



# Friends-International **Annual Report 2016**

Friends-International powers the following programs:



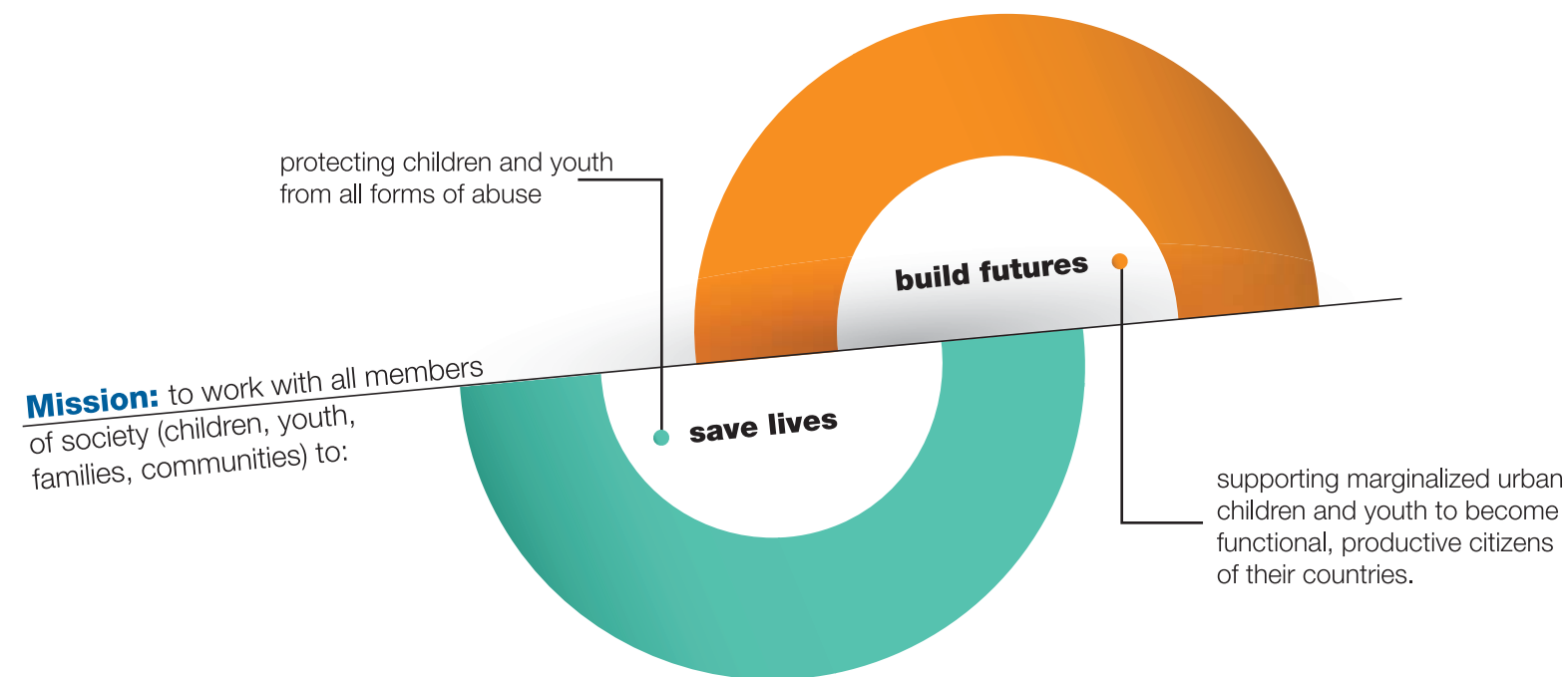
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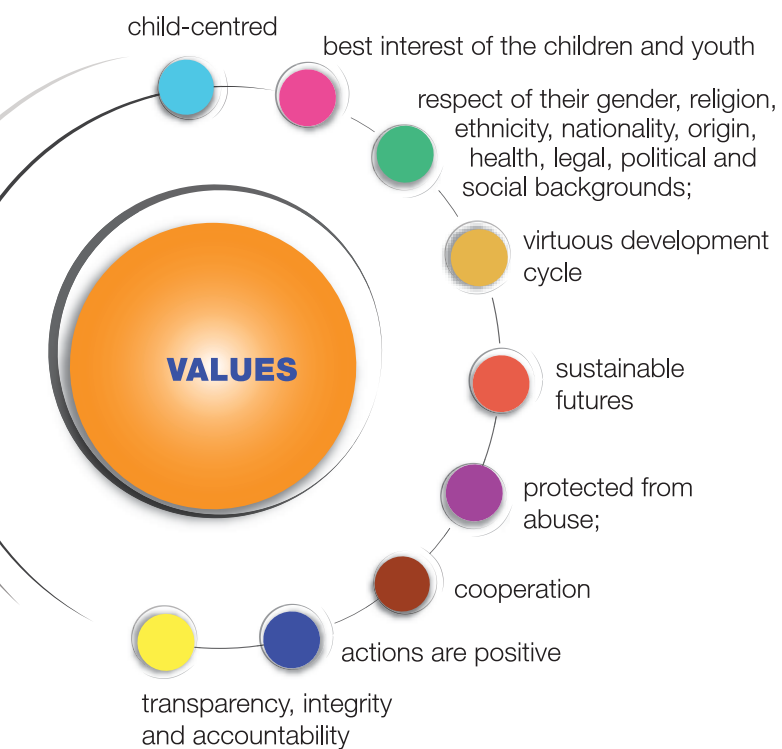
# Glossary

3PC	Partnership Program for the Protection of Children
DoSVY	Department of Social Affairs, Veterans and Youth Rehabilitation (Cambodia)
FCF	Family Care First (Cambodia)
FI	Friends-International
FSB	Friends Social Business
GAC	Global Action for Children
HTC	HIV Testing and Counseling
ISS	International Social Service
MoSVY	Ministry of Social Affairs, Veterans and Youth Rehabilitation (Cambodia)
MoU	Memorandum of Understanding
MSM	Men who have Sex with Men
NGO	Non-Governmental Organization
NFE	Non-Formal Education
RCI	Residential Care Institution
TLSDF	The Life Skills Development Foundation (Thai NGO)
TREE	Training Restaurants for Employment and Entrepreneurship
UL	Urban Light (Thai NGO)
UNICEF	United Nations Children’s Fund
UNICEF	United Nations Children’s Fund
UNWTO	United Nations World Tourism Organization
USAID	United States Agency for International Development
WTM	World Travel Market

## FRIENDS-INTERNATIONAL MISSION



**Values:** Friends-International is committed to the values set forth in the International Convention on the Rights of the Child, and as such:

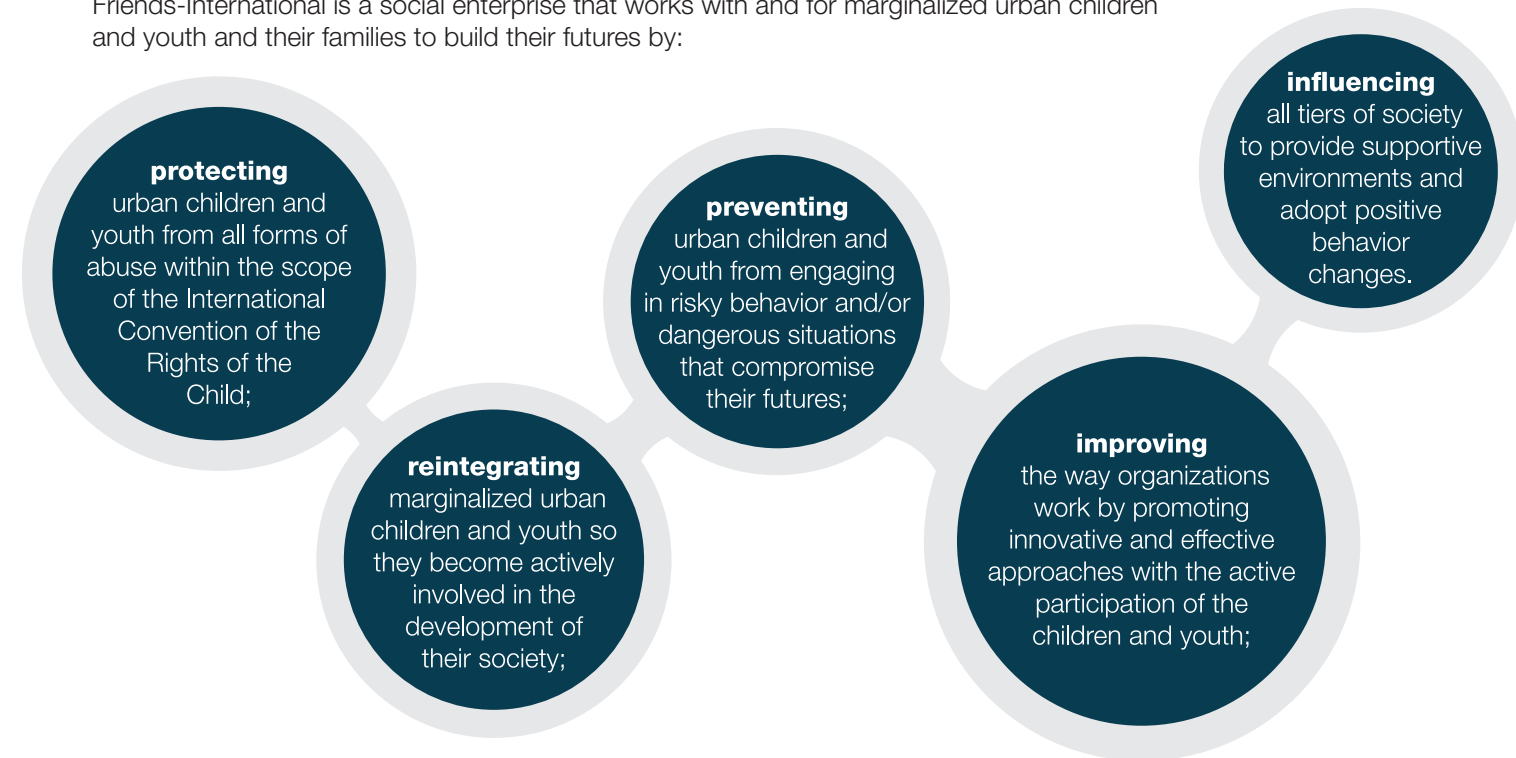


- All projects are child-centred and child-focused;
- All decisions are taken for the best interest of the children and youth;
- Work is carried out with and for marginalized urban children and youth in full respect of their gender, religion, ethnicity, nationality, origin, health, legal, political and social backgrounds;
- Services are designed so as to feed a virtuous development cycle and break the vicious poverty cycle;
- All projects build sustainable futures for the children, youth, families, communities and societies;
- Children/youth, teams and the organization are effectively protected from abuse;
- All services are designed in the spirit of cooperation and to avoid duplications and will not replace or go against Government policies and services;
- All actions are positive in nature: Friends-International strives to break the stereotypic images of victimized children and "pity charity" and instead promote images of empowerment, hope, and transformation;
- Networks developed for specific programs retain transparency, integrity and accountability.

Friends-International is committed to transparency and cost effectiveness in its work, administration and finances

## Strategy

Friends-International is a social enterprise that works with and for marginalized urban children and youth and their families to build their futures by:



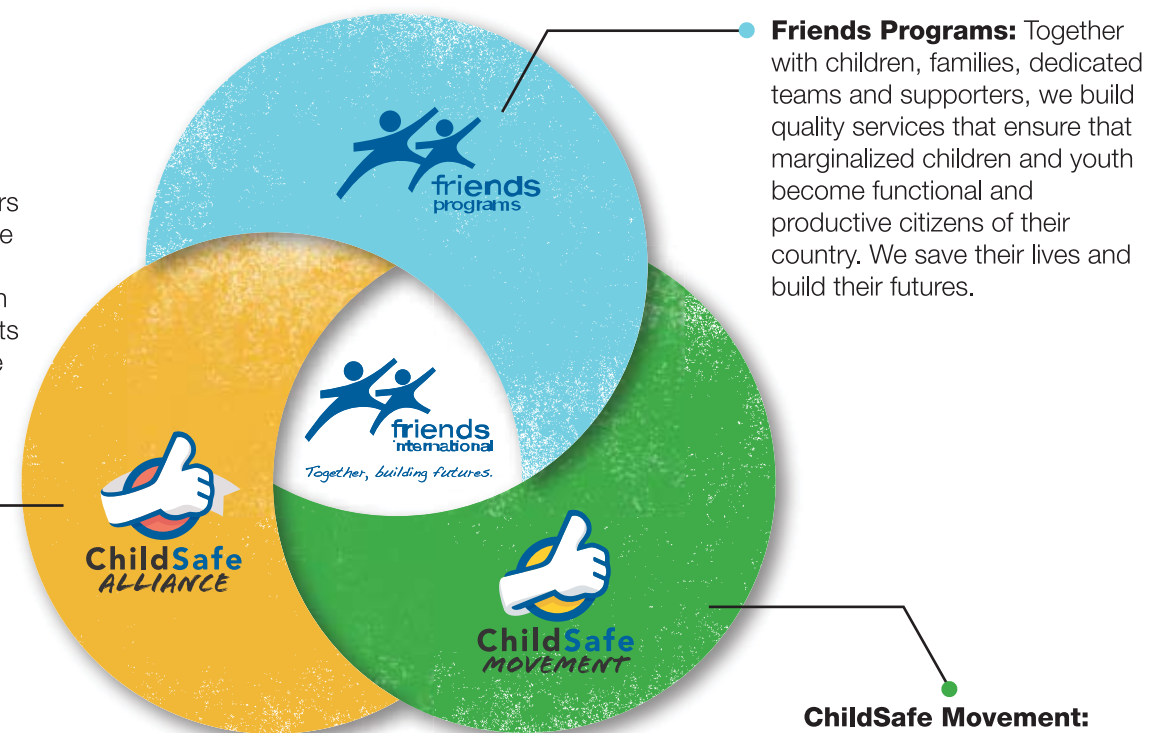
Since 1994, Friends-International develops creative, innovative and holistic programs, building networks, supporting youth-led projects and establishing solid protection and support services within organizations, communities and all tiers of society while aiming to become self-sustainable.

