



communicating with disaster affected communities

*Better Dialogue. Better Information. Better Action.*

# Members' Forum

8 - 9 July 2015

The CDAC Network Members' Forum  
is being hosted by:



**ICRC**

The CDAC Network is supported by:



ICRC Humanitarium, 19 Avenue de la paix  
CH 1202 Geneva, Switzerland

The CDAC Network Forum will bring Network Members and other key partners together to showcase new initiatives in communicating with communities, discuss learning points from the past two years, and explore new partnerships.

It will also serve as an opportunity for identifying and discussing the major thematic issues facing both the Network and communicating with communities more broadly, gathering views and identifying priority areas for action.

## We intend that:

1. Members will leave having (re-) connected with each other as well as with key stakeholders and partners of the CDAC Network, and having been exposed to a showcase of the most interesting and significant initiatives from the past two years.
2. Members and partners will have had an opportunity to learn and engage in capacity strengthening activities related to communicating with communities.
3. Members will have discussed and expressed their views on key issues facing the Network and communications with communities more broadly, particularly with regard to conflict and the challenges of institutionalisation.
4. The CDAC Network will have gathered substantive material to inform the early phases of the development of the Network's new 5-year strategy.

# Agenda Day 1

## Wednesday 8 July

### Time Session Information

- 13:30-15:45 3 simultaneous 101 seminars which participants can choose from:
- 'Social media in emergencies', led by Leonard Doyle (IOM)
  - 'Humanitarian broadcasting', led by Jacqueline Dalton & Theo Hannides (BBC Media Action)
  - 'The use of film in supporting greater accountability', led by Stella Suge & Mordecai Odera (FilmAid)

### 15:45-16:15 Break

- 16:15-16:45 Talk on Humanitarian Connectivity (the new ETC2020 strategy and the new GSMA Humanitarian Connectivity Charter)
- Gianluca Bruni (Chief, Emergency Telecommunications Cluster at World Food Programme)
  - Patrick Gordon (Senior Technology Advisor and Chair WGET Forum at UNOCHA)
  - Olly Parsons (Assistant Project Manager - Disaster Response, GSMA)

16:45-18:00	<p><b>Panel 1: Everything you wanted to know about technology in humanitarian response but were too afraid to ask</b></p> <p>Chair: Gregory Barrow (WFP)</p> <p>Panellists: Philip Ogola (Independent) Yazeed Sheqem (Souktel) Justin Richmond (Impl, Formerly Palantir Technologies)</p>	<p><b>Panel 2: Game-changing innovations in connecting communities</b></p> <p>Chair: Imogen Wall (Independent)</p> <p>Panellists: Paul Conneally (ITU) Patrick Gordon (UNOCHA) Ed Happ (IFRC) Sebastian Ancavil (IOM)</p>
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### 18:00-19:30 Drinks Reception and Marketplace

# Agenda Day 2 Thursday 9 July

Time	Session Information	
9.00-9.35	Welcome and Framing the Day <ul style="list-style-type: none"> <li>• Rachel Houghton, CDAC Network Director</li> <li>• Yves Daccord, Director General of ICRC</li> <li>• Keynote Address - Nigel Fisher, COO, Allied BioScience Canada; Senior Humanitarian Advisor, The Konterra Group; former RHC for the Syria crisis, and RC/HC/DSRSG in Afghanistan and Haiti</li> </ul>	
9.35-9.50	2 Ignite Presentations	
9.50-11:00	<b>Panel 3:</b> Chair: Gregory Barrow (WFP) Panellists: Jean-Luc Mootoosamy (Foundation Hironnelle) Philippe Stoll (ICRC) Ana De Vega Diez (UNHCR) Louise Tunbridge (IMS)	<b>Communicating with communities in complex environments</b>
11.00-11.30	Break	
11.30-12.40	<b>Panel 4:</b> Chair: Richard Cobb (Save the Children International) Panellists: Gianluca Bruni (ETC/WFP) Stewart Davies (UNOCHA) Katie Drew (Save the Children UK) Len Manriquez (PECOJON)	<b>Partnerships for operational CwC</b>
12.40-13:00	3 Ignite Presentations	
13:00-14:30	Lunch & Marketplace	
14.30-15:40	<b>Panel 5:</b> Chair: Kieran Dwyer (UNOCHA) Panellists: Daniel Bruce (Internews) Mark Bulpitt (World Vision UK) Neha Kapil (UNICEF) Pierre Kremer (IFRC) Dylan Winder (DFID)	<b>CwC and institutionalisation – challenges and opportunities</b>
15:40-16:00	3 Ignite Presentations	
16:00-16:15	Grab a coffee!	
16:15-17:30	Session on the World Humanitarian Summit	Donor side event
17:30-18:00	Wrap Up: <ul style="list-style-type: none"> <li>• Nigel Fisher (affiliation as above)</li> <li>• Sir Brendan Gormley, Chair, CDAC Network</li> </ul>	
19:00	Dinner (for which guests must have pre-paid)	

# 101 Seminars

The purpose of CDAC Network 101 seminars is to build the capacity of operational agencies by improving information sharing among CDAC Network Members and other humanitarian stakeholders. The seminars utilise the experience of Network Members and other experts who are asked to share their knowledge through face-to-face, practical workshops.

## 1. Social media in emergencies, led by IOM

Speaker : Leonard Doyle

Separating the hype from the reality of social media in emergencies, Leonard Doyle will discuss recent experiences in the Philippines and Haiti. He will also look at the rapidly changing social media landscape and describe how people smugglers in the Mediterranean (and people traffickers around the world) lure people to risk their lives by embarking on dangerous journeys. He will ask what responsibility social media companies have to act more responsibly whether in emergencies or in combatting human trafficking.

Social media and the so-called Symantec web offer great potential to assist in humanitarian emergencies. But despite sky high expectations, experience from the field is somewhat discouraging so far. The communities most recently affected by natural disasters and weather events often have least access to social media. That was the case for the 2010 Haiti quake which obliterated the data infrastructure. Typhoon Haiyan in 2013 knocked out cell phone coverage, and along with it Twitter, Facebook and all social media.

