

**SITUATION ASSESSMENT STUDY ABOUT DISASTER AND EMERGENCY
PREPAREDNESS OF NGOS THAT WORK OR HAVE THE POTENTIAL OF
WORKING IN DISASTER AREAS**

Research Leader and Reporter: Zeynep M. Turkmen Sanduvac, MA
zeynepturkmen@mavikalem.org

DECEMBER / 2015



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■ ABBREVIATIONS

AFAD: Disaster and Emergency Management Authority

BC: Business Continuity

CSDP: Civil Society Disaster Platform

DE: Disaster and Emergency

DE and BC RCL: DE and BC Readiness Check List

DEP: Disaster and Emergency Planning

ISDR: United Nation Office for Disaster Risk Reduction

MK: Mavi Kalem Social Assistance and Charity Association

NDVF: Neighborhood Disaster Volunteers Foundation

NGO: Non-Governmental Organization

STL: Support to Life Association



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■ EXECUTIVE SUMMARY

Introduction and Background

Turkey faces various hazards and high disaster risks. In order to succeed in the process of mitigating disaster risks, it is important that all stakeholders, including governments, organizations, individuals, etc. undertake relevant roles and responsibilities.

The Support to Life Association (STL), the Neighborhood Disaster Volunteers Foundation (NDVF) and Mavi Kalem Social Assistance and Charity Association (MK) have gathered together to establish the Civil Society Disaster Platform (CSDP). This study was carried out within the framework of the works conducted by the CSDP.

Purpose

This study was conducted with the purpose of measuring the disaster and emergency readiness of organizations that work or that have the potential of working in disasters and emergencies.

Methodology

This descriptive research was carried out by using the cross-sectional method. Within the scope of the study, a web-based questionnaire was applied between the dates of August 28, 2015 and October 26, 2015. The questionnaire comprised 25 questions. The sample included 219 organizations that work or those have the potential of working in disasters and emergencies, each of which was invited via e-mail to complete the online questionnaire.

Data collection and Analysis: The number of organizations that participated in the online survey was 56. The rate of participation in the survey was 25.5%. 9 questionnaires were eliminated during the process of data cleaning, and 47 questionnaires, which were found to be appropriate in terms of usage of the data they contained, were evaluated. A web-based statistical software was used to evaluate the responses of the closed-ended questions.

Findings

- ▶ Fields of activity: The organizations are active in all stages of the disaster cycle, with an almost uniform distribution.
- ▶ The role of the helper: Only less than one thirds of the NGOs are ready to help the affected people after a major disaster, within the framework of their purpose of incorporation.
- ▶ The need for training on Disaster and Emergency and Business Continuity (DAE and BC) Planning: Almost all of the organizations declared that they needed to be trained on EAD and BC Planning.
- ▶ Problematic issues with regards to Business Continuity and the Status of Readiness to Help The affected people:
 - Physical Protection Measures: Slightly more than half of the organizations were found to have developed partial sensitivity about earthquake and fire hazards and declared that they had the required equipment to ensure fire safety.
 - Response Capacity: A vast majority of the NGOs are not sufficiently prepared and equipped in terms of their "response skills" to a major disaster or emergency..
 - In particular, the NGOs have a lack of awareness and knowledge on the content of "first response skills".
- ▶ The preparations of organizations are mainly either on paper, or yet to be put into practice and/or yet to be institutionalized, or only superficially implemented.

Only less than one thirds of the NGOs are ready to help the affected people

The organizations are not adequately informed and experienced on the subjects of risk analysis and planning. Examples of various hazards experience is limited by fire and earthquake.

The NGOs have a lack of awareness and knowledge on the content of "first response skills"

The preparations of organizations are mainly either on paper or or only superficially implemented.

Suggestions

- ▶ The leadership and support of senior management is essential to succeed in DAE and BC related works. We would like to underline the importance of the role played by the organizations' administrators in taking on the responsibility to initiate and meticulously follow up the required works in this regard.
- ▶ We recommend that organizations include the knowledge, skill and capacity developing works, which are required for their Integrated DAE and BC Plan, in their first quarterly work plan ahead.

The organizations' administrators in taking on the responsibility to initiate and meticulously follow up the required works

Integrated DAE and BC Plan are required in their first quarterly work plan ahead.

■ 1. Introduction and Background

Turkey is a country that faces various hazards and high disaster risks. The top three risks in this regard are earthquakes, floods and landslides, followed by storms in the fourth rank¹. Approximately 35,000 deaths were reported in the 1939 earthquake. Approximately 18,000 deaths and 50,000 injuries were reported in the 1999 Marmara earthquake, where more than 655,000 people lost their homes². According to the scientific scenario studies conducted, the Marmara earthquake, which may happen at any time, is expected to cause around 30,000 - 40,000 deaths and more than 120,000 injuries that will require hospitalization³. In order to be able to cope with situations like this, it is essential that all individuals and organizations of the society and the government act in cooperation with each other. In this context, the United Nations Office for Disaster Risk Reduction-UNISDR defines disaster risk as a responsibility, the mitigation process for which is shared among governments, organizations and individuals. The Office draws attention to the roles and responsibilities to be undertaken by all stakeholders in the process of mitigating disaster risks⁴.

The Support to Life Association (STL), the Neighborhood Disaster Volunteers Foundation (NDVF) and Mavi Kalem Social Assistance and Charity Association (MK) have gathered together to establish the Civil Society Disaster Platform (CSDP)⁵. The purpose of CSDP is to contribute to the mitigation of disaster risks, and increasing of the efficiency and productivity of disaster response activities.

Aiming to ensure the continuity of this process on the basis of concrete data and evaluations, this study was conducted with the purpose of measuring the disaster and emergency preparedness status of organizations that work or those have the potential of working in disasters and emergencies.

■ 2. Purpose

The overall purpose of this study is to support the organizations that work or those have the potential of working in disasters and emergencies in our country, with regards to their capability of undertaking the "helper role".

