

ETC
ANNUAL
REPORT
2019



Services for Communities (S4C)
Project Manager Oumarou Miko
goes on mission to Bangassou,
Central African Republic, to
prepare for the setup of the
Information and Learning Hub
for affected communities.

Photo: WFP

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ETC 2019 IN NUMBERS

ETC
WAS ACTIVE IN

21 Countries

SERVING OVER
12,500

Humanitarians
across

450
Organizations

9
EMERGENCY
OPERATIONS

12
COUNTRY
PREPAREDNESS

ETC
DEPLOYED

22 Stand-by
partners

with
800+ DAYS
Serving the Cluster

88%
overall
ETC user
satisfaction rate

2
CRISIS
CONNECTIVITY
CHARTER
Activations

ETC
OPEN DAY
123
Participants

22
Exhibitors

3 Large-scale
CAPACITY
BUILDING
ACTIVITIES

56
Personnel trained

12
Trainees deployed
to or leading an
ETC OPERATION

600+
Personnel trained
in
EMERGENCY
TELECOMMUNICATIONS
PREPAREDNESS

596
INFORMATION
MANAGEMENT
PRODUCTS
released

74% increase
in
FACEBOOK
ENGAGEMENT
from 2018

24
FEATURE
STORIES
Published

33
VIDEO
STORIES
Launched

A WORD FROM OUR CHAIR

Nine emergency operations, preparedness initiatives strengthened across 12 Pacific Island nations, the Crisis Connectivity Charter activated twice, and local communities empowered by access to information in Mozambique.

Our Cluster has navigated an epic year and we've done it in collaboration with valuable, loyal and agile partners. From conflict zones to natural disasters, our partners answered the call, teams worked together, and we delivered as one. We also formally welcomed four partners who've been dynamic players in our community for several years: Global System for Mobile Communications Association (GSMA), Internews, the US Department of State and Communicating with Disaster Affected Communities (CDAC) Network.

The Mozambique response perfectly embodies our unity: Ericsson Response, emergency.lu, NetHope, Télécoms Sans Frontières (TSF), the International Telecommunication Union (ITU) and the World Food Programme (WFP) were quickly on the ground providing connectivity to the humanitarian community, rehabilitating community radios and deploying new tools to reinforce and sustain local government efforts.

Five years ago, when we embarked on our bold 2020 strategy, emergency preparedness, localized response

and affected communities were at the heart of our approach. Nearly five years on, I can say our preparedness efforts continue to pay dividends as we've responded to a record number of emergencies with the help of a broader network of global and local partners.

It's a pivotal moment for the world as it comes to terms with the far-reaching effects of the COVID-19 pandemic. The ETC is more relevant than ever because the current crisis underlines what we in the Cluster already know: communications technology is essential to supporting lives, livelihoods and emergency response now and in the future.

This annual report is a testimony to the work and dedication of our partners who are adapting and innovating as emergency responders in a rapidly changing world.

