



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.



ETC was activated in
APRIL 2015



Operational ETC services



Planned ETC services



ETC services provided in
15 COMMON OPERATIONAL AREAS



8 SECURITY OPERATION CENTRES (SOC) supported by the ETC



82% funded out of a planned **US\$3.3 MILLION** **US\$582,000** still required.



2,395 RESPONDERS from **17 UN AGENCIES** and **27 INGOs** supported by the ETC in Yemen

ETC activities in Yemen

ETC OBJECTIVES IN 2021

- Maintain and improve the provision of **data connectivity** and **security communications** services across 15 sites 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 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.

CRITICAL COMMUNICATIONS FOR THE RESPONSE COMMUNITY

Humanitarians — ETC connectivity is provided to 2,395 responders in 15 sites across the main common operational areas of Sana'a, Aden, Al Hudaydah, Al Tourba, Al Mukalla, Al Mokha, Marib and Hajjah. This enables humanitarian responders to work efficiently, facilitating the delivery of life-saving assistance. The Cluster also provides security communications services such as radio programming, training and supporting the eight Security Operation Centres (SOC) to ensure staff in the field can communicate safely and securely. The ETC continuously strives to improve and expand its services in new sites as required for UN agencies and I/NGOs.

Engaging with partners —The ETC engages closely with 44 partners on the ground to discuss its activities, plans and challenges. The local ETC working group has 163 active members. The ETC also regularly engages with the Humanitarian Country Team (HCT), the Inter-Cluster Coordination Mechanism (ICCM), UN Operational Management Team (OMT) and there are plans to collaborate with the Communications Working Group.

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.

At 82 per cent funded, the ETC in Yemen requires further funding of US\$582,000 to maintain and expand lifesaving communications services.

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