## THE FRIENDS-INTERNATIONAL PROGRAMS

Friends-International (FI) is a social enterprise built around 3 main programs addressing the various factors affecting marginalized children / youth and their caretakers:

### ChildSafe Alliance:

We work together with other NGOs and Government partners to coordinate initiatives, improve the quality of our services to marginalized children and youth and replicate successful projects and models in order to improve our overall impact.



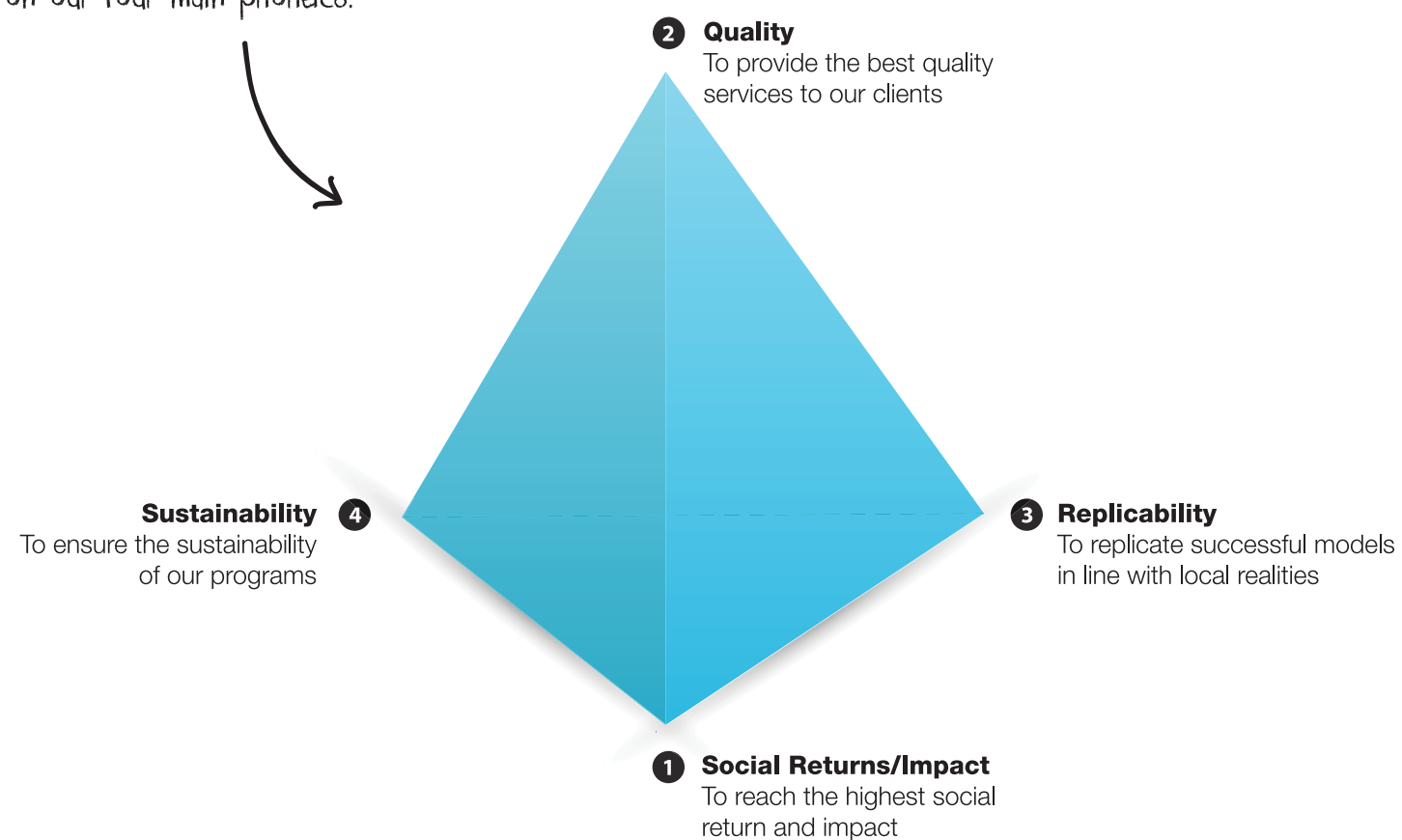
Together with concerned individuals and strategic partners, we build a global Movement that protects children from all forms of abuse through behavior change leading to direct initiatives by all actors in society.

In addition, the following teams provide support to the above programs:

- **Friends Social Businesses:** We build social businesses that aim at the highest social profit for the sustainable development of individuals, families, communities and society, while ensuring the sustainability of Friends-International and our Partners.
- **Monitoring, Evaluation & Research:** We provide technical information and support to all teams, including partners, to improve and develop services to marginalized children and youth.
- **Communications:** Through internal and external communications, we build a community of supporters within the countries we work in, on a wider international scene and between young people around the world.
- **Administration/Finance:** We build a strong, transparent and efficient administrative and financial system that supports the good implementation of all our programs.
- **Human Resources:** We develop a highly qualified team able to provide best services in good working conditions in line with international standards and national laws.
- **Grants / Partnerships:** We ensure that all Programs are sufficiently funding to allow all services to run smoothly.

## THE FRIENDS-INTERNATIONAL PRIORITIES

Friends-International strives to reinforce its work as a social enterprise, focusing on our four main priorities:



To establish best practice projects and provide the highest standards of services to marginalized urban children and youth, their families and their communities and provide effective working models for strategic partners.

Current Friends Programs are:

- Cambodia: Friends Phnom Penh (Phnom Penh / Chom Chao)  
Kaliyan Mith (Siem Reap)  
Mith Samlanh (Phnom Penh) (NB. Localized Program)
- Indonesia: Teman Baik (Jakarta) (NB. Localized Program)
- Lao PDR: Peuan Mit (Vientiane / Luang Prabang)
- Thailand: Peuan Peuan (Bangkok / Aranyaprathet)

**Friends-International  
Total 2015**

Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>18,233</b>	<b>8,394</b>	<b>7,584</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>34,211</b>		<b>3,251,199</b>
<b>A1</b> 795	<b>A2</b> 1,418	<b>A3</b> 3,900
<b>B1</b> 994	<b>B2</b> 420	<b>C1</b> 361
<b>C2</b> 296	<b>D1</b> 646	<b>D2</b> 484
<b>D3</b> 64	<b>E1</b> 130	<b>E2</b> 127
<b>F</b> 641	<b>G1</b> 193	<b>G2</b> 390,070
<b>H1</b> 183,636	<b>H2</b> 942,911	<b>I</b> 179,343
<b>J</b> 924,442	<b>K</b> 393,456	

**Friends-International  
Total 2016**

Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>20,307</b>	<b>8,251</b>	<b>10,920</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>39,478</b>		<b>3,461,622</b>
<b>A1</b> 599	<b>A2</b> 1,323	<b>A3</b> 4,272
<b>B1</b> 958	<b>B2</b> 511	<b>C1</b> 269
<b>C2</b> 269	<b>D1</b> 575	<b>D2</b> 482
<b>D3</b> 73	<b>E1</b> 117	<b>E2</b> 167
<b>F</b> 669	<b>G1</b> 162	<b>G2</b> 458,137
<b>H1</b> 169,647	<b>H2</b> 952,516	<b>I</b> 162,041
<b>J</b> 719,937	<b>K</b> 427,984	

**Peuan Peuan Aran  
Thailand**

Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>819</b>	<b>283</b>	<b>1,530</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>2,632</b>		<b>41,590</b>
<b>A1</b> 10	<b>A2</b> 84	<b>A3</b> 110
<b>B1</b> 6	<b>B2</b> 14	<b>C1</b> 0
<b>C2</b> 9	<b>D1</b> 5	<b>D2</b> 13
<b>D3</b> 1	<b>E1</b> 0	<b>E2</b> 0
<b>F</b> 22	<b>G1</b> 0	<b>G2</b> 349
<b>H1</b> 1,702	<b>H2</b> 17,894	<b>I</b> 1,562
<b>J</b> 2,841	<b>K</b> 2	

**Peuan Peuan Bangkok  
Thailand**

Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>956</b>	<b>439</b>	<b>1,582</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>2,977</b>		<b>18,303</b>
<b>A1</b> 0	<b>A2</b> 100	<b>A3</b> 298
<b>B1</b> 2	<b>B2</b> 2	<b>C1</b> 1
<b>C2</b> 5	<b>D1</b> 13	<b>D2</b> 22
<b>D3</b> 0	<b>E1</b> 0	<b>E2</b> 0
<b>F</b> 60	<b>G1</b> 1	<b>G2</b> 301
<b>H1</b> 1,820	<b>H2</b> 5,378	<b>I</b> 897
<b>J</b> 1,899	<b>K</b> 0	

**Peuan Mit Vientiane  
Lao PDR**

Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>2,210</b>	<b>248</b>	<b>1,033</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>3,491</b>		<b>79,425</b>
<b>A1</b> 0	<b>A2</b> 272	<b>A3</b> 401
<b>B1</b> 115	<b>B2</b> 25	<b>C1</b> 30
<b>C2</b> 5	<b>D1</b> 135	<b>D2</b> 9
<b>D3</b> 1	<b>E1</b> 12	<b>E2</b> 0
<b>F</b> 6	<b>G1</b> 0	<b>G2</b> 5,539
<b>H1</b> 18,726	<b>H2</b> 21,596	<b>I</b> 12,878
<b>J</b> 6,912	<b>K</b> 0	

**Kaliyan Mith Siem Reap  
Cambodia**

Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>4,543</b>	<b>1,049</b>	<b>1,628</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>7,220</b>		<b>257,044</b>
<b>A1</b> 312	<b>A2</b> 232	<b>A3</b> 1,015
<b>B1</b> 211	<b>B2</b> 181	<b>C1</b> 18
<b>C2</b> 72	<b>D1</b> 185	<b>D2</b> 221
<b>D3</b> 21	<b>E1</b> 47	<b>E2</b> 119
<b>F</b> 2	<b>G1</b> 0	<b>G2</b> 11,325
<b>H1</b> 11,324	<b>H2</b> 39,537	<b>I</b> 39,789
<b>J</b> 11,215	<b>K</b> 0	

**Mith Samlanh Phnom Penh  
Cambodia**

Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>9,339</b>	<b>5,139</b>	<b>1,933</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>16,411</b>		<b>3,029,123</b>
<b>A1</b> 277	<b>A2</b> 582	<b>A3</b> 2,204
<b>B1</b> 601	<b>B2</b> 248	<b>C1</b> 213
<b>C2</b> 147	<b>D1</b> 237	<b>D2</b> 201
<b>D3</b> 50	<b>E1</b> 58	<b>E2</b> 48
<b>F</b> 550	<b>G1</b> 157	<b>G2</b> 437,250
<b>H1</b> 124,954	<b>H2</b> 850,135	<b>I</b> 106,072
<b>J</b> 673,993	<b>K</b> 427,982	

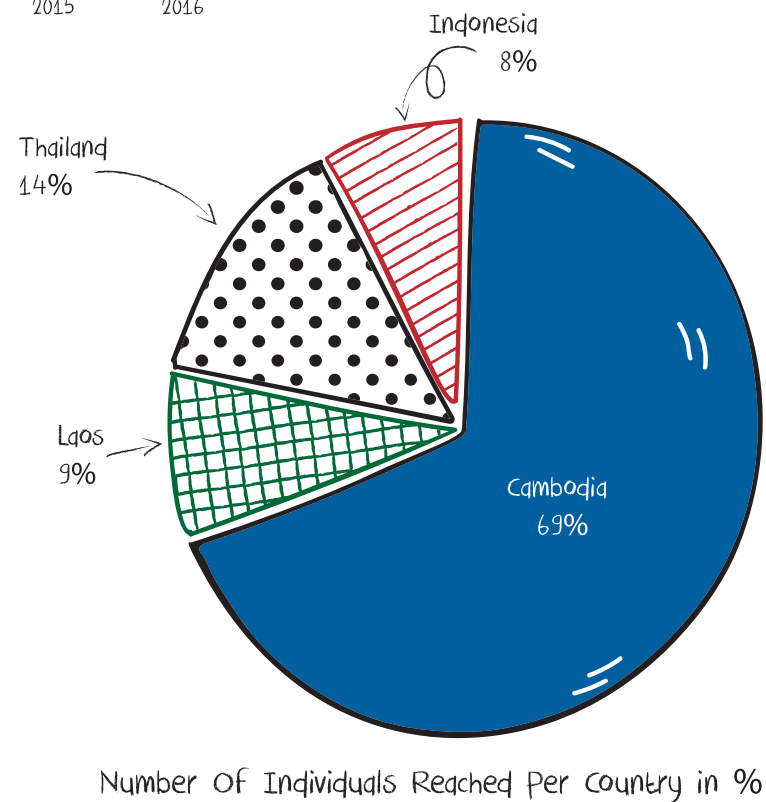
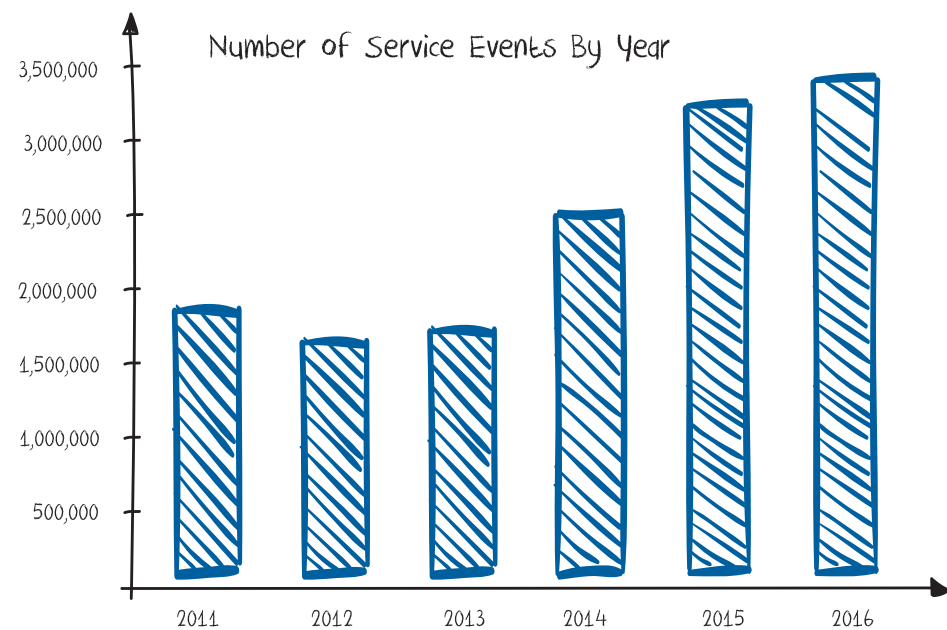
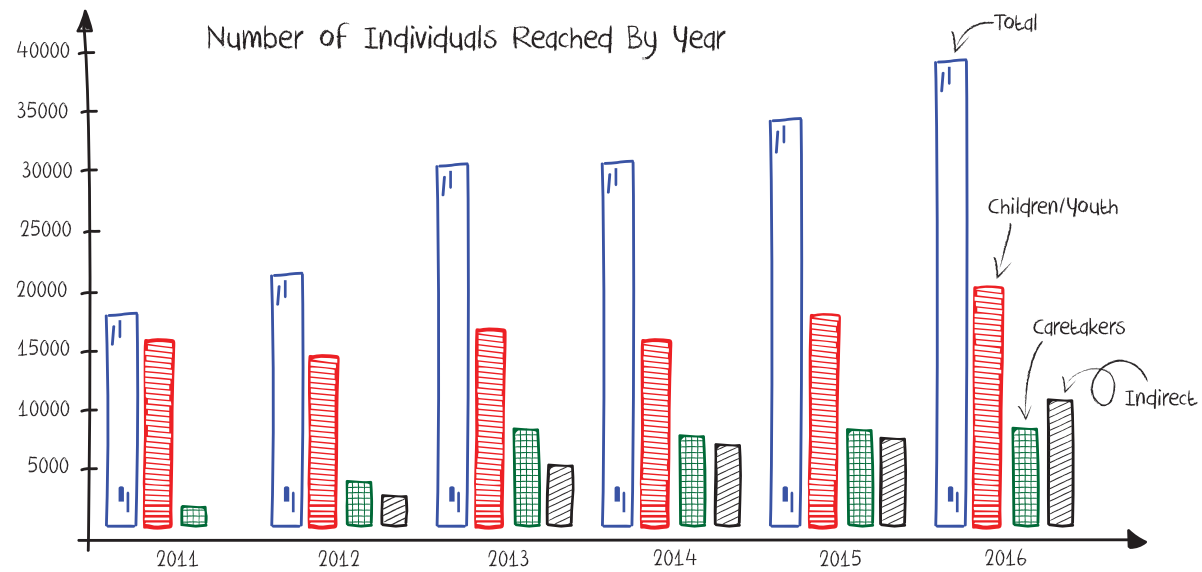
**Friends Chom Chao  
Cambodia**

Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>640</b>	<b>450</b>	<b>2,614</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>3,704</b>		<b>25,812</b>
<b>A1</b> 0	<b>A2</b> 35	<b>A3</b> 85
<b>B1</b> 10	<b>B2</b> 1	<b>C1</b> 7
<b>C2</b> 14	<b>D1</b> 0	<b>D2</b> 1
<b>D3</b> 0	<b>E1</b> 0	<b>E2</b> 0
<b>F</b> 6	<b>G1</b> 4	<b>G2</b> 3,373
<b>H1</b> 11,043	<b>H2</b> 11,219	<b>I</b> 0
<b>J</b> 23,077	<b>K</b> 0	

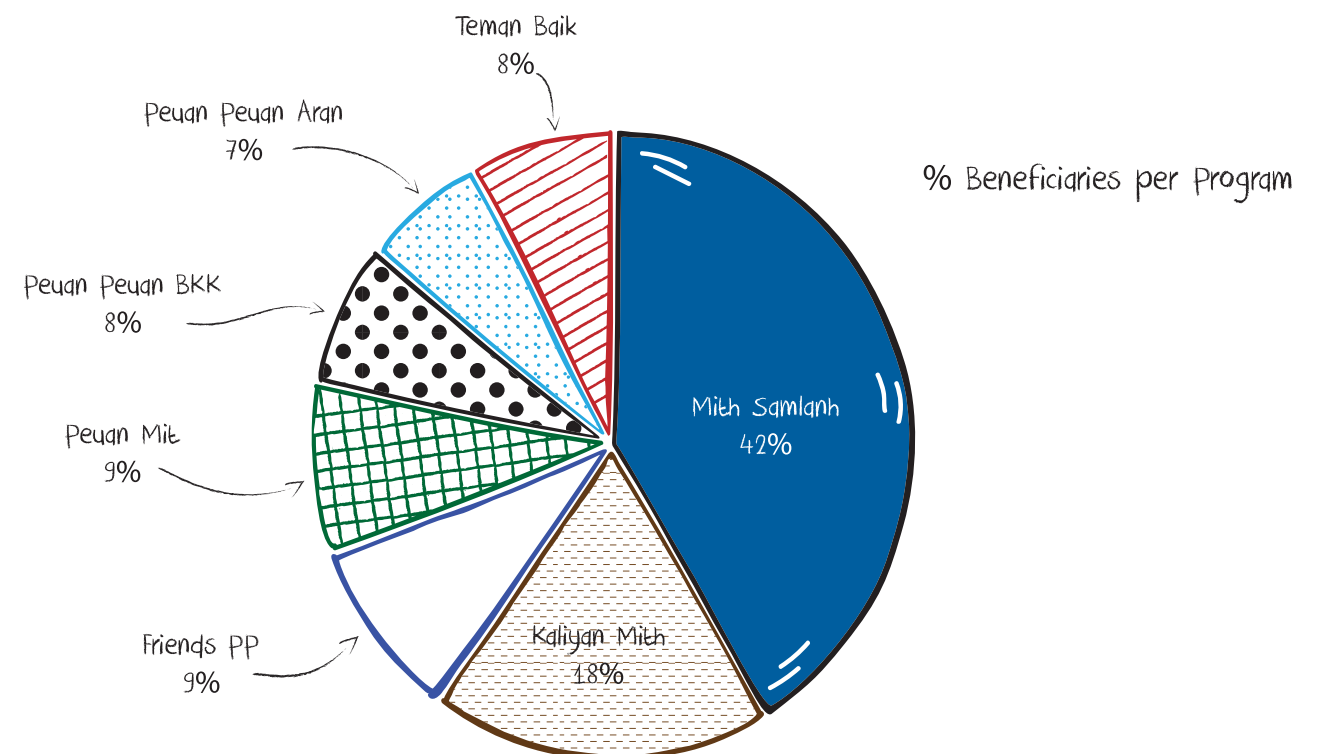
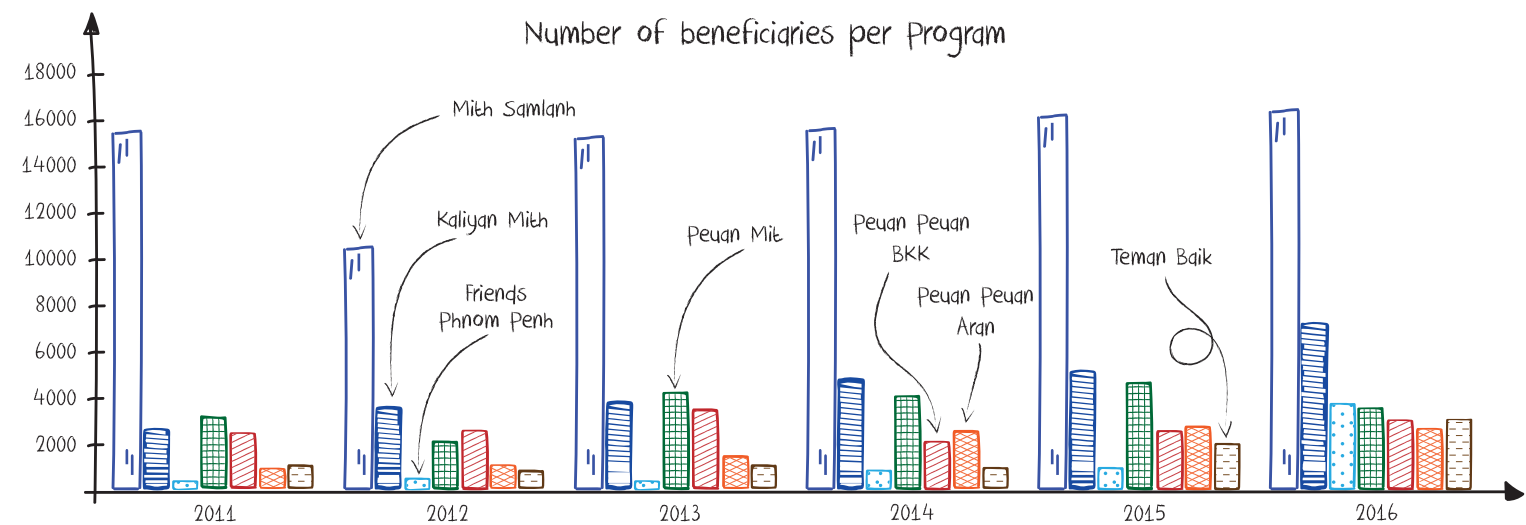
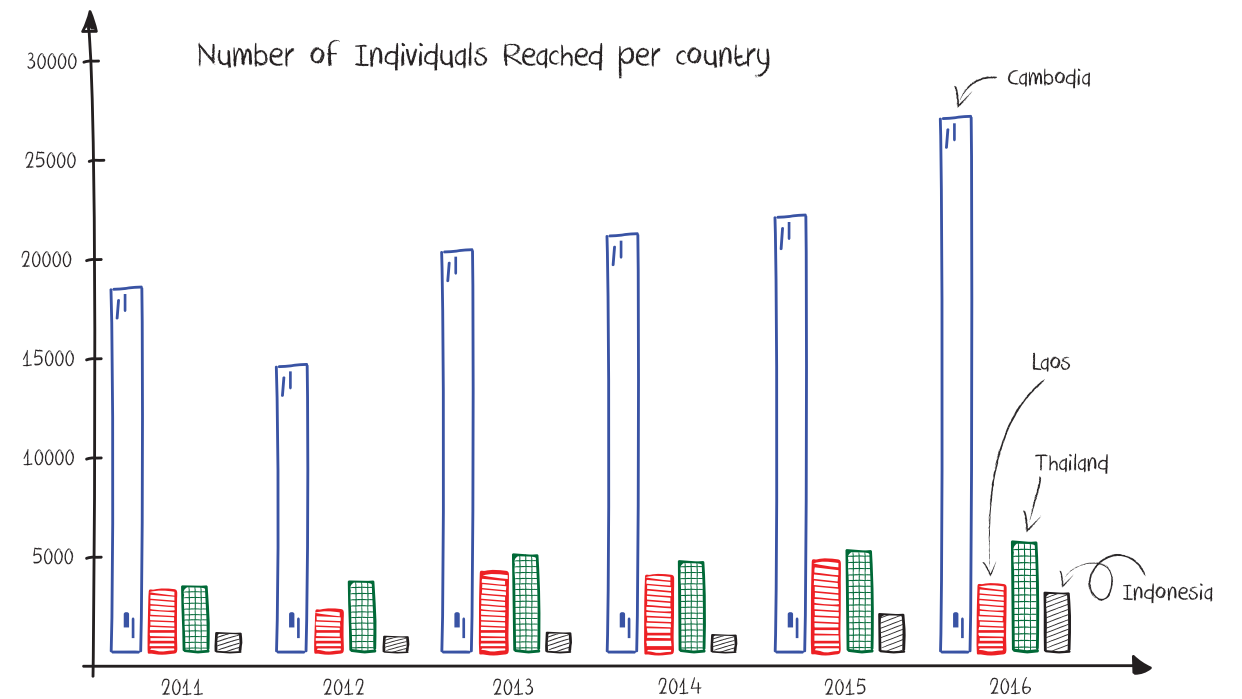
**Teman Baik Jakarta  
Indonesia**

