

GSMA Humanitarian Connectivity Charter

Annual Report - 2017



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The GSMA represents the interests of mobile operators worldwide, uniting nearly 800 operators with more than 300 companies in the broader mobile ecosystem, including handset and device makers, software companies, equipment providers and internet companies, as well as organisations in adjacent industry sectors. The GSMA also produces industry-leading events such as Mobile World Congress, Mobile World Congress Shanghai, Mobile World Congress Americas and the Mobile 360 Series of conferences.

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GSMA Disaster Response

The GSMA Disaster Response programme aims to strengthen access to communications and information for those affected by crisis in order to reduce loss of life and positively contribute to humanitarian response. We work to drive the creation and adoption of coordinated, impactful solutions and practices that leverage the ubiquity of the mobile technology under the umbrella of the Humanitarian Connectivity Charter.

Learn more at www.gsma.com/disasterresponse or contact us at disasterresponse@gsma.com

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Foreword

In 2016, the GSMA Disaster Response programme published the inaugural annual report[1] of the Humanitarian Connectivity Charter (HCC). In it, we shared a detailed account of the launch of the HCC, which enabled the mobile industry and our humanitarian partners to make formal commitments to enhancing their capacity to mitigate, prepare for, and respond to disasters through mobile technology. Last year's report also highlighted how the HCC has grown from a small operator community to an industry initiative spanning 75 countries.

We are pleased to share this 2017 annual report, which documents the progress of the HCC over the last three years and offers insights into the trends shaping how mobile technology is being used to address some of the world's most pressing challenges.

Looking back on 2017, we see a year of growing humanitarian need and complexity, as well as new opportunities to improve how humanitarian assistance is delivered. The plight of an unprecedented number of refugees and forcibly displaced people was at the forefront of our minds as we built the business case for extending mobile connectivity to those in emergency situations and profiled some of the industry leaders delivering dignified assistance.

Focusing our efforts in countries facing recurrent natural disasters revealed a range of areas where the mobile industry could add value, from early warning systems to national coordination strategies. We saw a surge in the use of mobile money to facilitate the delivery of aid and innovations in the use of digital identity in the humanitarian context. We also faced one of the most devastating Atlantic hurricane seasons on record, and our response in the Caribbean reinforced, in a very real way, the importance of continuing to invest in infrastructure resilience and organisational preparedness.

This year's report will share how our signatories continue to contribute to three key trends in digital humanitarianism: displacement and connectivity, humanitarian cash transfers and innovation. The launch of the GSMA Disaster Response Innovation Fund in 2017 sparked new opportunities for HCC signatories, and the wider mobile industry around the world, to develop innovative digital solutions to disaster preparedness and response. We have also highlighted some of the partnership models and regulatory issues that will influence how the digital transformation of humanitarian response unfolds.

Partnerships and collaboration underpin the progress and impact of our community of HCC signatories. Recognising that the scale of humanitarian need is too great for one sector to solve alone, mobile operators, governments, NGOs and humanitarian agencies are moving to create more predictable and sustainable partnerships. With the continued support of the UK Department for International Development (DFID), the GSMA will expand its focus in 2018 with the Mobile for Humanitarian Innovation (M4H) programme, which marks an evolution and expansion of our work in this area. M4H will build on the evidence that mobile phones can provide a cost-effective, large-scale channel for delivering a range of services within a humanitarian context, including access to information, health, education, energy, financial inclusion and digital identity solutions. We look forward to sharing the insights from this work in our next annual report.



Kyla Reid

Head of Disaster Response and Digital Identity, GSMA

The Humanitarian Connectivity Charter

Mobile connectivity can provide a lifeline in emergencies. The Humanitarian Connectivity Charter (HCC) provides a support system for the mobile industry, governments, NGOs and the international humanitarian community to assist affected populations in disasters. Signatories to the Charter commit to a set of shared principles and work collaboratively to respond effectively to disasters, and the GSMA Disaster Response programme supports HCC partners with research, capacity building and thought leadership.

THE PRINCIPLES:

1. **Enhance coordination within and among mobile network operators before, during and after a disaster.**
2. **Scale and standardise preparedness and response activities across the industry to enable a more predictable response.**
3. **Strengthen partnerships**

By the end of 2017, 147 MNOs from 106 countries had committed to the three principles.

THE AIM:

Strengthen access to communication and information in times of crisis to reduce loss of life and make a positive contribution to humanitarian response.

THE IMPACT:

By supporting the industry, we will develop best-in-class systems, build network resilience, improve network preparedness, and explore innovative solutions with the humanitarian sector and other partners.

1. https://www.gsma.com/mobilefordevelopment/wp-content/uploads/2017/02/HCC-Annual-Report.pdf

Displacement and major natural disasters in 2017[2,3]

From hurricanes to floods, earthquakes, droughts, wildfires and landslides, 445 million people[4] around the world were affected by natural disasters in 2017.

Wildfires and landslides in **California** kill more than 50

Hurricanes Harvey, Irma and **Maria**
- More than 1,000 lives lost
- Economic losses of $250bn +
- Extreme damage in many Caribbean islands

Magnitude 7.1 earthquake shook **Mexico City**, killing more than 360

Landslides and mudslides in **Sierra Leone** killed nearly 500 and another 250 in **Colombia**

The Metropolitan Region of **Campina Grande**, Paraiba state in Brazil is experiencing a five-year drought that is becoming the worst dry patch on record



When caught up in a disaster or forced to flee their homes, people need to call for help, send a message and search for life-saving information. At a time when record numbers of people are being displaced or affected by natural disasters, it is more important than ever for the mobile industry, government and the humanitarian sector to work together to ensure those affected by crisis can connect.

