Türkiye – Syria, earthquake

Global ETC Teleconference
Date: 07/02/2023 **Time:** 14:00 UTC

All information related to ETC operations can be found on the website:

https://www.etcluster.org/emergency/turkiye-syria-earthquake

For more information or to be added or deleted from the mailing list please contact:

global.etc@wfp.org

Attendance

Chair	Brent Carbno	Italy
Action Contre la Faim (ACF)	Thomas Gerard	France
CDAC Network	FanMan Tsang	UK
CISCO	Matt Wood	USA
	Matt Altman	USA
ERICSSON Response	Mike Duffin	Canada
	Lars Ruediger	Germany
Emergency.lu	Bram Krieps	Luxembourg
GSMA	Isaac Kwamy	United Kingdom
Government of Luxembourg	Gilles Hoffmann	Luxembourg
Global Satellite Operations Association (GSOA)	Isabelle Mauro	Belgium
GVF	David Meltzer	USA
IFRC	Jekel Erwin	Switzerland
Intelsat Unified Network	Antonio Bove	Luxembourg
Internews	Stijin Aelbers	United Kingdom
ITU	Paul Hamilton	Switzerland
	Heather Johnson	Switzerland
	Lian Jiaman	Switzerland
MSB	Mats Ljung	Sweden
NetHope	Charles Huggins	USA
UNHCR	Alexander Thomas	Denmark
	Ekue Ayih	Ivory Coast
	Massoumeh Farman	Denmark
	Nizar Zeidan	Denmark
	Undraa Bayanaa	Denmark
	Shashikant Dhanteja	Jordan
	Stephen Nasimolo	Syria
	Asfin Soyunmez	Turkiye

UNICEF	Marc Dieng	Afghanistan
	Marta Dabbas	Spain
	Kamal Kamaleddine	Jordan
	Mazen Shwikany	Syria
	Serdar Okan	Turkey
REACH	Margot Fortin	Switzerland
Save the Children	Mark Hawkins	United Kingdom
Telecom Sans Frontieres (TSF)	Florent Bervas	France
World Vision International (WVI)	Albert Kiruki	Kenya
	Anthony Kimani	Kenya
WFP	Omar Namaoui	Algeria
	Alexandra Lajeunesse	Italy
	Dalia Mansour	Eygpt
	Niel Murphy-Dewar	Syria
	Atmaja Sembiring	Syria
	Khawar Ilyas	UAE
	Caroline Teyssier	UAE
	Aramayis Alojants	UAE
	Mufaro Masuka	UAE
	Damian Stafford-Shaw	Ireland
	Gaten Bailby	Italy
	Jennifer Lim	Belgium
	Maria Gonzalez Garcia	Spain
	Marie Elena Bock	Italy
	Julien Marcheix	Italy
	Phyza Jameel	Italy
	Ria Sen	Italy
	Siriporn Charoenkijgasat	Kenya
	Komi Amedjonekou	Togo

Agenda

1. Situation update
2. Global ETC update
3. Global Logistics Cluster update
4. ETC Syria and Gaziantep update
5. Partner updates
6. AOB

Minutes

1. Situation update

- A 7.8 earthquake hit south-eastern Türkiye in the early hours of 6 February. At least 2,097 deaths and 12,391 injuries have been reported so far in both Türkiye and Syria – this is expected to rise over the next 72 hours.

- OCHA's UN Disaster Assessment and Coordination (UNDAC) and International Search and Rescue Advisory Group (INSARAG) teams from 44 countries have started to deploy. Two UNDAC teams (15 people each) have been mobilized to Türkiye.

2. Global ETC update

- A TEC emergency coordinator is deploying to Türkiye (Ankara) on 8 February to initiate interagency ICT coordination as well as assess needs for the interagency humanitarian community in support of the national response efforts.

- In Syria, the ETC has been activated since 2013 under the 'Whole of Syria' (WoS) approach. Since 2015, the ETC in Syria has also supported the UN community in Gaziantep with technical UHF radio support to facilitate crossborder assistance. The ETC in Syria is revising its response requirements in line with the impact of the earthquake.

- The Global ETC is reaching out to all partners for information-gathering and a coordinated response. Although there is no cluster activation request in Türkiye at this point, the governments of Syria and Türkiye have requested international assistance to provide health, shelter, wash, protection, nutrition, and food services to the affected population.

