MINUTES

ETC Connect Day

Washington D.C., 4 May 2016

1 Minutes

Opening

Discussion Summary	• The Chair of the Emergency Telecommunications Cluster (ETC), Enrica Porcari, greeted all participants, including ETC members, partners and new private sector and humanitarian organisations engaging with the ETC for the first time. She thanked the U.S. Department of State for hosting the event in Washington D.C. • Assistant Secretary of State for Economic & Business Affairs, Charles Rivkin, welcomed all and delivered the opening speech, stressing the importance of communications as aid and the need for building strong partnership in order to save lives in emergencies.
References	ETC Connect Day Presentation (slides 2-4) Opening speech by Assistant Secretary of State for Economic & Business Affairs, Charles Rivkin

Set the Tone

Discussion Summary	• Alpha Bah, Chief of the ETC and WFP IT Emergency Coordination Branch, briefed the audience on the changing humanitarian context, noting that technology has become a vital part of emergency response today, to an extent which was unimaginable 20 years ago. • ETC2020 Strategy was presented as a new, comprehensive approach towards humanitarian aid, which includes national governments, affected populations and private sector companies.
References	ETC Connect Day Presentation (slides 5-11)

Members view of the ETC

Discussion Summary	• To provide an introduction to the ETC, the following members presented what the ETC meant for them as part of a panel discussion – Brent Carbno, Ericsson Response; Gilles Hoffmann, Government of Luxembourg; Rodolphe Jacquier, Action Contre La Faim (ACF); Hani Shannak, United Nations Children's Fund (UNICEF)' and Joseph Burton, US Department of State. • The panellists emphasised that cooperation between individuals from a variety of organisations as well as working together as a community towards the shared ETC2020 vision are some of the greatest motivations to be part of the ETC. • A question was raised about how can the private sector successfully engage with the humanitarian community and effectively contribute to emergency response operations. It was stressed that time and trust are fundamental to successful partnership – it takes time and trust to break down the barriers of what is perceived to be private sector motivation for being involved in humanitarian emergencies, and to prove an ongoing, dependable commitment.

ETC2020 Update

Discussion Summary	• Global ETC Coordinator, Jalal Shah, presented the ETC2020 Roadmap, indicating its four strategic priorities: Communications as Aid, Improved & Decentralised Response Readiness, Increased Communications Resilience to Disasters, and Enhanced Communications & Energy.

	• The list of 30 High-Risk countries identified by the ETC, categorised by region and type (natural and human-made), was presented, and it was stressed that ETC2020 activities will focus on these countries. • Three currently conducted ETC2020 projects were presented, reporting on their progress as well as identified gaps and challenges – Communications as Aid in Nepal, Improved and Decentralized Response Readiness in Haiti, and Increased Communications Resilience to Disasters in the Philippines. • A question of appropriateness of new technologies was raised – example of Nepal was provided, where due to mountainous geography and lack of wide-spread 3G network, radio, although old-fashioned, was a trusted solution. • A question on the project in the Philippines was raised, asking how preparedness activities can be conducted in country's 7,000 islands. It was pointed out that the country is facing a challenge of disaster-prone environment and international assistance had to be requested in past emergencies. Preparedness is crucial for this country and hence the Government of Philippines is supporting a range of activities in this field. It was suggested that the two charters – Humanitarian Connectivity Charter and Crisis Connectivity Charter – seek synergies to deliver best results in preparedness.
References	ETC Connect Day Presentation (slides 13-39) Crisis Connectivity Charter Humanitarian Connectivity Charter

ETC2020 Breakout groups

Discussion Summary	**Communication as Aid** • It was pointed out that in emergencies, next to food, shelter and medication, affected populations are mostly looking for information. In the European refugee crisis, people arriving in Europe often ask for power to charge their phones and WI-FI to inform their families about their arrival. • Cyber-security and legal issues of providing communication to the affected populations were raised. It was agreed that common standards for privacy /cyber security should be defined. The most important rule should be "Do no harm". • Office for the Coordination of Humanitarian Affairs (OCHA) provided an example when in Iraq populations were asking for solar chargers to power their phones as they wanted to determine the safest route away from the conflict. However, this raised many doubts, whether phones provided to affected populations could be used by other, hostile groups to track people escaping the warzone. It was observed that in such cases providing people with connectivity might be breaching the principle of neutrality. • It was pointed out that there are numerous solutions available, but populations or even humanitarian actors are not aware of them prior to an emergency. Hence, preparedness should be the key as response is most critical in the first 24 hours after the onset of an emergency. Moreover, local context and needs should be acknowledged, as more technologically advanced solutions are not always useful in certain circumstances. The ETC should gather information on mobile coverage in high-risk countries as well as populations' technological preference i.e. radio vs. internet. • Simlab briefed on its project conducted in partnership with ActionAid Australia and National Disaster Management Office (NDMO) in Vanuatu which focuses on women's leadership. The project will gather data on needs and provide communications equipment to women across the country for use in emergencies. **Enhanced Communications and Energy** • A possibility for pilot projects focusing on energy and power in South Sudan and Central Africa Republic were discussed. • Importance of energy-saving and renewable energy devices were discussed – a pilot project using such solutions should be considered. Additionally, environmental requirements for all equipment brought to emergencies should be defined. • Participants agreed that sustainability and longevity of solutions (including disposal) needs to be considered.

