





Millicom and Reach for Change: Celebrating 5 years of advancing social entrepreneurship to impact communities and children's lives

869,687 children's lives were improved in Africa over the past 5 years. In essence, this was achieved through the close partnership created in 2012 between Millicom and Reach for Change. The partnership, which is now celebrating its 5th year, can boast of impacting not only the lives of children in Africa across sectors such as education and health but of also enabling more than 60 local heroes to create sustainable solutions to some of the pressing issues facing their communities.

This joining of forces has been an impactful, change-making and innovative one. Together, Millicom and Reach for Change have supported exceptional, passionate and creative social entrepreneurs - individuals with innovative solutions to society's most pressing social problems - working to improve communities and the lives of children (0-18 years) in Africa. Since 2012, Millicom and Reach for Change have supported local social entrepreneurs in 6 African markets namely Ghana, Rwanda, Tanzania, Chad, Senegal and the DR Congo.

The support consists of organisational funding provided by Millicom every year, and of Accelerator and Incubator programs provided by Reach for Change, aimed to address key issues that affect communities and children in an innovative and impactful way. Reach for Change works with local Millicom operations, Tigo, to select and develop social innovators, who are called Changemakers, using Reach for Change's Accelerator and Incubator Programs, proven models to deliver measurable social impact. Over the course of a year, the changemakers are exposed to personalized support through quarterly reviews as well as one to one sessions with the Tigo IT teams and senior management.

In 2014, Millicom and Reach for Change introduced the Tigo Digital Changemakers (TDC) Competition to put a greater focus on finding the digital solutions African innovators have to offer to address social challenges. The best social entrepreneurs who use digital tools and technology to create or grow their impact are selected for support through the TDC program every year. The program focuses on areas that align with Tigo's business priorities, namely Digital Inclusion, Financial Inclusion, Business Entrepreneurship and Education.

The partnership is testament to the fact that when high-potential, creative problem solvers are linked with the right tools and support, their ability to create lasting change is endless.

"At Millicom, we are passionate about the power of digital technology to advance people's lives both financially and socially. We are proud of our partnership with Reach for Change and the positive change the Tigo Digital Changemakers Program is making in the areas of digital inclusion, financial inclusion, business entrepreneurship and education. It is really inspiring to see those African social entrepreneurs turn their ideas into reality and find digital solutions that address the social challenges in their countries and impact the lives

Mohamed Dabbour
Millicom Africa Executive Vice President

of hundreds of thousands of young people."

"With the increased focus on achieving the sustainable development goals, partnerships like what Reach for Change has with Millicom in Africa highlight the power of SDG17 partnering for the goals. Millicom played a crucial role in our ability to establish accelerators and incubators to African social entrepreneurs, and to impact hundreds of thousands of lives across the continent over the past 5 years. This partnership really highlights the immense impact that can be achieved when companies and non-profits join forces to promote local-driven development and change in African societies."

Amma Lartey, Reach for Change Africa Regional Director



Millicom (Tigo) in Africa

Millicom is a leading provider of cable and mobile services dedicated to emerging markets in Latin America and Africa. Millicom sets the pace when it comes to providing high speed broadband and innovative digital lifestyle services through its principal brand, Tigo. As of December 2016, Millicom provided mobile services to more than 25 million customers in Africa.

Reach for Change Africa

Reach for Change Africa finds and supports smart, brave and passionate social entrepreneurs with innovations that solve pressing issues facing children, youth and women. We run innovation competitions, accelerators and incubators that enable social entrepreneurs to scale nationally and regionally. We have operations in seven African countries: Ghana, Senegal, DR Congo, Chad, Rwanda, Tanzania and Ethiopia.





In a world where partnering now sits at the very heart of international efforts to achieve the UN's Sustainable Development Goals (SDGs), the Millicom and Reach for Change collaboration is one partnership that's making the achievement of the SDGs possible. Through this partnership, the lives of children and communities have been impacted for the better across 10 of the 17 SDGs.







490,970 children

were supported to develop their well-being and live healthy lives

Ensuring healthy lives and promoting the well-being for all children at all ages is essential to sustainable development.

All children should have access to the best healthcare possible, safe water to drink, nutritious food and information to help them stay well.



310,079 children

were provided with high quality education

Obtaining a quality education is the foundation to improving children's lives. All children should have the right to a good quality education that helps the child use and develop their talents and abilities and should be encouraged to go to school to the highest level they can.