The study has three main sub goals: These are;

- a) To present concrete data in order to enable NGOs to see where they stand in terms of their own disaster and emergency preparedness and business continuity (DE and BC) processes,
- b) To provide a guideline in order to enable NGOs to complete their existing studies/works -if any- on DE and BC, and to make progress on topics that require further development,
- c) To introduce to NGOs, the DE and BC Readiness Check List (Annex 3)⁶, which is a reliable tool for NGOs in undertaking the "helper role", and to provide suggestions regarding DAE and BC preparations by means of this tool.

1. <http://www.emdat.be/result-country-profile#summtable> (access: 17.12.2015)

2. <http://www.emdat.be/result-country-profile#summtable> (access: 17.12.2015)

3. BU (2003) Earthquake Risk Assessment for the Istanbul Metropolitan Area Final Report. Istanbul Bogazici University Press

4. ISDR (2007) Disaster Risk Reduction, Global Review Geneva, Switzerland, ISDR Secretariat

5. www.sitap.org.

6. DE and BC Readiness Check List (DE and BC RCL): Aims to bring disasters and emergencies under control within the shortest period of time possible and enable the organization to restore its routine operations back to how they were before the disaster or the emergency and sustain its business continuity. DE and BC RCL was prepared by taking into account the fact that each organization is different from the the affected people in terms of its level of readiness and application and its available resources (Annex 3).

■ 3. Research Methodology

This definitional research was carried out by using the cross-sectional method. Within the scope of the study, a web-based questionnaire was applied between the dates of August 28, 2015 and October 26, 2015.

Questionnaire: Comprises 25 questions. The questions are grouped under the following topics:

A. General information: This topic covers questions on the type, field of activity, years of activity, the organization's involvement in disaster and emergency related works and the areas covered by their disaster and emergency related works.

B. Disaster and Emergency (DE) Planning: This topic includes questions about the organization's own disaster and emergency plan, grouped under three subtopics. These are: a. Risk Analysis and Planning, b. Physical Protection Measures, c. Response Capacity; skills and equipment.

C. Other Issues: Although the majority of the questions are closed-ended, open-ended questions are also included in order to inquire about the participants' views and experience.

Sampling: 219 organizations were contacted via e-mail and asked to complete the questionnaire. The distribution list was created with the aim of reaching organizations that work or those have the potential of working in disasters and emergencies..

Therefore, organizations, which actively work in the field of disaster management, were included in the list. Additionally, organizations, which are active in the fields of women, children, youth, the people with special needs,, etc., in other words, the groups that may be at risks in disasters, were also included in the list.

Moreover, NGOs, which do not work in the field of disaster preparedness, risk mitigation or response, but which have the potential to participate in and support humanitarian aid activities after a disaster were also included in the list. Care was taken to select organizations that were active in their respective fields. Finally, universities with disaster management or research units and professional chambers with expertise and roles undertaken in past disasters were included in the list as well.

Data Collection and Analysis: A web-based statistical software was used for data collection and analysis to evaluate the responses of the closed-ended questions. Responses given to the few open-ended questions were classified under certain codes created for data management. The results are presented in the form of graphics and tables. Some graphics generated results that exceed 100% due to rounding.

The first e-mail was sent to the organizations on August 28, 2015, and they were invited to complete the questionnaire. The questionnaire was announced in social media accounts of the CSDP, the EU Announcements web site and the social media accounts of the Civil Society Development Center, simultaneously with the sending of the e-mail. Reminders were sent via e-mail on October 21, 2015. During the following week, the organizations in the list were contacted by telephone and re-reminded of the questionnaire. The telephone conversations revealed that the e-mail messages for the questionnaire were usually sent to the general "info" e-mail addresses of the NGOs and/or that they did not reach/were not directed to the related persons. The names and personal e-mail addresses of the related persons were obtained and these persons were e-mailed again.

56 organizations out of 219 participated in the online survey. The rate of participation in the survey was 25.5%. 7 organizations out of 56 sent incomplete questionnaires, one organization sent the questionnaire twice, and one person individually participated in the survey. Therefore 9 questionnaires were eliminated and 47 questionnaires, which were found to be appropriate in terms of usage of the data they contained, were evaluated.

4. Findings

4.1 General information

This topic covers the findings on the type, field of activity, years of activity of the organization, the organization's involvement in disaster and emergency related works and the areas covered by disaster and emergency related works.