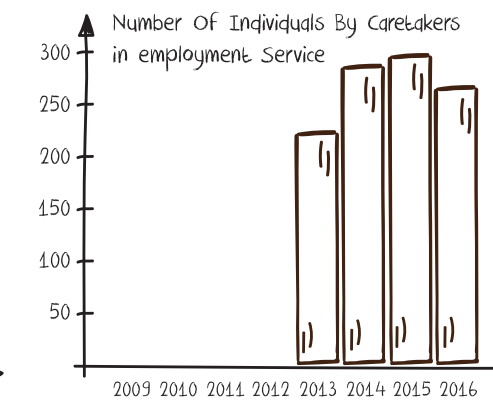
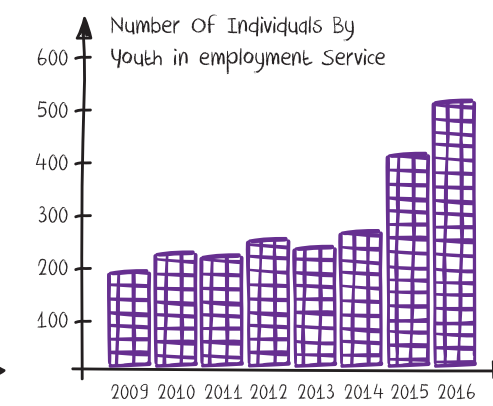
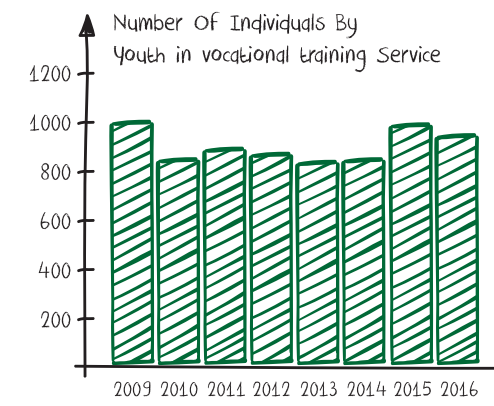
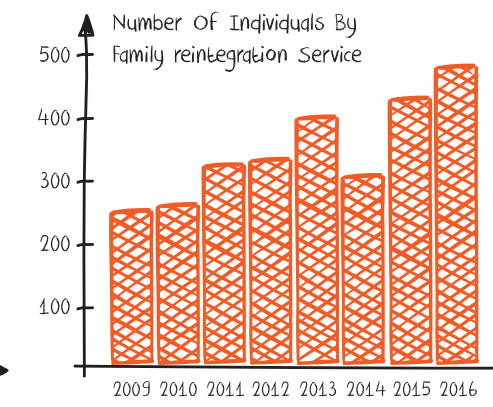
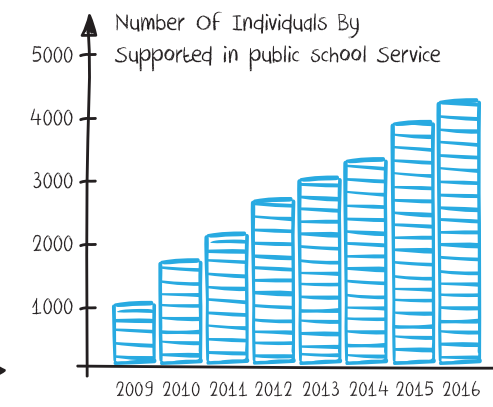
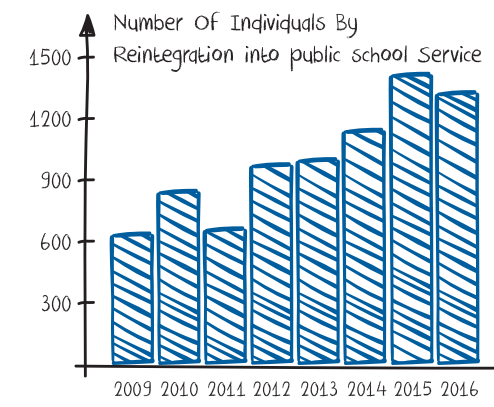
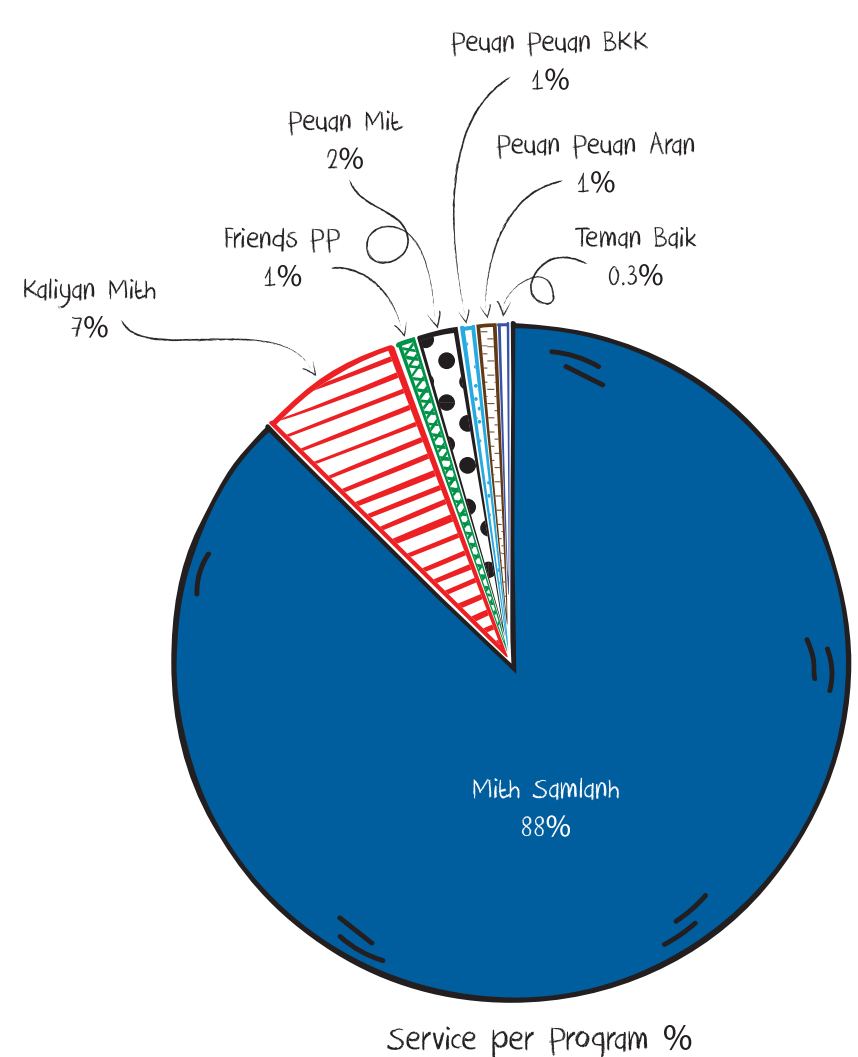
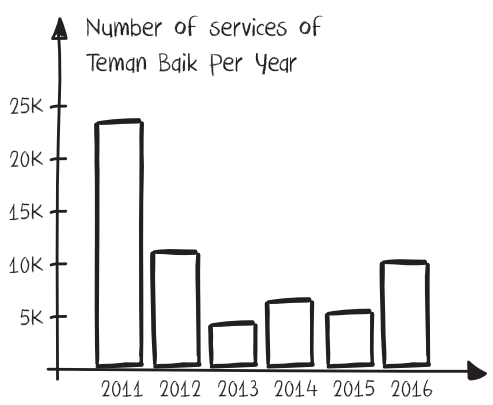
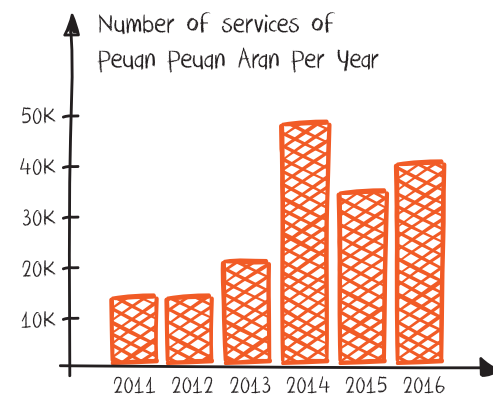
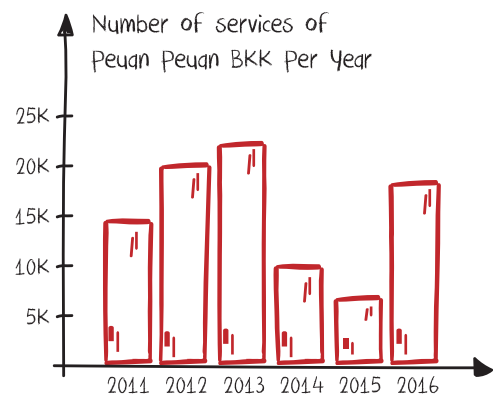
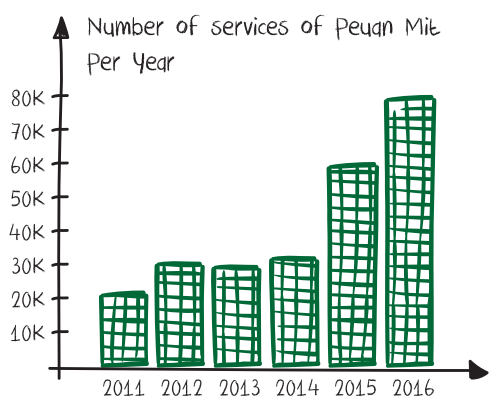
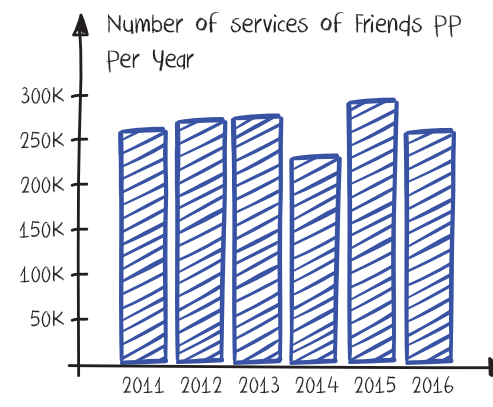
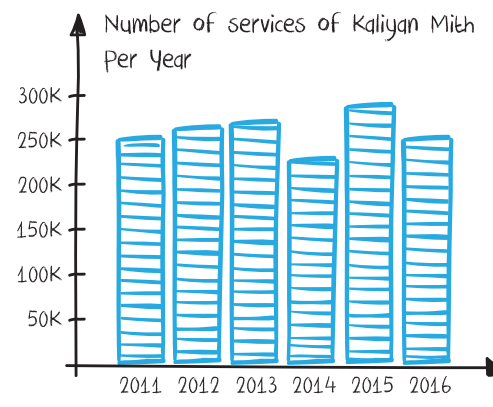
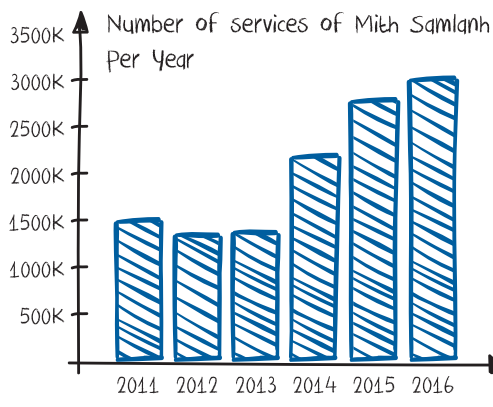
Total Children & Youth	Total Caretakers	Total Indirect Beneficiaries
<b>1,800</b>	<b>643</b>	<b>600</b>
TOTAL BENEFICIARIES		TOTAL SERVICES
<b>3,043</b>		<b>10,325</b>
<b>A1</b> 0	<b>A2</b> 18	<b>A3</b> 159
<b>B1</b> 13	<b>B2</b> 40	<b>C1</b> 0
<b>C2</b> 17	<b>D1</b> 0	<b>D2</b> 15
<b>D3</b> 0	<b>E1</b> 0	<b>E2</b> 0
<b>F</b> 23	<b>G1</b> 0	<b>G2</b> 0
<b>H1</b> 78	<b>H2</b> 6,757	<b>I</b> 843
<b>J</b> 0	<b>K</b> 0	

- |   |  |  |
|---|--|--|
| <b>A1</b> Children in Friends remedial schools    | <b>A2</b> Children reintegrated to public school | <b>A3</b> Children supported to remain in public school        |
| <b>B1</b> Youth in vocational training            | <b>B2</b> Youth placed in employment             | <b>C1</b> Family members supported for training/apprenticeship |
| <b>C2</b> Family members supported for employment | <b>D1</b> Children provided safe lodging         | <b>D2</b> Children/Youth reintegrated in family                |
| <b>D3</b> Children placed in foster care          | <b>E1</b> Youth supported in group homes         | <b>E2</b> Youth supported independent living                   |
| <b>F</b> Families receiveing emergency support    | <b>G1</b> Children/Youth in voluntary detox      | <b>G2</b> Drug related services                                |
| <b>H1</b> Health related services                 | <b>H2</b> Life skills services                   | <b>I</b> Non Formal Education                                  |
| <b>J</b> Condoms distributed                      | <b>K</b> Clean syringes distributed/hygiene      |  |



**WOW!**  
**39,478**  
 TOTAL BENEFICIARIES FROM THE  
 FRIENDS PROGRAMS 2016!!!





**All Programs suffered from a serious cash flow issue and the ensuing financial difficulties towards the middle of the year.**  
**As a consequence:**

- ⚠ some projects had to be scaled down or shut down
- ⚠ teams were restructured with some staff reductions

**Despite this situation, the overall number of beneficiaries reached and social impact continued to increase.**

**DID YOU KNOW?**  
**FRIEND PROGRAMS DELIVERED**  
**3,461,622**  
**SERVICES DURING 2016**



## Employment

The Futures Office project was solidly established and expanded:

In response to the long-term need faced by marginalized youth and caregivers, Friends-International in Cambodia in partnership with M'Lop Tapang, launched a specialized employment offices named "Futures" in 2016. Futures Offices are a comprehensive hub for employment support, targeting youth and adults across socio-economic levels.

