

# Friends-International **Annual Report**

2017

Friends-International powers  
the following programs:



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## Friends-International

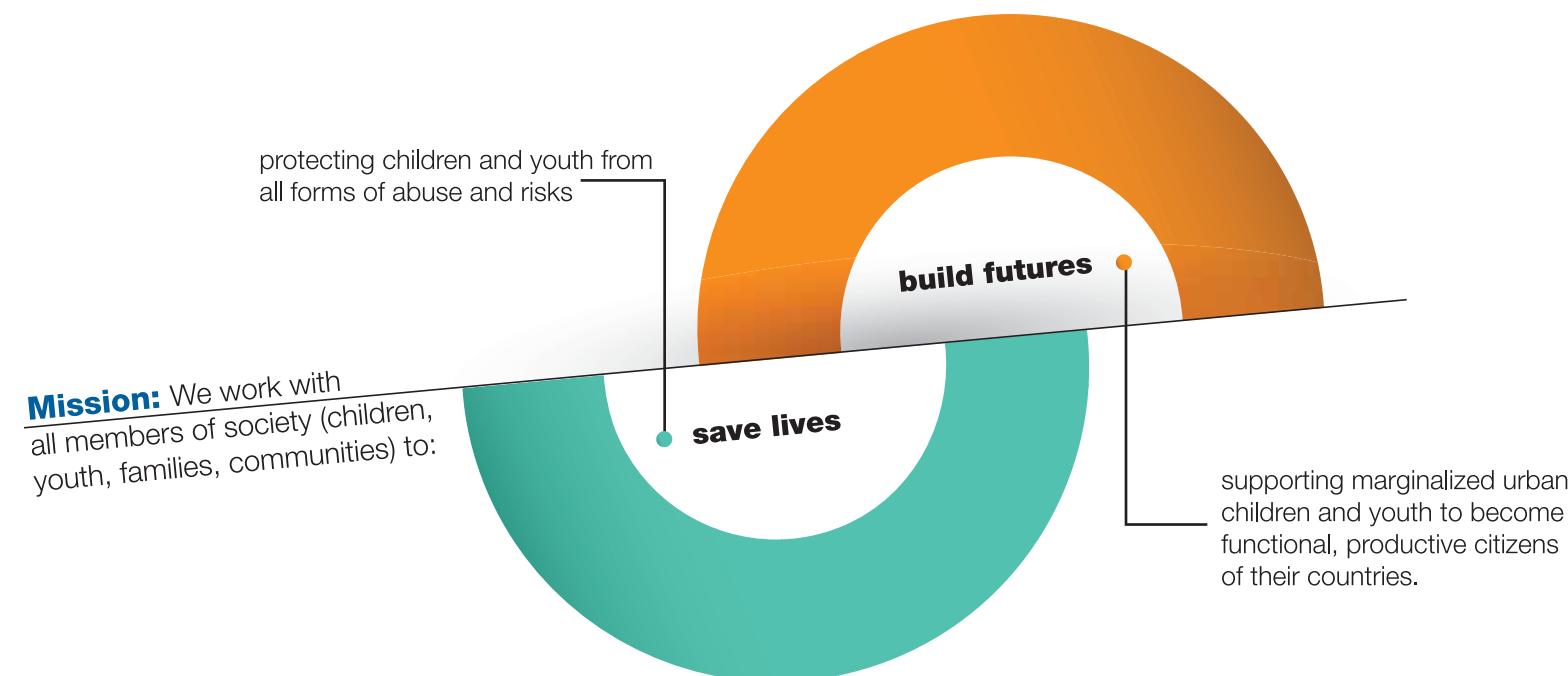
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## Glossary

3PC	Partnership Program for the Protection of Children
3PC	Partnership Program for the Protection of Children
CSA	ChildSafe Alliance
CSM	ChildSafe Movement
DoSVY	Department of Social Affairs, Veterans and Youth Rehabilitation (Cambodia)
FA	Friends Alliance
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
UNWTO	United Nations World Tourism Organization
USAID	United States Agency for International Development
WTM	World Travel Market

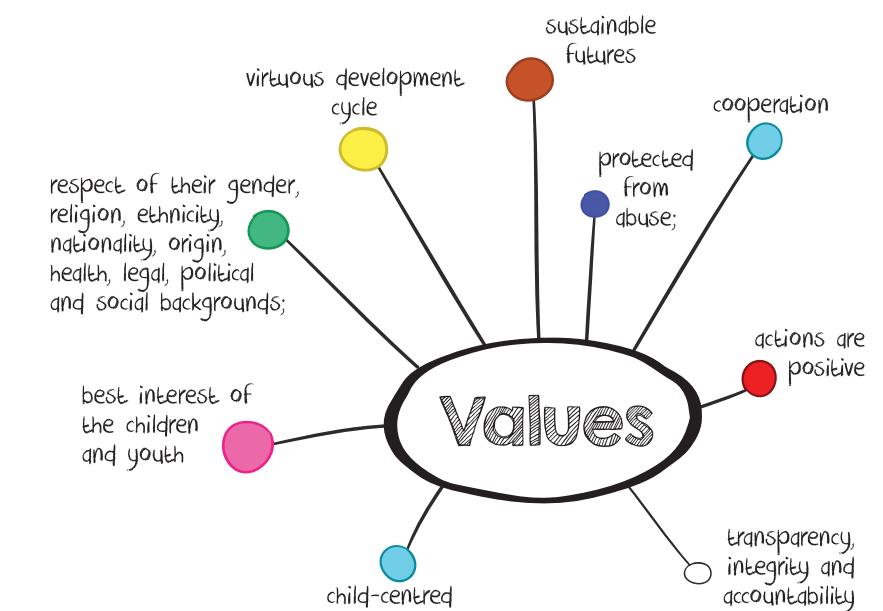
## FRIENDS-INTERNATIONAL MISSION



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

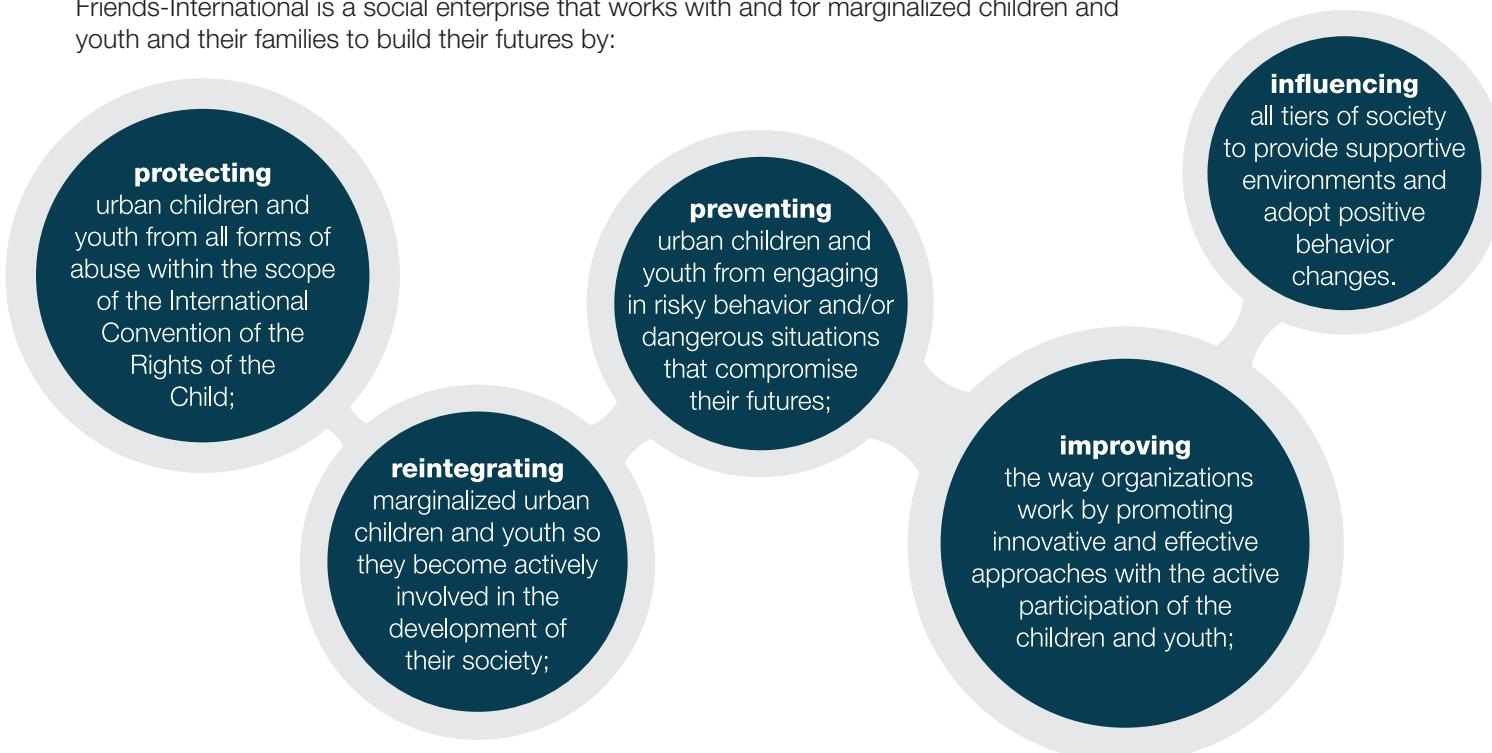
- All projects are child-centered and child-focused;
- All decisions are taken in the best interest of children and youth;
- Work is carried out with and for marginalized urban children and youth in full respect of their gender, religion, ethnicity, nationality, origin, health, legal, political and social backgrounds;
- Services are designed so as to feed a virtuous development cycle and break vicious poverty cycles;
- All projects build sustainable futures for 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, avoiding duplication and will not contravene or supersede 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 children and youth and their families to build their futures by:

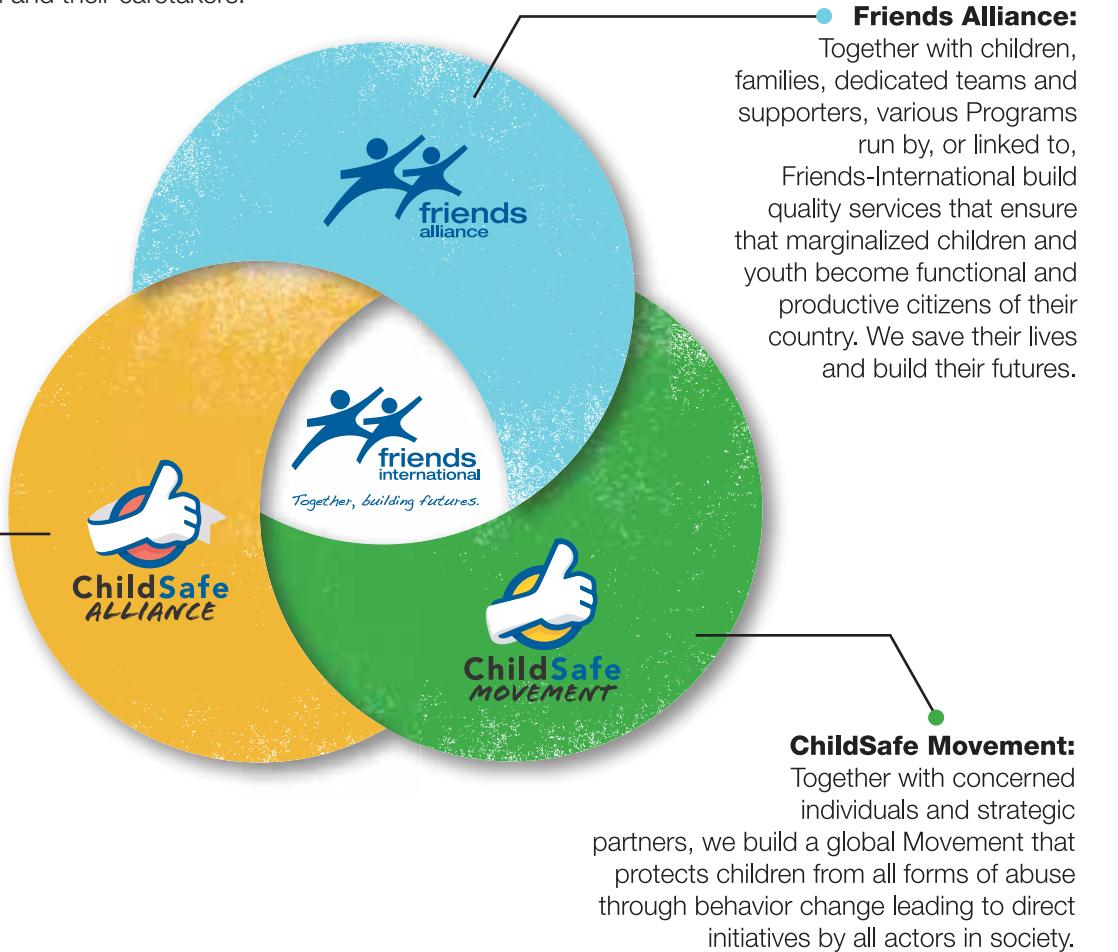


Since 1994, Friends-International develops creative, innovative and holistic programs, building networks, supporting youth-led projects and establishing solid protection and support services within organizations, communities and all tiers of society while aiming to become self-sustainable.

## 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. In Cambodia, the ChildSafe Alliance there is known as **3PC**.

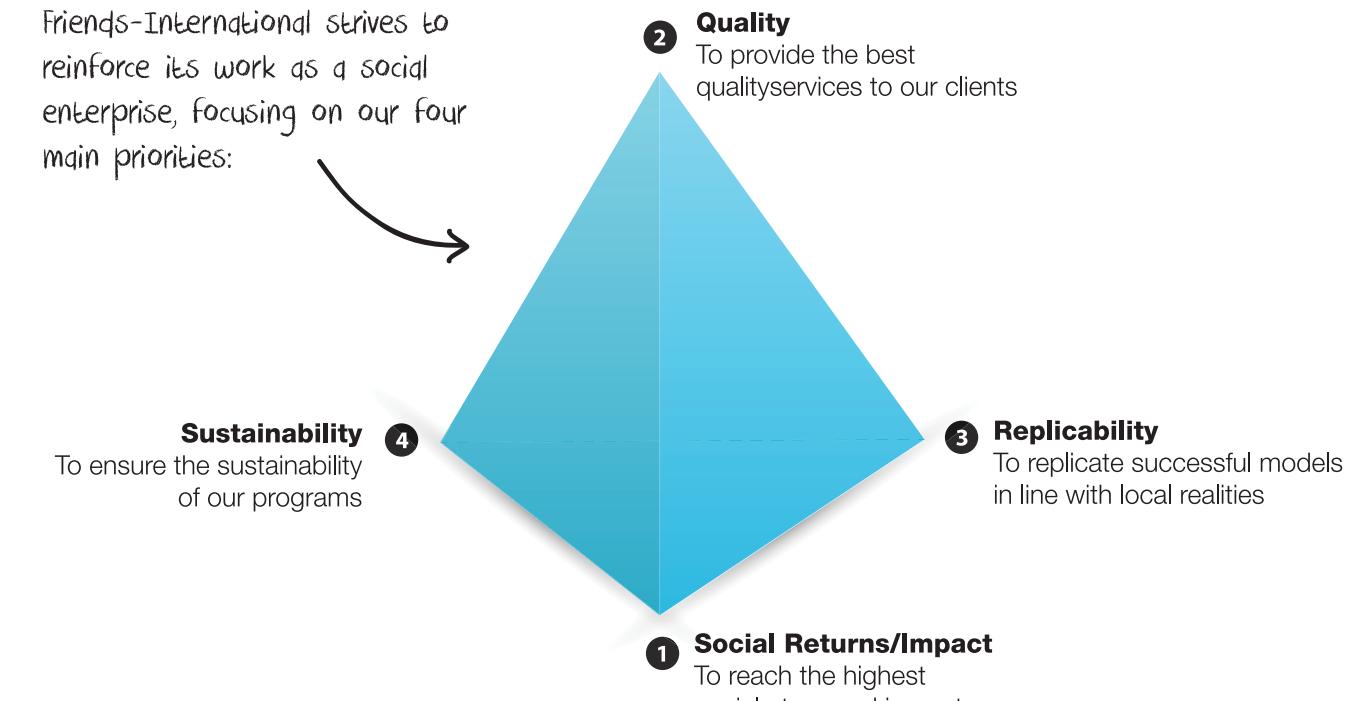


In addition, the following teams provide support to the above programs:

- **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.
- **Social Services Quality:** We provide material, training and technical support to the Friends Alliance Partners and the ChildSafe Alliance Partner organizations to build the overall quality of their services.
- **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 funded to allow all services to run smoothly.

## THE FRIENDS-INTERNATIONAL PRIORITIES

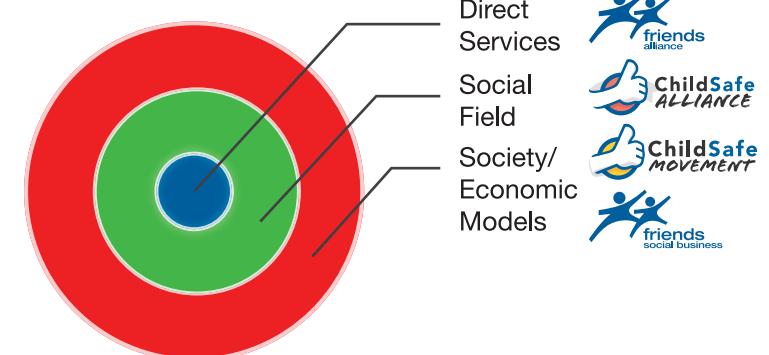
Friends-International strives to reinforce its work as a social enterprise, focusing on our four main priorities:



## As a Social Enterprise

creating innovative models to drive equilibrium change—the disruption of social, economic, and political forces that enable inequality, injustice, and other thorny social and environmental problems to persist. By disrupting the status quo, social entrepreneurs open up the space for solutions to take root, scale, and become the foundation of profound social transformation and a more peaceful and prosperous world.

“ they focus their attention not just on the symptoms of a social problem but on finding ways to address the root causes and bring about positive change on a grand scale in ways others can replicate. ”



## THE FRIENDS-INTERNATIONAL PROGRAMS

2017 was a year of recovery for Friends: after the most financially challenging year in our history in 2016, Friends' dynamism and resilience were evident this year. Here are the main trends for 2017:

- Impact of the 2016 Funding Situation: the impact of the 2016 funding crunch continued to be felt across all Programs:
  - As a result of staff reductions, some key programs were seriously under-staffed. This required reorganization of the teams, our areas of intervention and developing new strategies.
  - This led to a continued increase in the overall reach (the number of individual children, youth and caretakers we reached) but we saw a reduction in direct impact (the number of children in school, youth in training and employment and families supported)
  - We saw a reduction of the financial issues and a balancing of all accounts, mainly because of the cost reductions carried out in 2016 and continued into 2017.
- Growing Pains: as the organization continues to grow its impact and presence, challenges are still being addressed, including:
  - The development of the organization continued to remain imbalanced with a majority of activities and outputs centered in Cambodia while other Country Programs, despite their growth, continued to lag behind.
  - The outputs on beneficiaries continued to be imbalanced too, with more outputs achieved with children vs. youth and families despite investments in support to youth carried out over the past few years.
- Structural Fragilities: with growth and rapid changes in the countries of intervention and the beneficiary population, in addition to financial limitations, the organization is facing some pressures that are very much among our priorities, including:
  - Benefits / Salaries: in order to respond to the needs of our hard-working teams and to ensure their well-being we need to remain competitive in terms of salaries and benefits.
  - Pressure on key persons: with the contraction of the teams, we have put increased pressure on some key individuals in the organization and we need to ensure that this pressure remains manageable to avoid burn-out.
  - Over-dependency on expatriates: over the years the number of expatriates continued to reduce. However, their role remains important in many sectors (campaigns, donor relations, communications, specific technical skills...): we need to ensure that the philosophy of capacity building of local teams is maintained and reinforced
  - Revision of our models: as the social-economic environment is changing and the needs and desires of the beneficiaries are rapidly adapting to this environment, it is crucial to review and adapt our services on a constant basis. This was especially crucial for the vocational training and vocational training businesses.
- New Initiatives: while we were absorbing the shock of 2016 and adapting to the changing environment, we continued to innovate and push for expansion of our models; this included:
  - Futures Factory: a new initiative started in 2017 based within the Mith Samlanh, Phnom Penh, property. This initiative aims at developing the Training Business opportunities, to expand the reach to a wider group of beneficiaries and to become a central attraction in Phnom Penh.
  - ChildSafe Academy: a new initiative building on the common knowledge and knowhow that Friends and its key partners have developed over the years to increase our common financial sustainability
  - Myanmar: a new restaurant was added to the TREE Alliance in Yangon (LinkAge) and the parent organization is being registered to join the Friends Alliance.
  - Futures Offices: expansion continued, adding more implementing partners and countries in the drive to ensure youth employment.