Sincerely Yours,

Enrica Porcari

*Chair of the ETC
Chief Information Officer
and Director of Technology, WFP*

PARTNERSHIP

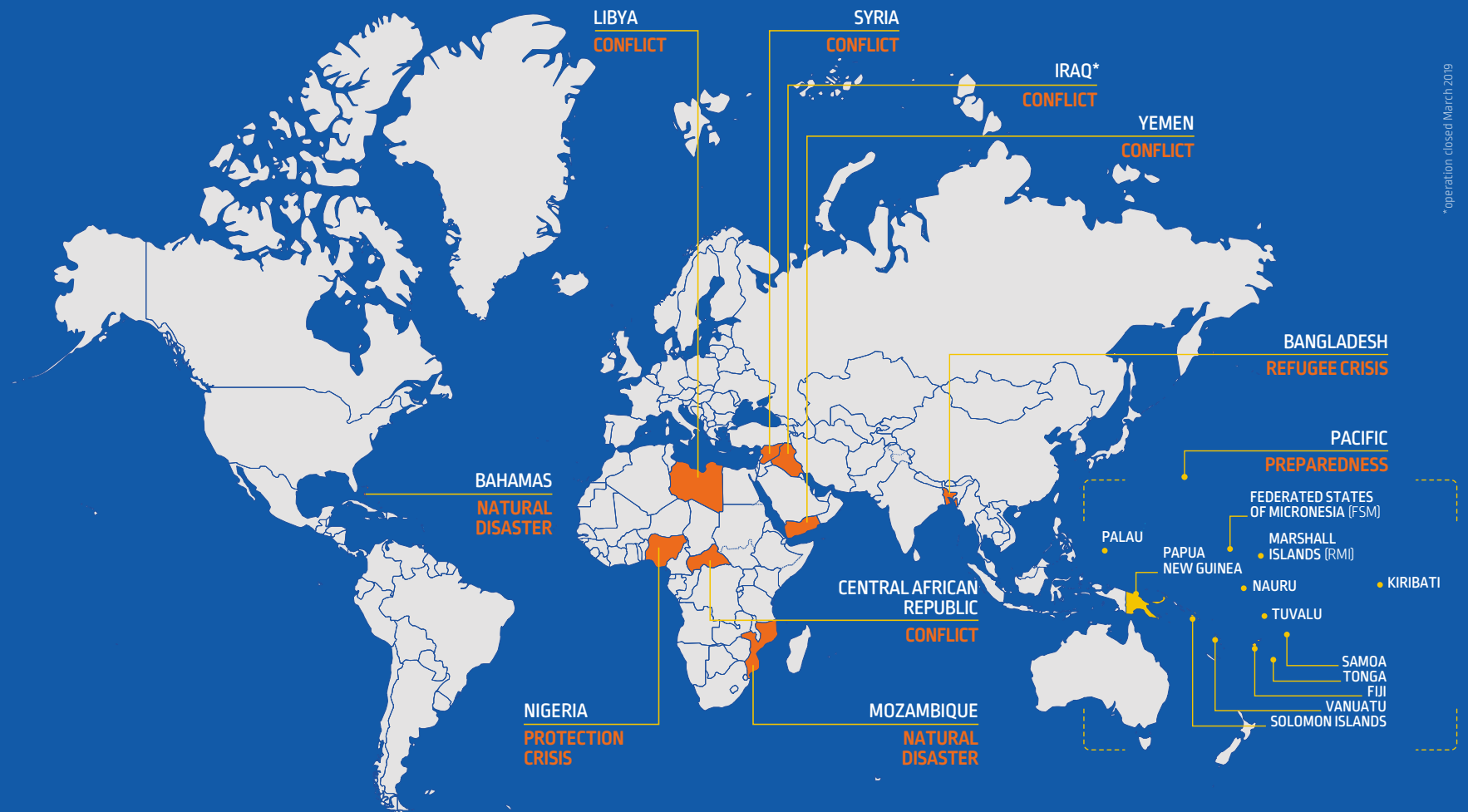
The essence of the cluster system

Eighteen partners gathered in Dubai, UAE, for the 2019 ETC Plenary, followed by an ETC Open Day where 20 organizations and companies showcased data and connectivity-driven solutions to use in humanitarian emergencies.



"Partnership is the new leadership because of a realization that on our own we cannot serve the more complex problems in the world, and we need to do it together." Enrica Porcari, Chair of the ETC, at Open Day 2019 in Dubai.

THE OPERATIONS 2019





REFUGEE
CRISIS

Sector Activation:
August 2017

Since August 2017, more than 900,000 Rohingya have fled violence in Myanmar and found shelter in refugee camps in Cox’s Bazar, Bangladesh. The ETS* has maintained a presence throughout 2019, working with the government and the response community to provide coordination, connectivity and security telecommunications to hundreds of humanitarians on the ground.

The ETS conducted its annual User Satisfaction Survey which resulted in an overall 88% user satisfaction rate across the core ETS services provided to responders in Cox’s Bazar. Perhaps the most critical activity in terms of the ETS response in 2019 was a complete revision of its plan and budget for 2020 based on the needs of humanitarians.

*In Bangladesh, the ETC is operating as the Emergency Telecommunications Sector (ETS) with all project plans, appeals, services and deployments adhering to established procedures.

IMPACT >

210
responders trained
on ETS radio
procedures

417
users of ETS
connectivity
services

17
sites connected

37
IM products

100%
funded
of USD 1.2 million
requested



Emergency Telecommunications Sector (ETS) personnel conduct an assessment in Cox’s Bazar, Bangladesh.

