

Preparedness Partnership of Cambodia (PPC)

Report on Business Resilience Forum



22 June 2018

Tonle Bassac II restaurant, Phnom Penh, Cambodia

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1. Background

Business resilience is the ability an organization has to quickly adapt to disruptions while maintaining continuous business operations and safeguarding people, assets, and overall brand equity. Business resilience goes a step beyond disaster recovery by offering post-disaster strategies to avoid costly downtime, shore up vulnerabilities and maintain business operations in the face of disruptive events.

International and regional frameworks and agreements including the Sendai Framework for Disaster Risk Reduction 2015-2030, UN 2030 Agenda for Sustainable Development and ASEAN Agreement of Disaster Management and Emergency Response (AADMER) have acknowledged the private sector as a key stakeholder. Since the business sector is the primary source of employment, job creator, purveyor of products and services and collectively constitutes the largest investors in society, business resilience is crucial to build overall resilient communities and society. This includes Private Sector, together with other partners from government and civil society, working towards addressing shared risks by taking a leading role and responsibility for effective disaster preparedness and risk reduction.

Cambodia is one of the most disaster-prone countries in Asia, with floods and drought the primary natural hazards to affect the country as well as typhoons/tropical storms, forest fires and insect infestations. These have caused significant loss of life and substantial damages to infrastructure, agriculture and livelihoods. The business sector is affected by disasters in the same way as the communities and societies in which they operate. Small and medium enterprises (SMEs) are a crucial part of the Cambodian economy, contributing to economic and social development with 99.8% of the industry in Cambodia consisting of SMEs, including micro enterprises. However, smaller enterprises are particularly vulnerable to the impacts of disasters, typically lacking human and financial capacity to withstand disruptive events.

As such, the one-day forum was jointly organized by the National Committee for Disaster Management (NCDM), the Federation of Associations for SMEs of Cambodia (FASMEC) and the Asian Disaster Preparedness Center (ADPC) through its iPrepare Business facility and in line with the ongoing Asian Preparedness Partnership (APP) through its country platform, the Preparedness Partnership of Cambodia (PPC) on 22 June 2018 in Phnom Penh. The forum provided a venue for the private sector as well as relevant key partners and stakeholders i.e. governments, civil society organizations and development partners to come together to explore an effective way of engaging the private sector in disaster preparedness and business resilience initiatives and supporting SME resilience in Cambodia and beyond while discussing challenges and good practices on relevant topics.

2. Forum objectives

At the end of the one-day forum it is expected that the understanding and knowledge of business resilience among private sector and governments and civil society organizations will be enhanced while fostering dialogue and partnerships for future actions. Specifically, the forum hopes to:

- increase understanding and knowledge of business resilience concepts, approaches and tools including business continuity management (BCM)
- explore potential platform/consortium for moving forward business resilience initiatives in Cambodia and the region
- equip and inform participants with improved knowledge to take a leading role in building business resilience in their organization, country and region.

3. Forum participants

A total of 67 participants attended the one-day forum. These participants came from the following sectors:

- Government ministries
- Local NGO network/Cambodian Humanitarian Forum (CHF)
- Private Sector/Members of Federation Association of Small and Medium Enterprises (FASMEC)

A full list of participants is in annex 2.

4. Forum facilitator

Mr. Sok Phoeuk, Master of Ceremony and a main facilitator for the forum.

National Project Manager, ADPC Cambodia Country Office
Street 360 #72, Phnom Penh, Cambodia
Tel: +855 (0)31 7017777 and +855 (0)976244333
Email: sok.phoeuk@gmail.com & sok.p@adpc.net

5. Key speakers/presenters

- a. Mrs. Shalini Kanwar, Project Manager and a representative of ADPC
- b. Ms. Mio Kato, Manager of iPrepare Business Facility of ADPC
- c. Mr. Kilian Murphy, iPrepare Business Researcher of ADPC
- d. Mr. Sin Vibol, Assistant Manager - Marketing Campu Lonpac Insurance Plc.
- e. Mr. Oliver Cam, Philippine Chamber of Commerce & Industry Tacloban-Leyte (PCCI-TL)
- f. Mr. Chhea Layhy, deputy director of SMEs department, Ministry of Industry and Handicraft
- g. H.E. Khun Sokha of the National Committee for Disaster Management (NCDM). H.E. Khun Sokha was supposed to make a presentation on behalf of the government and NCDM but could not manage it. He was absent.

6. Forum proceeding

Mr. Sok Phoeuk from ADPC as the master of ceremony announced the forum agenda and objectives. (Handout of the forum agenda and objectives were made available to each participant).



6.1 Opening programme

The forum programme was formally opened with a welcome speech by Oknha Sok Dara, vice-president of FASMEC and a key note address by Ms. Shalini Kanwar, project manager and a representative of ADPC from Thailand and an official opening remark by H.E. Nhik Bunrith, Deputy Secretary General of NCDM.

Oknha Sok Dara emphasized that due to challenges facing SMEs, FASMEC was setup in 2010 with recognition of Ministry of Interior to assist SMEs for promoting local and regional market to ensure business continuity. He noted the experience of the flood 2011 in Thailand especially Bangkok which was severely affected by flood. In Cambodia he noted that there is data on loss life, damage to assets; infrastructure etc. but that there is a lack of specific data on damage and losses to SMEs.



From flood experiences in Cambodia in 2013, FASMEC started to consider how to integrate disaster resilience in their activities. Therefore, the forum is regarded as an important step for SMEs to better understand disaster concept and ensure business continuity.