2. https://www.cnbc.com/2017/12/26/2017--a-year-of-disaster.html
3. http://www.businessinsider.com/worst-natural-disasters-hurricane-flood-wildfire-2017-12/#another-slippery-landslide-in-sierra-leone-killed-hundreds-of-people-12
4. https://news.un.org/en/story/2017/05/558182-focus-natural-disasters-un-risk-reduction-forum-opens-mexico

620 killed and 8,000+ injured by an earthquake on the **Iraq-Iran** border

Avalanches in **Afghanistan** and **Pakistan** took more than 100 lives

Drought in the **Horn of Africa** pushed countries such as **Somalia** to the brink of famine, increasing cholera cases to 18,000 in the first three months of 2017

Over 1,400 people killed in the worst floods in a decade in **South Asia** in **India**, **Nepa**l and **Bangladesh**

Complex emergencies:

- By June 2017, **65.6 million people** were reported to be either refugees, asylum seekers or internally displaced across the globe.[5]
- Nearly **20 people** are forcibly displaced every minute by conflict or persecution, or one every three seconds.
- In the past decade, over **1.8 billion people** have been affected by disasters.
- Worldwide, most refugees – **84 per cent** – are in developing or middle-income countries, with one in every three (**4.9 million people**) hosted by the world's least developed countries.



5. http://www.unhcr.org/afr/news/stories/2017/6/5941561f4/forced-displacement-worldwide-its-highest-decades.html

The HCC gains momentum in 2017

The ability to use mobile phones to communicate and access information, education, financial and health services in emergency situations is becoming more widely recognised as an essential form of humanitarian assistance. In 2017, the GSMA, MNO signatories and humanitarian partners continued to ramp up efforts to meet the challenges of disaster response.

GSMA Disaster Response Innovation Fund launched

274 applicants from around the world are vying for funding to develop innovative mobile solutions that will save lives, alleviate suffering and maintain human dignity during and after disasters. The results will be announced in mid-2018.

Mobile industry set to play bigger role in humanitarian response

The GSMA announced plans at Mobile World Congress 2018 to expand the scope of its programmes to accelerate the delivery of cost-effective, large-scale, mobile-based humanitarian assistance.

GSMA Disaster Response gathers insights on the ground

Following hurricanes Irma and Maria in the Caribbean, GSMA Disaster Response supported MNO and humanitarian efforts to restore the mobile network, and set up research and capacity building programmes to share industry best practice to "build back better".

Evidence grows for using mobile money in humanitarian contexts

GSMA research has resulted in recommendations for the mobile industry and humanitarian sector on deploying humanitarian cash transfers and the enabling regulatory environments.

GSMA capacity building in disaster response and business continuity management

In 2017, the GSMA held face-to-face disaster response training in Sudan and the US, delivered business continuity management training to Pacific-based MNOs in Fiji, and delivered an online disaster response course twice.

UN, G20 and World Economic Forum hear from GSMA on importance of mobile for refugees

GSMA research on the importance of connectivity for refugees and displaced populations was showcased at international forums and GSMA events in Asia, Africa and the Middle East.

MNOs moving the needle on capacity building in Nepal and Haiti

Hands-on engagement with Ncell Axiata in Nepal and Digicel Haiti helped to benchmark current initiatives with industry best practices.

HCC signatories expand to 147 MNOs in 106 countries

Digicel and Sudatel Groups are the latest MNOs to join the HCC. National commitments were also made under the GSMA We Care programme by MNOs in Chile, Peru and Ecuador.

The Charter in 2017: A Snapshot of Progress

The information below has been generated from the Signatory Communication on Progress. Please note that not all HCC signatories had emergencies in their markets during 2017. More details of MNO activities in 2017 found at: gsma.com/hcc

In 2017, the number of HCC signatories increased 35% per cent, and the response efforts of MNO signatories and humanitarian partners reached more than 30 million people affected by crisis and disaster.

147 SIGNATORIES IN 106 COUNTRIES

92% of signatory operating companies have a business continuity management (BCM) process

