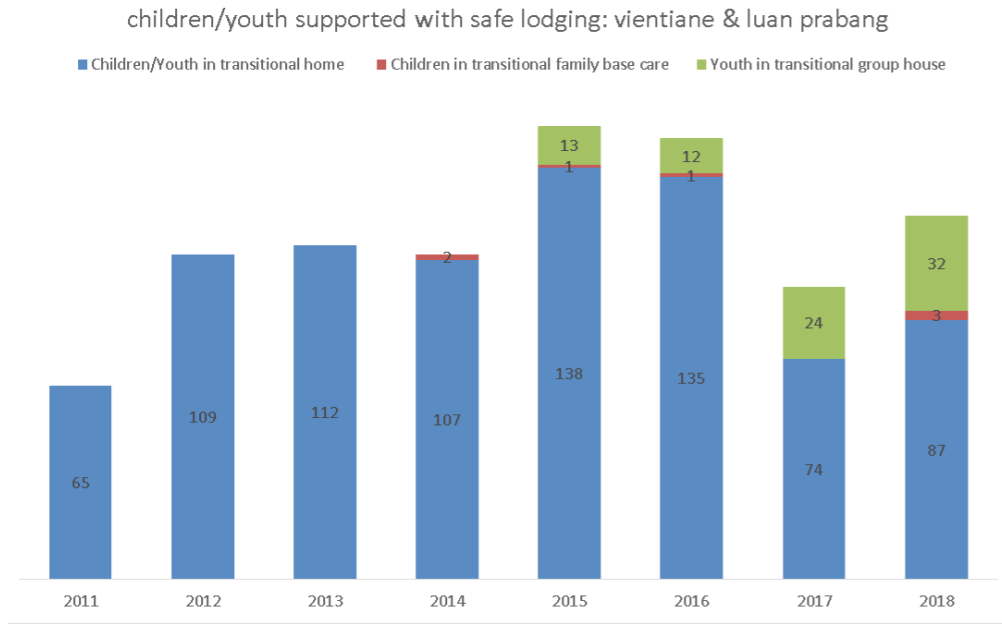
total beneficiaries: vientiane & luang prabang



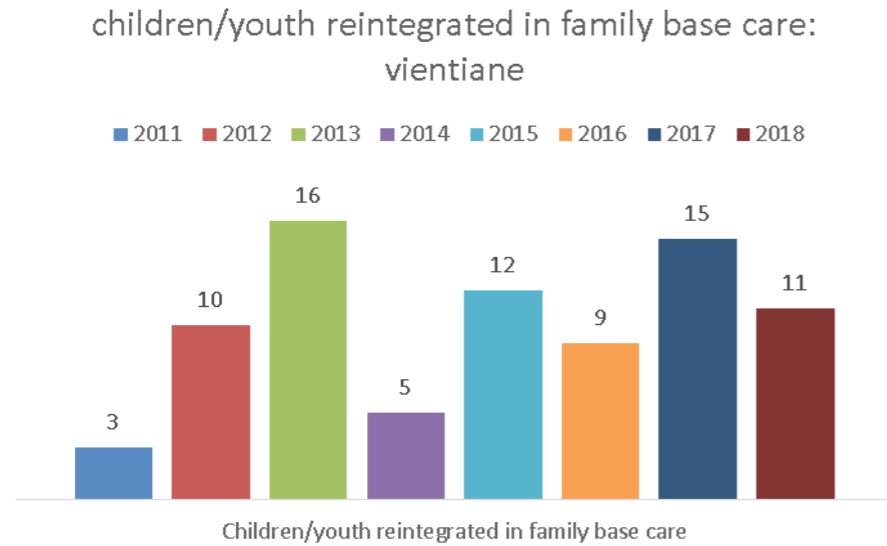
Total Number of Beneficiaries Per Location

