Draft Concept Note

SADC Model National Emergency Telecommunications Plan (NETP) Implementation and Early Warning for All (EW4All) Awareness Workshop

9th to 11th October 2024
Lilongwe, Malawi

1. Background

In the past decade the SADC Region has been one of the most disaster-prone regions in Africa. From the Indian Ocean Tsunami (2014) to the cyclone Freddy, Idai and Kenneth (2019), many have lost their lives and loved ones, millions have been displaced and there has been unprecedented amount of damage such as loss of crops, destruction to property and essential infrastructure. Idai and Kenneth (2019) and Freddy (2023) tropical cyclones which were the worst to hit the Southern Africa region, brought about strong winds and heavy rains causing catastrophic flash flooding. The economic, social, and environmental consequences of such disasters are long-lasting and rehabilitation costs are a high percentage of Gross National Product (GNP) in SADC Member States.

When such disasters strike, often local telecommunications/ICT systems get disrupted, and communications may be unavailable during the emergency. This calls for an urgent need to establish effective telecommunications links for disaster response and coordination, especially for critical public safety agencies such as fire, police, ambulance, coast guard, customs and border patrol, defence force, etc to enable them to communicate with each other. Hence, ICT services must be reliable and available when needed, including the rapid deployment of temporary ICT services in priority areas in the wake of a disaster. More precisely, telecommunications/ICT play a critical role in all four (4) stages of disaster: mitigation (prevention), preparedness, response and recovery.

It is against this background that SADC ICT Ministers in July 2021 directed the SADC Secretariat to develop a SADC Model National Emergency Telecommunications Plan (NETP) to become the guiding strategic instrument for the region and to enable Member States to strengthen and enhance their emergency communications capabilities and preparedness. The SADC Model NETP was developed through the technical support of the International Telecommunication Union (ITU) Environment and Emergency Telecommunications Division and was validated on the 1st November 2023. Prior to the development of the SADC Model NETP, a Situational Analysis Report to capture the state of play in terms of NETP landscape on policy, legal and regulatory frameworks regarding ICTs for disaster management was prepared. The SADC Situational Analysis Report was approved on 16th June 2023 by SADC Ministers of ICT.

One of the key recommendations from the report was for SADC Member States to assess, develop and/or enhance existing emergency alert and Early Warning System (EWS), including surveillance and monitoring systems for probable threats prior to the occurrence of disasters. In that regard, SADC Member States were recommended to implement the Common Alerting Protocol (CAP) which allows consistent dissemination of warning messages across different early warning systems with different technologies to alert communities at risk. In addition, given the relatively high mobile phone penetration in the SADC Member States and the benefits of cell broadcasting, to consider implementing mobile early warning systems based on cell broadcasting or location-based SMS. This is

aligned to the United Nations Early Warnings for All Initiative (EW4All) which stipulates that every person in the world should be protected by an Early Warning System by 2027. The ITU leads Pillar 3 of the EW4All on "Warning Dissemination and Communication" – a critical component of the EWS value chain that ensures alerts reach the people at risk in time to act.

The SADC Model NETP Implementation and EW4All Awareness Workshop to be convened by the ITU in collaboration with the SADC Secretariat and in partnership with the Government of Malawi aims to raise awareness and build capacity of Member States as they transpose and operationalise the SADC Model NETP. The workshop will also provide Member States with a regional platform to assess their readiness in operationalising and implementing the SADC Model NETP and preparedness for a harmonised EWS approach in line with CAP.

2. Objectives

The objectives of the SADC Model NETP Implementation and EW4ALL awareness workshop include the following:

1. Build capacity of SADC Member States on emergency telecommunications planning and provide a platform for dialogue, networking and sharing of best practices on NETP which shall entail among others:
   - A review of the status of operationalisation of SADC Model NETP in Member States;
   - Share Case Studies of NETP within the SADC region (Eswatini, Malawi, Namibia and Zimbabwe); and
   - Share Case Studies of NETP best practice beyond the SADC region.

2. Build capacity of SADC Members States on EWS, EW4ALL and awareness on smart usage of telecommunications during disaster for general public which shall entail among others:

   - Case studies, expert guidance, and capacity building from global and regional emergency telecommunications stakeholders such as GSMA, Emergency Telecommunications Cluster (ETC), World Meteorology Organisation (WMO) and World Food Program (WFP); and
   - Hands on practical exercise on Common Alerting Protocols (CAP).

