



ETC **Annual** **Report 2022**

ETC 2022 Infographics

10 emergency response countries
8 preparedness countries

- 10 emergency response countries
- 8 preparedness countries

The cluster connected **9,500 humanitarians** and **313 organizations**, achieving a **91% overall satisfaction rate** for its services.



ETC AR 2022 Infographics



274
new learners enrolled
in the ETC Learning Channel

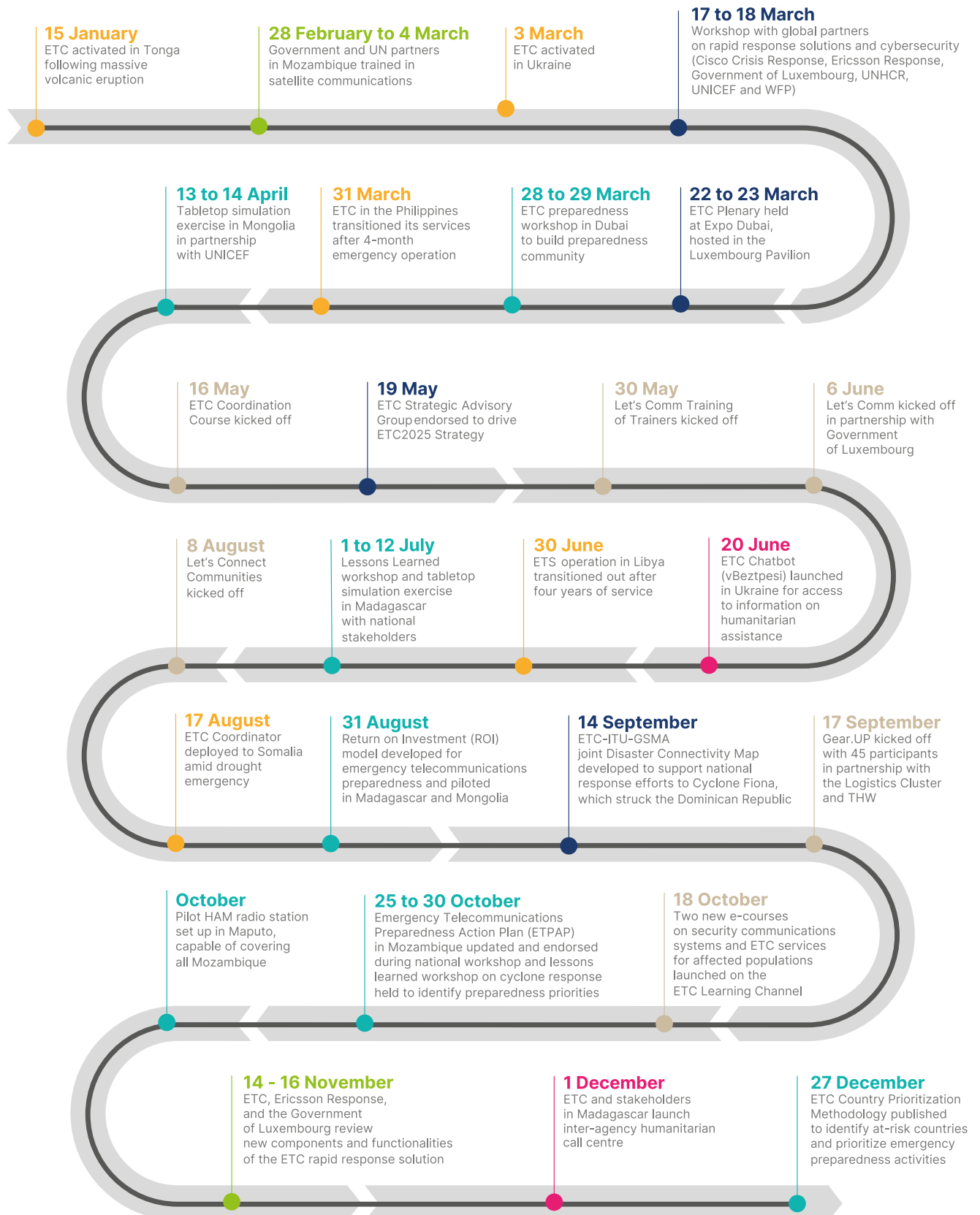


77
people participated in ETC courses

ETC 2022 Timeline

Highlights and achievements

- Emergency response
- Regional and country preparedness
- Empowered communities
- Innovative and sustainable technology
- Strategic partner coordination
- Capacity building developments



FOREWORD

Access to information is a unique type of humanitarian aid. It can't be weighed in metric tons like food or measured in litres, like water. But it fuels hope during challenging times and can empower those who have lost it all to take their first steps towards recovery. Communication's impact is all encompassing.

Amidst a complex, post-pandemic world and a growing number of humanitarian emergencies, there is a common denominator: Our human need to stay connected.

