



POSTAL STRATEGY COMMITTEE (SC)
PAPU/SC/DRM/01/2025 - Doc No. 03

DISASTER RISK MANAGEMENT WORKING GROUP

28TH APRIL 2025 (ONLINE) 09:00 GMT

UPU DISASTER RISK MANAGEMENT WORKSHOP FOR AFRICAN COUNTRIES REPORT

Subject: Report on the UPU Disaster Risk Management Workshop for African Countries	References/paragraphs <ul style="list-style-type: none">• PAPU Programme of Activities 2022-2025
1. Decisions expected <ul style="list-style-type: none">• Take note of the report;• Make any relevant recommendations.	

1.0 INTRODUCTION

The Disaster Risk Management Training Workshop was held at the PAPU Tower in Arusha (Tanzania) from 25th to 27th November 2024. It was organized by the UPU in collaboration with PAPU.

2.0 Workshop objectives

The Workshop objectives were as follows:

- Gather disaster risk management (DRM) focal points from the African region to raise awareness and build capacity;
- Train participants on lessons learned from past disasters, focusing on those in the African region;
- Raise participants' awareness of the need to develop a Business Continuity Plan (BCP) following the UPU's proposed models;
- Brief participants on man-made disasters;
- Provide detailed information on disaster-related losses and stress the need for active involvement in disaster management;
- Facilitate experience sharing on the types of early warning systems available in each participating country;
- Discuss the need to involve all stakeholders (multi-stakeholder participation) in actions related to prevention, preparedness, response, recovery/resumption and mitigation.

3.0 SUMMARY OF DAILY PROCEEDINGS.

3.1 Day 1 Proceedings:

Day One was dedicated to explore the following topics:

- a) Presentation of the “**Postal Emergency and Resilience**” Programme: A presentation was made by Ms. Fumiko Nohara, Senior Expert at the International Bureau, on the “Postal Emergency and Resilience” Programme;
- b) Introduction to the certification mechanism and certification experiences: This was presented by Mr. Michael Brufix (Senior DRM Expert);
- c) Mr. Dipankar (UPU consultant and advanced DRM expert) made a presentation on the UPU Disaster Risk Management Guide and understanding of the risk and disaster risk management phases
- d) Disaster checklists, planning and training were presented by Ms. Erica Beta (UPU Regional Expert for Southern Africa);
- e) Business Continuity Plans were presented in detail by Mr. Emile Ndize (Senior DRM Expert);
- f) Ms. Fumiko supervised the **tabletop exercise on the topic BCP for the Africa region**.

3.2 Day 2 Proceedings:

Day Two activities were as follows:

- a) TPC experience sharing: Interview with CEO of Tanzania Posts Corporation;
- b) Mr. Dieudonné Tohouindji (UPU Associate Expert for West Africa) presented the Post-Pandemic Postal Service Recovery Guide: **Post-pandemic Recovery Guide**.

3.3 Day 3 Proceedings:

Day Three was devoted for group work, including a tabletop exercise on how to develop a BCP.

The detailed Report of the Workshop is attached herewith as **Annex 1**.

2. Decisions expected

- Take note of the report;
- Make any relevant recommendations.



REPORT ON UPU DISASTER RISK MANAGEMENT WORKSHOP
25TH -27TH NOVEMBER 2024
PAPU TOWER, ARUSHA, UNITED REPUBLIC OF TANZANIA
THEME: upu

1.0 INTRODUCTION

The Disaster Risk Management (DRM) Training Workshop was held from 25th to 27th November 2024 at the PAPU Tower in Arusha (Tanzania).

2.0 OBJECTIVES

The objectives of the Workshop were as follows

- a) Gather disaster risk management (DRM) focal points from the African region to raise awareness and build capacity;
- b) Train participants on lessons learned from past disasters, focusing on those in the African region;
- c) Raise participants' awareness of the need to develop a Business Continuity Plan (BCP) following the UPU's proposed models;
- d) Brief participants on man-made disasters;
- e) Provide detailed information on disaster-related losses and stress the need for active involvement in disaster management;
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- g) Discuss the need to involve all stakeholders (multi-stakeholder participation) in actions related to prevention, preparedness, response, recovery/resumption and mitigation.

