

# Yemen Conflict

## Operation overview

Driven by conflict, disease, economic collapse and a breakdown of public services, the situation in Yemen is the world's worst humanitarian crisis, affecting nearly 24 million people. ETC communication services support over 3,000 responders from 47 partner organizations to carry out their life-saving work effectively, safely and securely.



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



**8 UNDSS SECURITY**  
**OPERATIONS CENTRES (SOC)**  
supported by the ETC



The ETC in Yemen is **51%**  
funded out a planned **US\$3.4**  
**MILLION** to maintain and  
expand services



ETC was activated in  
**APRIL 2015**



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

## 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, the ETC provides connectivity services to 900 humanitarian workers from 17 UN agencies and 30 I/NGO partner organizations to enable the entire humanitarian response.

**Security communications** — The cluster provides security communications services to 2,600 humanitarians such as radio programming, training, and support to the eight UNDSS-managed Security Operations 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.

## COVID-19 response

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

In 2022, 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.

## Reconnecting young people with a brighter future

In 2022, the ETC in Yemen equipped Aden University with laptops, monitors, printers, and upgraded fibre optic internet access – enabling online learning for the first time. The project was made possible with funding from the World Health Organization (WHO) and the World Bank, arriving at a critical time to revitalize the crumbling IT infrastructure of an important learning hub for young people in Yemen. The ETC connectivity project has changed the lives of up to 3,500 students and teaching staff in Aden university, and reinforced a virtual bridge between Yemeni students and the global student body.

## Challenges

**Funding** — Over seven years of war in Yemen coupled with the conflict in Ukraine has led to donor fatigue. The ETC in Yemen is just 51 percent funded out of a required US\$3.4 million in 2022. Historically, the ETC in Yemen has access to more funding at this time of year. The cluster has allocated US\$951,000 of its allocated resources to continue delivering services until the end of Q2 2022, which is fast approaching. Fundraising activities are ongoing for the remaining 49 percent.

**Equipment** — The severe restrictions on importing telecommunications equipment into Yemen consistently impacts on the implementation of ETC activities across the country. As an example, since early 2021, the ETC has been unable to obtain pre-import approval for the shipment of two consignees from Djibouti to Aden. The equipment is to expand security communications services for humanitarians in Aden city, supported by Telecommunications Security Standards (TESS). The Resident Coordinator's Office has escalated the issue with Yemen's authorities. In Yemen, there is often no immediate solution to the issue of equipment importation. Although the ETC explores options in local markets and with partners in country, most specialist telecommunications equipment can only be sourced internationally.