On **15 January 2022**, one of the strongest underwater eruptions in decades cut off large swaths of Tonga's dispersed island populations. ETC preparedness efforts in the Pacific region were pivotal in providing the government-led response with timely, reliable communication capacity. What the Tonga response demonstrates is that building trust and cooperation with relevant authorities before disaster strikes is essential to supporting effective humanitarian aid delivery.

The Emergency Telecommunications Cluster (ETC) and its partners responded to a record **10 emergencies in 2022**. While we transitioned our operations in the Philippines and in Libya, we answered the call to support humanitarians and affected communities in new countries:

Ukraine, Somalia and of course, Tonga. And we continued to help connect those most impacted by protracted crises in Bangladesh, Central African Republic, Nigeria, Syria and Yemen.

Throughout all the challenges brought on last year, our cluster's partners prevailed. Our strong partnerships are the beating heart of the ETC. Their connectivity solutions kept humanitarians safe both online, and on the ground. They helped power access to information and much-needed hope for affected communities. And for that, I am in awe at our ETC partners' dedication.

Tomorrow will no doubt bring its fresh set of challenges. I know the ETC will be up to the task. It's hard to look ahead without looking back. For now, I hope you will read through our cluster partners' achievements in **2022**.

Jay Mahanand, Chair of the ETC, Chief Information Officer and Director of Technology, UN World Food Programme.



Vincent Mataf/WFP

ETC2025 Strategy: in Progress

One year on from the launch of the ETC2025 Strategy, the cluster has made strides towards a world where safe and local access to reliable communications is always available.

ETC2025 aims to consolidate the ETC's work in emergency preparedness and response, as well as help empower communities and further adapt the cluster's core services to today's realities.

In March 2022, 32 representatives from 16 different organizations across the Global ETC partnership came together at the Expo in the U.A.E. to officially launch the Strategy and identify what happens next to achieve the strategic vision.

Connecting the response across 10 operations in 2022, the ETC and its partners have shown agility to adapt to today's complex emergencies – from shielding humanitarian in Ukraine from cyberattacks, to reconnecting the islands of Tonga situated a staggering 314 kilometres apart.

The new ETC Return on Investment (ROI) model launched in 2022 brings a powerful way to improve the capacity of communities and countries to withstand disasters in a world increasingly characterized by uncertainty.

Communities battered by increasingly frequent cyclones in Madagascar are empowered to ask for help and access critical information via the new interagency '930' humanitarian call centre supported by the ETC model.

For the first time, ICANN became a donor, enabling the ETC to implement innovative and sustainable technologies to combat the devastating impacts of the conflict in Ukraine.

Finally, the direction of the ETC's governance and strategic implementation took a step upwards with the formation of the Strategic Advisory Group (SAG) – built on partnership, the members of the group support the ETC in strategic decision making, as well as more transparent governance of cluster activities.

ETC 2025



OUR VISION

A world where safe and local access to reliable communications is always available.

How we do it

ETC's mission is to **coordinate** a network of partners to deliver reliable technology and services that **enable** resilient communication environments to meet humanitarian needs.

Strategic pillars:



Who we engage:

- Humanitarian responders
- Governments and regional institutions
- Communities
- Global and local partners

BANGLADESH

ETS ACTIVATED
AUGUST 2017

Since 2017, over 900,000 Rohingya from neighboring Myanmar have found refuge in Cox's Bazar, Bangladesh, the world's largest refugee camp.

In January 2022, a fire erupted which impacted 1700 refugees. The Emergency Telecommunications Sector (ETS) arrived within hours to assess the damages and connect partners. Throughout the year, ETS connectivity supported nutrition centres and health services as well as food distribution through e-voucher outlets and logistics hub warehouses for shelter provisions. ETS connectivity in remote areas of the camp meant health clinics and hospitals where able to hold emergency on-site meetings, contact medical staff, and call ambulances to reach those in need.



THERE IS NO MOBILE NETWORK WHERE WE OPERATE IN THE CAMPS. EMERGENCY CASES ARE INSTEAD SUPPORTED BY THE ETS FOR OUR EMERGENCY MEDICAL RESPONSES AND CRITICAL COMMUNICATIONS.

*M.D. Ridwanul Hoque,
Pharmacy Supervisor, Médecins Sans Frontières (MSF) - Jamtoli*



700
humanitarians across
63 sites connected



300
VHF radio calls
a month



11
health clinics and
hospitals supported



WFP/Geneva Costopoulos

ETC-AR 2022 Operational Updates



SUPPORTING PARTNERS

International Organization for Migration (IOM), Korea International Cooperation Agency (KOICA), United Nations Department of Safety and Security (UNDSS), United Nations High Commissioner for Refugees (UNHCR), USAID's Bureau for Humanitarian Assistance (BHA), World Food Programme (WFP)

Central African Republic (CAR)

ETC ACTIVATED
DECEMBER 2013

Since 2013, the Central African Republic (CAR) has suffered from violent conflicts, which have sparked an internal displacement crisis and exacerbated living conditions.