• Type of the Organization

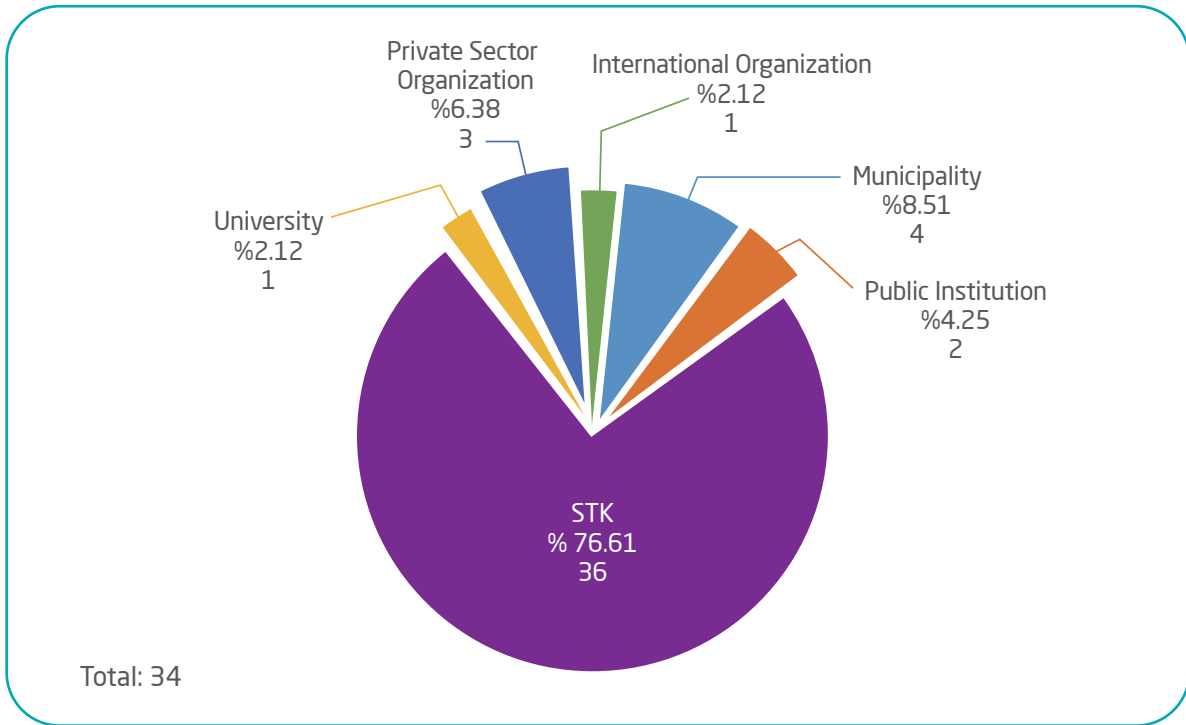


Figure2: Distribution of the organizations that participated in the questionnaire according to sectors

34 of the respondent organizations (77%) are NGOs. 14% are local public institutions and 3% are private sector organizations (Figure 1).

Thus, it can be presumed that the results of the survey mainly reflect the disaster preparedness status of NGOs that work or those have the potential of working in disasters.

For the findings specified below, while each organization that completed the questionnaire was assigned a percentage rate (n=47), each NGO that completed the questionnaire was also assigned a percentage rate (n=34).

• **Fields of Activity**

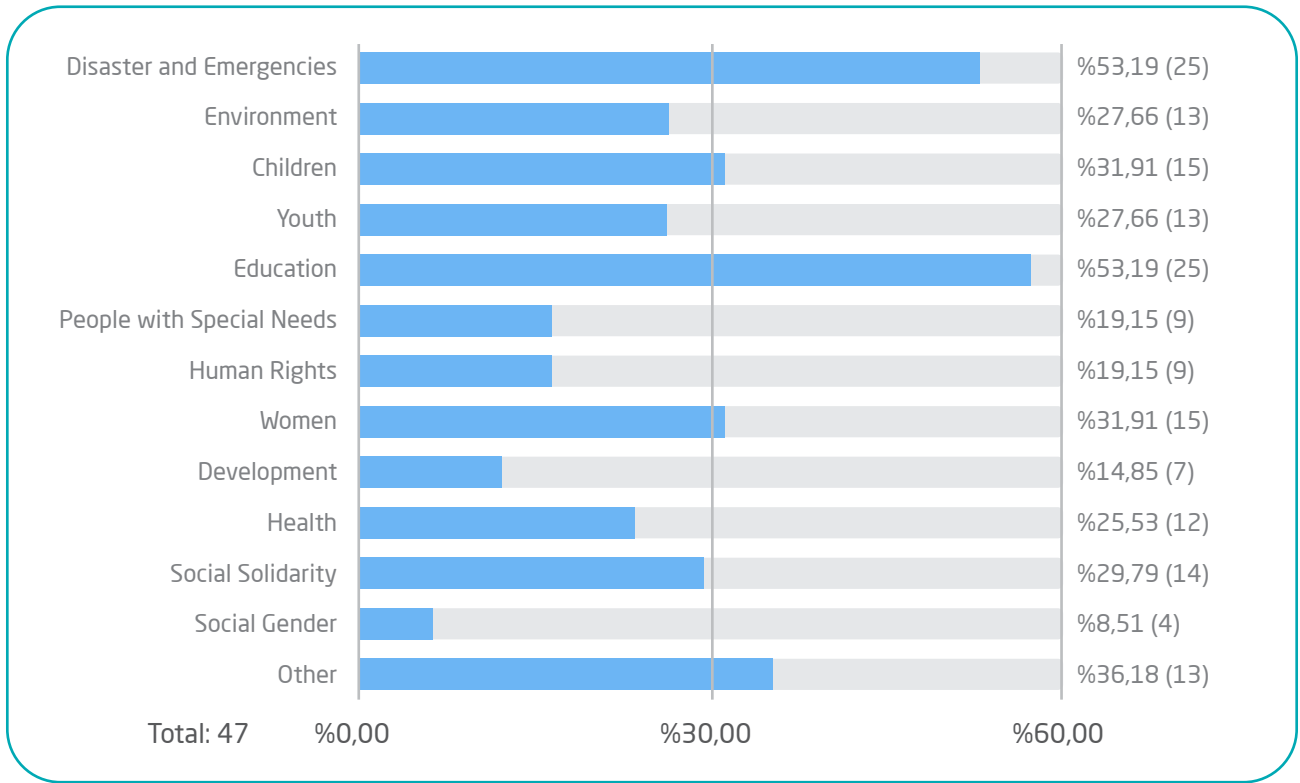


Figure 2: Main fields of activity of organizations that participated in the survey

*Marking more than one option was allowed

25 respondent organizations (53%) specified disasters and emergencies, and 25 respondent organizations (53%) specified education as their main field of activity, followed by children (32%; n=15) and women (32%; n=15). Social solidarity and assistance (28%; n=14) ranked in the fourth place, followed by youth and environment, each with equal rates (27.66%; n=13) in the sixth and seventh spots. The option other (36%; n=13) comprised fields of professional solidarity, art, agriculture and history (Figure 2).

The examples given to indicate the works that were carried out included education and awareness-raising activities; humanitarian aid activities; direct assistance programs geared towards women, young people, children and the people with special needs; psycho-social assistance activities; education and fieldwork in environment-related subjects; capacity development for coping with disasters; research and rescue works and various training activities.