Ms. Shalini Kanwar, emphasized on the history of the Asian Preparedness Partnership (APP) and the purpose for establishing the network in six countries (Nepal, Pakistan, Sri Lanka, Myanmar, Philippines, and Cambodia) for implementing the project “Strengthening Capacity of Government and Local Humanitarian Organizations on Preparedness for Response in Asia”. This program is coordinated by ADPC, funded by Bill and Melinda Gates Foundation (BMGF). From APP, in Cambodia the Preparedness Partnership Cambodia (PPC) was setup and led by a National Management Group consisted of the three following agencies (1. Government represent by NCDM, 2. Private sector represent by FASMEC, and 3. Local NGO network represent by CHF lead by PADEK).



Cambodia is one of the most disaster-prone countries in Asia, with floods and drought the primary natural hazards to affect the country as well as typhoons/tropical storms. However, the SMEs are particularly vulnerable to the impacts of disasters due to lacking human and financial capacity to withstand disruptive events.

PPC is the starting point to work in partnership on disaster with private sector. Previously, work related to disaster management was a task undertaken solely by government and UN/NGOs with little involvement from the private sector despite experiencing significant loss of revenue and capital from disasters every year, particularly among SMEs. Therefore, FASMEC volunteered to work as the private sector representative for disaster preparedness to build business resilience.

H.E. Nhek Bunrith, deputy secretary general provided remarks on behalf of NCDM. He was pleased that the first forum focused on private sector engagement in disaster preparedness had been convened. He emphasized that disaster occurs continuously and in order to minimize disaster impact there is a need to build capacity across a range of sectors. The PPC-NMG has 3 parties from government, private sector and local NGOs which will work in partnership on disaster preparedness for response and recovery in the country.



Under international and regional frameworks including Sendai framework and ASEAN Agreement on Disaster Management and Emergency Response (AADMER) has acknowledged private sector as a key stakeholder. This forum is the first dedicated platform organized for private sector to discuss and initiate business resilience in Cambodia. He briefed participants on the Disaster Management Law as an effective part of implementing disaster management in the country; the sub-degree to support DM law is also currently being developed to enforce disaster management works more effectively.

6.2 Forum outputs

1st presentation - Introduction to Asian Preparedness Partnership (APP) facilitate by Ms. Shalini Kanwar from ADPC

She emphasized on APP and ADPC:

- APP is a multi-stakeholder regional partnership being implemented by ADPC in partnership with the Bill and Melinda Gates Foundation (BMGF)
- APP is to improve inter-organizational coordination and dialogue between Government, Local Humanitarian Organizations and Private Sector for enhancing capacities through partnerships, knowledge resources, training and networking opportunities
- ADPC is Inter-Governmental, independent, regional climate and disaster risk management organization. The vision is safer communities and sustainable development through disaster

- reduction
- ADPC addressing the needs of countries where the strategic focus and cross-cutting areas are: Risk Governance, Urban Resilience, Climate Resilience, Health Risk Management, Preparedness for Respond, Resilient Recovery, Gender and Diversity, Regional and trans-boundary cooperation, Poverty and Livelihood
- Disaster Management Cycle: response, recovery, prevention/mitigation, preparation, hazard event

Question and answer:

After the presentation the following questions were raised by participants:

- Q. What will be the benefit for private sector and what do you need from private sector?
- A. the project does not need financial support from private sector but the project can help private sector with technical support on disaster resilience.
- Q. How APP work with private sector?
- A. First we work together through discussion in developing business resilience management plan.
- Q. How APP can push private sector in Cambodia?
- A. APP will not push but we will coordinate as this forum is the first step to coordinate with private sector.

2nd presentation - Introduction to Preparedness Partnership of Cambodia (PPC) presented by Mr. Sok Phoeuk from ADPC

He has emphasized on PPC functioning:

- PPC was established to improve humanitarian leadership and coordination, partnerships among national and local humanitarian actors for preparedness for disaster response and recovery.
- PPC National Management Group (NMG) consists of 3 parties: Government (NCDM), Private sector (FASMEC), and Local NGOs (CHF lead by PADEK) with a PPC secretariat.
- PPC has 3 main key activities: Capacity building, Communication knowledge sharing and dissemination, Coordination and partnership
- He also presented what key activities PPC has been done up to date and key activities to be implemented in 2018.

3rd presentation - Providing insurance to businesses for disaster preparedness presented by Mr. Sin Vibol from Campu Lonpac Insurance Plc.

He has emphasized on insurance and risk:

- Risk: fire, lightening, traffic accident, sick, war ...
- What is insurance: social policy, share risk, risk compensation
- Insurance benefit: Psychological Security, protect property and revenue, promote investment and loss management
- Insurance industry: general and life insurance

4th presentation - Business Resilience Program for MSME's presented by Mr. Oliver Cam from Chamber of Commerce & Industry Tacloban-Leyte (PCCI-TL), Philippine

He has emphasized on Philippines case study, overview and lessons-learned:

- Business Resilience Program for Micro, Small & Medium Enterprises: Awareness/Education campaign, Advocacy campaign
- Tools and References for BCM/BCP: Business continuity planning roadmap
- Business Continuity Network: Government, Business Community, Development Partners



- Challenges and Lessons-Learned

5th presentation - The Business Case for Disaster Resilience presented by Ms. Mio Kato from iPrepare Business of ADPC

She has emphasized on approaches, tools and experience

- Challenges posed by disasters and climate events to the private sector
- What is "Business Resilience"
- Understanding the gaps in enhancing disaster resilience of SMEs
- Business Continuity Management as a tool for Business Resilience (iPrepare Business experience from the region)

Question and answer:

Q. What is the different between ISO 9001 and ISO 14001?

A. there are many ISO standard is minimum level of quality and service. These two standards are different but it fills each other on quality and environment. ISO can help organizations ensure that they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to a product or service.