2018 total beneficiaries

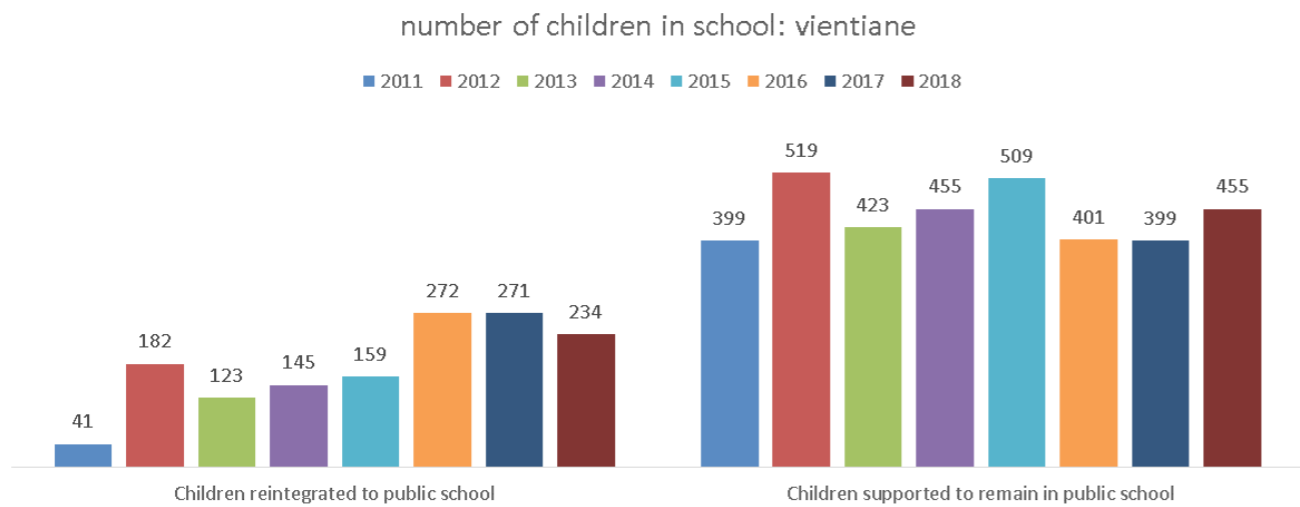




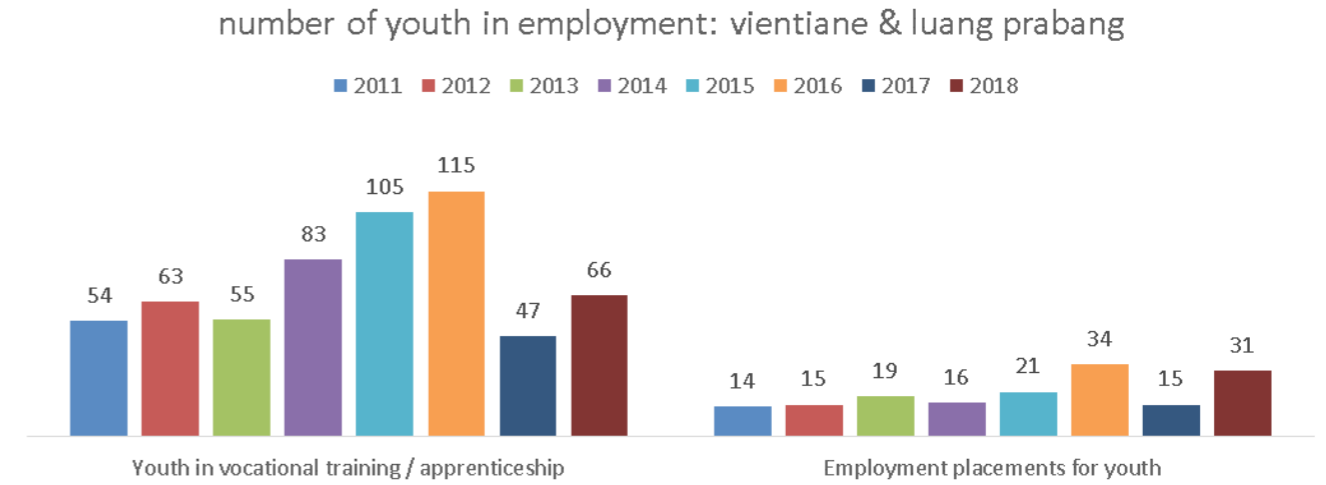
Total Number of Children Reintegrated into Family-Based Care



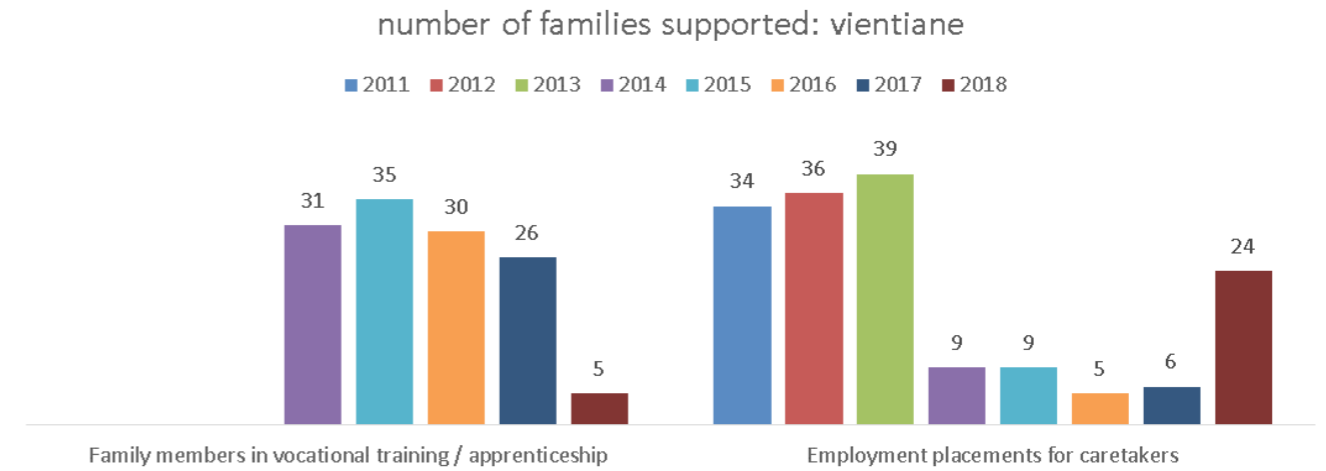
Total Number of Children in Education



Total Number of Beneficiaries in Employment



Total Number of Families Supported



KEY ACHIEVEMENTS AND CHALLENGES

Coordination:

