



THE CABLE & WIRELESS  
CHARITABLE  
FOUNDATION  
2021 YEAR IN REVIEW

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# A Message from Inge Smidts

As I reflect upon the work of the Cable & Wireless Charitable Foundation (CWCF), I am overcome with gratitude for our supporters who consistently step forward in the face of adversity to positively impact the communities we serve. Your generosity continues to amaze me.

During 2021, while facing a second year of the COVID-19 pandemic, many of our communities had difficulty staying connected and others endured powerful acts of nature that threatened their well-being. In response to these challenges, CWCF has maintained our commitment to taking care of our people and keeping our customers connected.

With our partners and supporters, we increased online connectivity for schools and communities in Turks and Caicos and Honduras, provided hundreds of devices for online learning in 10 markets in the Caribbean and LATAM, and continued a pilot career training and development program in Jamaica. Thank you for helping us achieve real progress for the communities we serve!

In St. Vincent and the Grenadines after the eruption of La Soufrière, you helped us care for our employees and our customers, getting people to safety; providing water, food, and beds; and offering support for the relief and recovery of the communities affected. Thank you for helping us support our people in their time of need.

We always see the challenges of the communities we serve as our challenges, and we are so honored to partner with you to help meet them head on.

In this year's report, I am pleased to share a review of CWCF's impact from a variety of perspectives, highlighting the important support of our partners, employees, and customers, and I look forward to working with you to build on this progress in the year ahead.

Sincerely,



Chair, Cable & Wireless Charitable Foundation  
CEO, Cable & Wireless Communications



# Building for the future

“There is so much heart,” CWCF Executive Director Noelle Smikle declares about her home country of Jamaica. It was the opportunity to put that heart to work not only for Jamaica -- but also for the communities CWCF serves across the Caribbean and Latin America - that brought her to the Foundation in November of 2020.

Leaving Best Buddies International, where she'd spent nearly eight years in stewardship and development, for the uncertainty of a new role in the middle of a global pandemic was a daunting decision -- but the chance to help improve the lives of the people in the region her family and friends call home was just too good to pass up. “I am so privileged to be able to serve people who look like me and have similar experiences as me,” she says.

Since her arrival, Noelle has set out to transform CWCF from an organization that primarily writes checks to other foundations to one that partners directly with the communities it serves. That commitment was apparent when the foundation sprang into action after a volcanic eruption in St. Vincent and Grenadines and after hurricanes hit St. Lucia and Nicaragua, assisting in recovery efforts and providing much needed supplies.

But the real proof is not merely in CWCF's practical responses to natural disasters, but in the long-term capacity building that Noelle sees as her mission at CWCF. “I am by nature a builder,” she states matter-of-factly.

While the Foundation was established in 2017 to help the Caribbean region rebuild in the aftermath of hurricanes Irma and Maria, Noelle's first year has seen it expand its mission to focus on increasing online access and enhancing learning opportunities for people across the regions it serves.

Thanks to the support of a volunteer network, the foundation is now taking a more hands on approach, donating devices directly to schools and students, offering classes in online learning and cyber safety, and developing entrepreneurship programs. Building on these initiatives for the future is something Noelle is putting her heart into.



# Employee volunteer profile

# Disaster ambassador

When Hurricane Irma tore through the Caribbean in September of 2017, leaving the island nations of the region devastated, Alana Naraine-Huggins leapt into action, quickly traveling to St. Lucia from her home in St. Vincent and the Grenadines. Once there, she put her expertise as Liberty Latin America's Director of Global Logistics-Supply Chain to work for the recovery effort, arranging for the procurement and delivery of food, water, medical supplies and household necessities. When Hurricane Maria followed just two short weeks later, she turned her attention to Dominica, which was ravaged by the second storm.

But in April of 2021, when the volcano La Soufrière erupted on the island of St. Vincent, there was nowhere to go. This time, disaster had hit home. In response to the fear and chaos surrounding her, rather than flee along with many others, Liberty Latin America's Disaster Ambassador got to work doing what she had done so many times for other communities in the Caribbean hit hard by natural catastrophe.

Drawing on her personal experience growing up on the coastline of Guyana, where her neighborhood was frequently battered by floods, as well as her professional knowledge, training and experience in risk management, Alana knew not to panic, but rather to focus on what was needed and what she could do to help.