3.0 OPENING CEREMONY

a) Address by Mr. Macrice M. Mbodo, PMG/CEO of Tanzania Posts Corporation (TPC)

The PMG of Tanzania welcomed participants to Tanzania and expressed appreciation to the organizers of the event and underscored the importance of building resilience to natural disasters, given their far-reaching economic ramifications. He noted that Tanzania is committed to sharing its experience in this area, and thanked the UPU and PAPU for their collaboration.

b) Mr. Shoichi Ueda, representing the Embassy of Japan in Tanzania, emphasized that, in the aftermath

of devastating disasters such as the 2011 earthquake, his country has prioritized disaster risk management as a means of achieving the Sustainable Development Goals (SDGs). Since 2004, Japan has actively supported UPU initiatives, and he expressed hope that this Workshop would help to build capacity for delegates in DRM.

- c) **Mr. Amadou Amadou, representing the UPU**, commended PAPU's commitment and readiness to host the Workshop and encouraged participants to participate actively in the deliberations.
- d) **Dr. Sifundo Chief Moyo, PAPU Secretary General**, highlighted the relevance of this event, noting that it falls squarely into the long-standing recommendations of the Working Group on Disaster Risk Management. He stressed the pressing need to reduce the negative impact of disasters, thereby ensuring continuity of postal services and building resilience for designated operators. Dr. Moyo used his opening remarks to raise the issue of access to international funding, especially the \$100 billion pledged between now and 2035 in driving the international environmental agenda.

4.0 ATTENDANCE

In attendance were representatives of Designated Operators from the following Member States: Angola, Benin, Botswana, Burkina Faso, Cameroon, Cabo Verde, Chad, Comoros, Congo (Dem. Rep.), Côte d'Ivoire, Eswatini, Ethiopia, Mauritius, Gabon, Gambia, Ghana, Guinea, Equatorial Guinea, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Niger, Nigeria, Uganda, DRC, Rwanda, Sao Tome & Principe, Seychelles, Sierra Leone, Tanzania, Togo, Zambia and Zimbabwe.

Proceedings were facilitated by the following experts: Dr. Dipankar Chyau Patnaik (UPU consultant and **Advanced DRM experts** (Asia-Pacific)), Mr. Emile Ndize (Senior DRM Expert), Michael Brufix (Senior DRM Expert), Dieudonné Tohouindji (UPU Associate Expert for West Africa), Tumaini Nguto (UPU Regional Expert for East Africa), Onésime Atchang (UPU Regional Expert for Central Africa), and Erica Beta (UPU Regional Expert for Southern Africa).

5.0 RECORD OF DAILY PROCEEDINGS

5.1 Day 1 Proceedings

A series of presentations were made on Day One

5.1.1. "Postal Emergency and Resilience" Programme

In her presentation, Ms. Fumiko Nohara, Senior Expert at the UPU International Bureau on the Postal Emergency and Resilience Programme, gave details of the disasters recorded since 2013. Following the the EmlS¹ system, the Africa region ranked second from the bottom with 12 documented incidents.

In this presentation, the following main issues were highlighted:

- a) The essential role of the EmlS system in informing the International Bureau in the event of an emergency or disaster;
- b) The measures that designated operators must take before and after disasters;

¹ Emergency Information System

- c) The procedure for submitting damage reports to the UPU in order to obtain support or funding;
- d) Presenting on financial assistance, it was noted that 33 projects had been funded by Japan since 2018, totalling CHF 1,990,300;
- e) Emphasis was placed on the importance of Business Continuity Plans (BCPs) to maintain the continuity of postal services;
- f) The Emergency and Solidarity Fund which had funded 26 projects since 2013, with regular contributions from countries such as France, Switzerland (since 2024) and the USPS (which created a dedicated fund in 2023) was also discussed as one of the funding mechanisms for DRM within the UPU.

5.1.2. Introduction to certification mechanism and certification experiences.

The DRM certification mechanism was presented by Mr. Michael Brufix (senior DRM expert), who noted that 37% of Designated Operators have operational national disaster risk management procedures.

The certification process - prevention, preparedness, response, recovery and mitigation - was explained to participants, along with the certification levels and scores that can qualify a DO for a DRM certificate. The DRM certificate is valid for three years.

It was further explained that the certification which is currently free and lasts from three to six months, is based on 54 questions dealing with security risk management (DRM) and disaster recovery plans. There are three categories of awards: bronze (60-70%), silver (71-84%) and gold (85-100%), depending on the maturity of the risk management frameworks.

5.1.3. UPU Disaster Risk Management Guide and understanding of the risk and disaster risk management phases;

Mr. Dipankar (UPU consultant and advanced DRM experts) presented the UPU Disaster Risk Management Guide. His presentation highlighted the three fundamental pillars of disaster response, the five phases of DRM, and the difference between disaster risk reduction (DRR) and disaster risk management (DRM). He underscored the need to keep the postal sector informed for it to be equipped to manage risks effectively.