A bigger question is whether any of those displaced by the earthquake or the typhoon were active social media users beforehand? The vast majority, it seems were not. But the digital landscape is changing rapidly. By the time Nepal was struck by an earthquake on 25 April killing over 8,000 people and leaving more than 250,000 homeless there was more room for an internet linked response. Facebook launched Safety Check and the digital space exploded with information about people stranded and needing urgent help. But with only 40% of the country online the utility of social media was limited.

Next time round that may have changed. The Internet.org initiative is trying to bring social media to the masses. One big question is whether in a life-saving emergency a person will have the presence of mind to tweet. Another is whether those monitoring such alerts will be in any position to help. The jury is out.

## 2. Humanitarian broadcasting, led by BBC Media Action

Speakers: Jacqueline Dalton and Theo Hannides

This seminar will focus on how humanitarian broadcasting can save lives, reduce suffering and strengthen the work of the wider relief effort during crises. We will explore what makes for effective programming and what we have learnt about successful collaboration between humanitarian and media organisations. The workshop will be very practical and interactive, allowing participants to have a go at creating their own broadcast outputs.

BBC Media Action is the development charity of the British Broadcasting Corporation, working in 28 countries and reaching more than 200 million people. Its activities include 'Lifeline Programming' – humanitarian broadcasting to help crisis-affected people. Current responses include the Nepal earthquake, the West Africa Ebola outbreak and the Syria refugee crisis.

### 3. Using film for greater accountability, led by FilmAid

Speakers: Stella Suge and Mordecai Odera

The use of film in supporting greater accountability and service delivery is an innovative approach that engenders a high level of participation with beneficiary communities. This workshop will guide participants through the use of film in a humanitarian context, particularly focusing on the behaviour change potential of film-based activities. FilmAid uses a variety of film-based activities in its targeted outreach with refugee communities around the world, and this workshop will showcase good practice and take participants step-by-step through one of our standout activities, the Film-Based Workshop.

The workshop will showcase a film used directly in outreach in Kenya's refugee camps, and the facilitator will engage participants in the themes of the content, so as to highlight how film can be used to engage beneficiaries in a participatory approach to solving key protection, WASH and health related issues. Whilst the participants are taken through the content, our facilitator will share insight into how communicating with communities (CwC) informs all stages of project design and implementation, giving participants critical information on how to use this approach in their particular contexts.

## Panels

### Panel 1: Everything you wanted to know about technology in humanitarian response but were too afraid to ask

Does illiteracy make phone use impossible? Are solar powered chargers any good? How do hashtags work, and are they just for twitter? If I put something on Facebook can it ever really be removed? The world of digital communication is often as complicated and offputtingly technical as it is exciting. For this panel, a team of experts working with techniques from blast SMS to crowdsourcing to social media will provide answers to the most common questions they get from humanitarians, and answer all those you have to ask. The panel will also ask, more widely, why so many aid agencies and workers feel uncomfortable using digital technology, and how we can work to change that.

Chair: Gregory Barrow (WFP)

Panellists: Philip Ogola (Independent)

Yazeed Sheqem (Souktel)

Justin Richmond (Impl, Formerly Palantir Technologies)

## Panel 2: Game-changing innovations in connecting communities

While we discuss technology and innovation in humanitarian response frequently, rarely do we look at the most ground breaking innovations and technologies that can help communities connect to each other, including to diaspora populations. Innovative approaches using for instance drones, balloons, or other emerging technology, can be game-changing for humanitarian responses and have a huge impact on connectivity in difficult circumstances, providing more ways for communities to communicate with each other and with humanitarian responders. The panel will outline some of the things they see as being truly game changing, or that have the potential to be, and answer questions about where technology might take us in the next five to ten years.

Chair: Imogen Wall (Independent)

Panellists: Paul Conneally (ITU)  
Patrick Gordon (UNOCHA)  
Ed Happ (IFRC)  
Sebastian Ancavil (IOM)

## Panel 3: Communicating with communities in complex environments

Working in communications in conflict settings has always presented highly complex challenges: they are environments in which information becomes a political commodity, and communication channels a battleground. Increasingly, digitalisation is creating new challenges – networks are hacked, social media tracked and manipulated and mobile phones monitored. Yet the information and communication needs of affected communities are as critically important as ever. How can agencies implement safe and robust CwC work in such environments? This panel brings together staff from agencies who specialise in working in conflict environments.

Chair: Gregory Barrow (WFP)

Panellists: Jean-Luc Mootoosamy (Foundation Hironnelle)  
Philippe Stoll (ICRC)  
Ana De Vega Diez (UNHCR)  
Louise Tunbridge (IMS)

## Panel 4: Partnerships for operational CwC

The CDAC Network exists as a network in acknowledgement that effective two-way communication with disaster affected communities requires collaboration and partnership, as humanitarian agencies themselves are not necessarily specialists in ensuring communities have access to the information they need, above and beyond information about their specific programmes. This panel discussion will invite representatives from traditional and non-traditional humanitarian response organisations to discuss their perspectives on what partnerships the humanitarian sector needs to develop to improve communication with communities following crises.

Chair: Richard Cobb (Save the Children International)

Panellists: Gianluca Bruni (ETC/WFP)  
Stewart Davies (UNOCHA)  
Katie Drew (Save the Children UK)  
Len Manriquez (PECOJON)

## Panel 5: CwC and institutionalisation – challenges and opportunities

Getting aid agencies to agree that communicating with communities is an important element of any disaster response is slowly becoming easier. But actually ensuring delivery of any kind, let alone best practice, is a very different challenge. How have CDAC Network Members and others been turning the rhetoric of CwC into reality and transforming commitments into the kind of organisational architecture and financing systems that will enable them to actually deliver CwC in practice? Is there any such thing as a standard model? What could the CDAC Network do to support its Members in leading change within their own agencies? What is the role of donors in creating an enabling environment for CwC? This panel will discuss experiences to date and look at the wider drivers and motivating factors that influence both organisations and individuals in making CwC an operational reality.

