WELCOME

REGIONAL EMERGENCY TELECOMMUNICATIONS CLUSTER (ETC) MEETING

PANAMA CITY, 5 FEBRUARY 2018

Email: **Global.ETC@wfp.org**
Website: **www.etcluster.org**

Meeting Facilitators

- **Gabriela Alvarado**, Regional Head of IT, WFP Regional Bureau, Panama

- **Angel Buitrago**, Regional IT EPR Officer, WFP Regional Bureau, Panama

- **Salma Farouque**, Global ETC Unit, WFP Headquarters, Italy

- **Rodrigo Robles**, Emergency Telecommunications Specialist, ITU, Honduras

- **Zac Clancy**:
  - ➢ Vice President, Help.NGO; *and*
  - ➢ Director of IT, Help.NGO's Disaster Immediate Response Team (DIRT)

Housekeeping

- Toilets - outside this room in the hall

- Phones on silent please

- Light refreshments at 3:15pm

- WiFi internet - no password required

Meeting objectives

Identify lessons from response efforts

Share information & ideas

Discuss priority areas

Meet people & make new connections

Ice-Breaker Exercise

Preguntas:

¿De dónde es usted?

¿A qué entidad representa hoy?

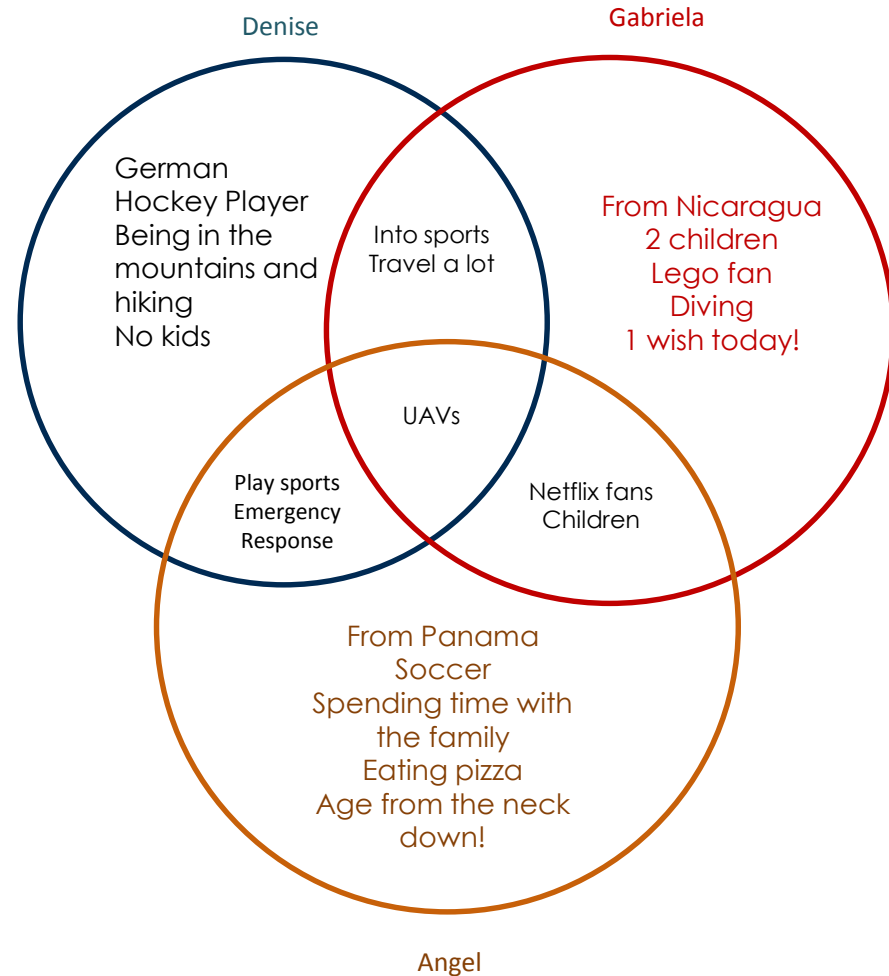¿Dónde vive?

¿Cuáles son sus intereses despúes del trabajo?

¿Está usted casado, tiene hijos?

¿Cuál es su plato favorito?

¿Cuál es su trabajo soñado?