46,743 children

are enabled to access information and participate in decision-making

Children should be able to participate in decision-making processes that may be relevant in their lives, to give their opinion and for adults to listen and take them seriously.

Case Study:

C-Sema is using bottom-up approaches to strengthen child protection systems in Tanzania

Child abuse is a major issue in Tanzania. A 2011 study found that nearly three out of every 10 girls and nearly three out of every 20 boys in Tanzania claim to have experienced sexual violence. Almost three-quarters of girls and boys questioned had experienced physical violence before the age of 18 at the hand of an adult or an intimate partner, and around 25% had been subjected to emotional abuse by an adult during childhood.

In most of these situations, the victims are unable to report for fear of being further victimized and also because of the lack of proper channels which children can take advantage of to report, leaving them to carry the burden. That's why Kiiya JK founded C-Sema, a child's rights advocacy organization that helps to ensure that government policies for children work the way they are intended to. Prior to C-Sema, there were no local or national registries of child protection officers' names and contact details. C-Sema staff travelled all across Tanzania to create a registry of 300 officers. They founded the National Child Helpline that makes use of the registry to connect children in crisis with appropriate social services and follows up with the officers to ensure that the children are receiving the support that they need.



C-Sema also collects input from children about their needs and has created platforms where children's voices are heard, such as its quarterly parenting magazine and in popular newspapers across the country, as well as in policy-making processes with the national government.

They have an all-inclusive approach to child services: by working with children and their parents on the one hand, and communities and local governments, on the other, this allows C-Sema to understand local challenges faced by children and their parents in accessing services, as well as the challenges local authorities and service providers face in providing the said services.







10,650 children

were provided with more economic opportunities, equipped for adult life and the labour market

An important part of social inclusion, wellbeing and eradicating poverty is economic participation. All children should therefore be considered stakeholders of economic activities with an understanding of their potential and vulnerabilities, and be given information about work opportunities.



5,671 children

were provided with affordable and clean energy

Every child should have access to clean and sustainable energy, as this is critical for improving their health and livelihoods. For example, with adequate lighting and a reliable supply of electricity in the evening, children can read and do homework longer.





5,574 children

from marginalised groups participated in society on equal terms

No child should be treated unfairly on any basis – no matter who they are, where they live, what their parents do, what language they speak, what their religion is, whether they are a boy or girl, what their culture is, whether they have a disability, whether they are rich or poor.

Impact Story:

TECHNIDEV is promoting gender equality by empowering girls in Chad with tech skills and helping them to succeed in school



Mariam is a high school student at one of the biggest high schools in the Chadian capital N'Djamena. Mariam is in the first class of science, but she is three years behind her peers because of an early marriage at the age of 12. Luckily Mariam succeeded to divorce at 16 and was able to resume her studies in her favourite subjects: Mathematics, Physics and French. In her high school though, her professors in Mathematics and French are regularly absent and her professor of Physics does not explain the courses properly:

"My teachers are hardly ever present; worse still, those who come to class do not explain the courses and when you ask questions they leave class."

After an interrupted childhood Mariam put her hope in school to succeed in changing her life, but the conditions of her schooling had made her start losing faith. In January 2016, TECHNIDEV started a center with computers containing educational software in Mariam's facility. All the courses inscribed contain text, video and interactive exercises. Today, Mariam spends all her free time in the tutoring room.

"This system allows us to understand the courses, to understand the mathematical formulas, to do research and to succeed."

This story is told by Khalid Fadoul, one of the Tigo Digital Changemakers, who runs Technidev, an organization that develops quality educational content that girls can access using their mobile phones or computers, in order to increase the academic performance in Chad.



Khalid's work goes beyond teaching girls ICT skills. His organisation is also preventing (and in some cases even rescuing) girls from experiencing early childhood marriages by educating parents about the importance of helping their daughters reach their fullest potential and how their dreams are being robbed by early marriages. Parents often do not see the value of educating their daughters because education is either poor quality or seen as irrelevant for girls and often see marriage as the best option for their daughter. Khalid is also preventing childhood pregnancies by teaching girls about sexual reproduction education.

By providing secondary school studying materials to girls, he is helping them to succeed in school - almost completely replacing the formal education they are supposed to receive from their teachers in schools. In all of this, he is transforming not only the mindset of the girls but also their parents and society's mindset - that girls priorities in life should not be limited to getting married and having children. Girls should get an opportunity to get an education, become entrepreneurs or work so they are included in the economic and social development of the country.



