

Bangladesh, Iraq, Yemen, Syria

Global ETC Teleconference

Date: 31/01/18 TIME: 13:00 UTC

Attendance

Chair	Caroline Teyssier	(Global ETC), U.A.E.
UNHCR	Arthemon Nkunzumwami	Jordan
	Hafedh Al Juboori	Iraq
UNICEF	Ali Al Dhayani	Yemen
	Mazen Shwikany	Syria
	Paulus That Fu	Iraq
WFP	Duncan Oyando	Lebanon
	Habib Shashati	Iraq
	Haidar Baqir	Thailand
	Issa Ramadhan	Jordan
	Pastor Lovo	Bangladesh
	Prakash Muniandy	Iraq
	Shahan Ara Quadir	Egypt
	Wali Noor	Yemen
WVI	Antoine Karam	USA

Teleconference started at 13:04 UTC

Agenda

- 1. Bangladesh update**
- 2. Iraq update**
- 3. Syria update**
- 4. Yemen update**
- 5. AOB**

Minutes

1. BANGLADESH

Security Update

- The Emergency Telecommunications Sector (ETS) submitted the inputs to the Joint Response Plan (JRP) covering activities to carry out from March to December 2018. To implement its project in 2018, the ETS requires US\$1.2 million. The ETS is currently 66% funded thanks to the funds received from Government of Japan and the United Kingdom's Department for International Development (DFID).
- The JRP underwent a district consultation process on 29 January and it will be presented on 7 February to the Security Executive Group (SEG) in Dhaka.
- The ETS continues supporting the Communicating with Communities (CwC) Working Group feedback from and accountability to affected populations initiatives. The projects the ETS is supporting are:
 - Expansion of coverage of a community radio station in Teknaf from 50% to 90% in Cox's Bazar;
 - Finalising the development of the Emergency Telecommunications Cluster (ETC) Connect app to be used as a feedback mechanism;
 - Support the setup of the Information Centres in refugee camps in Cox's Bazar. These centres are run by different organisations, like the UN High Commissioner for Refugees (UNHCR) and the UN Children's Fund (UNICEF). The ETS is developing a portable equipment kit, which includes a generator and connectivity equipment for the centres.
 - The ETS participated in a mission to the existing information centres with UNHCR and the International Organization for Migration (IOM) to verify the initial list of equipment to be deployed. The outcomes of this mission will be discussed with the CwC Working Group.
- The ETC Services for Communities (S4C) advisor is conducting a 10-day mission to finalise the implementation details of the CwC initiatives and to define steps to conclude the development of the ETC Connect app.
 - Following the request from ETC Coordinator in Yemen, the ETC Coordinator in Cox's Bazar will share the S4C Services Catalogue with him.
- The UN Department of Safety and Security (UNDSS) and the ETS are working on upgrading the security telecommunications network in Cox's Bazar. This project was endorsed by the Area Security Management Team (ASMT). The ETS has initiated the procurement of the required equipment and 1x telecommunications specialist from the World Food Programme (WFP) Fast IT, Telecommunications and Coordination Support Services Team (FITTEST) will join on 21 February to lead the deployment.
- The ETC Emergency Preparedness Officer will conduct a mission in Cox's Bazar in late February to identify areas where ETS can support the Government of Bangladesh in regards to emergency preparedness activities for the forthcoming monsoon season. This mission will continue the initial discussions held between the ETS and the Bangladesh Telecommunication Regulatory Commission (BTRC) in December 2017.

2. IRAQ

- In line with the activities outlined in the Humanitarian Response Plan (HRP) for Iraq in 2018, the ETC will focus on maintaining the existing shared communications services in 19x sites across the Kurdistan and Ninewa Governorate as part of the Mosul crisis response. The ETC will carry out capacity building activities



for humanitarians and government agencies, emergency preparedness initiatives and implement S4C projects in 4x additional sites.

- As new areas become accessible in Ambar, Ninewa and Salah al-Din governorates, humanitarian operations are expanding in those areas. The ETC will carry out a needs assessment to identify the existing communications gaps and respond accordingly.

3. SYRIA

ETC Response

- Due to the ongoing conflict in northern Syria, Qamishly, ETC operational area, remains very hard to reach.
- The ETC is elaborating the workplan for 2018 in consultation with the humanitarian community on the ground.

