

## **Mozambique – Cyclones Idai and Kenneth**

### **ETC Situation Report #20 -FINAL**

**Reporting period 01/09/19 to 19/11/19**

The ETC in Mozambique is deactivating as of mid-November.

### **Highlights**

- The Emergency Telecommunications Cluster (ETC) was activated on 22 March 2019 in response to Cyclone Idai. The ETC is in the process of deactivating from Mozambique.
- The ETC activated the Crisis Connectivity Charter for the first time with satellite industry companies, Eutelsat SA, Inmarsat and SES providing services.
- More than 1,800 humanitarians from 440 organisations registered to access ETC Internet connectivity services in the Cyclone Idai response.
- The ETC rehabilitated six community radio stations in Sofala province.
- The ETC thanks all its partners for their outstanding contribution to the Mozambique response, including the provision of critical security telecommunications and Internet connectivity services to humanitarian responders in both the Cyclone Idai and Kenneth responses as well as the deployment of Security Operations Centres (SOC) in Beira and Macomia.



The ETC is in the process of deactivating from Mozambique after an eight-month response.

Photo credit: WFP/Suzanne Fenton

### **Situation Overview**

Cyclone Idai tore through central Mozambique on March 2019 and was reported as being one of the worst natural disasters to hit Africa and the southern hemisphere. Idai caused extensive damage, leaving about 90% of Beira underwater. Days after the cyclone struck, the Buzi and Pungwe rivers burst their banks, causing catastrophic flooding and loss of life.

The Government of Mozambique requested the World Food Programme (WFP), as global lead of the Emergency Telecommunications Cluster (ETC), to respond to the emergency. Acting as the focal point for the humanitarian community, the ETC rapidly mobilized, working closely with the authorities to meet urgent communications needs and ensure an efficient and coordinated telecommunications response. Covering both

the Cyclone Idai and Cyclone Kenneth responses, the ETC operation was supported by its network of partners, including: emergency.lu, Ericsson Response, Télécoms Sans Frontières (TSF), NetHope and Swedish Civil Contingencies Agency (MSB). Regular local and global ETC meetings were held to ensure a coordinated response. An outbreak of cholera was soon reported with more than 4,000 cases confirmed by April.

Five weeks after Cyclone Idai, on 25 April, Cyclone Kenneth made landfall in northern Mozambique and was the strongest cyclone to hit Mozambique since records began. ETC partners and equipment were deployed in response to this emergency.

## ETC Response

### Cyclone Idai

- At the peak of the Cyclone Idai response, the ETC was providing critical communications services to humanitarian in **21 sites**, including the Emergency Operations Centre (EOC) in Beira, the SOC in Beira, 17x sites in Beira town, as well as in Buzi, Grudja and Nhamatanda. More than **1,800 humanitarians from 440 organisations** registered to access ETC internet connectivity throughout the Cyclone Idai response.
- Following a series of assessments, the ETC rehabilitated six community radio stations in Beira, Buzi, Dondo, Gorongosa and Nhamatanda, all in Sofala province.
  - The National Forum of Community Radios in Mozambique (FORCOM) and the ETC hosted a ceremony on 19 November to mark the conclusion of the project.
  - The ETC and FORCOM convened a half-day consultation workshop on disaster preparedness for community broadcasters in Beira. The group collectively drafted and endorsed a Sofala action plan on disaster preparedness that will serve as the foundation for future preparedness interventions.
- Equipment supplied by ETC partners Ericsson Response and the Government of Luxembourg will be shipped back to Europe.
- The ETC has handed over the continuation of two activities to WFP:
  - The expansion of the security communications system in Cabo Delgado (Cyclone Kenneth response) that involves installing one additional repeater in the area.
  - Preparedness activities, including the development of a national preparedness action plan for telecommunications to reduce the impact of future disasters on the telecommunications sector.
    - An emergency and preparedness specialist from MSB arrived in Maputo in November to work with the Telecommunications Regulatory Authority (ARECOM) and the National Disaster Management Agency (INGC) for the next three months. The mission will conclude with a multi-stakeholder workshop to validate the preparedness action plan.
- The African Telecommunications Union (<http://atu-uat.org/>) is organizing a workshop to commemorate African Telecommunications Union/ICT Day that will take place in Maputo from 5-7 December, hosted by ARECOM. The ETC has been invited to participate by both the ATU and ARECOM and will deliver three

sessions. This event will bring the ETC great visibility and is a significant opportunity to explore new areas of preparedness collaboration in Africa.

### **Cyclone Kenneth**

- Throughout the ETC's response to Cyclone Kenneth, more than **346 humanitarian responders from 61 organisations** registered to access ETC connectivity services across Pemba, Ibo island and Macomia.
- The team established an SOC in Macomia to ensure the safety and security of responders.
- The ETC is procuring repeaters to expand the coverage of the security communications network in Cabo Delgado. As the lead agency of telecommunications in Mozambique, WFP will deploy these repeaters.

### **Challenges**

- Delays in importing communications equipment and customs clearances had an impact on ETC operations on the ground.
- Satellite voice services are unreliable which hampered the humanitarian response on the ground.
- In the days and weeks after the cyclone, the national electricity grid in Beira was non-operational.

### **Staffing**

- More than 18 global and local ETC partners including from the Communicating with Disaster Affected Communities (CDAC), Ericsson Response, the EU Civil Protection Mechanism, Government of Luxembourg, MSB, NetHope, TSF and WFP deployed to Mozambique including 4x coordinators, Internet and security communications specialists, one Information Management Officer and a Logs/Administration Officer. As part of the Crisis Connectivity Charter, satellite industry companies Eutelsat, Inmarsat and SES provided services.

### **Funding**

- The ETC was 100% funded for both Cyclones Idai and Kenneth emergencies having received the US\$1 million requested.

### **Information**

- All the information related to the ETC response in Mozambique can be found on the dedicated emergency page on the ETC website: [www.etcluster.org/emergencies/mozambique-cyclones-idai-and-kenneth](http://www.etcluster.org/emergencies/mozambique-cyclones-idai-and-kenneth)



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## Key ETC Contacts

- The ETC operation in Mozambique is now closed. For any information, please contact [Global.ETC@wfp.org](mailto:Global.ETC@wfp.org)

## Acronyms

ARECOM	Mozambique Communications Regulatory Authority
CDAC	Communicating with Disaster Affected Communities
CERF	Central Emergency Response Fund
EOC	Emergency Operations Centre
ETC	Emergency Telecommunications Cluster
FORCOM	National Forum of Community Radios in Mozambique
HF	High Frequency
ICT	Information and Communications Technology
INGC	National Disaster Management Institute
MSB	Swedish Civil Contingencies Agency
SBP	Stand-by Partner
SOC	Security Operations Centre
TSF	Télécoms Sans Frontières
VSAT	Very Small Aperture Terminal
WFP	UN World Food Programme

**All information related to ETC operations can be found on the ETC 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)**