	Improved and Decentralised Response Readiness
	• Possible solutions were discussed: creating an inventory of mobile operators, gathering an overview of natural disaster recovery plans, capacity-building as well as compiling a map of network coverage in high-risk countries.
	• Moreover, a bottom-up approach should be considered in which private companies and local Non-Government Organisations (NGOs) work together in emergency response.
	• The need for disaster response and recovery training including local responders was indicated.
	• A roster/network of local personnel could be created, existing databases (e.g. LinkedIn) could be a starting point.
	• Moreover, the need to cooperate with the governments during emergencies was indicated, especially when telecommunications and IT equipment needs to be imported. Governmental entities can aid with custom procedures and it was suggested that the ETC should negotiate with in the name of all members and partners.
	Increase Communications Resilience
	• It was discussed that network champions should be identified to encourage network resilience. This should include: local operators, local Information and Communications Technology (ICT) staff, NDMO and other governmental entities, but also trade associations, United Nations (UN) / NGO staff. It was agreed that engagement and concrete commitments of the government are crucial. Engagement with regional actors such as Association of Southeast Asian Nations (ASEAN) Coordinating Centre for Humanitarian Assistance (AHA) was suggested.
	• Long-term approach with new actors should be established. It is crucial to increase the understanding of local actors, as often they are unaware of importance of resilience.
	• There are opportunities for activities / projects in Pakistan, Myanmar, Chad, Nigeria, South Sudan, Afghanistan / Dominican Republic. There are also some organisations in the Caribbean region that might be interested in working together e.g. Caribbean Telecommunications Union.
	• Following solutions were also named: overview of natural disaster recovery plans, inventory of ETC equipment in the high-risk countries, roster of personnel, services catalogue, but also best practices for policy, infrastructure, messaging and capacity building.
References	ETC Connect Day Presentation (slides 40-45)

Matchmaking

Discussion Summary	**In the matchmaking session commitments from participating organisations were discussed:**
	• Eutelsat suggested a project that would power GSM communications via solar power in the Caribbean region.
	• CISCO noted that their power and electrical teams deploy to emergencies together, and such approach could be considered by the ETC.
	• Save the Children pointed out that GVF is conducting Very-small-aperture terminal (VSAT) trainings for national staff, and these human resources can be utilised in an emergency. A similar approach could be considered by other industries.
	• Marlink has energy-friendly VSAT solutions, which, after confirmation with organisations, might be considered for a pilot project with the ETC or at least to share experience/knowledge.
	• Mena Nets has expertise in equipment installation, which could be deployed as part of the ETC.
	• Oxfam suggested that country profile data could be validated by its country offices.
	• The importance of coordination of assets was stressed – UNHCR suggested to share its database with the ETC.
	• Additionally, a training on the humanitarian system was suggested to help non-humanitarian actors understand how humanitarian responders operate and what their needs are.
	• The list of countries for potential pilots includes: Pakistan, Chad, Myanmar, Central American countries, Central African Republic and South Sudan.
Action points	• Based on all feedback, discussion and express of commitments, the Global ETC with its partners will identify potential new projects that could support the ETC2020 strategy implementation.
	• Such projects will be presented at the next ETC Plenary meeting.

The Way Forward

Discussion Summary	• Chief of the ETC and WFP IT Emergency Coordination Branch reinforced the message that the ETC is moving away from the traditional approach to emergency response, in which the international actors lead the response and then leave the country. The ETC is working with international, regional and national partners to strengthen capacity to respond. The ETC is aiming for durable solutions, which consider sustainability from cost and environmental perspective. ETC2020 is not a project, it is the new way of operating.

Closure

Discussion Summary	• Chair of the ETC reiterated that durable partnerships, which the ETC is aiming to establish, are based on trust between partners, which takes time and commitment to build. • The ETC will take the sustainability concerns into consideration, which includes both economic and environmental aspects, repeatedly mentioned by the audience as one of the main concerns. • Chair thanked all participants for their engagement in the discussions and expressed the hope that the actors will remain engaged after meeting.

