

Novel Coronavirus (COVID-19) Pandemic

Global ETC Information-Sharing Teleconference

Date: 20/04/2020 TIME: 12:00 UTC

Teleconference started at 12:05 UTC

Attendance list is at the end due to the length

Agenda

- 1. Global overview and COVID-19 Global Humanitarian Response Plan**
- 2. Impact on current ETC operations**
- 3. ETC response plan**
 - a. Global Coordination & Partner Mapping**
 - b. Risk Communication – Services for Communities**
- 4. Cyclone Harold Response**
- 5. Partner Updates**
- 6. AOB**

Minutes

1. Global overview and COVID-19 Global Humanitarian Response Plan

- The Global Health Cluster (led by World Health Organisation [WHO]) presented the latest updates on the COVID-19 pandemic. Globally, as of 19 April 2020, there were 2,241,778 confirmed cases and 152,551 deaths. The European Region recorded the highest number of cumulative cases, followed by the Americas, Western Pacific, Eastern Mediterranean, South-East Asia and Africa. Daily updates can be found on the WHO [website](#).
- The Strategic Preparedness and Response Plan (SPRP) was revised on 14 April and has been reorganized around five objectives:
 - Rapidly engage all sectors and communities to ensure all society ownership and participation in the response.
 - Slow down community transmission through context appropriate time-limited physical distancing measures, restrictions on movement and non-essential travel.
 - Control sporadic cases and clusters, as well as prevent community transmission by rapidly finding and isolating all cases and tracing, quarantining and supporting all contact.
 - Reduce mortality by providing appropriate care for those affected.

- Facilitate the rapid development of safe and effective vaccines and therapeutics that can be delivered at scale and that is accessible based on need.
- The Global Humanitarian Response Plan (GHRP) was launched on 1 April 2020, and its revision is underway now. Clusters need to amend or adapt their countries' HRP as needed to reflect measures related to the COVID-19 response, including:
 - Whether COVID-19 direct effects or containment measures are already affecting response operations.
 - Expected type, magnitude and severity of needs resulting from direct and indirect effects.
 - Available capacity to implement interventions.
 - Time-critical and/or high impact life-saving interventions required.
 - Operational capacity to deliver the above-mentioned interventions at scale.
 - Feasibility of logistics requirements of time critical and/or high impact life-saving interventions.
 - Activities/interventions that should be paused or no longer pursued as timeframe, humanitarian access and other conditions do not allow implementation.
 - If no COVID-19 cases are yet identified and/or no measures have been taken to contain the pandemic, focus on response readiness and preparedness.
 - If COVID-19 cases have been identified and/or measures have been taken to contain the pandemic, focus on revising, reprioritizing and adapting relevant interventions.
- GHRP guidance has now been shared with countries working on adapting their current HRPs. The GHRP is being shared with partners at country and global levels to input and comment on the revision. Initial plans are for the GHRP to be updated on a monthly basis. The next updated version is expected to be published on 7 May.
- The Global Health Cluster has provided some useful resources, such as multi-sectoral guidance and guidance for specific humanitarian settings and vulnerable groups. Currently, it is drafting a document, the *Inter-Agency Standing Committee (IASC) Interim Guidance on Public Health Measures for COVID-19 Preparedness and Response in Low-Resource Settings* which targets countries or cities that don't have the resources to tackle the COVID-19 pandemic.

2. Impact on current ETC operations

- The World Food Programme (WFP) plans to establish three strategic consolidation hubs in Guangzhou (China), Liege (Belgium) and Dubai (United Arab Emirates [UAE]) primarily serving as cargo consolidation points. These hubs will be connected to regional staging areas in: Panama City (Panama), Kuala Lumpur (Malaysia), Accra (Ghana), Johannesburg (South Africa) and Addis Ababa (Ethiopia). The ETC is ready to support these hubs with technology support as needed. All ETC operations are continuing despite restrictions on movement. Some staff/coordinators are working remotely in some locations.
- The ETC has received requests to set up data connectivity services in new sites in existing operations e.g. quarantine units and Emergency Operations Centres (EOCs) as more people need reliable connectivity while working from home.

3. ETC Response Plan

Global Coordination & Partner Mapping

- The ETC presented two maps to show the distribution of its partners' IT trained personnel and equipment worldwide. The mapping will enable the team to see the availability of local resources and engage with partners to immediately respond to emergency situations when required. Partners are encouraged to provide resources-related information if they haven't done so already.