- The renewal of the MoU was in preparation during 2018 and signed early 2019 (covering 2019-2023) that includes Vientiane Capital, Vientiane Province and Luang Prabang: this will allow for the development of social services in Vientiane and to initiate social services and expand vocational training in Luang Prabang.
- Peuan Mit's health and safety was improved using the Risk Management system (staff are trained and managed risk registers in their programs, fire drill/fire safety training was developed and training delivered)
- The Luang Prabang Project Manager was relocated to Vientiane to coordinate the Futures project
- The team faces challenges with the limited space available in the office, which also accommodates the Drop-In-Center, Futures and the new Let's Eat training restaurant. Discussion with the Government has been undertaken for additional space allocation.

Saving Lives:

- Condom distribution increase by 55%.
- The Child Protection Officer able to respond to child protection concerns effectively: 11 reports
- A review of ChildSafe Agents took place before implementing the new system (clean up and screening of 937 existing agents)

Building Futures

- The annual school campaign was carried out reaching a total of 626 children/youth/caretakers (464 children)
- Employment placements increased by 103% for youth and by 300% for caretakers
- A temporary Futures Office was set-up in the Drop-In-Center (a request to use a new Government space is pending)
- Opening of Let's Eat Vientiane "Sen Sep" a hospitality training for caretakers in September

ChildSafe Alliance**Government:**

- Ongoing collaboration with Government (social welfare center, governmental rehab center, detention centers, local authorities and MoLSW)

ChildSafe Movement**ChildSafe Agents**

- After clean up and screening of 937 existing CS Agents, a total of 127 active Agents remained : 92 general protection agents and 35 visibility agents

ChildSafe Hotline

- 71 calls, 19 actions, involving 12 children

Businesses:

- Only 1 CS business certified (EXO travel) due to lack of resources (no staff)

ChildSafe Campaigns:

- Citizen: 2,390 estimated reach
- Travelers: 21,698 estimated reach
- ChildSafe community: 5 events on the following topics: Hygiene, Nutrition, VAC, Safe Migration, Futures - reaching a total of 626 individuals

INDONESIA

Friends in Indonesia initiated activities in Bandah Aceh in 2007, before moving its operations to Jakarta in 2013.

