

# THE ETC IN 2019

WHERE WE WERE & WHAT WE DID



## KEY EVENTS



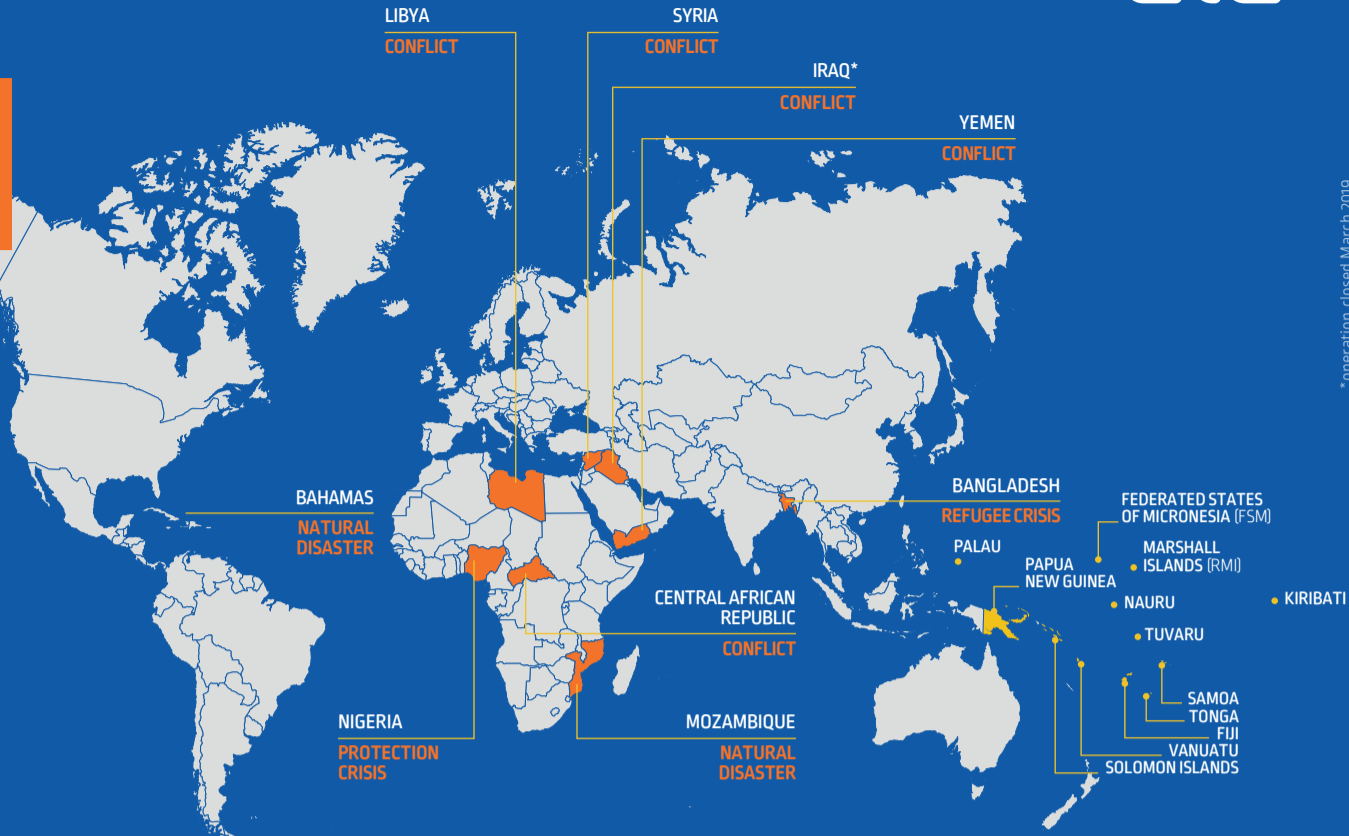
ETC WAS ACTIVE IN  
**21** Countries

EMERGENCY & PROTRACTED RESPONSES

**9** Countries

PREPAREDNESS

**12** Countries  
PACIFIC ISLANDS



\* operation closed March 2019

www.ETCluster.org | Global.ETC@wfp.org

## S4C ACTIVITIES



<p><b>LIBYA</b></p> <p>Funded by the Government of Luxembourg [PROJECT UNDER IMPLEMENTATION]</p>	<p><b>CENTRAL AFRICAN REPUBLIC (CAR)</b></p> <p>Funded as part of the Humanitarian Response Plan [PROJECT UNDER IMPLEMENTATION]</p>	<p><b>MOZAMBIQUE</b></p> <p>[PROJECT COMPLETED]</p>
<p><b>COMMON FEEDBACK MECHANISM (CFM)</b></p> <p>Single, toll-free, country-wide hotline for humanitarian assistance programs to make it easier for affected populations to contact humanitarians and communicate their needs.</p>	<p><b>INFORMATION AND LEARNING HUB</b></p> <p>For communities in Bangassou to learn digital skills and connect with people outside of CAR and humanitarians via the Internet</p> <p><b>DESIGNATED PHONE BOOTHS</b></p> <p>To serve an Internally Displaced People (IDP) camp in Bria to assist communities in communicating with their families and to contact humanitarian hot lines free-of-charge.</p> <p><b>COMMON FEEDBACK MECHANISM (CFM)</b></p> <p>At IDP sites across CAR</p>	<p><b>FOLLOWING CYCLONE IDAI</b></p> <p>The ETC and the National Forum of Community Radios in Mozambique (FORCOM)</p> <p>Rehabilitated radio stations in Buzi, Dondo, Beira, Nhamatanda and Gorongosa of the Sofala province which serve as critical sources of information.</p>