5 YEARS OF IMPACT

The support provided through the Accelerator and Incubator programs run by Reach for Change with Millicom's funding, provides coaching and business advice support to the most promising social entrepreneurs so that they can scale their ventures and reach sustainable social impact for children.

Our Accelerator program takes social entrepreneurs from idea to action; they are helped to create a minimum viable product and test their theory of change and financial model. The accelerator culminates in a pitch day and the strongest with the best ideas will receive additional financial support and a place in the Incubator.

The goal of the Incubator is to take these organizations to scale; social entrepreneurs in the Incubator receive a financial grant and support through 1:1 coaching, mentoring, workshops and toolkits and training in core areas such as financial management, communication, marketing, business modelling, leadership, legal and compliance.

IMPACT ACHIEVED: 2012-2016

Search & Selection



We received

9,617

applications to our competitions

That's 194 amazing social entrepreneurs supported through the collaboration!

Accelerator Program



131 social entrepreneurs were supported through Concept Development Workshops and Accelerators since 2012

100% felt they developed their approach to create positive social impact through the Accelerator trainings

Incubator Program



We supported **61** amazing social entrepreneurs in creating a better world for children

Gender Distribution:

41% women, 59 % men

Tigo coworkers involved



485 coworkers

were involved in supporting the Program by providing advisory, mentorship and technical expertise to the Changemakers to help them scale their ideas and support in the implementation of the competitions Impact on entrepreneurs



56% increased

the number of children supported, on average tripling their results Impact on children



869,687 children supported

as a direct or indirect result of the activities of all social entrepreneurs in the program. These children had increased opportunities to have their rights fulfilled in accordance with the UN Convention of the Rights of the Child



Impact Story: Ernestina Edem Appiah, Ghana Code Club



Davida Boateng is a 12 year-old girl who used to be shy and not very energetic. That was until she joined the Ghana Coding Club in 2016 and her confidence began to develop massively! She started participating in open forum discussions held by the Club in both her school and community. This confidence boost played a big role in helping her become the best student out of a class of 95 students in the 2017 Academic year. During a Hackathon organized by the Club in February 2017, Davida and her team won the best prize. They created a piano app that allows anyone to learn how to play the instrument. Davida was so delighted that regardless of the fact that her school lacks many facilities and competed against private schools that are more privileged than hers, her school still made it to the finals and even took away the highest prize!

"The Hackathon Day was the defining moment of my life," said Davida. "Computer science and education can take me far in life. Learning ICT gave me the opportunity to present a programming project before the President of Ghana and more than 800 dignitaries from all over the world, who gathered for the 2017 African Open Data Conference Day."

Davida is proving to her colleagues and the world that with sheer determination, confidence and a strong belief in oneself, anyone can succeed despite where they come from.



Ernestina Edem Appiah is a Tigo Digital Changemaker and the Founder of Ghana Code Club, a non-profit committed to exposing all elementary school kids, especially girls, to computer science activities in Ghana. Children between the ages of 8-16 gain basic computing skills while learning to make their own games, animations and build their own websites.

Why should children learn to code?

Children who are given the opportunity to learn to code now will be better equipped to succeed in a world which increasingly requires digital skills. Coding is a skill which children use at school, but it can also play a role in their hobbies and careers; helping them become doctors, artists, engineers and more. This is because in learning to code, particularly in a group setting, children develop a series of additional skills.

Through the support of Tigo and Reach for Change, the Ghana Code Club has impacted the lives of 450 children since they joined the Incubator in 2016!



How Reach for Change Measures Impact

Reach for Change measures impact within three areas:

1 Our Incubator's impact on the development of the social enterprises

For the majority of these early-stage enterprises, the Incubator's focus is on:

- Proving that they achieve the desired social impact
- Finding a sustainable revenue model
- Identifying an efficient manner in which to scale their impact
- Equipping their organizations for further scale

2 The social enterprises' impact on the children and communities that they support

Social entrepreneurs report quarterly on both their own organizational development (e.g. through growth indicators) and their impact on children (e.g. through outputs, outcome indicators and stories of impact). Each social entrepreneur additionally completes an annual social impact report capturing their progress development and key highlights from the year.