• **Years of Activity of the Organization:** Approximately one-third of the respondent organizations had been operating for a time period of 1 to 5 years, and another one-third had been operating for a time period of 6 to 15 years. The remaining 40% (n=18) were organizations that had been operating for a time period of 16 years or more.

• Involvement in the Field of Disasters and Emergencies:

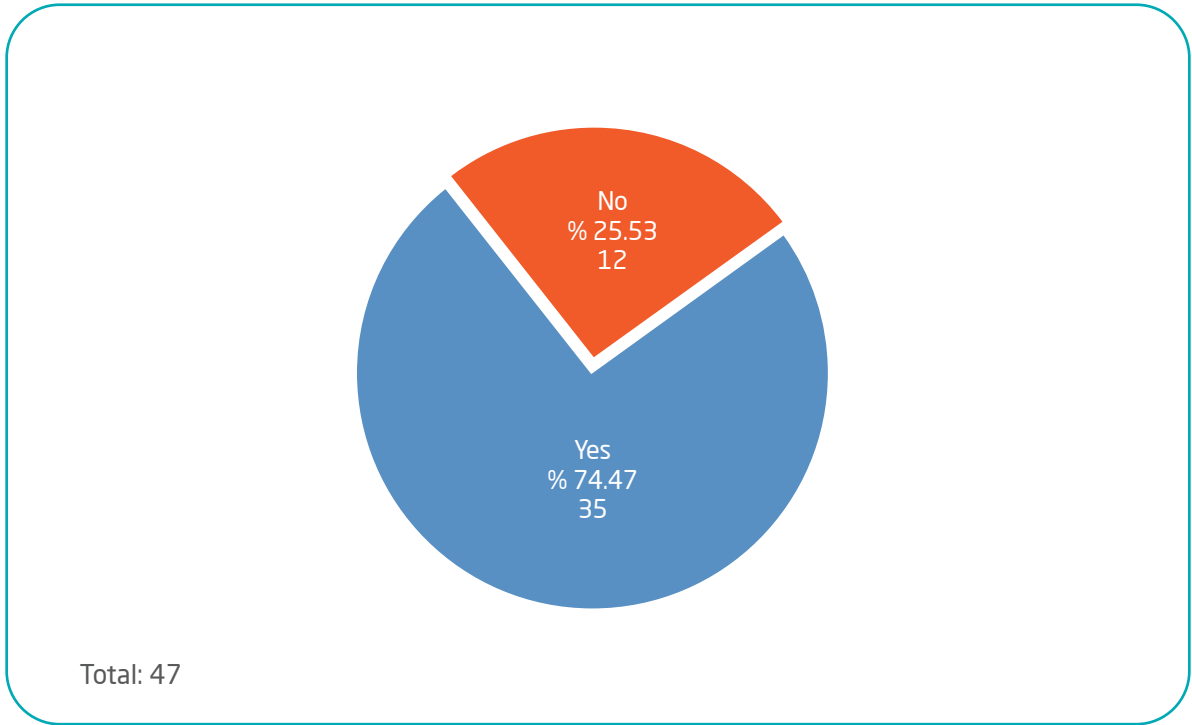


Figure 3: Involvement in the field on disasters and emergencies

75% (n=35) of the respondent organizations specified that they were involved in disaster and emergency related works, while 25% (n=12) declared that they were not involved in disaster and emergency related works (Figure 3).

• Disaster and Emergency Related Fields of Activity:

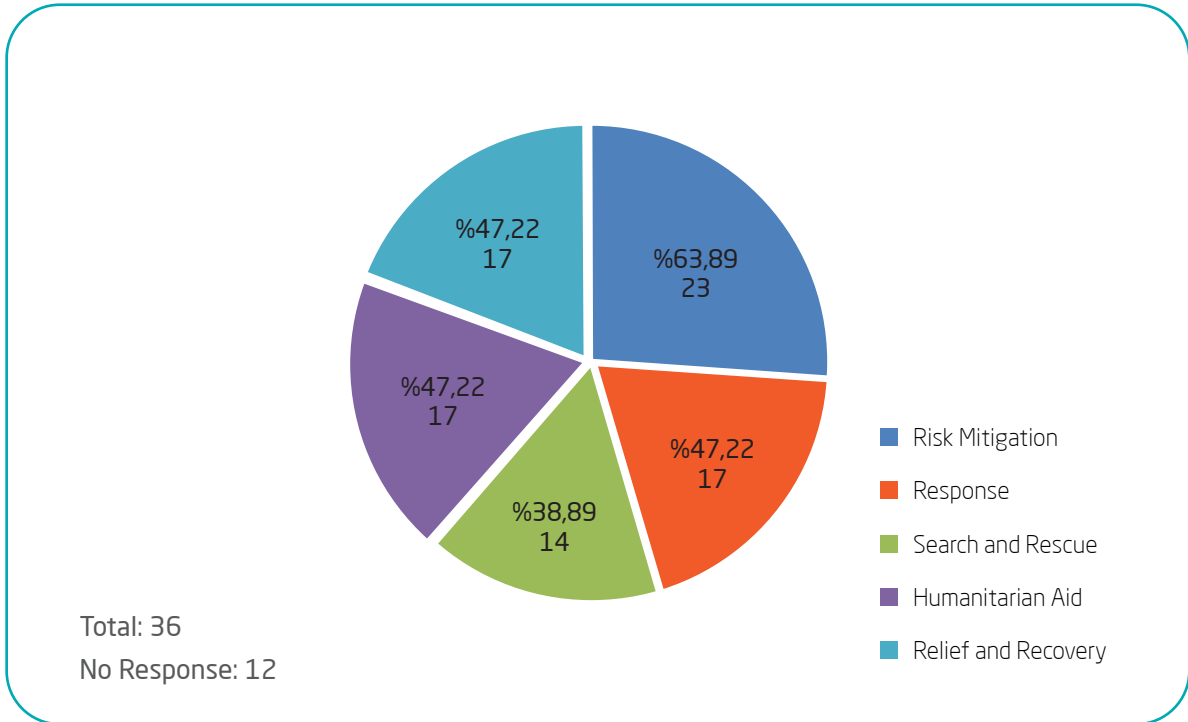


Figure 4: Stage of the disaster, regarding which disaster and emergency related works are conducted

It was seen that the respondent organizations operated in various stages of disasters and emergencies. The majority of the organizations [64% (n=23)] specified that they were active in the field of risk mitigation.