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.

The Friends Alliance Programs in 2017 were:

- Cambodia: Friends 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)  
Peuan Peuan (Bangkok / Aranyaprathet)
- Thailand:

**Statistics**

<b>Friends-International Total 2016</b>	
Total Children & Youth <b>20,406</b>	Total Caretakers <b>8,325</b>
Total Indirect Beneficiaries <b>14,768</b>	Total Beneficiaries protected by CS agent: <b>4</b>
<b>TOTAL BENEFICIARIES 43,503</b>	<b>TOTAL SERVICES 3,449,556</b>
<b>A1 599</b>	<b>A2 1,254</b>
<b>B2 520</b>	<b>C1 269</b>
<b>D2 73</b>	<b>E1 117</b>
<b>F 673</b>	<b>G1 162</b>
<b>H2 952,516</b>	<b>I 166,943</b>
<b>J 719,937</b>	<b>K 427,982</b>

<b>Friends-International Total 2017</b>	
Total Children & Youth <b>19,568</b>	Total Caretakers <b>7,685</b>
Total Indirect Beneficiaries <b>14,971</b>	Total Beneficiaries protected by CS agents: <b>2,813</b>
<b>TOTAL BENEFICIARIES 45,037</b>	<b>TOTAL SERVICES 2,134,557</b>
<b>A1 1,645</b>	<b>A2 760</b>
<b>B2 438</b>	<b>C1 51</b>
<b>D2 64</b>	<b>E1 127</b>
<b>F 504</b>	<b>G1 52</b>
<b>H2 507,964</b>	<b>I 310,838</b>
<b>J 551,987</b>	<b>K 396,045</b>

- A1** Children in Friends schools
- B1** Youth in vocational training/apprenticeship
- C2** Employment placements for family members
- E1** Youth in transitional group house
- F** Families receiving emergency support
- H1** Health related services
- J** Condoms distributed
- A2** Children reintegrated to public school
- B2** Employment placements for youth
- D1** Children/Youth in transitional home
- E2** Children/youth reintegrated in family base care
- G1** Children / youth in voluntary detox
- H2** Life skills services
- I** Activity based services
- A3** Children supported to remain in public school
- C1** Family members in vocational training/apprenticeship
- D2** Children in transitional family base care
- E3** Youth supported with independent living
- G2** Drug related services
- K** Clean syringes distributed

**Peuan Peuan Aran Thailand**

Total Children & Youth <b>367</b>	Total Caretakers <b>256</b>
Total Indirect Beneficiaries <b>1,007</b>	Total Beneficiaries protected by CS agent: <b>4</b>
<b>TOTAL BENEFICIARIES 1,634</b>	<b>TOTAL SERVICES 23,528</b>

<b>A1 0</b>	<b>A2 0</b>	<b>A3 0</b>	<b>B1 0</b>
<b>B2 0</b>	<b>C1 0</b>	<b>C2 0</b>	<b>D1 0</b>
<b>D2 0</b>	<b>E1 0</b>	<b>E2 0</b>	<b>E3 0</b>
<b>F 2</b>	<b>G1 0</b>	<b>G2 547</b>	<b>H1 2,775</b>
<b>H2 14,336</b>	<b>I 3,731</b>	<b>J 1,804</b>	<b>K 0</b>

**Peuan Mit Luang Prabang Lao PDR**

Total Children & Youth <b>20</b>	Total Caretakers <b>0</b>
Total Indirect Beneficiaries <b>96</b>	Total Beneficiaries protected by CS agent: <b>0</b>
<b>TOTAL BENEFICIARIES 116</b>	<b>TOTAL SERVICES 850</b>

<b>A1 0</b>	<b>A2 0</b>	<b>A3 0</b>	<b>B1 15</b>
<b>B2 3</b>	<b>C1 0</b>	<b>C2 0</b>	<b>D1 13</b>
<b>D2 0</b>	<b>E1 15</b>	<b>E2 0</b>	<b>E3 11</b>
<b>F 0</b>	<b>G1 0</b>	<b>G2 0</b>	<b>H1 112</b>
<b>H2 192</b>	<b>I 246</b>	<b>J 150</b>	<b>K 0</b>

**Peuan Mit Vientiane Lao PDR**

Total Children & Youth <b>1,657</b>	Total Caretakers <b>344</b>
Total Indirect Beneficiaries <b>599</b>	Total Beneficiaries protected by CS agent: <b>328</b>
<b>TOTAL BENEFICIARIES 2,928</b>	<b>TOTAL SERVICES 36,520</b>

<b>A1 833</b>	<b>A2 271</b>	<b>A3 399</b>	<b>B1 32</b>
<b>B2 12</b>	<b>C1 26</b>	<b>C2 6</b>	<b>D1 61</b>
<b>D2 0</b>	<b>E1 9</b>	<b>E2 15</b>	<b>E3 10</b>
<b>F 11</b>	<b>G1 0</b>	<b>G2 2,428</b>	<b>H1 4,613</b>
<b>H2 13,648</b>	<b>I 13,239</b>	<b>J 2,592</b>	<b>K 0</b>

**Peuan Peuan Poipet Cambodia**

Total Children & Youth <b>280</b>	Total Caretakers <b>70</b>
Total Indirect Beneficiaries <b>567</b>	Total Beneficiaries protected by CS agent: <b>0</b>
<b>TOTAL BENEFICIARIES 917</b>	<b>TOTAL SERVICES 0</b>

<b>A1 8</b>	<b>A2 70</b>	<b>A3 123</b>	<b>B1 5</b>
<b>B2 18</b>	<b>C1 0</b>	<b>C2 8</b>	<b>D1 48</b>
<b>D2 3</b>	<b>E1 0</b>	<b>E2 5</b>	<b>E3 0</b>
<b>F 62</b>	<b>G1 0</b>	<b>G2 0</b>	<b>H1 0</b>
<b>H2 0</b>	<b>I 0</b>	<b>J 0</b>	<b>K 0</b>

**Peuan Peuan Bangkok Thailand**

Total Children & Youth <b>700</b>	Total Caretakers <b>342</b>
Total Indirect Beneficiaries <b>1,567</b>	Total Beneficiaries protected by CS agent: <b>55</b>
<b>TOTAL BENEFICIARIES 2,664</b>	<b>TOTAL SERVICES 16,983</b>

<b>A1 0</b>	<b>A2 7</b>	<b>A3 276</b>	<b>B1 4</b>
<b>B2 6</b>	<b>C1 0</b>	<b>C2 9</b>	<b>D1 0</b>
<b>D2 0</b>	<b>E1 0</b>	<b>E2 6</b>	<b>E3 0</b>
<b>F N/A</b>	<b>G1 0</b>	<b>G2 309</b>	<b>H1 3,402</b>
<b>H2 3,349</b>	<b>I 8,059</b>	<b>J 1,928</b>	<b>K 0</b>

**Teman Baik Jakarta Indonesia**

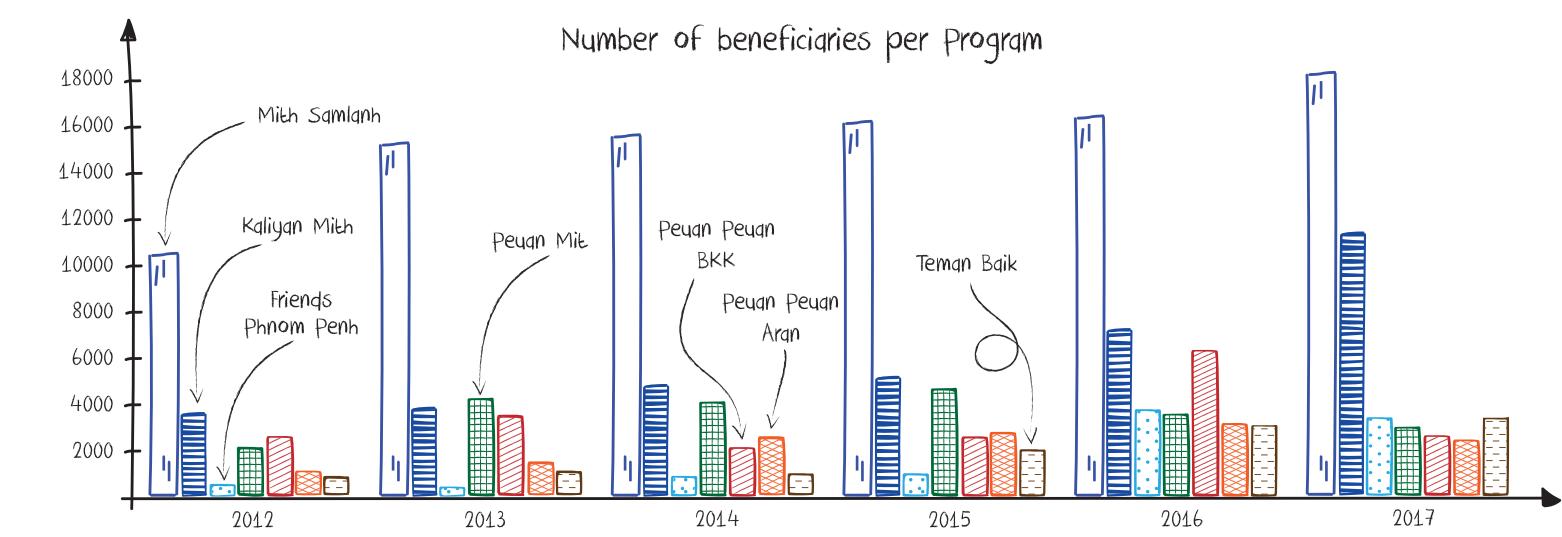
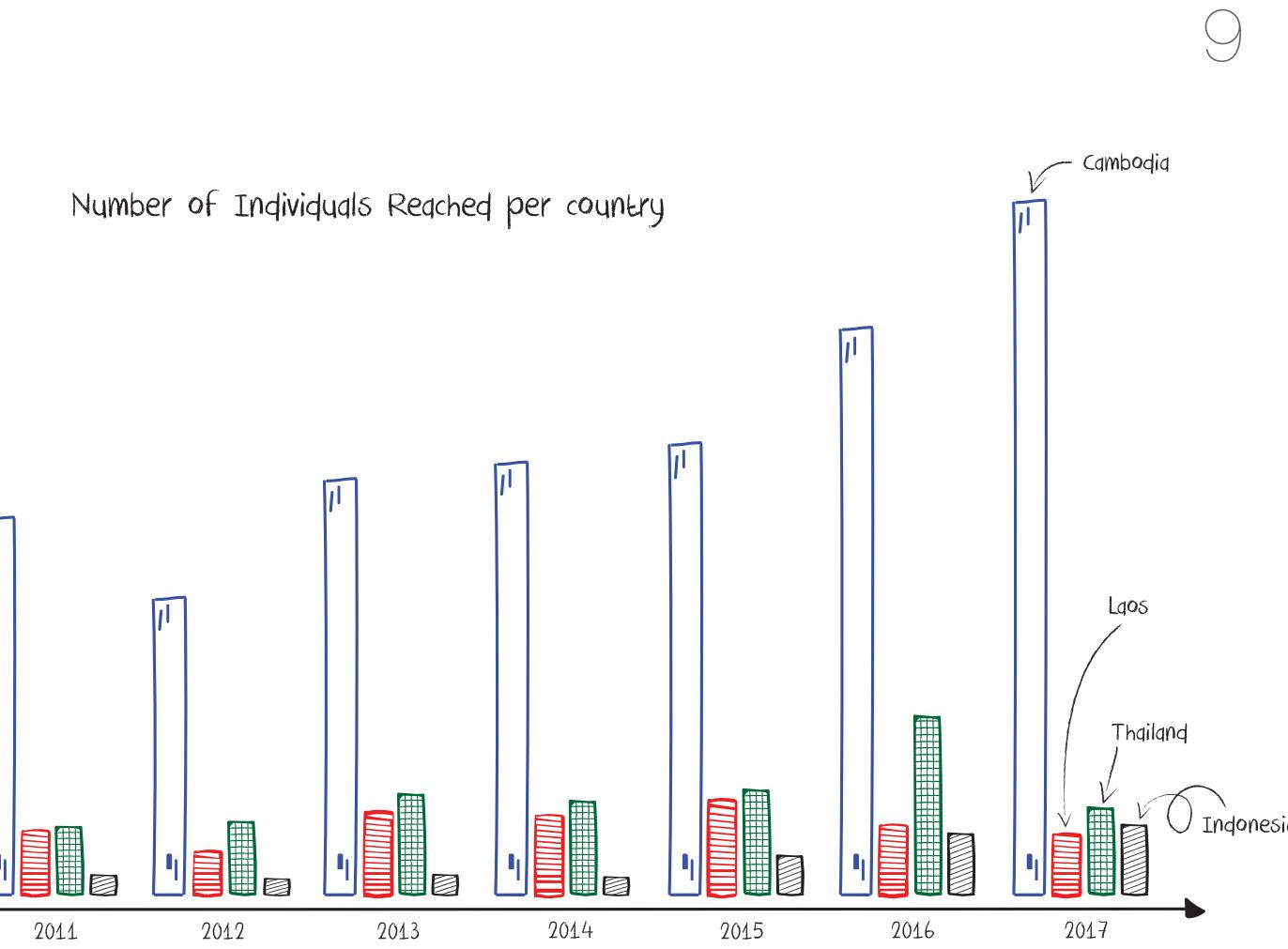
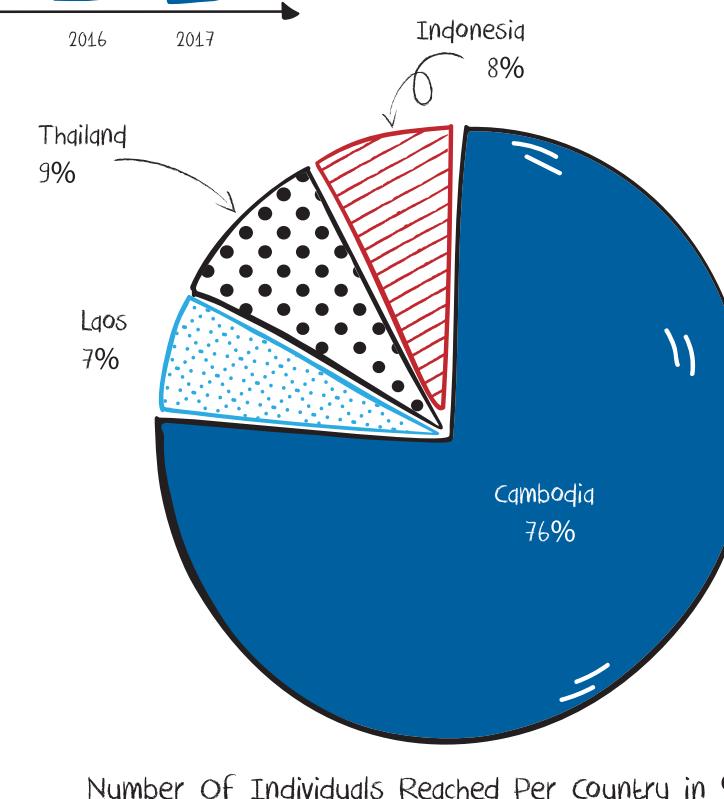
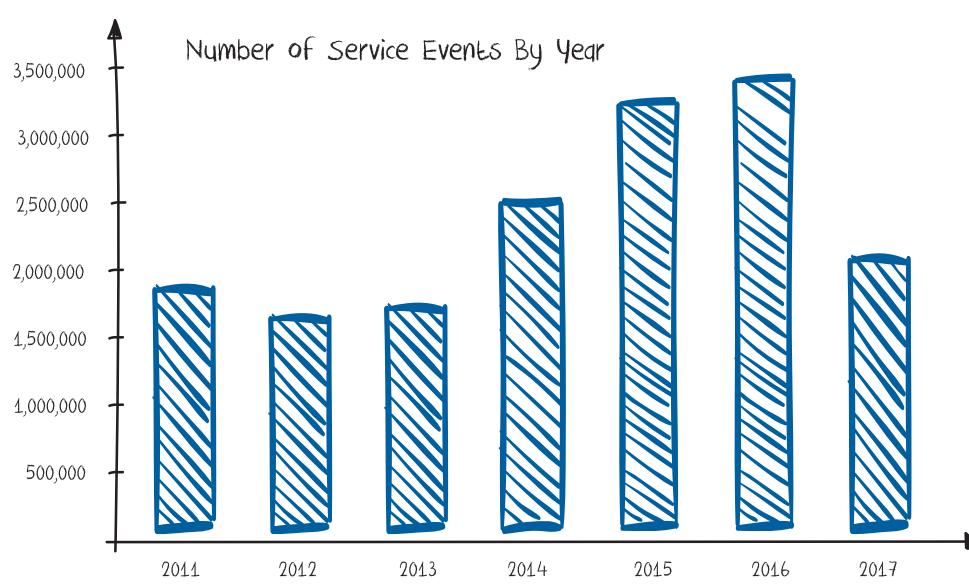
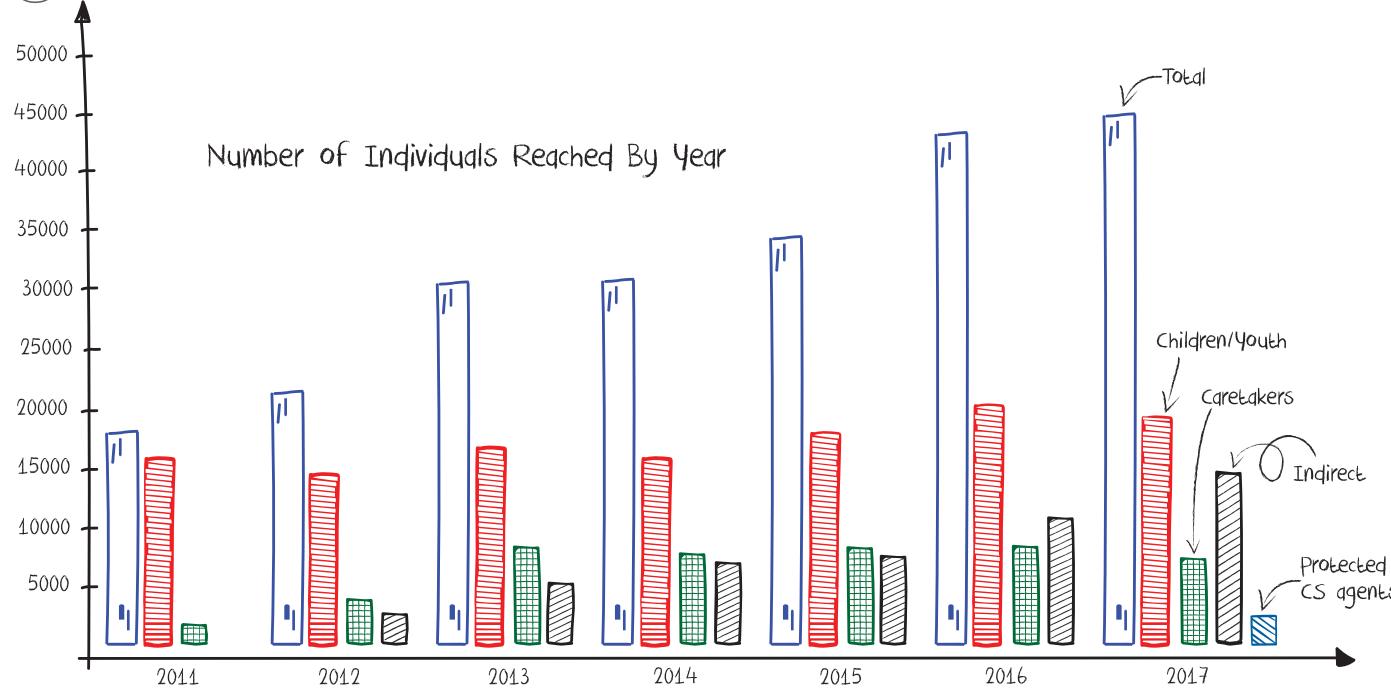
Total Children & Youth <b>919</b>	Total Caretakers <b>491</b>
Total Indirect Beneficiaries <b>968</b>	Total Beneficiaries protected by CS agent: <b>1,116</b>
<b>TOTAL BENEFICIARIES 3,494</b>	<b>TOTAL SERVICES 11,473</b>