Case Study: Empowering Women Social Entrepreneurs to create impact

Many African women encounter a range of economic and social constraints. Some laws today still hamper them from reaching their full potential despite the important role that women can play in social and economic development. The absence of participation by women in the labor force has had an negative economic impact on the continent as fewer young girls dream of working or becoming entrepreneurs because of the lack of female role models they can look up to and learn from.

Millicom and Reach for Change believe that social entrepreneurship can prompt social and cultural change by providing more economic opportunities for women. Enabling a new generation of women social entrepreneurs to succeed is a necessary and crucial investment for Africa's future. They will play an important role of inspiring other girls and women to follow suit and thus create a ripple effect that will result in more sustainable and inclusive growth in the continent.

Regina Honu, Soronko Solutions, Ghana

Regina Honu is a trailblazer in the world of Science, Technology, Engineering and Mathematics and was never one to be intimidated by a sector dominated by men.

Regina was first discovered when she won a spot in the Tigo and Reach for Change Incubator program in 2013 after she rose to the top of the highly competitive selection process. Regina's winning social innovation was to provide opportunities for girls to excel in STEM fields through programming run by Soronko Solutions.



She knew that she needed to place a particular emphasis on girls, to ensure that her initiative wasn't replicating the norm.

In addition to teaching critical thinking skills and problem solving skills that will help children find job opportunities to improve their lives and enable them to contribute to developing their communities, Regina has also initiated a special Tech Needs Girls class that focuses on addressing the gender gap in ICT by connecting girls to female computer science and engineering pros who teach and inspire their young Ghanaian students.

"The Tigo and Reach for Change Program was the first program that I joined," said Regina. "Before I started, I had some ideas as to how to run a social enterprise, but I think that represented about two to three percent of what is really involved."

With a grant from Tigo and business development support from Reach for Change's Incubator, Regina was able to build her idea into a successful social enterprise that impacts thousands of girls every year.

"Because of the training I received from the Incubator Program, we have a lot of evidence and metrics that we can show. If any international media comes, there's data to back up all the things I'm saying. I think it makes it easier for other people to want to tell our stories - there's numbers, pictures, stories."

Since becoming a Changemaker in 2013, Regina has impacted the lives of over 6900 children/young women and her geographical footprint has grown from 1 region to 6 regions since she joined the incubator. She thus increased her geographical footprint by 500 %!



3 We use a Return on Investment (ROI) framework to identify and capture the business returns to Tigo as a result of these social investments.

The ROI Framework is a tool and performance measure we use to evaluate the efficiency of Tigo's investment into the Tigo Digital Changemakers Program. The performance of the Program is measured across 6 strategic priorities that drive Tigo's business objectives namely:

- Social Impact: The Program's ability to deliver excellent impact programs for children and grow and develop the social entrepreneurs organisation to continue delivering impact.
- Tigo's business priorities: How the Program contributes to direct business success in the following priorities: Business Entrepreneurship, Financial Inclusion, Education and Digital Inclusion

- Employee engagement: How the Program contributes to Employee loyalty and pride
- Government relations: How the Program is recognized and supported by key government officials as an initiative that supports social and economic development
- Corporate communications: How the Program can build positive reputation for Tigo among key stakeholders e.g. community, government, investors etc
- Brand visibility: How the Program helps Tigo to be recognised by the public and its customers as a company that's giving back and investing in the community

Case Study:

TDC Program in Senegal gains significant support and recognition from the government and other key stakeholders



From Left to Right: Mr Pape Ndiaye Ka, Tigo Senegal Government Relations Manager; Mrs Joyce Sagoe, Tigo Senegal Head of Marketing: Mr Malick NDiaye, Senegal Chief of Staff Minister of Telecommunications; Mrs Mitwa Gambi, Tigo Senegal General Manager; Mr Hichem Andaloussi, Tigo Senegal Business Director; Mr Mayacine Diop, Reach for Change Senegal Program Manager; Mr Ulrich Loiseau, Ericsson Senegal Chief Commercial Officer

In Senegal, the Tigo Digital Changemakers Award has received great support from key stakeholders such as government, social entrepreneurship networks and non-profit organisations. In the last call for applications, there was huge engagement throughout the process of the search and selection, from the competition through to the press conference which was held to announce the winners. A variety of stakeholders such as the Ministry of Telecommunications, the Minister of Youth Chief of Staff and the Special Advisor to the President of Senegal were engaged as a part of the Program activities. There was also support from the Social and Economic Council and from local ngos such as Save the Children and Ashoka.