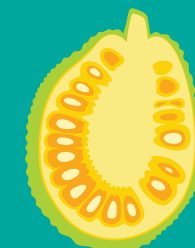
Futures services include:

- Career counseling: Futures specialized staff is available to guide youth and caretakers in making decisions for their education and their career and to provide educational and professional options.
- Soft skills training: created in response to employers' high demand for soft skills, the job readiness trainings (job interview, workplace behavior, personal development, etc.) improve employees' employability and job retention.
- Job placement: Futures staff support clients in finding a job based on the client's needs, interests and skills. Futures offices have developed privileged relationships with over 400 international and local companies to facilitate placement and ensure secure and dignified placements.
- Self-employment: clients interested in setting up or expanding a micro-enterprise can participate in a short technical training on entrepreneurship. A Futures staff is dedicated to each client to support the entire process of setting up and running the business.
- Library: visitors have access to computers to work on their CV and/or cover letter with the support of a Futures staff. Clients can also access internet to conduct independent job search.
- Referral to social support: clients facing psycho social barriers in obtaining stable work are referred to a wide range of organizations and services that provide holistic psycho-social services.
- Referral to professional trainings: Futures provide support in finding apprenticeships, internships and vocational training programs with organizations, civil society and private companies.
- Mith Samlanh: Futures was opened within the Training Center for students and outside youth and caretakers, one office continued to operate in the Borei Keila community, and a new Futures on The Move is being designed to reach more youth in smaller, scattered communities.
- Kaliyan Mith Siem Reap: a Futures Office was opened mainly for beneficiaries within the newly refurbished Drop-in Center

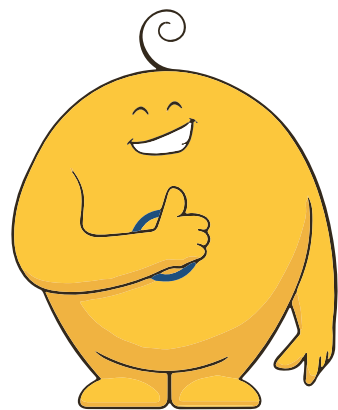


## Vocational Training: relocation/opening of (new) vocational trainings

- Mith Samlanh (Phnom Penh): a series of upgrades and new initiatives took place:
  - Mobile electricity business was developed,
  - NailBar vocational training was opened in CC2 prison (for women)
  - Job readiness training was initiated in CC2 and Kandal prisons
- Kailyan Mith (Siem Reap):
  - Phka Kravan vocational training beauty salon was relocated, refurbished and re-opened
  - Motorcycle training garage was relocated and re-opened,
  - The first vocational training restaurant for care takers (Let's Eat / Nyam Nyam) was opened
- Peuan Peuan (Thailand):
  - The vocational training restaurant Khanun was opened



ขนุน  
khanun



### ChildSafe Agents / ChildSafe Communities

- A new structure / system for the ChildSafe Agents project was created
- There was a 570% increase in ChildSafe Hotline cases relating to orphanage tourism, alternative care and “voluntourism” between 2014/16-The Citizen campaign was developed further for Thailand, Laos and Indonesia. ChildSafe Thailand launched and introduced their new mascot, Pook Look
- 229 businesses around the world are now engaging with the Movement – that’s 61 % up on 2015

### Alternative Care and work with Residential Care Institutions (Orphanages)

- The work to support the Cambodian Government with its objective of reduce the number of children in Residential Care Institutions (RCI) continued – the Friends Programs in Cambodia supported the Cambodian Government (in collaboration with 3PC) with the process of closure and transition of RCIs and supported the family reintegration of children.
- 168 children from 12 orphanages were reintegrated in joint work with the DoSAVY
- Another 254 were reintegrated in a family setting from Transitional Homes and the streets



### Friends Siem Reap (Kaliyan Mith SR):

#### Highlights:

- The vocational training beauty salon, Phka Kravan, was relocated and re-opened at the Kaliyan Mith River Centre in July;
- The first vocational training restaurant for care takers, Nyam Nyam, was opened in August;
- The Futures Office, providing specialized employment and microenterprise support to young people and caretakers was launched in August;
- The Motorcycle training garage was relocated in September;

- The ChildSafe team was restructured to strengthen its effectiveness. All teams are now promoting ChildSafe and the Hotline to ensure more children are protected. The ChildSafe Hotline is staffed by qualified social workers 24/7, to provide emergency response to any child protection incidents;
- Five ChildSafe Community Events were held to raise awareness about migration, drugs, and violence as well as promoting the hotline and the citizen tips;
- The support to the Government for family reintegration and alternative care placement of children living in orphanages was continued, with 55 new joint cases opened with DoSAVY.

#### Challenges:

- Funding gaps and cash flow issues impacted all activities and services: services in prison were scaled back, teams were restructured;
- The challenge in finding long term placement for children with disabilities and health issues in long term care continued to be acute.



### Friends Chom Chao (Kaliyan Mith CC):

#### Highlights:

- 85 children were reintegrated to public school and supported to remain in school in 2016 (only 5% dropped out)
- 10 youth were placed in apprenticeships including automobile mechanic, motorbike mechanic, sewing machine mechanic and tailoring
- With an increase in life skills training and income generation (14 Family members were supported for self-employment), more parents are now able to take care of their children’s study, health and hygiene
- 41 ChildSafe Agents were identified, trained and are now able to share information related to child protection and the services of the ChildSafe Hotline

#### Challenges:

- The children’s community and family environment (alcohol/drugs and gambling) discourage them attending school and learning at home.
- Some school teachers continue to charge extra money to the children to attend classes, which also prevents poor children to attend school.
- Families need income to pay back debts or for daily expenses: when a young person is learning or in apprenticeship the family income decreases and the family cannot meet their own needs. Therefore family Case Management needs to be improved.
- Some families move away, some migrate (Khmer-Thai border, Vietnam) and do not leave any information about the move and their whereabouts.



## Mith Samlanh

### Highlights:

- MoU's were signed with the Ministry of Labor and Vocational Training in collaboration with Friends-International, and with the Ministry of Health
- Employment:
  - The Futures Office was opened at the Training Center (leading to a full restructure of the teams and case management system at the Training Center)
  - Futures on the Move (providing mobile services directly to the communities) was established
  - Job readiness training was established in the CC2 and Kandal prisons
- Vocational Training:
  - The mobile electricity business was established
  - A new NailBar Vocational Training was established in the CC2 prison (for women)
- Two new alcohol support groups were started (in Meanchey and Chbar Ampov zones)
- Services to young sex workers (including MSM) were expanded with the refurbishment of the Mobile Night Bus, and longer hours of operations from 6-11pm, 5 days a week.
- HTC testing was introduced in all Mith Samlanh centers.

### Challenges:

- The Board was not fully operational following the departure of the Chairperson and there were difficulties in identifying new members.
- Financial difficulties: as a consequence of funding restrictions and cash flow issues, some programs were closed or restructured: the Andong program (including the Vocational Training Sewing shop, the NailBar Training Shop), the Takhmao motorcycle repair shop, 40 staff were terminated, the number of Transitional Homes was reduced to oneonly, the capacity of the Green House Detoxification Center was reduced (5 beneficiaries at a time), support classes and remedial classes in communities (Meanchey, Takhmao and Andong) were closed, Camp Sabay Sabay (weekend house and camp for children living on the streets) was closed, drop-in centers were moved to cheaper locations, and the Home Based Program was closed and reconfigured.

## Friends Laos (Peuan Mit)

### Highlights:

- A Health & Safety Risk Register was created for all the projects and a safety upgrade was carried out at the Transitional Home;
- School Reintegration was increased;
- The ChildSafe Program saw a rapid expansion, including in Luang Prabang (where the Program is limited because of MoU problems);
- The collaboration with the Ministry of Social Welfare continues to be strong and two Sharing Meetings were co-organized with all stakeholders.



### Challenges:

- The Training Restaurant Makphet continued to face issues with income, high rent, location, contract duration... alternatives are being sought;
- The MoU for Luang Prabang is still pending and now is being integrated into a new global MoU to be signed in 2018;
- Despite strong relations with the Government, there still is no real liaison person for the Program



### Friends Thailand (Peuan Peuan)

#### Highlights:

- ChildSafe: the Citizen Campaign was launched with a new mascot (Pook Look) and reached an estimated 3,000,000 persons through local media coverage;
- Child Protection Policy (CPP): the training in Government shelters continued - 649 staff were trained on CPP in 17 shelters;
- The new training restaurant Khanun was opened after long delays due to unforeseen refurbishments and staffing issues;
- A Non-Formal Education toolkit was developed with the Department of Children and Youth and dissemination in community started;
- An MoU was signed with the General Department of Social Development & Welfare relating to the Begging Act

#### Challenges:

- Funding: some funding gaps were not resolved, putting stress on the Program;
- Due to various issues negatively affecting the teams and the Program, the Program Management was terminated which in turn slowed some activities;
- Friends Thailand remains a very small team operating in a very large city, which is stretching the team to capacity;
- Despite good collaboration on the field, the Bangkok Metropolitan Authority is not comfortable with entering a formal collaboration agreement at this time.

WHOOO!

OUR PROGRAMS DISTRIBUTED

710,937 CONDOMS  
DURING 2016!!!

### Friends Indonesia (Teman Baik)

#### Highlights:

- Despite still being very small, the team achieved some very strong results and impact;
- Employment: the team continued to have very good employment results (employment and self-employment) and developed new initiatives, including supporting beneficiaries to develop joint businesses;
- The Program has managed to have a strong involvement of society members in its activities (from NFE activities, to recreational activities and helping in data collections or providing spaces for activities);
- Collaboration with the local authorities is strong, with events organized with and supported by the Government (providing administrative support/facilities);
- Children's Forums were established in the communities;
- The team managed to effectively assist children in conflict with the law.

#### Challenges:

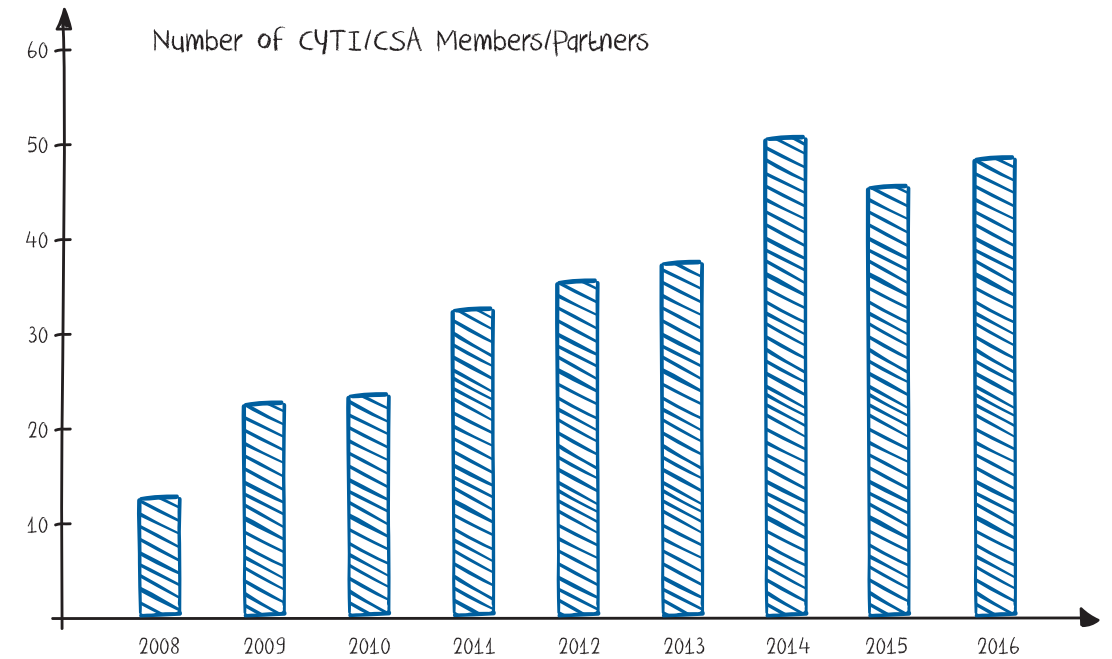
- The work is expanding geographically, now covering areas outside of Jakarta province as the team needs to follow children and identify families that often live far away;
- In some areas, because of the intense streets clean-up by the police, the street-based beneficiaries are now more scattered.





To develop a dynamic and internationally recognized global alliance of organizations aiming at quality, sustainability, replication and high impact for marginalized children and youth.

In Cambodia, the ChildSafe Alliance is supporting and coordinating a specific partnership project in collaboration with the Ministry of Social Affairs (MoSVY) and UNICEF: the Partnership Program for the Protection of Children (3PC)



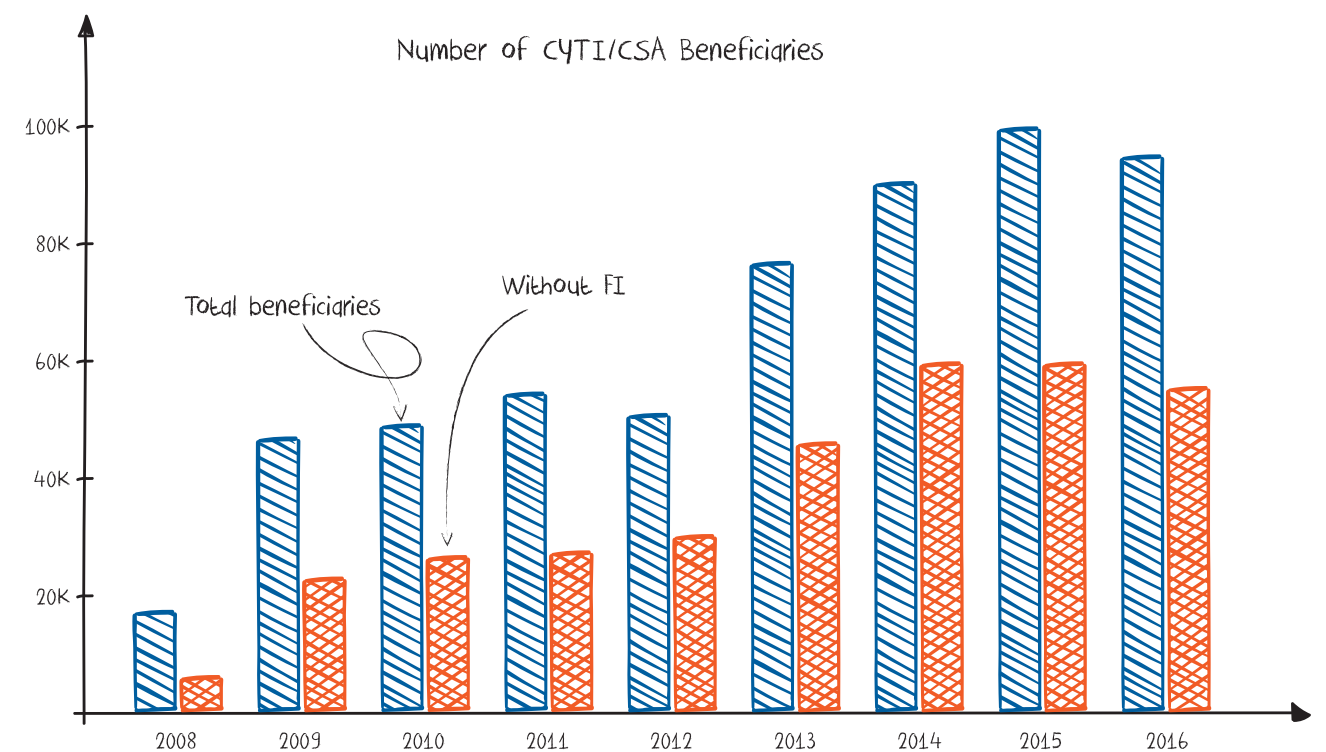
ASTONISHING!

5,858,049

SERVICES DELIVERED BY ALLIANCE PARTNERS IN 2016!!!

S'COOL!