Information accessibility for internally displaced persons (IDPs) in CAR continued to be a priority for the Emergency Telecommunications Cluster (ETC) throughout 2022.

Charging stations and phone booths have been cornerstone cluster services in Bria. IDP camp residents were able to safely power up their devices, including mobile phones to stay connected with family as well as flashlights and radios. The Common Feedback Mechanism (CFM) supported greater accountability and humanitarian service delivery in Bria. As a result of the CFM's success, similar ETC projects are planned for three more sites. In parallel, the Cluster supported the 1212 COVID-19 information hotline in Bangui, which answered tens of thousands of calls, helping government health efforts against the pandemic.

In volatile contexts, security communications are the backbone of personnel safety. The ETC helped ensure humanitarian on the move stay connected through secure communications, enabling timely aid delivery and assistance.



SINCE THE ETC SERVICES CENTRE OPENED, I USE IT ALMOST EVERY DAY TO CHARGE MY PHONE. BEFORE, I TOOK IT TO THE MARKET. IT COST MONEY AND THEY DIDN'T CHARGE IT ENOUGH. I FEEL A LOT MORE SECURE LEAVING MY PHONE HERE BECAUSE THERE ARE PEOPLE TAKING CARE OF IT.

ETC charging station user in Bria's IDP camp



1,650
humanitarians provided with security communications across 11 sites



21,500
IDP devices charged and 2,137 phone booth calls made



2,450
cases registered through the CFM



156,000
calls to COVID-19 information hotline



WFP/Ariane Nghandi



SUPPORTING PARTNERS

Central African Red Cross, Ericsson Response, Government of Luxembourg, INTERSOS, International Organisation for Migration (IOM), United Nations Department for Safety and Security (UNDSS), United Nations Children's Fund (UNICEF), World Food Programme (WFP)
Donors: Common Humanitarian Fund, managed by OCHA

LIBYA

ETS ACTIVATED
OCTOBER 2018
Transitioned services in June 2022

As a result of the civil conflict and the insecurity plaguing the country, an estimated 823,000 Libyans needed humanitarian assistance in 2022.

The Emergency Telecommunications Sector (ETS) focused on access to information for affected and displaced communities in Libya. Its Common Feedback Mechanism (CFM) hotline registered tens of thousands of cases and averaged thousands of calls per month, helping those seeking assistance find available services while enhancing humanitarian response accountability.

As one of the first CFMs piloted by the ETC, the Tawasul hotline addressed concerns in six languages, providing information mainly to refugees in the west of the country on issues ranging from protection and security to food and shelter assistance. The ETS also built local Libyan partner capacity to ensure the service would continue well beyond the sector transition in June 2022.



THE ACHIEVEMENTS OF THE ETS IN LIBYA ARE STILL FELT AFTER THE SECTOR CLOSURE. TO THIS DAY, THE TAWASUL HOTLINE EQUIPS DISPLACED PEOPLE ACROSS THE COUNTRY WITH INFORMATION ON THEIR RIGHTS, AND WHERE TO ACCESS SERVICES FOR FOOD AND SHELTER.

Ahmed Al Sheikh, Head of TEC, WFP Libya



68,000
registered cases
through CFM



8,000
calls per month



SUPPORTING PARTNERS

European Civil Protection and Humanitarian Aid Operations (ECHO), Government of Luxembourg, International Organization for Migration (IOM), United Nations High Commissioner for Refugees (UNHCR), United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), United Nations Reform Critical Corporate Initiatives (CCI), World Food Programme (WFP)

NIGERIA

ETS ACTIVATED
NOVEMBER 2016

In the north-east Nigerian states of Borno, Adamawa and Yobe, more than 8 million people need life-saving assistance.

Amidst the contextual volatility, the Emergency Telecommunications Sector (ETS) has been instrumental in maintaining humanitarian hubs while keeping responders on the ground connected. Following the March 2021 attack in Dikwa, the ETS and its partners worked to restore services and strengthen security for the hub along with several other bunkers across north-east Nigeria to ensure humanitarian responders are safe in case of future attacks.

As an important entry point for humanitarian aid assistance in the country, the UN Humanitarian Air Service (UNHAS) check-in and cargo areas at Maiduguri International Airport were fitted with ETS internet connectivity to support operational communications.

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THE ETS HAS BEEN THE BACKBONE OF REOPENING THE HUMANITARIAN HUB IN DIKWA. WHILE SERVICES WERE DOWN, THE ETS BECAME THE ONLY LINK TO COMMUNICATE SECURITY INFORMATION. IT BUILT OUR CONFIDENCE AND NOW WE'RE FULLY BACK IN OPERATION IN DIKWA.