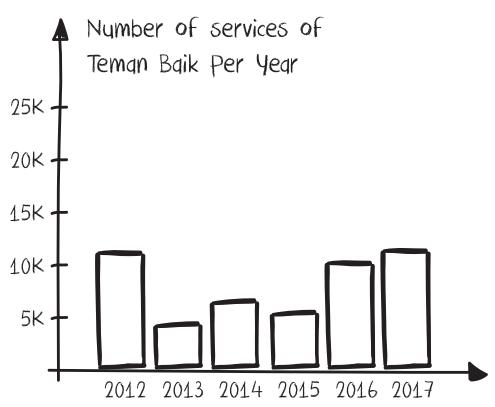
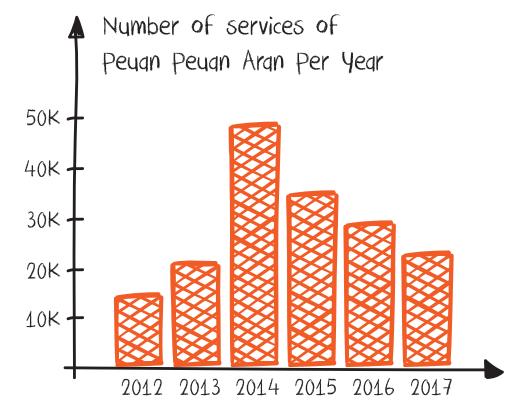
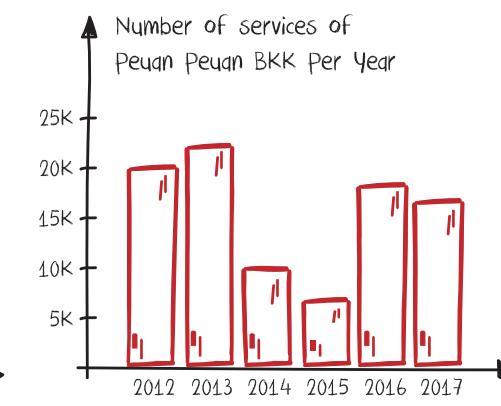
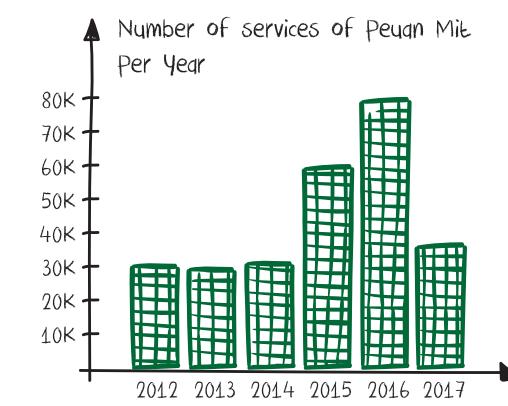
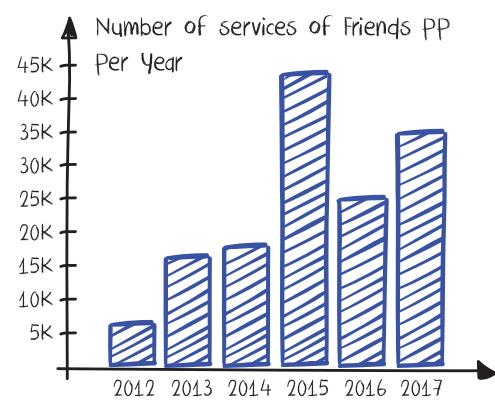
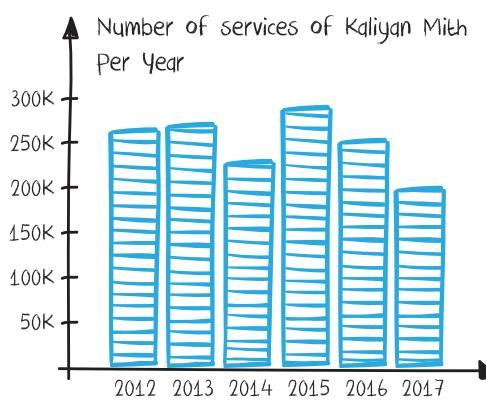
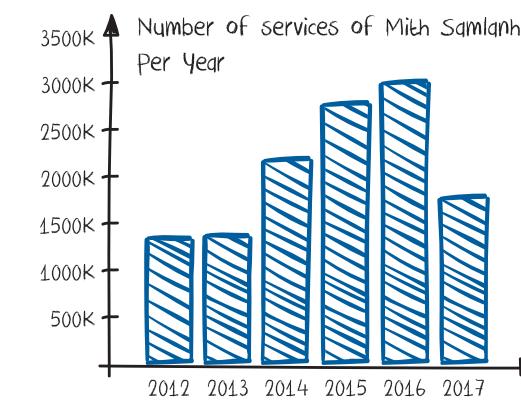
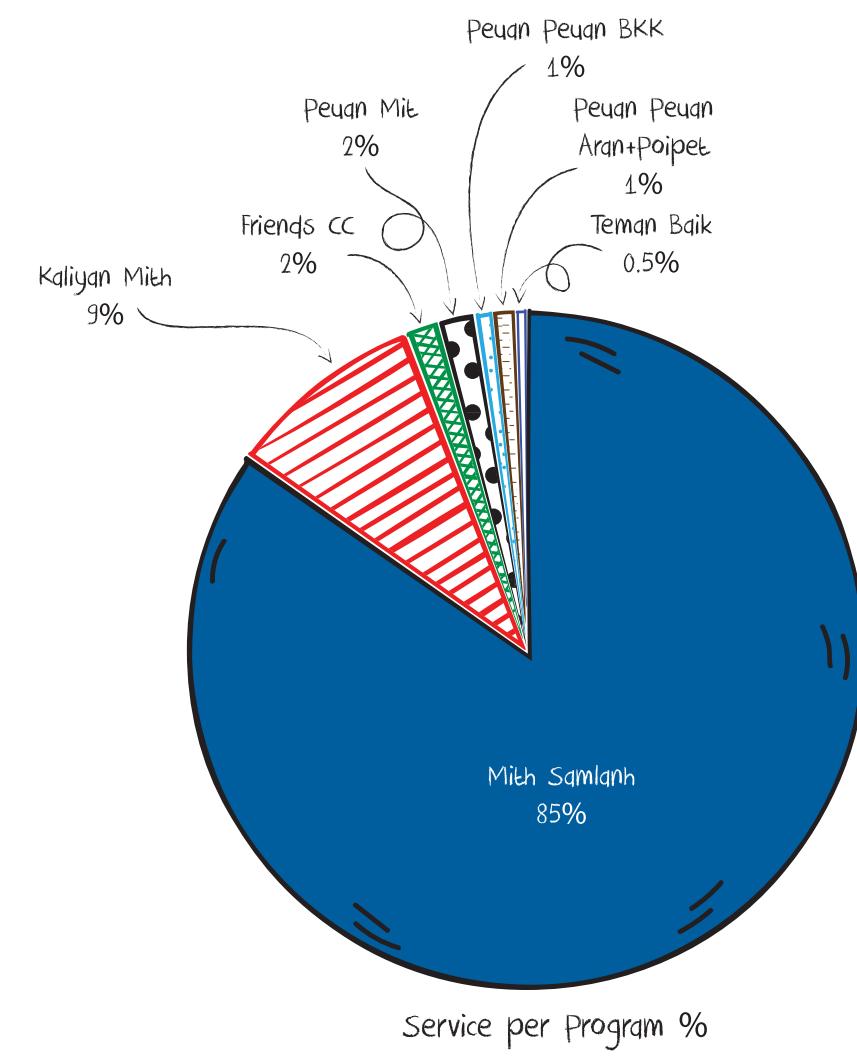
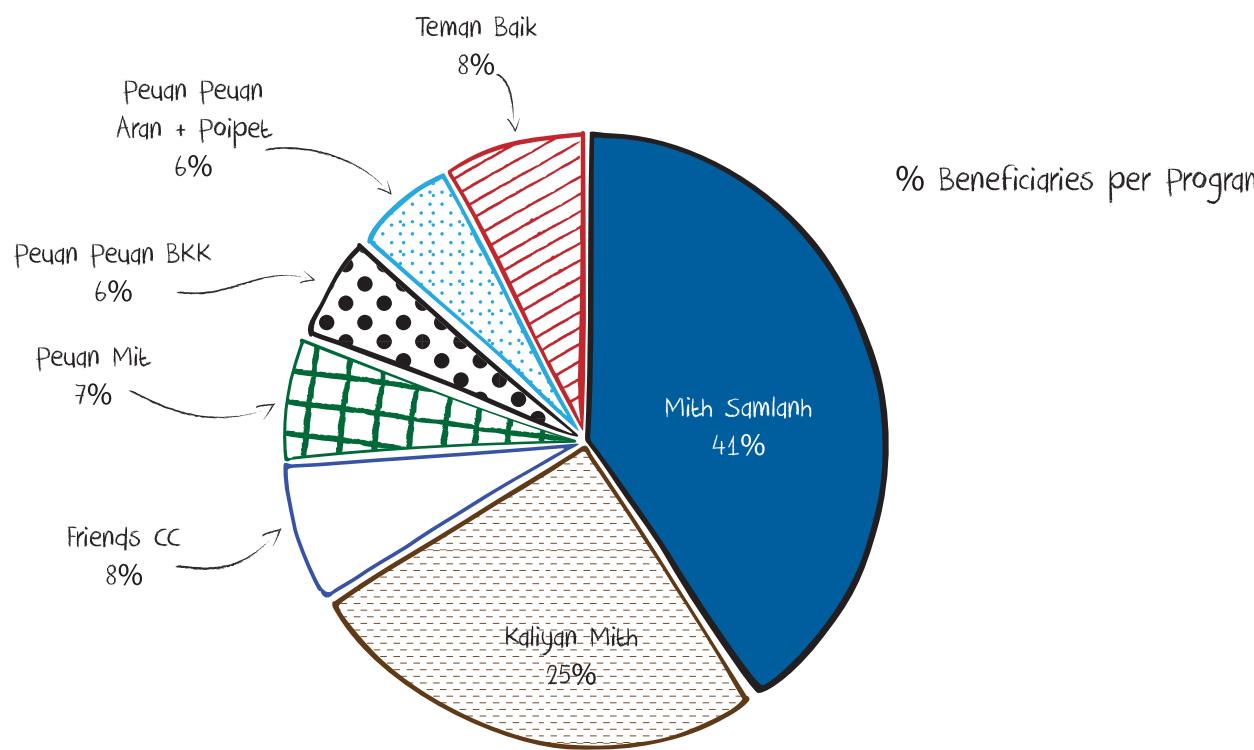
<b>A1 255</b>	<b>A2 0</b>	<b>A3 138</b>	<b>B1 12</b>
<b>B2 32</b>	<b>C1 0</b>	<b>C2 13</b>	<b>D1 0</b>
<b>D2 0</b>	<b>E1 0</b>	<b>E2 3</b>	<b>E3 0</b>
<b>F 36</b>	<b>G1 0</b>	<b>G2 296</b>	<b>H1 92</b>
<b>H2 6,821</b>	<b>I 2,275</b>	<b>J 0</b>	<b>K 0</b>

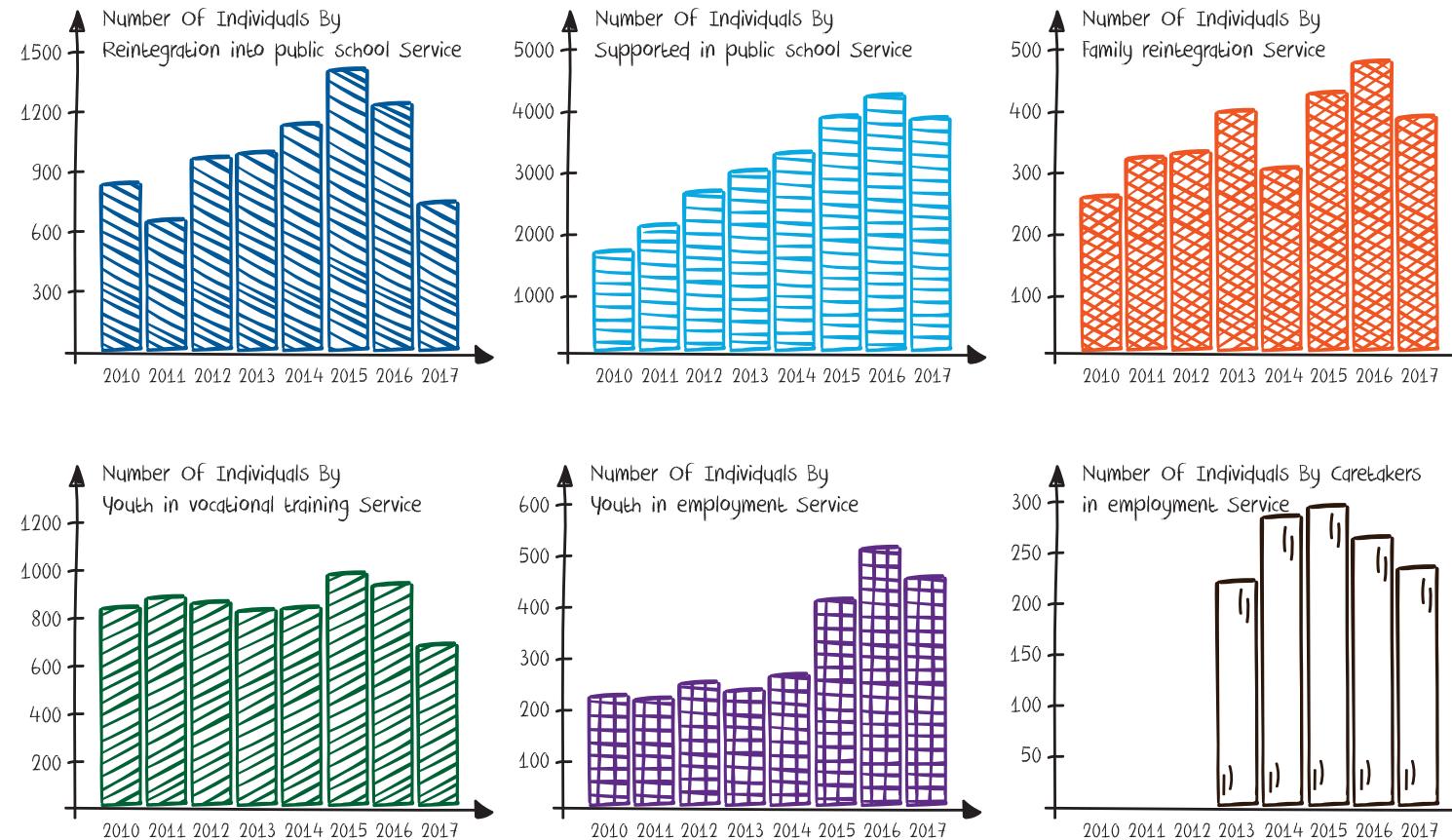
**Friends Chom Chao Cambodia**

Total Children & Youth <b>551</b>	Total Caretakers <b>293</b>
Total Indirect Beneficiaries <b>2,532</b>	Total Beneficiaries protected by CS agent: <b>98</b>
<b>TOTAL BENEFICIARIES 3,474</b>	<b>TOTAL SERVICES 35,512</b>

<b>A1 0</b>	<b>A2 81</b>	<b>A3 85</b>	<b>B1 5</b>
<b>B2 8</b>	<b>C1 0</b>	<b>C2 5</b>	<b>D1 0</b>
<b>D2 0</b>	<b>E1 0</b>	<b>E2 1</b>	<b>E3 0</b>
<b>F 4</b>	<b>G1 2</b>	<b>G2 1,706</b>	<b>H1 6,537</b>
<b>H2 15,638</b>	<b>I 553</b>	<b>J 10,789</b>	<b>K 0</b>







## STRUCTURAL CHANGES

- Following the financial stress of 2016, teams were restructured based on reviewed activities. Some additional reductions in staff took place.
- New directors were hired in Siem Reap and Thailand
- Technical Coordinators were replaced in Siem Reap and in Lao PDR
- A new position was created: International Coordinator for Programs (Friends Alliance)

**\$**

The impact of the difficult financial situation in 2016 continued to be felt with a 5% reduction in staff, leading to restructuring to maintain and expand our impact

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

## STRUCTURAL CHANGES

In order to respond to the financial contractions and team reductions, a specific effort was made to identify and train new ChildSafe Agents to support the teams' efforts. A new system was created to organize and train ChildSafe Agents by the kind of support they provide to the teams (Specialized Agents: supporting the teams in specific aspects of their work; General Protection Agents: protecting children from all forms of abuse; Visibility Agents: providing information and visibility to the ChildSafe Campaigns).

## BUILDING FUTURES

The priority remained securing employment for youth and caretakers: the Futures Offices continued to expand in Cambodia and were launched in Thailand, Laos and Switzerland. The system was reviewed and improved, opening out services to a wider population.



### Futures Office project

In response to the long-term need faced by marginalized youth and caregivers, Friends-International in Cambodia in partnership with ChildSafe alliance partner M'Lop Tapang, launched 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 are available to guide youth and caretakers in making decisions for their education and 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 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 member 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 member. Clients can also access the 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.



