

ALGERIA

Consolidated Emergency Report 2016



Prepared by UNICEF Algeria March 2017





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1- Abbreviations and Acronyms

BPRM : Bureau for Population, Refugees and Migration (US)

CFS : Child Friendly Space

CISP : Commitato Internazionali Di Sviluppo Del Populi

DRC : Danish Refugee Council

HI/DI : Handicap International / Disability International

IGP : Income generating Project

IP : Implementing Partner

MoC : Ministry of Cooperation

MoE : Ministry of Education

MoH : Ministry of Health

MoYS : Ministry of Youth and Sports

NGO : Non-Governmental Organization

NRC : Norwegian Refugee Council

PSS : Psychosocial Support

TGH : Triangle Generation Humanitaire

UNHCR : UN High Commissioner for Refugees

UNICEF : UN Children Fund

WFP : World Food Programme

WASH : Water, Sanitation and Hygiene



2- CONTRIBUTION SUMMARY

Donor Name	US Government/BPRM		
Assisted Country	Algeria		
Project Title and UNICEF grant Reference	Algeria emergency response Floods in Sahrawi refugee camps near Tindouf		
Total Contribution(one figure representing total programmable + recovery amount)	USD 425,000		
Programmable amount	USD 393,518.52		
Fund Utilised	USD 393 518.53		
Period covered by the report:	01 April 2016- 23 March 2017		

3- Executive summary

In October 2015, the 5 camps sheltering Sahrawi refugees in the Algerian Southwestern province of Tindouf have been affected by severe floods having resulted in important damage and destruction to many homes and social service facilities such as schools and health centres; the Dakhla camp was most severely affected by damage. As part of the humanitarian community already supporting the Sahrawi refugees, UNICEF contributed to the humanitarian response to this natural disaster to alleviate the suffering of the population and help quickly restore their access to social services.

Until 2015, UNICEF support to the Sahrawi refugees was almost exclusively focused on the health sector essentially in terms of provision of vaccines and equipment for the cold chain and other mother and child health (MCH) care services and on capacity building of health personnel involved in immunization or in MCH. In the context of the response programme to the October 2015 floods, UNICEF expanded its work to three other sectors Education –being the one most affected by the floods-, Child Protection and youth empowerment. UNICEF was able to count on the generous support of the US government (BPRM), the Italian Government and UNOCHA/CERF along with its own Humanitarian Thematic funding.

In both Health and Education, the priority was primarily given to reconstruction and or rehabilitation of damaged facilities considered as the most effective strategy to restoring access of the population to these critical services. In addition to responding to rapid humanitarian response needs, reconstruction and or rehabilitation also contribute to longer term development efforts as the facilities rebuilt or rehabilitated allow to sustain service provision over the long term and contribute to the social development of the refugee communities. Jointly with infrastructural arrangements; UNICEF continued the provision of various equipment and supplies such as vaccines, student's kits of educational supplies, cold chain equipment, health kits, and tents to be used as temporary learning



spaces or emergency health facilities or child friendly spaces where psychosocial support (PSS) activities could be organized for children. Capacity building was a third area of work for UNICEF not only for health (training of health workers) but also in Child protection with the training of teachers and other personnel working in centres catering for children with disabilities and in livelihood and youth empowerment as the young people supported to initiate income generating projects were also trained on project management; this intervention helps build the resilience of the population, reduces their frustration and their complete dependency on humanitarian assistance and is by its very nature, development-oriented.

A new episode of storms and floods hit the camp of Laayoun in August 2016 and was responded to by UNICEF with focus on rehabilitation of education facilities to ensure they are back functional prior to the start date of the new school year. Donors' support has been instrumental in allowing UNICEF and its partners to be prepared and equipped to respond; unremarked resources gave the flexibility that UNICEF needs to adapt its interventions to address the most essential needs and to achieve rapid and concrete results for children both saving lives and improving the conditions in which children survive, live and thrive.

4- Humanitarian context

Sahrawi refugees have settled in 5 refugee camps established in the South Western region of Algeria in the Wilaya of Tindouf in 1975 when the end of the Spanish colonial rule of the Western Sahara resulted in the eruption of a war between the Kingdom of Morocco and the Polisario Front each of the two parties claiming legitimate sovereignty over the 'Saguia el Hamra' and the "Rio Del Oro". The violent conflict drove tens of thousands of Sahrawi people out of their cities and villages to seek refuge in neighboring Algeria whose government welcomed them and supported their installation in the 5 camps created for them in an area not so far from the disputed territory. Each camp was actually named after one of the cities of the Western Sahara (Laayoun, Awserd, Smara, Dakhla and Boujdour). Four decades of negotiations and mediation efforts including by the UN for a peaceful settlement of the conflict through the organization of a self-determination referendum have been rather unsuccessful and a status quo situation has been prevailing on the ground for many long years creating what has become now, one of the oldest refugee crises in the World.