*Moses Babafemi,
UNDSS Field Security Officer in Dikwa*



3,500

humanitarians connected by communications services



10

hub bunkers strengthened with radio and connectivity services



WFP/Elmuiez Babikir



SUPPORTING PARTNERS

International Organization for Migration (IOM), INTERSOS, United Nations Department of Safety and Security (UNDSS), United Nations Humanitarian Air Service (UNHAS), United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), USAID's Bureau for Humanitarian Assistance (BHA), World Food Programme (WFP)

PHILIPPINES

ETC ACTIVATED
DECEMBER 2021
Closed March 2022

On 16 December 2021, Typhoon Rai/Odette hit the Philippines across seven provinces, bringing torrential rains, violent winds, landslides, and storm surges, which impacted over 12 million people. In the areas devastated by the typhoon, electricity and telecommunications were cut off leaving local populations in the dark and disconnected.

The Emergency Telecommunications Cluster (ETC) and its partners supported the country's national Department of Information and Communications Technology (DICT) in providing emergency communications. DICT dispatched a fleet of Mobile Operations Vehicle for Emergencies (MOVE), which provided rapid connectivity in the worst-hit areas, and for many people, a lifeline with the outside world.

During the four-month response, humanitarian responders, local

government officials, and affected community members relied on the ETC network to communicate and coordinate relief efforts daily. People were able to resume a semblance of normalcy with reliable network coverage as they recovered in their communities.

By March 2022, national telecommunications providers in the Philippines had restored their services across the country and the ETC demobilized.



I WAS ABLE TO FINISH MY ONLINE EXAMS WITH THE INTERNET CONNECTION FROM MOVE.

Christian Andoy, Surigao City



600

humanitarians and affected community members connected



24

sites connected



WFP/John Lobaton



SUPPORTING PARTNERS

Cisco Crisis Response, Ericsson Response, Global System for Mobile Communications (GSMA), Government of Brazil, Government of Luxembourg, International Telecommunication Union (ITU), United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), USAID's Bureau for Humanitarian Assistance (BHA), World Food Programme (WFP), World Vision International

SOMALIA

ETC ACTIVATED
SEPTEMBER 2022

Since 2015, worsening drought conditions in Somalia have contributed to increased population displacements and conflict. Nearly fifty percent of the estimated 16 million people face severe food insecurity and over 300,000 are at risk of famine.

In August 2022, the Emergency Telecommunications Cluster (ETC) deployed a coordinator to assess common ICT service needs in support of the Inter-Agency Standing Committee (IASC) scale-up. Violent clashes have continued to escalate, which have made security communications an ETC priority for humanitarian workers in the country. In collaboration with key stakeholders, the ETC plans to upgrade the radio communications network across different locations.

In parallel, the influx of humanitarian personnel pouring into Somalia has driven data connectivity needs. Following a series of inter-agency hub location assessments, the ETC is also planning to provide both Internet and satellite connectivity to several hubs as well as hotspots in camps for internally displaced persons (IDPs).

Funding is urgently required for the ETC to kickstart its planned activities in 2023.



THE ETC BROUGHT TOGETHER ALL THE RELEVANT ICT ACTORS IN SOMALIA. THIS COORDINATED APPROACH MAKES IT EASIER FOR US TO SHARE AND MAXIMIZE OUR COLLECTIVE RESOURCES. IF FUNDING IS RECEIVED, THE PLANNED ETC UPGRADES TO THE SECURITY COMMUNICATIONS AND DATA CONNECTIVITY INFRASTRUCTURE HERE WILL ENABLE US TO OPERATE MORE EFFICIENTLY.

*Mohamed Biely, ICT Specialist,
UNICEF Somalia*



Radio communications network upgrade planned in nine locations



Planned connectivity in three hubs and five IDP camps



WFP/Habib Shashati



SUPPORTING PARTNERS

World Food Programme (WFP)



Over a decade of protracted conflict, widespread destruction of infrastructure and large-scale internal displacements have left half of the Syrian population in need of assistance.

ETC connectivity remains an essential enabler of humanitarian activities in Syria for 2022. ETC security communications services supported the UN Department of Safety and Security (UNDSS) Security Operations Centres (SOCs), which are vital for hundreds of humanitarians delivering aid to Syrians in need.

To enhance staff safety, the ETC established radio coverage in Al Hol camp, linking responders to the Qamishli SOC.

In line with its commitment towards minimizing the cluster’s environmental footprint, the ETC fitted UN hubs in Qamishli, Deir Ezzor, and Aleppo with solar power solutions.



BEING ABLE TO COMMUNICATE IS SO IMPORTANT FOR OUR STAFF’S SAFETY AND SECURITY, ESPECIALLY IN HIGH-RISK LOCATIONS LIKE AL HOL CAMP. THE ETC’S RADIO SERVICES ALLOW US TO STAY IN CONTACT WITH UNDSS TO LET THEM KNOW OUR MOVEMENTS INSIDE THE CAMP – AND WE’RE CONNECTED IN EMERGENCY SITUATIONS.