- An emergency page has been set up on the ETC website to gather information on the response and an ICT profile for both Türkiye and Syria can also be found on the country pages of the website.

3. Global Logistics Cluster update

- The Logistics Cluster has been activated in Syria for over 10 years to serve north-west Syria and also in Gaziantep for the transshipment hubs. As part of the earthquake response, the cluster is deploying together with an UNDAC team to support their activities as well as the coordination of logistics.

- The Logistics Cluster is in the information gathering stage of the response. It is challenging to obtain accurate and timely information from the affected regions, particularly in north-west Syria.

- The main entry points, corridors, access constraints, and border crossing points are being gathered for partners on the webpage set up on 6 February (interactive map): https://logie.logcluster.org/?op=tur-23-a

- The roads in the affected areas in Türkiye are badly damaged but secondary roads are usable. Movement and displacement operations via road using heavy vehicles are further impacted by winter weather conditions.

- The main entry points by air are operational – there are different specific criteria that can be used for military and humanitarian assistance. For humanitarian assistance into southern Türkiye and Syria, partners are planning to use the southern route through

Beirut – the Logistics Cluster is confirming the information they have received regarding the opening and facilitation of humanitarian assistance through Lebanon.

- Although the main ports are affected, the Port of Mersin (a major seaport located on the north-eastern coast in southern Turkey) is operational and the main route for humanitarian assistance by sea to the camps in north west Syria.

- The Bab al-Hawa Transshipment hub and its staff were impacted in the earthquake and is temporarily closed. The hub facilitates the movement of assistance on the Syria – Türkiye border. An assessment of the situation there is ongoing to resume operations as soon as possible.

- All other border crossing points are operational and in use by commercial entities to get humanitarian assistance into north west Syria.

- The Logistics Cluster is seeking information from the customs authorities to facilitate the procedure for getting in-transit cargo into Syria via Türkiye. The cluster is looking at the emergency protocol and import procedures for this. A Working Group has been set up which is working with different partners on importation and customs in Türkiye, including MSF, UNICEF, WHO, and WFP. Interested partners can go to https://logcluster.org/earthquake-2023-February and navigate to the contact box to be added to the WhatsApp group on importation.

- The cluster is looking at its rapidly deployable storage capacity, identifying what is available and where there are gaps based on the possible pipeline, considering that search and rescue will be the first activity to be carried out.

- A key concern raised is the lack of fuel in both Türkiye and Syria to move humanitarian assistance, as well as rescue teams and colleagues on the ground.

4. ETC Syria and Gaziantep updates

Syria

- Hama and Aleppo have been impacted in the earthquakes, as well as the coastal regions of Tartous and Latakia, which are also faciliating access to the affected locations.

- Humanitarian country teams in Syria are planning to mobilize resource through existing stock under currently delivered activities in the ongoing response to the conflict.

- Mobile network connectivity in Syria is a challenge due to user congestion. A rapid ETC assessment shows some mobile network connectivity degradation due to the earthquake in coastal areas, including Latakia and Tartous.

- On 6 February, there was an outage of internet connectivity services in the interagency hub in Deir Ez-Zor due to a broken fibre optic cable – humanitarians relied on VSAT connectivity while this was down – the fibre optic connectivity was restored by 7:30pm on 6 February. Data connectivity services remain operational in the interagency hubs in Homs, Aleppo, and Qamishli.

- The power supply across Syria remains low and limited to four hours per day, as per the conditions before the earthquake. All interagency hubs are supported by back-up generator power while the hub data centres and Security Operations Centres (SOCs) have full back-up generators and solar power systems to support communications services.

- The ETC in Syria is engaging with the ICT Working Group to compile inter-agency needs beyond the current ETC services delivered in the interagency hubs and common operational areas.

- In Hama, the ETC will prioritize the installation of a VHF radio repeater to support the potential scale-up of field operations. There is currently a small interagency office there used by WFP and UNDSS.

- Telecommunications equipment is prepositioned in Damascus to support the immediate inter-agency response as needed: network equipment, solar power solution to support communications services in the hubs, and one VHF radio repeater (four in procurement).