3. Establish the SADC Emergency Telecommunications Directory (Focal Point Database) and review case studies of TOR of a typical National Emergency Telecommunications Group;

4. Receive updates from CRASA on SADC Ministerial Directive on regulatory harmonisation for NETP implementation and Standard Operating Procedures (SOPs) for telecommunications operators in line with the recommendations of the SADC Model NETP;

5. Receive an update from ITU on Emergency Telecommunications Equipment deployed to support countries in the Southern Africa Region and related Standard Operating Procedures;

6. Receive updates from SATA on SADC Ministerial Directive for telecommunications operators in line with the recommendations of the SADC Model NETP;

7. Receive update from Angola/GGPEN on the provision of satellite communications (satcoms) for emergency communications on ANGOSAT-2 for the SADC Region;

8. Create awareness on the SADC Humanitarian Operations Centre (SHOC); and

9. Conduct Early Warning and Emergency Telecommunications drills demonstrations.

3. Venue and Date

The mode of the workshop will be hybrid (both physical in person and virtual) in Lilongwe, Malawi. The workshop will be convened from the 9th to 11th October 2024 with the programming from 09:00 to 17:30 hours (UTC+2).

4. Target Audience

The SADC Model NETP Implementation and EW4ALL Awareness Workshop is intended for officials from the Government Ministries, National Regulatory Authorities (NRAs), SADC ICT Implementing Agencies, Disaster Risk Management (DRM) Agencies and all relevant stakeholders dealing with National Emergency Telecommunications Planning.

5. Registration

Registration for the event is required for all physical and virtual participants. Participants are requested to confirm their participation by registering using the link below by the 25th September 2024:

https://www.itu.int/net4/CRM/xreg/web/Login.aspx?src=Registration&Event=C-00014506
After registering, you will receive a confirmation email.

6. Fellowship

To encourage participation of SADC Member States and subject to the availability of funds, one fellowship (or two partial ones) per country will be granted to eligible countries in the region.

Member States are encouraged to select their candidates taking into consideration the continuity of work relating to the rollout of the SADC NETP and EW4ALL in the country after this workshop, the inclusion of Persons with Disabilities (PWDs) and persons with specific needs, bearing in mind gender balance.

To submit applications for fellowships, please candidates selected by their Governments to participate in this workshop, from eligible countries, should complete the Fellowship form provided with the invitation letter and submit it to ITU. Deadline for submission of the form

is : 20th September 2024 (23H59 Geneva time). Candidate registration to the workshop prior to submitting the fellowship request is mandatory. Please find information on ITU Fellowships here: https://www.itu.int/en/fellowships/Pages/default.aspx.

7. Working Language
The workshop will be conducted in the three (3) SADC official languages: English, French and Portuguese.

8. Document
Documents pertaining to the workshop may be accessed on the SADC Collaboration Folder. The credentials are:
URL: https://collab.sadc.int/s/KKMBgxim2NxTsLk
Password: ictsector@2030

9. Expected Results
The main outputs of the workshop will include:
 (i). Enhanced capacity on NETP management and a status report on national transposition and operationalization of the SADC Model NETP;
 (ii). Assessment report on EWS readiness and capacity building on CAP;
(iii). Enhanced knowledge on the installation, deployment, and smart use of emergency telecommunication equipment during disaster;
(iv). Established SADC Emergency Telecommunications Directory of contact information, including phone numbers and email addresses, of all key persons responsible for the NETP in their Member State;
 (v). Depository of model TOR of National Emergency Telecommunications Group; and
(vi). The SADC Model NETP Implementation and EW4ALL Awareness Workshop Report highlighting the meeting proceedings outcomes, conclusions and recommendations.

10. Contact Information
For further information regarding the workshop, please contact the following focal persons:

ITU Focal Point	SADC Secretariat	Malawi – Host Country
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Workshop on SADC Model National Emergency Telecommunications Plan (NETP) Implementation, Early Warning for All (EW4All) Awareness, and Malawi National Stakeholders Consultation Workshop