63% take part in national disaster preparedness initiatives

42% responded to and supported a disaster/crisis situation in 2017

38% already support a mobile-based early warning system

31% provided free SMS, calls or data following a disaster

28% supported refugee populations in their markets in some form

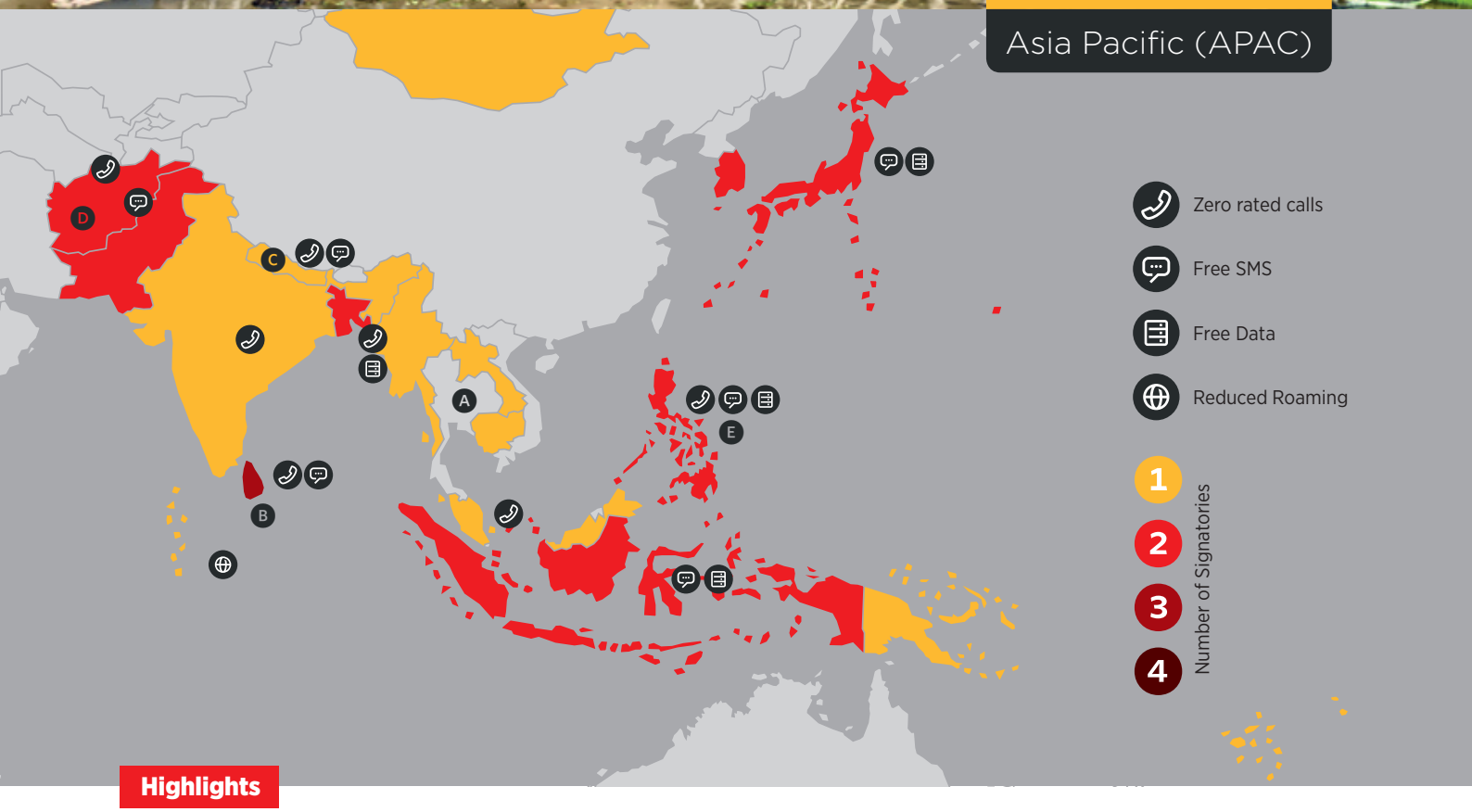
"Sudatel group has become the latest signatory member of the Humanitarian Connectivity Charter, a GSMA initiative that supports improved access to communication and information for those affected by crisis. Moving beyond the traditional CSR activities that we are currently pursuing, active participation in humanitarian activities that would have a huge social and economic impact is deemed necessary."

Nazar Arabi, Chief Strategy officer, Sudatel Group



Regional Snapshot

Asia Pacific (APAC)



Highlights

A Cambodia

Smart: Set up 'Smart Weather' early warning systems for Cambodia with Earth Networks

B Sri Lanka

Dialog: More than 1000 alerts sent via the Disaster and Early Warning Network

C Nepal

Ncell Axiata: Provided 16.6 million free SMS for flood affected areas

D Afghanistan

Etisalat Afghanistan: Mobile Money to distribute UN funds to refugees

E Philippines

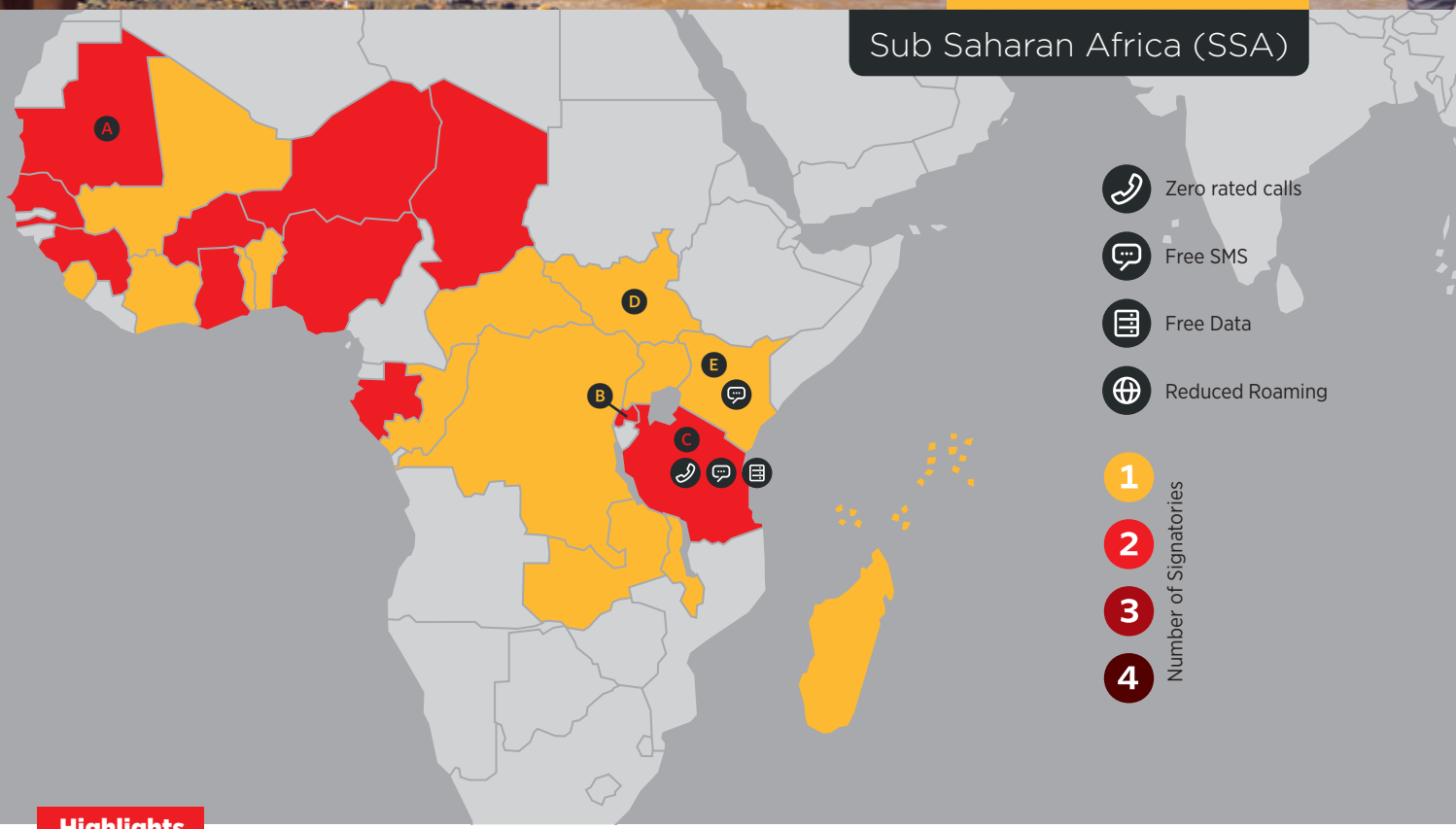
Smart: SMS and CB alerts to 10 million customers