Usted preferiría…

- Ganar 1MM USD en la lotería o no tener que pagar por nada nunca más
- Tener una bonita casa y un auto feo o una casa fea y un auto bonito
- Envejecer del cuello hacia arriba o del cuello hacia abajo
- Comer de todo y nunca engordar o leer la mente de las personas
- Tener 3 deseos en 10 años o 1 deseo hoy
- Viajar en el tiempo a conocer el mundo del 2117 o del 1917

Denise

Gabriela

German
Hockey Player
Being in the mountains and hiking
No kids

Into sports
Travel a lot

From Nicaragua
2 children
Lego fan
Diving
1 wish today!

UAVs

Play sports
Emergency Response

Netflix fans
Children

From Panama
Soccer
Spending time with the family
Eating pizza
Age from the neck down!

Angel

Opening remarks

Julián Alberto García Román
Assistant Director &
Head of the Communications Division,
COE, Dominican Republic

Emergency Telecommunications Cluster (ETC) Update

Supported by:

THE GOVERNMENT
OF THE GRAND DUCHY OF LUXEMBOURG
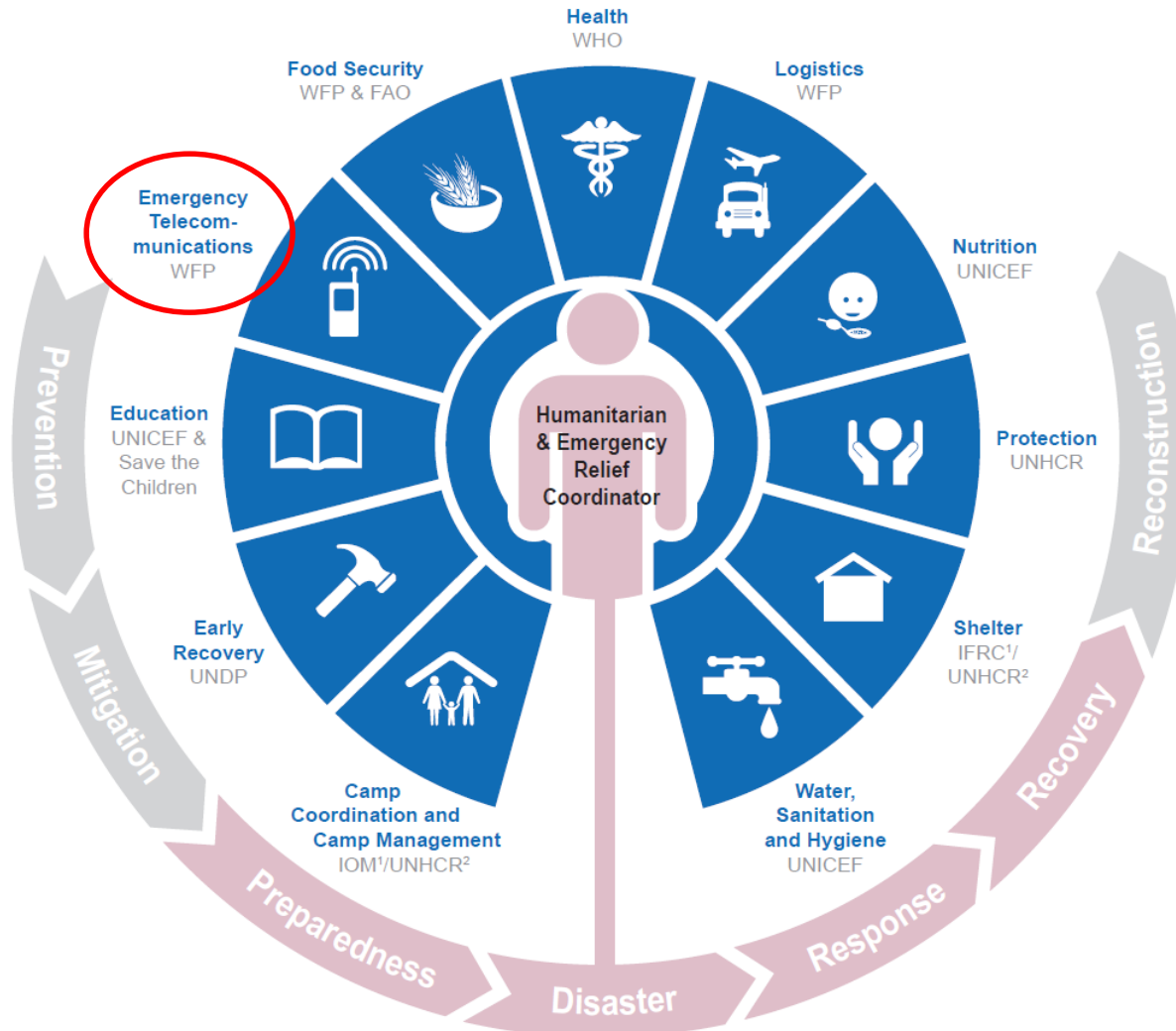Ministry of Foreign and European Affairs