Chair: Kieran Dwyer (UNOCHA)

Panellists: Daniel Bruce (Internews)  
Mark Bulpitt (World Vision UK)  
Neha Kapil (UNICEF)  
Pierre Kremer (IFRC)  
Dylan Winder (DFID)

## Ignite Overviews

### Session 1

#### Nepal earthquake: Community feedback and grassroots collaborations at a strategic level

Speaker: Stewart Davies

*'We live in a very connected locality. We helped each other by sharing what we had... Our culture to help each other in the time of need made us stay strong together despite all the loss,' Grandmother, Baguwa, Gorkha District, Nepal.*

Following a disaster the magnitude of the 2015 Nepal earthquake, a community's resilience and strength to overcome adversity can be inspiring. However, even the strongest and best prepared communities suffer great loss and heartache in the aftermath of such a disaster. The Nepal earthquake underscored more than ever the need for a comprehensive approach to communicating with communities through working with and listening to the communities themselves.

In Nepal, an inter-agency common service has been established so that affected people can have access to information and are able to provide feedback to ensure a more effective humanitarian response. The approach seeks to support strategic coordination through enhanced and scaled cross-sectoral community feedback. Feedback from affected communities is escalated to the leadership through one single and easily accessible mechanism to ensure response management and strategies are connected to the needs and concerns of those being served.



## Iraq: Interagency call centre

Speaker: Gemma Woods

An August 2014 interagency assessment of the information and communication needs of internally displaced persons (IDPs) in Northern Iraq found that displaced communities were living in an information vacuum which hindered their ability to cope with displacement. The idea of an interagency call centre to address these issues was initially developed by UNHCR, UNOCHA and UNOPS and later joined by WFP, IOM, NRC, World Vision and Save the Children.

Key information on humanitarian assistance is gathered from clusters and provided through the call centre to IDPs. Simultaneously, feedback is collected from callers on key questions, concerns and gaps to inform cluster activities and the overall humanitarian response. Future plans include an operational peer review of the project and expansion of the centre to provide additional information and services.

The call centre project has helped to significantly raise the profile of CwC within the Iraq humanitarian response. Key learning points from the project to date have included the importance of preparedness when developing interagency activities and ensuring consistent endorsement from senior management and government counterparts.

## Session 2

### Communicating with communities in the right language

Speaker: Rebecca Petras

When communicating with people who have been devastated by a crisis or disaster, you need to do it in a way that they understand. Otherwise it is not communicating. Too often, aid organisations and governments alike feel good about communicating messages without measuring whether that information is actually being understood and without listening to the communities that do not speak the aid workers' language. Take, for example:

- Sierra Leone, Ebola epidemic: Only 13% of women speak English yet most of the messages were disseminated in English. Studies show more than 90% comprehension when reading about Ebola in Swahili, and less than 16% comprehension when messages are provided in English
- Philippines, coastal regions: Tagalog or Waray Waray are spoken, not English. English warnings that a 'big wave' was coming were largely ignored before Typhoon Haiyan struck because of lack of understanding

Translators without Borders (TWB) is building the first-ever translation Application Programming Interface (API) specifically for crisis data aggregators and first responders. The Words of Relief Digital Exchange (WoRDE) allows TWB's rapid responders, who are all native speakers of local languages, to immediately address all non-English user generated content provided by data aggregators (such as crisis mappers and search and rescue digital teams) and to provide quick translations of communications intended for communities. It includes a text-to-voice tool to help first responders communicate better, and it will provide low bandwidth downloads of local language crisis terms, crisis messaging and language maps. WoRDE is currently being tested with Ushahidi and the Standby Task Force. It will also be available to CwC teams within CDAC Network.

## Would you recommend this aid program to a friend? How customer-satisfaction techniques can improve humanitarian performance

Speaker: Nick van Praag

The world is still a long way from treating those whose lives are disrupted by conflict or natural disaster as they ought to be treated: as stakeholders in aid with valuable insights into running humanitarian programmes designed to serve their needs and respect their rights. Yet it is generally accepted that greater accountability to affected people is a good idea in theory; the challenge today is to ensure it is acted upon in practice. This 'ignite' describes a way of meeting the challenge with a methodology that embraces techniques honed in a world where the customer is king. There are many traps in employing an approach inspired by the customer-satisfaction industry — traps that have blunted other tools of accountability — but its record in the commercial world suggests it can lead to a tipping point in the quest for more responsive humanitarian aid.

## Saving lives through iVolunteer

Speaker: Mulki Nuh

In the event of an emergency a quick response time is critical; the earlier a disaster is reported the faster a response can occur. With this idea in mind the Kenyan Red Cross ICT team and responders launched the iVolunteer initiative. This digital platform has allowed individuals in any location to interact with others during an emergency in real time.

The iVolunteer initiative has led to emergencies and disasters being reported as soon as they occur. This has contributed not only to a faster emergency response but also to the documentation of emergencies that otherwise would not have been captured. Furthermore, iVolunteer has promoted interest in the activities of the Kenyan Red Cross and has allowed for greater engagement with the community. For example during the recent flash floods in Narok, which is in South Rift Region of the country, reports were coming in from digital volunteers as it was happening. This helped provide a clearer image in terms of the response requirement and the skills needed. As a result the Kenyan Red Cross Society was better informed and was able to send a team with suitable skills to help in response. Furthermore, during the Westgate attack KRCS utilised social media to encourage the public to donate blood. This had a significant impact and ensured that many lives were saved.

## Session 3

### 'As long as it's not about us' – rumour tracking in a humanitarian crisis

Speaker: Stijn Aelbers

The 2014 Ebola crisis in West Africa was driven as much by misinformation and rumours as by weakness in the healthcare system. Refuting rumours is not so simple: rumours spread quickly and generally through word of mouth and via other channels that are hard to track and monitor. Information is a critical element in combatting disease.