Organizations, which declared that they were active in the field of research and rescue, comprised 39% (n=14). The organizations, which specified disaster and emergency response (health, sheltering, education, environment, etc.) as their field of activity had a share of 47% (n=17). The organizations that worked in provision of humanitarian aid supplies, and the organizations that worked in the field of disaster relief and recovery each also had a share of 47% (Figure 4).

4.2 The Organization's Own Disaster and Emergency Planning

This section includes the findings on the organization's own disaster and emergency plan.

The questions with regards to the organization's own disaster and emergency plan were grouped under 3 topics; a. Risk Analysis and Planning, b. Physical Protection Measures, c. Response Capacity; skills and equipment.

4.2.1 Risk Analysis and Planning

This section contains the findings on risk analysis and planning. The topics that were covered were: disaster and emergency (DE) team, regular meetings of the DE team, inventory of available resources, risk analysis-consideration of various hazards.

• Afet ve acil durum ekibi

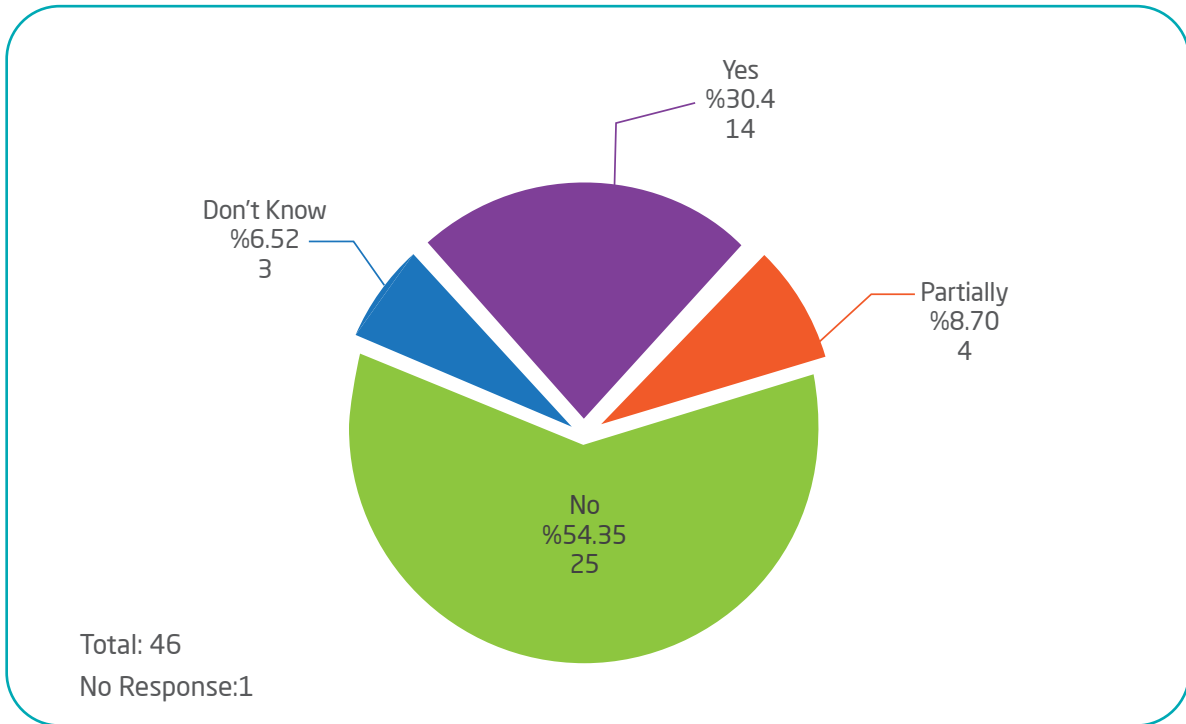


Figure 5: Establishment of a disaster and emergency team for disaster risk mitigation and response planning

The share of organizations that had an established 'disaster and emergency team' to execute disaster risk mitigation and disaster response planning activities on a continual basis was 30% (Figure 5). This rate was down to 21% (n=7) for the NGOs.

%21 of NGO has Disaster and Emergency Team

• **Regular Meetings:** The percentage of organizations that held 'regular meetings' to review and further develop risk mitigation, preparedness and response plans was 37%. This figure was 30% (n=10) for the NGOs.

• **Resource inventory*:** The percentage of organizations that had an 'inventory of its resources' that were available in or around the organization's building and that could be used in a disaster or an emergency was 48% (n=22). This figure was 45% (n=15) for the NGOs.

*Examples of the materials subject to resource inventory, such as fire extinguishers, first aid kits, generators, stairs, research and rescue equipment, persons with response skills, etc. were indicated in the question.