**YAYASAN TEMAN BAIK - JAKARTA**

Since 2007

Location: Aceh until 2013, Jakarta since 2014

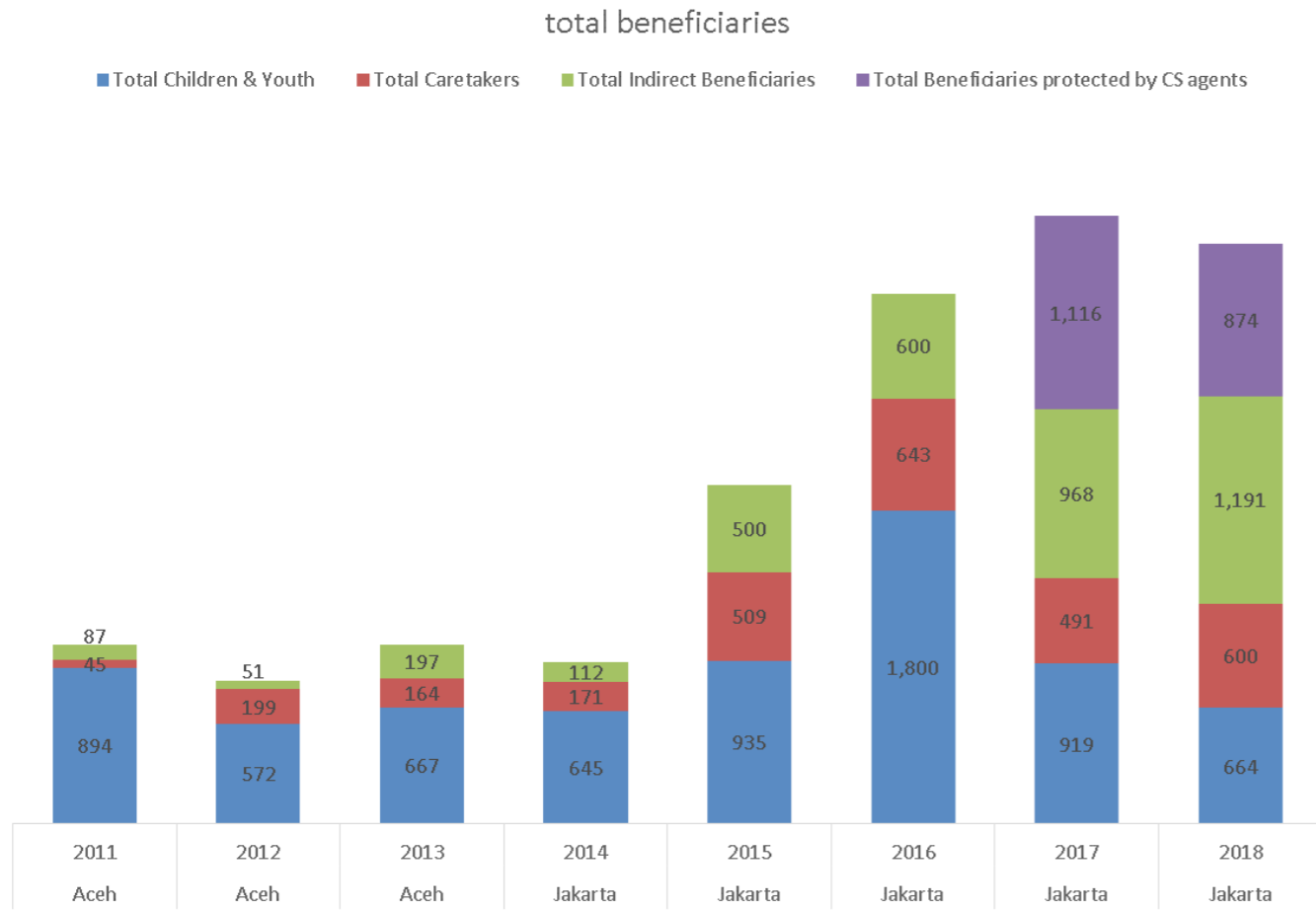
Project activities

- * Social services
- * Education & school support
- * Outreach
- * Employment support
- * ChildSafe

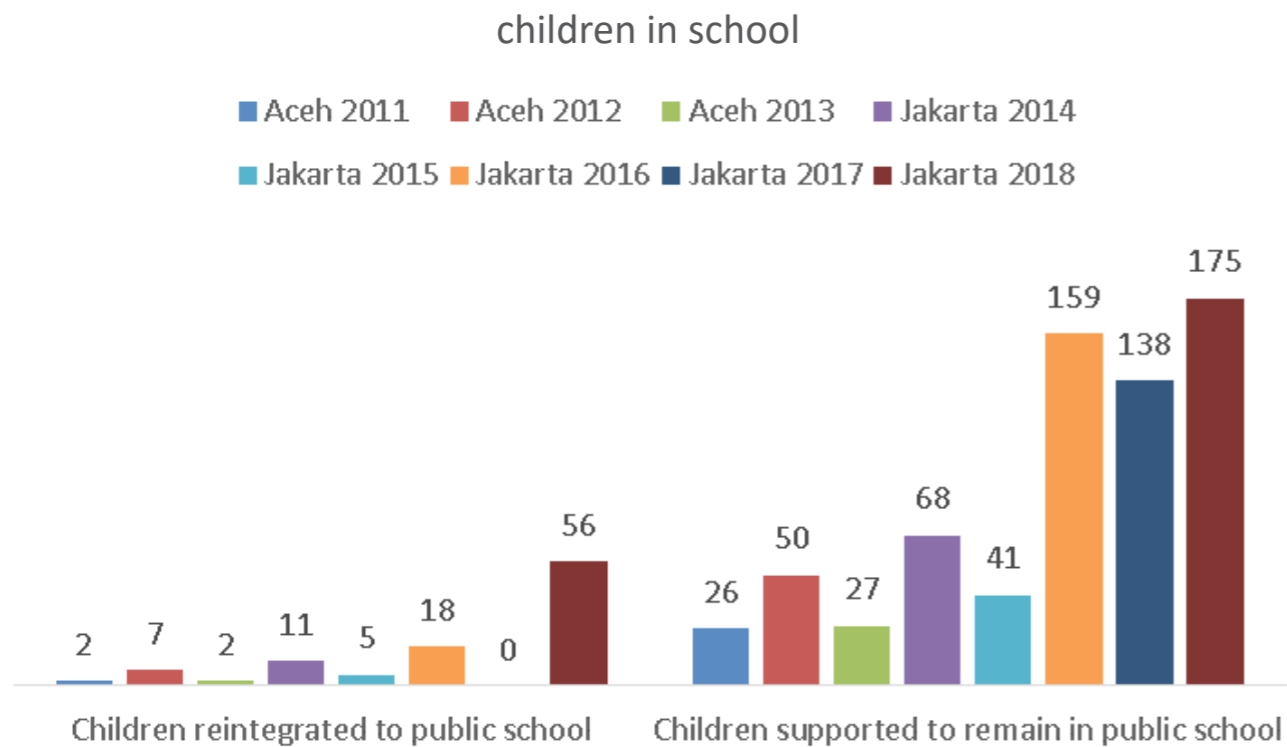
Team: 11 staff (3 females)



