

## **Bangladesh, Iraq, Yemen, Syria**

### **Global ETC Teleconference**

**Date: 28/02/18      TIME: 13:00 UTC**

#### **Attendance**

Chair	Caroline Teyssier	(Global ETC), U.A.E.
Cisco TacOps	Dustin Li	United States
CRS	Dan Carr	United States
DEMA	Jan Kildelund	Denmark
ICRC	Sami Alio	Syria
IOM	Belal Zedan	Syria
UNHCR	Hafedh Al Juboori	Iraq
WFP	Habib Shashati	Iraq
	Haidar Baqir	Bangladesh
	Ozdzan Hadziemin	U.A.E.
	Pastor Lovo	Bangladesh
	Mohammed Ameen	Syria
	Shahan Ara Quadir	Egypt
	Karén Barsamian	Italy
	Phyza Jameel	Iraq

Teleconference started at 13:05 UTC

#### **Agenda**

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

## Minutes

### 1. BANGLADESH

#### Security Update

- To support the emergency response led by the Government of Bangladesh, the Emergency Telecommunications Sector (ETS) continues working with local authorities and humanitarian coordination mechanisms to ensure all operational areas in Cox's Bazar are covered with relevant telecommunications services, including:
  - Deployment of internet access in affected areas. The ETS has approval from local authorities to deploy Internet connectivity in refugee camps for humanitarians. The ETS is coordinating with Site Management Sector and local Mobile Network Operators (MNOs) and Internet Service Providers (ISPs) to facilitate the service as soon as possible. This service will be provided to 60+ locations, including information hubs and Camp in Charge (CiC) offices.
  - A telecommunications specialist from FITTEST will focus on the upgrade of the security telecommunications network in Cox's Bazar.
- The ETS continues to support inter-sector initiatives aimed at fulfilling the information and communications needs of affected communities through the Communicating with Communities (CwC) WG.
  - The ETS plans to expand the coverage of the community radio to reach affected populations and has conducted field missions to relocate the transmission tower to a location closer to the refugee camps.
  - The CFM (complaint feedback mechanism), the ETC Connect app is still in the piloting phase. The developer joined ETS in Cox's Bazar two weeks ago and feedback from partners on modifications has now been received. By 10 March, the team will have version one in production. The app can be used for data collection and CwC will use it to collect data for preparedness.
- WFP's Regional IT Emergency Preparedness Officer is currently conducting a mission to meet with the telecoms regulator Bangladesh Telecommunication Regulatory Commission (BTRC) to identify existing preparation capabilities are in place in the country, and how this fits into the national disaster coordination mechanism of Bangladesh. He will inform them of ETS emergency preparedness activities, such as the Cyclone Preparedness Programme (CPP) with focus on the refugee crisis area. Expected outcomes include emergency preparedness activities agreed with government entities with timelines, deliverables and budget requirements.

### 2. IRAQ

- The ETC is recruiting two local staff, one IT assistant and one Information Management specialist
- The ETC's Services for Communities (S4C) officer is currently on mission in Iraq to determine what S4C are required. One proposal being discussed with partners is a communications and technology assessment to identify the needs of the affected population, as the last one was done in 2013. Recommendations from partners who have conducted similar assessments are welcome.

### 3. SYRIA

#### ETC Response

- WFP installed a satellite at the UN hub in Homs which is being used as back-up Internet connection for all agencies there.
- All UN agencies met for the ICT WG which will be held monthly from now on to discuss all topics and common services that the ETC can provide, and how to enhance cooperation among agencies in regards to ICT. Minutes from the meeting will be shared with Global ETC team.

#### *Whole of Syria*

#### *Jordan:*

- The ETC continues to provide services in 2x camps- Al Za'atari and Azraq in close collaboration with UNHCR.
- The request for approval from local authorities to extend communications services in the Berm area has been discontinued as the UN is looking to cease activities in that area.
- The ETC is looking at the possibility of carrying out S4C activities, especially in Jordan.

#### *Lebanon:*

- The radio network has been updated by UNDSS and the ETC.
- The ETC continues to maintain the storage facilities in Beirut to facilitate the importation of equipment into Syria.

### 4. YEMEN *(updates given after the meeting)*

#### Security Situation

- Restrictions on international staff travelling with UNHAS have been lifted so more slots are now available for staff.
- The general security situation continues to be tense, volatile and unpredictable countrywide.

#### ETC Response

- The ETC team met with humanitarian responders in Ibb to discuss their needs. The team will hold similar discussions in other locations.
- The ETC workplan 2018 has been finalized, and will be presented at the next inter-agency meeting on 4 March.
- Clearance of the Memorandum of Understanding (MoU) by the legal team in WFP HQ for the opening of a new ETC hub in Al Hudaydah is still pending.
- The ETC has completed the cabling work at the UN compound and the bandwidth will be increased as of 1 March.
- The ETC presented the Complaint Feedback Mechanism (CFM) to OCHA which was endorsed by members. A committee has been formed to look at the details of the project, including the process, reporting, and monitoring and evaluation.



- The team is also looking at new S4C opportunities to provide connectivity for young people in refugee and IDP camps.

Teleconference / Meeting ended at 13:29 UTC

**Next Joint Global ETC Teleconference will be held on Wednesday 28 March at 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](http://www.ETCluster.org)

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

[Global.ETC@wfp.org](mailto:Global.ETC@wfp.org)



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**Minutes:** Suzanne Fenton, WFP