Jina Hanna Kassab, Snr. Field Assistant, UNHCR, Qamishli



268
connectivity
service users



721
security communications
service user



15
national staff from six UN
agencies upskilled in flagship
technical ICT training in Dubai



WFP/Rouad Freigh



SUPPORTING PARTNERS

International Committee of the Red Cross (ICRC), Office for the Coordination of Humanitarian Affairs (OCHA), United Nations Department for Safety and Security (UNDSS), United Nations Children’s Fund (UNICEF), World Food Programme (WFP), Donors: Government of Ireland, and United States Bureau of Humanitarian Assistance (BHA)



Hunga Tonga–Hunga Ha’apai was one of the largest volcanic eruptions in recorded history. The January underwater eruption generated tsunami waves, which impacted more than 80 percent of Tongans, reducing access to clean water, decimating homes, and destroying underwater lines of communication.

In the immediate aftermath of the disaster, satellite phones and portable connectivity devices dispatched by ETC partners gave Tongan authorities the only means of communication. These helped coordinate relief items to remote outer islands, some located 600 km off the coast. On the island of Vava’u, affected communities used satellite phones to locate and reconnect with their loved ones.

Two high-capacity satellite terminals on Vava’u and Ha’apai—both damaged by the ensuing tsunami—have been providing connectivity for government responders coordinating assistance from

the Emergency Operations Centres (EOC). Without this connectivity, the islands would be cut off entirely. The ETC and its partners will continue to help connect Tonga and its neighboring islands recover until services are fully restored.



THE ETC RESPONDED WITH SOLUTIONS FOR THOSE IN NEED IN A MOST DIFFICULT TIME. THE WAKE OF THE ERUPTION AND TSUNAMI IN TONGA WERE CATASTROPHIC.

Paula Ma’u, Head of Tonga’s Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change and Communications (MEIDECC)



6

global and 3 regional partners mobilized



3

BGAN terminals deployed



9

satellite phones deployed



2

high capacity VSATs deployed by Government of Luxembourg



ETC AR 2022 Operational Updates

MEIDECC



SUPPORTING PARTNERS

Government of Luxembourg, International Telecommunication Union (ITU), Iridium, NORCAP, Télécoms Sans Frontières (TSF), Tongan Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change and Communications (MEIDECC), World Food Programme (WFP), Government of Japan, United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), and USAID’s Bureau of Humanitarian Assistance (BHA)

UKRAINE

ETC ACTIVATED
MARCH 2022

Since the conflict escalated in March 2022, 6.2 million people have become internally displaced while 8 million Ukrainians have fled the country.

Enabling access to information in Ukraine has been vital to relief efforts. Chatbots are increasingly being leveraged by the Cluster to help affected communities get timely answers in their local languages. The ETC's vBezpetsi (safe spaces) Chatbot plays a tangible role in Ukraine by connecting people with humanitarian assistance and informing them of their rights. vBezpetsi is an inter-agency platform, which aggregates information from different humanitarian partners on cash assistance, protection, health, shelter, and education. The platform also offers information on assistance in Poland, Hungary, Slovakia, Romania, Moldova, Czech Republic, and Bulgaria.

Humanitarian safety, both online and on the ground, is paramount to the ETC. Throughout the year, the Cluster provided secure connectivity for humanitarians working in Lviv, Dnipro, and Odesa, safeguarding against cyberattacks. Additionally, the ETC supported the

UN Department of Safety and Security (UNDSS) in establishing and maintaining Security and Information Operations Centres (SIOC) in Mukachevo, and in Lviv.



AT THE BEGINNING OF THE CRISIS, WE MISSED A LOT OF INFORMATION ON HUMANITARIAN ASSISTANCE BECAUSE I DIDN'T KNOW WHERE TO GET IT. THE ETC CHATBOT, VBEZPETSII, IS VERY USEFUL AS ALL THE INFORMATION IS IN ONE PLACE, ESPECIALLY ABOUT MY RIGHTS AND ENTITLEMENTS. WE LIKE IT A LOT.

Olena, ETC Chatbot user evacuated from Kharkiv following the conflict in February 2022



16,992

users accessed the vBezpetsi chatbot



250

humanitarians relied on ETC connectivity



WFP/Beryl Lo



SUPPORTING PARTNERS

Cisco Crisis Response, Ericsson Response, Government of Luxembourg, ICANN, International Organization for Migration (IOM), Tableau, United Nations Department of Safety and Security (UNDSS), United Nations High Commissioner for Refugees (UNHCR), United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), United Nations Resident Coordinator's Office (UNRCO), USAID's Bureau for Humanitarian Assistance (BHA), World Food Programme (WFP), World Health Organization (WHO)

YEMEN

ETC ACTIVATED
APRIL 2015

Yemen is the world's largest humanitarian crisis. A staggering three quarters of its 31 million people require assistance.