Risk Communication – Services for Communities

- The ETC continues to receive requests to set up technology solutions to support risk communications to bridge communications gap between the health sector and affected populations. The Common Feedback Mechanism (CFM) project in Libya, which was established earlier this year, now has a dual role as a nationwide COVID-19 call centre. To date, it has received around 10,000 COVID-19 related calls.
- The ETC is preparing to further enhance the call centre in Libya by setting up a Chatbot by using instant messaging software applications, such as WhatsApp.
- The ETC is working to establish a COVID-19 hotline in the Central African Republic, while the ETC in the Pacific is assisting the government to set up a hotline number.
- The ETC is also exploring other options, such as through commercial or community radio stations, to enable the information flow from the health sector to the public so people are well informed on the precautions needed to fight COVID-19.

4. Cyclone Harold Response

- Cyclone Harold, which tore through the Pacific between 1 and 9 April, has badly affected communications networks in Vanuatu and Fiji. On 10 April, the Crisis Connectivity Charter (CCC) was activated to support recovery efforts.
- The ETC has been working with the local authorities and partners, including the International Telecommunication Union (ITU), to support the affected countries in providing connectivity services.
- The ETC is also using local resources since the team cannot deploy staff/equipment to the region due to COVID-19 travel and shipping restrictions.
- The Government of Luxembourg requested more details and lessons from the CCC's support to the Cyclone Harold response in the Pacific. The Global ETC Coordinator took note of the request and will revert.

5. Partner updates

ITU

- ITU has faced constraints due to COVID-19 travel restrictions and cannot deploy any equipment to the Pacific to support Cyclone Harold response efforts. To resolve this, ITU has collaborated with a local satellite provider to provide data connectivity for affected populations in remote areas in Vanuatu.



UNICEF

- UNICEF suggested that humanitarian organizations take advantage of using chartered flights, which allow humanitarians to fly equipment to other locations during the COVID-19 pandemic. UNICEF has used chartered flights to send equipment to Venezuela.

6. AOB

- The Global ETC will share more information about the international logistics hubs.
- The next information-sharing call will be scheduled in the next two weeks.

Teleconference/Meeting ended at 12:48 UTC

Next Global ETC COVID-19 Teleconference will be held on TBC.

Attendance

Chair	Jalal Shah	(Global ETC), Italy
ACF	Thomas Gérard	France
CDAC	Marian Casey-Maslen	USA
Cisco TacOps	Matt Wood	USA
	Sue-Lynn Hinson	USA
Ericsson Response	Lars Ruediger	Germany
	Mike Duffin	Canada
ESOA	Natalia Vicente	Belgium
	Aarti Holla	UK
Gov't of Luxembourg	Gilles Hoffmann	Luxembourg
GSMA	Isaac Kwamy	UK
GVF	Simon Gray	France
	David Meltzer	USA
IFRC	Mauricio Castano	Switzerland
Inmarsat	Tommy Flowers	UK
Internews	Stijn Aelbers	UK
IOM	Ottmar Figueroa	Switzerland
ITU	Maritza Delgado	Switzerland
NetHope	Rami Shakra	Colombia
Plan International	Bhavin Patel	UK
Save the Children	Mark Hawkins	UK
Thuraya Telecomms	Najwa Ayoub	UAE
UNHCR	Alexander Thomas	Denmark
	Massoumeh Farman	Denmark
	Nizar Zeidan	Denmark
	Min Sun	Denmark
UNICEF	Ike Uzoegwu	USA
	Antonio Gomes	USA



US Dept of State	Joe Burton	USA
WVI	Anthony Kimani	Kenya
WFP	Jean Cezard	Kenya
	Gabriela Alvarado	Italy
	Pia Facultad	Italy
	Emma Wadland	Italy
	Emma Gilson	Italy
	Omar Namaoui	Italy
	Phyza Jameel	Italy
	Thomas Vanommen	Italy
	Moussa Sana	Kenya
	Luis Alvarado	South Africa
	Emma Fitzpatrick	Switzerland
	Caroline Teyssier	UAE
	Prakash Muniandy	UAE
	Elizabeth Millership	UAE
	Opart Ongwandee	Thailand
	Suzanne Fenton	UAE
Yahsat	Hamed Odeh	UAE

Acronyms

ACF	Action Contre La Faim
CCC	Crisis Connectivity Charter
CFM	Common Feedback Mechanism
ETC	Emergency Telecommunications Cluster
GHRP	Global Humanitarian Response Plan
HRP	Humanitarian Response Plan
IASC	Inter-Agency Standing Committee
IFRC	International Federation of Red Cross and Red Crescent Societies
IOM	International Organization for Migration
ITU	International Telecommunication Union
NGO	Non-Governmental Organization
SPRP	Strategic Preparedness Response Plan
UN	United Nations
UNDP	UN Development Programme
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
WFP	World Food Programme
WHO	World Health Organization
WVI	World Vision International



All information related to the COVID-19 pandemic can be found on the website:

<https://www.etcluster.org/emergency/covid-19>

For more information, or to be added or deleted from the mailing list, please contact: COVID19.ETC@wfp.org

Minutes: Triwik Kurniasari, WFP