



BANGLADESH • REFUGEE CRISIS

May 2020

OPERATION OVERVIEW

Ongoing violence in Myanmar in 2017 forced millions of Rohingya to flee across the border into Bangladesh. In **2020**, the ETS will maintain **security telecommunications** and internet **connectivity** services to **facilitate** the entire humanitarian response and ensure the **safety and security** of staff.



ETS was activated on
25 AUGUST 2017



Connectivity provided for **>247** humanitarians & retailers in **21 SITES** including 15 e-voucher outlets, logistics hubs and 2 humanitarian hubs where staff reside



ENGAGING with global partners to establish a new connectivity network



18% funded of the required **US\$5.1 MILLION** in 2020. **US\$4.2 million** still required



Operational ETS services

To support the **COVID-19** response in Bangladesh, the ETS will:



SARI TREATMENT CENTRES
Provide connectivity in 18x Severe Acute Respiratory Infection (SARI) treatment centres

ETS activities in Bangladesh

ETS OBJECTIVES IN 2020

- Maintain the **provision** of existing communications services to **enable the entire humanitarian response**
- Conduct **capacity building** exercises to the response community to **strengthen emergency preparedness and response skills** and to ensure the **sustainability** of services; and
- Provide **coordination** of ETS activities and develop and share **operational information** to support decision-making, strengthen **advocacy** efforts and ensure the swift delivery of services.

DATA CONNECTIVITY FOR THE RESPONSE COMMUNITY

Humanitarians — ETS connectivity is being provided at a common meeting area in Cox's Bazar where some staff also reside. This connectivity enables responders to work, hold meetings and communicate with colleagues.

Enabling digital assistance efforts — Connectivity is being provided in 21 sites, including 15 e-voucher outlets to enable members of the affected community to redeem e-vouchers in return for food.

SARI treatment centres — To support the COVID-19 response, the ETS is preparing to provide connectivity in 18x Severe Acute Respiratory Infection (SARI) treatment centres to enable medical teams to track the pandemic and provide lifesaving treatment.

Engaging with partners —The ETS is working closely with global ETC partners, Cisco TacOps, Ericsson Response and NetHope to design a new connectivity network for the use of responders. The design work is expected to be complete by the end of June.

TELECOMMUNICATIONS SECURITY STANDARDS (TESS)

The ETS is working to strengthen and augment the capacity/coverage of the VHF radio network in line with UN Security Communications System standards to ensure staff can communicate safely and securely.

FUNDING NEEDS AND PROJECTED IMPACT

As of the end of April, the ETS requires immediate funding of US\$4.2 MILLION to maintain and expand the provision of connectivity services in Bangladesh. If mobilized in a timely manner, financial contributions will enable the ETS to expand critical connectivity to humanitarians in numerous sites to facilitate their work, and also to enable digital assistance efforts, empowering members of the affected community to redeem their e-vouchers.

All information about the ETS response in Bangladesh is available on the website:

<https://www.etcluster.org/emergencies/bangladesh-refugee-crisis>

Partner and donor organizations supporting the ETS in Bangladesh: Cisco TacOps, Department of Foreign Affairs and Trade (Australia), Ericsson Response, IOM, NetHope, ISCG, Thailand, UNDSS, UNHCR, WFP