IN 2016 CHILDSAFE ALLIANCE SUPPORTED 2,192 CHILDREN TO INTEGRATE INTO PUBLIC SCHOOL, AND SUPPORTED 10,932 TO REMAIN IN SCHOOL-FANTASTIC!!!



21

2015		
# of individual children	# of adults	# Indirect
60,501	18,373	19,775
Total # of individuals		# of services
98,649		5,797,830
A 5,283	B 3,041	C 12,270
D 3,463	E 1,637	F 1,783

Honduras		
# of individual children	# of adults	# Indirect
136	53	155
Total # of individuals		# of services
344		
A 38	B 0	C 8
D 12	E 12	F 5

Egypt		
# of individual children	# of adults	# Indirect
3,347	507	1,521
Total # of individuals		# of services
5,375		209,527
A 83	B 62	C 257
D 961	E 52	F 416

Myanmar		
# of individual children	# of adults	# Indirect
20	2	-
Total # of individuals		# of services
22		
A	B	C 4
D 4	E 1	F

Cambodia		
# of individual children	# of adults	# Indirect
13,133	3,053	5,167
Total # of individuals		# of services
21,353		128,118
A 1,820	B 533	C 3,957
D 426	E 320	F 471

22

Vietname		
# of individual children	# of adults	# Indirect
384	729	243
Total # of individuals		# of services
1,356		
A 8	B 111	C 119
D 44	E 35	F 2

Grand Total 2016		
# of individual children	# of adults	# Indirect
54,806	20,585	20,059
Total # of individuals		# of services
95,451		5,858,049
A 3,545	B 2,192	C 10,932
D 3,831	E 1,035	F 2,799

Kenya		
# of individual children	# of adults	# Indirect
307	118	78
Total # of individuals		# of services
503		n/c
A 109	B 2	C 55
D 0	E 3	F 1

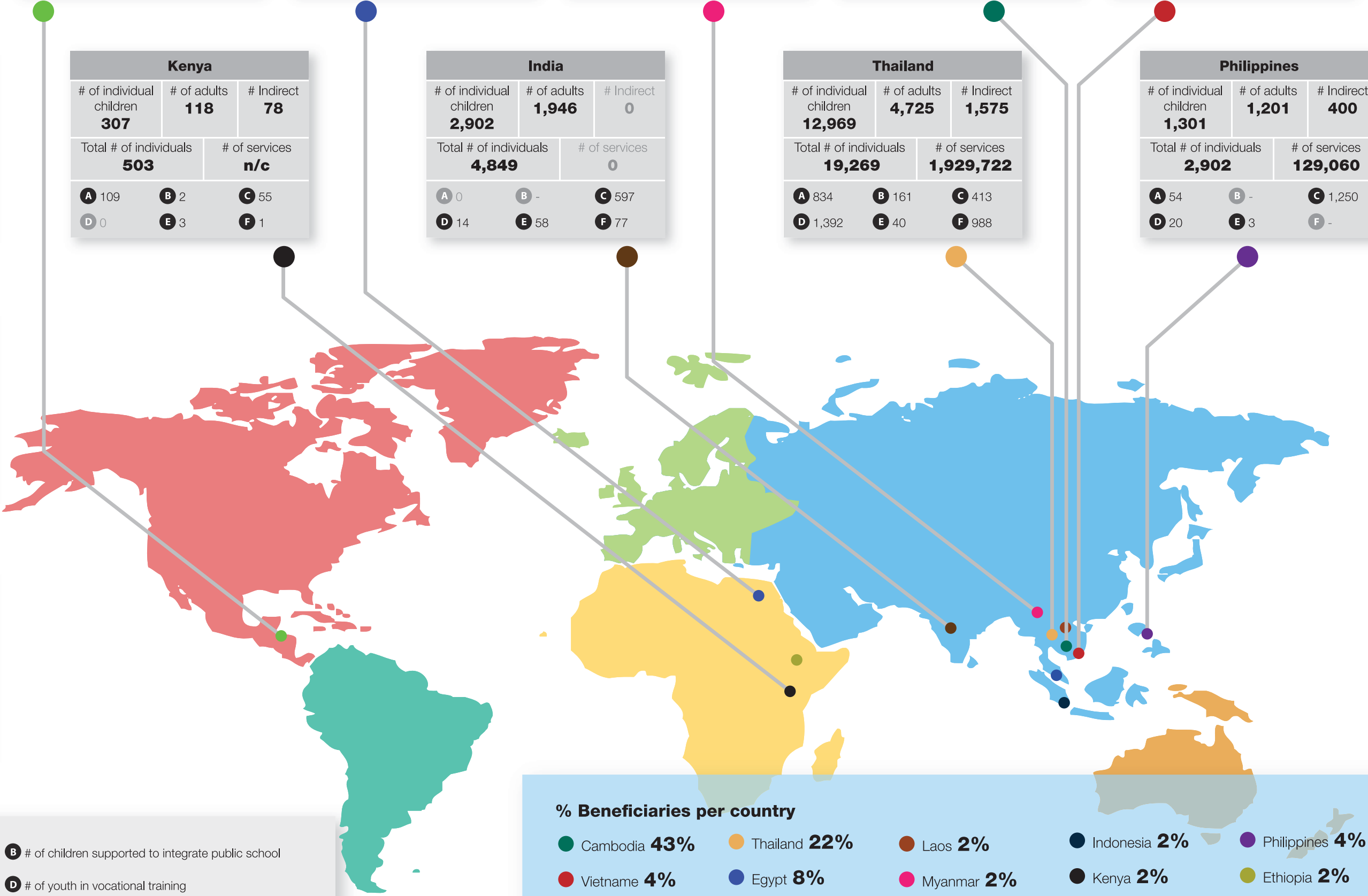
India		
# of individual children	# of adults	# Indirect
2,902	1,946	0
Total # of individuals		# of services
4,849		0
A 0	B -	C 597
D 14	E 58	F 77

Thailand		
# of individual children	# of adults	# Indirect
12,969	4,725	1,575
Total # of individuals		# of services
19,269		1,929,722
A 834	B 161	C 413
D 1,392	E 40	F 988

Philippines		
# of individual children	# of adults	# Indirect
1,301	1,201	400
Total # of individuals		# of services
2,902		129,060
A 54	B -	C 1,250
D 20	E 3	F -

Friends Program		
# of individual children	# of adults	# Indirect
20,307	8,251	10,920
Total # of individuals		# of services
39,478		3,461,622
A 599	B 1,323	C 4,272
D 958	E 511	F 839

Total CYTI		
# of individual children	# of adults	# Indirect
34,499	12,334	9,139
Total # of individuals		# of services
55,973		2,396,427
A 2,946	B 869	C 6,660
D 2,873	E 524	F 1,960



- A

# of children in remedial schools
- B

# of children supported to integrate public school
- C

# of children support to remain in public school
- D

# of youth in vocational training
- E

# of youth supported for employment
- F

# of children reintegrated into families/independent living

% Beneficiaries per country

- Cambodia

43%
- Thailand

22%
- Laos

2%
- Indonesia

2%
- Philippines

4%
- Vietname

4%
- Egypt

8%
- Myanmar

2%
- Kenya

2%
- Ethiopia

2%
- Honduras

2%
- India

2%
- Malaysia

2%

### Coordination:

- 3PC-Cambodia: Phase 3 was launched:
- 3PC is now integrated with the Government National Plan with a special focus on reducing the number of children living in Residential Care Institutions (RCI), and the various partners were very active in supporting both the reintegration of children from RCI and supporting RCI to evolve their models to Community Centers.
- The Partnership and collaboration was further reinforced:
- 8 Specialist Groups including Online Safety and Alternative Care are now in place with concrete results in term of implementation
- Coordination was reinforced among Implementing Partners with quarterly Director meetings

### 3PC Cambodia

Partnership of 9 NGO Partners in 5 Provinces and 6 Technical Partners and 40 referral partners

Coordinated by FI, under the auspices of the Ministry of Social Affairs and the Technical and financial support from UNICEF

3PC aims at:

- Strengthening the child protection systems
- Enhancing the civil societies' organizational capacities
- Improving the coordination among CSOs
- Improving the coordination with and contributing to Government initiatives



### Migration project (ChildSafe Passage)

A joint project was started in Poipet to respond to the increased number of children returned by the Thai police on the border: a ChildSafe Drop-In Center was opened as a collaboration between 3 partners (Damnok Toek, Krousar Thmey both on the Cambodian side, and Peuan Peuan on the Thai side)

### Employment

The Futures Office project was designed collaboratively between Friends-International and M'lop Tapang in Cambodia

### System Building

Friends-International with the support of 3PC initiated a Government to Government (G2G) collaboration between Thailand and Cambodia to develop a system to respond to the sustainable repatriation of migrant children. The proposed system was submitted and a series of discussions are taking place for its implementation;

### Capacity building / Field development

Trainings were provided on a regular basis: 82 training sessions/ exposure visits were provided.

### Sharing of good practices / Replication

- ChildSafe is being replicated among Thailand partners (UL+TLSDF) and in Cambodia;
- An agreement was signed with a new partner in Kuala Lumpur, Malaysia, to initiate a Futures Office;
- The Cambodian Alternative Care model was presented to partners and donors in Thailand and is being piloted.

### Sharing of good practices / Replication

- Alternative Care: the collaboration with GAC/FCF with the support of UNICEF and USAID was continued;
- Better Care Network
- Apprentis d'Auteuil (AdA): 3PC is linking with the AdA network in Africa (a workshop in Congo is being organized) and is discussing collaboration in Asia;
- An agreement was signed with ISS to support their missing children investigations.

### Impact of the Partnership

- Rebranding ChildSafe Alliance finalized and publicized
- 95,451 individual children / youth and caretakers were reached, which is stable from 2015



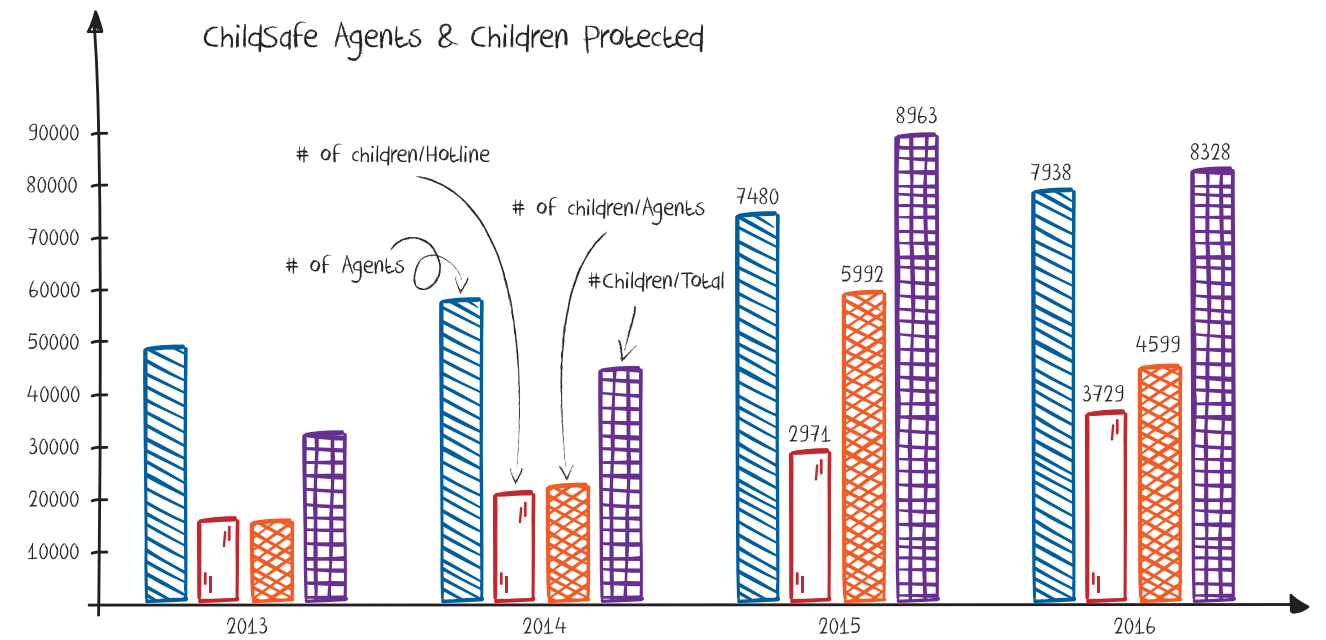
**IT WORKS!**  
**501** YOUTH PLACED IN  
 EMPLOYMENT BY FI PROGRAMS  
 IN 2016...  
**1035** ACROSS THE  
 CHILDSAFE ALLIANCE!!!

**GOING BACK!**  
 IN 2016, CHILDSAFE ALLIANCE  
 RE-INTEGRATED **2,799**  
 CHILDREN/YOUTH INTO FAMILIES,  
 OR INDEPENDENT LIVING!!

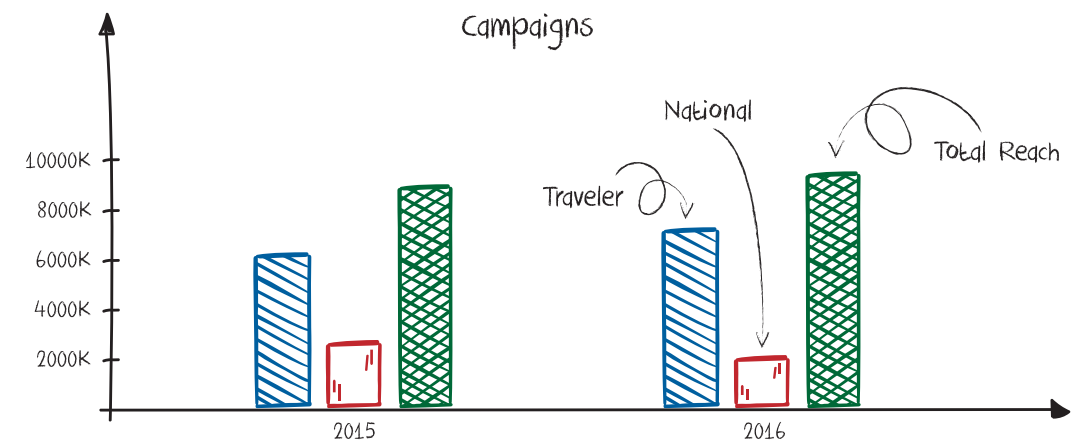


To involve local and international communities in protecting marginalized urban children and youth from all forms of abuse.