With gray ash blanketing the island, water in short supply and supermarket shelves quickly left bare, she connected with the CWCF and pulled the FLOW St. Vincent team together on the ground. Mapping out ports for supply routes and chartering a vessel from Grenada, she coordinated the donation and shipment of 20,000 litres of water, food, masks, safety glasses, medical supplies and 400 beds and linens to meet the needs of local shelters housing displaced residents.

As in countless disasters past, the CWCF demonstrated its commitment to being there for its communities in moments of crisis. CWCF moved quickly to respond to the needs of employees, their families, customers, and the broader community, providing relief to St. Vincent in support of the National Emergency Management Organisation's (NEMO) requests, which also included helping people stay connected with free data, mobile top up emergency credits, suspended billing, suspended late fees, and free devices and data connectivity for NGOs arriving on the island.

In recent times, much of the support from CWCF was coordinated by people like Alana Naraine-Huggins, who were living through the disaster themselves. According to CWCF Executive Director Noelle Smikle, it was Alana's relationships that allowed the Foundation to connect with the community on a human level during the crisis. "Because of Alana's relationships, she is able to communicate not what she thinks the community needs, but what they actually need. Like any great ambassador," she said.

"Everyone can be great, because everyone can serve."

-Martin Luther King, Jr



# Our pledge

Across Liberty Latin America, we believe we have a responsibility:  
**To enable progress and build more resilient communities.**

We bring this to life through a shared approach across our markets with a focus on four critical areas.

## LEARNING

Learning is a continuous process. And we are here to provide support. Whether it's primary school, university, a budding entrepreneur, or anything in between, we want to enable and encourage learning, development and growth.

## ACCESS

Connectivity is at the heart of our business. We want to ensure that as many people as possible are able to access the digital world. This has the potential to transform lives.



## ENVIRONMENT

There is only one planet we call home and we need to protect it for future generations. We are committed to operating responsibly across our geographic footprint with a specific focus on energy usage, waste and recycling programs, and environmental regeneration.

## DISASTER RELIEF

We've weathered a storm or two...and we know how to bounce back stronger than ever. Hurricanes, earthquakes, health crises and a range of other events impact the communities where we live and work. We will always be there to support our local markets in their time of need.

**We take our responsibility seriously.**  
Because we know that connectivity matters and we are all **#InThisTogether**

# Our year in numbers

2021 was full of activities with a positive impact on our communities.



170

Unique Donors

2x contribution  
match

by Cable & Wireless  
Charitable Foundation

+4k



volunteer hours

Initiatives in 20  
countries

5,050 

students helped

Partnerships with

60 schools

16.5k



entrepreneurs impacted

Aid provided to

1.4k families

affected by natural disasters

+2,100 

trees planted

# Overview of 2021 grants



## LEARNING

Understanding that digital learning and MSMEs are critical to progress in Jamaica, CWCF and its partner, the FLOW Foundation, launched a pilot project offering an online certificate program to entrepreneurs in digital skills, and free training for professionals and small business owners, in a variety of pertinent subjects, with content provided by the world's top publishers. CWCF/FLOW also provided seed funding for "The Hive," Jamaica's leading online platform for freelancers and entrepreneurs. **\$400,000**



## ENVIRONMENT

Recognizing that trees protect vulnerable islands from the potentially devastating effects of climate change by reducing the risk of floods, protecting against saline intrusion, and improving air quality, CWCF helped Walkers Institute for Regenerative Research, Education (WIRRED), plant one tree for every Bajan. The grant funded a mobile web app, a strategic communications and awareness plan, and educational permaculture training programs. Over 30 months, 2,100+ trees were planted as a result of the grant. **\$100,000**



## ACCESS

- CWCF launched its Access for Success initiative in 12 markets in the Caribbean and Latin America. The program is focused on closing the gap between the connected and unconnected through the provision of data enabled devices, internet connectivity in schools and community spaces, and digital learning accessible to students, parents and teachers. The initial phase of the project included distribution of over 1,500 devices and internet connectivity in 10 schools. **\$200,000**
- CWCF supported Trinidad and Tobago's Ministry of Education Adopt-A-School Program, donating 150 tablets, boosting service, and increasing bandwidth for teachers and schools. **\$25,000**