6th presentation - Private sector and SME development and entry points for private sector engagement in disaster preparedness in Cambodia presented by Mr. Chhea Layhy, Deputy Director of SMEs Department, MoIH

He has emphasized on the current situation of SMEs in Cambodia:

- Introduction and SMEs definition: to determine by capital of investment but excluded land property (Micro, Small, Medium and Large)
- Actual situation of SMEs in Cambodia: mostly exporting sectors are 1. Medium and large scales: textile and apparel, footwear manufacturers; 2. Small and micro scales: food processing sector. These SMEs need for different policy measures.
- Existing policies: SMEs in national strategies of Cambodia are 1. Rectangular strategy growth, employment, equity and efficiency phase III (2013-2018); 2. Industrial development policy 2014-2024; 3. Line ministries' policies; 4. SME development framework (2005)
- Strategy on SMEs promotion policy: Business enabling environment, SME capacity development, Business development services
- SME department: Communication and training office, Regulation office, Planning and statistic office, consultation and information office. With development partner: ADB, GIZ, UNESCAP, UNICEF, ACCMSME
- SMEs and natural disaster: policies and natural disaster 1. National Strategic Development Plan (NSDP); 2. IDP

The MoIH welcome to all in partnership on disaster preparedness as previously SME also faced disaster.

Question and answer:

Q. Do you know any policy/guideline on preferential tax for small enterprise, tax registration and exception?

A. Small enterprise if total income low than 250 million Riel per year, no need to pay tax but need to declare at taxation department. All SMEs need to register if you want to keep your trade mark and legal functioning. More information about tax, you should go to tax department.

Group discussion towards business resilience in Cambodia facilitated by Mr. Kilian Murphy from iPrepare Business of ADPC

The objectives of group discussion are:

- Brainstorm and explore entry points for engaging private sector and businesses in disaster resilience.
- Identify key stakeholders and lead agencies for implementing the identified activities

Following are results from 3 group discussions:

Identified Theme	Suggested key actions / Pilot Activities	Lead Agency / Stakeholder / Partners	Resource Mobilization
Policy Regulation	<ul style="list-style-type: none"> – There is a need to develop SME law, principle & framework on business resilience and business continuity. – To develop statute and monitoring and coordination mechanism. – To review and update current SME policy – Develop organization policy by including DRR 	<ul style="list-style-type: none"> – Government – NGOs – Donor – Sub-national authority – Head organization – PPC and FASMEC 	<ul style="list-style-type: none"> – Government fund – Share partner – Organization fund – PPC
Research + Knowledge	<ul style="list-style-type: none"> – To assess and identify hazards and risks – Study on disaster challenges and impact to SME – Review current organization data 	<ul style="list-style-type: none"> – MoP – MoIH – FASMEC – NCDM – Insurance company 	<ul style="list-style-type: none"> – Government fund – SME – Share partner – Donor and development partner – MoIH – MoC
Financing / Regulatory Support	<ul style="list-style-type: none"> – Provide loan in Low interest rates – Develop and update DSR policy 	<ul style="list-style-type: none"> – ADB – Government bank – Insurance company – PPC and Enterprise 	<ul style="list-style-type: none"> – SME – Government
Coordination + Partnerships	<ul style="list-style-type: none"> – Setup SME network 	–	–
Capacity Building + Awareness	<ul style="list-style-type: none"> – Provide training on business resilience and Business Continuity – Awareness on SME registration procedure – Provide training/workshop/study tour/annual meeting 	<ul style="list-style-type: none"> – MoIH – FASMEC – Insurance company – PPC and Enterprise – Organization head – Consortium 	<ul style="list-style-type: none"> – Government fund

7. Exercise

As part of the presentation of the forum a Business Resilience exercise in the form of questionnaire were provided to all participants to fill in in order to assess capacity of their organizations or companies. The result and analysis of the exercise is at annex 3.



8. Conclusion and closing by Mr. Sok Phoeuk from ADPC

Based on the results of the group discussion, it can be concluded that:

- There is a need to build capacity for SME staff on business resilience and business continuity plan and management.
- Disaster preparedness activities should be considered for all SMEs
- There is a need to setup a SMEs network in the country.
- As mentioned by NCDM and MOIH that the government is pleased to have private sector involved in disaster preparedness for response and recovery and to strengthen business resilience as well as business continuity.

9. Annex:

Annex 1. Forum agenda

Time	Activity	Facilitator/Speaker
08:30 - 09:00	Registration	FASMEC
09:00 - 10:00	Announce the agenda & Forum objective Welcome and Opening remarks Group Photo	<ul style="list-style-type: none"> – Mr. Sok Phoeuk, ADPC – Oknha Sok Dara, FASMEC – Ms. Shalini Kanwar, ADPC – H.E. Nhik Bunrith, NCDM
10:00 - 10:15	Coffee Break	
10:15 - 11:30	Introduction to Asian Preparedness Partnership (APP) and Preparedness Partnership of Cambodia (PPC) <i>Introduction of Disaster Risk Management and overview of ADPC, APP and PPC initiative and activities including its private sector engagement in other target countries.</i>	<ul style="list-style-type: none"> – Ms. Shalini Kanwar, ADPC – Mr. Sok Phoeuk, ADPC
11:30 - 01:00	Case study: Private sector engagement in disaster preparedness and resilience building. Cambodia perspective: Providing insurance to businesses for disaster preparedness (Insurance and Risk) Regional perspective: Efforts for enhancing MSME disaster resilience in the Philippines	<ul style="list-style-type: none"> – Mr. Sin Vibol, Assistant Manager - Marketing Campu Lonpac Insurance Plc. – Mr. Oliver Cam, Philippine Chamber of Commerce & Industry Tacloban-Leyte (PCCI-TL)
01:00 - 02:00	Lunch	
02:00-03:00	The Business Case for Disaster Resilience: Approaches, tools and experiences	Ms. Mio Kato, ADPC
03:00-03:30	Private sector and SME development and entry points for private sector engagement in disaster preparedness in Cambodia <i>An overview of policy and programs related to private sector and SME development and potential support for SME disaster preparedness & resilience.</i>	Mr. Chhea Layhy, deputy director of SMEs department, MoIH
03:30 - 04:30	Business Resilience Assessment Exercise	Kilian Murphy, ADPC
04:30 - 04:35	Wrap up and closing	Mr. Sok Phoeuk, ADPC

