

emergency.lu

A MOBILE, SATELLITE BASED, TELECOMMUNICATIONS PLATFORM

emergency.lu is a mobile, satellite based, telecommunications platform, created to re-establish communication (internet, phone) after a disaster, to support the coordination efforts of humanitarian organisations in the field and to contribute to saving lives during humanitarian emergencies.

When disaster strikes, equipment and personnel can be deployed to the affected area by LearJet in less than twelve hours. Communication services can also be provided in the context of chronic crises, especially in very remote areas.

A PUBLIC-PRIVATE PARTNERSHIP

emergency.lu is a public-private partnership between the Luxembourg Government and three Luxembourg companies (SES Techcom Services, Hitec Luxembourg and Luxembourg Air Ambulance S.A.), which developed the solution and have operated it since January 2012.

The emergency.lu system was created in close collaboration with the World Food Programme (WFP), the global lead agency of the emergency telecommunications cluster (ETC).

Luxembourg provides the emergency.lu services as a free global public good to the humanitarian community. The same services are also offered to the population and the governments of the affected countries.

DEVELOPED AFTER THE HAITI EARTHQUAKE IN 2010

Upon their return, in January 2010, the humanitarian rescue teams pointed out the lack of coordination of international aid in Port-au-Prince due to the destruction of the existing telecommunications infrastructure. As the first 72 hours after a disaster are crucial for saving lives, rapid and organised aid on the spot is essential.

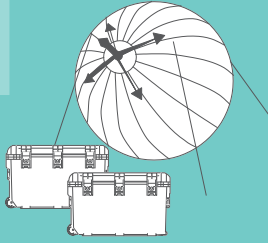
Faced with this problem, Luxembourg's Directorate for Development Cooperation and Humanitarian Affairs saw the need for a mobile and deployable solution and this led to the development of the emergency.lu platform.



Photo credit: emergency.lu

TWO TYPES OF TERMINALS

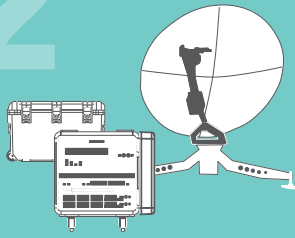
1



RAPID DEPLOYMENT TERMINALS

The Rapid deployment terminals are pre-configured and ready to be deployed. The kit consists of an inflatable 2.4m satellite antenna.

2



REGULAR DEPLOYMENT TERMINALS

Powerful, high performance satellite communication system for long-term missions and a large number of users. Advanced communication services for all humanitarian actors supporting disaster relief and reconstruction.



Photo credit: Pierre-Michel Virot - WHS

EMERGENCY.LU DEPLOYMENTS

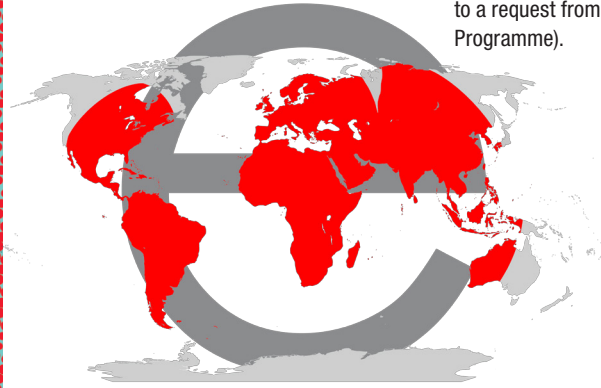
In November 2013, emergency.lu was deployed for the first time in response to a major natural disaster immediately after typhoon Haiyan struck the Philippines. Four terminals and six volunteers were dispatched there in response to a request from the ETC (Emergency Telecommunications Cluster) and as part of an IHP (International Humanitarian Partnership) mission to support OCHA (Office for Coordination of Humanitarian Affairs).

Since 2012, multiple terminals have been maintained in South Sudan, Mali, Venezuela and Nepal. Furthermore, five systems were sent to West Africa to contribute to the fight against the Ebola epidemic.

During 2015, as a response to the earthquakes in Nepal, the emergency.lu solution was deployed to re-establish telecommunication services in the region. Through close collaboration with colleagues from the Belgian first aid and support team (B-FAST), volunteers travelled on a Belgian military plane to Kathmandu. In total four emergency.lu systems and six volunteers were deployed in Nepal.

In March 2016, UNICEF asked emergency.lu to help them install a rapid deployment satellite terminal in Guinea to fight off an Ebola epidemic in the eastern part of the country.

After hurricane Matthew struck Haiti in October 2016, two terminals and two volunteers were deployed in response to a request from the WFP (World Food Programme).



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6, rue de la Congrégation | L-1352 Luxembourg | Phone: (+352) 247 82351 | E-mail: info@emergency.lu
www.emergency.lu | www.gouvernement.lu/cooperation | www.facebook.com/emergency.lu



THE GOVERNMENT
 OF THE GRAND DUCHY OF LUXEMBOURG
 Ministry of Foreign and European Affairs

Directorate for Development Cooperation
 and Humanitarian Affairs