Globe: Delivered a total of 250 million free messages



Regional Snapshot

Sub Saharan Africa (SSA)



Highlights

A Mauritania

Mauritel: Provided connectivity to the UN for refugees in the eastern frontier

B Rwanda

Airtel Rwanda: Airtel Money services provided to support refugees

C Tanzania

Tigo Tanzania : Supported 8 million customers during disaster situations

Airtel Tanzania: NFC payment solution TapTap to support refugees

D South Sudan

Zain Group partnership with Refunite

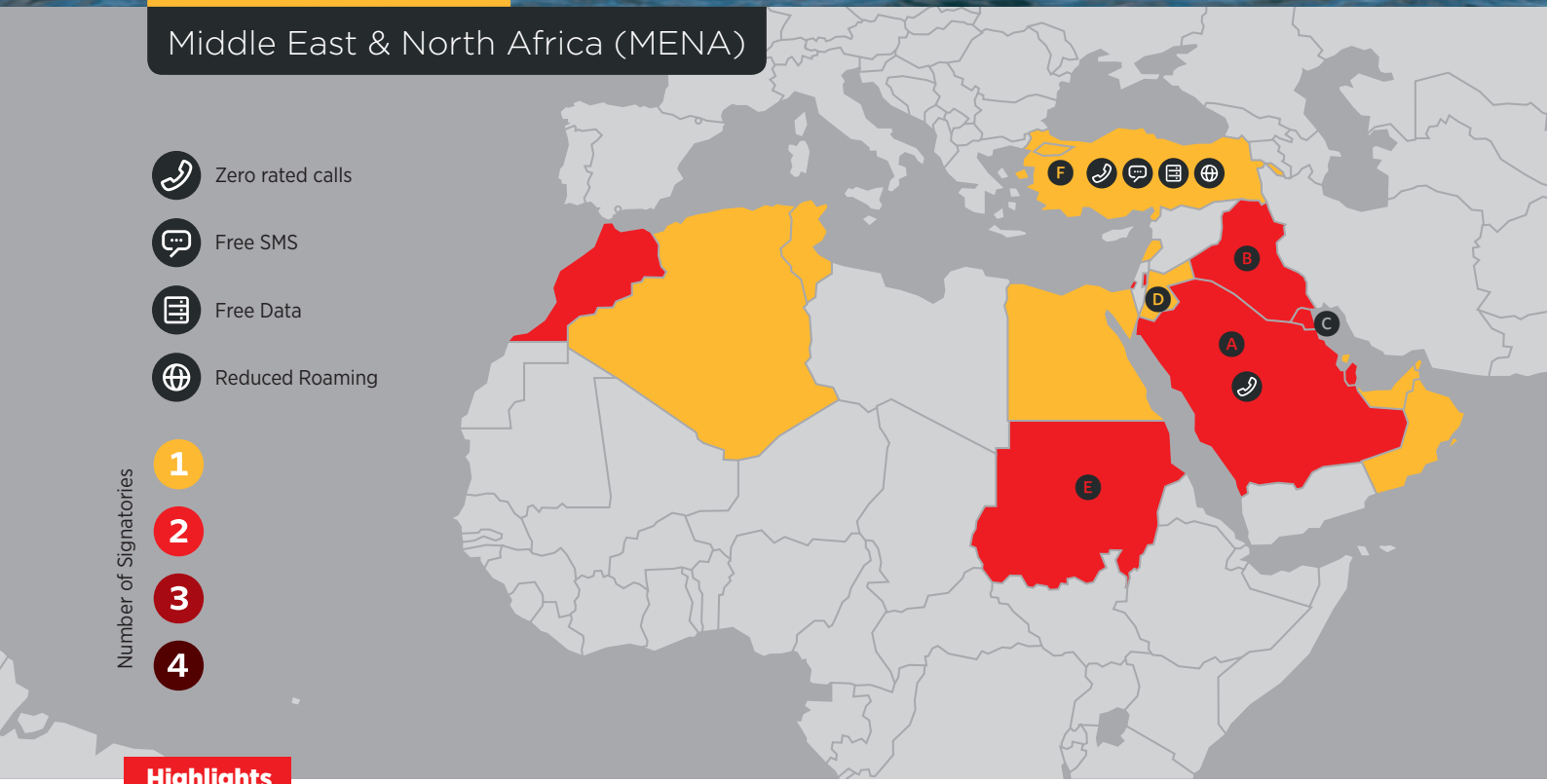
E Kenya

Airtel Kenya: Free SMS sent to 6 million affected by the drought Partnership with **The Redcross**



Regional Snapshot

Middle East & North Africa (MENA)



Highlights

A Saudi Arabia

Mobidy: SMS alerts on weather changes

B Iraq

Ooredoo Iraq: Partnership projects with UNICEF

C Kuwait

Zain Group: partnership with Ref Unite

D Jordan

Zain Jordan: Partnership with Refunite, UNHCR and Red Crescent

E Sudan

Sudatel: National dialogue and engagement with humanitarian groups

F Turkey

Turkcell: Hello Hope campaign for 600,000 people
Services for 1.3 million refugees

