

Syria Conflict

2024

Overview

The severe and complex conflict in Syria has left over **two thirds of the population** in need of humanitarian assistance. **Humanitarian needs** in northwest Syria have grown increasingly dire due to the devastating impact of the Kahramanmaraş earthquakes in February 2023. The ETC continues to **enable the humanitarian response** by providing **shared security communications** and **data connectivity** services across eight sites in Syria and Türkiye.



ETC services provided in **8 COMMON OPERATIONAL AREAS**



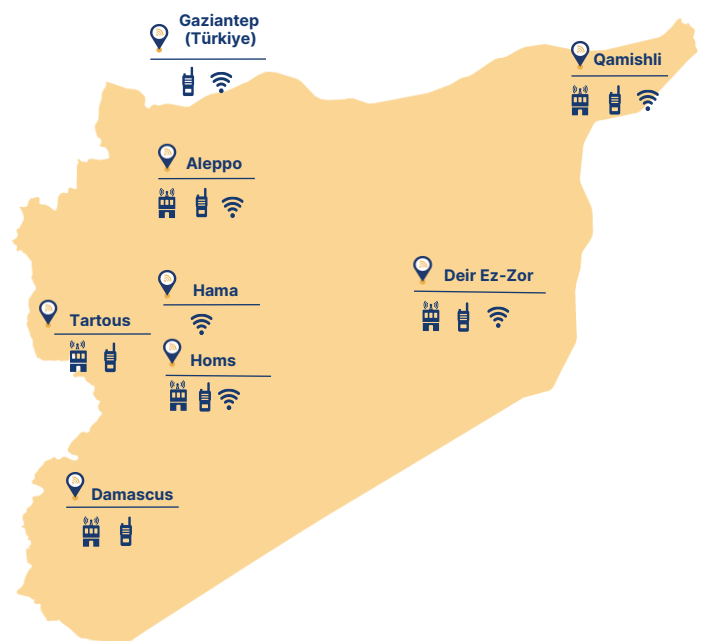
6 UNSS SECURITY OPERATION CENTRES (SOC) supported by the ETC



53.7% FUNDED out of the required **US\$465,000** in 2024



ETC was activated in **JANUARY 2013**



Partner and donor organizations supporting the ETC in Syria:

Donors – Government of Ireland, USAID/BHA | Partners – OCHA, UNDSS, UNHCR, UNICEF, WFP

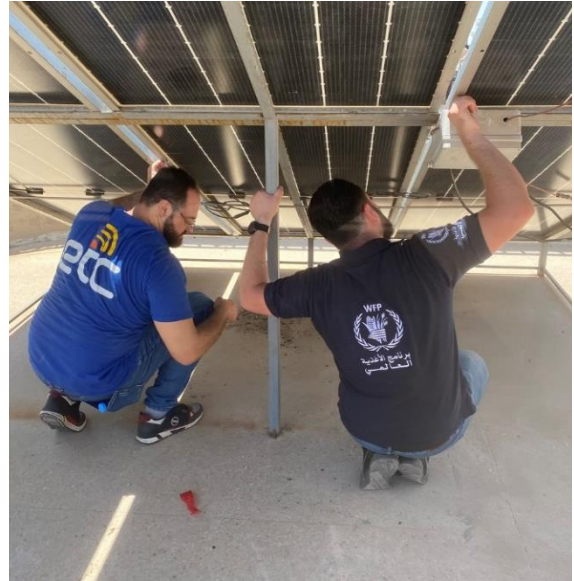
Communications for the response community

ETC communications services are provided across eight common humanitarian areas—Aleppo, Damascus, Deir Ez-Zor, Hama, Homs, Tartous, Qamishli, and Gaziantep in Türkiye. These services enable responders to work, stay safe in the field, and communicate with colleagues.

Data connectivity — Across five common operational areas: Aleppo, Deir Ez-Zor, Homs, Qamishli, Gaziantep, and the field office in Hama, the ETC provides connectivity services to 300+ humanitarian workers from 15 UN agencies to enable the humanitarian response.

Security communications — The cluster provides security communications (radio) services to 700+ humanitarians including radio programming, training, and support to the six UNDSS-managed Security Operations Centres (SOC) in Aleppo, Damascus, Deir Ez-Zor, Homs, Tartous, and Qamishli.

User support, coordination and information management — An ETC helpdesk is maintained to support the response community. The ETC also provides coordination of ICT activities based in Damascus and shares operational information to support decision-making.



ETC projects & initiatives in 2024

In 2024, the ETC aims to support humanitarians in Syria and Türkiye with effective communications services. The cluster is carrying out the following priority activities and initiatives:

Coordination and service delivery — Provide a coordination platform for key partners to deliver high-quality, cost-effective ETC services, including security communication, data connectivity, power supply, and technical support.

Infrastructure upgrades — Maintain the security communications and solar power system in common operational areas across Syria. Upgrade equipment and systems in the main SOC to enhance the coordination of security communications. Enhance the operational coverage of Security Communication Systems and the availability of services in all inter-agency hubs.

Network improvements — Improve the quality and availability of connectivity services in Aleppo, Deir-Ezzor, Hama, Homs, and Qamishli to facilitate humanitarian operations. Expand and upgrade Ultra High Frequency (UHF) radio networks in Türkiye to support cross border movement and humanitarian operations into Syria.

Capacity building — Conduct tailored technical capacity building workshops for humanitarian technical personnel in Syria.

Strategic equipment stock — Ensure the availability of strategic equipment stock in the country and arrange contingency resources to meet immediate needs in existing or new common operational areas.

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