In a bid to control and refute rumours the Liberian National Red Cross Society, UNICEF, Project Concern International and Internews has set up a critical tool: 'DeySay' SMS. DeySay refers to how people speak about rumours in Liberian English. This tool detects and manages rumours in as close to real time as possible. Once the system is fully functional aid workers and social mobilisers in the relevant region will be put on alert so that they can go door-to-door to calm anxieties and correct misinformation. DeySay also provides weekly newsletters for local media throughout the country and partners on the ground. The newsletter highlights trends in rumours and their geographic locations and helps to identify the most critical rumours at any given time.

DeySay SMS offers a rapid response to rumours, and overtime will collect and house valuable data that can be analysed and used to train media and health workers so that they can be more prepared the next time the region experiences a crisis. Based on the expertise gained during the Ebola Response, Internews is setting up a similar model in Nepal.

## Communicating in conflict

Speaker: Lisa Robinson

BBC Media Action has a history of responding to communication needs of people caught in conflict. This ignite session will touch on what they've learned and what they still want to know. It will focus on recent responses in Gaza, where Media Action hosted a Lifeline radio programme and social media, and in Lebanon, where Media Action is helping Relief International set up multi-media community centres for refugees and host communities.

## What role do deployment rosters play in a humanitarian system for preparedness and response?

Speaker: Anne Cath da Silva

Anne Cath de Silva discusses the role that stand by deployment capacity plays in meeting capacity gaps in the humanitarian system and strengthening emergency response, and how NORCAP sees this evolving in future. With the growing recognition that communication is aid and the willingness of emergency response actors to put resources towards communicating with communities, there is a growing need for personnel with the right expertise. Anne Cath will share learning that has come from NORCAP's experience of managing the world's most frequently used emergency standby roster and the work it has been undertaking over the last year as a partner, and more recently a member, of the CDAC Network.

## Marketplace

At the Members' Forum we want to provide as many opportunities as possible for Network Members to exchange and learn from each other. One of the means to do this will be the Chai-Wallah stands, which sit alongside the #101 seminars, formal panels and Ignite sessions.

These stands offer a gathering place to connect and discuss each other's work, and will be showcasing innovation, stories of collaboration from the last twelve month and open source tools that promote good practice in communicating with communities. It will run throughout the Forum, so people can visit during the breaks; cocktail reception; and lunch.

### BBC Media Action

BBC Media Action will share their Communications needs assessment app for the Nepal earthquake and discuss findings shared regularly with the humanitarian sector as well as their Lifeline online course: a free interactive web course targeting journalists on how to do effective Lifeline programming.

### FilmAid

FilmAid will showcase the use of film in humanitarian communication. They will highlight the process of community consultation used to develop content, and show how communities are engaged through film to provide life-saving information and enact long-lasting behaviour change.

### Freeplay Energy Ltd

Freeplay Energy will showcase some of its hardware, including MP3 Player, Radio, Solar Phone Charger. Some of the products are new to Freeplay's portfolio and will be new to CDAC Network Members. Members will be able to see and learn about the products and how these can help with their work.

### InsightShare

InsightShare will showcase a recent Participatory Video evaluation that they carried out for UNICEF in Cote d'Ivoire on their peacebuilding programming, as well as other videos and written case studies. They will encourage visitors to discuss the importance of downward accountability, and participation in evaluation of communication interventions.

### IOM

Community Response Map (CRM) is an online data platform that facilitates direct feedback from crisis affected communities, especially when security or terrain make regular contact difficult. Community Response Map is a common service platform that allows multiple agencies to collect feedback jointly, providing a more comprehensive understanding of affected communities' questions and needs. IOM will showcase the interactive website, flyers and answer any questions about the platform.

## Translators without Borders

The Translators without Borders stand will feature the work they do for first responders and relief teams during a crisis. They will show a demo of the Words of Relief Digital Exchange, a prototype that allows aid workers to connect directly with rapid response translation teams during a crisis. They will also discuss their learning review from the Ebola response, the work TWB did in Nepal and the rapid responses in Nigeria and Burundi. Finally, they will focus on their new impact study showing how comprehension is much higher in local languages.

## CDAC Network

This stand will showcase reports and learning reviews from the CDAC Network. You can also come here to ask any questions about the Forum or the Network and NORCAP will also share the stand to answer questions on the Humanitarian Communications and Media Roster.

## Biographies of Speakers



**Stijn Aelbers @stttijn**

*Humanitarian Advisor – Internews*

Stijn has worked for Internews as Project Manager in Ethiopia and during the Haiyan Response, CwC Technical Advisor for CCCM-cluster in South Sudan and Ebola Coordinator for projects in Guinea and Liberia. Currently Stijn is the Humanitarian Advisor at Internews and has just returned from Nepal to start up a project after the earthquake. After studying History, Stijn worked for years as a radio journalist for the national news radio in Belgium. He spent two years living in Uganda where he worked as a communications and media officer for UNFPA, setting up a countrywide community radio project and implementing communications campaigns.



**Sebastian Ancavil @IOM\_news**

*Humanitarian Advisor – Internews*

Sebastian is a Geographic Information Systems (GIS) and Unmanned Aerial Vehicle (UAV) expert working for IOM in Geneva since 2014. His team offers GIS support for IOM missions worldwide. Previously he was a GIS Officer / UAV Expert for IOM Haiti. He has been involved in mapping/data collection regarding IDP (Internally Displaced Person) camps following the January 2010 Earthquake and data collection relating to Hurricane Shelters in preparation of the rainy / storm season in Haiti. He was also took part in the census of Earthquake Affected Areas and Populations carried out by IOM and IHSI (Institut Haïtien de Statistique et d'Informatique). He has a Masters degree in Sustainable Development.