Annex 2. List of participants: total 67 participants (women 24)


No	Full Name	SEX		Organization	Telephone	E-mail
		M	F			
1. ADPC						
1	Shalini Kanwar		1	ADPC		shalini.kanwar@adpc.net
2	Mio Kato		1	ADPC		mio.kato@adpc.net
3	Oliver CAM	1		PCCI		oliver@pcciev.org
4	Kilian Murpuy	1		ADPC		
2. Local NGO						
5	Him Saroeun	1		SORF	017 70 72 96	pcsort@gmail.com
6	Prum Bopha		1	RAO	092 80 59 12	prumbopha@gmail.com
7	Yous thy		1	KWWA	012 91 63 29	yousthy@gmail.com
8	Sok Sambath	1		LWD	012 90 23 30	soksambath@lwd.org.kh
9	Ros Chhorvivorn		1	VSG	077 99 22 70	chhorvivorn@vsgcambodia.com
3. PPC& NMG Secretariat						
10	Leav Chankesey		1	ADPC	017 23 87 63	chankesey.l@adpc.net
11	Chin Vibol	1		PADEK	017 800 696	chinvibol@gmail.com
12	Phoeuk Sok	1		ADPC	031 701 7777	sok.phoeuk@adpc.net
4. FASMEC						
13	Ly visal	1		FASMEC	097 62 77 771	om@fasmec.com
14	Sok Mandy	1		FASMEC	096 56 63 696	

15	Min Sreynoch		1	FASMEC	096 77 49 929	sreynoch18@gmail.com
5. Private Sector						
16	Mean chanpanha	1		O Mega 3 co.,Ltd	069 21 87 84	
17	Moung Chhorvina		1	KD	096 93 17 277	
18	Em Phalla	1		FASMEC Brand of Kompong chhnang	076 200 1974	emsophal1777@gmail.com
19	Ros Hengbun	1		FASMEC Micro Finance	016 55 51 23	
20	Thou Sunthorn	1		FASMEC Brand Of Kompong Speu	012 35 30 40	
21	Sou Maly		1	Cambodia Agriculture Development Community	092 92 92 11	
22	Sok heng	1		Hang Meas TV		
23	Haing Sivtieng		1	CAM/A/C	089 77 75 89	haingsivtiang@yahoo.com
24	Chen Sothea		1	Keiy Tambanhkhmer	078 82 65 05	chen.pichsothea@gmail.com
25	Neang Sovannaroth	1		Zone ecotrading	012 43 56 66	Naroth@zoneecotrading.com
26	Ban Voleak		1	Zone ecotrading	069 77 98 80	banvoleak@gmail.com
27	Vibol Sin	1		Campu L. insurance	070 77 01 11	sin.vibol@campulonpoc.com
28	Prum Sam Art	1		Campu L. insurance	017 79 99 02	prumsamath@gmail.com
29	Long Borin		1	Prudentail	069 55 56 32	borin.long@prudential.com.kh
30	Song Kheanglee	1		CSL	012 66 38 99	skeanglee@gmail.com
31	Tem Sovannsynadeth	1		DHF	011 44 0000	temsovannsynadeth@gmail.com
32	Dorn Sophary	1		DHF	096 92 74145	dornsophary14@gmail.com
33	Keo Chet	1		Gold Palm	012 99 12 21	keochet@gmail.com
34	Ly Bunheang	1		BH company	092 91 66 68	
35	Khom Phalla	1		RAC	096 47 15 990	khomphalla@gmail.com
36	Moa Chandara	1		Sesame Oil Company	077 66 66 53	
37	You La	1		SSG	011 57 86 66	youla2022@gmail.com
38	Ry Sovanndaline		1	CIAN	011 72 18 98	sovanndaline@gmail.com
39	Den Mas		1	Buddha Carving	016 69 27 71	
40	Por Koung	1		ORCHEC	015 49 78 88	porkoung@orchecfarm.com
41	Bopha		1	Buddha Carving	092 31 45 23	
42	chheang rachana		1	CAM Accounting	015 52 11 48	
43	Bou Sam ath	1		Paint Company	012 56 13 67	
44	Touch srey oun		1	WOT	081 35 81 24	
45	Ean Phearum	1		Best Life	078 99 96 85	
46	Kou Socheat	1		Campu L. insurance	096 34 17 628	kousocheat1994@gmail.com
47	Pleang ty		1	Campu L. insurance	086 62 92 06	typheang@gmail.com
48	Van Vuth	1		BH company	097 98 11 110	
49	Lim Phara	1		N.I.E	012 40 0054	limphara1979@gmail.com
50	Hok Sokrin	1		Radio National	077 92 71 27	hoksokrin2010@yahoo.com
51	Ly chantha	1		Khmer Pepper MKR	097 73 19 199	
52	Reasey Serei Nath		1	Khmer Nature	012 51 63 64	khmernature@yahoo.com
53	sambath karuna	1		Special Trust	011 86 89 82	karunakhmerangkor@gmail.com
54	Rin Nayhuoy	1		M.R production	078 65 03 50	rin.nayhuoy88@gmail.com
55	Nhem Sothy		1	Neal Khmer	016 69 95 42	
56	Chhay Sophy		1	Paradox	095 22 55 40	
57	Pang Sovanra	1				
58	Leang Hong	1			016 83 58 18	
59	Veng Norn	1		Norn Cleaner	011 49 12 13	
60	Nous Syntet		1	Prudentail	093 89 83 30	
61	Ung Vanna		1	WOT	016 20 66 96	
6. Government						
62	Nhek Bunrith	1		NCDM	092 82 34 56	
63	Kim Sameth	1		NCDM	016 87 00 87	