Regional Snapshot

Latin America (LATAM)



Highlights

A Colombia

Claro Columbia: Recharged 44,000 lines of affected customers
USD 120,000 collected from Text to donate campaign after Mocoa landslide

B El Salvador

Tigo El Salvador: 3000 Zero rated calls after earthquake in June

C Chile

Telefonica Chile: Supported Telefonica in Mexico after the earthquake

D Mexico

Telefonica Mexico: Online platform to support Earthquake victims

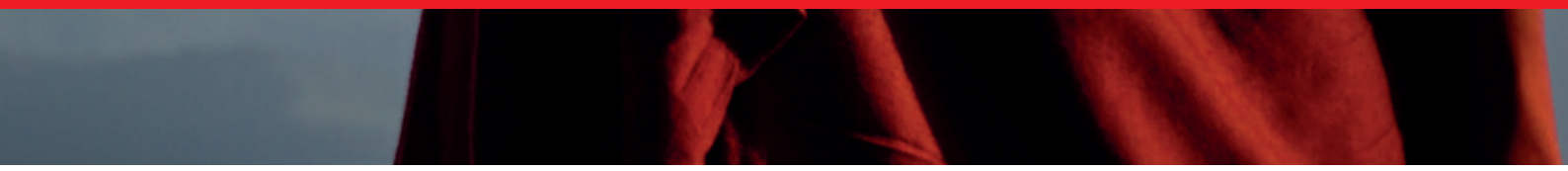
E Peru

Telefonica Peru: Provided support for 1 million customers and Partner with X (formerly Google X)'s Project Loon to connect those who lost coverage after Huaicos flooding



Our focus in 2017

Year three of the Humanitarian Connectivity Charter was marked by deeper efforts by the GSMA, MNO signatories and HCC partners to deliver timely, cost-effective, innovative and dignified responses to humanitarian disasters. In 2017, we focused and amplified our efforts in two high-risk markets, engaged with our signatories and provided support to MNOs upon request, continued our monthly HCC webinar series, and conducted research to build the business case for expanding mobile connectivity to those in emergency situations.



Focus markets in 2017–18

In 2017, we had a special focus on two markets – Nepal and Haiti – engaging closely with signatory MNOs in these countries to support their efforts in disaster response. Focus markets for 2017–18 were selected based on disaster risk, MNO engagement in disaster response, the need for greater disaster preparedness, and the presence of an enabling or semi-enabling regulatory environment.

Nepal

Nepal is a country with a high risk of several types of natural disasters:[6] earthquakes, riverine and flash floods, glacial lake outburst flood (GLOF), droughts and forest fires. The country is still recovering from the devastating earthquake(s) in 2015 that took almost 9,000 lives.

In 2016, Ncell Axiata implemented the Early Flood Alerts Project in collaboration with the Department of Hydrology and Meteorology (DHM). This enabled Ncell customers living in the 42 implementation locations to receive early warning SMS alerts and take necessary precautions in the event of flooding.

Engagement in Nepal in 2017

Key objective	GSMA support	Ncell activities during 2017 floods	Ncell future plans
Support Ncell's flood response efforts to improve, innovate and intensify their current practices.	Deep-dive sessions with Ncell management and operational teams, sharing industry best practices, case studies, and innovations on: - Early Warning Systems - Supporting customers during Disasters. - Network resilience	- Continue to improve the flood alerting system. - Free 50 SMS per day/per customer of the flood hit districts - Free Balance Transfer Service - Introduce of emergency communication number 9008 - Fuel Cells to keep network up and running	Long-term plan with DHM to enhance the EWS to be more effective. Plan to work with key stakeholders to expand the EWS to capture other types of alerts (Forest fires, GLOF)

Ncell's Flood Alert System was put to the test last August when 18 districts in the country were hit by large-scale flooding. **A total of 9,394,747 SMS alerts were sent to those living near the rising rivers.** Many who received the alert were able to leave their houses and move to safer locations.[7]

6. http://www.moha.gov.np/uploads/documentFiles/Nepal_part1_final_report-low_20111024043322.pdf
7. http://news.trust.org/item/20170824050440-npfwh/?cid=social_20170824_73768277&adbid=900651650569744384&adbpl=tw&adbpr=89711639

Ncell efforts during 2017 floods

Operation of emergency communication number 9008

- Ncell, operated 9008 as an emergency communication number from (13th- 17th August).
- Ncell customers were able to make free calls using 9008, share the contact number of their relatives and family members and a message.
- Ncell call centre representatives conveyed the messages accordingly to the family members or relevant authority in the government.
- Ncell received 230 requests, and the call centre representatives managed to call back 25% of them with a response.
- An SMS was sent to other callers who were not directly contactable.

Free 50 SMS per day/per customer of the flood hit districts

- Fifty free daily SMSs provided to customers in the 23 affected districts (12th – 15th August).
- Customers from flood affected districts exchanged over 16.6 million text messages.
- This service was used to maintain communications with families, government agencies, etc.

Free balance transfer service

- Ncell made the balance transfer facility available for free.
- This enabled customers to transfer balance to people residing in the flood affected districts.

Operation of Fuel Cells to keep network up and running

- Ncell, deployed 15 fuel cells in flood hit districts of Eastern Nepal.
- These Fuel cells kept the network up in the critical locations, provided access to communication services and supported relief and rescue operations when grid power was lost.
- All 15 fuel cells were operational until normal power supply was restored.

"In 2017, we worked with the GSMA team to enhance our flood response initiative in Nepal. Over the last year, we managed to strengthen our partnership with the Department of Hydrology and Meteorology (DHM) and other key partners. We introduced a couple of new solutions to support disaster-affected communities, providing our network as a lifeline. In the long-term partnership we plan to enter with the DHM, Ncell has opted to provide data connectivity to 250 Hydrometric stations to strengthen the impact of the Early Warning System. The GSMA team has monitored the progress and provided valuable insights for this project."