## BUILDING SYSTEMS

Friends-International continued its policy to support Governmental efforts in order to ensure sustainability through the support, development and creation of systems, including:

- Supporting the Cambodian Government with family reintegration: supporting the training of Government teams, creation of reintegration processes (including Foster Care), support the Government's objective of 30% reduction of children in Residential Care Institutions.
- Supporting the Thai Government to implement Child Protection Policies in their shelters: training of Government teams, training of trainers, creation of Child Protection Officer positions in the shelters. The Child Protection Policy was recognized at national level



### ChildSafe Agents / ChildSafe Communities

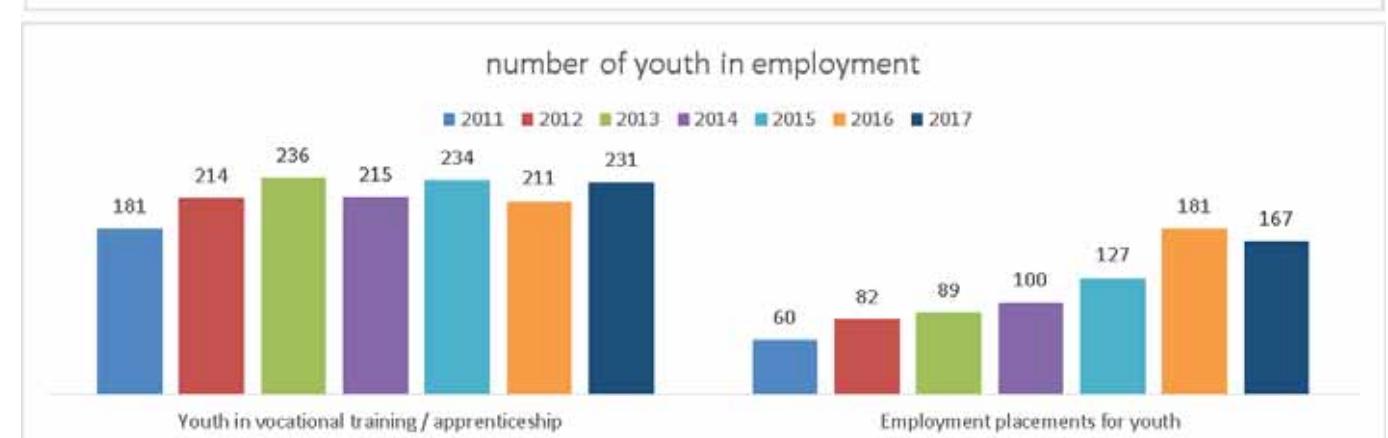
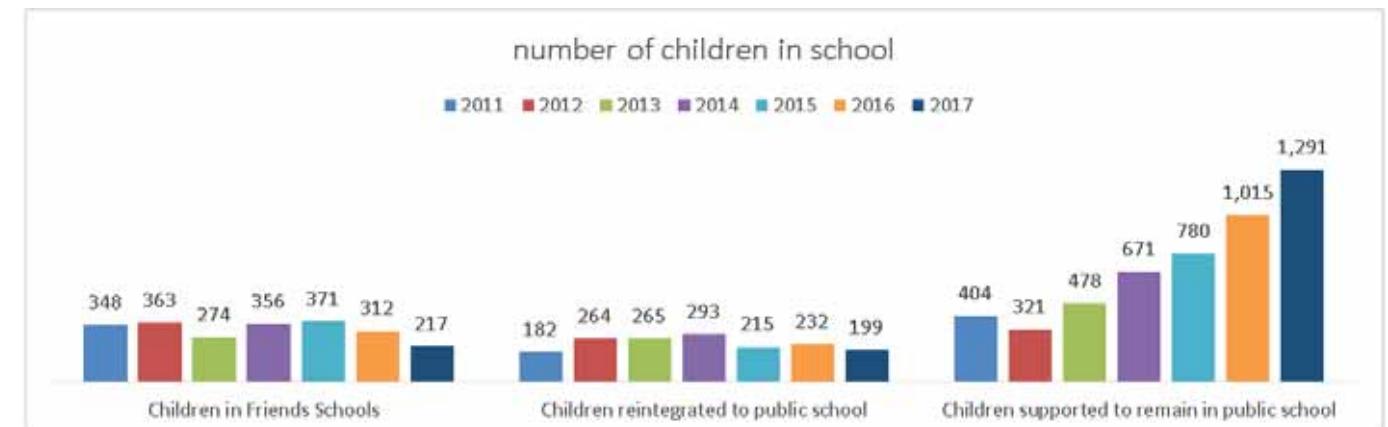
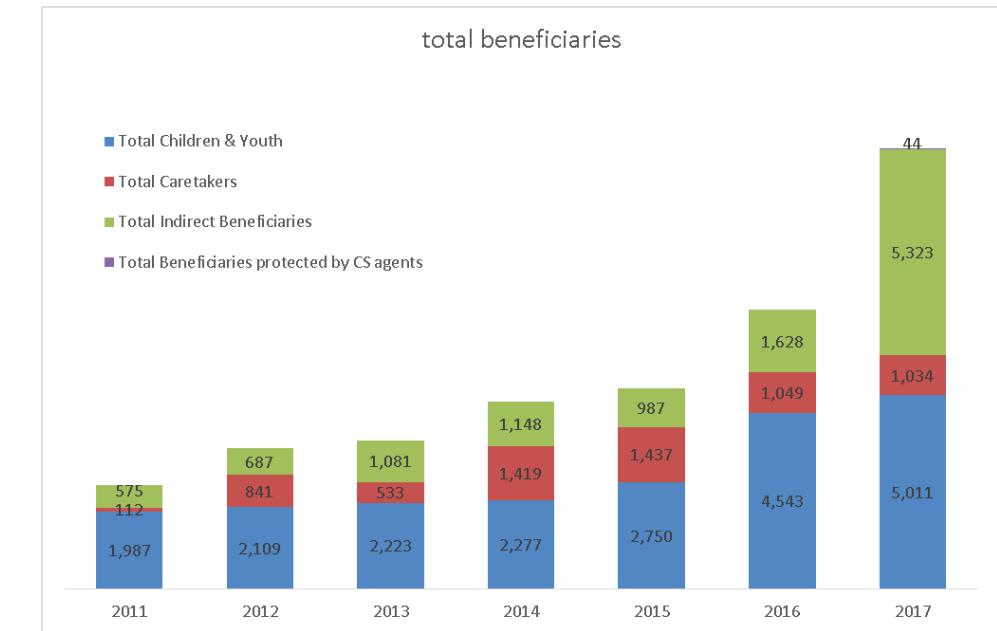
- A new structure / system for the ChildSafe Agents project was created
- There was a 570% increase in ChildSafe Hotline cases relating to orphanage tourism, alternative care and "voluntourism" between 2014/16-The Citizen campaign was developed further for Thailand, Laos and Indonesia. ChildSafe Thailand 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!

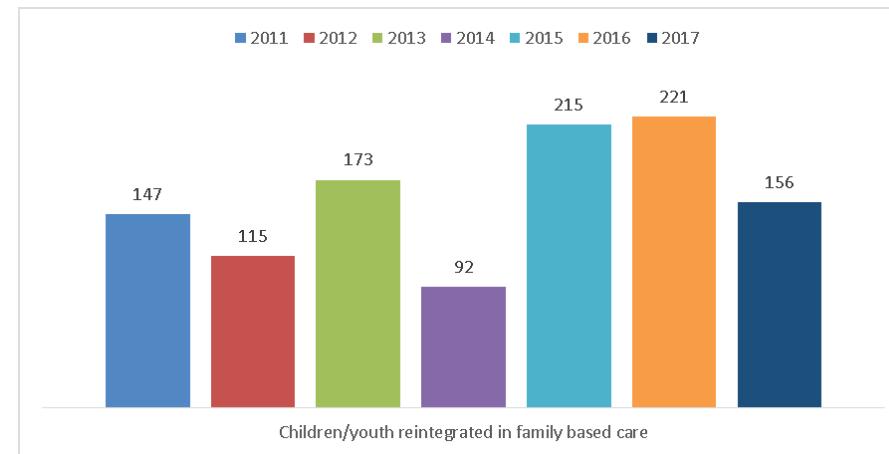
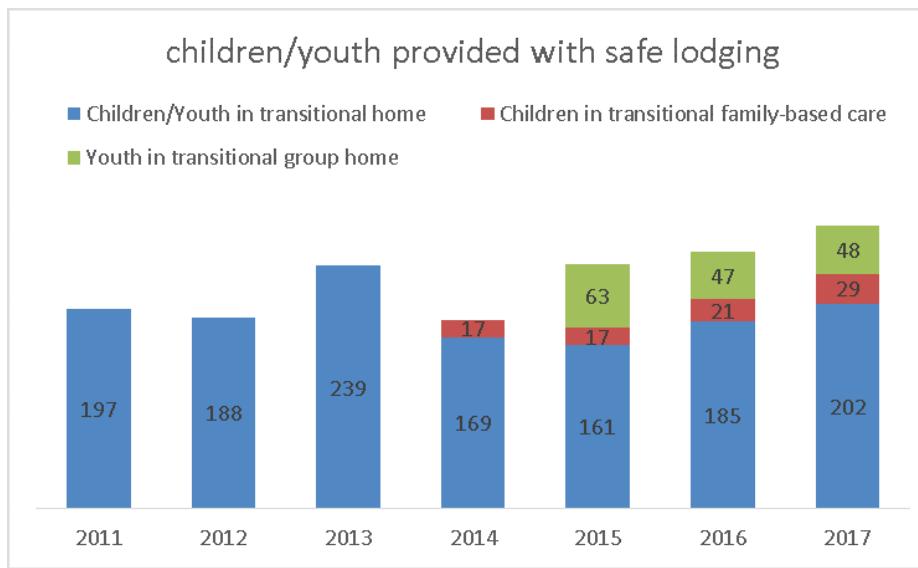
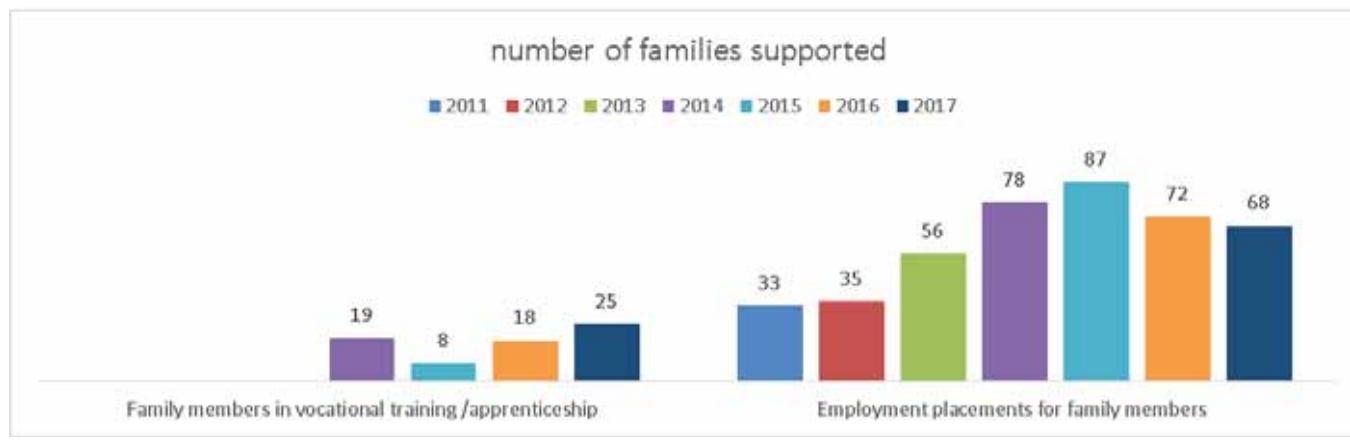
### Alternative Care and work with Residential Care Institutions (Orphanages)

- Work to support the Cambodian Government with its objective of reducing 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 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 Siem Reap, Cambodia):**

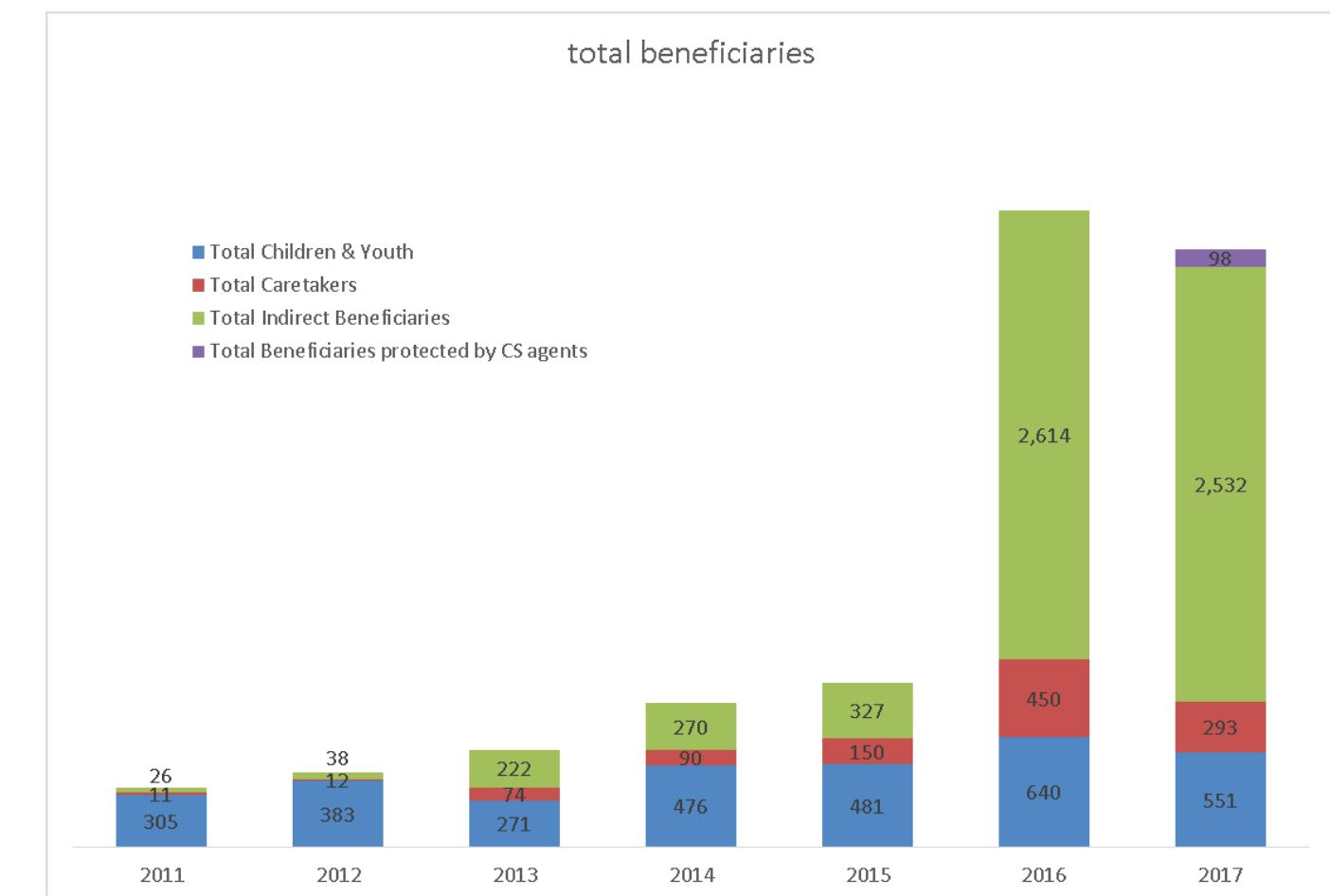


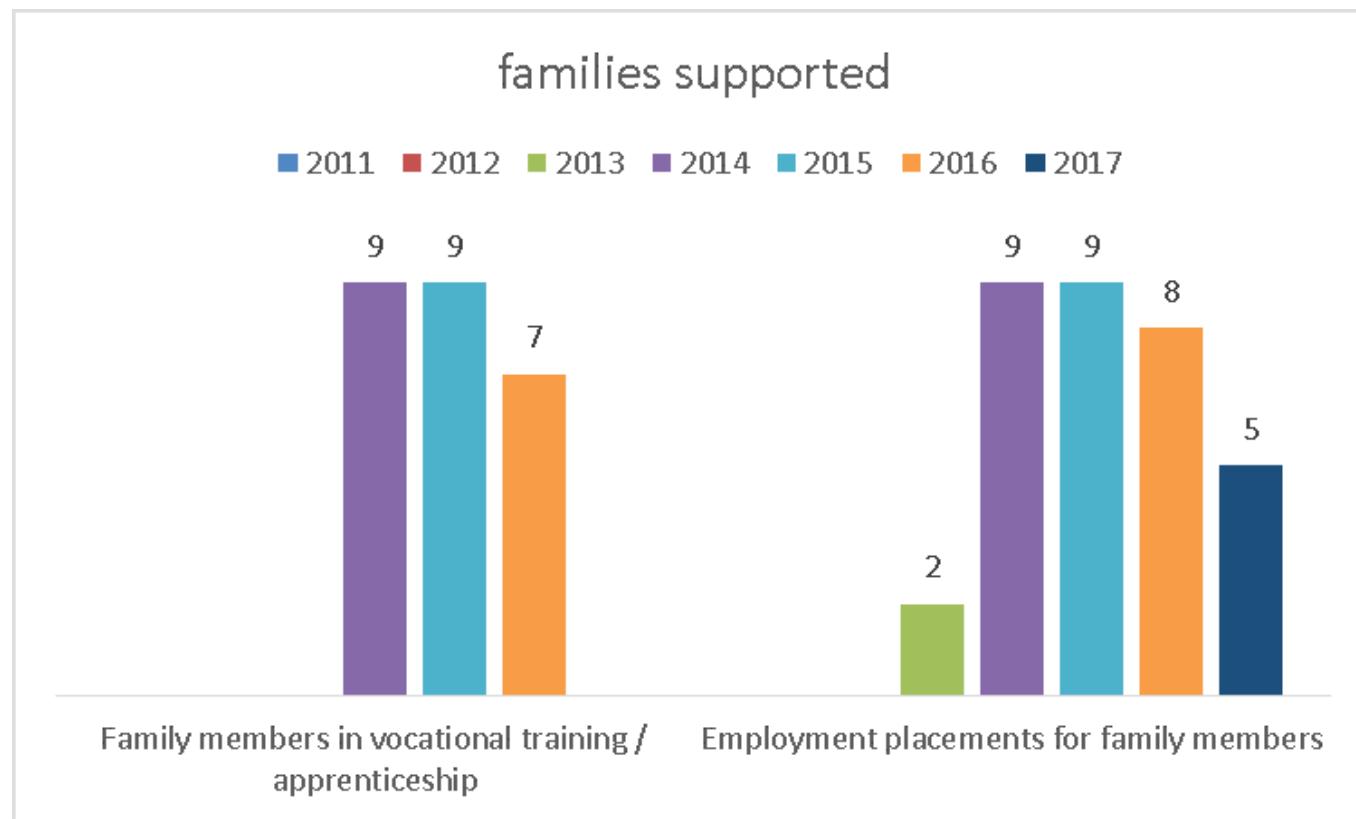
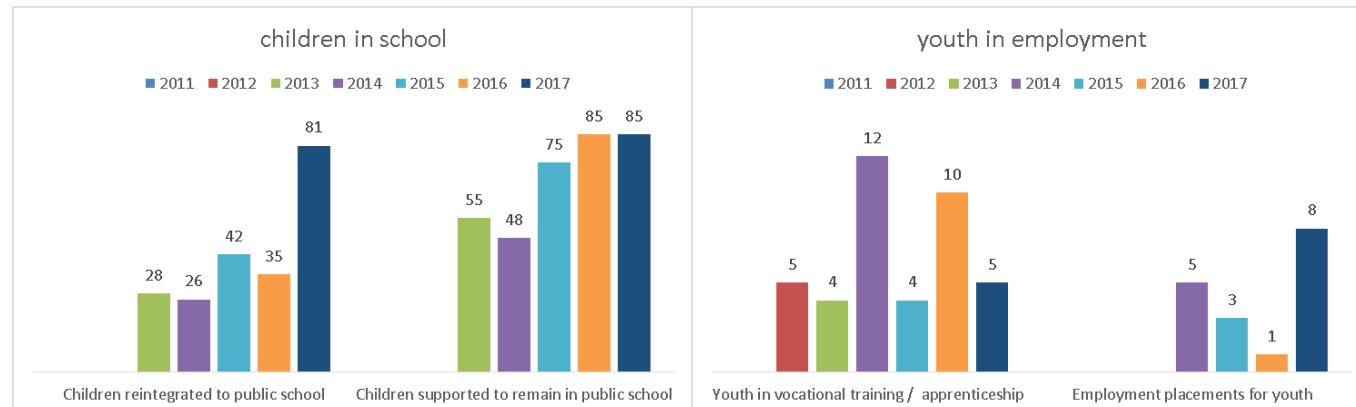


## MAIN EVENTS:

- A new Cambodian Director was put in place, a new Technical Coordinator started work and the team was restructured to respond to the financial situation and changing needs in the area of intervention;
- Futures on The Move (a mobile unit for the employment of youth and caretakers) was launched based on the Phnom Penh model;
- A new Barber Vocational Training Shop (Dara Cut Sok) was established;
- The ChildSafe Agent network was consolidated in line with the new structure by types of Agents (General Protection Agents / Specialized Agents / Visibility Agents);
- A new classroom for support classes and remedial education was opened in the Angkor Wat community;
- The Vocational Training Restaurant Marum covered its costs and became donor independent,