Directorate for Development Cooperation
and Humanitarian Affairs

Outline

- The Global Cluster approach

- Introduction to the ETC

- Our partners

- ETC2020 strategy – 4 pillars

- Current ETC operations

- ETC preparedness

Cluster leads & responsibilities

The ETC is a global network of humanitarian, government and private sector organisations working together to provide shared communications services in humanitarian emergencies.

VIDEO: ETC - Communications is a link to survival

https://www.youtube.com/watch?v=dlJk0O0pS9s

A VISION TO SAVE LIVES

The ETC calls upon the support of a wide range of partners to achieve its ETC2020 objective, ensuring all those responding to emergencies have access to vital communications services, transforming aid delivery and resulting in more lives saved.

Photo: WFP/Mariko Hall.

etc
EMERGENCY TELECOMMUNICATIONS
C L U S T E R

Action contre la Faim (ACF)

Ericsson Response

Food & Agriculture Organization (FAO)

Global VSAT Forum

UN Children's Fund (UNICEF)

UN Department of Field Support (UNDFS)

Government of Luxembourg, Ministry for Development Cooperation & Humanitarian Affairs

International Committee of the Red Cross (ICRC)

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

International Organization for Migration (IOM)

United Nation's Refugee Agency (UNHCR)

United Nations Development Programme (UNDP)

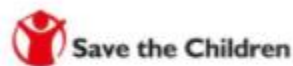International Telecommunications Union (ITU)

NetHope

Oxfam

Plan International

UN Department of Safety & Security (UNDSS)

UN Office for the Coordination of Humanitarian Affairs (OCHA)

Save the Children

Swedish Civil Contingencies Agency (MSB)

Télécoms Sans Frontières (TSF)

U.S. Department of State

World Food Programme (WFP)

World Health Organization (WHO)

World Vision International (WVI)

Global ETC partners

ETC2020 Strategy – 4 pillars

Communications as aid

Improved and decentralised response readiness

Increased communications resilience to disasters

Enhanced communications & energy

ETC services in disaster response

SECURITY COMMUNICATIONS
Through VHF radio

TECHNICAL HELP DESK
For users

INTERNET CONNECTIVITY
Through quick-deploy satellite terminals and Wi-Fi hotspots

COORDINATION AND INFORMATION MANAGEMENT
Including liaison with government authorities.

IN HUMANITARIAN EMERGENCIES, COMMUNICATIONS MEANS
INFORMATION, CONNECTION, LIFE.

Photo: Office for the Coordination of Humanitarian Affairs (OCHA).