## DISASTER RELIEF

- After Consejo Regional Autónomo de la Costa Caribe Norte, an Indian community in Nicaragua, was devastated by Hurricanes Eta and Iota, CWCF provided zinc sheets, zinc nails, fuel, and lubricant to support the rebuilding of local public schools and transportation of supplies within the community. **\$5,000**
- Arranging for a private charter boat, CWCF acquired and delivered water for 750 families and beds for 600 families in St. Vincent and the Grenadines after the eruption of the volcano La Soufrière. The beds were donated in partnership with sister organization Liberty Foundation Puerto Rico. **\$51,000**
- CWCF provided mattresses for 35 families after the passing of Hurricane Elsa, which resulted in flash flooding in St. Lucia. The donation was part of the National Emergency Management Organisation's (NEMO) initiative which supported 300 families in the region. **\$5,000**

# Enabling progress through digital inclusion in Jamaica

## JAMAICA IS BUZZING

The impact of the global COVID-19 pandemic on Jamaica has been catastrophic. Tourism, trade, and productivity have all declined, and protective measures implemented in response to the threat will have long-lasting economic and social consequences for the country.

But the economic instability and uncertainty brought about by COVID have also fueled an historic period of growth for entrepreneurship. Like many other countries across the globe, Jamaica has experienced record numbers of new business registrations over the past year, with the Companies Office of Jamaica reporting highs of 17,039 businesses and 4,878 companies registered in 2021.

CWCF fully supports this entrepreneurial spirit in Jamaica. In partnership with the FLOW Foundation, we have launched a pilot program focused on national development through digital education and expanding entrepreneurship across the country.

Having identified digital learning and support for micro, small and medium enterprises (MSMEs) as critical enablers of progress at both

the individual and community levels, CWCF and FLOW have joined with the Mona School of Business and Management at the University of the West Indies to offer an online certificate program for entrepreneurs in digital skills. Participants receive professional training in content creation, graphic design, and digital marketing, as well as personal development coaching and entrepreneurial mentoring.

Working in partnership with One on One Educational Services, the Foundation is also offering free training to professionals and small business owners, employing content from the world's top publishers, including Google, Amazon, and the Project Management Institute (PMI). The certificate program offers courses in a variety of subjects, including business skills; technology; compliance; diversity, equity, and inclusion; and wellness.

To expand entrepreneurial ventures across Jamaica, we also provided seed funding for "The Hive," Jamaica's leading online platform connecting local professionals and entrepreneurs with business opportunities and companies across the world.

## DIGITAL SKILLS TRAINING

+3.4k   
students enrolled

130   
certificates awarded

## TRAINING FOR PROFESSIONALS

+4k   
courses completed

1,500+   
teachers receiving training

# Spotlight on Trinidad Device donations to schools

## IT TAKES A VILLAGE

The Minister of Education for the Republic of Trinidad & Tobago, Dr. Nyan Gadsby-Dolly, is fond of reminding us that education takes a village, and that the private sector has a role to play in investing in our children. That is always the case, but never more so than during the last year, when even education systems as successful as Trinidad's have had to work extra hard to keep students on track during the global pandemic.

As part of its continuing focus on supporting activities that enable progress in communities, like digital education initiatives in response to the Covid-19 pandemic, CWCF donated 250

devices to schools across the country, through the Ministry's Adopt-A-School Program, to improve student access to online education while they are at home.

The devices were provided to students and schools where CWCF's parent company has recently provided broadband services, granting schools and students both the devices and the connectivity necessary to unlock a world of life transforming possibilities.



# Hybrid learning solutions

## MEETING STUDENTS WHERE THEY ARE

In addition to the device donations, FLOW Trinidad donated six Hybrid Learning Solutions (HLS) to schools across Trinidad as part of its 2021 “Mission Week,” an annual initiative where employees contribute their time, energy, and knowledge to positively impact the communities we serve.