Whole of Syria

Turkey:

- A new Information and Communications Technology (ICT) assistant joined the ETC in Gazientep to continue providing customer support to humanitarians at the UN hub.
- In 2018, the ETC will implement S4C initiatives in Turkey and maintain the security telecommunications services currently provided in 5x operational areas across the country.

Jordan:

- The ETC continues to provide services in 2x camps- Al Za'atari and Azraq in close collaboration with UNHCR. The Inter-Agency Working Group (IAWG) requested the extension of ETC services to additional sites.
- The authorisation from local authorities to extend communications services in the Berm area is still pending.

Lebanon:

- UNDSS is upgrading the security telecommunications network to Digital Mobile Radio (DMR) in the north of Lebanon. The ETC is providing technical support.
- In 2018, the ETC will maintain the storage facilities in Beirut to facilitate the importation of equipment into Syria.

4. YEMEN

Security Situation

- The security situation remains volatile, tense and unpredictable across Yemen. There is ongoing fighting in Aden and almost all humanitarians are working from home.

ETC Response



- Due to the deteriorating situation, the number of humanitarian staff members has decreased as they have been relocated to Jordan or Djibouti. However, the ETC continues supporting the same number of agencies.
- The ETC will meet with the Office for the Coordination of Humanitarian Affairs (OCHA) at the beginning of February to discuss the inter-agency feedback mechanism project.
- Following a request from Action Contre la Faim (ACF) to open an ETC back-up connectivity hub in Ibb, the ETC evaluated this request but it did not fall under the ETC mandate.
- A Non-Governmental Organisation (NGO) in Al Hudeydah, Première Urgence Internationale – Aide Médicale Internationale (PU-AMI) is willing to host the ETC back-up connectivity hub for the NGO community. Final approval from the ETC lead agency – WFP – is pending.
- The ETC carried out an IT assessment of the existing infrastructure and services at UN Women and UN Population Fund (UNFPA) in Sana'a and a report with recommendations has been produced. These two UN agencies requested the ETC to open a UN back-up connectivity hub in their premises in Sana'a, as the current ETC UN connectivity hub is in the other part of the city.
- The ETC team continues supporting the implementation of the World Health Organization (WHO) Emergency Operations Centres (EOC) project in Yemen as part of the cholera response. The EOCs in Al Hudaydah and Ibb were recently opened. The remaining planned 17x EOCs will be established in the coming months.
- The ETC supported WHO to carry out power energy assessments in 7x hospitals in Sana'a. The aim is to provide solar systems to avoid power outages.
- The ETC Coordinator is finalising the report from the inter-agency ETC workshop held in Sana'a on 4 January as well as the ETC workplan for this year.
- The ETC implemented a solution to manage customer support requests. A communication has been sent out to the humanitarian community.
- The ETC conducted 3x end user training sessions for WFP staff on the effective use of handheld radios since the beginning of the year. The ETC will expand this training to the rest of partners on the ground.
- The ETC user satisfaction survey was closed and results are being analysed.

Teleconference / Meeting ended at 13:33 UTC

Next Joint Global ETC Teleconference will be held on Wednesday 28 February 13:00 UTC.

Acronyms

ACF	Action Contre la Faim / Action Against Hunger
ASMT	Area Security Management Team
BTRC	Bangladesh Telecommunication Regulatory Commission
CwC	Communicating with Communities
DFID	United Kingdom's Department for International Development
DMR	Digital Mobile Radio
EOC	Emergency Operations Centre
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
FITTEST	WFP's Fast IT, Telecommunications and Coordination Support Services Team



HRP	Humanitarian Response Plan
IAWG	Inter-Agency Working Group
ICT	Information and Communications Technology
IOM	International Organization for Migration
ISP	Internet Service Provider
IT	Information Technology
JRP	Joint Response Plan
NGO	Non-Government Organisations
OCHA	Office for the Coordination of Humanitarian Affairs
PU-AMI	Première Urgence Internationale – Aide Médicale Internationale
S4C	Services for Communities
SEG	Security Executive Group
UN	United Nations
UNDSS	UN Department of Safety and Security
UNFPA	UN Population Fund
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children’s Fund
WFP	World Food Programme
WHO	World Health Organization

All information related to ETC operations can be found on the website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact:

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