

emergency.lu

# A PUBLIC-PRIVATE PARTNERSHIP

**emergency.lu** is a public-private partnership between the Luxembourg government and three companies – SES Techcom Services, HITEC Luxembourg, and Luxembourg Air Ambulance S.A. **emergency.lu** is funded by the Luxembourg government and made available to the humanitarian community as a global public good.



HITEC Luxembourg S.A., a 100%-owned Luxembourg company, has developed its business activities in the field of innovative and quality products and services.

HITEC Luxembourg offers high technology solutions covering different business areas: satellite ground segment technology; customer specific and standard equipment for testing and measuring of physical properties; engineering; consulting; software & ICT development and project management.

HITEC Luxembourg provides its expertise amongst others in the satellite ground segment as well as in the ICT & Software development with specific products and solutions for the needs of the humanitarian and disaster relief community. The most significant solutions are the NoSaCo® Rapid, Regular and Rack as well as the distributed information management based on DISP®.



SES is a world-leading satellite operator with a fleet of 50 geostationary satellites. The company provides satellite communication services to broadcasters, content and internet service providers, mobile and fixed network operators and business and governmental organisations worldwide. SES Techcom Services is a specialised technical services company, owned by SES, delivering customised solutions to clients in the satellite industry, from satellite operators to broadcasters. SES Techcom Services covers a wide range of satellite, ground and network engineering expertise, and delivers turnkey systems as well as integrated satellite and ground operations services from its primary facilities in Betzdorf (Luxembourg) and Redu (Belgium). SES Techcom Services is providing in the frame of this agreement: world-wide satellite coverage and its ad-hoc capacity extensions, satellites hubs and terminals, satellite communication network, Internet connectivity, Voice over IP platform, design, training and operational services.



Luxembourg Air Ambulance S.A. (LAA) is a subsidiary of Luxembourg Air Rescue A.s.b.l. LAA is based at Luxembourg Airport, where the company manages its hangars and offices and is specialised in air-rescue and air-ambulance operations.

Its current fleet is composed of fixed-wing aircraft (four Learjet 45XR & one Learjet 35A) and five rotary-wing aircraft MD 902. All LAA aircraft are equipped as a mobile intensive care unit and staffed with experienced emergency doctors and intensive care nurses. Thanks to LAA's experience, it can, at short notice, dispatch its airplanes worldwide allowing for immediate transportation of the emergency.lu rapid deployment kit to the affected area.

Luxembourg Air Ambulance provides its services in: secure storage and disaster logistics, rapid deployment of emergency.lu kit on site, 24/7 operations, worldwide medical repatriations.



# OPERATIONAL PARTNERS



The Emergency Telecommunications Cluster (ETC) is a global network of organisations that work together to provide shared communications services in humanitarian emergencies.

Within 48 hours of a disaster, the ETC provides vital security communications and voice and internet connectivity services to assist the response community in their life-saving operations.

The ETC seeks to ensure that, by 2020, all those responding to humanitarian emergencies – including affected communities – will have access to vital communications services, thereby transforming aid delivery.



THE GOVERNMENT  
OF THE GRAND DUCHY OF LUXEMBOURG  
Rescue Services Agency

Humanitarian Intervention Team

The Luxembourg Rescue Services Agency is the governmental agency for civil protection.

For its international missions, it uses its Humanitarian Intervention Team (HIT), a rapid response structure that sends emergency aid units to countries that are struck by natural or man-made disasters.

As an operational partner of emergency.lu, the HIT dispatches specially trained technical experts to set up and monitor the emergency.lu equipment and services.



The IHP is a voluntary, multinational partnership of governmental emergency management agencies active in the field of humanitarian assistance. The agencies are funded and supported by their respective governments.

The overall aim of the IHP is to enhance emergency response efforts by supporting operational actors in the field of humanitarian assistance and coordination in order to save lives and reduce the impact of conflicts and natural disasters.



The World Food Programme (WFP) is the world's largest humanitarian agency fighting hunger worldwide.

In the humanitarian cluster system, WFP is the global lead agency of the Emergency Telecommunications Cluster.



Photo Credit: WFP/Katarzyna Chojnacka



DB Schenker supports industry and trade in the global exchange of goods: in land transport, worldwide air and ocean freight, contract logistics and supply chain management.

DB Schenker transports and stores equipment for emergency.lu.



Photo Credit: LAA



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and Humanitarian Affairs