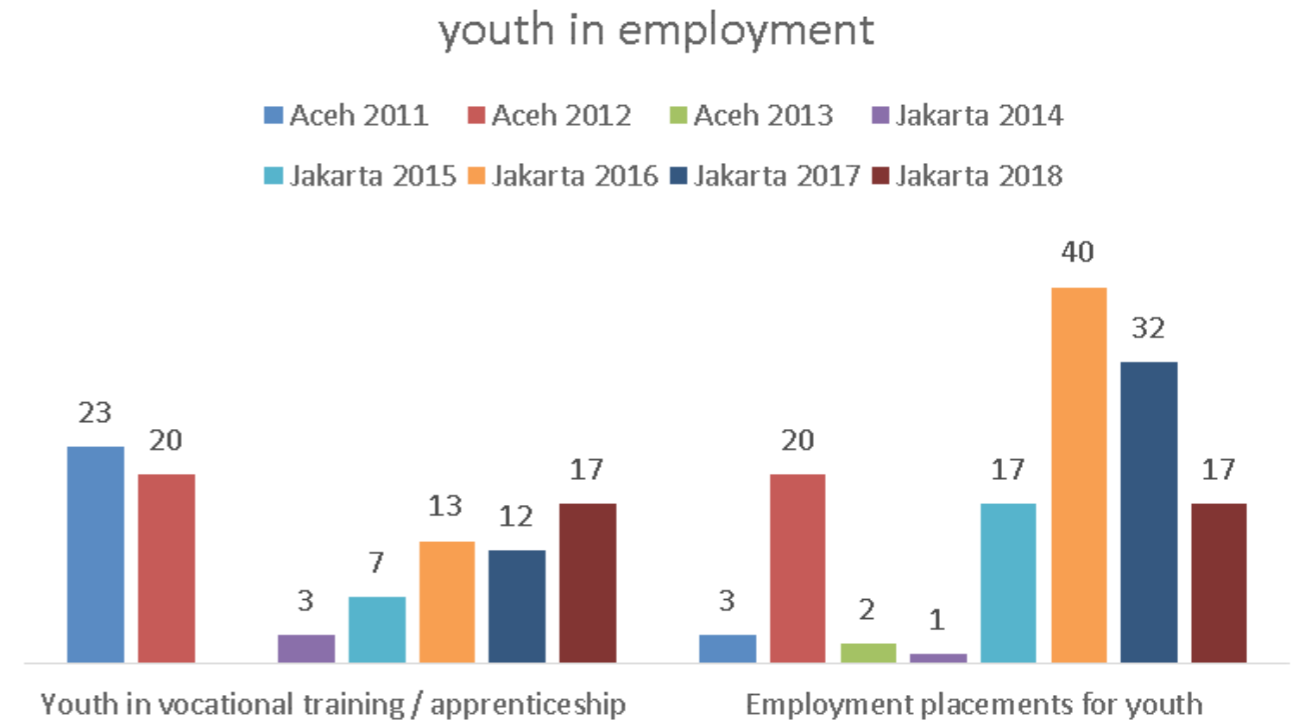
Total Number of Beneficiaries (over 8 years)



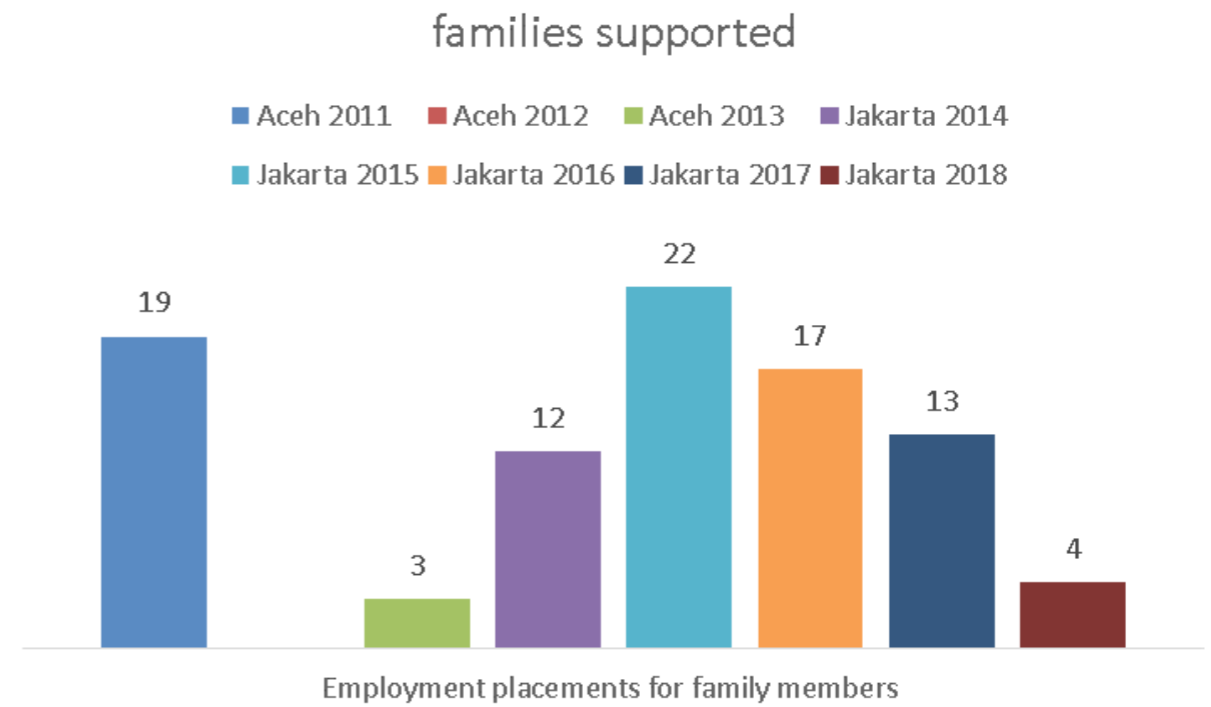
Total Number of Children in Education



Total Number of Youth in Employment



Total Number of Families Supported



KEY ACHIEVEMENTS AND CHALLENGES

Coordination:

- The project had no ChildSafe Project Officer in place during the final quarter
- The team is small, meaning increased pressure on individual members, exacerbated by UNICEF consultancies that took human resources away from regular work

Saving Lives

- Over 1,000 life skills education sessions were provided to children, youth and caretakers
- A small team means a heavy workload for the Social Services Coordinator

Building Futures

Education

- School Registration Campaign was carried out reaching 178 children and 89 caretakers
- Non-Formal Education activities through outreach were carried out in every zone and school reintegration support activities were increased

Employment

- Continued challenges were faced in relation to staffing for the employment and job placement program

ChildSafe Alliance

NGOs

- Collaboration with Lembaga Bantuan Hukum (Legal Aid Institution) Jakarta

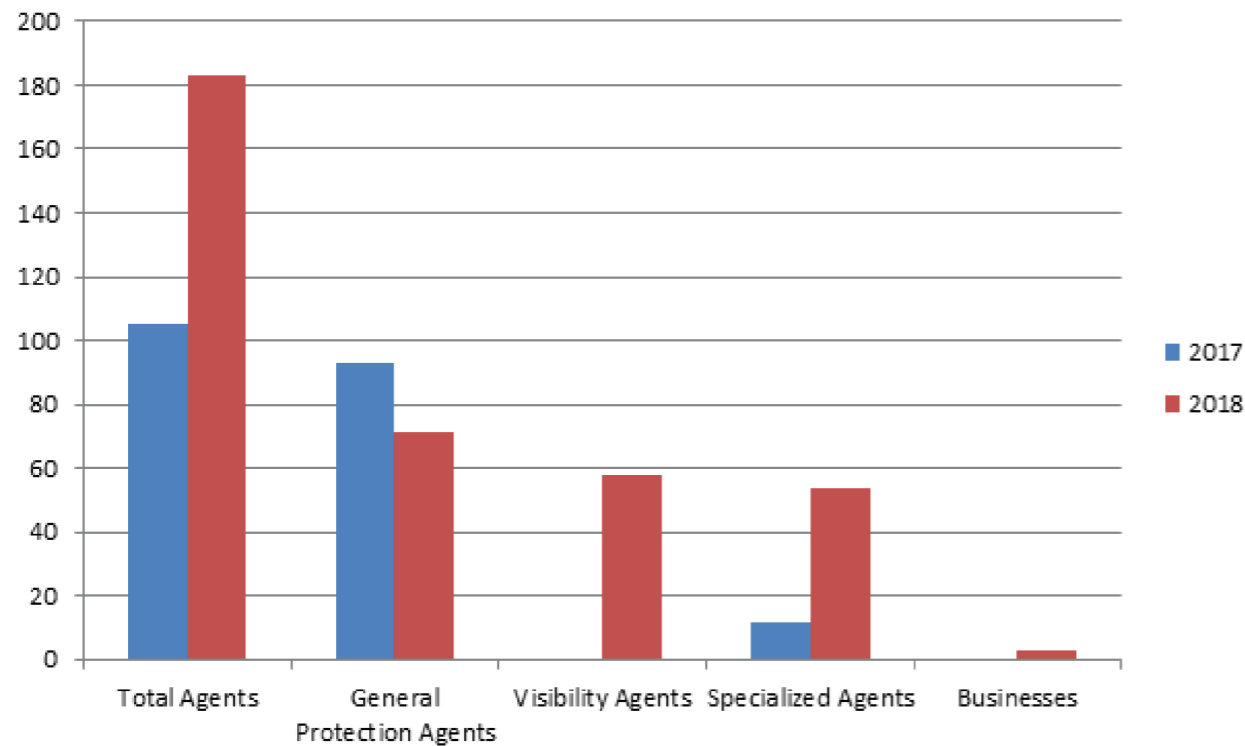
Government

- Teman Baik trained 9 government staff in general child protection
- Established link with East Jakarta Police: Woman and Children Protection Unit, supporting children in conflict with the law
- On-going collaboration was developed with local authorities to use Government space for activities for youth/ children and Futures activities

Other Partners:

- Teman Baik is recognized by UNICEF Indonesia as a Child Safeguarding expert and provided support to their Partners

ChildSafe Movement



Total of 53 children directly protected (23 children through hotline and 30 actions taken by CS agents) and 45 actions taken by 13 specialized CS agents

ChildSafe Agents:

- General Protection Agents: 62 from communities, including Volunteers and 4 from Mosques (from 3 different Mosques) and 9 from Government. They supported the CS citizen campaign.
- Visibility Agents: 58 from Exoand Buffalo travel companies (in Bali and Yogyakarta)
- Specialized Agents: 37 selected for Violence Against Children and 17 for Sexual Abuse

ChildSafe Hotline:

- The CS hotline received 62 calls, leading to 30 actions, involving 23 children

ChildSafe Community:

- 3 community events on violence against children were carried out in Karet and Matraman reaching 370 persons

Businesses

- The team started training small businesses (run by the Teman Baik beneficiaries)
- CS business in Bali proved difficult to follow up
- Staff shortages reduced the capacity to connect with and train more businesses

ChildSafe Campaigns

- Citizen campaign: estimated reach of 1,439,356 through social media
- Traveler campaign: estimated reach of 2,772,139 through social media

SWITZERLAND

Friends-Suisse started activities in Geneva in 2008 developing and supporting the ChildSafe Movement in Europe. It initiated an employment project in 2018.