ChildSafe Agents & Children Protected



Campaigns



**AMAZING!**  
 CHILDSAFE CAMPAIGNS  
 REACHED OVER  
**9.5 MILLION PEOPLE**  
 IN 2016!!!

**BIZ!**

**229 BUSINESSES**  
 FROM AROUND THE WORLD  
 NOW ENGAGING WITH  
 CHILDSAFE!!!

Partner Businesses All countries

Business Type	2016	2015	2014
Hotel	119	111	116
Travel Agency	62	31	27
Restaurant	11	NA	NA
Construction company	2	NA	NA
School/University	21	NA	NA
Other	14	NA	NA
<b>Total</b>	<b>229</b>	<b>142</b>	<b>143</b>

## ChildSafe Agents

- The responsibility of the ChildSafe Agents was reviewed and their role in supporting the Outreach teams was reinforced to become more active, working in closer collaboration with the teams and improving their capacity to protect children and to provide information to community people and travelers
- This led to a change in the ways the Outreach teams need to work and their structure.



## ChildSafe Campaigns

- The Thai Citizen campaign was launched with a new mascot (Pook Look)
- The impact and reach of the 2 campaigns "Children Are Not Tourist Attractions" and "Don't Create More Orphans" were studied and measured and their expansion is being developed

## A GLOBAL SOLUTION FOR LEADERSHIP IN CHILD PROTECTION

### SUPPORTING BUSINESS

*Shows your business cares for children*

- ✓ Promote ChildSafe to your Clients
- ✓ Have your Staff become ChildSafe certified and involved in child protection
- ✓ Think about your impact on children (see our 7 Tips)



Internationally Recognized  
and Award-Winning

### CERTIFIED BUSINESS

*A Responsible Brand  
for your Customers*

- ✓ Adopt the ChildSafe 7 Standards
- ✓ Assessment carried out to identify gaps
- ✓ Receive support to create a ChildSafe Business



## ChildSafe Businesses

- The new Certification process was enhanced and the difference between ChildSafe Supporter and ChildSafe Certified companies was clarified.
- The certification process was initiated with 17 companies
- Advocacy towards Schools and Universities (including the International Baccalaureate system) was increased

## Capacity Building

A series of trainings were carried out for the Implementing Partners' teams to further improve their capacities

## Brand

- The ChildSafe Movement's global visibility / recognition among the tourism industry continued to increase with more participation in international Networks / Conferences, including:
  - UNWTO
  - WTM
  - Mekong Tourism Forum
  - Responsible Travel Activism
  - Madrid International Tourism Trade Fair (FITUR / IFEMA)
- ChildSafe Movement also joined some global partnerships
- The ChildSafe Movement received a series of Awards including:
  - Gold Award Winner in the 'Best Responsible Tourism Campaign' category at the 2016 World Responsible Tourism Awards at WTM London
  - 12th UNWTO Award for Innovation in Non-Governmental Organizations (2015)



**SAFE!**

CHILDSAFE INTERVENED  
PROTECT 8,022 CHILDREN  
IN EMERGENCY SITUATIONS!!!

**GOOD BIZ!**

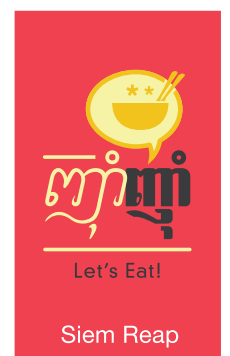
17 BUSINESSES HAVE  
FOLLOWED THE CHILDSAFE  
CERTIFICATION PROCESS!!!

# ChildSafe Movement Worldwide





To ensure that Friends-International is financially sustainable to reduce donor-dependency through the development of social business models



*YUM!*  
OUR RESTAURANTS SERVED  
**209,732**  
CUSTOMERS IN 2016!!!

# FRIENDS'N'STUFF

PRODUCTS THAT CHANGE LIVES

Phnom Penh • Siem Reap • Vientiane •  
Luang Prabang • Bangkok

*STUFF!*  
**146,200**  
PRODUCTS SOLD THROUGH  
FRIENDS 'N' STUFF  
IN 2016!!!

VOCATIONAL TRAINING BUSINESSES



### TREE: Training Restaurants for Employment and Entrepreneurship

- 4 training restaurants were in set-up phase and opened in 2016, including Khanun in Bangkok

### Friends'N'Stuff

- 3 Friends'N'Stuff shops were closed due to insufficient income and are being re-assessed
- A large part of the Home Based Training was reduced in order to be re-organized and re-structured

### Vocational Training Businesses

- Some Vocational Training Businesses had to shut down for lack of funding as they were not yet sustainable (Nail Bar, screen printing, motorcycle shop...) and students were integrated into other similar existing businesses

### New Models and Approaches

- The Product portfolio was streamlined and improved, production planning and processes reviewed and adjusted
- Collaboration with FOSSIL (Hong Kong) started focusing on sales outlets (merchandizing and customer orientation) and product development
- A new project "Let's Eat!" was piloted for replication in Siem Reap

#### YOUTH IN VT

958 <sup>-4%</sup>

#### YOUTH in EMPL

515 <sup>+23%</sup>

#### SALES

\$3,475,791 <sup>+4%</sup>

#### PROFITS

\$313,278 <sup>+22%</sup>

**EAT!**  
4 NEW RESTAURANTS

OPENED IN 2016

INCLUDING THE FIRST

'LET'S EAT!' IN SIEM REAP!

(AND LOOKOUT FOR LINKAGE IN 2017)



Let's Eat!

### Let's Eat:

To respond to the specific needs of caretakers and especially mothers, who need quick training and immediate income, Friends-International started an innovative income generating training programs: the Let's Eat Restaurants.

Let's Eat Restaurants are small local training restaurants serving a limited number of dishes. This allows for:

- Very short training for mothers who have limited time available for training;
- Caretakers can rapidly start their own business or start another Let's Eat Restaurant and make an income;
- Let's Eat restaurants are cheap to start and run, and are easily sustainable since their running costs are very low;
- When mothers start their own Let's Eat Restaurant, they are asked, in exchange for the brand and technical support, to train other mothers, which allows us to train and place more and more people at limited cost.

### Team

- Restructuring of the FSB team: the team was reorganized around 3 main specialties: product marketing, food and vocational training business
- However, the team experienced a high turn-over that was disruptive to local operations;
- In addition, many vacant positions were not filled due to funding gaps.

**SHIVER!**  
9,693 TARANTULAS  
EATEN IN ROMDENG, 2016  
...AND 1,304 BABY DUCKS  
STILL IN THEIR EGGY-WEGGY...



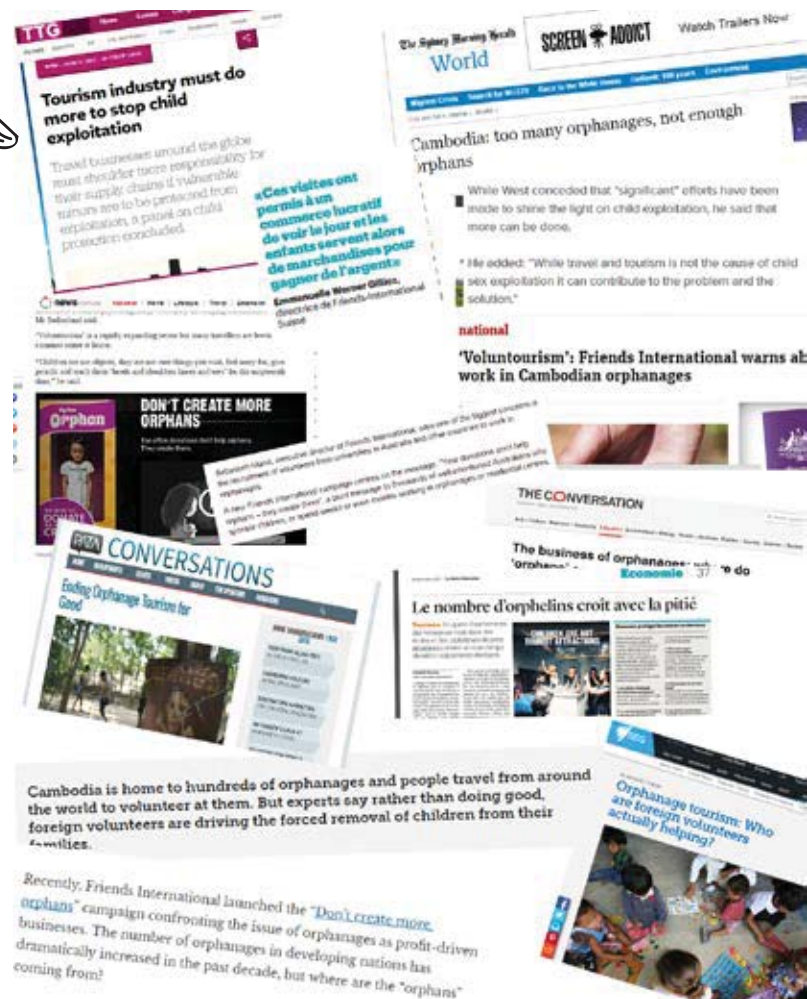
## Reach

- Total reach: 14.4 million persons
- 19% increase from 2015 in reach of FI channels alone (from 1.5M to 1.85M)
- We directly presented our work face-to-face with 675 individuals from the education, Government, NGO & tourism sectors
- We facilitated 84 coverages of FI's work across major global communications channels

HEY!

WE REACHED  
14.4 MILLION

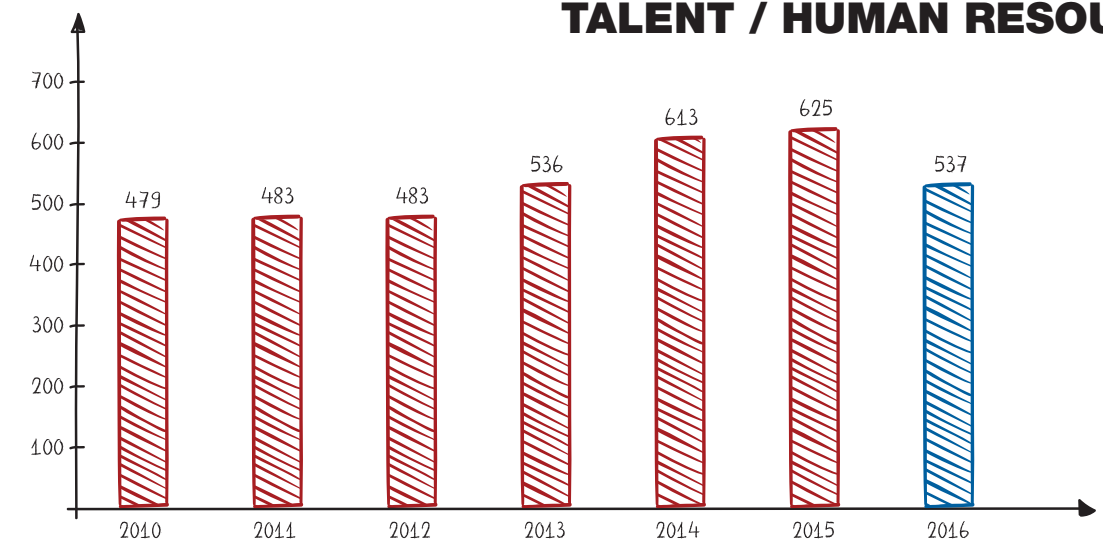
PEOPLE WITH OUR COMMUNICATIONS  
DURING 2016



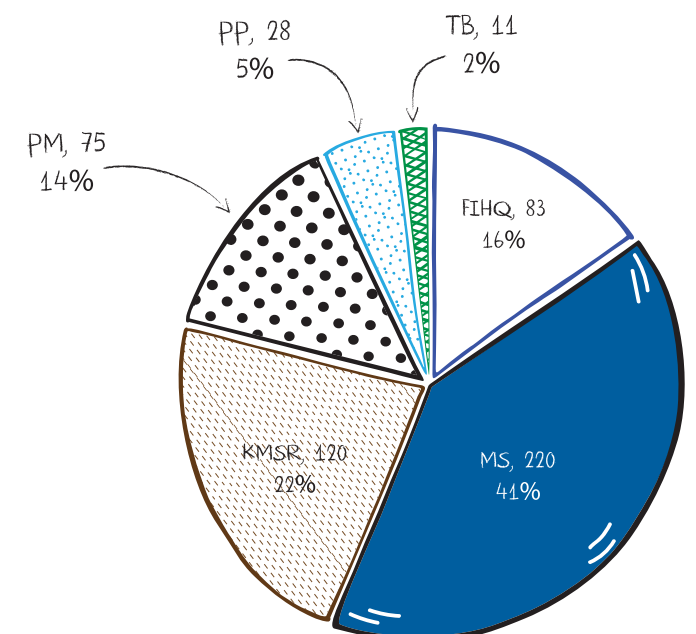
## Quality

- The Friends-International website was entirely redesigned and refreshed
- The rebranding of the ChildSafe Movement was finalized