For slightly more than a decade, the Algerian Government supported -on its own-the logistical and financial burden of the refugee crisis before asking in 1986 for the support of the UN and of the international community. UNHCR and WFP naturally stepped in and were quickly followed by UNICEF whose initial intervention focused on responding to the health needs of the Sahrawi refugee population presently estimated to range between 90,000 and 125,000 people, 70 to 80 per cent of whom are children and women. Located in a desert area of barren



land, the camps offer virtually no opportunities for work, livelihood or incomegeneration; this leaves the population in a state of limited resilience and complete reliance on humanitarian assistance for covering all their basic needs for shelter, food, health and education...

Between 18 and 25 October 2015, heavy and uninterrupted rains fell in the region of Tindouf causing floods that severely aggravated the already precarious living conditions across the 5 Sahrawi refugee camps. Sahrawi authorities, local Algerian authorities, UN agencies and NGOs activated an emergency response to what constitutes the worst natural disaster having affected the camps for decades. Field assessments initially estimated that the floods affected between 11500 families many of which have several children, this initial estimate was later revised to a significantly higher figure of 17,821 households more or less affected by the disaster. The flood emergency left tens of thousands of children and women without access to educational or health care access aggravating the gaps that already existed in the provision and quality of these basic services. Approximately 30 per cent of health infrastructure and 60 per cent of health equipment and supplies have been damaged by the floods. Educational infrastructure were also severely damaged across all the camps. Dakhla camp was the worst hit and all its 6 schools have been almost completely destroyed. Between the 5 camps, 24 educational facilities have been damaged: 14 primary schools and 10 kindergartens totaling 184 classrooms and nearly 5500 school children with no access to usable school facilities; these damages seriously aggravated a situation which was already characterized by a significant proportion of classrooms in need of repair and rehabilitation. In addition many of the educational supplies made available by UNICEF in September for the new school year were also washed away by the floods and 5 centers for disabled children were in turn damaged by the rainfall and the floods that ensued.

It's against this background that UNICEF undertook to mobilize resources to address this humanitarian situation with particular priority given to the Education sector and to a lesser degree to Health; two other sectors were also included in UNICEF's resource mobilization initiatives namely Protection of children with disability and Youth Livelihood and Empowerment.

While the implementation of the response to the October 2015 floods was underway, in August 2016, the camp of Laayoun and the region around it experienced another episode of heavy rains and strong storms that severely damaged the Education infrastructures putting more than 8109 children and adolescents at risk of not being able to go back to school. This put on additional pressure on UNICEF and other humanitarian partners to respond to this situation while continuing the interventions planned to address the impact of the earlier floods.



5- Humanitarian Results

In the context of its rapid response to the humanitarian situation created by the October 2015 floods, UNICEF chartered a plane carrying 50,000 kg worth of supplies considered essential for implementing the response including emergency tents, health kits, and schooling supplies to set-up and equip temporary learning spaces, health care centres, and centres for children with disabilities. **In education** for example, UNICEF set up 57 temporary learning spaces to ensure the continuation of educational activities for some 4,700 most vulnerable primary school and younger children. UNICEF has also supplied school tents, schooling supplies, and recreational materials for children. **In health**, UNICEF provided basic emergency obstetric and new-born care kits, crucial drugs for de-worming, vitamin A supplements, and 17 temporary emergency health facilities (under tents) to enable beneficiaries to rapidly regain access to health care services.

Passed the immediate response period, UNICEF articulated a more consistent and sustainable response to cater both for humanitarian needs and for longer-term development concerns. Over the one-year reporting period from April 2016 to March 2017, UNICEF interventions focused on two of the most critical social services for instance Health and Education but included also support to protection of children with disabilities and promotion of livelihood and income generating activities for young people.