FRIENDS-SUISSE - GENEVA

Since 2008

Staff: 2

List of projects

* ChildSafe

* Futures (Migration)

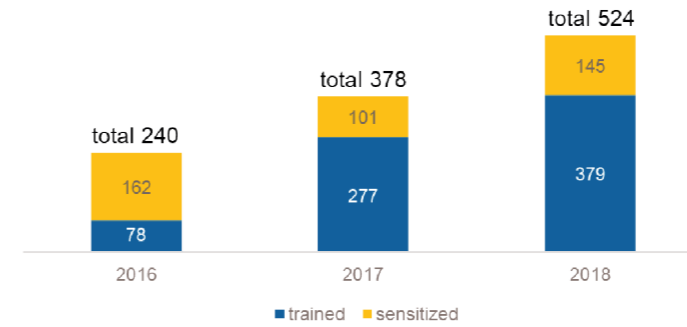


Ensemble, nous construisons l'avenir.

KEY STATISTICS

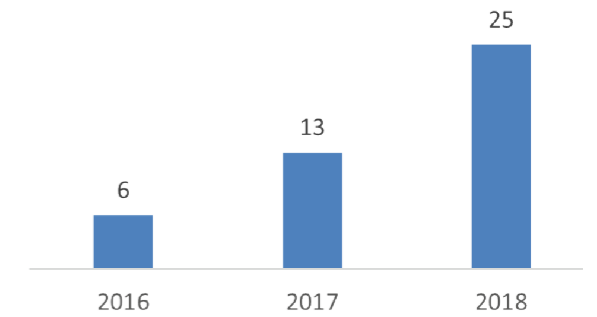
ChildSafe Awareness in High Schools / Universities

of students (high schools/universities)



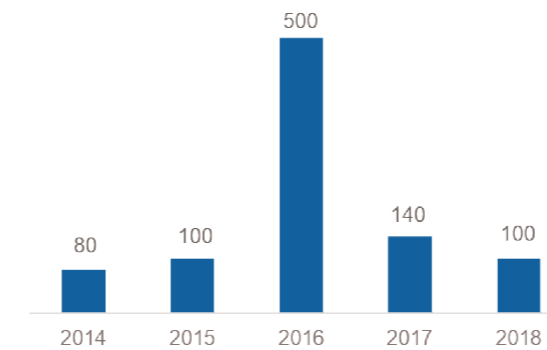
Number of ChildSafe Interventions

of interventions



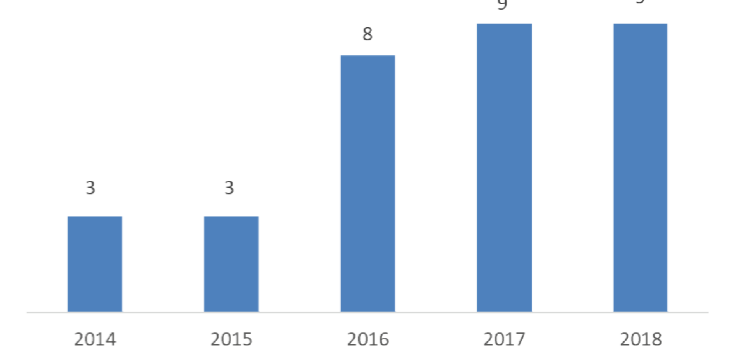
Number of Tourism-Sector Professionals Reached

PROFESSIONALS (tourism sector)