## Greg Barrow @gregorybarrow

*Head -United Nations World Food Programme London Office*

Greg Barrow is head of the United Nations World Food Programme London Office from where he manages a team that focuses on WFP's work with the private sector, media, parliament and non-governmental organisations. Greg has worked for WFP for over 10 years, dividing his time between the UK and the agency's headquarters in Rome, where he was Deputy Director of Communications. Before joining WFP, he worked as a foreign

correspondent for the BBC and was based in sub-Saharan Africa for six years before re-locating to New York where he worked as the BBC's United Nations Correspondent.



## Mark Bulpitt @MBulpitt

*Head of Humanitarian and Resilience - World Vision UK*

Mark started his humanitarian career with Tearfund, working on the Kosovo crisis programme. He moved to DFID and spent 7 years working as part of CHASE's Operations Team as an Operations Manager. Mark moved to World Vision UK 8 years ago as the Fragile States Manager, and is currently the Head of Humanitarian and Resilience. This role is responsible for delivering WVUK's humanitarian and resilience mandate as well as being part of WVUK's leadership team.



## Daniel Bruce @internewsdaniel

*Chief Executive Director -Internews Europe*

Daniel was appointed Chief Executive at the beginning of 2014. Since then, he has led the development of new multi-year strategies in key program areas, such as Internews' human rights work supporting freedom of expression worldwide. In disaster response, Daniel has played a senior leadership role in some of Internews' most complex emergency programmes in recent years: including the Philippines, Gaza and Ukraine.

In particular, he worked closely with DFID on the inclusion of specialist media agencies in the UK's Rapid Response Facility (RRF), leading Internews to become the only agency of its kind to have been mobilised under the RRF. Daniel also sits on the board of the CDAC Network.



## Gianluca Bruni @ITresponse

*Chief-Emergency Telecommunications Cluster Branch - United Nations World Food Programme*

As Chief of the World Food Programme's branch dedicated to the Emergency Telecommunications Cluster (ETC), Gianluca Bruni leads the global cluster efforts in coordination, field project implementation, advocacy and partnering. In collaboration with the ETC network of over 30 humanitarian, government and private sector members

and partners, Gianluca is driving development of the ETC2020 strategy which will see the technology sector in emergencies evolve from provider of services, to enabler of digital aid. Prior to leading the ETC, Gianluca spearheaded WFP's IT Emergency Coordination initiatives to increase efficiency and effectiveness of its technology response across the globe. With a humanitarian IT career spanning over two decades, Gianluca has also been behind some of WFP's most successful emergency IT public-private partnerships.



## Anne Cath da Silva @norcapweb

*Head of Section Roster Development- NORCAP*

Currently Head of Section of Roster Development, in the Expert Deployment department, Anne Cath will soon be the Head of Section Partnership and Development. Anne Cath graduated as a Master of Arts, combining Media, Sociology, Pedagogy and Development Studies. She has 12 years of leadership experience within emergencies and development. Her specialties include leadership, partnership, roster development,

human resource management as well as programming in conflict and post conflict areas.



## Richard Cobb @sc\_humanitarian

*Senior Partnerships Accountability Advisor- Save the Children International*

Richard is the Senior Partnerships and Accountability Advisor at Save the Children International. Previously, Richard was Evidence and Impact Advisor at Merlin. He was also Vice-Chair of the CDAC Network Board. Richard has extensive experience in the areas of community engagement, accountability, humanitarian monitoring and evaluation and partnership approaches.



## Paul Conneally @conneally

*Head Corporate Communications - International Telecommunications Union*

Paul Conneally is a specialist in strategic and digital communications with a particular interest in leveraging the power of mobile technologies to connect, mobilise and scale. Paul has a background in print and broadcast journalism and joined the International Red Cross Red Crescent in 1995 where he worked for 15 years in communications and media. Paul worked with the Red Cross in North and South Caucasus, Central Asia, the

Balkans, Afghanistan, Eritrea, Sudan, Israel and the Occupied Territories and Haiti. Two stints at headquarters in Geneva include Head of Donor Communication for ICRC (2002-2004) and Head of Media and Public Communications for IFRC (2008-2011). In September 2011 Paul joined the International Telecommunications Union (ITU), the United Nations agency for information and communications technologies, as Head of Corporate Communications and Partnerships. Paul holds a BA degree in Communications and a Master's degree in International Development and Cooperation.



## Yves Daccord @YDaccordICRC

*Director-General - ICRC*

Yves Daccord is Director-General of the International Committee of the Red Cross (ICRC) in Geneva, a post he has held since 2010. A former journalist, TV producer and international relations expert, his ICRC career has spanned more than two decades in a variety of posts and challenging contexts, including Israel and the Occupied Territories, Sudan, Yemen, Chechnya and Georgia. Prior to his appointment as Director-General,

he held the posts of Head of Communication Division and Director of Communications. He assumed the chair of the Steering Committee for Humanitarian Response in January 2015. He holds a degree in political science.



## Jacqueline Dalton @JackieD\_BBC

*Senior Producer - BBC Media Action*

Jacqueline is BBC Media Action's Senior Producer and Trainer for humanitarian programming, overseeing communications preparedness work in a number of disaster prone countries and supporting the organisation's responses to humanitarian crises. She was previously a broadcast journalist and producer with the BBC World Service, and has worked with the International Committee of the Red Cross and the United Nations.

Her 'homes' have included Haiti, Colombia, Spain, Switzerland, Bangladesh, France and now the UK..



## Stewart Davies @stewartjdavies

*Regional Communication with Communities Officer- UNOCHA*

Stewart is an experienced leader and innovator in international social sectors with a focus on enterprise and programme start-ups. Following a career in the international development sector and social investment industry, he now consults to the United Nations Office for the Coordination of Humanitarian Affairs leading their programme of coordinated communications with disaster affected communities in the Asia and Pacific

Region. Recently he was deployed to the Nepal earthquake response, leading the Inter-agency Common Feedback Project. He was previously deployed to the Philippines in response to the Zamboanga conflict, Bohol earthquake and Typhoon Haiyan.