## PARTNERSHIP DEVELOPMENTS



- MOZAMBIQUE AFTER ACTION REVIEW**  
Copenhagen, Denmark
- ITU SIGNING OF CRISIS CONNECTIVITY CHARTER**  
Budapest, Hungary
- ITU EMERGENCY ROSTER LAUNCH**  
Geneva, Switzerland
- GOVERNMENT OF LUXEMBOURG VISIT TO ETS NIGERIA OPERATION**  
Maiduguri, Nigeria

## TRAINING



<p><b>FIRST-EVER ETC COORDINATION COURSE</b> Rome, Italy</p> <p>Equipped humanitarians with the knowledge and tools needed to coordinate/support ETC-style emergency operations.</p> <p><b>20</b> Participants</p> <p><b>9</b> Organizations</p> <p>ERICSSON RESPONSE, HELP.NGO, GOVERNMENT OF LUXEMBOURG, MSF, NETHOPE, SAVE THE CHILDREN, UNHCR, UNICEF, WFP</p>	<p><b>IT EMERGENCY MANAGEMENT TRAINING FOR THE ETC</b> Damascus, Syria</p> <p><b>14</b> Participants</p> <p><b>9</b> Organizations</p> <p>INCLUDING ICRC, SARC, UNDP, UNFPA, UN-HABITAT, UNHCR, UNRWA, WHO, AND WFP</p>	<p><b>LET'S NET 2019</b> Lipperscheid, Luxembourg</p> <p>Participants learned skills to deploy, manage and support ETC Data and Voice services during emergency operations.</p> <p><b>16</b> Participants</p> <p><b>6</b> Organizations</p> <p>GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, UNHCR, UNICEF, WFP, WORLD VISION</p>	<p><b>GEAR.UP 2019</b> Stuttgart, Germany</p> <p>Large-scale inter-agency operational exercise and functional training event designed to further advance emergency response capabilities in the global humanitarian ICT and logistics spheres.</p> <p><b>20</b> Participants</p> <p><b>10</b> Organizations</p> <p>ACF, GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, OXFAM, SAVE THE CHILDREN, UNDP, UNHCR, UNICEF, WFP, WORLD VISION</p>
--	---	--	---

## PARTNERS



- FEBRUARY**
  - HUMANITARIAN NETWORK & PARTNERSHIP WEEK**  
Geneva, Switzerland
- MARCH**
  - CRISIS CONNECTIVITY CHARTER FIRST ACTIVATION IN RESPONSE TO CYCLONE IDAI**  
Mozambique  
INMARSAT, EUTELSAT, SES
  - 3rd GLOBAL FORUM ON EMERGENCY TELECOMMUNICATIONS ITU GET19**  
Balaclava, Mauritius
- APRIL**
  - ETC PLENARY MEETING 2019 & OPEN DAY**  
Dubai, United Arab Emirates  
18 PARTNERS ATTENDED with special guest CISCO
- JUNE**
  - THE ETC IS FEATURED AT THE WORLD FOOD PROGRAMME EXECUTIVE BOARD SIDE EVENT SHOWCASING WFP-LED CLUSTERS**  
Rome, Italy
- JULY**
  - ITU GLOBAL SYMPOSIUM FOR REGULATORS 2019 SIMEX ON ETC PREPAREDNESS**  
Port Vila, Vanuatu
- AUGUST**
  - ASEAN WORKSHOP ON THE ICT ROADMAP 2025**  
Jakarta, Indonesia
  - MOZAMBIQUE AFTER ACTION REVIEW**  
Copenhagen, Denmark  
UNHCR (HOST), GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, TSF, EUTELSAT, WFP, ETC (+ NetHope in remote interview phase)
  - CDEMA EMERGENCY TELECOMMUNICATIONS TRAINING**  
Barbados  
GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, NETHOPE, EUTELSAT AND CISCO
- SEPTEMBER**
  - ETS PARTNERS RESPOND TO HURRICANE DORIAN, BAHAMAS**
  - CRISIS CONNECTIVITY CHARTER SECOND ACTIVATION IN RESPONSE TO HURRICANE DORIAN**  
Bahamas  
HISPASAT, EUTELSAT
  - ITU SIGNS THE CRISIS CONNECTIVITY CHARTER**  
Budapest, Hungary
- OCTOBER**
  - GSMA HUMANITARIAN CONNECTIVITY CHARTER (HCC) WORKSHOP**  
Jakarta, Indonesia
  - ITU STUDY GROUP 2: PREPAREDNESS**  
Geneva, Switzerland
- NOVEMBER**
  - SERVICES FOR COMMUNITIES RETREAT**  
Rome, Italy  
GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, NETHOPE, OCHA, UNHCR, ETS LIBYA, OXFORD UNIVERSITY, MSB
  - WORLD FOOD PROGRAMME EXECUTIVE BOARD: A CROSS-DIVISIONAL DISPLAY, FEATURING ETC RESPONSE IN MOZAMBIQUE**  
Rome, Italy
  - ETC CYBERSECURITY WORKSHOP**  
Rome, Italy  
GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, UNICEF, UNHCR, WORLD VISION INTERNATIONAL, PLAN INTERNATIONAL, WFP
  - CRISIS CONNECTIVITY CHARTER BEYOND 2020 MEETING**  
Rome, Italy