9 to 11 OCTOBER 2024
Lilongwe, Malawi

DAY 1: Introduction and NETP Implementation – 9th October 2024	
08H00 – 09H00	**Testing of connection by remote participants and Registration**
09H00 – 09h30	**Official Opening Ceremony** (separate official opening programme to be provided) • International Telecommunication Union (ITU) • SADC Secretariat • Chair of SADC, Zimbabwe • Host, Malawi
09h30 – 10h00	**Tea/Coffee Break**
10h00 – 11h00	**Session 1**: Introduction and General Considerations • Introduction of partners & their respective roles (Director of Ceremony) • ITU's role in Emergency Telecommunications (ITU) • National Emergency Telecommunication Plans - NETP (What is an NETP, four phases of disaster management, principles and challenges developing an NETP) (ITU)
11h00 – 12h00	**Session 2: Updates on the implementation of the Recommendations of the SADC Model NETP** • Update on SADC Ministerial Directive on regulatory harmonization for NETP implementation and Standard Operating Procedures (SOPs) for telecommunications operators in line with the recommendations of the SADC Model NETP (CRASA) • Update on SADC Ministerial Directive for telecommunications operators in line with the recommendations of the SADC Model NETP (SATA) • Update on ITU Emergency Telecommunications equipment deployed to Zimbabwe and related Standard Operating Procedures (ITU) • Provision of satellite communications (satcoms) for emergency communications on ANGOSAT-2 for the SADC Region (Angola/GGPEN) [10 Minutes]
12h00 – 12h30	**Session 3: NETP Implementation Process** • Discussions on high-level steps followed when implementing the NETP (ITU) [15 minutes] • Status of Domestication of SADC Model NETP (All Member States)
12h30 – 13h30	**Lunch**

13h30 – 15h00	<u>Session 3:</u> **NETP Implementation Process (Continued)** • Status of Domestication of SADC Model NETP (All Member States) • Case studies of NETP implementation within the SADC region (Eswatini, Malawi, Namibia and Zimbabwe) presentations • Case studies of NETP implementation Process beyond the SADC region (names of country presentation)
15h00 –15h30	**Tea/Coffee Break**
15h30 – 17h00	<u>Session 4:</u> **NETP Governance** • Key steps for effective Governance of NETP (ITU) • Country examples (Tanzania, Lesotho, Botswana) • Case studies on Governance beyond the SADC Region • Overview of the SADC Humanitarian and Emergency Operations Centre (SHOC - SADC DRR Unit) [15 minutes]
17h00 – 17h30	**Discussions and Recommendations**
Welcome/Networking Session	

DAY 2: Use of Emergency Telecommunications and EW4All Initiative – 10th October 2024	
08H30 – 10h30	<u>Session 5:</u> **EW4All Initiative Background** (UNRCO, ITU, UNDRR) • Description and objectives of the initiative. • Description of the 4 pillars and leading agencies. • Roadmap and achievements.
10h30 – 11h00	**Tea/Coffee Break**
11h00 – 12h30	<u>Session 6:</u> **Round Table to Discuss EWS, EW4ALL and Awareness on Smart Usage of Telecommunications for DRM** • Gathering comments and suggestions from global and regional emergency telecommunications stakeholders such as GSMA, Emergency Telecommunications Cluster (ETC), Red Cross and World Meteorology Organisation (WMO)
12h30 – 13h30	**Lunch**
13h30 – 15h00	<u>Session 7:</u> **EW4All Initiative - Pillar 3: Warning Dissemination and Communication** • Background and objectives (ITU) • Common Alerting Protocol (CAP) (ITU) • Cell-Broadcast (CB), Radio Broadcast & Location-based SMS (LB-SMS) (ITU) • Roadmap and achievements
15h00 – 15h30	**Tea/Coffee Break**
15h30 – 17h00	<u>Session 8:</u> **Practical Exercises (TBD)** • Establish the SADC Emergency Telecommunications Directory (Focal Point Database) • Case studies of TORs of a typical National Emergency Telecommunications Group • Practical exercises on Common Alerting Protocol (CAP) (ITU)
17h00 – 17h30	**Discussion and Recommendations**

Day 3: EW4ALL and Closing – 11th October 2024	
	<u>Session 9:</u> **EW4All Initiative - Pillar 3: Warning Dissemination and Communication** (WMO) • Introduction to the open-source CAP Software

08h30 – 10h00	• Hands-on exercises on Open-Source CAP Software to format CAP alerts • Review of the CAP implementation process obtained from information from the survey
10h00 – 10h30	**Tea/Coffee Break**
10h30 – 11h15	Session 10: **Innovation and Collaboration in Emergency Preparedness and Response** (WFP/ETC) • Innovative Technologies (Satcoms, Mobile apps, Unmanned Aerial Vehicles (UAVs)) for improving communication and connectivity in disaster-affected areas • Successful Public-Private Partnership (PPP) initiatives/collaboration in strengthening emergency telecommunications infrastructure and services
11h15 – 11h45	Consideration and adoption of Workshop Report inclusive of Recommendations
11h45 – 12h30	**Official Closing Ceremony** • Vote of Thanks (Vice-Chair of SADC) • Closing Remarks (ITU) • Closing Remarks (Chair of SADC, Zimbabwe) • Closing Address (Host)
12h30 – 13h30	**Lunch**
13h30 – 15h00	VSAT installation and connectivity