5.1.4. Disaster checklists, planning and training

Ms. Erica Beta (UPU Regional Expert for Southern Africa) presented essential disaster checklists, including measures for headquarters and field units.

5.1.5. Business Continuity Plans

Mr. Emile Ndize (Senior DRM Expert) detailed the steps involved in drawing up a Business Continuity Plan (BCP), underscoring its vital role in minimizing service interruptions.

He outlined the various steps of the BCP development process and stressed why it is important for People, Goods and Products.

5.1.6. Tabletop exercise on BCP for the Africa region

Ms. Fumiko briefed participants on the tasks assigned to each group for Day Two activities, including a presentation of Tanzania Post Corporation's BCP experience, in lieu of an on-site visit.

The groups reviewed Tanzania Post Corporation's BCP, identified strengths and weaknesses, and proposed improvements for greater efficiency. Each group prepared a summary table for presentation to the other groups, thus allowing them to make meaningful inputs.

5.2 Day 2 Proceedings:

Day Two witnessed an interview and a presentation of the Post-Pandemic Guide.

5.2.1 Interview with CEO of Tanzania Posts Corporation (TPC)

TPC presented an overview of preparedness and response to disasters such as floods, droughts, earthquakes, tropical cyclones and landslides.

TPC shared its experience on the "Hanang flood and landslide disaster" and how they applied their ERP and BCP to help save lives, property and goods.

5.2.2 Post-Pandemic Recovery Guide

Mr. Dieudonné Tohouindji (UPU Associate Expert for West Africa) presented the Postal Services Post-Pandemic Recovery Guide, outlining the four focal points, namely introduction to recovery, the recovery plan as a component of business continuity planning, focus on the pandemic and its impact on postal services, along with support from the UPU International Bureau.

The impact on postal services and UPU International Bureau support focused on employees, health and safety, and operational issues. The International Bureau assisted Designated Operators to ensure protection, surveillance, EMIS messaging, alternative transport and cooperation.

5.3 Day 3 Proceedings:

The last day was used to explore practical cases.

5.3.1 Table-top exercise - How to develop a BCP

A presentation was made on the guiding principles and key considerations to be borne in mind when developing a BCP.

Participants were split into six groups, each working on its own Business Continuity Plan (BCP) based on the following five factors: equipment, postal services, preparedness and communication for headquarters and field offices.

5.3.2 Nigeria delivered a presentation on its experience from flash floods

Nigeria made a presentation highlighting the following main points:

All presentations are on the following link: https://drive.google.com/file/d/1WO0yBz5t37MBS-rHZfTTsYFuunUsRPf6/view?usp=drive_link

6.0 RECOMMENDATIONS

Below is a list of the main takeaways from the Workshop:

- a) Although resource mobilization remains a challenge, the experts encouraged Member States to submit feasible projects that can be sponsored with disaster risk management resources;
- b) The workshop was designed to foster DRM upskilling, as the postal operator progresses in the various certificate levels;
- c) Emphasis was placed on risks to postal services, appropriate first responses and objectives of the Pandemic Recovery Guide;
- d) Contingency plans, post-pandemic recovery plans and business recovery plans are vital instruments for Designated Operators;
- e) The focus on the pandemic brought out the impact on Africa's economy, education, climate and poverty;
- f) Another highlight was the impact on the postal sector and the UPU International Bureau's disaster support for employees, health and safety, as well as operational issues, protection services, surveillance, EMIS messaging, alternative transport and cooperation.
- g) DRM Experts were identified and earmarked to be in the DRM Expert Team to be consolidated with the current Task Team to be included in the PAPU DRM Expert Team.

7.0 CONCLUSION

The workshop was highly informative, as the topics explored by the experts clearly illustrated how countries are heavily exposed to disasters, particularly the postal network.

The Post is a critical player in disaster management, as demonstrated in its response during the COVID-19 pandemic. It is therefore paramount to raise awareness, build capacity, develop and periodically overhaul response, resilience and recovery and/or business continuity plans.

PAPU has to continue building on the established foundation to create a continuous DRM response led by DRM Experts that will also serve to heighten DRM awareness in the African Continent.

