



SYRIA • CONFLICT

OPERATION OVERVIEW

The severe and complex conflict crisis in Syria has left over 11.1 million people in need of humanitarian assistance. In 2021, the ETC continues to enable the humanitarian response by providing shared **security communications** and **data connectivity services** to facilitate the entire humanitarian response and support the **safety and security** of staff.



ETC services provided in
13 COMMON OPERATIONAL AREAS



100% funded of the required
US\$429,405
in 2021



6
UNDSS SECURITY OPERATION CENTRES (SOC)
supported in Syria



ETC was activated in
JANUARY 2013



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

ETC activities in Syria

ETC OBJECTIVES IN 2021

- Maintain and expand the **provision** of communications services to **enable the entire humanitarian response** in Syria and neighbouring countries in 13 common operational areas.
- Conduct **capacity building** exercises to a target of 30 participants from the response community to **strengthen emergency preparedness and response skills** and to ensure the **sustainability** of services.
- Install solar power back-up systems in all UNDSS-managed Security Operation Centres (SOCs) to **mitigate the impact of frequent power cuts** on critical services.
- Install power back-up systems in the inter-agency hubs in Homs and Aleppo to provide **reliable data connectivity services** for humanitarians.
- 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.
- **Service expansion** — The ETC is ready to provide common communications services at two proposed UN hubs in Ar-Raqqa 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 works 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.

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

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