Thanks to this response, concrete results were made for Sahrawi children, young people and women

- Over 7000 children aged 3 to 15 directly benefited of the rehabilitation and reconstruction of 15 Schools and kindergartens undertaken by UNICEF and were able to resume schooling in a safer and more secure learning environment.
- In addition 32,500 children and adolescents aged 6 to 15 received individual student kits of educational material and supplies
- Over 21600 under 5 children were vaccinated against the 9 antigens of the Sahrawi Immunization Programme in line with the new vaccination calendar.
- Forty five Sahrawi young people aged between 18 and 35 years (including 27 female) were empowered and supported to initiate 11 projects to generate income for and strengthen the resilience of their families.
- Nearly 200 children and adolescents with special needs directly benefited of the study
 and capacity building programme implemented by UNICEF jointly with the INGO
 'Disability International" (DI) targeting 20 teachers and 59 other staff working in 9
 specialized centers. Many more children benefited indirectly of these interventions.

It is worth noting that a significant part of these results were made possible through the resources made available by BPRM and which were complemented by a funding from the Italian Government by UNOCHA/CERF and by UNICEF Humanitarian Thematic Funds.



Education

In order to ensure the continuation or rapid resumption of educational activities, UNICEF response focused on the reconstruction or rehabilitation of educational facilities including KGs, primary and lower secondary schools particularly in the Dakhla camp which was severely hit by the floods. All in all, 15 KGs or schools were reconstructed or substantially rehabilitated by



UNICEF's two implementing partner NGOs namely Commitato Internazionali Per lo Sviluppo di Popoli (CISP) from Italy and Triangle Generation Humanitaire (TGH) from France. The facilities reconstructed in the Dakhla camp include the 2 KGs of Tinguir and Djreifa and the Primary school of Ali Omar for a total of 1214 children. Also in Dakhla, the facilities having benefitted of extensive rehabilitation are 2 KGs Oum Dreiga and Gleibat el Foula and 2 primary schools Hamdi Albah and Mohamed Abdelahi totalling 826 children; most of these infrastructural arrangements were funded through BPRM resources. In the Boujdour refugee camp, one primary school and one KG were constructed with Italian government funding. The plan used for this school has been adopted by the Sahrawi Ministries of Education and of Construction as the new standard for school constructions. As mentioned above, the Laayoun refugee camp sustained extensive damage following a storm and floods in August 2016; 6 out of 8 schools and 4 out of 7 KGs in Laayoun were found to have sustained major damage. UNICEF implemented rapid rehabilitation consisting in rapid emergency consolidation and fixing of the roofs and floor tiling (recommended by health specialists) in 2 primary schools (8th of March and Sidi Haidoug totalling 1654 children), 4 KGs with 1047 children (Mahbes, Birlahlou, Ain Baida and Guelta) and 3 intermediate schools (Um Draiga, 12th October, Mohamed Abdelahi) totalling 2128 adolescent students. It is worth noting that in these educational institutions 55 per cent of beneficiaries are females. This allowed all these institutions to be ready on time for the school reopening at the start of the new school year in September 2016. UNICEF Representative present to mark the start of the school year was greeted by children and their parents and by school personnel who were thankful for UNICEF and all the donors for having made possible the back to school on time and in good conditions. UNICEF interventions in terms of rehabilitation or construction of educational facilities have directly benefited 7056 3 to 15 year-olds representing 17, 5 per cent of the total number of children enrolled in preschool, primary and lower secondary education in the 5 refugee camps.

UNICEF also provided the Sahrawi Ministry of Education supported by the Red Crescent with 32500 student kits for distribution to all primary and intermediate schools' students. A set of recreational material was distributed to KGs to support both play and stimulation activities promoting children's cognitive, psychomotor and socio-emotional development. With this support, UNICEF reached 100 per cent of Sahrawi 3 to 15 year-olds.



Throughout 2016 and continuing to this date, UNICEF as the sector lead agency has acted as coordinator of the Education sector group -with co-lead by UNHCR- to which belong WFP and UNHCR, INGOs such as CISP and TGH and a national Algerian NGO 'AFAD" acting as implementing partner for UNHCR; the group has recently been joined by two Spanish NGOs.