ANNEX 2:

ATTENDANCE LIST					
N o.	Country	Gender	Participant's first name	Participant's last name	Title
1.	Angola	Ms.	Filomena Manuel Fonseca	ROMAO	Head of Department of Postal Security
2.	Benin	Mr.	Eric	ADOMOU	Chef Section Management de Qualité et Sécurité Postale
3.	Botswana	Mr.	Letsogile Remmonyne	MOAMPE	Financial Controller
4.	Burkina Faso	Mr.	Bienvenu Jean Bertrand	BATIONO	Responsable Qualité Sécurité et Environnement du Travail
5.	Cameroon	Mr.	Rodrigue	AKAMA EODE	
6.	Cabo Verde	Mr.	Centeio	EUCLIDES	RPSM
7.	Central African Republic	Ms.	Ingride Marie-Josée	MOLOGBAMA-NONGUELEDE	Cheffe de Centre National de Tri et de Distribution
8.	Comoros	Mr.	Abdoulfatahou	ISMAEL	Chef de Projet National de la Sécurité Postale de l'UPU
9.	Congo	Mr.	Jean Alain	YENGO MBOUNGOU	Chef de Division Prospective
10.	Côte d'Ivoire	Mr.	Douzo Théodore	GBATO	Manager du Pôle des Etudes, de la Prospective, de la Qualité de Service, de la Sécurité et de la Statistique postale
11.	Eswatini	Mr.	Ronny Cebile	NKUMANE	Risk Manager
12.	Ethiopia	Mr.	Abrha Geberegeorgis	HAILU	Chief of staff Director to CEO Office
13.	Gabon	Mr.	Daddy David	MOUTOU GNAMBI BAMEKO	Directeur des Systèmes d'Informations
14.	Gambia	Mr.	Samba	CEESAY	Financial Controller
15.	Ghana	Ms.	Gloria Abekaah	AMPONSAH	Deputy Postal Manager
16.	Guinea	Mr.	Alpha	BARRY	Chef de Division Sécurité Postale
17.	Equatorial Guinea	Mr.	Jesus	ONDO ABOGO	Operations and IT Manager
18.	Kenya	Mr.	David	FUNDIA	Head of Department Internal Audit & Risk Assurance
19.	Lesotho	Mr.	Mohale John	ADAM	Security and Risk Manager
20.	Liberia	Ms.	Kadiatu Aparthia	DIALLO	Director - Internal Audit/MPT
21.	Madagascar	Mr.	Andrianomenjanahary Manola	RAZAFINDRABE	Chef Département des Opérations et de l'Inspection

22.	Malawi	Mr.	Stephen Mfumu R.	SEMBEREKA	Deputy Controller ICT Applications
23.	Mali	Mr.	Boubacar	COULIBALY	Directeur de l'Audit et du Contrôle Interne
24.	Mauritius	Mr.	Mamade Noora	MAHERALLY	Operations Manager
25.	Namibia	Ms.	Lauren Urapua	TJINGAETE	International Mail Officer
26.	Niger	Mr.	Razak	MOUMOUNI GOUROUZA	Directeur Marketing et Réseau
27.	Nigeria	Mr.	Emmanuel Peter	LEKWOT	Senior Postal Controller
28.	RD CONGO	Mr.	Beyakalt Alex	MAKABU	Directeur des Projets Postes et Relations Internationales
29.	Rwanda	Mr.	Balthazar	TWAGILIMANA	Director of Human Resources and Administration
30.	Sao Tomé & Príncipe	Ms.	Ana Fernanda	DO ESPIRITO SANTO ALVES COTRIM	Coordenadora das Operacoes Postais
31.	Seychelles	Ms.	Stephanie Deloress Amina	ROBERT	Health and Safety Officer
32.	Sierra Leone	Mr.	Hawah Boi Surgor	KEMOKAI	Procurement Officer
33.	Uganda	Mr.	Augustine	KYOOBE	Ag. Manager Internal Audit
34.	United Republic of Tanzania	Ms.	Zuhura Adam	PINDE	Head Internal Affairs
35.	Chad	Mr.	Bemadjita	DJASRA	Directeur de la Production/coordonnateur National de l'équipe DRM
36.	Togo	Ms.	Akouvi Kalé	AKUE	Chef Division Qualité de Service et Planification
37.	Zambia	Ms.	Sipiwe Simang'alisio	CHILESHE	Head of ICT
38.	Zimbabwe	Ms.	Ndanatsei	CHINODYA	Acting International Business Manager
39.	Cameroon	Mr.	Emile	NDIZE WANDJI	
40.	Cameroon	Mr.	Onésime	ATCHANG	
41.	Ghana	Mr.	Michael	BRUUFFIX	
42.	Zimbabwe	Ms.	Erica	BETA	
43.	United Republic of Tanzania	Mr.	Tumaini	NGUTO	
44.	Benin	Mr.	Dieudonné	TOHOUNDJI	
45.	Switzerland	Mr.	Amadou	AMADOU	
46.	Switzerland	Ms.	Nohara	FUMIKO	
47.	48. Benin	49. Mr.	50. Eric	51. CONTAYON	52.