For Millicom and Reach for Change, the rise of digital technologies is creating incredible opportunities for our social entrepreneurs around the world to increase their impact.

The selection criteria for the Tigo Digital Changemakers Program focuses on areas that align with Tigo's business priorities, namely Digital Inclusion, Financial Inclusion, Business Entrepreneurship and Education.

Below are a few examples of some of our Changemakers who have an emphasis on Tigo's priorities and who are creating an impact across the region through their innovations and apps.



Name: Sofia Mbega Country: Tanzania Organization: VICOBA App Business Priority: Financial Inclusion SDG: 8



Community banks occupy an important place in the African economy. Known as vicoba in Tanzania, the system brings together groups of individuals who make regular contributions to a centrally administered fund. Members are able to draw money from the fund when they need to. This enables economic activity even if the member is precluded from accessing mainstream financial lending mechanisms such as bank loans.

Sofia Mwaliza Mbega joined a vicoba group as a social and computer engineering student from Dodoma in Tanzania. However, the group suffered a significant setback when the secretary lost all of the group's records. Mbega sought to use her programming and entrepreneurship skills to improve what she believed to be a flawed model. The VICOBA App is the result.



Sophia Mbega (left) receives her cheque after being selected as a Tigo Digital Changemaker. On the right is the Reach for Change Program Manager, Mrs Josephine Msambichaka, who supported the handing over of the cheque. The VICOBA App is a collaborative platform that provides users with existing tools for financial and task management that have been adapted and tailored to African users operating in African markets. Regardless of where a user is located, they can transfer money to their Vicoba group account directly from the app and by using a USSD code.



Sophia Mbega working with the Tigo Tanzania Pesa Team to develop her app further.

Impact and Progress:

Since launching the app, Sofia has organized an informal investment group for youth made up of a total of 17 group members which offers financial education such as how to save money and invest by buying more stocks in the group. Some of the youth are planning to go back to college and finish their studies when the capital of their group grows (by taking loans). She has also been working closely with the Tigo Tanzania technical teams to develop her app further.

The team is looking forward to reaching over 1,000 vicoba groups across Tanzania. Over the next five years, Mbega hopes to take the app across East Africa.







Name: Patricia Neldingar Country: Chad Organization: ADTIC Business Priority: Digital Inclusion, Education SDGs: 4



For busy parents who do not always have time to take part in parent-teacher meetings for students,
Association for the Development of Information and Communication Technologies (ADTIC), found a solution, the School Connect app, which allows parents to stay informed, in real time, of the academic development of their children.

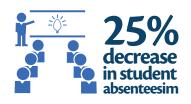
Through the app, parents by request through their mobile phones, can obtain detailed reports on their child's activities at school such as unexplained absences, disciplinary behavior and academic performance.

Through the implementation of this project in partnership with Tigo Chad and Reach for Change, Patricia Ronel Neldingar, founding president of the ADTIC, is realizing her dream to fight "the decline of quality education that plagues the Chadian schools, which is largely contributed to by the lack of involvement and awareness parents have of their children's performance at school."

Impact and Progress

Patricia's project was just a concept when she joined the incubator. She received significant support from Tigo ICT advisors and experts to perfect the application and conduct an evaluation by piloting the app in 17 schools. The results from the pilot revealed that there was a 25% decrease in student absenteeism and 60% of the parents receiving the SMS' met with the school administration to find solutions to improve their children's performance at school.

Since launching the app, more than 200 parents have benefited from the app. ADTIC continues to form new partnerships with other schools so that they can expand their reach to other regions in Chad.



200 parents have benefited from the app

60% of parents find solutions to improve their children's performance

the app was piloted in 17 schools







Name: Karim Gadjigo **Country: Senegal** Organization: Mia Moké **Business Priority: Digital Inclusion** Education (environment) SDGs: 13, 15





In Senegal, as in all of West Africa, little attention is paid to the environment. Karim Gadjigo had a goal to raise awareness on this topic for children aged 4 to 10 years, highlighting the issues related to ecology and the sustainable development of our continent. He created Mia Moké, an application that raises children's awareness of environmental protection through the use of African heroic characters. This innovative program begins with the introduction of an edutainment-oriented application designed to make children aware of the environment while allowing them to read, sing, color and learn about nature.