Türkiye

- The WFP Regional Bureau in Cairo (RBC) is preparing a regional emergency roster to be ready to deploy staff to Türkiye and Syria as needed to strengthen capacity and support WFP and also interagency ICT efforts.

- RBC is looking at the needs to support the set up of coordination hubs in the possible locations of Mersin and Adana – these are still to be confirmed.

- RBC is working closely with the Logistics Cluster to identify areas of support and to ship emergency communications kits to support staff in Türkiye.

- There is a notable reduction in the mobile network coverage in the affected areas in both Türkiye and Syria.

- RBC is looking at restocking equipment in the WFP Türkiye office for additional ICT connectivity needs.

5. Partner updates

Télécoms Sans Frontières (TSF)

- TSF has deployed a team of two people with two Global Xpress VSATs and satellite phones into Türkiye to assess and support the operation there. Another TSF team may follow, depending on the needs.

UNHCR

- Türkiye remains one of the largest refugee-hosting countries in the world—3.5 million people, mainly Syrians. This impacts on the UNHCR operational footprint, particularly in the southeast of the country across the affected regions where 100 staff members are currently active.

- UNHCR operations are being led from the Gaziantep sub-office supported by the two field offices in Şanlıurfa and Hatay, the latter of which has just been relocated due to the earthquake. Some staff in both locations are working remotely due to the situation.

- UNHCR reached out to the UN office in Geneva which has confirmed that the diplomatic pouch service remains operational, rerouted through Ankara and Istanbul.

- The Ministry of Transport and Infrastructure in Türkiye has announced free voice and data connectivity services for people across the affected regions.

- As this operation is a non-refugee emergency, the Refugee Emergency Telecommunications Sector (RETS) will not be activating but will rather act in a support capacity to the global ETC as required.

Government of Luxembourg

- Emergency.lu deployed one personnel with the UNDAC team through the International Humanitarian Partnership (IHP) to support the operation. The team member deployed with his ICT kit as well as a small Ku-VSAT in case there is a need for connectivity.

- Emergency.lu was notified on 7 February that the Belgian First Aid & Support Team (B-FAST) will deploy a large team and they have contacted emergency.lu to request VSAT capacity support in field locations where there is no coverage.

- There is a back-up emergency.lu VSAT operational in Qamishli in north-east Syria. While there have been no requests so far, there may be a need to increase the VSAT capacity.

International Telecommunication Union (ITU)

- ITU has offered its support to both Türkiye and Syria.

- ITU has received a request for medical supplies for Syria but as this does not cover ICT assistance, ITU are not deploying at this time.

- ITU activated the Disaster Connectivity Maps (DCM) campaign for Türkiye and Syria on 7 February, data collection for this will be ongoing: https://www.itu.int/itu-d/tnd-map-public/dcm/

- A large data collection campaign has been set up within a 200 kilometre radius of the earthquake epicentre to cover the aftershocks.

Cisco Crisis Response

- Cisco Crisis Response (CCR) has several accounts teams in Türkiye, which are in contact. Through these teams, CCR has been requested by Türksat Satellite Communications to provide access points for temporary accommodations.

- CCR is only responding with equipment needs at this point. It is polling its volunteer community to be ready to respond with personnel, if needed.

GSMA

- GSMA was notifed by Turkcell on 6 February in the aftermath of the earthquake that they have deployed a mobile vehicle base station with generators which has satellite connectivity capacity and services into the impacted and surrounding areas alongside their technical teams.

- Türk Telekom (government owned) has also dispatched a base station as well as over 105 staff to conduct search and rescue in the impacted areas.

- Both Mobile Network Operators (MNOs) have confirmed they are kickstarting support to make domestic mobile calls free as well as access to Wi-Fi hotspots in the affected areas.

NetHope

- Two NetHope personnel have deployed to Türkiye (Ankara) to go to the affected areas and make contact with NetHope members as well as ETC partners on the ground to assess the best response solutions for its members beyond the search and rescue phase.

6. AOB

- Partners to put forward their contact details for inclusion in the Global ETC response mailing list.

The next teleconference meeting will be held on Friday 10 February 2023 at 14:00 UTC

14:00 UTC
15:00 Rome
16:00 Cairo
17:00 Damascus/Istanbul
18:00 Dubai

Minutes: ETC Information Management