## Friends Chom Chao (Kaliyan Mith Chom Chao, Cambodia):





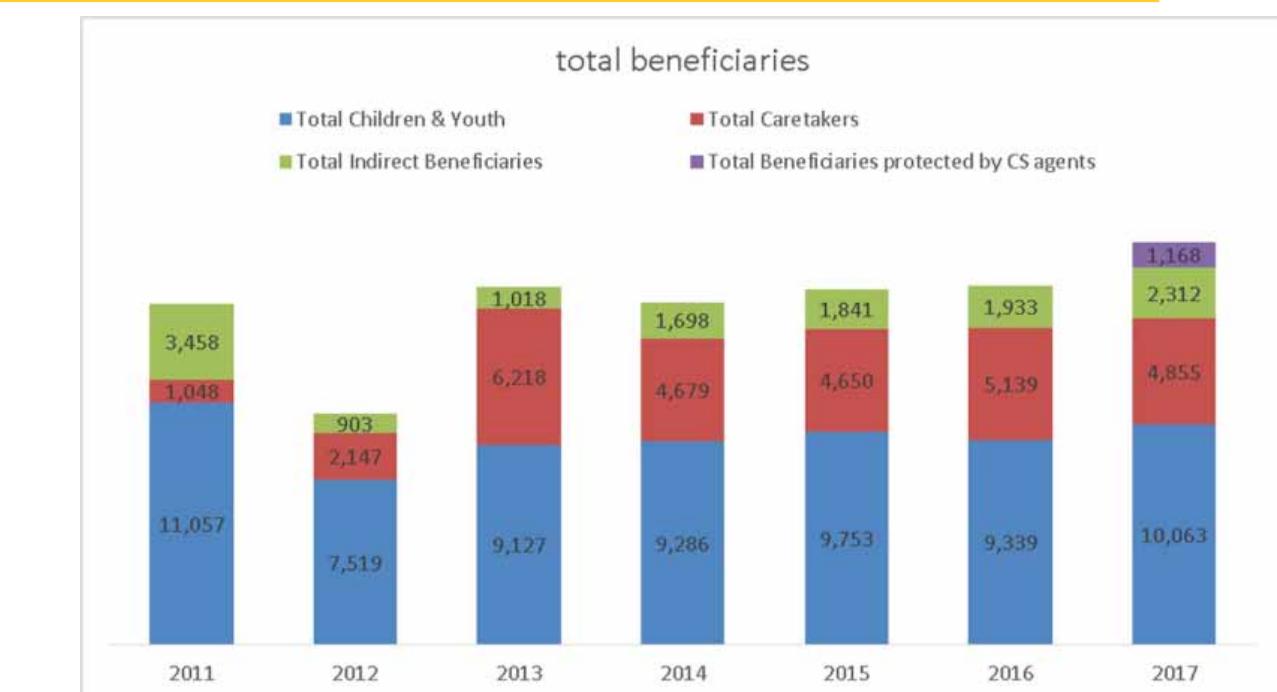
## MAIN EVENTS:

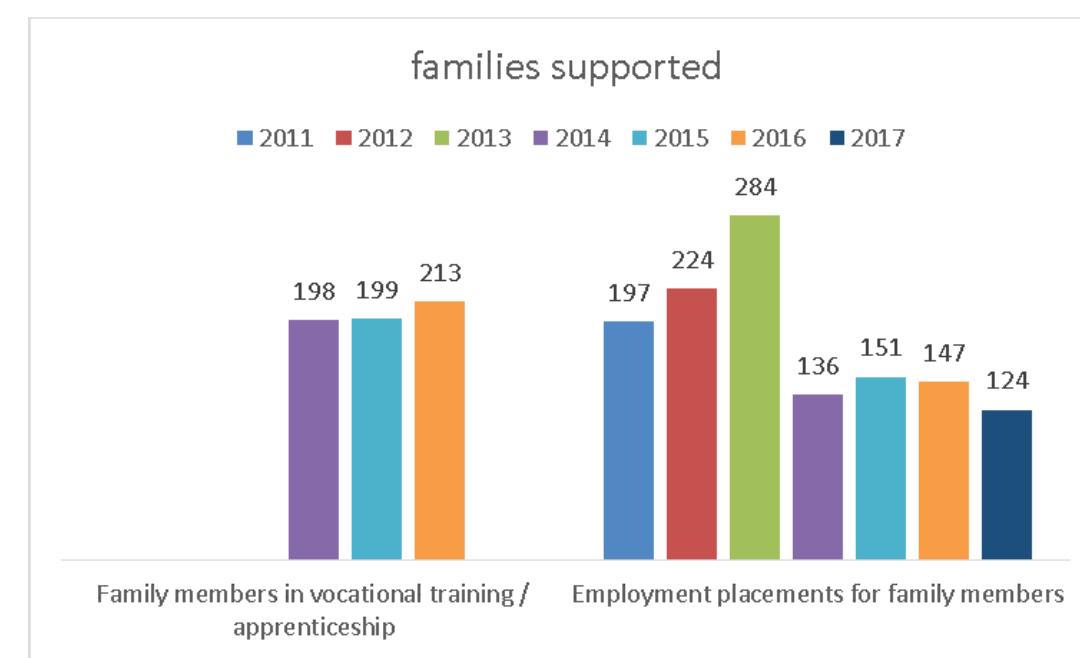
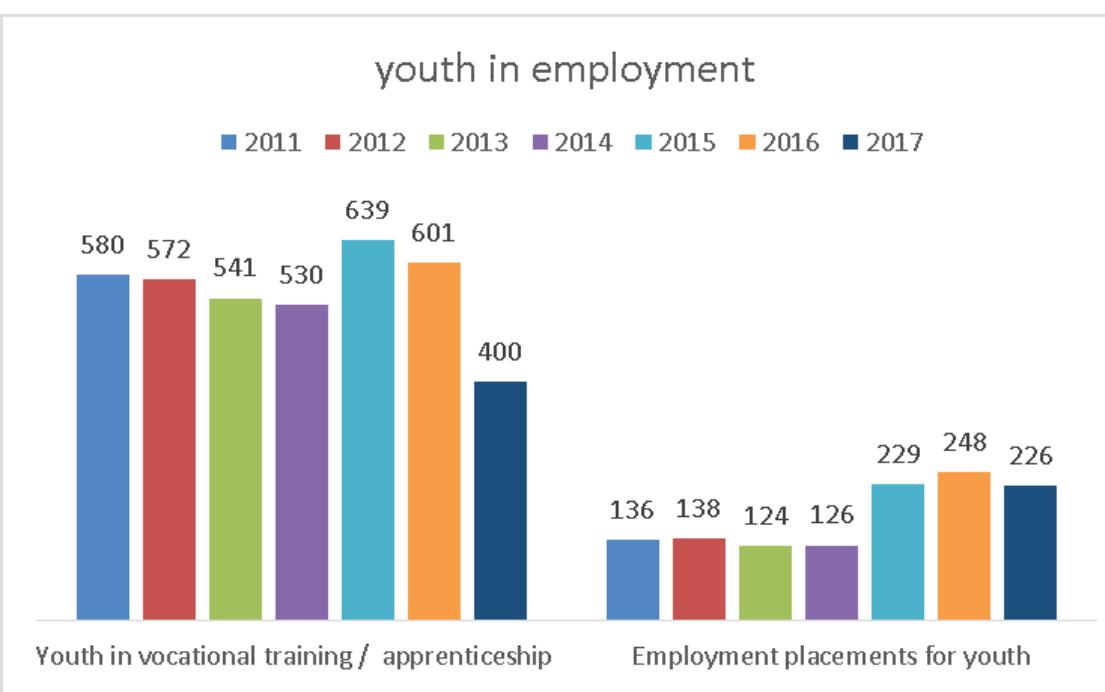
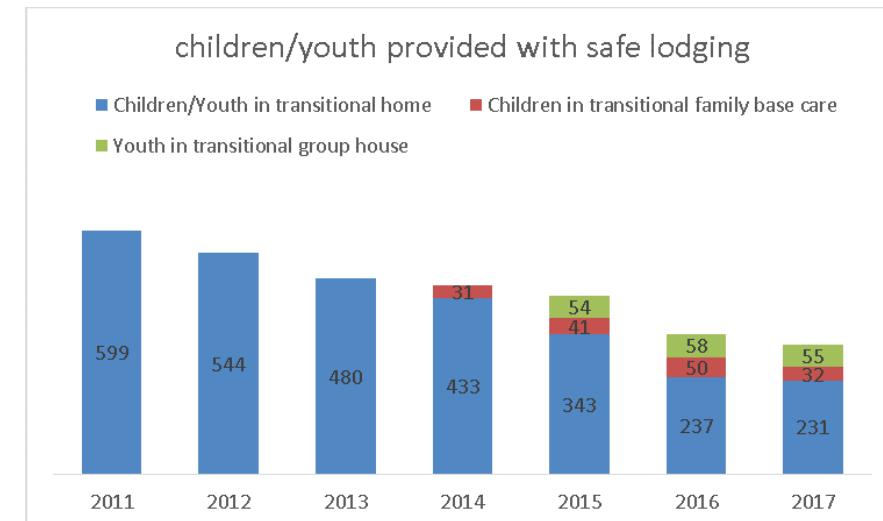
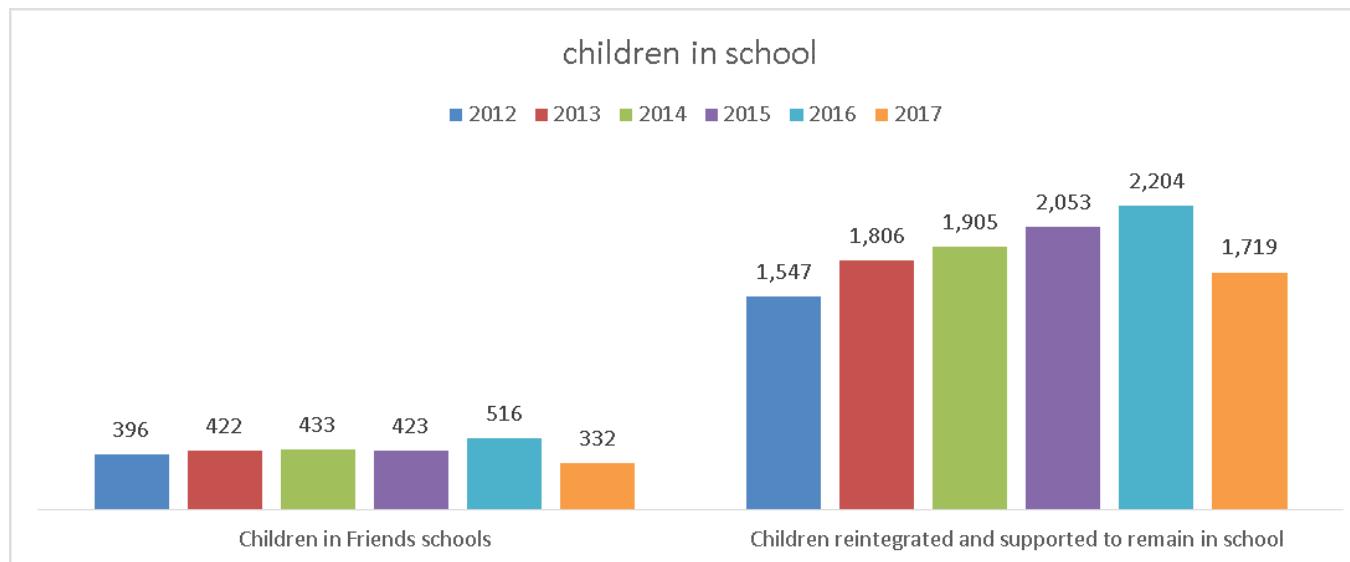
- Futures on The Move (mobile unit for the employment of youth and caretakers) was launched based on the Phnom Penh model;
- The ChildSafe Agent network was consolidated in line with the new structure by types of Agents (General Protection Agents / Specialized Agents / Visibility Agents): a total of 41 Agents are operational;
- A School Registration campaign was launched based on the Phnom Penh model.



### Mith Samlanh (Phnom Penh, Cambodia):

- Staff turnover was stable after last year layoffs; with teams finalizing their restructuring based on the new strategies
- The Mobile Night Bus was expanded: the work with sex workers (female, male and transgender) continued to expand to both new areas (Takmao 3 times/week), with an exponential increase in the number of sex workers reached (approx. 550 individuals).
- To compensate for the reduction in staffing, the new ChildSafe Agents system was implemented: General Protection Agents and Specialized Agents (Drugs, Violence Against Children, Migration and Sex Workers) were identified.
- Drug work was further reinforced despite an ongoing Government crackdown: 2 Methadone Maintenance Treatment Support Groups and 3 Narcotic Anonymous (NA) Groups were started in the Transitional Home, the Green House Detox Center and in the Training Center
- School Reintegration and Support strategy continued: increased school support to prevent school drop out was provided through the annual School Enrollment Campaign (this reached more than 1,900 people) and the opening of remedial/ support classes in new zones targeting migrant children (in construction sites for example)

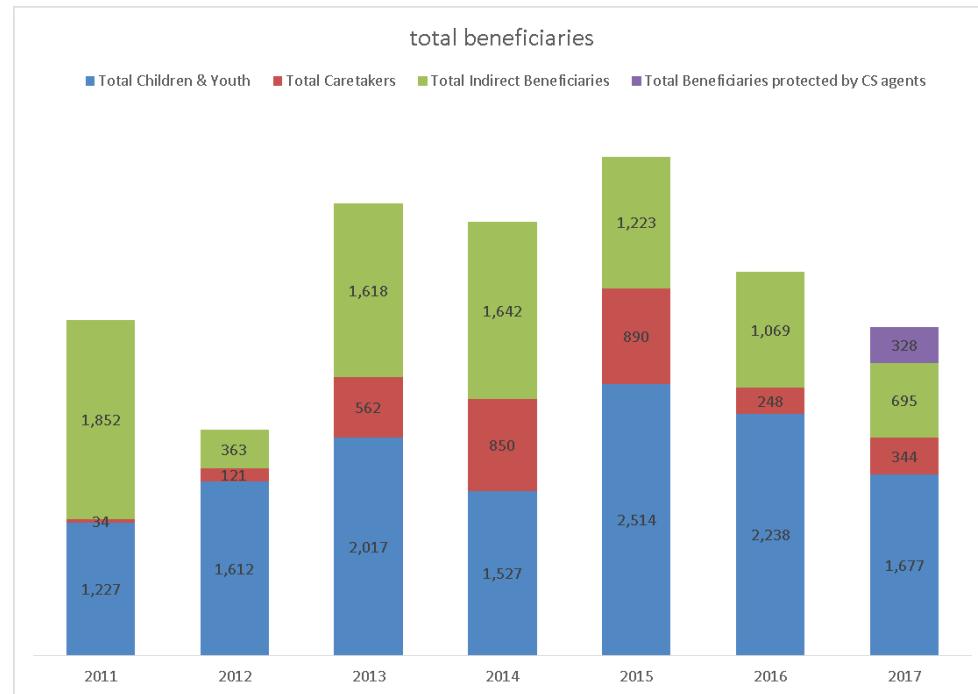




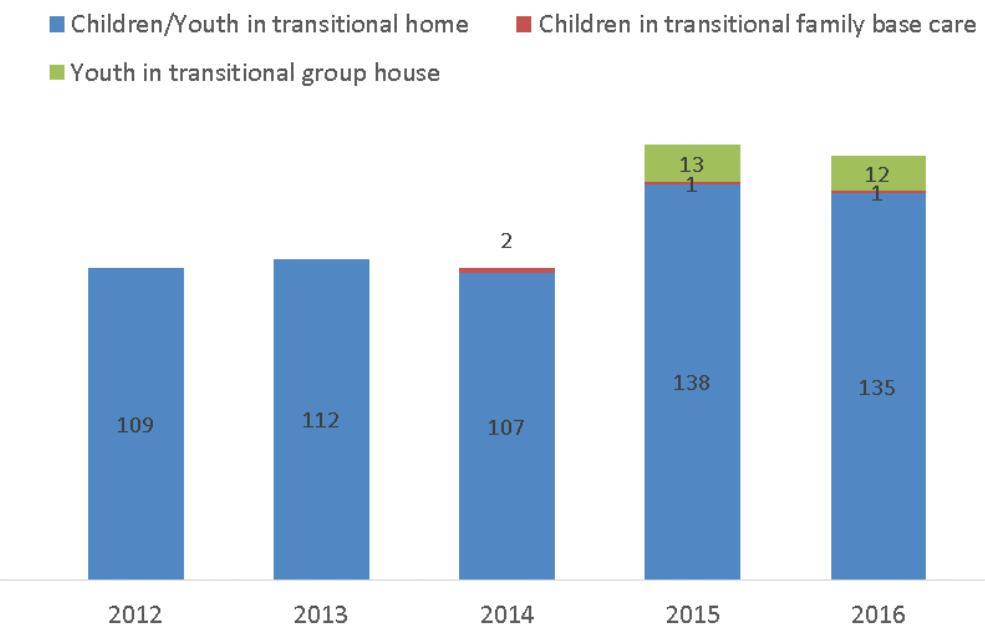
- Continued support was given to the Government to implement their strategy in reducing the number of children in Residential Care Institutions by 30% in collaboration with 3PC
- The Futures Office (employment for youth and caretakers) process was reviewed and services expanded into the mobile night bus, prison and high schools
  - Futures in prison:
    - 4 youth were released from prison and continued training at Mith Samlanh.
    - 64 inmates received job readiness training before being released - only one returned to prison.
  - Futures in schools: Futures Office On The Move collaborated with 3 high schools to deliver job readiness training



## Friends Laos (Peuan Mit – Vientiane, Luang Prabang):

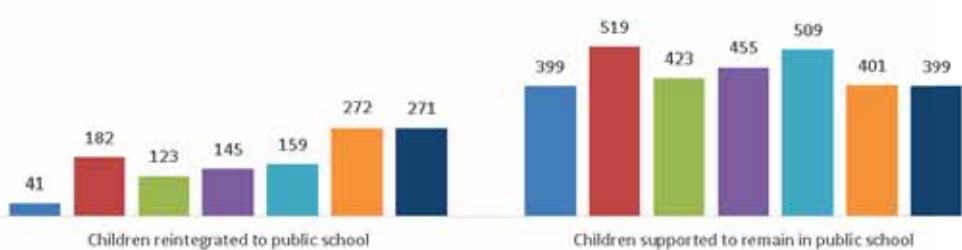


number of children/youth provided with safe lodging



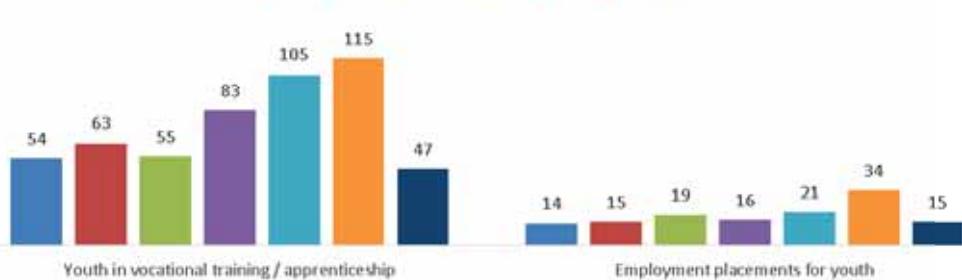
number of children in school

■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017



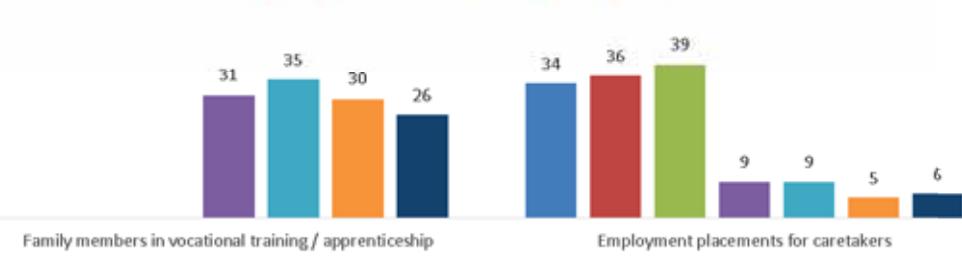
number of youth in employment

■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017

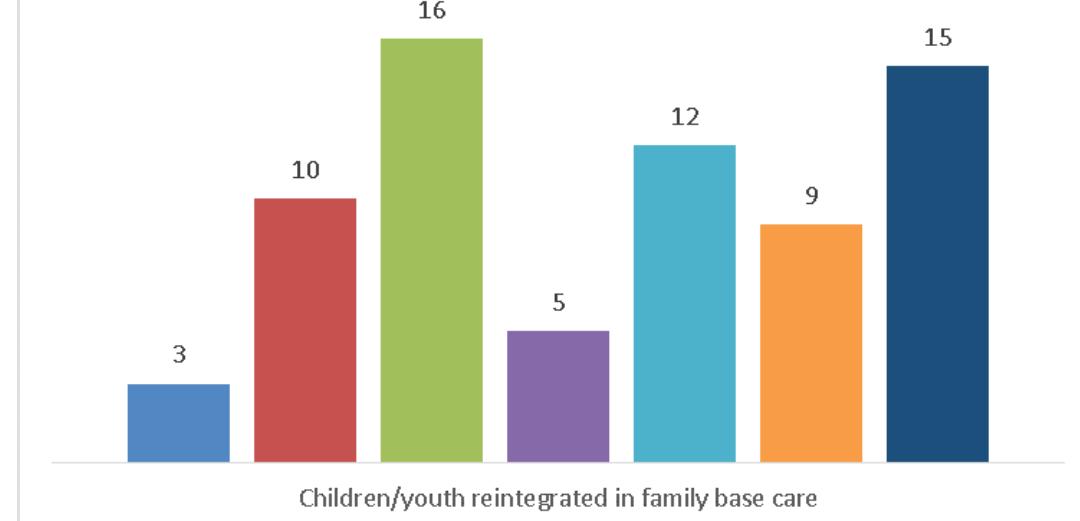


number of families supported

■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017



■ 2011 ■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017



## MAIN EVENTS

- Peuan Mit's health and safety was improved with staff training on safety issues and creation of a risk register in the various programs. Fire drills and fire safety training were developed and shared.
- The Drop-In Center was renovated and a temporary Futures Office was opened (a new center was promised by the Government but is pending upon the new MoU)
- The Dormitory in Luang Prabang was closed due to the lack of funding and the small number of students using that service
- The number of Mothers in Home-Based Production was reduced with the autonomy of many mothers that were not replaced by new families

- Peuan Mit received the UN Special Rapporteur on the Sale and Sexual Exploitation of Children on her mission to Lao PDR.
- Community events on ChildSafe, Violence Against Children, School Registration Campaigns were organized
- Makphet restaurant was temporarily closed in March. It hosted The Queen of Belgium just prior to the closure. Makphet will reopen in the center promised by the Government. Overall this situation led to a reduction in the number of students and placed youth over the year.

