



YEMEN • CONFLICT



April 2020

OPERATION OVERVIEW

Five years since conflict escalated in Yemen, the situation remains dire. With around 80% of the population (24 million people) in need of humanitarian assistance, Yemen is one of the worst humanitarian crises of our time. **ETC communications services enable almost 3,000 responders** to do their work effectively, safely and securely, ensuring **lifesaving assistance** reaches those who need it most.



The ETC was activated on **1 APRIL 2015**



Communications services provided to **>2,848** humanitarians in **11 SITES**



ENGAGING with World Health Organisation and the health authorities to support COVID-19 response



42% funded of the required **US\$3.6 MILLION** in 2020. **US\$2.1 million** still required



Planned ETC services



Provided ETC services



To support the **COVID-19** response, the ETC will:



COVID-19 HOTLINES

Support the set up of hotlines in Sana'a and Aden



QUARANTINE UNITS

Provide connectivity in UN quarantine and isolation centres

ETC activities in Yemen in 2020

ETC OBJECTIVES IN 2020

- Maintain the **provision** of existing communications services to **enable the entire humanitarian response**
- Maintain the **ETC Helpdesks** which support the response community
- Provide **coordination** of ETC activities and develop and share **operational information** to support decision-making, strengthen **advocacy** efforts and ensure the swift delivery of services.
- Support **COVID-19 response efforts** by collaborating with World Health Organisation (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.

CRITICAL COMMUNICATIONS FOR THE RESPONSE COMMUNITY

Humanitarians — ETC connectivity is being provided at 11 sites across the main common operational areas of Sana'a, Aden, Al Hudaydah, Al Tourba, Al Mukalla and Al Mokha. This connectivity enables responders to work efficiently and facilitate the delivery of lifesaving assistance. The ETC will continue to expand communications services in all new sites as required, including UN hubs.

Engaging with partners —The ETC engages closely with its 41 local partners on the ground to discuss activities, plans and challenges. The Local ETC Working Group has 71 active members. The ETC also regularly engages with the Humanitarian Country Team, the Inter-Cluster Coordination Mechanism (ICCM) and there are plans to collaborate with the Communications Working Group.

TELECOMMUNICATIONS SECURITY STANDARDS (TESS)

Following TESS recommendations, the ETC plans to expand the VHF coverage in Aden to ensure the safety and security of staff.

FUNDING NEEDS AND PROJECTED IMPACT

The ETC requires immediate funding of **US\$2.1 MILLION** to maintain and expand the provision of communications services in Yemen. If mobilized in a timely manner, financial contributions will enable the ETC to maintain and expand the provision of critical services that underpin the entire response. In a context like Yemen, connectivity enables responders can work efficiently and safely ultimately ensuring lifesaving assistance is swiftly delivered to those who need it most.

All information about the ETC response in Yemen is available on the website:

<https://www.etcluster.org/emergencies/yemen-conflict>

There are currently 41 partner and donor organizations supporting the ETC in Yemen.