Pranay Acharya, Director Corporate Affairs, Ncell

Haiti

Located in an active cyclone and seismic region, Haiti ranks as one of the countries with the highest exposure to multiple hazards, with more than 96 percent of the population at risk of two or more hazards.[8] The country is still recovering from the devastating 2010 earthquake,[9] Hurricane Matthew in 2016 and recurrent tropical storms.

In 2017, the GSMA Disaster Response team engaged with Digicel's team in Haiti to enhance their efforts in disaster preparedness and response.

Engagement in Haiti in 2017

Objectives	GSMA's role	Progress	Next steps
Support the set-up of a national framework for emergency communications and provide guidance to set up a mobile-based EWS.	In country engagement with key stakeholders to: - Review current emergency communication efforts; - Share best practices from other HCC markets; and - Identify suitable EWS for Haiti based on current capacity.	- The GSMA team collaborated with the ETC to develop the national framework for emergency Communications (ETTF). - The Digicel team is currently evaluating the specifications of the EWS.	The GSMA in partnership with the ETC and Digicel teams will support the implementation of the ETTF for Haiti. Support the Department of Civil Protection (DPC) and Digicel to set-up a mobile based EWS.

Strengthening partnerships in Haiti

- Haiti is one of the priority countries selected by the Emergency Telecommunications Cluster (ETC) under the ETC2020 strategy[10].
- In 2017, the ETC team supported the Haitian regulator, CONATEL, in setting up an Emergency Telecoms Task Force (ETTF), now a national framework for emergency communications.
- In 2017–18, the GSMA will be supporting the ETC to develop and implement the ETTF in Haiti using a multi-stakeholder approach.

Steps to set-up a Mobile based EWS in Haiti

- The GSMA along with Digicel conducted a review of the current systems in Haiti and identified possible improvements.
- Key stakeholder groups are considering options to support the input channels of the EWS. This step involves improvements to the measurements and alert generation.
- Current mobile-based EWSs have been assessed and possibilities to benchmark with these systems are being considered.

8. http://siteresources.worldbank.org/EXTLACREGTOPNUT/Resources/4160377-1357590589927/8996498-1357590799892/8996560-1357606755862/GFDRR_Haiti_2012.pdf
9. https://montreal.ctvnews.ca/eight-years-later-haiti-still-recovering-from-devastating-earthquake-1.3758154
10. https://www.etcluster.org/about-etc/etc-2020

The Charter's impact: Our Caribbean response

In September 2017, two category 5 hurricanes (Irma and Maria) tore across the northern Caribbean, wreaking devastation in at least 13 countries from the Caribbean islands to the mainland United States. Irma and Maria were two of the most powerful hurricanes ever recorded in the Atlantic, and the scale of the destruction, loss of life and financial losses exposed the unique vulnerabilities of small island states.

The hurricanes caused extraordinary damage to the telecommunications industry, with some MNOs experiencing over 95 per cent damage to their infrastructure in several of their markets. The speed at which communications had to be restored was not only critical to their business, but to the immediate humanitarian response carried out across entire countries.

The GSMA Disaster Response team and the North American regional office worked closely with affected MNOs and our humanitarian partners, assisting them when and where possible. For example, we coordinated with Digicel Group, Flow Group, Orange, APUA and CCT in initial efforts to assess damage and restore connectivity. We also facilitated the sourcing and shipment of emergency equipment with Vodafone UK, and worked closely with the United Nations Emergency Telecommunications Cluster (ETC) to ensure telecommunications restoration and response efforts by the industry and humanitarian community were aligned.

Below is a full account of our response in the Caribbean and the lessons learned from this experience.



Country impact scale		
Moderate impact	**High Impact**	**Extreme Impact**
- Bahamas, Cuba, Dominican Republic, Haiti, St. Kitts and Neves, Guadeloupe - Damage to several towers; MNOs were able to restore quickly	- BVI, TCI, USVI, Anguilla, St. Barts - Damage to 60% - 80% mobile sites - Initial challenges to access, evaluate and restore network - As of 29/9/17 most islands restored to more than 70% coverage	- Barbuda, St. Martin, Dominica, Puerto Rico - Loss of more than 90% mobile sites - Power outages up to 31/01/18 / fuel shortages - Extreme situations & difficulty to restore - More than 30% coverage restored by 31/10/2017
GSMA Action	**GSMA Action**	**GSMA Action**
Initial check in with MNOs Check status Support any incoming requests	**Regular contact with MNOs Support ongoing requests as they arise**	**Active coordination and updates Working with Humanitarian sector Facilitating ongoing tech and logistics support**

The 2017 hurricanes in the Caribbean showed, once again, the critical need for mobile connectivity and communication during and in the aftermath of a natural disaster.

GSMA Disaster Response intervention summary

Hurricane IRMA:

- Connection with Digicel Group, FLOW Group, Orange, APUA
- Working closely with the ETC
- Supporting FLOW for logistics, equipment requests
- Bringing both Digicel & Flow to ETC forums

Hurricane MARIA:

- Connection with Digicel, FLOW, US operators (via GSMA NA office)
- Supporting Sprint to send engineers to Puerto Rico
- Working with Sprint Puerto Rico MNOs on restoration (with GSMA NA office)
- Supporting temporary connectivity initatives (X's Project Loon, NetHope)

Humanitarian partner response

NetHope	- 15 VSATs for extreme/High impact markets - Working with Digicel & Cisco on restoration
ETC & Ericsson Response	- Connections for DMOs in Extreme impact markets. - Dominica: Connecting key locations
Telecoms Sans Frontiers	- Connections in St. Martin & St. Barts - Support & coordination to other humanitarian groups

Key trends in digital humanitarianism

In 2017, we expanded our focus to three key trends in digital humanitarianism: displacement and connectivity, humanitarian cash transfers and innovation. These trends are particularly relevant to HCC signatories and the wider mobile industry working in markets affected by humanitarian crises and the humanitarian sector. Together with our MNO signatories and humanitarian partners, the GSMA embarked on research to understand how mobile connectivity is affecting people vulnerable to crisis and disasters and to identify the bottlenecks in accelerating digital humanitarian assistance.