Photo: WFP

SUPPORTING PARTNERS >





NATURAL DISASTER

Sector Activation:
September 2019

In September 2019, Hurricane Dorian swept through the Bahamas, damaging communications networks and cutting off entire island communities including on Abaco and Grand Bahama. Under the leadership of the National Emergency Management Agency (NEMA), local Emergency Telecommunications Sector (ETS*) partners provided connectivity with equipment and personnel to help reconnect the islands until local service providers could take over. The Crisis Connectivity Charter was officially activated for the second time in 2019 with Eutelsat, Hispasat providing equipment and Inmarsat answering the call to support humanitarians with services.

Global and local ETS partners, including Ericsson Response, Eutelsat, Hispasat, NetHope, Télécoms Sans Frontières (TSF), Vodafone Foundation and the World Food Programme (WFP) worked together to provide vital connectivity services to the response community in five locations on Abaco Island and at the NEMA training centre in Nassau. The ETS also facilitated the technology response coordination through daily meetings and produced 36 information management products.

*In the Bahamas, the ETC was operating as the ET Sector (ETS) with all project plans, appeals, services and deployments adhering to established procedures.

Quote from the field

"I was very happy with the coordination of the partners on the ground and [in that sense] it was one of the smoothest operations. We were lucky with the people that we had there as most knew everyone from previous operations and training over the years." - Caroline Teyssier, Deputy Global ETC Coordinator.



Local ETS partners setting up connectivity at Marsh Harbour Port, Abaco Island.

IMPACT >

349 users supported with ETS services

5 sites connected

2 common operational areas

36 IM products

34% funded of USD 130,000 requested

SUPPORTING PARTNERS >





C O N F L I C T

Cluster Activation:
December 2013

The conflict crisis in CAR has forced a million people to flee their homes and left over 2.5 million in need of humanitarian assistance. Throughout 2019, ETC security communications were essential in ensuring the safety and security of 3,000 humanitarians in 12 operational locations across the country.

To bolster its ability to keep humanitarians safe, the ETC collaborated with the Telecommunications Security Standards (TESS) project, to begin upgrading the telecoms network infrastructure in 15 operational sites. The ETC also built local partner capacities with the Let's Comm training to manage security telecoms systems.

2019 was a transformational year for operations in CAR as the ETC worked to improve two-way communication for Internally Displaced Persons (IDPs). Field assessments showed 74% of displaced people felt disconnected and ill-informed about humanitarian assistance. To help address this, the Cluster designed three projects including designated phone booths and common feedback mechanisms in Bria and Bangassou where an Information and Learning Hub is also under development. These will facilitate access to information, help people contact loved ones and improve communication between the humanitarian community and IDPs.

IMPACT >

97
organizations
supported
with ETC services

3,000
humanitarian users
of ETC security
telecoms

300
humanitarian users
of ETC connectivity

83
IM products

66%
funded
of USD 1.5 million
requested

Quote from the field

"I came to Biraou a few days ago to assist 15,000 displaced people. It was really hard to work on the internet but since the ETC set up connectivity, it is a lot easier now. I can coordinate with my base in Bangui." – Thomas Hais, Logistics Officer, ACTED.



Photo: ETC/Phyza Jameel

The ETC Coordinator in CAR holding a focus group discussion to assess the most critical communication needs for affected people in Bria.

SUPPORTING PARTNERS >




C O N F L I C T

Cluster Activation:
August 2014 | Closed: March 2019

The conflict that raged between the Islamic State in Iraq and the Levant (ISIL) and government-led coalition forces displaced nearly six million people between 2014 and 2017, resulting in one of the most severe humanitarian emergencies of our time.

At the peak of the operation, nearly 2,400 humanitarian workers in Internally Displaced Persons (IDPs) camps had registered to access ETC internet connectivity and security telecommunications services in 18 camps across As Salamiyah, Hassan Sham and Haj Ali.

A key achievement of the ETC in Iraq was implementing the very first project to provide connectivity to affected communities in Domiz camp, allowing people to continue their educations online, look for job opportunities and contact their loved ones, many of whom were in Syria.