## Leonard Doyle @LeonardDoyle

*Director of Media Communications - IOM*

Leonard Doyle is the Director of Media and Communications for the International Organization for Migration (IOM), based in Geneva, Switzerland. He has previously worked with IOM in Haiti and the Philippines in humanitarian emergencies. Prior to that he was Washington Editor and Foreign Editor of The Independent (UK). In his career he also worked on The Observer and The Guardian. He has been a foreign correspondent in

New York, Washington DC and Brussels and has reported from Asia, Africa, Europe and the Americas. He was educated at University College Dublin and the College of Europe, Bruges.



## Katie Drew @KatieDrew2000

*Humanitarian Evidence, Effectiveness & Accountability Advisor - Save the Children UK*

Katie currently works with the Humanitarian Technical Unit based in London. In this role she is supporting teams in Eastern Ukraine and Yemen to strengthen their community engagement in conflict settings. Prior to this, Katie worked with the CDAC Network Secretariat as Humanitarian Advisor and Trainer, working with CDAC Network Members to develop and pilot a CDAC Network Foundations Training and providing support to the

'CwC Field Coordination' group across a number of humanitarian responses. Katie has experience working in accountability to affected communities in Myanmar, DRC, Ethiopia, Kenya, Somalia, Syria and the Ivory Coast. Her interest in CwC builds upon her background working with media outlets in West Africa and her academic background in critical media, film and photography.





**Kieran Dwyer @KieranADwyer**

*Chief of Communications Services Branch - UNOCHA*

Kieran Dwyer joined UNOCHA as the Chief of the Communications Services Branch in January 2014. He oversees UNOCHA's public communications and advocacy work, including media relations, public advocacy, campaigns and the communications product suite. Kieran has been chief of communications in a range of UN field missions, including peacekeeping and special political and human rights missions in Afghanistan, 2010 to 2011; Timor-Leste, 2009 to 2010; and Nepal, 2005 to 2008. Kieran is on the board of the CDAC Network.



**Nigel Fisher**

Nigel Fisher has lived and worked in more than a dozen countries in Asia, the Middle East, Africa and the Caribbean. He has a long history of leadership in crisis and conflict situations with the United Nations and its partners, from Mozambique to post-genocide Rwanda, Iraq, West Bank/Gaza, Yemen, Afghanistan, Haiti and most recently, again in the Middle East, where he was Regional UN Humanitarian Coordinator for the Syria Crisis until August 2014. Nigel is a former Assistant Secretary-General of the United Nations. He has been the recipient of a number of awards, including the Order of Canada, Canada's Meritorious Service Cross, the Pearson Peace Medal and an honorary Doctor of Laws degree from his alma mater, McMaster University. Currently, he is Senior Advisor, Complex Crises and Humanitarian Policy for The KonTerra Group and also Chief Operating Officer for Allied Bioscience Canada.



**Patrick Gordon @WGETForum**

*Chief of Information Technology - UNOCHA*

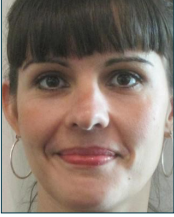
In his current role as chair for the WGET- ICT Humanitarian Innovation Forum, Patrick works with the humanitarian community to envision the application of technology in the future humanitarian landscape. In addition Patrick, as Chief of the Information Technology Section of UNOCHA, leads on the delivery of information and communications technology (ICT) related products, tools and services, including management of ICT field operations and emergency response in both slow onset and natural disasters.



**Brendan Gormley @gormleydec**

*Chair - CDAC Network, former Chief Executive of DEC*

Brendan Gormley is an international development consultant, advising Her Majesty's Government on natural hazard risk. He serves as Chair of the CDAC Network and Chair of the INGO Accountability Charter Company. Previously, Brendan spent 12 years as Chief Executive of the Disasters Emergency Committee, where he coordinated 14 leading UK international aid organisations at times of major crisis to launch national fundraising appeals with the support of the major broadcasters. For most of the 1990s, he was Oxfam UK's Africa Director, having lived and worked for 9 years in Africa and the Middle East.

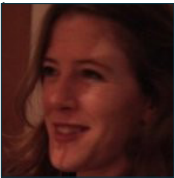


## Theo Hannides @theo\_dora

*Research Manager - BBC Media Action*

Theo is a Research Manager for BBC Media Action, providing research and evaluation advice, and support across the organisation in resilience and humanitarian response. She has worked in Communications for Development for over ten years, with a focus on capacity-building, training, participatory research and evaluation and emergency response. Her career began in radio production and she went on to work with

media-based agencies in the UK, India and Nepal, providing training in using media for community-based development and humanitarian response. She holds a Master's degree from the Centre for Development and Emergency Practice in Oxford, focusing on the role of media in community development, conflict and emergency response



## Rachel Houghton @CDACN

*Director - CDAC Network*

Rachel has over 18 years' experience in the international development and humanitarian sectors. For the past eight years she has specialised in developing and leading multi-stakeholder initiatives. She is a trained Partnership Broker, and believes passionately in the power of collaboration. Before joining the CDAC Network in February 2011,

Rachel worked with the Emergency Capacity Building (ECB) Project, the Education Cluster, and the Tsunami Evaluation Coalition (TEC). She is currently Director of the CDAC Network.



## Edward G. Happ @ehapp

*Global CIO - IFRC*

Edward G. Happ is the Global CIO of the International Federation of Red Cross and Red Crescent Societies, based in Geneva, Switzerland. He is also co-founder and former Chairman of NetHope, a U.S. based consortium of 43 leading international relief, development and conservation non-profits, focused on information and communications technology (ICT) and collaboration. He is the former Chief Information Officer at Save

the Children in Connecticut. During his first year at Save the Children, in March 2001, he presented a paper to Cisco on 'Wiring the Virtual Village' which became the basis for NetHope.