UN agencies and international non-governmental organizations (INGOs) in Yemen depend on the ETC for mobile and internet connectivity. The Cluster has expanded its network capacity throughout 2022 to meet the increasing demand for humanitarian services. COVID-19 has added additional burden to the already crippled health care facilities in Yemen. In Aden, the ETC installed a VHF network radio to help hospitals dispatch ambulances more effectively, allowing paramedics to reach patients faster.

As a pivotal point of entry into the country, Aden Airport plays a key role in bringing vital humanitarian aid. The Cluster ran a rehabilitation project at the airport to provide humanitarian responders transiting through and travelers with free, reliable Wi-Fi access.



WE ARE DEALING WITH A HEALTH CRISIS. CHOLERA, COVID-19... WITH THE ETC SUPPORTING THE EMERGENCY OPERATIONS CENTRE (EOC), WE CAN NOW CONNECT RAPIDLY WITH EOCs IN OTHER GOVERNATES, SEND REPORTS, AND SHARE INFORMATION AMONG HEALTH PARTNERS.

*Ahmed Al-Hansh
Health Office Manager in Aden EOC*



17
sites provided with ETC connectivity



4
hospitals supported with VHF radio capacity



140,000
travellers connected at Aden Airport



WFP/Maher Qasem



SUPPORTING PARTNERS

Information Management and Mine Action Programs (iMMAP), United Nations Department of Safety and Security (UNDSS), United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), United Nations Resident Coordinator's Office (UNRCO), World Food Programme (WFP), World Health Organization (WHO)

PACIFIC PREPAREDNESS

ETC ACTIVATED
NOVEMBER 2016

The Pacific region is particularly at risk from the impacts of climate change. In 2022 alone, the region was battered by 29 extreme weather events. Accordingly, preparedness continues to be a cornerstone of the Pacific Island nations' approach to emergencies.

In Nauru, a week after going on air, a VHF radio system installed by the ETC was a critical communications tool for the National Emergency Services (NES) during a severe COVID-19 outbreak, supporting health officials coordinate relief efforts.

Following a three-week ETC training course on Disaster-Emergency Preparedness and Response (D-EPR), ICT professionals across different Pacific Island countries came together to sharpen their skills and improve how they coordinate in disaster scenarios, deploy connectivity solutions, and develop national emergency telecommunications plans for preparedness.

The ETC also facilitated training and certifications for five Uncrewed Aircraft Systems (UAS) pilots from the

Government of Tonga, which are now working as part of a capacity building taskforce using drone technology to strengthen emergency disaster management in Tonga. In November, the Norwegian Refugee Council's expert deployment capacity (NORCAP) conducted an ICT assessment to help inform future emergency preparedness in Tonga.



THE NUMBER OF COVID-19 CASES IN NAURU EXPLODED TO A THIRD OF THE POPULATION WITHIN JUST ONE WEEK. THE ETC'S INSTALLATION OF THE EMERGENCY COMMUNICATIONS SYSTEM FOR PREPAREDNESS CAME AT A CRUCIAL MOMENT TO AID EMERGENCY AGENCIES.

Roy Harris, Secretary of the Nauru National Emergency Services (NES)



25

ICT professionals from 11 countries trained in preparedness



1

ICT Capacity Assessment (ICA) held in Tonga



2

drones handed over by ETC to MEIDECC in Tonga for preparedness in disaster response



WFP/John Dovale



SUPPORTING PARTNERS

USAID's Bureau for Humanitarian Assistance (BHA), World Food Programme (WFP), Government of Japan

SAHEL

ETC PROJECT STARTED
JANUARY 2021

In the Central Sahel region, over 40 percent of the population lives below the poverty line. There are stark inequalities in access to basic social services, including information and communications technology (ICT) services.

The Emergency Telecommunications Cluster (ETC) has been working to address the ICT gaps through through planned Services Centres to help affected communities access life-saving information, develop digital skills and connect with loved ones. In doing so, the ETC aims to bolster digital literacy, improve livelihood perspectives and community resilience in the region.

In 2022, the ETC built on the work initiated in 2021 and continued its implementation of the three-year work plan to establish community centres providing communication and information services to the affected population in Burkina Faso, Mali, and Niger.

In Niger, the ETC is in the final stages of preparation for the launch of the ETC Service Centre in Diffa, locally named

'Shimodouram' by the community. The Kanouri word means a place of access and proximity to information and learning.

The Government of Luxembourg has supported the project with funding, expertise, and technical solutions.



