

TERMS OF REFERENCE

Pacific Emergency Telecommunications Cluster (ETC)

Cook Islands | Federated States of Micronesia | Fiji | Kiribati | Nauru | Niue | Palau |
Republic of Marshall Islands | Samoa | Solomon Islands | Tokelau | Tonga | Tuvalu | Vanuatu

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Operational Context

The **Pacific Emergency Telecommunications Cluster (ETC)** covers and supports fourteen (14) Pacific Island Countries and Territories (PICTs): the Cook Islands, Fiji, Federated States of Micronesia (FSM), Kiribati, Nauru, Niue, Palau, Republic of the Marshall Islands, Samoa, the Solomon Islands, Tokelau, Tonga, Tuvalu and Vanuatu.

Countries and territories in the Pacific are increasingly vulnerable and highly exposed to climate-related events such as tropical cyclones and droughts exacerbated by the effects of El Niño, as well as other natural phenomena such as volcanic eruptions, earthquakes, and tsunamis. The impact of such emergencies across the region, coupled with scattered populations, vast geographies and low human development indices (HDI) severely disrupts communications networks, economies, livelihoods and national systems, often overwhelming national response capacity and significantly affecting humans and their environments.

Objective

The Pacific ETC was officially activated under the Pacific Humanitarian Team (PHT) in November 2016 with the overall focus of strengthening coordination and support to regional and national preparedness and response architectures. Under the leadership of the World Food Programme (WFP), its purpose is to unite all relevant stakeholders (see *Membership*) at the regional level to provide a platform for collaboration and coordination of preparedness-related initiatives and activities (see *Activities*).

Operational Objectives

The Pacific ETC is driven by its objective to support, complement and where required, substitute national disaster preparedness and response capacity. In line with this, the operational objectives of the Pacific ETC are twofold:

1. **Disaster Preparedness:** Enhance emergency telecommunications preparedness capacity and systems of National Disaster Management Agencies (NDMOs) and other relevant government stakeholders.
2. **Disaster Response:** Provide on-demand support to coordination, information management, and technical guidance to NDMOs and other relevant government stakeholders to bolster the national response to the emergency, supplementing or substituting capacity as required.

Activities

The Cluster will seek to deliver the following activities to support its operational objectives. This list is non-exhaustive, and activities are performed on a needs-basis or at the request of government partners:

1. **Disaster Preparedness:**
 - a) Organization of **ICT Capacity Assessments (ICAs)** to review IT and emergency telecommunications response capacity, strategies and policies, providing a holistic overview of the ICT landscape.
 - b) Coordination of **ICT Analyses of Organizational Training Needs**, to ensure the identification of specific knowledge and skills informs the development of tailored training solutions aimed at building capacity in IT, telecommunications, and IT emergency management, crucial for supporting emergency preparedness and response.
 - c) Design of a targeted **training curriculum** and relevant syllabi to build individual and collective capacity for IT, telecommunications and IT emergency management specializations to support emergency preparedness and response.
 - d) Provision of specialized IT, telecommunication and IT emergency management **training delivery modules** to build capacity to support emergency preparedness and response.
 - e) Design and delivery of **IT emergency management workshops** for the Pacific region as platforms for collective IT emergency management knowledge sharing.
 - f) Administration of a **minimum emergency stock** to facilitate immediate response to an IT emergency.
 - g) Continued **advocacy and awareness-raising** of Pacific ETC activities and services.
2. **Disaster Response:**
 - a) Provision of **emergency internet connectivity, security communications, emergency telephony**, and other services available under the [ETC Service Catalogue](#) to enhance emergency response coordination efforts.
 - b) Provision of a **national coordination platform** for IT emergency responders to coordinate emergency activities.
 - c) Collection, analysis, processing and visualization of **emergency data and information**, ensuring timely sharing amongst relevant stakeholders.
 - d) Support for **capacity enhancement and substitution** in national Cluster coordination structures.
 - e) Coordination and delivery of **emergency human and material resource capacity** to support emergency response.
 - f) Leverage **global partner arrangements** (standby partners, private sector partners...) to support national response efforts.

Membership

Membership of the Pacific ETC is open to all relevant government, multi-lateral, bilateral, humanitarian or civil society entities working on matters relating to emergency telecommunications in the PICTs. The membership list will be maintained and regularly updated by the Pacific ETC Information Management Officer.

Secretarial support

In addition to its leadership function, WFP will also provide secretarial support for Cluster initiatives and activities, including facilitation of information sharing between partners, documentation and distribution of meetings and other fora, and organization of meetings and workshops for Cluster members.

Governance

The Pacific ETC is led by the World Food Programme (WFP) Pacific Multi-Country Office (PMCO) in Suva, Fiji. It is a part of the Pacific Humanitarian Team (PHT) structure for which the UN Office for the Coordination of Humanitarian Affairs (OCHA) holds the function of Secretariat.

Information management

WFP PMCO through the Pacific ETC Information Management Officer (IMO) will be responsible for the collection, processing, analysis and visualization of data related to Cluster activities. WFP may seek support from other partners, including standby partners and other partners in emergencies, in order to complement capacity should the need to scale up in an emergency arise.

Standard information management products are disseminated on a quarterly basis, which include Situation Reports, Infographics and Factsheets. The frequency of the production and dissemination of these products will vary during emergencies and will be aligned with operational priorities. All information products will be published on the dedicated [Pacific Preparedness](#) page of the ETC website.

Monitoring and Evaluation

The Pacific ETC conducts an annual User Satisfaction survey to evaluate the ICT preparedness and response activities carried out by the ETC across the PICTs. The aim of the survey is to gather feedback from the relevant partners, NGOs, NDMOs, private sector and UN agencies that have engaged in the preparedness and response activities. Ad-hoc surveys can be triggered by the Pacific ETC Coordinator for longer-term emergency responses to allow for potential adjustments to be made to services in real time.

Meetings

1. **Regular Regional Coordination Meetings:** Coordination Meetings with all Cluster members are convened on a bi-monthly basis at the regional level, with an agenda circulated by the ETC Coordinator or Information Management Officer ahead of time. The frequency of the Regional meetings may increase during certain periods on the basis of need for increased communication and collaboration, for instance during cyclone season.
2. **Emergency Coordination Meetings:** In the aftermath of a natural disaster, the Global ETC and the Pacific ETC Coordinator will convene country-level Emergency Coordination Meetings with the invitation circulated to all relevant national and regional stakeholders. Invitations to emergency coordination meetings will be extended to Global ETC Partners (private sector, standby partners, NGOs, UN Agencies...) who have the capacity to support the emergency response with material, human and technical resource capacity.

Contacts

Pacific ETC Coordinator
Information Management Officer
Capacity Strengthening Officer
Functional Mailbox

Mr. Alexander Thomas
Ms. Namrita Chand
Mr. Wayne Ffoulkes
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Alexander.Thomas@wfp.org
Namrita.Chand@wfp.org
Wayne.Ffoulkes@wfp.org
Pacific.ETC@wfp.org