## Neha Kapil @unicefc4d

*Communications for Development Specialist - UNICEF*

Neha Kapil is Communication for Development (C4D) Specialist at UNICEF Headquarters in New York where she leads on, facilitates and supports C4D capacity development and institutionalisation efforts within UNICEF. From July to December 2014, Neha worked on the Ebola Emergency Response, the last three months of which she served in Liberia supporting the national team in social mobilisation and community

engagement efforts.



## Pierre Kremer @pkremer1

*Head of Communications - IFRC*

Pierre has worked at IFRC previously as Media Manager and also Acting Head of Resource Mobilization. Before joining the IFRC as Head of Media in 2007, he worked at the French Red Cross as Head of Communication (2001-2006). Prior to that he worked as a free-lance journalist, collaborating with various newspapers and publications in France. Pierre graduated from the Robert Schumann University, Strasbourg

and Sorbonne University, Paris with Masters in History, Political Science and International Relations. He complemented his studies by a degree in General Management (Ecole Supérieure de Commerce, Paris) and a course on global leadership (Thunderbird University, USA).



## Ledrolen Manriquez @ledrolen

*Philippines Coordinator - PECOJON*

Len has focused her energies on co-building PECOJON – The Peace Conflict Journalist Network for the last few years. PECOJON started as a small group of journalists and peace workers in Bacolod, Philippines in 2004 and fast grew into an international network of journalists, broadcasters, filmmakers, communication professionals and journalism professionals. It now has a network in Indonesia, East Timor, Cambodia and Germany.

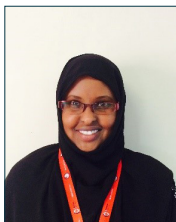


## Jean-Luc Mootosamy @supermootoo

*Program Manager - Fondation Hironde*

Jean-Luc Mootosamy is a journalist and media executive. He joined Fondation Hironde (FH) in 2004. Posted in the Democratic Republic of Congo for 2 years, he conducted training for community radio journalists and was a station manager for Radio Okapi, the UN radio in DRC which was run in partnership with FH. From 2006 to 2013, he was FH project manager in Sudan and South Sudan. He took part in the set up and

coordination of Radio Miraya, the UN radio in Sudan. Since January 2014, Jean-Luc has been programme manager of FH activities in the Central African Republic.



## Mulki Nuh @mulkynuh

*ICT Officer, Web Developer - Kenyan Red Cross Society*

Mulki is a web developer who has seen society embrace the use of innovative digital platforms to increase its resource mobilisation base. Mulki works jointly with Communications, Programmes and Operations departments to unify projection of the Kenyan Red Cross image and positioning to its supporters and potential supporters, and ensures that synergies are created between the different strategies and activities. Mulki

doubles up as Social Media Lead within the Kenyan Red Cross Society and is tasked with planning, research and execution of digital strategies. Her hope is to see digital technology improve the lives of the vulnerable, through digital campaigns. She has over five years of experience in the use of digital platforms.



## Mordecai Odera @MordecaiO

*Research and Learning Manager - FilmAid Kenya*

Mordecai's career has been in development and humanitarian operations. He joined FilmAid in 2009, becoming the Research and Learning Manager in 2013. Championing FilmAid's 'theory of social change' has seen FilmAid build community leadership, collective participation and responses to issues and shifts in social norms. A passionate statistician and firm believer in community communications, Mordecai held various roles

in publishing and health communication in the private sector and with USAID prior to joining FilmAid. He is a graduate of Maseno University with a BA in Communications and Media Technology and a post graduate diploma in Project Monitoring and Evaluation.



## Philip Ogola @PhilipOgola

*Independent Consultant*

Philip has trained 15 United Nations agencies in Kenya, Somalia and Sudan on how to leverage social media during emergencies. Furthermore, he was a part of a social media team training 33 NGOs across Kenya funded by the USAID and organised by US Embassy Kenya. In the new digital era of smartphones and social media, Philip brands himself as a Digital Humanitarian after he revolutionised the use of social media in

emergency response and in humanitarian agencies in Kenya. Philip was the brains behind the #iVolunteer Campaign which led to the monumental success for Kenya Red Cross on social media.



## Olly Parsons @ollyparsons

*Assistant Project Manager - GSMA*

Olly joined GSMA in August 2013, having previously supported a number of projects in the Research and Higher Education Division of the Royal Geographical Society. Olly has conducted several ICT4D related research projects across East Africa, on vulnerabilities, community mapping, and on the spread of hate speech. Olly is Assistant Project Manager of the Disaster Response programme at the GSMA, a role which has involved

convening the mobile industry around the challenges faced in preparing for and responding to disasters. This has accumulated in the development and launch of the Humanitarian Connectivity Charter. Olly holds a MSc in Practising Sustainable Development with ICT4D, and a BSc in Geography from Royal Holloway University of London.



## Rebecca Petras @rpetras

*Program Director - Translators Without Borders*

Rebecca is Programme Director of Translators without Borders, responsible for all programmes, awareness and fundraising. She designed, created and received funding to pilot the first ever crisis relief translation network, Words of Relief. Under her stewardship, the organisation has grown into a well-established and well-funded provider of professional translation and language services in the areas of development,

health and crisis. Rebecca has more than 20 years of experience in public relations and marketing and ran her own marketing business for 12 years. She holds a Master's degree in journalism from Columbia University in the City of New York and a Bachelor's degree from the University of Michigan.



## Nick van Praag @nvanp

*Director - Ground Truth Solutions*

Nick van Praag is founder and director of Ground Truth Solutions, an organisation dedicated to bridging the gap between aid agencies and the people affected by humanitarian crises. Since its establishment in 2012, Ground Truth has become part of the evolving architecture of humanitarian accountability with programs in Haiti, Pakistan, Ukraine, Sierra Leone and, most recently, Nepal. Nick's prior career spanned

humanitarian and development work at UNHCR, the Aga Khan Development Network, and the World Bank, including as a member of the team preparing the World Bank's World Development Report 2011 on conflict, security and development.