• Various hazards

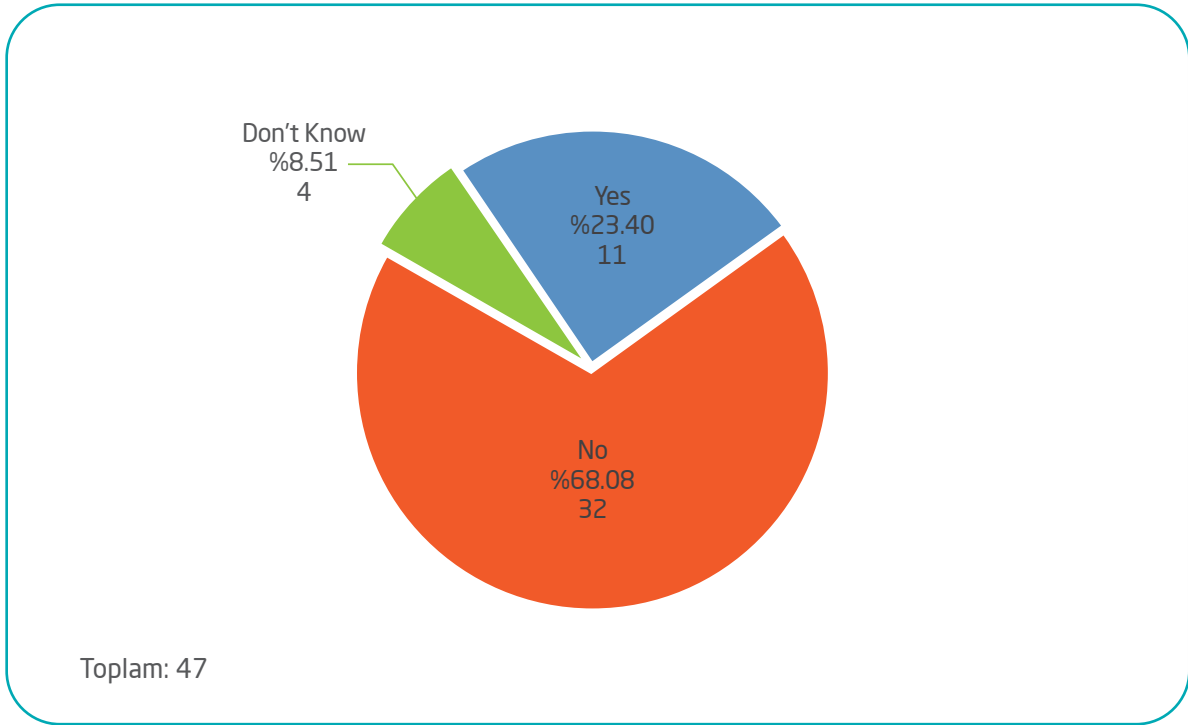


Figure 6: Consideration of different hazards in mitigation of disaster risks and response planning

While the percentage of respondent organizations, which specified that they considered 'various hazards' in terms of disaster risk mitigation and response planning was 23% (n=11), this figure was 20% (n=7) for the NGOs.

%20 of NGOs considered various hazard

Examples of 'various hazards' given by the organizations that declared to have considered various hazards were mainly earthquake and fire. Additionally, just one organization pointed out to the hazards arising from surrounding buildings, and one organization pointed out to the hazard of severe storms and fog. The examples given by the organizations also included traffic, transportation and congestion.

4.2.2 Physical Protection Measures

This section contains the findings on the physical protection measures. The topics that were covered were: structural and non-structural hazards, evacuation plan, fire precautions, data backup, compulsory earthquake insurance policy, and shutting off utilities.

• Structural and non-structural hazards

Structural hazards

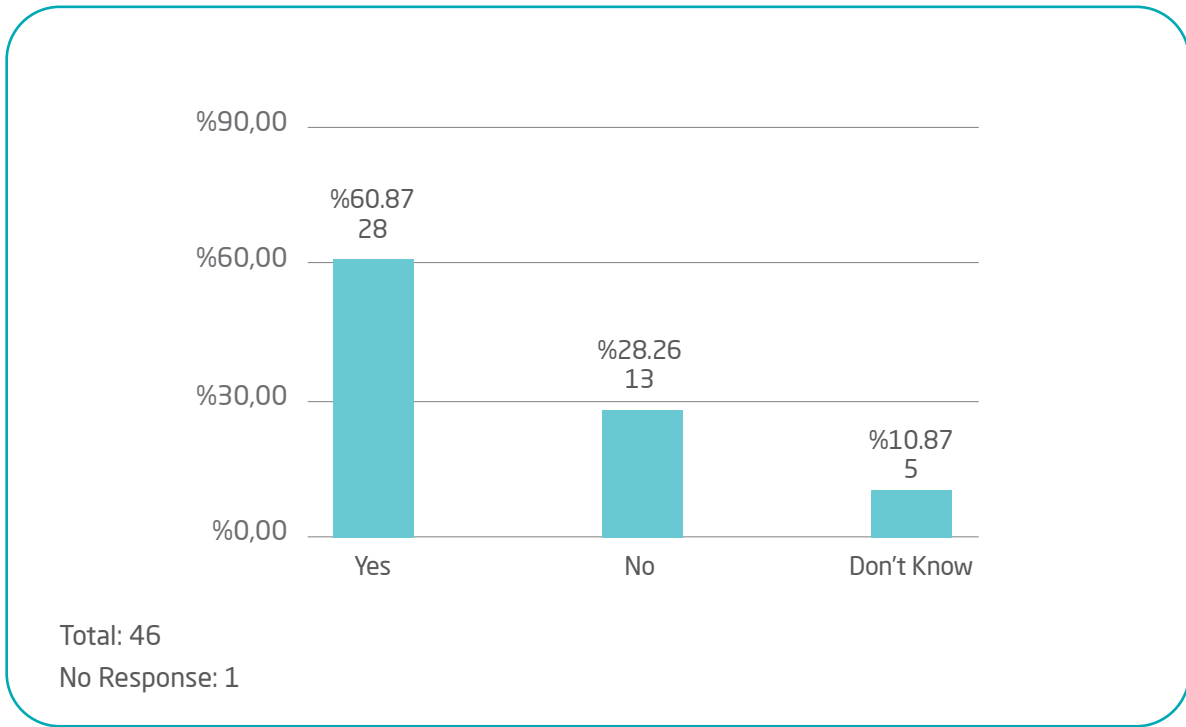


Figure 7: Inspection of the organization's building by structural engineering bodies and/or competent persons in terms of structural safety (particularly, earthquake safety)

The percentage of organizations, which had their building inspected by authorized structural engineering bodies and/or competent persons in terms of **structural safety** (particularly, seismic safety) was 45% (n=21) (Figure 7).