In early 2019, the ETC provided large screens, a ticketing system and donated generators to three community resource centres (CRCs) in West Mosul, East Mosul and Fallujah to support access to information for the affected community, including IDPs, returnees, and the host community. On 31 March 2019, the ETC officially closed its operations in Iraq and handed over its equipment to local partners.



Young people use connectivity provided by the ETC at a United Nations Population Fund (UNFPA) Youth Centre.

Photo: WFP

IMPACT >

102
organizations
supported
with ETC services

2,388
humanitarian users
of ETC communications
services

66%
funded
of USD 9 million
requested

SUPPORTING PARTNERS >





CONFLICT

Sector Activation:
October 2018

After years of civil unrest and armed conflict, the evacuation status was lifted in 2018 allowing humanitarian organizations to return to Libya and resume operations amidst the highly volatile political context.

In 2019, the focus in Libya was enabling security telecommunications systems and procedures. The team on the ground opened a Security Operations Centre (SOC) in Benghazi to track humanitarian movement, tracking nearly 450 field missions to ensure staff safety and security.

Following a series of consultations with partners and local communities, the ETS* designed a common feedback mechanism in Tripoli. The inter-agency call centre enables access to and coordination of humanitarian information and services for affected communities.

*In Libya, all clusters are being referred to as sectors. The ETC is therefore operating as the ET Sector (ETS) with all project plans, appeals, services and deployments adhering to established procedures.

IMPACT >

449+ missions tracked

105 humanitarian users of ETS services

49 IM products

45% funded of USD 4 million requested

Quote from the field

"I feel proud to have the chance to deploy and to bring my knowledge to the field. For me, helping people who are in need of assistance is not a matter of volunteering, but it becomes a matter of obligation."

– Mohamed Shlebik, Ericsson Response volunteer deployed with ETS.



Photo: WFP

ETS staff member Ahmed Elsheikh runs a training session on how to use ETS emergency communications satellite equipment while on the move. The ETS in Libya continues to provide Internet connectivity and customer support services at the UN hub in Benghazi.

SUPPORTING PARTNERS >



**NATURAL
DISASTER**

Cluster Activation:
March 2019 | Closed: November 2019

On 16 March, Cyclone Idai barreled into central Mozambique causing extensive devastation, flooding and loss of life. The ETC was activated less than a week later on 22 March. Within days, partners answered the call and deployed to support early response efforts. In parallel, the Crisis Connectivity Charter was activated for the first-time, providing satellite connectivity to partners operating in some of the worse-hit areas.

At the peak of the Cyclone Idai response, ETC communications services were used by more than 1,800 humanitarians from 440 organizations across 21 sites in Mozambique including at Beira airport and in field clinics to support cholera response efforts. The ETC also helped rehabilitate six community radio stations in Sofala province, a vital lifeline for 1.9 million listeners.

Less than five weeks after Cyclone Idai, northern Mozambique was hit hard by Cyclone Kenneth. The ETC deployed a second coordinator to lead the response in the north. ETC services helped connect nearly 350 humanitarians from 61 organizations across Pemba, Ibo island and Macomia. Throughout both emergency responses in Mozambique, global and local partners exemplified what it means to deliver as one. The ETC closed its operations in November 2019.

Quote from the field

"Without this support, those community radios were in danger of completely disappearing, and when a community radio disappears, the community's ability to access information is in jeopardy. In most of the rural areas of Mozambique, populations rely entirely on community radios to stay informed and to actively participate in local development." – Feroza Zacarias, FORCOM's Executive Director.



The Global ETC's Phyza Jameel conducts a community radio assessment following Cyclone Idai.

IMPACT >

IDAI

KENNETH

440
organizations
supported by ETC services

61

18
global
ETC partners
deployed

3
common
operational
areas

6
community
radio stations
rehabilitated

1,800
humanitarians
accessed ETC connectivity

346

164
IM products

100%
funded
of USD 1 million
requested

SUPPORTING PARTNERS >





**PROTECTION
CRISIS**

Sector Activation:
November 2016

The protection crisis in north-eastern Nigeria has displaced millions and left hundreds of thousands more in critical need of assistance in the three worst-affected states of Adamawa, Borno and Yobe.