Mother and Child Health

UNICEF support in the health sector has primarily focused on children immunization as follows:

- Provision of vaccines for 22000 under 5 children targeting 9 antigens. UNICEF is the main if not the only provider of vaccines for the Sahrawi Immunization Programme with the exception of the Algerian Ministry of Health who sometimes and as per need, provides complementary quantities of vaccines; this for example has been the case in 2016 when the Algerian MoH provided 18000 doses of polio vaccines to cater for the needs of the polio vaccination campaign organized in November.
- Provision of a set of refrigerators and cold boxes to strengthen the cold chain of the MoH serving the main central hospital in the Sahrawi administrative centre of Rabouni, the 7 regional hospitals and the 27 health clinics in the 5 camps. UNICEF has also built a covering shelter for the central vaccine warehouse of the Ministry of Health.
- Implementation of a capacity building programme for the staff of the National Immunization Programme through the training of 66 staff in the introduction of the new vaccination calendar –aligned on the Algerian calendar-, cold chain management and interpersonal communication skills in support of vaccination activities.

In addition, UNICEF has supported the reconstruction of 3 health clinics located in the Dakhla refugee camp and almost completely destroyed by the floods; this has allowed to restore easy access to health services for nearly 10 000 children and their mothers living in the affected quarters of the camp in the vicinity of these health centres. Finally UNICEF has deployed for a 9-month period, a health specialist seconded by the Norwegian Refugee Council (NRC) to support programming, planning implementation and coordination in the health sector.

With the exception of the construction of the 3 health centres which was supported through BPRM funding, the other interventions in support of the health sector have mainly been funded by the Italian Government.

Child Protection

As part of the rapid response to the floods, UNICEF supported 5 specialized centres for children living with disabilities including immediate erection of Child Friendly Spaces. UNICEF's NGO partner Handicap International (Disability International) has refurbished the child friendly spaces and procured additional recreational equipment.

20 child protection staff and refugee social educators working in the specialized centres for children with disabilities supported by UNICEF



have attended a technical training in Algiers focusing on specific care for children with disabilities,



innovative psycho social (PSS) activities, best practices, and effective management of Child Friendly Spaces (CFS) and specialized centres.

In order to better understand the issue of access or lack of by children with disabilities to basic social services, Handicap International with support from UNICEF conducted a study on the determinants of or barriers to access by children with disabilities to social services; the study allowed to conduct a survey on nearly 250 children to understand their living context and the caring practices they benefit from within their families or in the specialised centres. The study looked into issues of transportation for children with disabilities, technical assistance in psycho-social activities, and continuity of services at community and household levels, and staff training.

UNICEF and DI agreed to include in their partnership agreement a component consisting in ensuring additional training and coaching for the 20 teachers and the 59 other personnel working in the 9 specialized centres in the 5 camps.

Youth empowerment, livelihood and resilience

In the context of a 40 year-long protracted crisis, the imperative of supporting long term development efforts is ever more pressing. UNICEF like the two other UN agencies operating in the refugee camps has opted to direct part of its efforts to addressing the need of building the resilience of the refugee population particularly that of young people; this partially contributes to responding to the growing frustration among the refugees for the absence of any prospects for a political settlement of the conflict and for the much hoped for return to their homeland. Furthermore, the frustration is aggravated by the decreasing levels of international humanitarian assistance and the very limited livelihood opportunities.

UNICEF, UNHCR and WFP have taken the option of providing technical and financial support to young people to help them initiate income generating projects; this is done in cooperation with the Ministry of Youth and Sports and under the umbrella of the "Youth empowerment and livelihood platform" involving the UN agencies and 3 INGOs CISP, OXFAM and Danish Refugee Council along with the MoY and the Ministry of Cooperation.

In cooperation with CISP and with Italian government funding, UNICEF provided support for the initiation of 11 small scale youth led projects involving 45 youth (60% being young women) identified in coordination with the Sahrawi Authorities (Ministry of Youth). The young people involved have organized themselves through cooperative arrangements given the limited amount of funding allocated. The income generating projects in the refugee camps range from sewing, mechanics repair workshop, grocery store and hammam (traditional bath) along with somewhat innovative projects like small workshop for traditional food-making / tent rental for events and celebrations and Private school and library. Nine of the projects are already functional and providing services, only two (one in Smara and another in Bougdour) are yet to be finalized and launched. Technical training, staff support and coaching has been carried out by Saharawi authorities (Ministry of Youth) and by CISP. The main training session focused on "the project cycle and project management". The Ministry jointly with CISP identified an Algerian expert to facilitate the training funded by UNICEF. Local NGO and women's association were involved in project management and activity monitoring.