Trend #1: Displacement and connectivity

The challenge of displacement is unprecedented and spans every continent. In 2017, we witnessed mass displacement of refugees into Bangladesh, the continued expulsion of Syrians from their homes, and the flow of more than one million South Sudanese refugees into neighbouring Uganda.

Now connecting more than five billion subscribers, the mobile industry has a vital role to play in supporting refugees and displaced populations in all corners of the globe and at every stage of their journey. In 2017, a number of HCC signatories stepped up to the challenge. From extending or upgrading mobile coverage to providing Wi-Fi hotspots, developing translation apps and information portals, and collaborating with humanitarian organisations to deliver cash aid through mobile money, MNOs are using their technical expertise and unrivalled reach to create impact at scale for displaced populations.

Signatory Snapshot: Sudatel elevating quality of life for internally displaced people in Sudan

With more than 3.7 million internally displaced people (IDP), Sudan is considered one of the top hosting countries in Africa. MNO Sudatel, a signatory to the HCC since July 2017, has been actively involved in serving the needs of displaced people in Sudan and recently made this a strategic direction for the group.

Sudatel's three-phase strategy involves the following activities:[11]

1. Connecting IDPs – through 3G network expansion, handset subsidies, Universal Service Fund support, and mobile awareness campaigns

2. Connecting with IDPs – through setting up toll-free emergency call centres, IVR and SMS-based health and safety awareness messages, voice and data bundle donation campaigns, and crowdfunding

3. Transforming IDPs – through mobile financial services, e-health, e-education and other digital services.

Signatory Snapshot: Turkcell providing translation services and free Wi-Fi to refugees in Turkey

In 2017, the Syrian conflict continued to unleash one of the worst humanitarian crises the world has ever seen, and today more than three million Syrians seek shelter in Turkey. Almost 50 per cent of Syrian refugees in Turkey believe they will be in the country for the next five years, and over 500,000 children remain out of school. Having a communication channel with the world is essential for Syrian refugees, and mobile technology can help to empower them in their new homes.

Turkcell, which now has more than 1.3 million Syrian customers in Turkey, is working to facilitate this through its translation app, Hello Hope. The app provides instantaneous translation services between Arabic and Turkish for more than 600,000 users.

Turkcell is also connecting refugee camps in Turkey to the internet. With the support of its public and private sector partners, AFAD (Disaster and Emergency Management Presidency of Turkey) and Prodea Systems, Turkcell built and equipped a fiber-connected technology centre at a temporary refugee camp in the southeastern Turkish city of Kahramanmaras. Using the ultra-fast fiber connectivity and classrooms equipped with IPTV sets and tablets, the camp's residents – including 10,000 children – can access education and lifestyle content.

11. https://www.gsma.com/mobilefordevelopment/tag/sudatel



Refugees and mobile technology: GSMA bridging the evidence gap

Digitising services can provide more efficient ways of delivering assistance for humanitarian agencies and more choice and dignity for beneficiaries. However, the GSMA has identified a major research deficit and lack of robust evidence in terms of how refugees are using mobile phones, the value they place on them and the barriers and challenges they face in accessing and using mobile devices.

In 2016, Vodacom installed a 3G tower in Nyarugusu refugee camp for the first time, providing an opportunity to assess the impact of mobile connectivity on refugees. In 2017 GSMA Disaster Response conducted research to explore the socio-economic impact of connectivity for refugees in a large, rural camp setting in Tanzania. Today, Airtel, Halotel and Tigo also provide connectivity to refugees in the camp.

HCC signatory Airtel partnered with the World Food Programme (WFP) in Nyarugusu to deliver humanitarian cash transfers to 10,000 refugees. Partnerships like these give MNOs a commercial opportunity to expand their bulk payment offerings while also attracting new customers.

Research by the GSMA has given MNOs and humanitarian agencies important insights into the opportunities and barriers to extending mobile services to refugees.

Trend #2: Mobile money and humanitarian cash transfers

As part of its commitment to expanding the Humanitarian Connectivity Charter to include humanitarian cash transfers (HCT), the GSMA continued to work with MNO members, humanitarian organisations and policymakers in 2017 to understand the associated opportunities and benefits of HCTs, as well as the challenges, including regulatory barriers.

The pace at which humanitarian organisations committed to cash programming, and digitising the delivery mechanism, continued to accelerate in 2017. The GSMA explored how MNOs are collaborating with humanitarian organisations, focusing specifically on the success factors and challenges of operationalising mobile money HCT projects.

GSMA research: Uganda's Bidi Bidi refugee settlement

In response to the mass displacement of South Sudanese into Uganda, averaging up to 3,000 new refugees every day at the start of 2017, Ugandan MNOs began partnering with NGOs, leveraging their mobile money bulk payment services to deliver humanitarian cash transfers to refugees. The GSMA explored how humanitarian organisations are collaborating with MNOs and shared insights about the business models, modalities and operations involved in two mobile money HCT projects in Bidi Bidi refugee settlement. Both projects are based on partnerships; the first between Airtel and Mercy Corps, and the second between MTN and the International Rescue Committee and the report outlines the success factors and challenges of these partnerships in deploying HCTs for refugees. MNOs and NGOs experienced similar challenges in trying to reach these difficult-to-serve communities:

- Fast-changing Know Your Customer (KYC) regulations for electronic money transfers;
- Low phone penetration among beneficiaries, many of whom are selected precisely because of their heightened vulnerability and are therefore unlikely to already own a mobile handset; and
- Managing agent liquidity to ensure agents have the correct denominations of physical cash to perform cash-outs.