Amidst the daily security challenges of 2019, ETS* partners worked tirelessly to provide reliable internet and robust security communications to thousands of humanitarian responders. A big part of making sure humanitarians stay safe is ensuring responders have the right skillsets as well as security systems and protocols that are fit-for-purpose. The ETS delivered training sessions and exercises to over 550 humanitarian personnel so they could apply radio communications safety procedures in their everyday work.

*In Nigeria, all clusters are being referred to as sectors. The ETC is therefore operating as the ET Sector (ETS) with all project plans, appeals, services and deployments adhering to established procedures.

IMPACT >

115
organizations
supported by
ETS services

4,709
humanitarian
users
of ETS connectivity

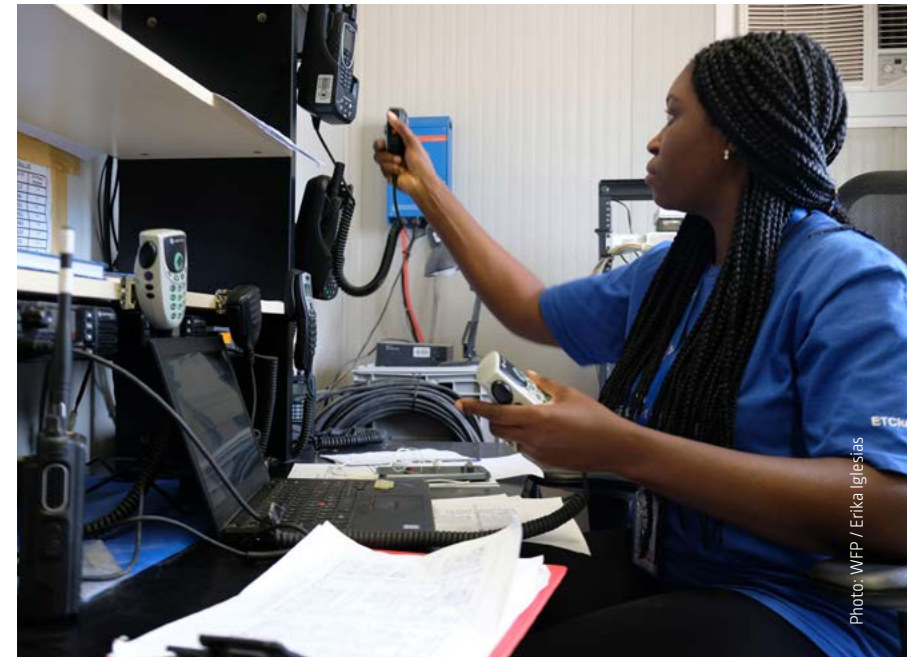
569
humanitarian
trained
on security telecoms
procedures

90
IM products

87.5%
funded
of USD 4 million
requested

Quote from the field

"Helping people access the ETS communications services in Gwoza makes me really proud, because without those services humanitarians cannot work safely and efficiently. Security communications and connectivity is everything in the field." – Hassana Maxwell, ETS Radio Operator.



Security radio operator Christabelle Odiri is one of a few women manning Security Operations Centres deployed by the ETS and managed by the UN Department of Safety and Security (UNDSS) in remote locations in North-East Nigeria.

SUPPORTING PARTNERS >





CONFLICT

Cluster Activation:
January 2013

The Syrian conflict has left hundreds of thousands dead and severely impacted the lives of 11.1 million people who need humanitarian assistance. With the whole of Syria approach, cross-border and relief operations rely strongly on ETC security telecoms services, which supported the safety of more than 400 humanitarians from 15 partner organizations in 2019. Dedicated ETC personnel were there on the ground, supporting with expertise and equipment – even alongside two convoys to Rukban’s informal settlement.

The ETC took part in the inter-agency emergency response in north-eastern Syria, upgrading communications infrastructure at the UN emergency evacuation site in Qamishli. The Cluster also established a radio network covering the entire city of Deir Ezzor and its surrounding area.

IMPACT >

15
organizations
supported by
ETC services

400
humanitarian
users
of ETC security
telecoms services

11
common
operational sites
(with surrounding
countries)

60
IM products

69%
funded
of USD 0.8 million
requested

Quote from the field

“In the field, the ability to communicate with each other and with the wider response community is vital [...] in Syria, reliable communication channels can be critical” – Muhammad Khaled, ETC Telecoms Associate.