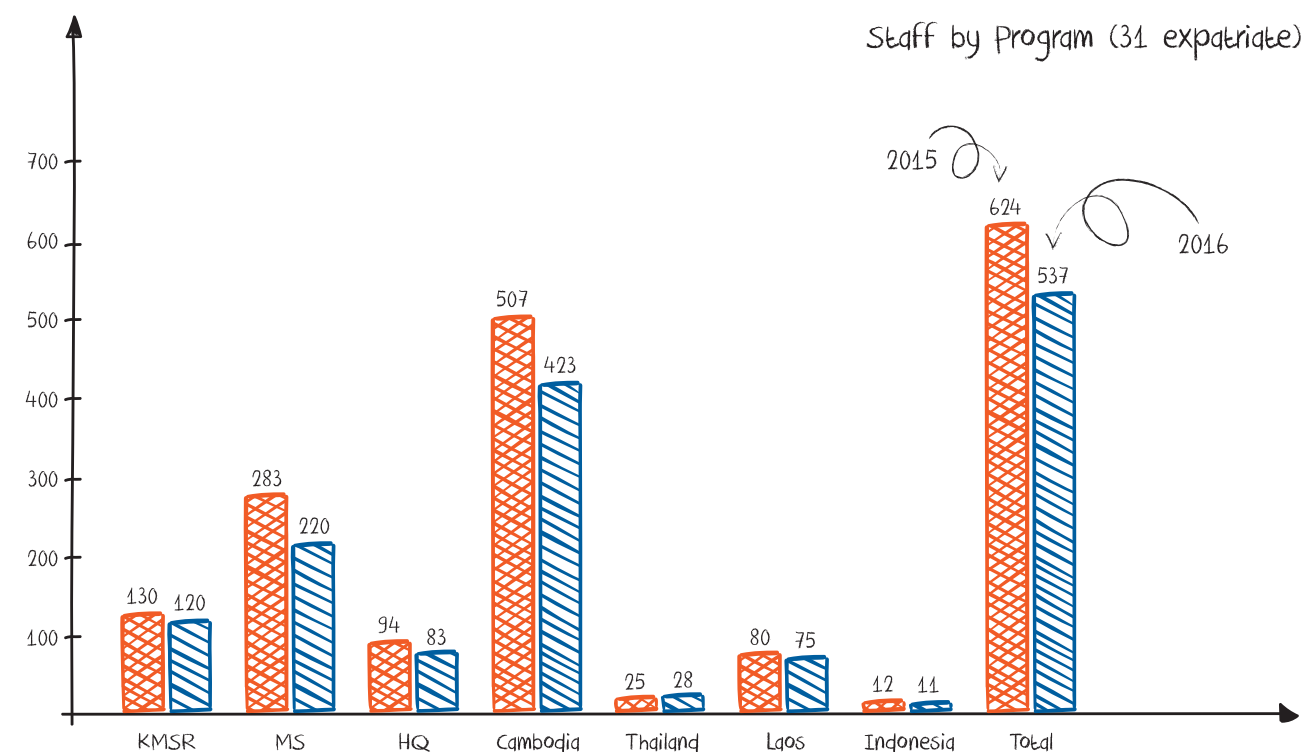
## TALENT / HUMAN RESOURCES



- The financial situation meant Friends-International experienced a global reduction in staff numbers of 16% (from 624 to 537), with MS having major cuts (63 less staff);
- Resignations dropped from 118 to 101, however, due to the financial situation, more staff contracts had to be terminated (from 31 to 88, with MS having 61 alone);
- There was therefore also a reduction in recruitments (93 recruitments against 168 in 2015)

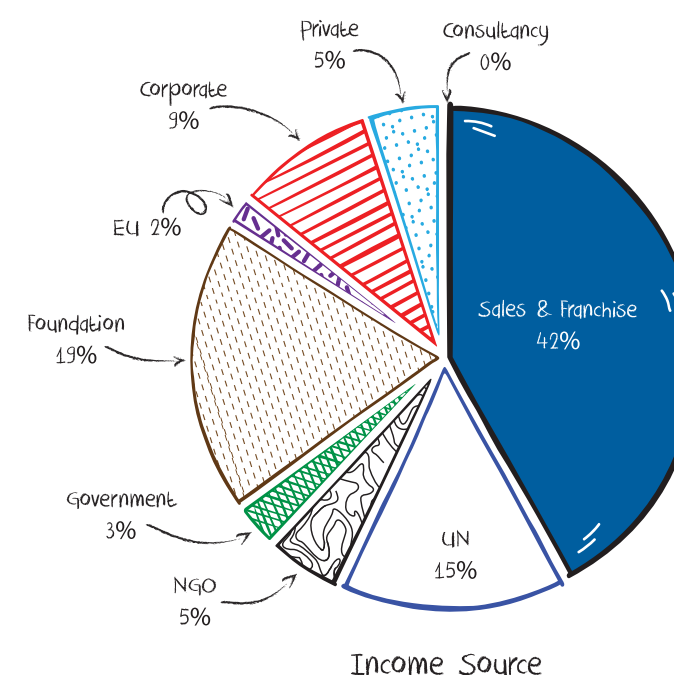
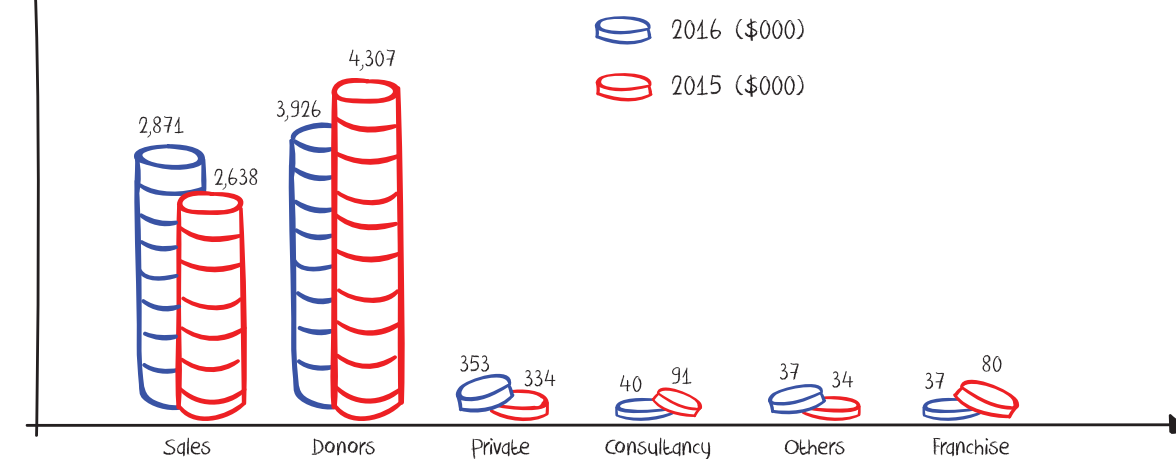


Staff by Program (31 expatriate)

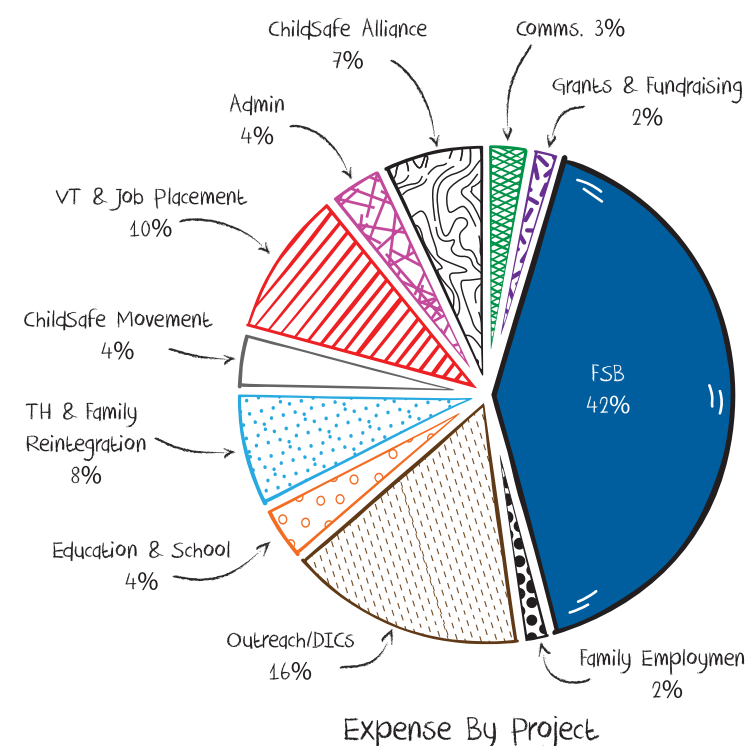


- ChildSafe Migration Thailand-Cambodia repatriation survey completed and disseminated
- Results Framework for 3PC 2017 developed and finalized in collaboration with UNICEF
- Results Framework for 18-month orphanage donor behavior change initiative developed and finalized in collaboration with Families are Stronger Together
- Launched formative research for orphanage donor behavior change initiative
- Conducted process assessment for 4 alcohol support groups run by Mith Samlanh
- Developed a digital platform to track information on zone activities at Mith Samlanh
- Supported survey design for:
  - child protection policy training in government shelters in Thailand,
  - migration outcomes harvesting in Thailand,
  - small businesses at Aranyaprathet,
  - self employment at Mith Samlanh

## Income By Account



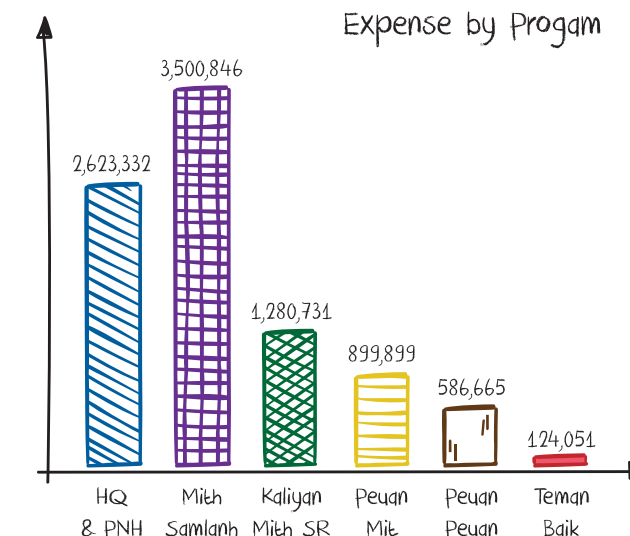
## Income Source



## Expense By Project

- 13 ChildSafe Alliance / 3PC / TREE partners supported to strengthen financial systems and management;
- 2016 Audited Financial Statement and Annual Financial Report on FI Website;
- Total income decreased by 3% to \$7,263,325;
- Sales revenue increased by 9% to \$2,871,085 and net profit increased by 61% to \$313,297;
- Financial sustainability increased to 40% (from 36%)
- Administrative costs remained stable at 4%

## Expense by Program



**Impact:**

- 15 major funding renewals were secured;
- 15 new funding partnerships were secured (5 corporates);
- Online Giving: saw a good increase this year thanks to a campaign early in the year,
- Financial sustainability of Programs increased to 40% (from 36%)

**Quality:**

- Strong focus was put on the internal improvements to the team (strategy development/donor pipeline, ways of working across FI programs) to increase relationship-building with donors and FI staff;
- The team was reinforced with a new internal organization enabling a stronger specialization and knowledge of Programs;
- Prospect identification: over 100 new potential donors matching FI programming.

**Arrivals:**

At FI everything we do is focused on children, so of course we get very excited when we hear of new arrivals into the FI family!

So huge congratulations to the following staff members who became mums and dads during 2016, and a big FI welcome to their little ones!

Chamnab Mao, Dina Ek, Kimnan Chea, Laurence De Tricaud, Rothanak Tep, San Sourn, Sithat Sem, Srey Len Kong, Sreymon Huy, Trey Bun, Visithyro Chea, Vuthy Reth

**Departures:**

It's always a little sad when we say farewell to colleagues, and in 2016 we said thanks and 'au revoir' to the following amazing people who made such a fabulous contribution to our work!

Andy Kamdy Picrie Lam, Bryony Walsh, Cecilia Belier, Celine Trublin, Chad Klyne, Chantrae Hou, Daniel Astbury, Geoff Reiher, Ing Oarom, Ivan Brand, James Farley, Jennifer Smith, Jerome Trastour, Kok Pheang, Lisa Finch, Mak Sodavy, Phoebe Worthington, Rosemary Taing, Se Nong, Somphors Khorn, Sopheak Tra Pean, Sophy Nov, Sothiroth Thet, Taing Sovansatya, Vey Suong

**Thank you to all our donors and friends who made our work possible in 2016 (in alphabetical order):**

**A**

Advance Construction (Cambodia) Co., Ltd  
 Ayana Journeys  
 Anita Mathur  
 Andreas Papazian  
 Angkhang Nature Resort  
 Angkor Hospital for Children  
 Aide et Action In Lao  
 Allan Murray Jones  
 Amadeus Asia  
 ANZ Women's Group  
 Arab Gulf Program for Development  
 Association AMIES  
 Australia Embassy in Laos

**B**

Brett Seychell  
 Bodindecha School  
 Bophana Audiovisual Resource Center  
 Bank of America Merrill Lynch (via CAF)

**C**

Claridon Group Limited  
 C Rights  
 Child and Family Welfare Division  
 Cambodian Children Support Foundation  
 Caritas Australia  
 CLSA Chairman's Trust  
 Columbia University  
 Comic Relief  
 CosmoQueen

**D**

Dorette Bernath  
 Department of Children and Youth (Thailand)  
 Damnok Toek  
 Dan Church Aid  
 Deutsche Bank

**E**

Eco soap bank  
 EXO Travel  
 Enfants & Development (VN)  
 EPIC Foundation  
 European Union

**F**

Firetree Foundation  
 Fondation De l'Orangerie  
 Fondation ELLE  
 Fossil Foundation  
 Frankfurt Opera  
 Friends Deutschland  
 Friends France  
 Friend Switzerland

**G**

Group Asia  
 Gary Stafford  
 Geneva Canton  
 Gisela Foundation  
 Global Fund to Fight AIDS, Tuberculosis and Malaria  
 Global Development Group

**H**

HSBC (The Hongkong & Shanghai Banking Corporation Limited

**I**

IKANO  
 Intermarche  
 Intrepid Foundation  
 Interpid Travel

**J**

Jim Mizerski  
 Jop Westerweel School  
 Juniclair Foudation

**K**

Kate Templetonk  
 Kwansei Gakuin University Yen  
 Kadoorie Foundation

**L**

La Chaîne de l'Espoir

**M**

Mrs and Mr Thirier  
 Mr.Jeanou Morfau  
 Mediamix SA  
 M Foundation  
 Ms. Sovia Wirjoprawiro  
 Mamma Shop  
 Mith Samlanh

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Navutu Dreams  
 Naga Earth

**O**

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**P**

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