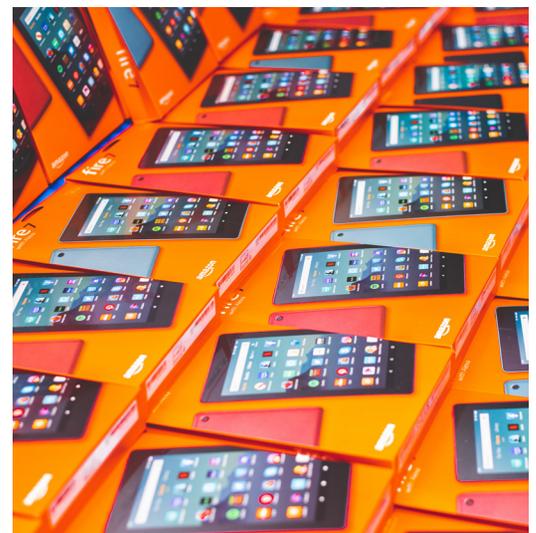
The HLS reinforces CWCF’s commitment to enhancing learning and increasing connectivity. The teaching module includes hardware, software, teacher training and support, installation and technical support, and maintenance, and provides a digital platform for teachers to deliver their lessons to students both in the classroom and logged in at home via Zoom, Teams, Google Meet, or other video conferencing platforms.

The cloud-based software, Lumio, allows for real-time collaboration where students can interact and contribute to content creation exercises. Teachers can also assign group or individual activities and monitor students’ progress, giving immediate feedback and support. The platform also permits teachers to import their existing lessons and other teaching resources, enhance them with customizable components including games, and collaborative workspaces, and deliver them to directly to students’ devices from a browser, Google Drive™ or Microsoft Teams®.



# Online security training Not just smart, cybersmart

Improving connectivity for the people of the Caribbean and Latin America is central to our mission, but we know that with increased connectivity comes increased risk, particularly for children and young adults. So, for its final contribution to Mission Week, FLOW Trinidad also delivered a live streamed session on cyber safety tips for young adults at Bishops Anstey Trinity College East. The session was led by Daren Dhoray of CyberSafeTT, a Digital Anthropologist, Cyber Safety Evangelist and Social Media Entrepreneur. Approximately 400 students participated online in the session, which is one in a continuing series of seminars offered by FLOW to students across Trinidad.



# Grant for tree planting in Barbados

## ONE TREE AT A TIME

As an island nation, Barbados is particularly vulnerable to the risks of climate change, including sea level rise, flooding and erosion. The consequences of these risks have the potential to devastate the country's economic well-being, which is heavily reliant on tourism, as well as the health of its people, whose water supply is vulnerable to saline intrusion.

Barbados acutely understands the severity of the threats it faces. That is why the country has launched "The Barbados National Tree Planting Project," an initiative whose goal is to plant one million trees across Barbados. The program recognizes that trees are among the best environmental defences against the effects of climate change, helping to reduce the risk of floods, absorbing harmful carbon dioxide and improving air quality.

As part of this national effort, CWCF has partnered with the environmental group, Walkers Institute for Regenerative Research, Education (WIRRED), providing a \$100,000 grant to support "1 Tree 1 Bajan," WIRRED's plan to plant one tree for every Bajan. But rather than simply paying for the actual planting of trees, the CWCF contribution provided support in a way that reflects our ongoing commitment to improving connectivity and learning within the communities we serve.

In addition to funding the design and launch of a mobile web app for the project, the CWCF donation allowed for the planning and execution of a strategic communications plan to engage a cross-sector coalition of partners for the planting, as well as a series of interactive educational programs to provide members of the community with hands-on training in permaculture techniques they can apply in their own environments, and an "Art for the Trees" initiative to build awareness and stimulate environmental stewardship among Barbadians.

The 30-month program, which concluded in late 2021, is a shining example of CWCF's support for environmental preservation, regeneration and resiliency building across the ecologically vulnerable communities of the Caribbean and Latin America.



# A huge thank you!

A huge thank you for investing in communities throughout Latin America and the Caribbean. Because of you, we have been able to navigate the unknown and adapt to a new normal. You supported those who needed it most, when it mattered most, and for that we are grateful. You have made a tremendous impact in the lives of thousands of individuals throughout the region.



*We do it the best and  
we do it with spirit*

The Cable & Wireless Charitable Foundation is committed to connecting and empowering communities, and we hope we can count on your continued support of our efforts by donating, volunteering, and leading your own local initiatives in your community.

[www.cwc.com/live/corporate-responsibility/cable-wireless-foundation.html](http://www.cwc.com/live/corporate-responsibility/cable-wireless-foundation.html)

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