ETC telecoms associate Muhammad Khaled provided communications services to 42 humanitarians on a convoy to Rukban.

Photo: ETC

SUPPORTING PARTNERS >





CONFLICT

Cluster Activation:
April 2015

The ETC was activated in Yemen in April 2015 in response to the ongoing conflict in the country. Amid ongoing violence and severe famine with more than 22 million Yemenis in need of lifesaving assistance, the ETC continued to provide emergency coordination, information management, security telecommunications and connectivity services to more than 900 members of the response community in six common operational areas, including Sana'a, Aden, Al Hudaydah, Al Mokha, Al Mukalla and Ibb.

Dedicated help desks in Yemen directly resolved nearly 5,500 IT-related issues in 2019 alone.

Humanitarian security is a daily concern in the country. Throughout the year, the ETC upgraded and maintained security telecoms networks, including for the United Nations Department for Safety and Security (UNDSS), to ensure the safety and security of humanitarians - particularly those conducting field missions.

IMPACT >

41
organizations
supported by
ETC services

2,848
humanitarian users
of ETC services

5,490
IT issues resolved
by the ETC Helpdesk

63
IM products

90%
funded
of USD 3.2 million
requested

Quote from the field

"The first thing that really hits you when approaching Al Hudaydah is that you lose all connectivity. You suddenly realize you are going somewhere that is completely cut off. We're providing connectivity to NGOs from all over the city who come to get online and check their emails. But when it comes to Al Hudaydah, there's just no other option." – Jalal Shah, Global ETC Coordinator.



Photo: WFP / Waili Noor

Global ETC Coordinator, Jalal Shah, heads back to the VOS Apollo - a WFP-chartered ship anchored on the Yemen coast.

SUPPORTING PARTNERS >





PREPAREDNESS

Cluster Activation:
November 2016 – ongoing

In 2019, the ETC worked with telecommunications line ministries, telecommunications regulators and National Disaster Management Offices (NDMOs) and organizations across 12 Pacific island nations to enhance their response systems and mechanisms as well as to build resilience to future disasters.

The ETC launched the Emergency Telecommunications Preparedness Checklist, developed jointly with ITU, to bolster national readiness and improve response communications during disasters.

Together with partners, the ETC conducted four tabletop simulation exercises with over 650 participants to test national capacities, processes and technologies in a controlled environment. In parallel in 2019, the ETC conducted follow-up missions to bring together key stakeholders around national preparedness plans in Kiribati, Republic of Marshall Islands (RMI), Palau and Nauru.

IMPACT >

12
countries supported
with ETC preparedness
services

4
follow-up
ICT Capacity
Assessment
(ICA) missions

4
large-scale
emergency
simulation exercises
and workshops held

Quote from the field

“Preparedness is thinking about what recovery means - in advance. Recovery is a very emotional, political and social process, which is often perceived as a very mechanical one. It’s the people, the community that define recovery.” - Hlekiwe Kachali, ETC Coordinator, Pacific Islands.



The ETC Pacific Coordinator, Hlekiwe Kachali, assists a local partner to test rapid-deployment satellite equipment.

SUPPORTING PARTNERS >



ETC
FOCUS
AREAS



COUNTRY
PREPAREDNESS



SERVICES FOR
COMMUNITIES (S4C)



ENHANCED
CONNECTIVITY
AND ENERGY



CAPACITY
BUILDING



DRONES



COUNTRY PREPAREDNESS

On the preparedness pathway

Continuing a strategy to localise its approach to preparedness, the Cluster designed technical tools to fit different national contexts, including the ETC Emergency Preparedness Checklist and Tabletop Simulation Guide, jointly developed with the International Telecommunication Union (ITU).

The ETC and its partners rolled out preparedness activities across the Pacific region and held multi stakeholder consultations in Mozambique, Pakistan and Bhutan to strengthen emergency readiness.

In the wider Pacific Islands region, where the ETC is activated for preparedness, national readiness was reinforced in policy and practice dimensions through technical advisories on National Emergency Telecoms Plans and infrastructure assessments.