Structural safety is a must in order for an organization to be able to continue its activities. Buildings of many NGOs were either heavily damaged or completely destroyed in the 2011 Van earthquake, after which the organizations were unable to continue their activities due to financial and physical incapability. This is reported in the Van Earthquake and the NGOs titled case analysis report of TUSEV as "After the Van earthquake, several NGOs, the corporate buildings of which were destroyed in the earthquake, became earthquake victims themselves."⁷

Non-structural hazards: Additionally, the percentage of organizations, which indicated that they conducted risk mitigating activities by taking into account **non-structural hazards** was 55% (n=26).

Examples of non-structural hazards, such as relocation and/or fastening of large and heavy furniture, fastening of office machinery, computers, etc., keeping evacuation paths clear, etc. were indicated in the question.

7. http://www.tusev.org.tr/usrfiles/files/VanVakaAnalizi_23_10_13.pdf (Access: 17.12.2015)

- **Evacuation plan**

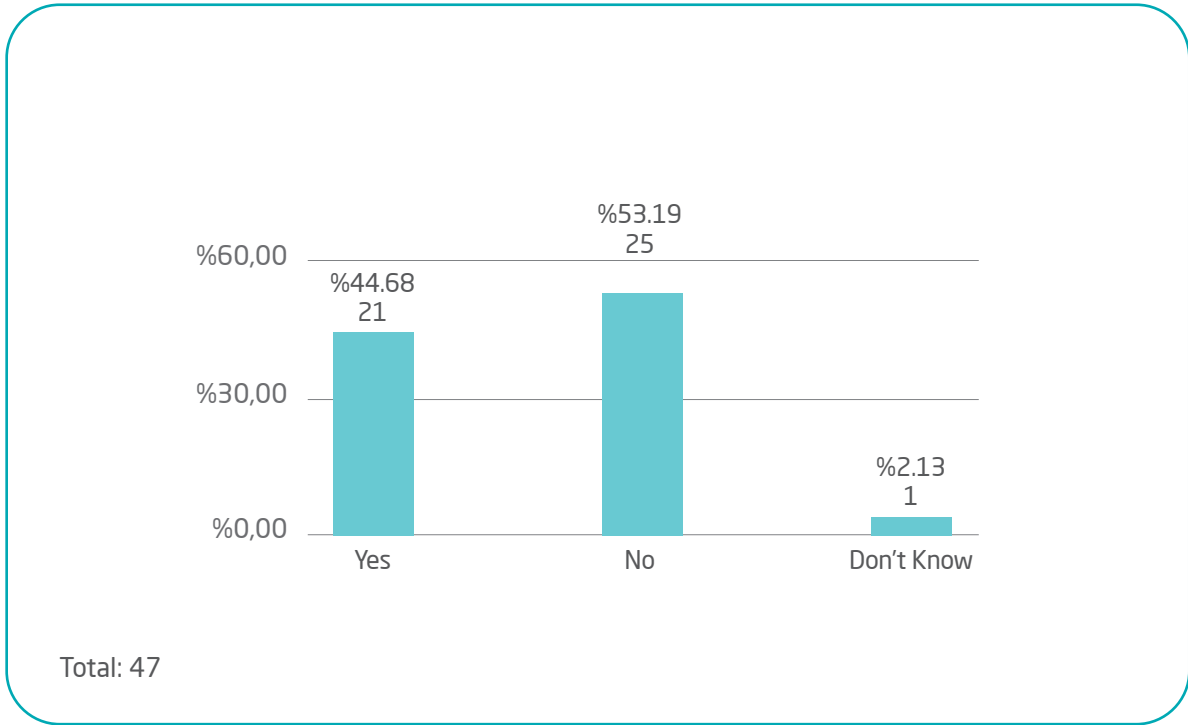


Figure 8: Organizations with an evacuation plan, which covers, designated alternative assembly areas, evacuation routes and safe places, and which is shared with all employees

The percentage of respondent organizations that declared, "we have an evacuation plan covering alternative assembly areas, evacuation routes and safe places, and this plan is shared with all employees" was approximately 45% (n=21). This rate was down to 38% (n=17) for the NGOs (Figure 8).

- **Fire precautions** The percentage of respondent organizations that declared "we have taken fire precautions and we have the tools-equipment that are required for response, such as fire alarm buttons, regularly maintained fire hoses and fire extinguishers, etc." was 66% (n=31).

- **Important documents and back up (alternative- re location):** The percentage of respondent organizations that declared "we are keeping **back ups of important documents and information** such as important reports, financial records, emergency contact information, etc. in a separate place" was 64% (n=30).