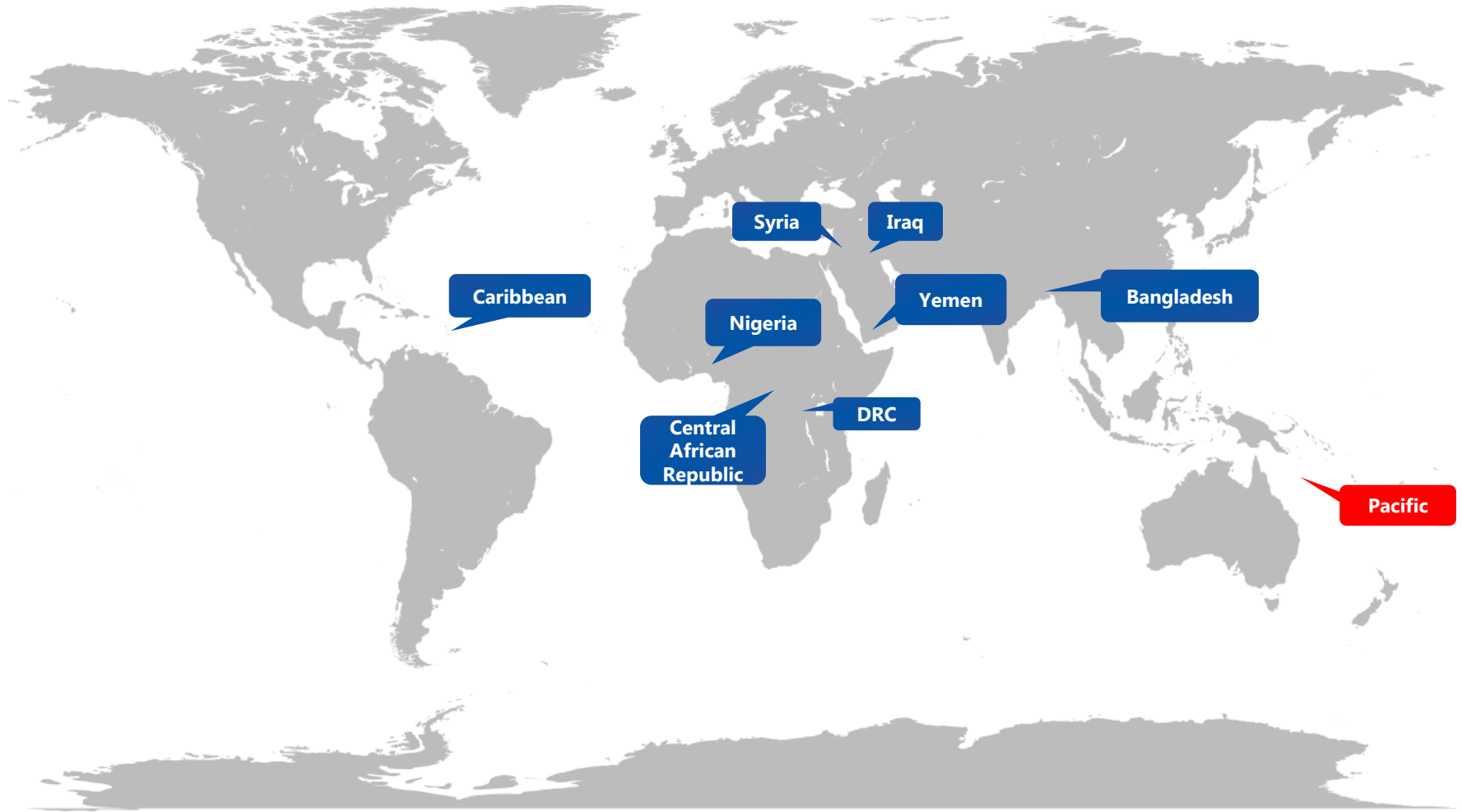# Who the ETC serves?