64	Ou Chandy	1		NCDM	017 87 87 79	
65	Ses Sothy	1		MOC	012 93 40 88	
66	Chhea Layhy	1		Mol&H		
67	Ham Siphat	1		MOWA		
	Total	43	24			

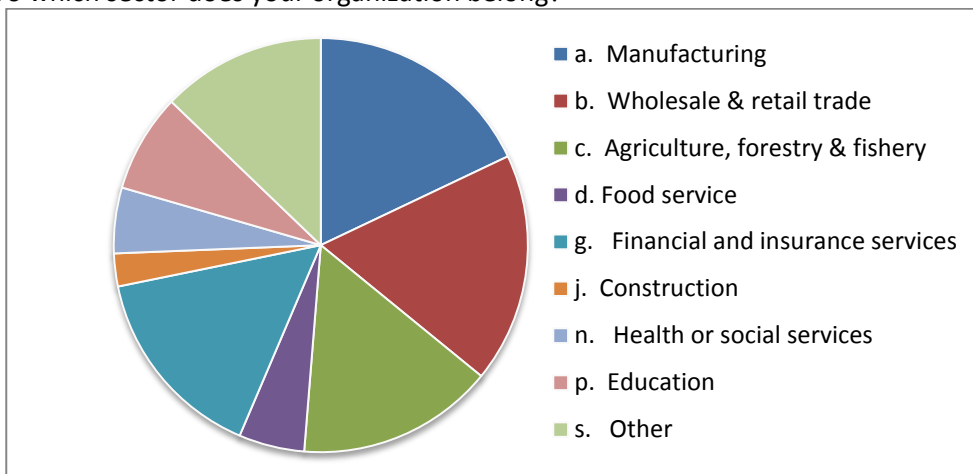
Annex 3: Business Resilience Assessment Exercise

Business Resilience Assessment Exercise



**Results collected from:
Business Resilience Forum,
Phnom Penh, Cambodia, 22 June 2018**

1. To which sector does your organization belong?

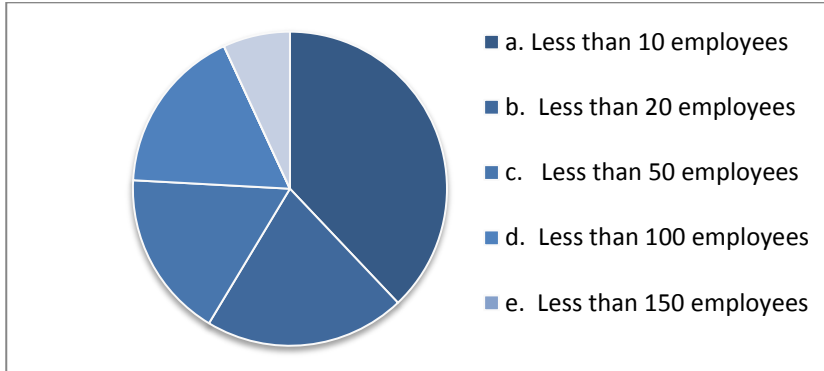


a. Manufacturing	7
b. Wholesale & retail trade	7
c. Agriculture, forestry & fishery	6
d. Food service	2
e. Accommodation service/hotel	0
f. Transportation, logistics and storage	0
g. Financial and insurance services	6
h. Administrative and support service	0
i. Information and communication	0
j. Construction	1
k. Tourism services	0
l. Automotive	0
m. Real estate / property	0
n. Health or social services	2
o. Utilities supply (water, electricity etc.)	0
p. Education	3
q. Entertainment	0

r. Professional, scientific or technical	0
s. Other	5

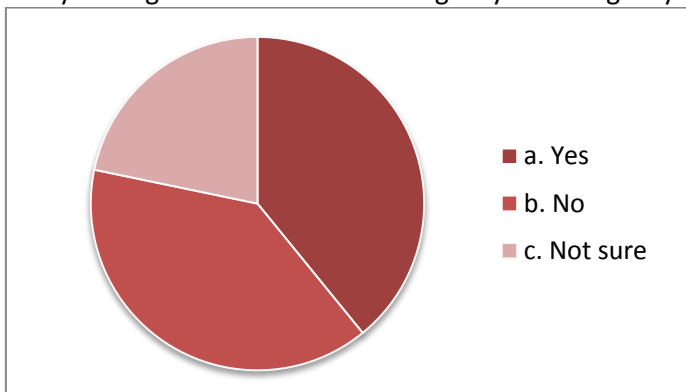
Other responses: facilitators to communities, design, election/justice system reform

2. How many employees does your business have?



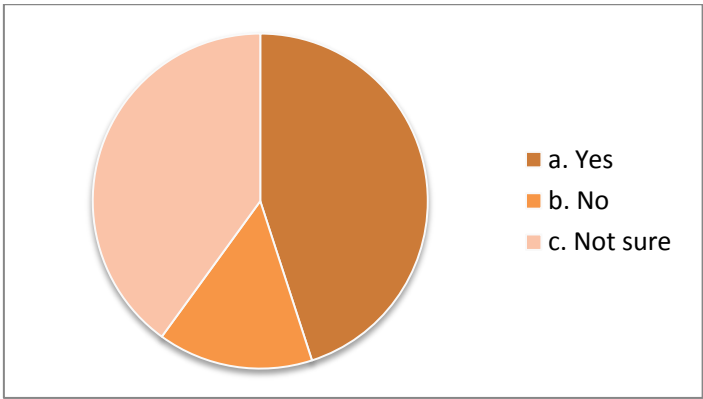
a. Less than 10 employees	11
b. Less than 20 employees	6
c. Less than 50 employees	5
d. Less than 100 employees	5
e. Less than 150 employees	0
f. Less than 200 employees	0
g. More than 250 employees	2
Total	29