5- Monitoring and Evaluation

UNICEF has closely and regularly monitored project implementation to ensure that activities were being conducted as per plan and that no particular difficulties or obstacles were hindering progress and if any were encountered, appropriate solutions were found to overcome problems. Field monitoring is one of the main responsibilities and prerogatives of UNICEF program officer in Tindouf. Visits to programme sites are generally done jointly with the personnel of the Implementing partner NGO and allow to check whether technical guidelines and plans for construction or rehabilitation are being adhered to and to get clarifications form the supervisors of the private company in charge of the work on any technical aspects of the construction works underway. This allows to identify and immediately address any weaknesses and introduce corrections where necessary.

In the framework of the cooperation agreements with the two partner NGOs, UNICEF implements assurance activities as defined in the HACT guidelines (Harmonized Approach to Cash Transfer); these activities include:

- **Programmatic visits** which consist in bi-yearly meetings organized by UNICEF with the Implementing Partner (IP) to review progress towards achievement of programme results as defined in the Programme Document
- **Spot checks** which consist in punctual verifications made on the IP financial and administrative management of the programme and the funds allocated by UNICEF
- Audits: implemented beyond a certain funding threshold
- **Capacity building:** training is organized for the NGO personnel to build capacity in areas of potential weaknesses identified through programmatic visits or spot checks.
- **Reporting by the IP:** consisting in technical narrative reports describing project implementation in terms of activities organized and progress made towards results (two to three reports per year) and financial reports on the use of resources; Expenditures made by the IP on resources transferred by UNICEF will only be accepted and 'liquidated' if proper documentation is available regarding the monitoring of activities particularly those pertaining to construction and their technical acceptance.

An evaluation has been conducted in 2016 of a health project implemented by UNICEF in a period (2012-2015) prior to that of the present humanitarian response programme. The evaluation highlighted the achievements made in the context of the programme in terms of improving the quality of mother and child health care services and made recommendations on how to address some of the weaknesses identified. UNICEF is presently conducting an assessment of the situation of all education facilities with a particular focus on water and sanitation installations (WASH) as this is an area in which UNICEF will be working in 2017 to help address some of the problems identified hindering student's access to sufficient and quality water and sanitation facilities in schools.



6- Financial analysis

After the October 2015 floods, UNICEF fund raising efforts allowed to mobilize resources from the Italian Government for an amount of 787.371 USD and from the US Government (BPRM) for an amount of 393.519 USD. Only 139.656 USD from the Italian grant have been utilized in 2015 while the remaining resources were reallocated to 2016.

In 2016, UNICEF participated to a joint appeal launched with UNHCR, WFP and WHO along with 6 INGO and covering the needs for 2016 and 2017. The following tables list UNICEF revised financial requirements per sector for 2016 and 2017 revised in October 2016.

2016 requirements* US\$ 2,911,000

2017 requirements*: US\$ 1,900,000

S	Sector	Prog. Needs	F. Gap %
	Protection	120,000	25
	Education	1,931,000	27.5
	Health	770,000	58.4
	Resilience	90,000	55.5
Tot	al	2,911,000	36.4**

Sector	Needs (US\$)
Protection	200,000
Education	700,000
Health	900,000
Resilience	100,000
Total	1,900,000

The following table presents the amounts received in 2016 for use the same year or in 2017 along with those carried over from 2015 by source of funding:

Funds available for use in 2016 and 2017 (as of 23/03/2017)

	Carried over	Funding received in 2016		
Funding source	from 2015 for	Used in 2016	Reallocated to	Total
	use in 2016		2017	
BPRM.	393.519			393.519
UNOCHA		256.366		256.366
UNICEF			100.000	100.000
Humanit.				
Thematic				
Italian Gov.	647.715			647.715
Italian Gov.		341.767	148.141	489.908
Italian Gov			513.832`	513.832
	1041.234	598.133	761.973	2401.340

The resources available in 2016 have allowed UNICEF to reach the important results for children presented in a prior section of the report however, the funding gap for 2016 represented 36.4 per cent of the estimated requirements; this gap corresponds to unmet needs which can briefly be summarized as follows:

^{**} corresponds to 1.060 USD funding Gap



What more UNICEF could have done in 2016 with more resources?

- Education: ensure rehabilitation of additional schools and KGs
- **Education:** build additional sanitary blocks in school to conform to SPHERE Standards
- Education: provide additional stock of learning material to cover Q3 needs
- Health: provide more vaccines and cold chain equipment
- **Health:** resume training of midwives and other health staff on mother and child health
- **Health:** provide additional material for health clinics (MCHC)
- **Protection**: extend for another year the capacity building programme for Special Education centres' personnel
- Livelihood: support more young people to initiate income generating projects
- **Livelihood and Education**: initiate training in life skills and citizenship education.