Affected populations – the community
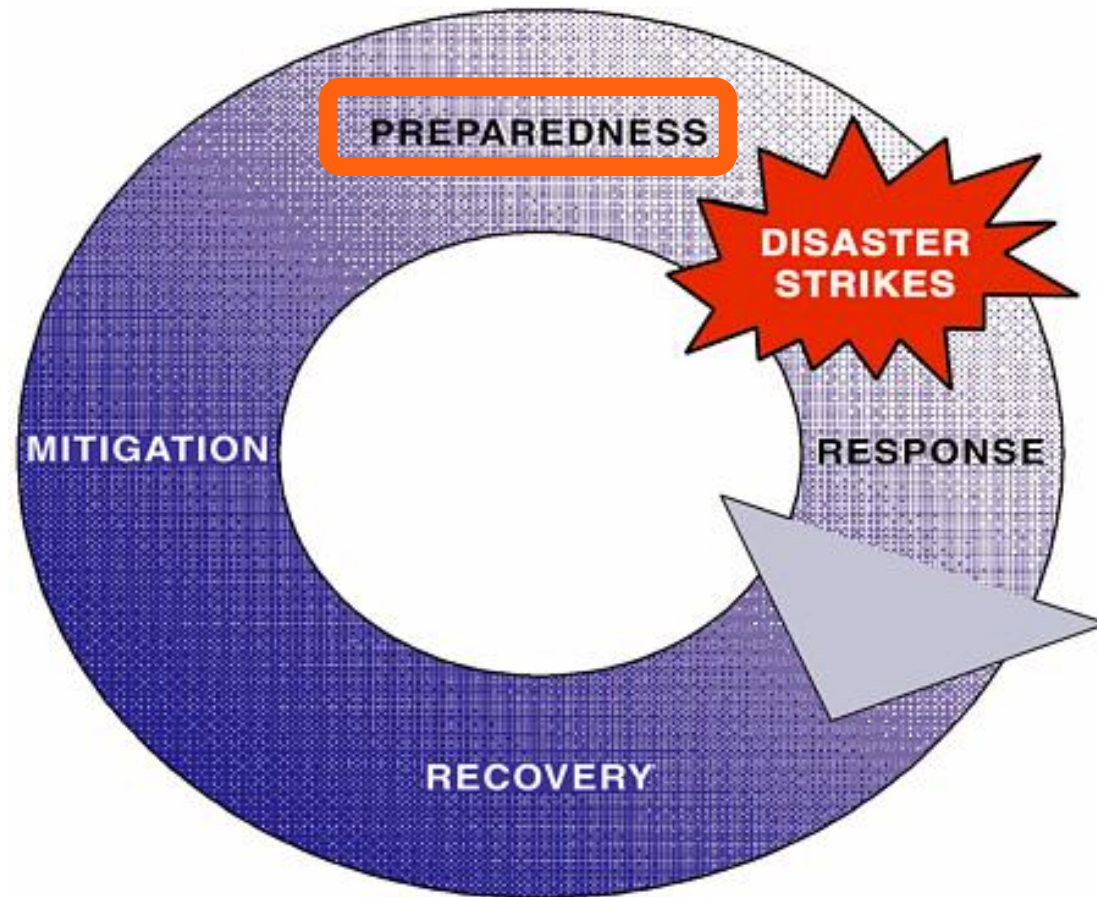

Government

Humanitarian actors

ETC - current operations (Jan 2018)