However, several factors also contributed to their success: significant investment in (a) training and sensitisation on how to use mobile money; and (b) connectivity infrastructure, an agent network and liquidity management to ensure beneficiaries have a positive and smooth experience. The project has also benefitted from appropriate organisational capacity, trusted relationships, and the flexibility, agility and willingness to make projects succeed[12].

GSMA Landscape Report: Mobile money, humanitarian cash transfers and displaced populations

This report by the Disaster Response and Mobile Money programmes of the GSMA examined the use of mobile money-enabled humanitarian cash transfers to support displaced populations in Haiti, Rwanda and Pakistan. The research identifies the basic enablers needed for successful digitisation of HCTs and presents high-level guidelines for stakeholders seeking to deploy HCTs.[13]

12. Read more: https://www.gsma.com/mobilefordevelopment/wp-content/uploads/2017/11/Humanitarian-Payment-Digitisation.pdf
13. Read more: https://www.gsma.com/mobilefordevelopment/programme/disaster-response/mobile-money-humanitarian-cash-transfers

GSMA Policy Note: Enabling access to mobile services for the forcibly displaced: Policy and regulatory considerations for addressing identity-related challenges in humanitarian contexts

In this policy note[14], the GSMA examined how identity-related barriers are preventing forcibly displaced persons (FDPs), including refugees, from accessing mobile connectivity and mobile financial services. The note offered several considerations for host country governments and regulators to address these barriers depending on the person's status (i.e. asylum seeker, refugee, stateless person, IDP, etc.) It offers recommendations for host-country governments and regulators (including central banks) to support them in considering the adoption of flexible and proportionate approaches towards proof-of-identity requirements for forcibly displaced persons to be able to access mobile services, particularly in emergency contexts. The note also outlined the benefits of FDPs having access to mobile services like mobile money accounts — to host countries, local communities and the humanitarian aid sector.

Trend #3: Innovation

Innovation is transforming how MNOs, humanitarian organisations and multi-sector stakeholders are responding to and preparing for humanitarian crises and disasters. Be it the development of innovative new technological solutions like converting leftover data into cash donations or topping up refugee accounts, to creating unique cross-sector partnerships and processes, HCC signatories are enhancing their capacity to respond to disasters and strengthen the resilience of affected populations.

In September 2017, with support from the UK Department for International Development (DFID), the GSMA launched the Disaster Response Innovation Fund. The Fund is open to applicants proposing innovative solutions that leverage mobile technologies to "save lives, alleviate suffering and maintain human dignity during and after man-made crises and disasters caused by natural hazards, as well as to prevent and strengthen preparedness for when such situations occur."

The Fund was particularly interested in innovations that sought to improve the interface between those affected by disaster and crises and those providing assistance, whether humanitarian agencies, NGOs, governments or private organisations.

We received 274 applications seeking to implement projects in 97 countries, as well as others with a regional or global focus. Successful applicants will be announced in mid-2018. Key insights from the grantees will be captured and disseminated to enhance industry knowledge of innovative use cases. Subsequent rounds of the Innovation Fund will be launched in 2018 and 2019.

14. https://www.gsma.com/mobilefordevelopment/wp-content/uploads/2017/09/Policy-Note-FDPs-and-Mobile-Access.pdf

Our progress & the year ahead

In a year of major natural disasters and escalating humanitarian crises, the Humanitarian Connectivity Charter demonstrated the power of the principles on the ground. From restoring damaged networks to enabling a refugee to establish a digital identity to delivering emergency aid via mobile money, HCC signatories are shaping the future of digital humanitarianism.

Last year, we outlined how the GSMA Disaster Response programme would support signatory MNOs and other HCC partners in 2017. Here is a snapshot of our progress.

	2016 Report	Progress
Regional knowledge sharing sessions:	• Discussing challenges and disaster response priorities • Sharing of key HCC lessons and insights • Exploring engagement and partnership opportunities, building networks	Engagement with HCC Signatories in each region co-located with GSMA events: APAC - MWC Shanghai SSA - M360 Tanzania, MENA - M360 Dubai Latin America - Latin America Regulatory Working Group to meet in Chile in partnership with ECLAC
In-depth country focus sessions:	• Supporting the implementation of preparedness and resilience initiatives • Problem solving key challenges with industry best practice • Developing new solutions	Nepal and Haiti were selected as focus markets Please refer to pages 14-17
Thematic/technical meetings:	• Providing an on-site learning opportunity for signatories • Providing exposure to operator efforts in more advanced/mature markets • Supporting the mobile industry and Disaster Response ecosystem towards innovative solutions for barriers in resilience	Providing capacity building for specific topics: Business Continuity Management[15] training programme coordinated with Pacific Islands Telecommunications Association (PITA) Disaster Response Capacity Building programme for MENA Region in partnership with the International Telecommunication Union (ITU)
Global advocacy:	• Spotlighting progress and impact of HCC signatories • Development of industry standards and regulatory positions • Announcing new solutions and major developments	Key HCC messaging and advocacy included at the World Economic Forum Annual Meeting and the UN General Assembly Launch of Disaster Response Innovation Fund to support the industry in developing innovative solutions to disaster response

15. http://www.pita.org.fj/index.cfm?action=news&cmd=view&id=480650C2-5254-005C-8E720420195ADD7A

We begin 2018 with the announcement the GSMA Mobile Humanitarian Innovation (M4H) programme, which marks the evolution and expansion of our work in this area.

Through building bridges between the mobile industry and humanitarian sector, catalyzing innovative solutions, developing insights and tools and investing in new partnerships and services, the GSMA M4H programme aims to help shape an inclusive, impactful digital humanitarian future.

GSMA HCC Signatory Groups:

Country level signatories who have joined the GSMA We Care campaign :

Claro	Guatemala Colombia Chile Peru
entel	Chile Peru
Avantel	Colombia
bitel	Peru

HCC Partners:



For further information please visit
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