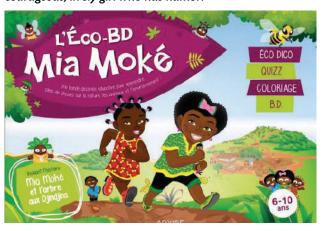
Mia is an African girl who teaches children about the environment and ecology, and who investigates deforestation with her family, friends and djin-djin, strange characters who live in the trees.



"You have to have materials at the level of the school curriculum that talk about the environment, about biodiversity and about the pressure we put on marine or terrestrial species." said Karim.

Talking about ecology with a character that is relatable and fun for children was the goal with the app. Mia is African and wears a pink bow tie in her hair.

"It is important that African children can have heroes who are like them, who correspond to their culture and whom they can look up to as role models. Mia Moké is an intrepid, courageous, lively girl who has humor."



Impact and Progress:

The app has been produced for the Senegalese environmental protection association, NEBEDAY. Educational posters have also been distributed in primary schools in Senegal to raise more awareness about the app. School notebooks have also been made available in neighborhood shops with topics related to pollution, biodiversity and problems related to deforestation.

The application is available on the **APPSTORE** and GOOGLEPLAY STORE download platforms. It is the first and only African application of edutainment on these platforms.











Changemaker: Erick Joseph Country: Rwanda Organization: Family Wallet Business Priority: Financial Inclusion SDG: 8



Micro-enterprises and informal workers such as motorists earn income on a daily basis but they find it hard to allocate time to manage their finances and they also lack financial management knowledge. Most of them are not aware of how much profit or loss they are making out of their earnings. Many financial institutions also do not have data to help these individuals manage their income.

Erick Joseph has developed a digital application called Family Wallet that helps informal workers save a portion of their earnings. It also tracks their income and expenses to help them build credit, access loans and create a better life for themselves and their families through access to financial services.

The digital wallet compiles the data on a daily basis into a financial report that outlines information such as the expenditure they incurred that day.

Erick was inspired to create this app just by hearing the stories from motorists about the challenges they were facing with making bill payments, paying taxes at the end of the year and repairing their bikes once they broke down



Impact and Progress:

Since joining the incubator, Erick has supported 26 drivers to save for different financial goals. These savings have helped the motorists to start up new small businesses, repair their bikes and take care of their families.

Family Wallet also rented out 50 phones to drivers so they can have access to the application and has given out 93 helmets to the drivers so as to increase their safety on the roads.









Herman Heinrich Hesse Country: Ghana Organization: E-Read Right Foundation Business Priority: Education SDG: 4



An early grade reading assessment survey done by the Ghana Education Service (G.E.S) in 2013/2014 reported that out of 7,923 basic school pupils only 142 were literate, that is could read proficiently and understand what they read.

Herman Heinrich Hesse identified very low vocabulary capacity amongst basic school pupils as the root cause of illiteracy in underprivileged schools. This is what led him to start the E-Read Right Foundation which is taking necessary precautions to make sure that students graduate from school with basic literacy skills and good grades.

E-Read Right Foundation is using the WordBankers School Centre Programme; a specially designed vocabulary development programme for basic school pupils, to improve their reading, writing, spelling, pronunciation and academic performance.



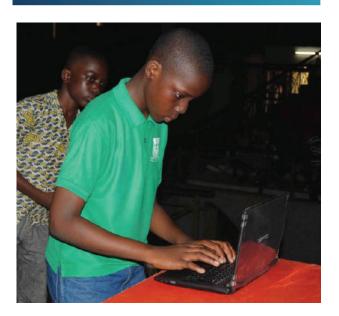
The WordBankers School Centre Programme is installed on android/windows applications and provides a well-structured lesson plan for students. E-Read Right Foundation also organises training workshops for teachers on how to implement the WordBankers School Centre Programme in their respective schools as part of the curriculum, after school support programme or a school club activity.

Bi-annual assessments are organised to measure the impact of the WordBankers School Centre Programme and also award brilliant students through the WordBankers Competition also known as The Word Challenge.



Impact and Progress:

The E-Read Right Foundation is working towards a partnership with the Ministry of Basic Education in Ghana and other organisations to integrate the WordBankers School Centre Programme as part of the syllabus so as to ensure every child is literate by 2030 (SDG 4).









In partnership with



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