Caribbean

Syria

Iraq

Yemen

Bangladesh

Nigeria

DRC

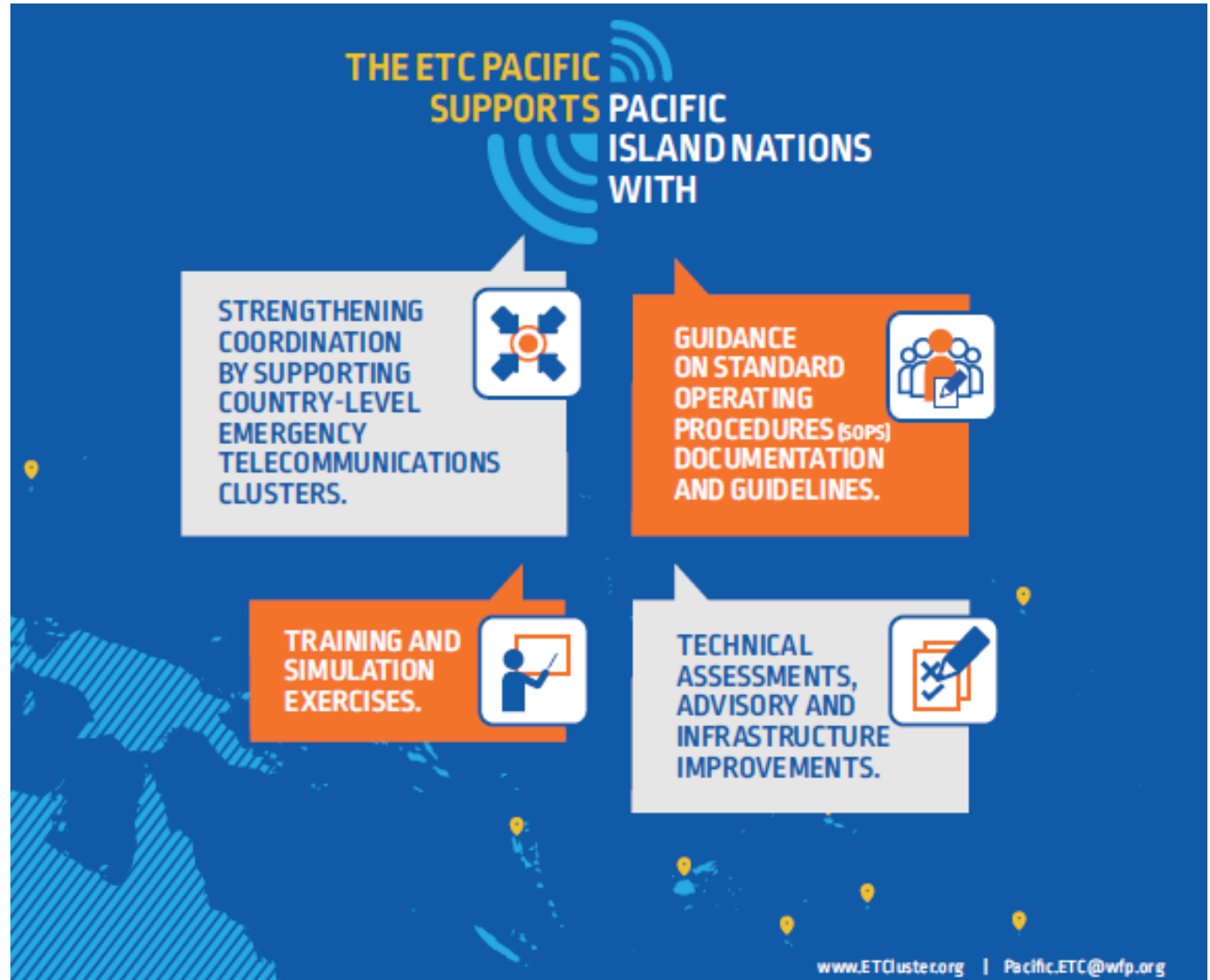Central African Republic

Pacific

The disaster cycle - preparedness

Preparedness - regional ETC presence in the South Pacific

Satellite Crisis Connectivity Charter

Goals of the Charter:

- **Information sharing** - allowing satellite operators to assist the ETC in supporting humanitarian responders, governments & affected communities in an efficient manner

- **An industry-led mechanism** - can be triggered by the ETC to invoke a coherent, predictable, scalable & principled end-to-end satellite-based solution

- **Training & capacity building** - ensuring the humanitarian community, local experts, governments, & response communities know how to use the equipment.

GSMA Humanitarian Connectivity Charter

An initiative from the **mobile network industry** to enhance support in times of disaster.

Overview: The Humanitarian Connectivity Charter

WHAT?
An industry initiative to enhance support in times of disaster, highlighting and amplifying existing activities

WHEN?
Launched at MWC15, the signatory group is growing and welcomes MNOs wishing to uphold and contribute to the principles of the Charter

WHY?
Access to mobile can be critical in both preparing for, withstanding and recovering from natural disasters and complex emergencies. The value of the industry in this space is huge. The Charter aims to facilitate industry action in performing this role as well as putting forward a consolidated advocacy message

HOW?
Participation requires a mapping of current activities, and an agreement to integrate the principles of the Charter where appropriate

etc

GSMA

GSMA Humanitarian Connectivity Charter

The Charter principles:

To enhance coordination within and among Mobile Network Operators before, during and after a disaster

To scale and standardise preparedness and response activities across the industry to enable a more predictable response

To strengthen partnerships between the Mobile Industry, Government and the Humanitarian sector

The ultimate aim of the Charter is to strengthen access to communication and information for those affected by crisis in order to reduce the loss of life and positively contribute to humanitarian response

More details:
www.gsma.com/mobilefordevelopment/programmes/disaster-response/humanitarian-connectivity-charter/

You can't deploy technology without trained people, supporting processes, and an overall plan.

GRACIAS!

International Telecommunications Union (ITU) – Regional Update on Emergency Telecommunications

Rodrigo Robles, ITU

Coffee break

Strengths, weaknesses, opportunities:

Learning from recent responses

Sharing recent field experiences:

- **Zac Clancy**, Help.NGO

- **Angel Buitrago**, WFP

Open discussion

VIDEO: [ETC Services for Communities (S4C) in Dominica](www.youtube.com/watch?v=nb1QekjZ5EU)

www.youtube.com/watch?v=nb1QekjZ5EU

GRACIAS!

Salma Farouque, WFP, Global ETC Unit
Email: salma.farouque@wfp.org