2 Participants

ETC Members and Observers

ACF	Rodolphe Jacquier	Infrastructure Head of Department
CRS	Daniel Carr	Director of Communications, Hosting, Collaboration & End User Device Services
Ericsson Response	Brent Carbno	Programme Director
GVF	David Hartshorn	Secretary General
GVF	Angie Mar	Director of International Programmes
Govt. of Luxembourg	Gilles Hoffmann	Coordinator of emergency.lu
ICRC	Philippe Monney	Head of ICT Americas Region
IFRC	Sanjiv Jain	Manager of Operations Unit
ITU	Kadiatou Sall-Beye	Project Officer for Least Developed Countries
Inveneo	Kelly William Doley	Project Manager
MAF	Brent Palmer	Field IT Support Specialist
MSB	Hazme Akyol	Strategic Coordinator
MSB	Lucy Larsson	Training Coordinator
NetHope	Frank Schott	Emergency Response Director
NetHope	Isaac Kwamy	Global Programs Director of Emergency Response & Preparedness
OCHA	Mark Dalton	Chief of the Information Services Branch
OCHA	Alexandra Sicotte-Levesque	Global Coordinator, Communications with Communities
Oxfam	Jiranya Saikasem	IS Service Manager of Service Delivery Team
Save the Children	Mark Hawkins	Global Field Technology Manager
TSF	Paul Margie	US Representative of TFS
UNDFS	Eduardo Artigas	Chief Mission Support
UNDP	Shathiso Nyathi	ICT Specialist
UNHCR	Elie Ayoub	Chief ICT Field Operations
UNHCR	Nizar Zeidan	ICT Emergency Coordinator
UNICEF	Hani Shannak	Chief of ITSS Operations

UNICEF	Simon Genin	Emergency Telecommunications Specialist
US Dept. of State	Charles Rivkin	Assistant Secretary of State for Economic & Business Affairs
US Dept. of State	Joseph Burton	Counselor for Technology and Security Policy
WFP	Enrica Porcari	Chief Information Officer of WFP & Chair of the ETC
WFP	Alpha Bah	Chief of ETC and IT Emergency Preparedness & Response Branch
WFP	Patricia Facultad	Private Sector Partnerships Manager, North America
Global ETC	Jalal Shah	Global ETC Coordinator
Global ETC	Caroline Teyssier	ETC Officer
Global ETC	Antoine Bertout	Global Partnerships
Global ETC	Mariko Hall	Communication
Global ETC	Katarzyna Chojnacka	Communication

ETC Connect Day Guests

BlackBerry / AtHoc	Brian Swank	Senior Sales Executive of Public Safety and HLS
CAMPFIRE Innovation	Ioanna Maria Theodorou	Founder/Partnerships Lead
Cisco Tactical Operations	Rakesh Bharania	Network Consulting Engineer
EMC	Jan Erik Kjaer	Senior Vice President
Eutelsat	Simon Gray	Field Support Manager
Facebook	Chris Weasler	Head of Spectrum Policy and Connectivity Planning
Fordham University	Giulio Coppi	Humanitarian Innovation Fellow
GVF	Ralph Brooker	President of SatProf
Globecomm Systems	Paul Scardino	Senior Vice President
Globe Telecom	Bobby M. Aquino	Sector Relations, Corporate Communications
Google	Matt Severson	Program Director
GSMA	Olly Parsons	Assistant Project Manager, Disaster Response
impl project	Justin Richmond	Founder, Executive Director
impl project	Ryan Greer	Deputy Executive Director
Inmarsat	Nada El Marji	Director, Aid & Development
Intelsat	Fernando Freitas	Senior Director
Iridium	Josh Miner	Executive Director
Marlink Enterprise	Matous Vykydal	Global Business Development Director
Mena Nets FZE	Mazen Nassar	Director and CEO
O3b Networks	Ruth Pritchard-Kelly	Director, Regulatory Affairs
Red52	Sergio Murillo	Director
SES Techcom	Alan Kuresevic	Vice President
SimLab	Laura Walker McDonald	Chief Executive Officer
SimLab	Kelly Church	Project Director
SpeedCast Americas	Diego Paldao	Vice President for Americas Region
SpeedCast	Veronique Mortier	Key Account Manager for NGOs
Thuraya	Najwa Ayoub	Business Development Manager for the Humanitarian Sector
Twilio.org	Doug Gardner	Global Head of Carrier Relations
Ultisat	Brum Cerzosimo	Sr. Director Global Accounts
US - Arlington	David Cogswell	Senior Consultant

WakaWaka	Jehmu Greene	President
What3Words	Steve Coast	Chief Evangelist
Yahsat	Hamed Odeh	Levant & Special Projects Country Manager

3 Acronyms

ACF	Action Contre La Faim
ASEAN	Association of Southeast Asian Nations
CSR	Catholic Relief Services
CwC	Communicating with Communities
EMC	Emerging Markets Communications
GVF	Global VSAT Forum
ICRC	International Committee of the Red Cross
ICT	Information and Communications Technology
IFRC	International Federation of Red Cross and Red Crescent Societies
ITU	International Telecommunications Union
MAF	Mission Aviation Fellowship
MSB	Swedish Civil Contingencies Agency
NDMO	National Disaster Management Office
NGO	Non-Government Organisation
OCHA	Office for the Coordination of Humanitarian Affairs
ToR	Terms of Reference
TSF	Telecoms Sans Frontieres
UN	United Nations
UNDFS	United Nations Department of Field Support
UNDP	United Nations Development Programme
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
VSAT	Very-small-aperture terminal
WFP	World Food Programme
WG	Working Group
WGET	Working Group on Emergency Telecommunications