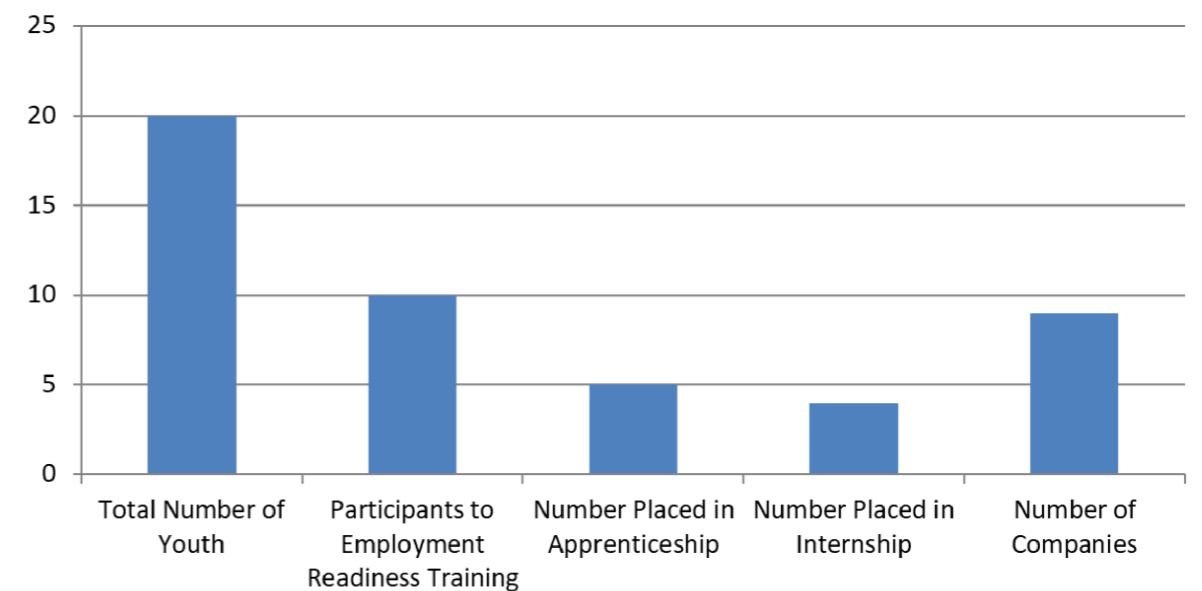
Number of ChildSafe Supporting Businesses

CHILDSAFE SUPPORTERS



Responsible Internships to Support Employment (RISE – Futures)

RISE



KEY ACHIEVEMENTS AND CHALLENGES**Building Futures**

- Friends-Suisse initiated a pilot project supporting the professional integration of young refugees in Geneva: Responsible Internships to Support Employment (RISE)using the Futures model. 20 youth participated in the project with 9 companies.
- RISE built a network of enterprises offering internships to young refugees. This allows them to:
 - Practice and improve their French
 - Gain experience in the job market
 - Improve their soft skills
 - Gain competences
 - Build a network
 - Maximize their chance to access the apprenticeship system
 - Selects, prepares and presents candidates to the employer
- The project also supported employers:
 - For administrative formalities (work permit, etc.)
 - With follow-up of youth during internship and regular communication with the employer
 - By conducting post-internship evaluation with the employer
 - By developing CSR activities with the company

ChildSafe Alliance

- The RISE (Futures) project is built in collaboration with Association des Mediatrices Interculturelles (AMIC)

ChildSafe Movement

- School interventions: Friends-Suisse carried out 24 intervention in schools and universities reaching 524 students:
 - 14-19 years old: Deconstruction of prejudices about the global South and reflection on real needs
 - 17-19 years old: Sharpening critical thinking skills about voluntourism
 - Workshop with teachers on the impact of their “humanitarian travels”
- Friends-Suisse worked in building Standards for the Education System:
 - Influencing standards within accreditation systems of international schools (CIS, IBO)
 - Broadening the spectrum of child protection (not only for students within schools but for children in communities) in such standards
 - Sparking debate on the impact of « solidarity trips » among donors such as Geneva City and Geneva Canton
 - Coordination of the European Hub of Rethink Orphanages
 - Mapping of orphanage support (funding +volunteering) within the UK, France and Germany to inform an engagement strategy

MYANMAR

Friends-International has been active in Myanmar since 2010 providing training to Government services and NGOs.

Friends-Myanmar (Tha Ngae Chin Myar) was registered as a local organization in 2018.



THA NGAE CHIN MYAR - FRIENDS MYANMAR - YANGON

Since 2018
List of projects

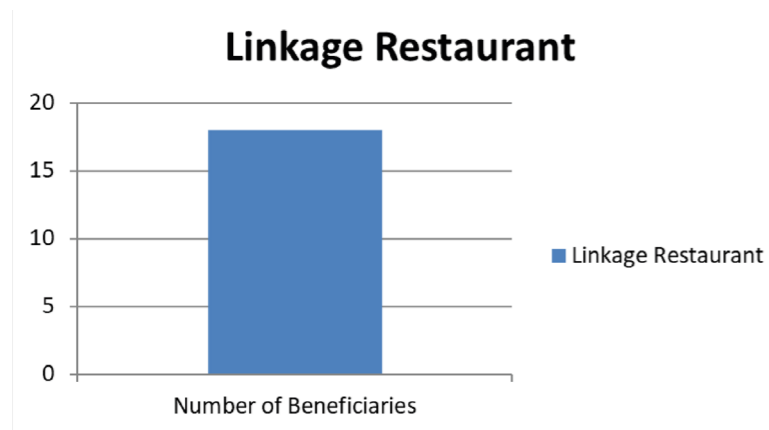
* ChildSafe

* Training Restaurant (Linkage)

Staff: 7

KEY STATISTICS

Number of Beneficiaries

**KEY ACHIEVEMENTS AND CHALLENGES****Coordination:**

- Temporary registration was issued in August and permanent registration is in process.
- The Child Protection Specialist from Peuan Peuan went to Yangon in July 2018 to support on Child Protection – focus was on the new dormitory for the training restaurant students.
- FI Myanmar is integrated into the FI midterm and annual review process.

Building Futures:

- 18 students were in training at Linkage Training Restaurant
- 6 graduated students were placed

