



OPERATION OVERVIEW

The severe and complex conflict crisis in Syria has left over 11.1 million people in need of humanitarian assistance. In 2020, the ETC continues to enable the humanitarian response by providing shared **security communications** and internet **connectivity** services to **facilitate** the entire humanitarian response and ensure the **safety and security** of staff.



ETC was activated in **JANUARY 2013**



ETC services provided in **13 COMMON OPERATIONAL AREAS**



6 SECURITY OPERATION CENTRES (SOC) supported in Syria and neighbouring countries



100% funded of the required **US\$1 MILLION** in 2020



500 RESPONDERS from **15 ORGANIZATIONS** supported by ETC in Syria and neighbouring countries

ETC activities in Syria

ETC OBJECTIVES IN 2020

- Maintain and expand the **provision** of communications services to **enable the entire humanitarian response** in Syria and neighbouring countries.
- **Migrate** all telecommunications equipment to a common UN system.
- Conduct **capacity building** exercises to the response community to **strengthen emergency preparedness and response skills** and to ensure the **sustainability** of services.
- 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.

COMMUNICATIONS FOR THE RESPONSE COMMUNITY

Humanitarians — ETC connectivity and telecommunications services are being provided across 13 common humanitarian areas in Syria (Al Qamishli, Aleppo, Damascus, Deir Ez-Zor, Hama, Homs and Tartous); in Turkey (Antakya, Gaziantep, Sanliurfa and Kilis); Amman in Jordan and Beirut in Lebanon. These communication services enable responders to work, stay safe in the field and communicate with colleagues. The Whole of Syria approach supports cross border operations for Syrians forced to flee the country.

COVID-19 crisis — To support the COVID-19 response, the ETC is on standby to support the set up of four crisis operation centres in Damascus in collaboration with WFP and government ministries.

Service expansion — The ETC is preparing to provide common communications services at four proposed UN hubs in Al-Tabqa, Ar-Raqqa, Hama and in southern Syria in response to the anticipated scale up of humanitarian assistance needed to support thousands of returnees to Syria.

TELECOMMUNICATIONS SECURITY STANDARDS (TESS)

The ETC is working with TESS and UNDSS to strengthen and augment the capacity/coverage of VHF and HF radio networks in Syria and Turkey in line with UN Security Communications System standards to ensure staff can communicate safely and securely. The ETC and TESS plan to conduct radio frequency training to inter-agency staff to deploy improved services in key cities in Syria.

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

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