Noting the need for testing national capacities, processes and technologies in a controlled environment, four tabletop simulation exercises were conducted in 2019, in collaboration with ETC partners, for over 650 participants in Mauritius, Switzerland and Vanuatu.



ETC Coordinator for the Pacific Islands, Hlekiwe Kachali, assists local partner, the University of the South Pacific, to test a quick-deployment satellite kit as part of the ETC Pacific initiative to build regional surge capacity for disaster mitigation.

Photo: WFP



SERVICES FOR COMMUNITIES (S4C)

Connecting people in times of need

At the heart of every humanitarian emergency response are affected populations whose need to access information is critical for making informed decisions during and after emergencies.

The ETC focused in 2019 on sustainable communications solutions for affected communities, improving access to information and raising the accountability of humanitarian agencies.

Following a series of assessments in Mozambique after Cyclone Idai, the ETC identified six community radio stations needing urgent rehabilitation and installed new communications towers, antennas and electronic equipment to restore their broadcasts. The impact was felt immediately with more than 1.9 million listeners able to tune in to get the latest information in Sofala, the province hardest hit by the cyclone.

In Tripoli, Libya, the Cluster planned the launch of a humanitarian hotline as a common feedback mechanism (CFM) to make it easier for some 823,000 affected people to contact humanitarians and communicate their needs.

"While ETC played a critical role during the response, its preparedness actions are also as important. These concrete actions show that we can better bridge the gap between humanitarian response and recovery, and better rebuild destroyed infrastructures taking closely into account preparedness aspects, while addressing the people's access to information." - Karin Manente, WFP Country Director, Mozambique.



Services for Communities Advisor, Phyza Jameel, films a broadcaster as he gets back on the microphone at Rádio Águia.

Similarly, in the Central African Republic (CAR) the ETC worked with partners to develop a CFM, an information and learning hub as well as designated phone booths for internally displaced persons (IDPs). The joint initiatives came after an assessment highlighted that 74 per cent of displaced people in CAR did not feel they had access to adequate information about humanitarian assistance.

The ETC has extended several of its services to affected communities including voice and Internet connectivity as well as implementing initiatives like mobile charging stations, information platforms and common feedback mechanisms (CFMs) to help empower people in need.

The ETC has streamlined its Services for Communities (S4C) tools and templates across the planning, training and operational phases in 2019, with the needs of affected communities reflected in the gear.UP simulation exercise and in the ETC Coordination Course.

Partners revised and endorsed services for affected communities in the 2019 S4C retreat to include connectivity, telephony, CFMs, power charging stations and support for broadcasters.

"...providing services that enable connections between the partners on the ground while delivering services to the people we serve...being able to rely on telecommunication is really where it all starts."
Samer AbdelJaber, WFP Country Director, Libya



Services for Communities (S4C) Project Manager Oumarou Miko during an assessment mission to Bangassou, CAR to prepare for the Information and Learning Hub for affected communities.

Photo: Oumarou Miko S4C assessment PM - WFP



ENHANCED CONNECTIVITY AND ENERGY

Concerns over cybersecurity and data protection are foundational in the Cluster's approach to Internet connectivity. With the increasing demand for Internet bandwidth and reliable mobile connectivity, the ETC has been looking at upgrading systems and expanding partnerships to bolster support.

The ETC tested two new features in 2019 to expand the Cluster's communications solutions in future emergencies which will be rolled out in 2020.

Cybersecurity has become a core aspect of the Cluster's work including developing policies and standards among partners. An ETC Cybersecurity workshop in 2019 helped identify priority areas. An ETC task force is in the making to guide and support cybersecurity activities in the field.

The Crisis Connectivity Charter (CCC), an ETC2020 flagship initiative, demonstrated the value of creating a disaster response framework with technology companies – in this case, the satellite industry – to support humanitarian emergencies. The CCC was activated twice in 2019 – in Mozambique in support of responses to cyclones Idai and Kenneth and in the Bahamas following hurricane Desmond. The Global ETC held a consultation with CCC signatories in Rome, Italy, to draw lessons from the two activations and improve future responses.

Robust energy solutions are needed to power the ETC's communications services. The Cluster has been evaluating which ideas could be suitable for field conditions. An ETC service proposal was shared with prospective partners for providing energy solutions to power the ETC's communication equipment.