3. Does your organization have a contingency or emergency response plan?



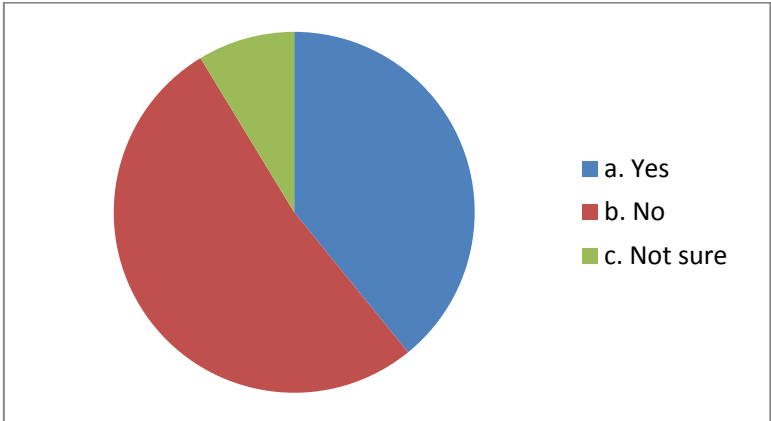
a. Yes	9
b. No	9
c. Not sure	5
Total	23

4. Do you think your employees are aware of the contingency or emergency response plan?



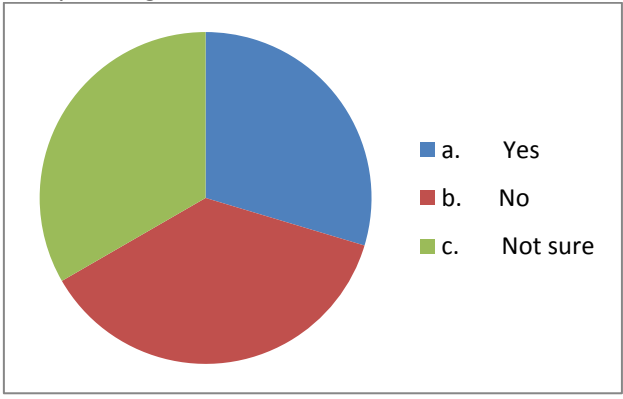
a. Yes	9
b. No	3
c. Not sure	8
Total	20

5. Is there a focal point or dedicated team for the contingency or emergency response plan?



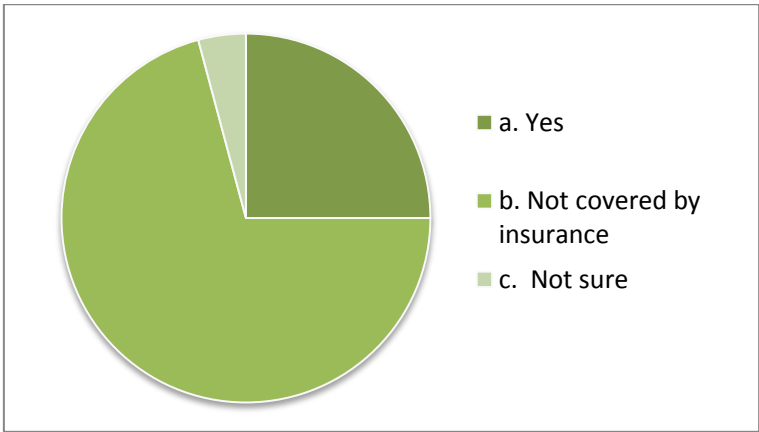
a. Yes	9
b. No	12
c. Not sure	2
Total	23

6. Does your organization have a written Business Continuity Plan (BCP)?



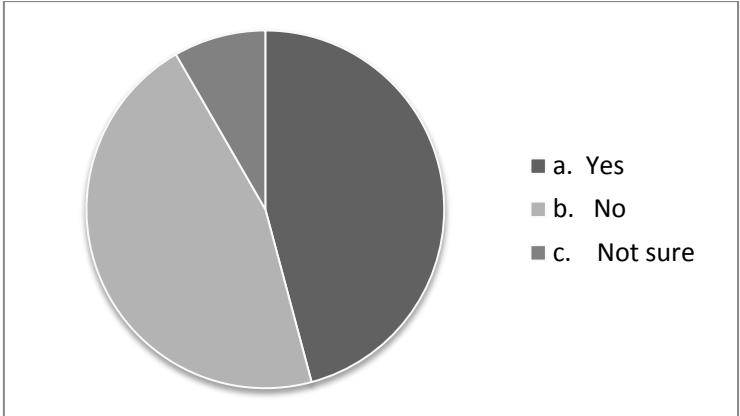
a. Yes	8
b. No	10
c. Not sure	9
Total	27

7. Is your business covered by any kind of insurance?



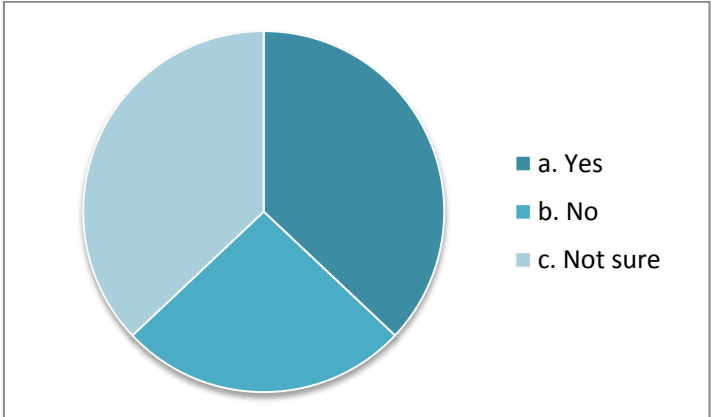
a. Yes	6
b. Not covered by insurance	17
c. Not sure	1
Total	24