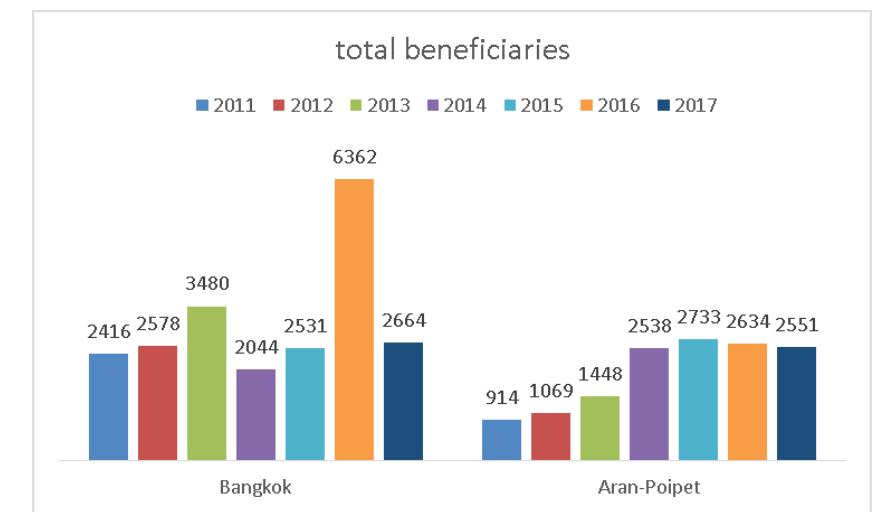


- A 5 years (2012-2017) project evaluation was carried out with the Government in preparation for the MoU renewal process (2018-2023)



### **Friends Thailand (Peuan Peuan – Bangkok, Aranyaprathet):**

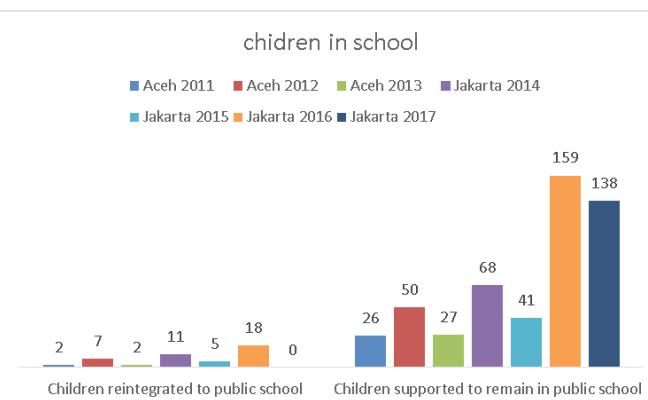
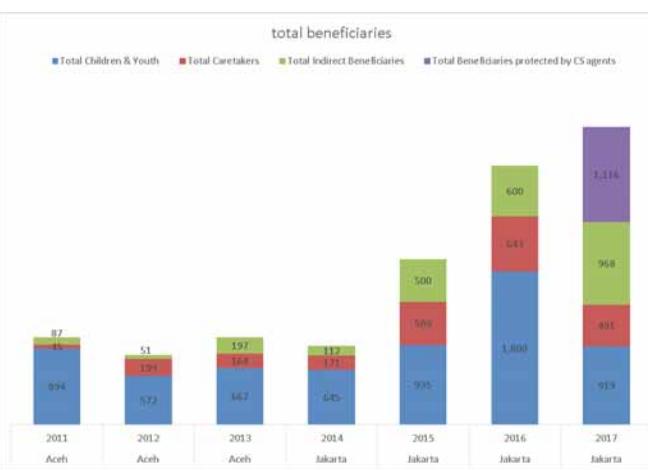
- A new Thai Director was selected,
- The office was moved to a more cost-effective location (leading to the temporary closure of the Friends'N'Stuff shop)
- The team structure was reorganized based on the reviewed activities
- The Aran/Poipet project was handed over to Kaliyan Mith Siem Reap management to run
- The Vocational Training Restaurant Khanun was closed (loss of location) and a replacement hospitality training is being designed
- The Futures Office (employment for youth and caretakers) was opened, with a development of employment and business start-ups
- Peuan Peuan received the Government Award for Combating Human Trafficking
- The support to the Government to establish Child Protection Policies in the Government shelters continued across a total of 36 Shelters
- The Child Protection Policy was recognized at national level
- New partnerships with Community Based Tourism associations were initiated to build a ChildSafe System in that expanding industry





## Friends Indonesia (Teman Baik - Jakarta):

- The team is very small, and therefore, overloaded
- As a strategy to mitigate, the team developed its network for collaboration:
  - Collaboration with the business community: for the ChildSafe Movement (Grab, Exo Travel, Buffalo Tours), Vocational Training through internship and support for employment (Sari Roti, GSK);
  - Collaboration with the ChildSafe Agents, used as an extension of the Teman Baik team;
  - The team also continued to develop its collaboration with the local authorities.





### **Friends Suisse:**

- Over 4 million people sensitized through media and events
- 658 students trained and sensitized in Switzerland and in the UK
- Changing systems by which International Schools(IBO, CIS) implement community activities with students to make these ChildSafe
- Youth (young refugees) placed in internship and provided with soft-skills (collaboration with AMIC )



2016		
# of individual children	# of adults	# Indirect
<b>54,806</b>	<b>20,585</b>	<b>19,459</b>
Total # of beneficiaries	# of services	
<b>94,851</b>	<b>5,858,049</b>	
A 3,545	B 2,192	C 10,932
D 3,831	E 1,035	F 2,442

Honduras		
# of individual children	# of adults	# Indirect
<b>135</b>	<b>47</b>	<b>150</b>
Total # of beneficiaries	# of services	
<b>332</b>		
A 36	B 0	C 8
D 10	E 12	F 5

Egypt		
# of individual children	# of adults	# Indirect
<b>3,247</b>	<b>510</b>	<b>1,515</b>
Total # of beneficiaries	# of services	
<b>5,272</b>	<b>219,600</b>	
A 85	B 58	C 245
D 950	E 48	F 402

Myanmar		
# of individual children	# of adults	# Indirect
<b>20</b>	<b>2</b>	-
Total # of beneficiaries	# of services	
<b>22</b>		
A 1	B 1	C 4
D 4	E 1	F 1

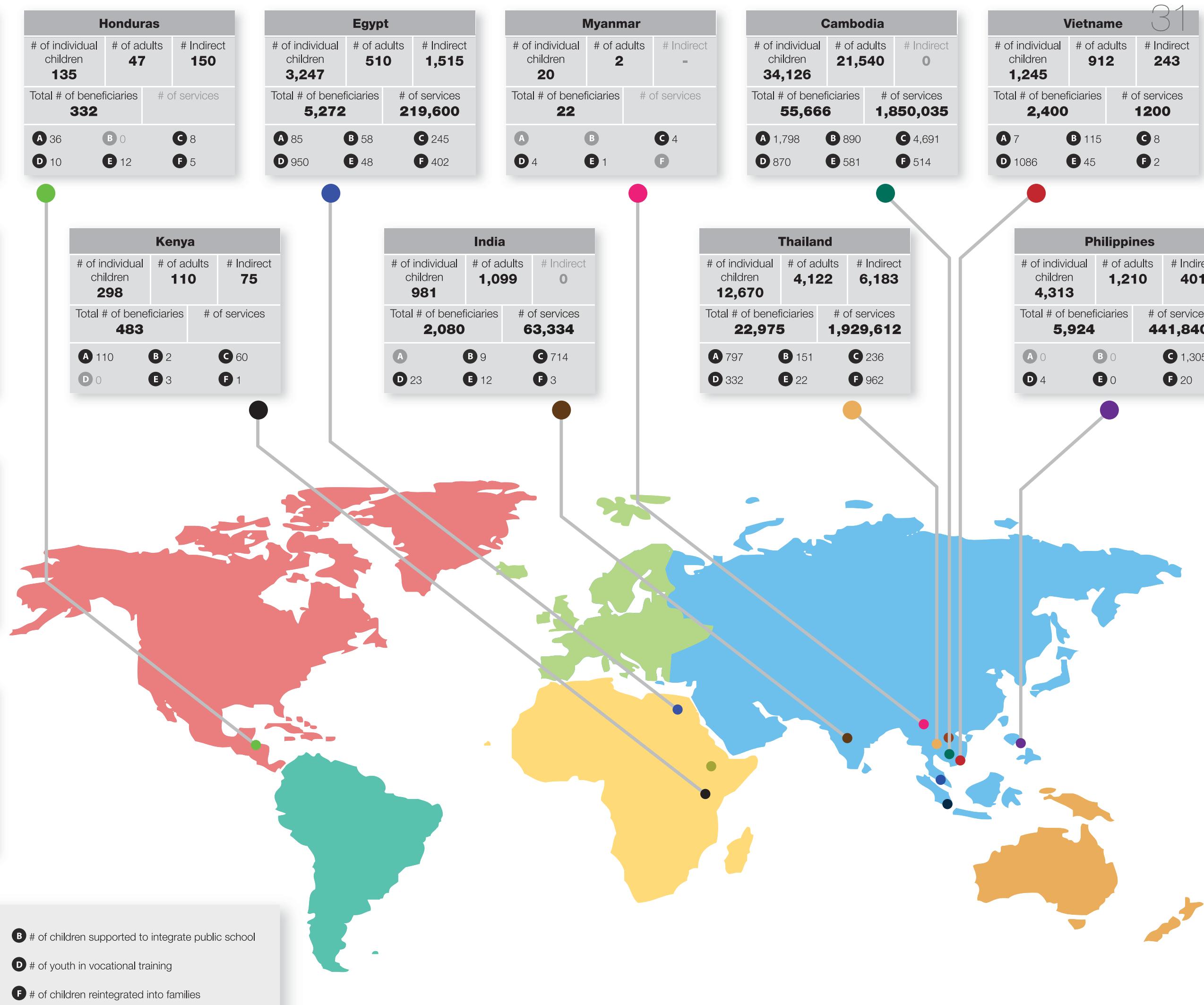
Cambodia		
# of individual children	# of adults	# Indirect
<b>34,126</b>	<b>21,540</b>	<b>0</b>
Total # of beneficiaries	# of services	
<b>55,666</b>	<b>1,850,035</b>	
A 1,798	B 890	C 4,691
D 870	E 581	F 514

Vietnam		
# of individual children	# of adults	# Indirect
<b>1,245</b>	<b>912</b>	<b>243</b>
Total # of beneficiaries	# of services	
<b>2,400</b>	<b>1200</b>	
A 7	B 115	C 8
D 1086	E 45	F 2

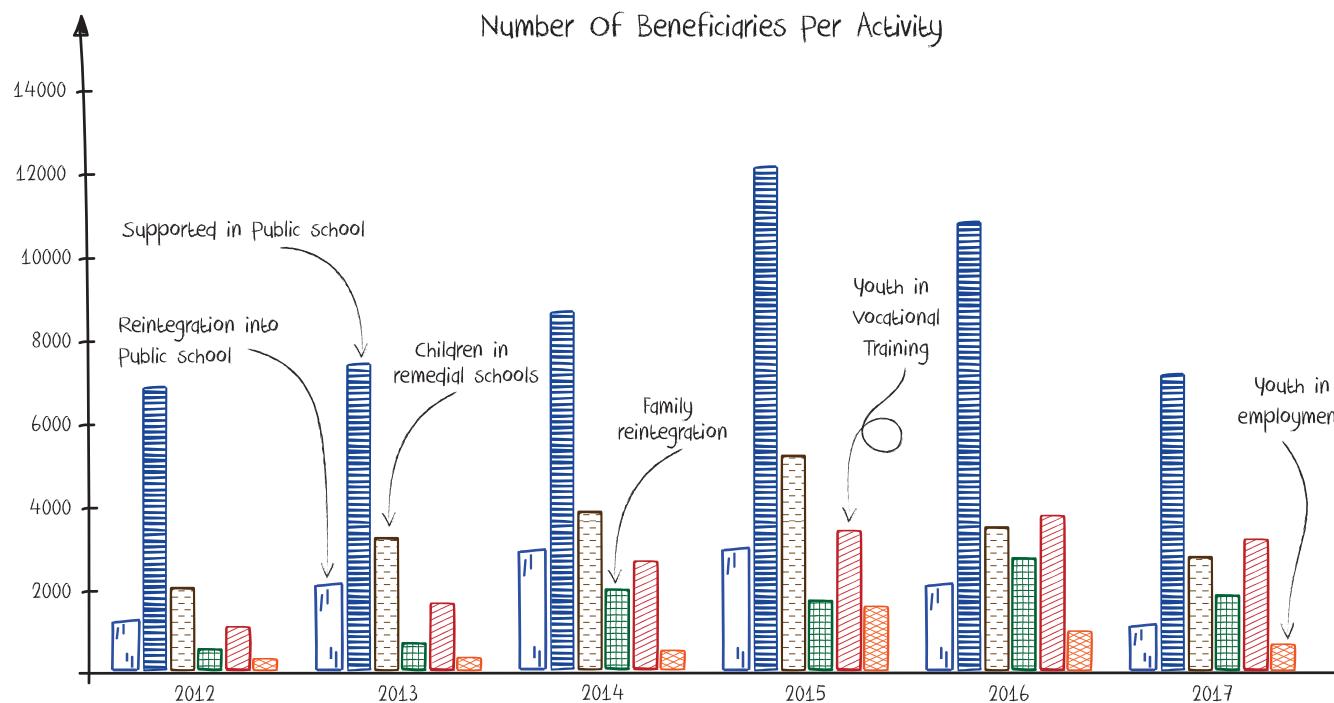
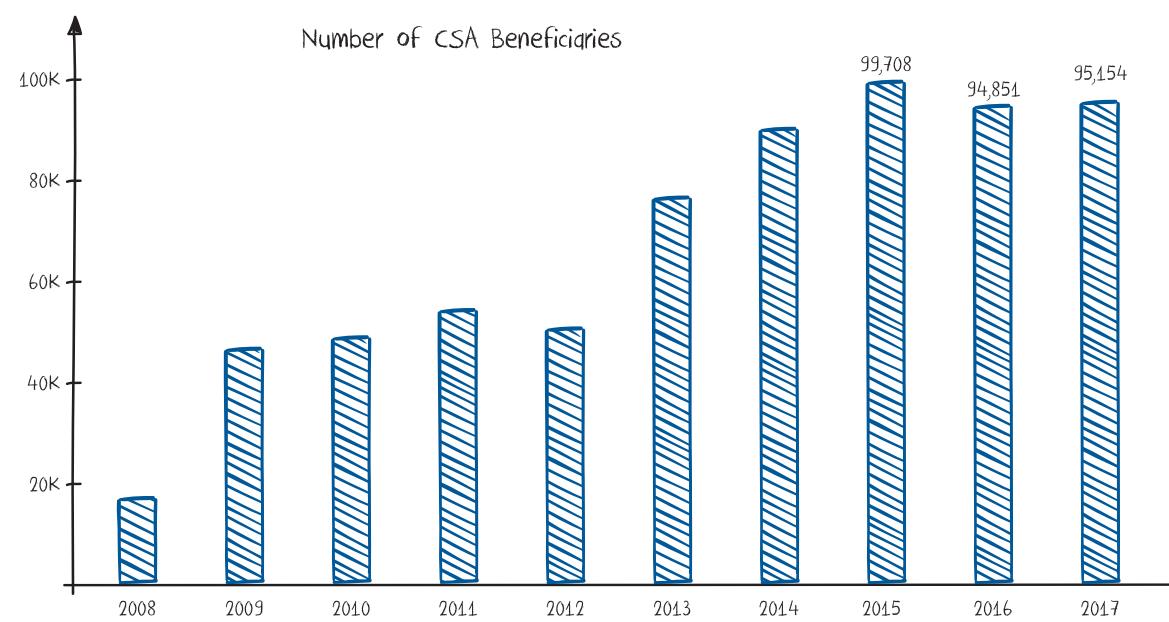
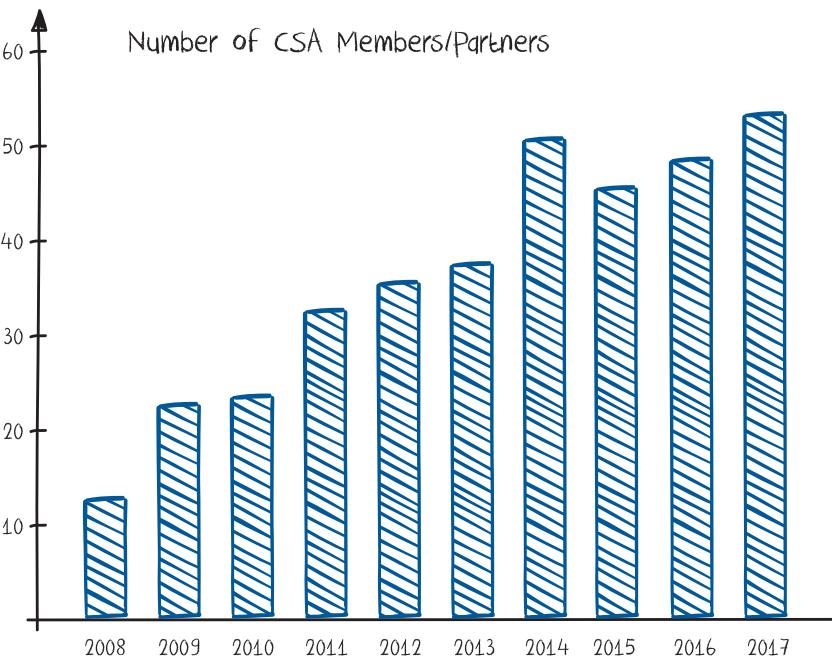
Grand Total 2016		
# of individual children	# of adults	# Indirect
<b>76,603</b>	<b>37,237</b>	<b>26,351</b>
Total # of beneficiaries	# of services	
<b>140,191</b>	<b>6,640,178</b>	
A 4,478	B 1,985	C 11,170
D 3,983	E 1,162	F 2,672

Friends Program		
# of individual children	# of adults	# Indirect
<b>19,568</b>	<b>7,685</b>	<b>17,784</b>
Total # of beneficiaries	# of services	
<b>45,037</b>	<b>2,134,557</b>	
A 1,645	B 760	C 3,899
D 704	E 438	F 763

Total CSA		
# of individual children	# of adults	# Indirect
<b>57,035</b>	<b>29,552</b>	<b>8,567</b>
Total # of beneficiaries	# of services	
<b>95,154</b>	<b>4,505,621</b>	
A 2,833	B 1,225	C 7,271
D 3,279	E 724	F 1,909



	Partners	Affiliates	2017	2016
Cambodia	13	11	24	22
Thailand	4	8	12	11
Laos	1	0	1	1
Indonesia	1	0	1	1
Philippines	2	0	2	2
Vietnam	2	0	2	2
Egypt	4	0	4	4
Myanmar	1	0	1	1
Kenya	1	0	1	1
Ethiopia	1	0	1	1
Honduras	1	0	2	2
India	1	0	1	1
Malaysia	1	0	1	0
Switzerland	1	0	0	0
Total	32	18	54	49



### Child Protection:

- Cambodia:  
Organized debate on street people and beggars at TVK involving students and representatives from 8 Universities and 5 ministries including representatives from

### 3PC Cambodia

3PC (The Partnership Program for Protection of Children) is the main Alliance project in Cambodia. It is a Partnership of 10 Implementing NGO Partners in 5 Provinces alongside 6 Technical Partners and 40 referral partners working in close collaboration with Government services (CCWC, DSVY, DoSVY ...)