**DISPLACED POPULATIONS,
REFUGEES AND OTHER
VULNERABLE PEOPLE HERE
IN DIFFA ARE KEEN TO USE THE
ETC SERVICES CENTRE ONCE
IT'S OPEN – THEY WILL HAVE
FREE ACCESS TO MODERN
COMMUNICATIONS
TECHNOLOGIES IN A REGION
RUINED BY EIGHT YEARS
OF ARMED CONFLICT.**

*Zacharie Bagula,
WFP Head of Diffa Sub Office*



WFP/Sofiane Adamou Hassane



SUPPORTING PARTNERS

Ericsson Response, Government of Luxembourg, United Nations High Commissioner for Refugees (UNHCR), World Food Programme (WFP)

A YEAR IN REVIEW: ETC PREPAREDNESS

BHUTAN

The ETC supported WFP's Bhutan Country Office in developing a multi-year preparedness project proposal towards improving emergency telecommunications response capacities at the national and local government levels.

CARIBBEAN LATIN AMERICA

The Cluster provided technical and implementation support for the development of a regional Latin American and the Caribbean preparedness project. An ETC-ITU-GSMA joint Disaster Connectivity Map was also developed in support of national response efforts to Cyclone Fiona, which struck the Dominican Republic in September.

GHANA

In collaboration with NetHope, a national ICT emergency preparedness consultation was held in May along with a first ICT working group meeting. NetHope also provided a technical training on equipment solutions to participants. The ETC supported the WFP Ghana Country Office in developing an emergency preparedness project proposal to bolster Ghana's national disaster management office' telecommunications readiness.

MOZAMBIQUE

The Emergency Telecommunications Preparedness Action Plan (ETPAP) in Mozambique was updated and endorsed during a national workshop in September 2022. A lessons learned workshop on the previous cyclone responses was also held in October, which identified preparedness priorities and the need to create a National ICT Working Group for the country.

The ETC Preparedness team along with National Disaster Management Authority (INGD) supported the National Institute of Communications in Mozambique (INCM) in setting up a pilot HAM radio station in Maputo, capable of covering the entire country. As a direct result, additional HAM radio stations are planned in the cities of Beira, Lichinga and Pemba as well as in the provinces of Niassa. The ETC's return on investment (ROI) methodology was piloted in Mozambique, which demonstrated that for every dollar invested in emergency preparedness, there was a \$2.81 return rate.

MADAGASCAR

The Cluster's preparedness efforts were tested when Tropical Cyclone Batsirai struck Madagascar in February. Led by the national disaster management agency, the ICT Sectoral Working Group, which convened regularly in anticipation of the cyclone season, was crucial to the coordinated response. The ETC also collected data as part of its return on investment (ROI) methodology, which demonstrated that for every dollar invested in emergency preparedness in Madagascar, there was a \$2.96 return rate.

During the summer, the ETC conducted a workshop on lessons learned in Antananarivo with national stakeholders. It included a tabletop simulation exercise to test national emergency ICT protocols for the cyclone season. The workplan for the ICT Sectoral Working Group was revised during this forum, along with updates from national government authorities and local partners. In December, the ETC with the WFP Country Office (CO) in Madagascar, launched an inter-agency Common Feedback Mechanism (CFM). Affected communities can call the toll-free hotline to seek assistance, request information and provide feedback on the humanitarian services available. The CFM is supported by BNGRC (the Bureau National de Gestion des Risques et des Catastrophes de Madagascar), ICCG (Inter Cluster Coordination Group) and implemented with the assistance of Viamo, a local partner.

MONGOLIA

A joint emergency telecommunications simulation exercise developed by UNICEF, the government of Mongolia and the ETC was conducted in Ulaanbaatar in April. Key national stakeholders worked through an emergency scenario to address gaps and priorities, drawing recommendations to improve coordination in future responses. The findings of the simulation exercise were presented to the UN Country Team (UNCT) in September to help draft part of the UNCT's Contingency Plan. Later in November, UNICEF held a follow up two-day lessons learned workshop for future operations in other countries.

