



Services provided in **2 COMMON OPERATIONAL AREAS** plus coordination services in Tunis



The ETS has received **18%** of the **US \$882,000** required to fund activities until June 2022

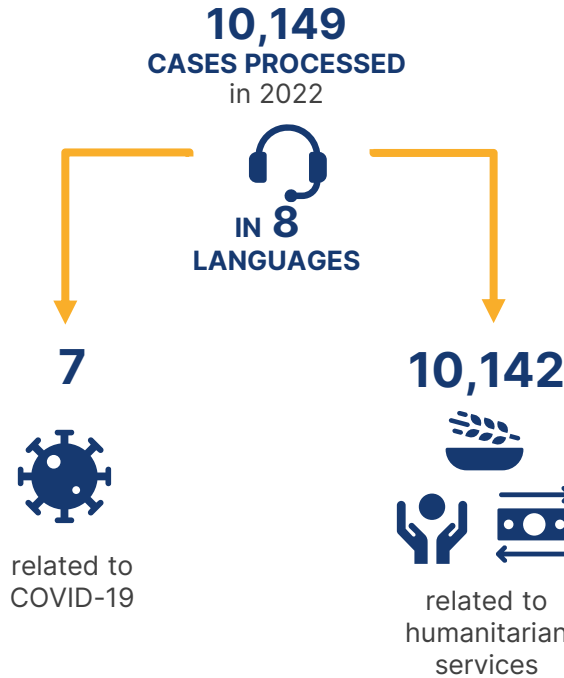


The ETS is supporting **1 SECURITY OPERATION CENTRE (SOC)** Benghazi.



ETS was activated in **OCTOBER 2018**

Since February 2020, the ETS has managed a call centre in Tripoli which serves as a humanitarian hotline as well as a nationwide COVID-19 information channel.



### BREAKDOWN OF CALLERS

**18%** female  
**82%** male



**98%** from the **West**  
**1%** from the **South**  
**1%** from the **East**



The Tawasul Chatbot was launched as a complementary information channel to the CFM hotline on 18 November 2021.

Partner and donor organizations supporting the ETS operation in Libya: the Government of Luxembourg, National Centre for Disease Control (NCDC), OCHA, UNDSS, UNHCR, UNSMIL, WFP, IOM, ECHO