



The cluster connected **10,439** humanitarians and **290** organizations in 2021, achieving an **86%** overall satisfaction rate for its services.

10 Emergency Response Countries

86%

Overall satisfaction with ETC services

Preparedness

- 3 MARCH 2021 ● **ETC Preparedness online course launched**
- 17-19 MAY 2021 ● **Virtual ETC Annual Plenary held**
- 21 JUNE 2021 ● **CISCO Crisis Response becomes an ETC partner**
- 26 JUNE 2021 ● **Luxembourg Strategic Partnership Agreement signed**
- 9 AUGUST 2021 ● **Context of Humanitarian Operations course launched**
- 8 SEPTEMBER 2021 ● **Service Mindset self-paced course launched**
- 8 SEPTEMBER 2021 ● **Teamwork in a field context self-paced course launched**
- 14 SEPTEMBER - 11 NOVEMBER 2021 ● **ETC Coordination course delivered**
- 17 AUGUST- 24 SEPTEMBER 2021 ● **Let's Comm 2021 held**
- 17 NOVEMBER 2021 ● **ETC Country preparedness webinar and toolkit prepared**
- 25 NOVEMBER 2021 ● **gear.UP virtual alumni event complete**
- **ETC Chatbot pilot rolled out**
- 14 DECEMBER 2021 ● **Iraq**
- 20 DECEMBER 2021 ● **Libya**
- 27 DECEMBER 2021 ● **Ecuador**
- DECEMBER 2021 ● **ETC 2025 Strategy and rebrand launched**

- CAPACITY BUILDING ACHIEVEMENTS
- PARTNERSHIP DEVELOPMENTS
- KEY MOMENTS

COVID-19 Response



Bangladesh
Coordinating Connectivity
in 5 x Severe Acute Respiratory Infection and Isolation Treatment Centres.



Central African Republic
Set up a COVID-19 Call Center
55,000 calls answered to prevent the spread of the virus.



Libya
Supporting Tawasul Call Center
393 COVID-19 related calls answered.



Yemen
Coordinating Internet Connectivity
in three quarantine and isolation centres in Aden, Al Hodeidah, and Sana'a.

Partners:



Under the global leadership of:

