etc
EMERGENCY TELECOMMUNICATIONS
CLUSTER

IN HUMANITARIAN EMERGENCIES,
COMMUNICATIONS MEANS

INFORMATION, CONNECTION, LIFE.

From Afghanistan and Iraq, to Haiti, Philippines and Nepal - for over a decade, the Emergency Telecommunications Cluster (ETC) has provided communications services to humanitarians in the world's most challenging environments.

Since 2005, the ETC has responded to over 35 humanitarian crises across the globe.

The ETC is a global network of humanitarian, government and private sector organizations working together to provide shared communications services in emergencies.

With more than ten years' experience leading global humanitarian IT operations, the ETC network has expanded its scope and is now focused on achieving its 2020 vision:

By 2020, the ETC will ensure all those responding to humanitarian emergencies – including affected communities - have access to vital communications services, transforming aid delivery and saving more lives.

Achieving this requires the involvement of a wider, but more connected network, from leading edge IT companies and national service providers, to humanitarians, governments and local communities.

STRATEGIC PRIORITIES

THE ETC IS PRIORITISING FOUR KEY AREAS:

1 COMMUNICATIONS AS AID

Ensuring people affected by disaster can access information, receive assistance, contact loved ones and make informed decisions about their own lives.

2 IMPROVED AND DECENTRALISED RESPONSE READINESS

Strengthening national and local communities' response to multiple large-scale disasters.

3 INCREASED COMMUNICATIONS RESILIENCE TO DISASTERS

Through working with national governments in disaster-prone countries.

4 ENHANCED COMMUNICATIONS AND ENERGY

To meet the increasing demands of connectivity and electricity of humanitarian emergency response.

VITAL COMMUNICATIONS

SERVICES TYPICALLY PROVIDED BY THE ETC IN EMERGENCIES INCLUDE:

SECURITY COMMUNICATIONS
Through VHF radio

TECHNICAL HELP DESK
For users

INTERNET CONNECTIVITY
Through quick-deploy satellite terminals and Wi-Fi hotspots

COORDINATION AND INFORMATION MANAGEMENT
Including liaison with government authorities.

As the ETC moves towards its 2020 objectives, it leverages its experience and expertise to also become a facilitator and convenor of technology in emergency response.

Photo: Office for the Coordination of Humanitarian Affairs (OCHA).

EXPANDING ACTIVITIES

THE NETWORK IS CURRENTLY WORKING ON THE FOLLOWING ACTIVITIES, CORRESPONDING TO ITS STRATEGIC PRIORITIES:

WORKING WITH GOVERNMENTS OF DISASTER-PRONE COUNTRIES

To develop profiles of the communications landscape, enabling better preparedness, resilience and response.

WORKING WITH LOCAL COMMERCIAL OPERATORS

To strengthen their ability to recover connectivity and services after disaster.

WORKING WITH DISASTER-AFFECTED PEOPLE

To create enabling environments through information and communications technology, focusing on local communication infrastructure.

In areas ranging from pre-positioning goods, and Research and Development of new technologies, to advocating for change and working with communities and governments - additional partners are needed to explore projects aligned with the ETC2020 strategic priorities.

Photo: Telecoms Sans Frontieres (TSF).

MOVING FORWARD WITH AN INCLUSIVE APPROACH

IN SUPPORT OF THE 2020 MISSION, THE ETC:

PARTNERSHIPS

Seeks new models for **partnerships** that enable the network to effectively channel joint efforts, by providing scale, scope, and new efficiencies.

EXPERIMENT

Involves a willingness to **experiment** with new and innovative technology, systems and process to find the best communications solutions for people impacted by disasters.

ADVOCACY

Focuses on **advocacy** to increase understanding of the humanitarian impact of technology in disaster response and ensure communications is restored to affected communities.

PARTNERING WITH THE ETC

ORGANISATIONS SUPPORT THE ETC IN A NUMBER OF DIFFERENT WAYS, AND FOR A WIDE VARIETY OF REASONS, INCLUDING, TO:

COMPLEMENT

Complement the redevelopment and recovery of the communities in which they operate.

PROTECT

Protect their customer base and supply chains.

SUPPORT

Support market recovery, stabilizing local economies.

SAFEGUARD

Safeguard and develop human capital.

ENGAGE

Engage staff and foster employee satisfaction.

REINFORCE

Reinforce reputation and brand.

A VISION TO SAVE LIVES

The ETC calls upon the support of a wide range of partners to achieve its ETC2020 objective, ensuring all those responding to emergencies have access to vital communications services, transforming aid delivery and resulting in more lives saved.
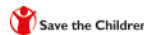

Photo: WFP/ Mariko Hall.

CONTACT

FOR INFORMATION ABOUT ENGAGING WITH THE ETC, **CONTACT:** GLOBAL.ETC@WFP.ORG OR VISIT:WWW.ETCLUSTER.ORG

The World Food Programme (WFP) is global lead of the ETC, responsible for overall coordination of the communications response in emergencies where the cluster is activated. As global lead, WFP is driving development of ETC2020.

The ETC is one of the 11 clusters designated by the Inter-Agency Standing Committee (IASC). The cluster approach strengthens response effectiveness through ensuring predictable and sufficient capacity, leadership, partners, accountability and coordination.

MEMBERS

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