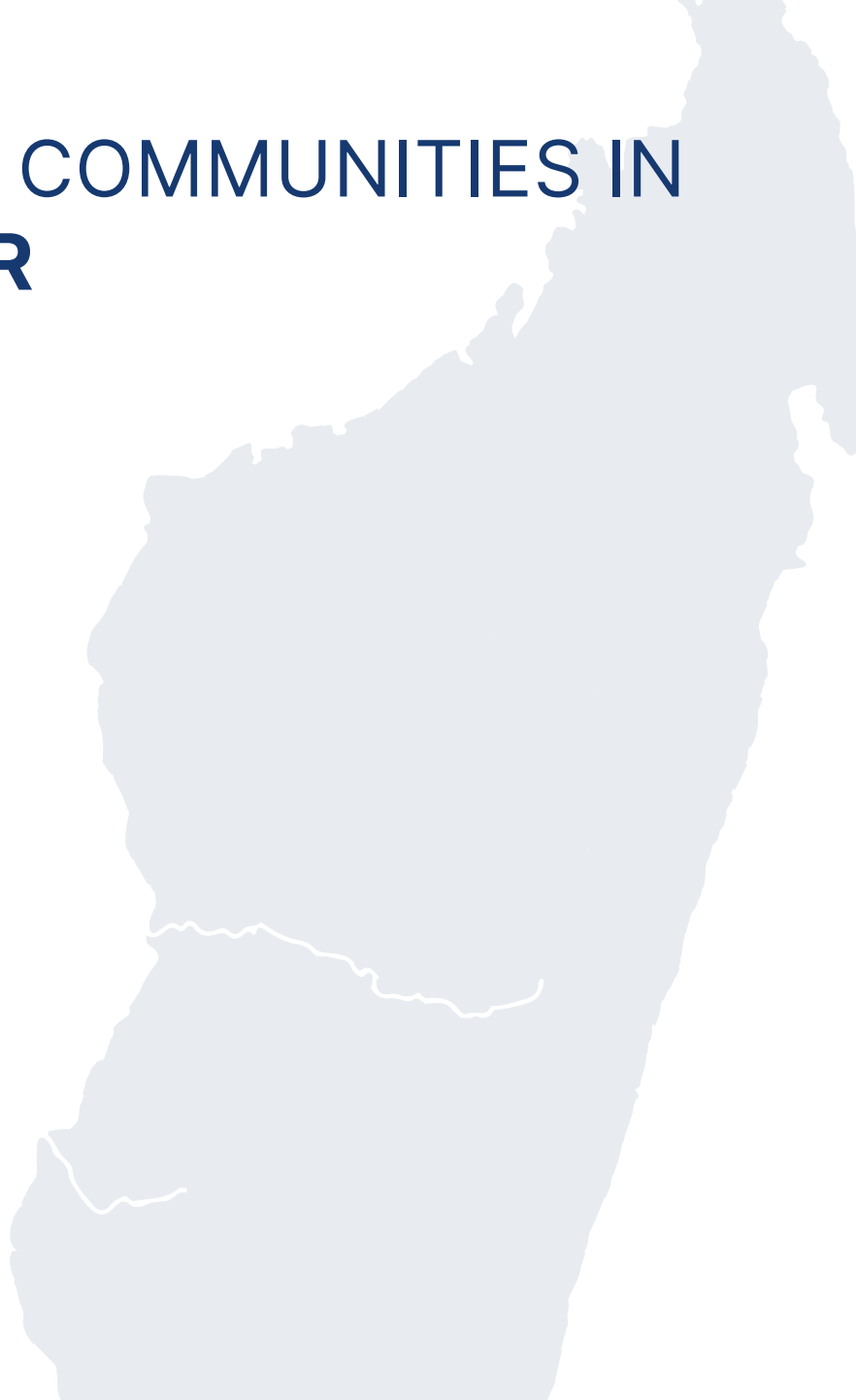
EMPOWERING COMMUNITIES IN MADAGASCAR

MADAGASCAR

In 2022, the ETC supported the interagency '930' humanitarian call center in Madagascar, which people can call to request assistance and access critical information.

In 2022 alone, Madagascar was battered by multiple cyclones. Tropical Cyclone Batsirai was one of four tropical cyclones to affect Madagascar in the space of 40 days between late January and early March 2022, along with Ana, Dumako, and Emnati.

The new WFP-coordinated call center enables people to access critical information that improves their safety during disaster. The Common Feedback Mechanism (CFM) model piloted in Madagascar in 2022 demonstrates the efficiency gains which are possible due to the removal of duplication efforts by the UN agencies in each country, reducing the overall set up cost of creating a CFM from scratch, and also reducing the future running cost for all UN agencies.



PARTNERS

The activities of the ETC are made possible through the commitment and ingenuity of 30 partner organizations



Action contre la Faim (ACF)



CDAC Network



Cisco



Ericsson Response



Food & Agriculture Organization (FAO)



Global VSAT Forum



Government of Luxembourg, Ministry for Development Cooperation & Humanitarian Affairs



GSM Association (GSMA)



World Vision International (WVI)



International Committee of the Red Cross



International Federation of Red Cross and Red Crescent Societies (IFRC)



International Organization for Migration (IOM)



International Telecommunication Union (ITU)



Internews



NetHope



Office of Information and Communications Technology (OICT)



Oxfam



Plan International



REACH



Save the Children



Swedish Civil Contingencies Agency (MSB)



Télécoms Sans Frontières (TSF)



U.S. Department of State



UN Children's Fund (UNICEF)



UN Department of Safety & Security (UNDSS)



UN High Commissioner for Refugees (UNHCR)



UN Office for the Coordination of Humanitarian Affairs (OCHA)



United Nations Development Programme (UNDP)



World Food Programme (WFP)



World Health Organization (WHO)