8. Do you have a cloud based or online backup system for your organization’s important data?



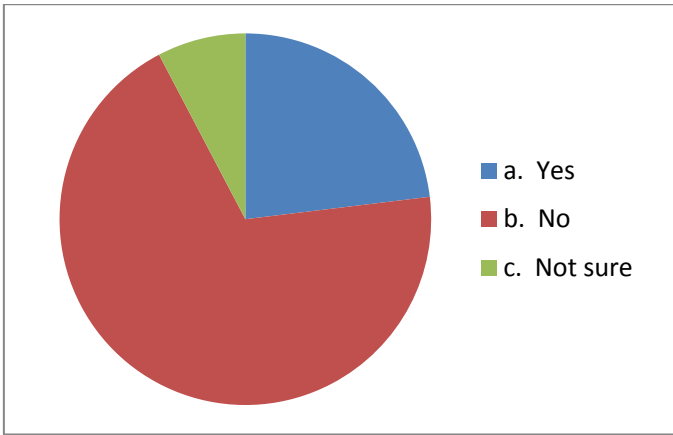
a. Yes	11
b. No	11
c. Not sure	2
Total	24

9. Are your staff members aware of important contact information?



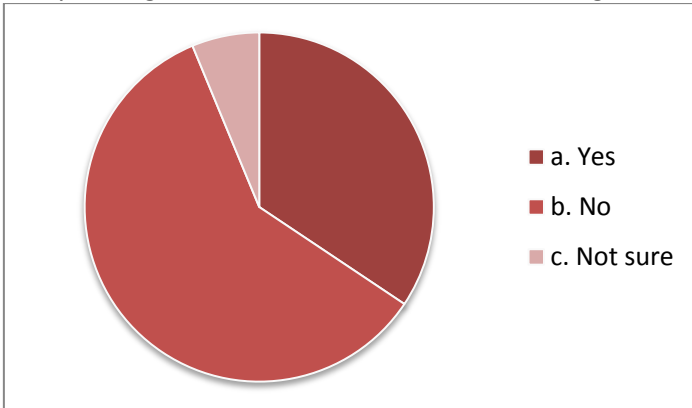
a. Yes	10
b. No	7
c. Not sure	10
Total	27

10. Does your organization have a dedicated evacuation point? (a meeting point to gather at in the event of a disaster)



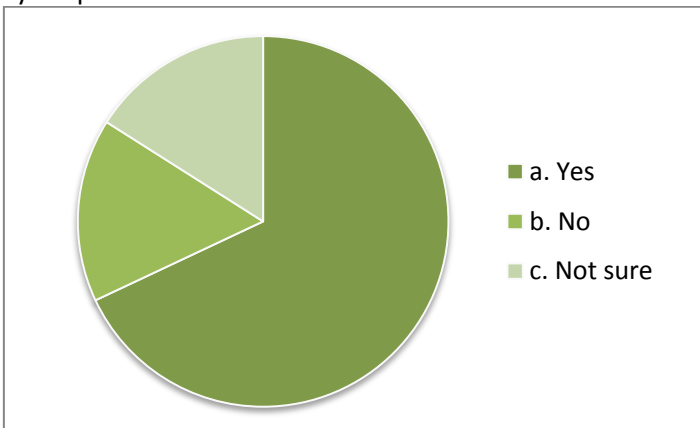
a. Yes	6
b. No	18
c. Not sure	2
Total	26

11. Does your organization have an alternative working site in case of disruption at the primary worksite?



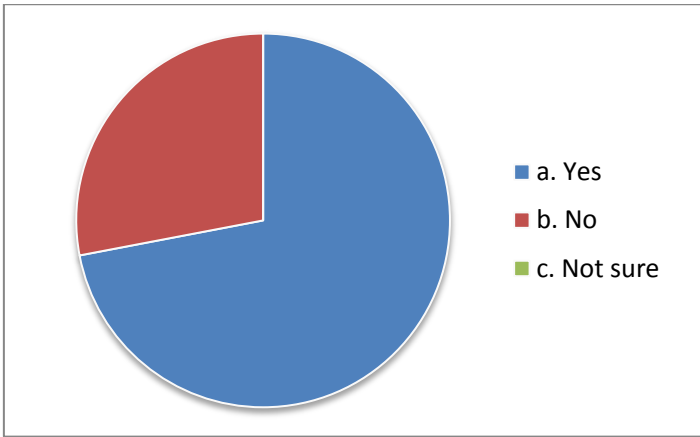
a. Yes	11
b. No	19
c. Not sure	2
Total	32

12. Is your premises or work site resilient to water based hazards such as floods and storms?



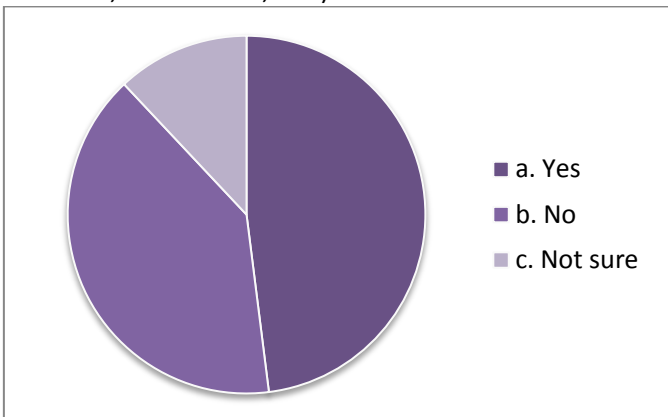
a. Yes	17
b. No	4
c. Not sure	4
Total	25

13. Are there devices to control fires such as fire extinguishers and fire detection systems available in your organization?



