

# Yemen Conflict

2022

## Operation overview

The conflict crisis in Yemen has left 80 percent of the population in need of humanitarian assistance, making it the worst humanitarian crises in the world. ETC communication services support almost 3,000 responders to carry out their life-saving work effectively, safely and securely.



Services provided in **17 SITES** across  
**10 COMMON OPERATIONAL AREAS**



The ETC in Yemen is **100%** funded  
out a planned **US\$3.3 MILLION** to  
maintain and expand services



**8 SECURITY OPERATION CENTRES  
(SOC)**  
supported by the ETC



ETC was activated in  
**APRIL 2015**



## Communication needs in Yemen

Humanitarians work in unstable and insecure areas throughout Yemen. To assist the response community, the ETC provides reliable and effective means of communication to work, stay safe and communicate with colleagues.

**Data connectivity** — Across 17 sites in 10 common operational areas of the country – Sana’a, Aden, Al Hodeidah, Al Tourba, Al Mukalla, Ibb, Al Mokha, Marib and Hajjah (and Sa’ada soon) – the ETC provides connectivity services to 870 humanitarian workers from 17 UN agencies and 30 I/NGO partner organizations to enable the entire humanitarian response.

**Security communications** — The cluster also provides security communications services to 2,600 humanitarians such as radio programming, training, and support to the eight UNDSS-managed Security Operation Centres (SOC) to ensure staff in the field can communicate safely and securely.

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

The ETC continuously strives to improve and expand its services in new sites as required for UN agencies and I/NGOs.



## COVID-19 response

In 2021, the ETC continues to support COVID-19 response efforts by collaborating with the World Health Organization (WHO) and the Ministry of Public Health and Population to upgrade an existing hotline in Sana’a and to establish a new COVID-19 hotline in Aden.

Further, the ETC provides 24/7 internet services to UN-dedicated COVID-19 quarantine centres in Sana’a, Al Hodeidah and Aden.

## Telecommunications Security Standards (TESS)

In 2019, TESS conducted a technical assessment of telecommunications service in Aden and recommended the expansion of VHF service to cover the entire city. The ETC, in coordination with TESS, has ordered the required equipment which is under custom clearance process. The ETC will seek TESS assistance in implementing the project.

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**Donor organizations supporting the ETC in Yemen:** Yemen Humanitarian Fund (YHF), OCHA Central Emergency Relief Fund (CERF) and the government of Canada.