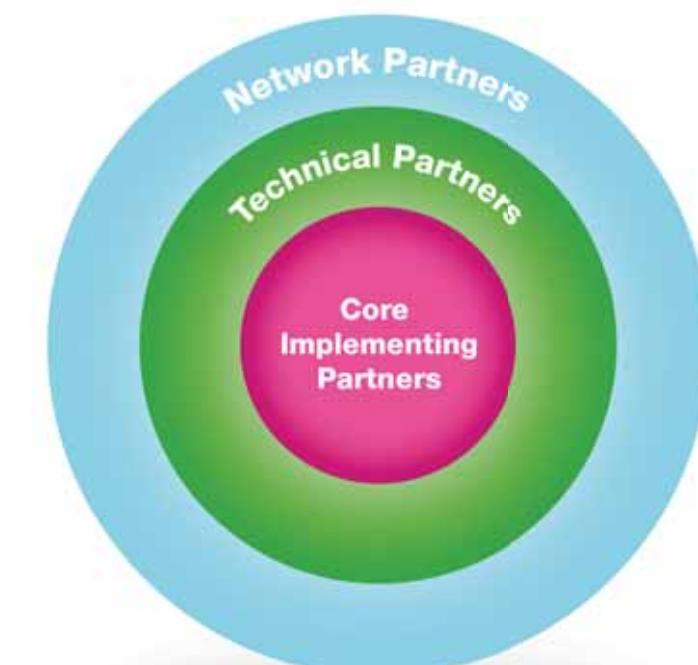
3PC is powered by Friends-International (FI) under the auspices of the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) and with the technical support of UNICEF.

3PC aims at:

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

Over 50 child welfare and protection organizations from across the country work together to build capacity, coordination and to lever financial assistance to deliver services that improve the quality of life for children and youth. The program also seeks to plug gaps in child protection provision and enables stronger collaboration and voice for all partners involved.

- 29,493 children and youths were reached
- 16,532 caregivers supported
- 418 children were reintegrated from Residential Care Institutions
- 10,855 participants were trained
- 87 Trainings were carried out
- 8 Specialist Working Groups are currently running: Residential Care Institutions/Orphanages, Foster Care, ChildSafe, Online Safety, Employment and Vocational Training, Migration, Drug/Alcohol, Disability
- 1,850,035 people/participants to services





### FUTURES OFFICES:

An initiative to support young people and caretakers from marginalized and vulnerable backgrounds to access gainful and dignified employment.

This project expanded from Cambodia and was replicated in Laos, Indonesia, Thailand, Malaysia, Vietnam and Switzerland

916 individuals trained in soft skills

738 persons supported with employment

Preparation to launch with new Partners: 39 ToT & 93 staff trained

- Damnak Toek in Poipet (Cambodian/Thai border)
- Safe in Kuala Lumpur (Malaysia)
- Planete Enfants et Developpement (Vietnam)
- Krousar Thmey (Cambodia)

### Migration project (ChildSafe Passage)

- Cambodia
- Thailand
- Cross-border

The coordination at the national level between the Thai and the Cambodian governments continued to progress slowly: the Migration Specialist Group has facilitated meetings between the provincial authorities of Banteay Meanchey in Cambodia, and Sakeo in Thailand to discuss issues relating to migration.

### Family+ / Alternative Care

Work on reintegrating children in a family-based care (direct family, extended family, foster family, local adoption) is currently active in:

- Cambodia
- Thailand
- Malaysia

### System Building

RCI: The launch of National Action Plan to Reintegrate 30% of children from RCI and launch of Mapping Report on RCI. Will continue to join the launch in other provinces

Provincial and Municipal Operational Plan launched in 5 provinces and capital (Kandal on 10 Aug, Siem Reap 17 Aug.2017, Preah Sihanouk on 24 Aug. 2017, Phnom Penh on 30 Aug.).



### Capacity building / Field development

- 30 Exchange/training visits between partners regionally: Nepal, India, Philippines, Cambodia, Thailand, Vietnam, Myanmar and globally, France, Switzerland, UK, Senegal, Congo
- 5 field monitoring visits were conducted every quarter and 5 director meetings were organized with 3PC partners every quarter.
- Regular meetings organized between CSA partners engaged in work with migrants
- 11 Trainings were provided to government shelters on child protection

### Sharing of good practices / Replication

- CSA team led situation analysis and road map on Alternative Care with the support of UNICEF
- Supported partner URBAN LIGHT in Thailand for the implementation of CSM/ Tuk Tuk drive tour guides and guest houses in Chiang Mai
- Child Protection Policy was replicated with our partner in India SHARANA
- New initiative started with Mahidol University and Plan International Thailand on Migration: Promoting Safe Migration for Temporary Migrants to Thailand and Situation
- Employment project was replicated with our partner in Vietnam: Planete Enfants & Development



### International Collaboration

- Represent Thai/Cambodia and Mekong countries on migration and trafficking
- Migration and employment initiated as a collaboration between Friends Switzerland and AMIC
- CSA and AdA network started collaboration in SEA and Africa

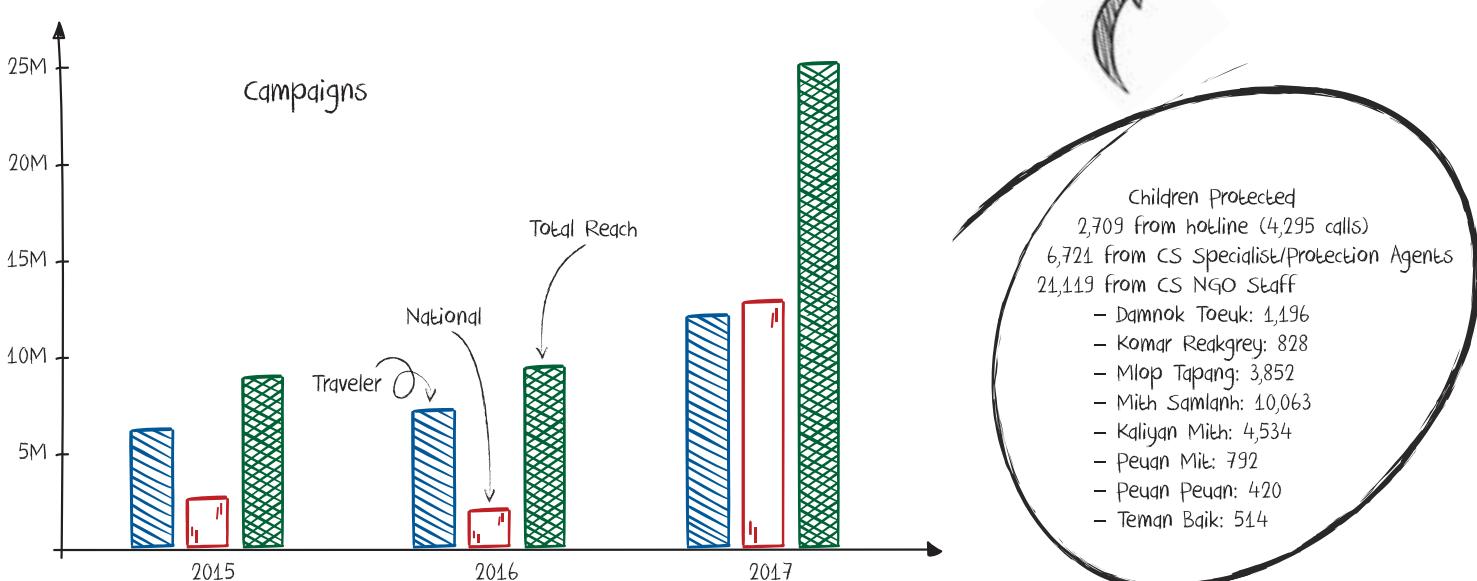
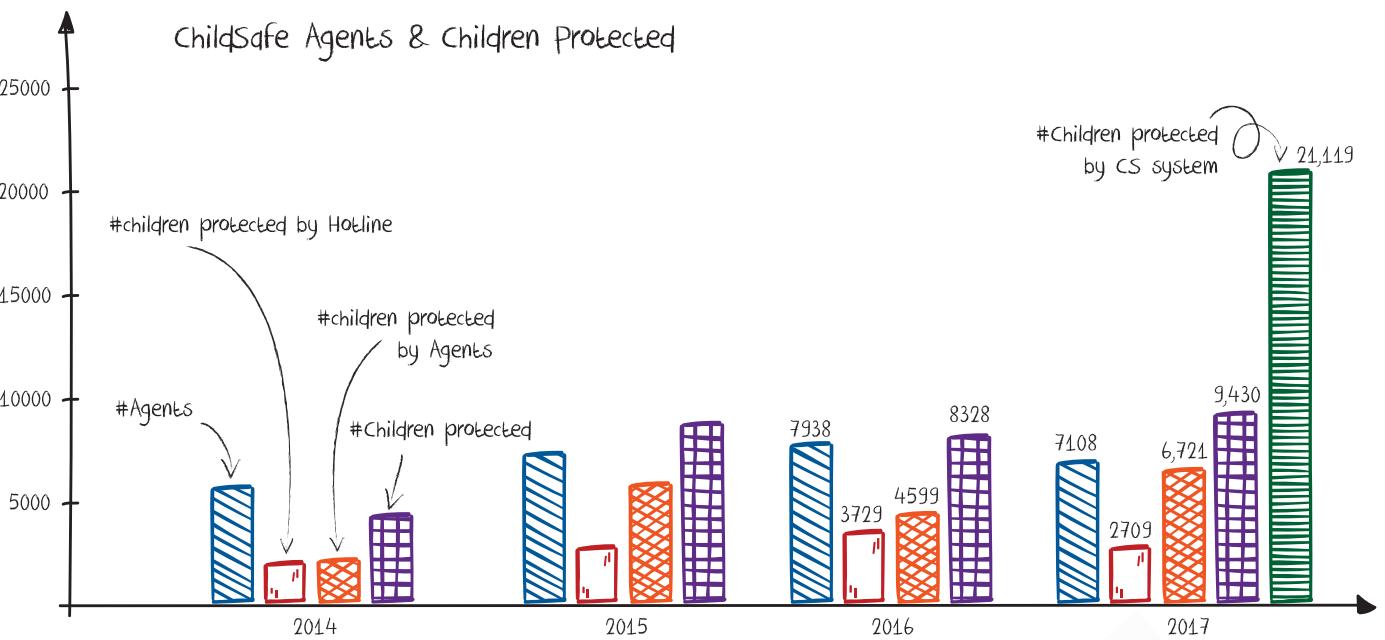
### Impact of the Partnership

- Reached out to many more beneficiaries: 140,191 (+ 48% from 2016)
- Received the Award for Outstanding Achievement in Combating Human Trafficking (Thailand)



### Implementing Partners / Countries:

- **Cambodia:** 8 Implementing Partners
  - Mith Samlanh
  - Mlop Tapang
  - Kaliyan Mith
  - KMR
  - DT
  - CFI
  - DoSVY Kg.Cham
  - Kaliyan Mith Chom Chao
- **Laos:** 1 Implementing Partner
  - Peuan Mit
- **Indonesia:** 3 Implementing Partners identified
  - Sahabat Anak
  - Gugah Nurani Indonesia
  - Rumah Kita
- **Thailand:** 5 CS Implementing Partners
  - Urban Light (Chiang Mai)
  - TLSDF (Chiang Mai/ Pai, Mae Hon Song)
  - One Sky (Kanchanaburi)
  - ATCC (Chonburi)
  - The Hub (BKK)
- **Philippines:** finalization of partnership with LinkAge
- **Sweden:** project launched with World Childhood Foundation for Campaign (in collaboration with the Government) and for initiating ChildSafe Agents (with corporate partner)
- **UK:** Salford University



## ChildSafe Movement Worldwide



## ChildSafe Agents

- In order to improve the efficiency and impact of the ChildSafe Agents, the CS Agents system was re-structured into 4 kinds of Agents:
  - General Protection Agents: trained (and certified) to be able to identify and protect children from any risk;
  - Specialist Agents: trained (and certified) to provide specific protection and support in their community and in support of the Implementing Partners' teams;
  - Visibility Agents: trained (and certified) to promote the campaigns.
  - Staff of Implementing Partners (85% of the Friends-International teams were certified)
- A total of 7,108 Agents are active with 1,277 new Agents and 515 terminated



**2. Travelers Campaigns:** the Travelers Campaign is designed and carried out to reach Travelers to the country of intervention to promote positive and active action to protect children during their travels. These campaigns are available in 15 languages.

12,989,368 people were reached

- The 7 Tips were updated, improved and designed
- The 7 Tips' visuals were updated for various channels (Business communication, A4, wall)
- The Tips were translated into 15 languages

### Children Are Not Tourist Attractions (CANTA):

- The CANTA tagline was updated to better respond to global tourism issues
- It was translated into Japanese, Chinese, Korean, Bahasa and Thai. The Swedish version is on-going.

# BE A CHILDSAFE TRAVELER

JOIN THE MOVEMENT!



[www.ThinkChildSafe.org](http://www.ThinkChildSafe.org)

### ACTIONS IN EUROPE:

- Switzerland, UK, Sweden, France, Germany
- Influencing the education system: International Baccalaureat Schools (IB Schools), Council of International Schools, international schools (Europe, Cambodia, Thailand)

### Don't Create More Orphans (DCMO):

- A formative research report was completed by Friends-International to better understand donor demographics and Residential Care Institutions' funding streams.
- A new donor-targeted campaign was created with a local media agency.
- Online advertising of the campaign reached 924,610 people

### Milk Scam (local campaign):

- The Milk Scam campaign continued in Siem Reap

### 3. Children Campaign

The campaign was designed in Thailand and is being adapted in Cambodia



## ChildSafe Businesses

Partner Businesses All countries:

Cambodia, Laos, Indonesia, Myanmar, Vietnam, Thailand, UK, Switzerland, USA, Canada, NZ, Kenya

Business Type	2017	2016	2015
Hotel	102	119	111
Travel Agency	57	62	31
Restaurant	182	11	NA
Construction Company	3	2	NA
School/University	26	21	NA
Other	42	14	NA
Total	412	229	142

Business Type	Supporter	Certified	In relation with	Total
Hotel	89	5	8	102
Travel Agency	34	9	14	57
Restaurant	131	17	34	182
Construction Company	1	1	1	3
School/University	3	1	22	26
Other	6	2	34	42
Total	264	35	113	412

## Capacity Building

Refresher trainings were carried out with all 11 hotline teams (incl. Implementing Partners)

## Government

2,234 Government staff were trained across Cambodia (874) and Thailand (1,350)



### Statistics:

Number of students in Vocational Training Businesses:

**704 (27% reduction from 2016 due to the closure of various units)**

Sales: **2,791,787 US\$ (10% reduction from 2016)**

Money available to support social services:

511,083 US\$ (+63% from 2016)



### TREE: Training Restaurants for Employment and Entrepreneurship

- A new restaurant was added to the TREE Alliance: LinkAge in Yangon (Myanmar)
- Our partners in Bagan and Addis Ababa left TREE in the course of 2017 to work independently (Myanmar) and due to the lack of funding (Ethiopia)
- Our long-term social training business venture Makphet in Vientiane (Laos) was temporary closed in the first half of the year to increase its sustainability and prepare the move to a more affordable location
- Khanun Restaurant in Bangkok was put on hold in late 2017 with plans to transform into an adapted model in a new location due to a lack of funding, then permanently stopped in mid-2018
- TREE Alliance was selected as one of nine winning social ventures among a pool of 320 applying social enterprises for the Accelerate2030 program by UNDP and ImpactHub
- TREE Alliance was shortlisted as one of three Global Finalists in the People Award category of the Tourism for Tomorrow Awards by the World Travel and Tourism Council



### Friends'N'Stuff

- Sales across all our shops decreased by 6% in 2017 compared to the previous year while their profitability increased by the same percentage
- 2 in-restaurant shops in Bangkok and Vientiane were closed due to the closure of the hospitality projects they were connected to in those cities
- 2017 saw the reduction in the number of producing families (Home-based Production) who were placed for employment and not replaced. This also led to the reorganization of the production and training system at Mith Samlanh
- Friends 'N' Stuff staff in our headquarters moved closer together with the local staff in Siem Reap and Phnom Penh, creating a strengthened, combined team of production and sales experts working alongside each other as a basis to further grow all production related activities and replicate the model with external partners
- Training for more customer orientation and more professional sales processes were carried out in collaboration with the Fossil Group and their Hong Kong-based retail team



**New Models and Approaches:** to further react to the changes in the business environment (reduction in profits, cost of establishing and running large restaurants, new needs among students and need for training adults especially mothers), TREE has continued to explore the new model piloted in Siem Reap since 2016, Let's Eat! (Nyam Nyam in Khmer)



### Let's Eat:

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 a limited cost.

Currently, Let's Eat! operates in Siem Reap and new restaurants are being launched in Vientiane and Phnom Penh.

Ratio Type	Explanation	HQ		MS		KM		PM		PP		TB		Total	
		2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
Standard Sustainability: Sales Revenue Total Expenses	Sales revenue available as a percentage of total expenditure	15%	18%	65%	56%	56%	47%	36%	47%	2%	2%	0%	0%	44%	40%
Social Business Sustainability: Sales Revenue Business Expenses	The sustainability of the collective businesses	111%	97%	129%	125%	114%	102%	94%	86%	39%	65%	0%	0%	122%	111%
Social Program Sustainability: Business Net Profit Program Expenses	Net profits available to support the social services expenditures	2%	-1%	30%	21%	14%	2%	-4%	-17%	-3%	-1%	0%	0%	12%	6%
Donor Dependency 100% - Social Program Sustainability	Friends' dependency rate on funding sources other than its social businesses	98%	101%	70%	79%	86%	98%	104%	117%	103%	101%	100%	100%	88%	94%

## SOCIAL SERVICES QUALITY PROGRAMS

A new team was established, the Social Services Quality Support Team, to reinforce the overall quality of the work at Friends-International and improve support to Partners.