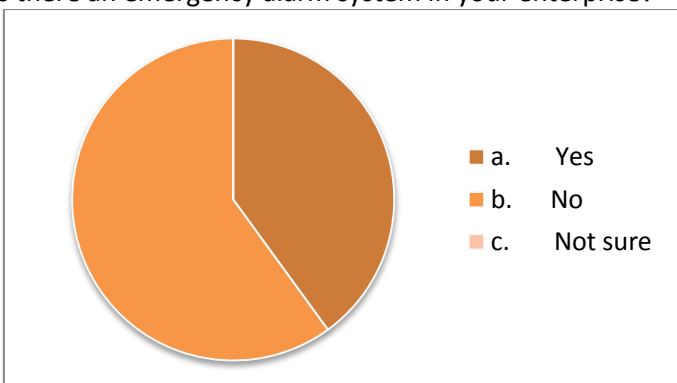
a. Yes	18
b. No	7
c. Not sure	0
Total	25

14. Do you conduct regular check-ups of the equipment used in emergencies (fire detection systems, stretchers, first aid kits, etc.)?



a. Yes	12
b. No	10
c. Not sure	3
Total	25

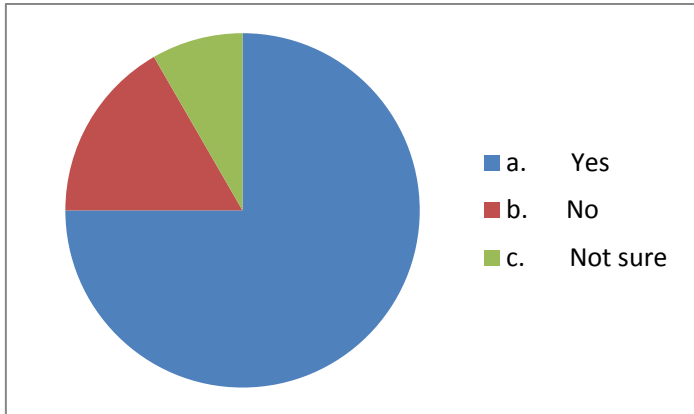
15. Is there an emergency alarm system in your enterprise?



a. Yes	12
b. No	18
c. Not sure	0
Total	30

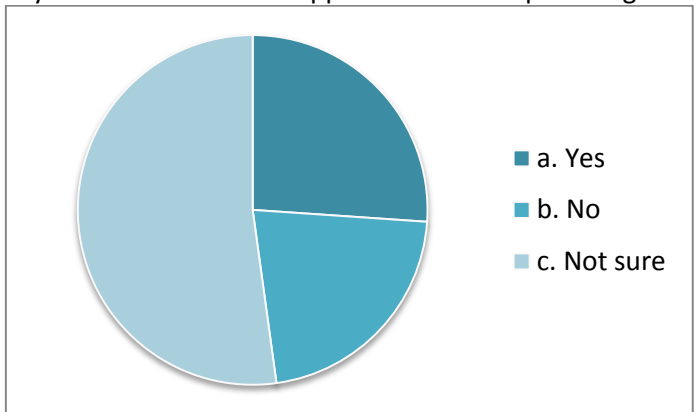
16. Do you have an internal communication system which can be used in an emergency (telephones,

cellphones, among others)?



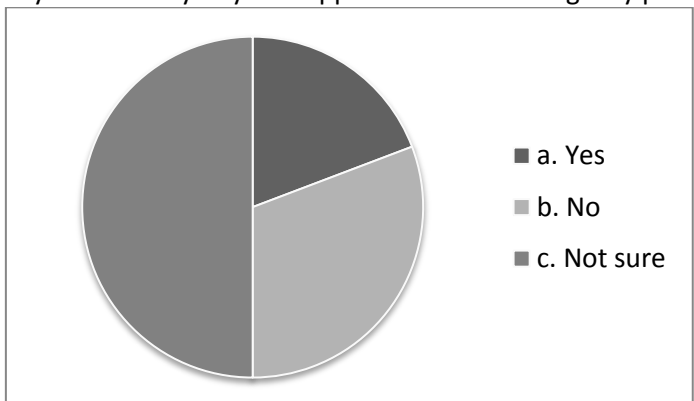
Yes	18
No	4
C. Not sure	2
Total	24

17. Do you have alternative suppliers that could provide goods and services in case of emergency?



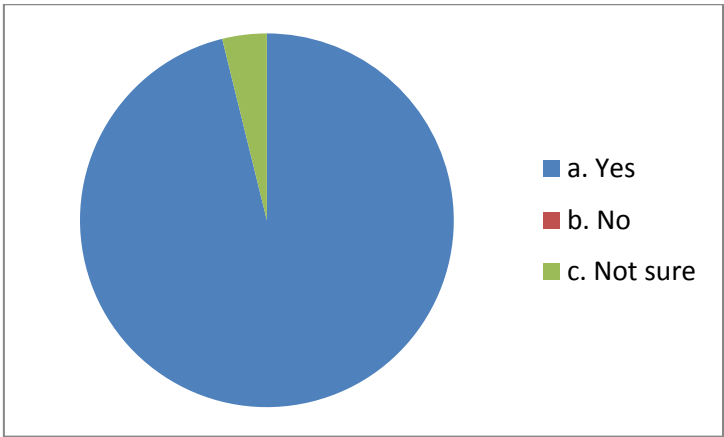
a. Yes	6
b. No	5
c. Not sure	12
Total	23

18. Do you think any of your suppliers have a contingency plan in case of a disaster?



a. Yes	5
b. No	8
c. Not sure	13
Total	26

19. Are you interested in receiving more information about enhancing the disaster resilience of your organization including BCM / BCP and emergency response plans?



a. Yes	25
b. No	0
c. Not sure	1
Total	26