

Communications and ER Working Group Meeting - Minutes

22 May 2023, 14:00-15:00 📍 Coordination Hub

Rohingya
Refugee
Response
Bangladesh

Participants: Ekota Consortium, HI, NGO Platform, Save the Children, UNHCR, UNRC, WFP, and World Vision. The meeting was chaired by the ISCG External Relations Coordinator.

Action Point for follow-up	When	Who
Agencies to update ISCG Mission Tracking Sheet	Regular	WG members
Agencies to refer designated focal person of the respective agency for inquiries regarding food ration cuts, soap cuts, and LPG adjustments,	Regular	WG members
UNHCR to share the key messages with a plan on the World Refugee Day	ASAP	UNHCR
ISCG to update on planned Comms Workshop	ASAP	ISCG

Cyclone Mocha comms review

- The group members reviewed the actions taken during the Cyclone Mocha (14 May) preparedness and response phases and the Flash Appeal (23 May) phase.
- Following the common messages and the communication approach coordinated by the ISCG benefited all UN agencies and partners in keeping the tone at the same level and using the same aggregated data and figures in all phases.
- Inter-agency collaboration in the production and dissemination of cyclone-related communications materials was vital to the success of the visibility.
- Many international and national media outlets have reflected the messages of the UN and its partners.
- Latest report, press release, and related documents on Cyclone Mocha are available [here](#).

New adjustments in assistance packages: WFP, UNHCR, WASH

- To adjust assistance activities based on the diminishing funds, increase the efficiency of the existing scarce resources and further decrease the environmental effects of daily human activities, two UN agencies and partners of one sector in the Rohingya Humanitarian Operation plan to introduce adjustments in their operations in Cox's Bazar.
- These are related to a further reduction in food rations by WFP, which decreased from 12 to 10 US dollars per person/month earlier this year, to be reduced to 8 US dollars per person/month. The Water, Sanitation and Hygiene (WASH) sector plans to decrease the bathing soap allowance per person/month from two to one pp/m.
- The UNHCR plans to adjust the cycle of LPG distribution based on a detailed site survey and research. The ISCG circulated the final common messaging targeting the Rohingya refugee community on adjustments in assistance packages as of 24 May 2023.
- For international media inquiries regarding food ration cuts, please contact Kun Li at kun.li@wfp.org. Local and national media outlets can reach out to Atanau Sarma at atanu.sarma@wfp.org

Key UN and special days + 20th of June - World Refugees Day

- The WG members discussed the upcoming UN and special days that they plan to mark on social media or with physical events in June 2023
 - 1 June: Global Day of Parents
 - 2 June: Italy Republic Day
 - 3 June: World Bicycle Day
 - 4 June: International Day of Innocent Children Victims of Aggression
 - 5 June: World Environment Day /// Denmark Constitution Day
 - 6 June: Sweden National Day
 - 7 June: Food Safety Day WFP and FAO
 - 8 June: World Ocean Day
 - 17 June: World Day to Combat Desertification & Drought
 - 18 June: Fathers' Day /// International Day for Countering Hate Speech
 - **20 June: World Refugee Day**
 - 23 June: Luxembourg // Grand Duke's Official Birthday 2023
 - 26 June: International Day Against Drug Abuse and Trafficking
 - 27 June: Micro-, Small and Medium-sized Enterprises Day
 - 28-30 June Eid al-Adha Holiday (Tentative Date), Government Holiday
- Among these days, 20 June WRD has been discussed in detail. UNHCR will distribute the key messages and suggested actions with a plan.

Upcoming ER and Comms workshop

- The planned workshop for the WG will focus on visual and social media communications with a specific focus on video production.
- The WG members will be notified regarding the workshop details after the planning phase maintained by ISCG External Relations Unit.

Incoming missions update

- The WG members have been informed about the upcoming high-level missions to Cox's Bazar.
- The members of the WG have been reminded to inform ISCG of their planned incoming missions on [external visit tracking sheet](#).

Website Update, Visual Assets

- The new ISCG website (rohingyareponse.org) will be launched shortly.
- ISCG's Information Management team is leading the process with contributions from the External Relations team.
- On the new website, we will have a dedicated section on external relations and communications.
- For the multimedia part, we will need support and collaboration among agencies and partners, especially for good-quality photography.
- WG members have been reminded again of the importance of permission and crediting in using the photographs.

Twitter blue/grey tick update

- Twitter has changed its policy on blue tick and started to provide grey tick for UN agencies, including all country offices starting April 1.
- The WG members have been informed about the application process. As part of the latest announcements from Twitter, they rolled out a new application system for acquiring a grey label for government/multilateral organisations.
- The link can be [found here](#). Both previously verified (blue checkmark) and unverified accounts can apply via this link. More information on eligibility for multilateral organisations can be found [here](#). Kindly note that at this time, grey checkmarks are only reserved for main headquarters-level, regional-level, representation office-level and country-level institutional accounts and the head and deputy-head or equivalent of the multilateral organisations.
- ISCG encourage all applicable accounts to apply for the grey checkmark via the link shared above. For accounts that have already been verified with the grey checkmark, we hope they will retain their grey label.

AOB

- The ISCG Principal Coordinator extends an invitation to agencies interested in capturing drone footage of their facilities. To obtain such footage, agencies are encouraged to contact ISCG directly. It is important for agencies to ensure proper credit by including the RRR logo on the footage. For additional details, please reach out to Syed Tafhim at tafhim@iscgxcb.org.

The next Comms and ER Working Group meeting will tentatively take place on 19 June at 02:00 pm.