- Team:** a new team was established with one International Coordinator and 1 Social Work/Child Protection Technical Support person.
- Matrix:** to ensure that Friends-International is able to provide support to its teams and partners in all areas of intervention, a matrix was created. This Matrix allows to identify the training and support skills available among programs, partners and Friends alumni. 66 "trainers" were identified, covering 21 areas of expertise including: administration, saving lives and building futures categories. The matrix is a living document that is updated on a regular basis.
- Training:**
  - Material designed:
    - Migration: initiated
    - Drugs: reviewed and updated
    - CPP: 7 Tips for Government Shelters were developed
    - Family Reintegration: guidebook was revised
    - Foster Care: training and guidebook were initiated
    - Transitional Care: update in process
    - Parenting Skills: first draft was created
    - Employment: material was developed and updated
    - Management: 7 Tips training designed
    - Finance: 7 Tips training designed
    - Human Resources: 7 Tips training designed
    - Basic Training: revised entirely
  - Local Training:
    - Total: 66 trainings sessions:
      - 19 Training of Trainers sessions at FI
      - 41 Futures Offices session
      - 4 Case Management Sessions
      - 1 life skills training session
      - 1 Alternative Care session
  - International Training:
    - 2 staff were trained as Trainers in Congo and Senegal in collaboration with Les Apprentis d'Auteuil on the topic "Street Children"
- IEC:** All existing Information, Education and Communication resources in use in the Programs were reviewed and filed in a library accessible to all teams
- Monitoring and Evaluation:**
  - Indicators were reviewed and updated
  - 5 Evaluations conducted:
    - Child Protection Policy (Siem Reap)
    - Livelihood support assessment (Laos)
    - ChildSafe Movement (Laos)
    - Hotline (Cambodia)
    - Alcohol support group (Cambodia)
    - Community survey (begging children in SR)

- Research:**

- Research on the Don't Create More Orphans campaign was carried out to assess effectiveness and design the next phase.
- Nutrition Education assessment carried out
- Mobile Night Bus assessment carried out
- 2 studies were initiated in the last quarter 2017:
  - A study on the topic of Alternative Care in Thailand with the support of UNICEF
  - A study in collaboration with Mahidol University on the topic of Cambodian migrants in Thailand.

Both results will be published in 2018

- Risk Management:**

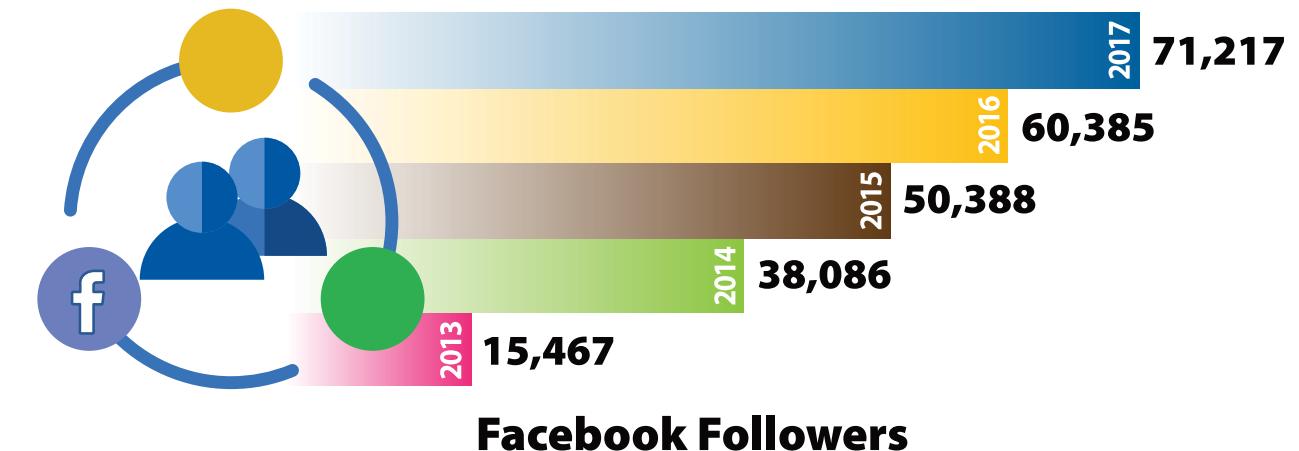
- The Risk Management Matrix was expanded in Laos
- The Matrix was reviewed and implemented for the Transitional Homes at Mith Samlanh and Kaliyan Mith

## COMMUNICATIONS

Internally, we continued to seek out new tools to improve communication between programs, and our management team began trialling a potential new tool for this, Slack.

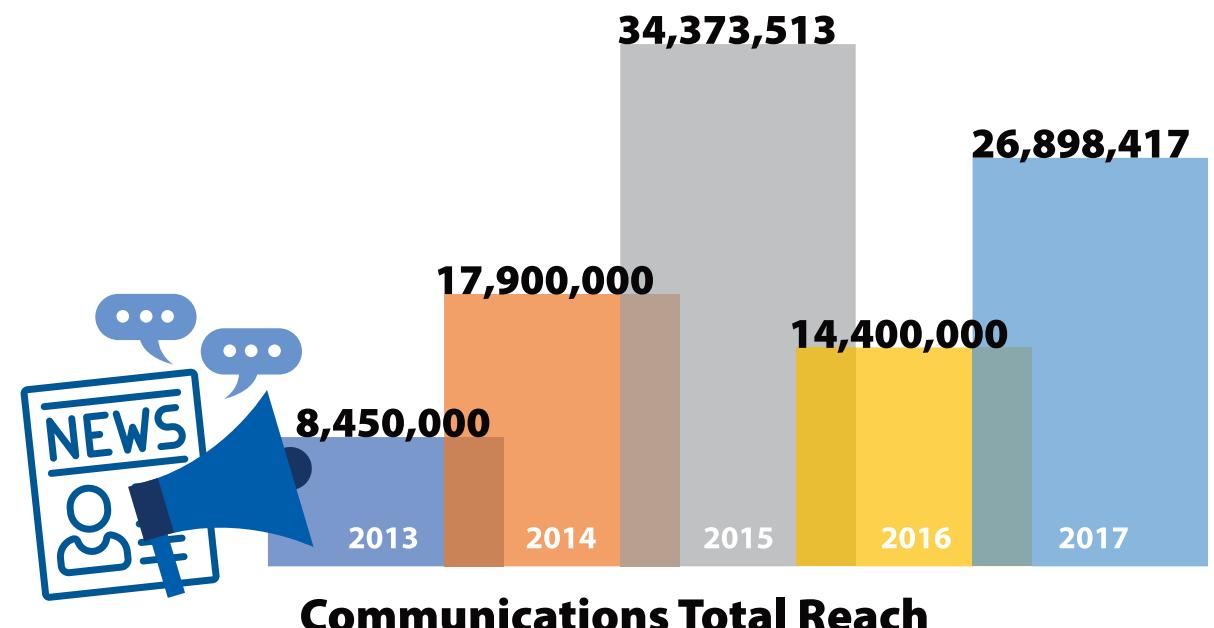
Externally, our impact grew as we continued to harness the power of social media, particularly to reinforce our campaigns. We also continued to attract attention for our approaches from across a wide range of global media, including online, TV, radio and the press.

### 5 Years of Impact Growth



**Facebook Followers**

### 5 Years of Reach Growth



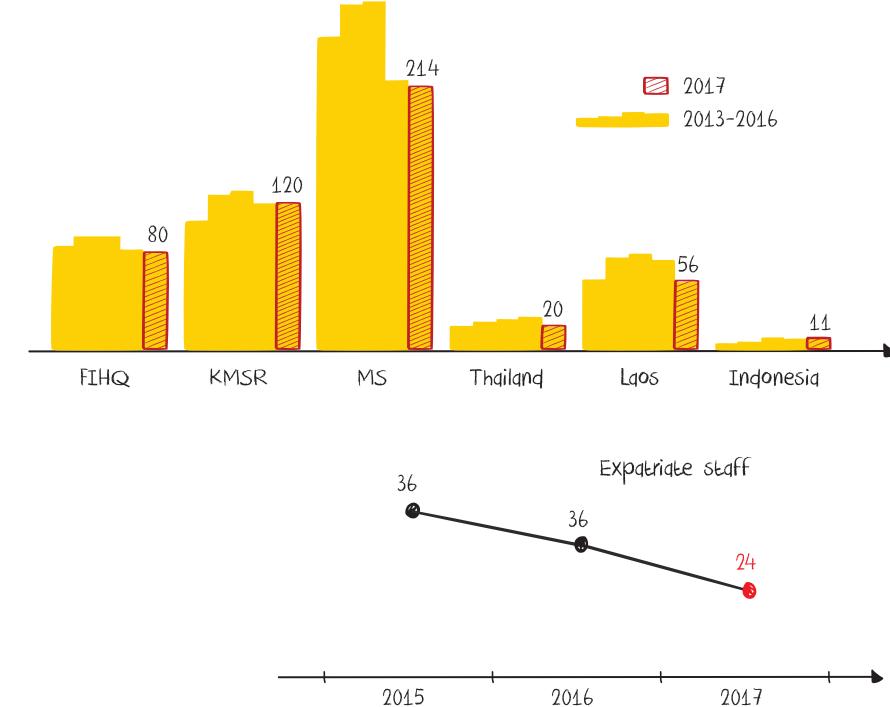
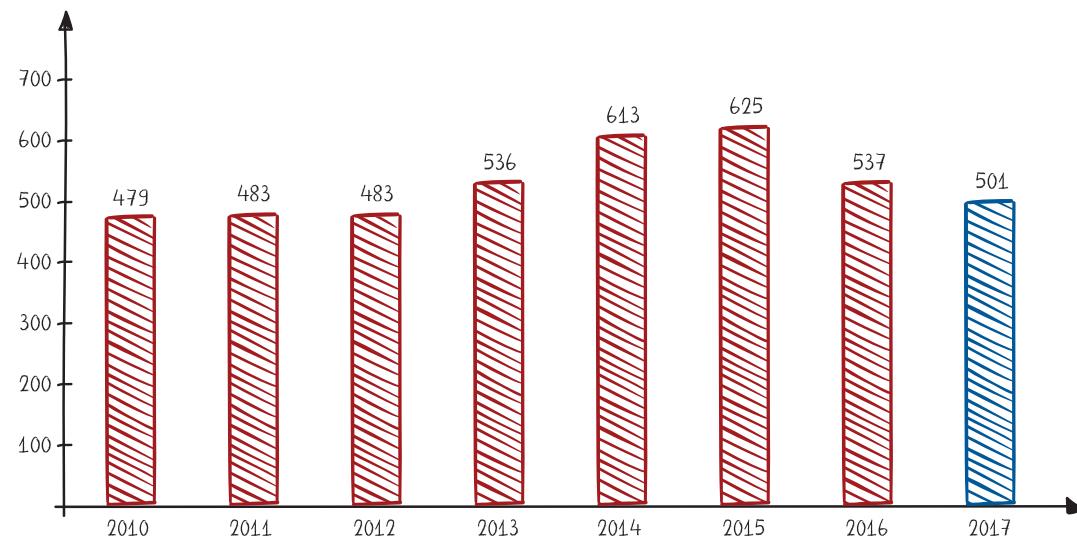
**Communications Total Reach**



+ 94 %

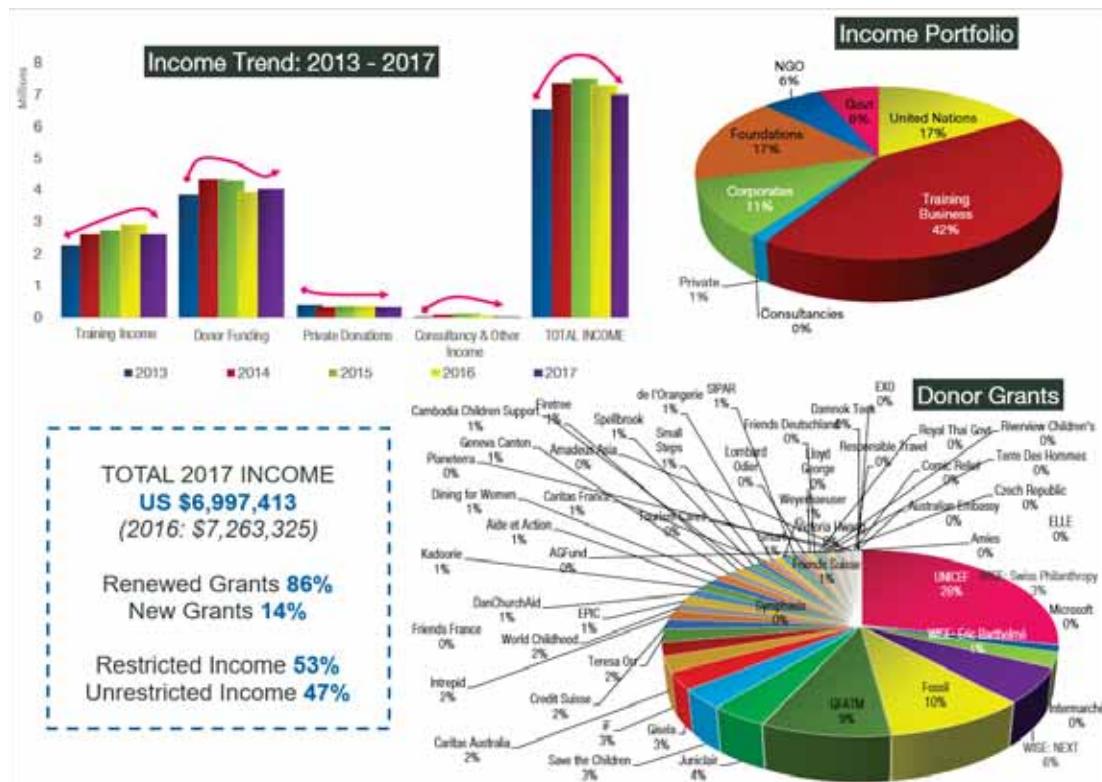
## TALENT / HUMAN RESOURCES

To support all Friends-International programs and partners to implement human resource management in accordance with the law, with the greatest respect of persons and with the best results for the organization.



- Globally Friends-International continued to reduce the number of staff with a 5% reduction this year (from 531 to 501). Cambodia and Thailand have remained stable, while Laos reduced by 25% (from 76 to 56) and Thailand reduced by 30% (from 28 to 20). Main reasons for reductions were budget issues therefore staff contracts have been terminated or staff that resigned were not replaced. In addition, in Thailand the closure of Khanun led to an additional reduction in staff.
- Compared to 2016, contract terminations have reduced by 70% (from 88 to 28)
- The rate of staff leaving has reduced 40% compared to the 2016 (from 189 to 119). However due to the reduced number of staff the turnover hasn't decreased, it remains the same 24%
- 48% of our staff are female, ensuring a good gender balance among our teams and with a strong balance in management positions.
- Volunteer numbers have remained the same as last year (52): we mainly focused on bringing on board experienced volunteers able to transfer technical knowledge to local staff or take over projects on the HQ level





## FINANCE



- 13 ChildSafe Alliance / 3PC / TREE partners were supported to strengthen financial systems and management;
- \$1,340,946 was distributed to ChildSafe Alliance partners in sub-grants
- 2017 Audited Financial Statements and Annual Financial Report are available on our website;
- Income decreased by 4% to \$6,997,413;
- Expenses income decreased by 18% to \$6,396,653
- Training Business Income decreased by 11% to \$2,791,787 and surpluses increased by 63% to \$511,083 used to support the social services;
- Financial sustainability increased to 44% (from 40%)
- Administrative costs were 6% at \$316,414 compared to 2016 at \$321,656

## SUSTAINABILITY / PARTNERSHIPS

- 58% of submitted proposals were approved, compared to 51% in 2016, demonstrating a more targeted approach.
- We increased the average grant size by 43% compared to 2016
- This all led to a stabilized funding situation by the end of 2017, with a 2% growth in income compared to the previous year
- Our systems were dramatically improved, including onboarding FI's first CRM, Salesforce. This will facilitate increased income in long term, and also safeguards our donors' information.
- Increased focus was put on joint proposals with 3PC partners
- Team turnover remains an issue, within a team of 4 people, 2 staff leaving and being replaced
- However, we do have a highly efficient team, with a return of investment of \$51 to every \$1 spent (compared to industry average of roughly \$30:\$1)



## Thank you to all our donors and friends who made our work possible in 2017 (in alphabetical order):

**A**

Advance Construction (Cambodia) Co., Ltd  
Adecco Management & Consulting  
ADM Capital Foundation  
AGFund Award  
Aide et Action  
Ayana Journeys  
Anita Mathur  
Andreas Papazian  
Angkhang Nature Resort  
Angkor Hospital for Children  
Aide et Action In Lao  
Allan Murray Jones  
AMADE Monaco  
Amadeus Asia  
ANZ Women's Group  
Arab Gulf Program for Development  
Association AMIES  
Australia Embassy

**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  
CamboTicket  
Caritas Australia  
Caritas France

Christa Radermacher  
Claridon Group Limited  
CLSA Chairman's Trust  
Columbia University  
Comic Relief  
CosmoQueen

**D**

Damnok Toek  
Dan Church Aid  
Dana Asia Foundation  
Department of Children and Youth (Thailand)  
Deutsche Bank  
DfAT/AusAID  
Dining for Women  
Dorette Bernath

**E**

Eco soap bank  
EXO Travel  
Enfants & Development (VN)

EPIC Foundation  
Eric Barthélémy  
European Union

**F**

Firetree Foundation  
Fondation de l'Orangerie pour la Philanthropie  
Fondation ELLE  
Fondation Junicclair  
Fossil Foundation  
Frankfurt Opera  
Friends Deutschland  
Friends France  
Friend Switzerland

**G**

Group Asia  
Gary Stafford  
Geneva Canton  
Gisela Foundation  
Give2Asia

Global Fund to Fight AIDS, Tuberculosis and Malaria/ National Center for HIV/AIDS, Dermatology and STD  
Global Development Group

**H**

HSBC (The Hongkong & Shanghai Banking Corporation Limited

**I**

IKANO  
Intermarché  
Intrepid Foundation  
Interpid Travel

**J**

Jim Mizerski  
Jop Westerweel School  
Junicclair Foudation

**K**

Kadoorie Foundation  
Kamille Muller  
Kate Templeton  
Kerri & Grame Jolly  
Kwansei Gakuin University Yen

**L**

La Chaîne de l'Espoir

**M**

Mamma Shop  
Mediamix SA  
Mercury Phoenix Trust  
M Foundation  
Microsoft  
Mith Samlanh  
Mrs and Mr Thirier  
Mr.Jeanou Morfau  
Ms. Sopia Wirjoprawiro

**N**

Navutu Dreams  
Naga Earth

**O**

One Plantation  
Orr Family Foundation

**P**

Partners for Equity / DAK Foundation  
Paul Newfield  
People in Need Cambodia  
Phu Bia Mining  
Phumvet Shelter  
Philanthropy Advisors  
PT. Gunung Sewu Kencana

*And last but not least, to all our wonderful individual donors who give through PayPal and other channels, our amazing volunteers who give their time to supporting Friends, our partners and our customers!*

*If we have forgotten anyone, we apologize, you are all so important to us!*

**R**

Responsible Travel  
Riverview Children's Foundation

**S**

Salling  
Samsara Villa Hotel  
Stories 4 strength  
Save the Children  
Secours Catholique/Caritas France  
SGS Company - Switzerland

**T**

Team Dai  
Terre Des Hommes Netherlands  
Tesco Charity Trust  
The Australian Embassy (DFAT-Aid)  
The US Embassy (Lao)

The Mercury Phoenix Trust  
Tides Foundation/ Tom Sargent  
Tourism Cares  
Travel Indochina  
TSA Training Services FZ-LLC

**U**

UNICEF Cambodia  
UNICEF Thailand  
US Embassy

**V**

VISA

**W**

Weyerhaeuser Family Foundation  
WISE  
Work Together Foundation  
World Childhood Foundation  
World Education Cambodia

**Z**

Zapier  
88bikes



*Together, building futures.*