## Justin Richmond @jrichmond\_ir

*Executive Director - Impl*

Justin Richmond is the founder and executive director of Impl, a data-driven implementation nonprofit firm that empowers local NGOs with the most current programming best practices. Before starting Impl, Justin worked as a forward deployed engineer at Palantir Technologies where he led field implementation during the Typhoon Haiyan and Typhoon Hagupit responses in the Philippines. Previously Justin served two

tours in Afghanistan as USAID's District Stability Framework Coordinator to mentor joint civilian/military/Afghan teams on stabilisation implementation in eastern Afghanistan. Before he joined USAID, he also served in the U.S. Army as a special operations team leader in the southern Philippines, focusing on stabilisation, counterinsurgency, and information operations.



## Lisa Robinson @bbcmediaaction

*Senior Adviser on Resilience and Humanitarian Response - BBC Media Action*

Lisa Robinson is a Senior Adviser on Resilience and Humanitarian Response at BBC Media Action. She leads on the organisation's strategy within these sectors and supports project teams to design and deliver projects in line with evidence-based approaches. She has been involved in a range of media and communication projects related to social and behaviour change and emergency response for over 15 years. Lisa was a co-founder of

the CDAC Network. She holds a Master's degree from the London School of Economics and from the University of Southern California's Annenberg School, both in Global Media and Communication.



## Yazeed Shegem @souktel

*Director of Business Development Middle East/ Africa - Souktel*

Yazeed leads Souktel's strategic outreach to clients and partners in the Middle East, North Africa and sub-Saharan Africa regions. He also drives Souktel's consulting practice which advises clients in the fields of ICT4D and M4D. Yazeed has extensive experience in the area of technology utilisation for disaster and emergency response as well as economic growth and employment. Yazeed holds a Master's degree in Economics from

the Goethe University in Frankfurt-Germany as well as a Higher Degree in Urban Planning from New York University. He is based in Amman, Jordan and is fluent in Arabic, English, and German.



## Philippe Stoll @pstollicrc

*Deputy Head of Public Communications - ICRC*

Philippe Stoll is Deputy Head of Public Communication for the ICRC, in charge of the thematic related to Community Engagement as well as issues related to innovation, strategies, acceptance and reputation. He has also managed public and media relations for East and South East Asia and the Pacific at ICRC HQ. He has worked for the ICRC in India, in Sierra Leone and in Israel and the Occupied Territories. He holds a Master's in

Economic Sciences from the University of Geneva and in Journalism from the University of Lausanne. Before joining ICRC, he worked as a journalist for six years in Switzerland for print media and television.



## Stella Suge @stellasuge

*Country Director - FilmAid Kenya*

Stella has spent her career at the forefront of humanitarian operations. She joined FilmAid in 2005, becoming the organisation's Kenya Country Director in 2010. Under her leadership, FilmAid has designed and implemented programs that have used the power of film to deliver critical life-saving information and empowerment to millions of refugees. Prior to joining FilmAid, Stella held various roles in Kenya and Sudan at

global humanitarian organisation, Malteser International. She is a graduate of Kenyatta University with BA in Economics and Business.



## Louise Tunbridge @RadioErgo

*Program Manager - IMS*

Louise Tunbridge is a journalist with more than 20 years' experience first as a foreign correspondent in East Africa working mainly for BBC and the Daily Telegraph, and more recently as a media programme manager. She currently manages Radio Ergo ([www.radioergo.org](http://www.radioergo.org)), a Somali media project run by International Media Support since 2011 and based in Nairobi. Radio Ergo provides humanitarian information to Somali

audiences primarily through radio and seeks to strengthen communication channels with the humanitarian community. Prior to that, she was coordinating UNOCHA IRIN's radio projects mainly in Africa, aiming to fill critical humanitarian information gaps for local communities.



## Ana de Vega Diez

*Emergency Community-Based Protection Officer - UNHCR*

Ana de Vega Diez is an anthropologist with a Master's degree in International Relations and African Studies. Since 1999, she has worked for several local Spanish organisations on social protection and services, and defending the rights of populations at risk of social exclusion. Internationally, she has worked for the Spanish Government in Latin America and since 2009 for UNHCR in Angola, Ethiopia (Dollo Ado), Jordan (Zataari camp),

Syria and Eastern Ukraine. Her particular focus has been on enhancing the participation rights of refugees and conflict affected populations. Currently, Ana works as a Community-Based Protection Officer as part of UNHCR Emergency Services.



## Imogen Wall @imogenwall

*Freelance Communications Consultant*

Imogen Wall is a freelance communications consultant who focuses on policy, advocacy and the use of communications technology in disaster response. A former BBC journalist, she specialises in the theory and practice of communication as a form of assistance for affected people and has designed and implemented projects to this end in a number of subsequent emergencies including Haiti, Sudan, East Timor and the Philippines. She

is currently advising on the DFID response to Ebola. She is the author of a number of policy papers, and has worked for UNOCHA, UNDP, DFID, BBC Media Action and the World Bank.



## Dylan Winder @DFID\_UK

*Head of Humanitarian Policy and Partnerships – DFID*

Dylan has worked in the Department for International Development (DFID) for over twenty years and is currently Head of Humanitarian Policy and Partnerships including responsibility for humanitarian multilateral core funding and central NGO humanitarian funding and preparations for the World Humanitarian Summit. Previously responsible for UK humanitarian response operations to rapid onset disasters Dylan has led on the

government response to the UK Humanitarian Response Review and led UK emergency responses in the Philippines, Iraq, Haiti, and India amongst others. He is also responsible for DFID's relationships with the private sector on humanitarian response.



## Gemma Woods

*Protection Officer - UNHCR*

Gemma is currently working as a Protection Officer for UNHCR in Northern Iraq, working to improve the ability of IDPs to access their rights in displacement. Working with UNHCR since 2007, Gemma's deployments have focused on emergency protection response in refugee and IDP operations, including in Yemen, Tunisia, Kenya and three separate assignments in Iraq.