The resources available for 2017 will predominantly be allocated to Education (60 per cent) and to health (40 per cent). There are presently no resources available for either child protection or youth empowerment and livelihood. The funding gap for 2017 presently stands at nearly 1.14 M. USD representing nearly 60 per cent of the resources UNICEF needs to continue to fulfill its humanitarian response mission in favor of Sahrawi refugee children and to contribute ensuring they enjoy their rights to health, education and protection and to live in resilient communities and in an enabling environment.

7- Future work plan

Education:

- Provide individual student kits for 32500 children
- Rehabilitation of 5 schools and 2 KG affected by the August 2016 floods
- Construction or rehabilitation/extension of sanitary blocks and other WASH facilities in 9 intermediate and 4 primary schools to conform to WASH sphere standards. WASH in school is evolving to become a key area of priority for UNICEF in its support to Sahrawi schools
- Capacity building programme for MoE Officials, supervisors, school headmasters, teachers and members of parents teachers associations (PTAs)
- Institutional and human capacity development for the MoE 9th of June training of trainers centre
- Support the upgrading of the Education Management Information System (EMIS).





Health:

- Provide vaccines and injection material to immunize 22500 Sahrawi U5 children
- Pursue capacity development for health personnel involved in immunization activities (including surveillance) or in MCH services
- Provide additional cold chain or MCH equipment for health clinics or regional hospitals (as per need) and develop capacity for maintenance of equipment

Child protection

- Support the rehabilitation and extension of the centre for disabled children in the Laayoun refugee camp affected by the floods
- Pursue the training and coaching programme for the personnel working in the 9 centres for children with disabilities.

Youth livelihood and empowerment

- Pursue the training and coaching of the 45 young people involved in the 11 income generating projects initiated in 2016
- Train Sahrawi trainers in Life skills and citizenship education and support them to run the cascade training for 200 Sahrawi youth.

If sufficient resources are mobilized, UNICEF will resume its support to the initiation of income generating projects by another group of young people (male and female)

8- Expression of thanks

Funding from the US Government/BPRM together with resources generously made available by other donors have allowed UNICEF to reach important results for Sahrawi refugee children, adolescents and youth in 4 key sectors: education, health (particularly immunization), protection and care for children with disabilities and empowering young people and opening prospects for a fruitful life for them. This report offers the opportunity for UNICEF to express its deep gratitude for this generous support and hopes this report has provided quality information on the use made of the funding and on its critical importance for UNICEF and for the vulnerable people it is serving to the best of its ability.



Annex

A. Donor Feedback Form

Title of Report/Project: Consolidated Emergency Report 2016

UNICEF Office: Algeria Donor Partner: BPRM Date: March 2017

Report Feedback Form

UNICEF is working to improve the quality of our reports and would highly appreciate your feedback. Kindly answer the questions below for the above-mentioned report. Thank you!

Please return the completed form back to UNICEF by email to:

Name: Moncef Moalla, Deputy Representative

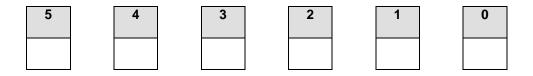
Email: mmoalla@unicef.org

SCORING: 5 indicates "highest level of satisfaction" while

0 indicates "complete dissatisfaction"

1.
2.

To what extent did the narrative content of the report conform to your reporting expectations? (For example, the overall analysis and identification of challenges and solutions)



If you have not been fully satisfied, could you please tell us what we missed or what we could do better next time?

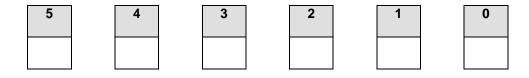
3. To what extent did the fund utilization part of the report meet your reporting expectations?



5 2 1 0

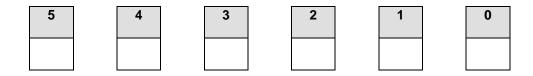
If you have not been fully satisfied, could you please tell us what we missed or what we could do better next time?

4. To what extent does the report meet your expectations in regard to the analysis provided, including identification of difficulties and shortcomings as well as remedies to these?



If you have not been fully satisfied, could you please tell us what we could do better next time?

5. To what extent does the report meet your expectations with regard to reporting on results?



If you have not been fully satisfied, could you please tell us what we missed or what we could do better next time?

6. Please provide us with your suggestions on how this report could be improved to meet your expectations.



7. Are there any other comments that you would like to share with us?

Thank you for filling this form!





