**GSMA**

# THE HUMANITARIAN CONNECTIVITY CHARTER.

## Supporting the mobile industry to prepare for, respond to, and recover from sudden onset emergencies.

In the past several decades billions of people have been affected by disasters, and global humanitarian needs continue to rise. Mobile connectivity provides a lifeline in emergencies from early warning messages to supporting an effective response. In 2015, the GSMA launched the Humanitarian Connectivity Charter (HCC) – a set of principles and best practices reached collaboratively between mobile network operators (MNOs) on how to prepare for, respond to, and recover from a sudden onset emergency.

### Humanitarian Connectivity Charter principles

- To enhance coordination within and among MNOs before, during and after a disaster.
- To scale and standardise preparedness and response activities across the industry to enable a more predictable response.
- To strengthen partnerships between the mobile industry, government and the humanitarian sector.
- The ultimate aim of the Charter is to strengthen access to communication and information for those affected by crisis in order to reduce the loss of life and positively contribute to humanitarian response.

### Intended outcomes of the Humanitarian Connectivity Charter

Through pursuing the principles of the Charter, signatories will work towards the following outcomes:

- Creating accessible and resilient connectivity for mobile subscribers and communities affected by disaster situations.
- Establishing before, during and after a disaster best practice standards for the mobile industry.
- Sharing reliable information that will benefit communities, humanitarian responders and the mobile ecosystem.
- Maintaining focus on business continuity and revenue protection during a disaster, enabling the delivery of critical services to impacted communities and responding agencies.
- Leveraging MNOs' core assets, competencies and relationships with external partners to deliver humanitarian communication activities.
- Creating visibility of the unique role of mobile communication and the mobile industry in supporting disaster and humanitarian response.

## Benefits of the Humanitatrian Connectivity Charter

### Resilience

The HCC supports MNOs so that they can be equipped and prepared to respond to a disaster effectively and efficiently. With a resilient core structure and role understanding, MNOs can help ensure the safety of the affected population and staff in the face of disaster.

### Preparedness

The HCC has a clear set of guidelines and best practices that support MNOs to prepare for each stage of an emergency. Preparedness for sudden onset emergencies ensures the functionality of vital early warning systems and network infrastructure that stays active at each stage of a disaster.

### Collaboration

The HCC provides guidance on building cooperative and unified relationships with each vital party involved in disaster response. When humanitarian agencies, government bodies and MNOs have a clear understanding of their role in a disaster, it can minimise fatalities and ensure the upkeep of essential infrastructure before, during and after. Collaboration is vital for effective humanitarian response.

The companies herein commit to the principles outlined in the Charter in the spirit of supporting communities, customers, governments and the wider humanitarian community during disasters and humanitarian emergencies.

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