The ETC deployed to Batangafo, CAR to install a solar panel system to supply a reliable power source for emergency.lu satellite equipment, which provides connectivity services.

Photo: WFP

UPGRADING THE HUMANITARIAN'S LIFELINE

The Telecommunications Security Standards (TESS) project was born in 2018 to update United Nations security standards and procedures related mostly to radios in field operations.

TESS collaborated with UN agencies, NGOs and the private sector in the past two years through the project's online platform to over 400 contributors and its collaborative governance platform, which helped shape new standards, milestones and deliverables. The project progressed significantly along its three project streams (field support and standardization for current and future standards), which aim to keep humanitarians connected and safe on the job:



Peter Casier, TESS Senior Project Manager, WFP.

Field support

TESS assessed and gave onsite support in 60 countries for their UN and NGO Security Communications Systems. Another 27 countries were supported remotely.

Standardizing technologies

There are now three TESS inter-agency working groups to optimize and align VHF radio networks, vehicle tracking systems and mobile satellite systems.

Defining long-term standards

After receiving 32 proposals from individuals and the private or academic sector a new architecture for security standards was developed and is being tested for endorsement by the Inter-Agency Standing Committee (IASMN).

A SIGNAL OF SUPPORT



The unique capacity of the satellite industry is embodied in the Crisis Connectivity Charter (CCC), a mechanism intended to make satellite connectivity easily accessible to humanitarians anywhere in the world during an emergency.

The Charter was activated for the first time ever in support of the response to cyclones Idai and Kenneth in Mozambique, and later in the Bahamas following Hurricane Dorian.

The International Telecommunication Union (ITU) signed on to the CCC in September 2019 - a relationship that will bring greater ease to collaborations with national governments.



Beira, Mozambique: Ryan Twitney, ETC Coordinator, uses an Inmarsat satellite phone alongside an SES satellite solution provided in partnership with emergency.lu



CAPACITY BUILDING

Those who train together,
respond together

As technology solutions and operational needs evolve, the ETC continues to review and adjust its capacity building activities in collaboration with partners and subject matter experts.

In addition to delivering its flagship training exercise, the Cluster piloted the ETC Coordination course.

A framework to measure the impact and return on investment of ETC capacity building activities has been developed and will include elements such as 'in and out test' and an impact analysis, to be conducted 3-6 months after the training to evaluate how personnel are using the acquired skills in their work.

Here's a look at a few of the capacity building experiences of the past year:

- March >** The first ETC Coordination course was piloted to twenty participants from nine organizations in Rome, Italy, to bolster the skill sets of current and prospective ETC operational leaders.
- July >** Let's Net offered ten days of hands-on learning in Luxembourg for sixteen participants, drawn from six organizations, to support ETC voice and data services in humanitarian emergencies.
- October >** gear.UP challenged over 150 facilitators, participants and volunteers in Neuhausen, Germany. The brainchild of Logistics Cluster and the ETC, this exercise is one of the largest humanitarian emergency response simulations in the world, offering an intense and near field learning experience.

"I was on one of the first planes to land in Beira after the cyclone made landfall. The similarities between those first days in Beira and the gear.UP exercise were uncanny, like a mirror-image, but this time it wasn't a drill, it was reality." - Patrick McKay, Information and Communication Technology Officer, WFP.



Humanitarian participants being shuttled at night during the 2019 of gear.UP

"One national staff member attended Let's Net in Luxembourg two years ago, after joining the ETS in Maiduguri, and was immediately able to put into practice what he learned. This highlights the importance of training people who work with the solutions in the field on a daily basis." – Gilles Hoffmann, emergency.lu Coordinator.



Unmanned Aircraft Systems (UAS) were integrated into ETC training activities by adding two Drones Operator profiles to the 2019 edition of gear.UP; two drone pilot participants brought their own equipment to support the overall emergency response in the virtual country of Tukastan.

An ETC UAS coordination model was developed to be reviewed by partners in 2020.

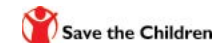


UAS coordination is now an integrated component of the annual simulation exercise, gear.UP.

Photo: WFP / Patrick McKay



PARTNERS



UNDER THE GLOBAL LEADERSHIP OF



World Food Programme

For more information,
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—
www.ETCluster.org