• Back up system

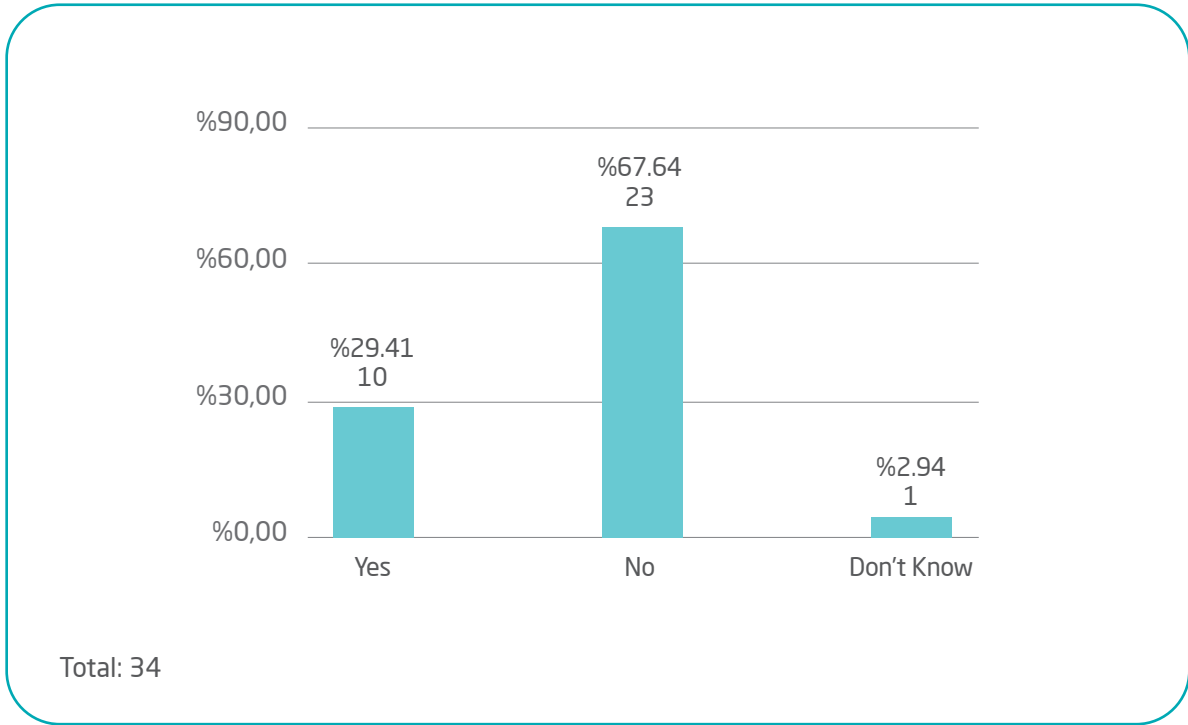


Figure 9: NGOs with a backup (alternative- relocation) system

The percentage of respondent organizations that declared “we have a **back up** (alternative- relocation) system that we can use when required” was 64% (n=30). This rate was down to 29% (n=10) for the NGOs (Figure 9).

%29 of NGOs has back up - relocation system

4.2.3 Response Capacity: Skills and Equipment

This section contains the findings on response capacity, skills and equipment. The topics that were covered were: training on disaster response skills, guiding directive for drills, test drills on response organization and skills, having a 72-hour emergency supply kit, preparedness for self-help and for helping the affected people.

• Insurance : Compulsory earthquake insurance policy and General risk insurance policy

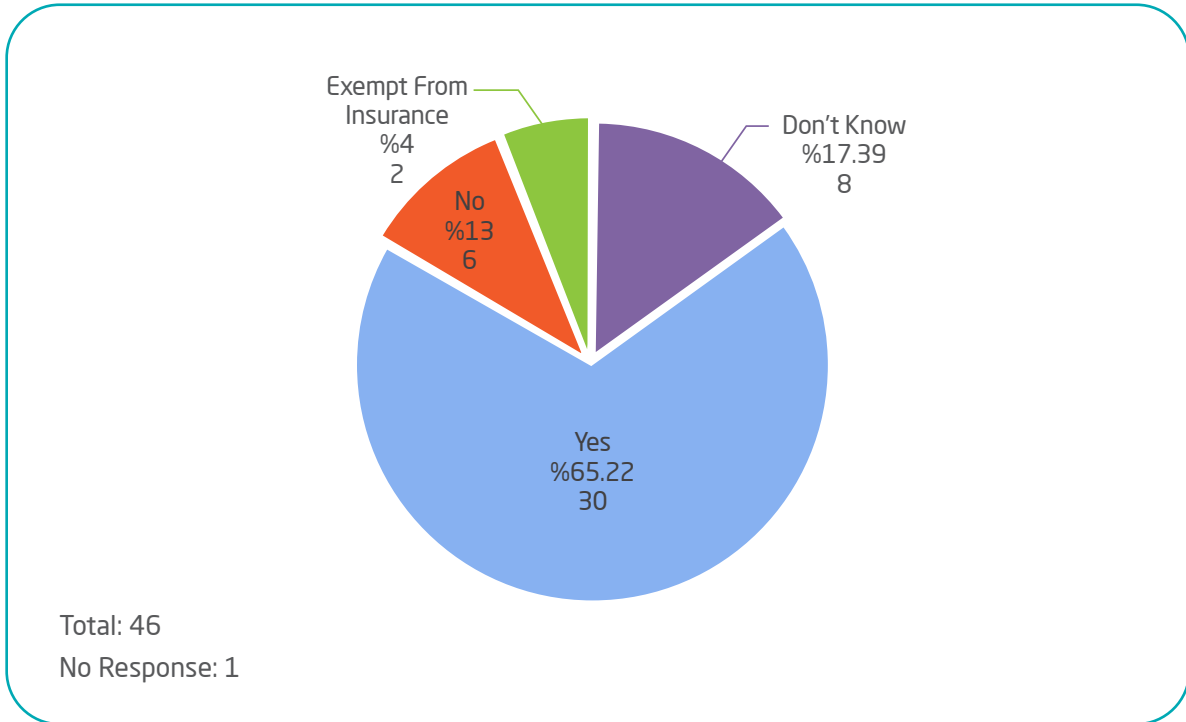


Figure 10: Organizations that hold a compulsory earthquake insurance policy.

Compulsory earthquake insurance: 66% (n=30) of the respondent organizations stated that they had compulsory earthquake insurance (DASK). This figure is above the percentage of holders of DASK insurance in Istanbul as of 2014, which is 51.70%.

%66 of NGOs has compulsory earthquake insurance

General risk insurance policy: 42% (n=20) of the respondent organizations indicated that they had **insurance policies against general risks** such as fire, flood, terror, theft, etc.

• **Shutting off utilities:** 60% (n=28) of the respondent organizations declared that their employees knew **where the natural gas, electric and water utilities were located and how to shut these utilities off**. This figure was 56% for the NGOs.

• **Training on disaster response skills*:** 51% (n=24) of the respondent organizations stated that they provided **training on disaster response skills** to their employees and to the volunteers. This figure was down to 44% (n=15) for the NGOs.

**Trainings on disaster response skills, such as first aid, non-medical triage (disaster triage), light research and rescue, radio communication, psychological first aid, sheltering, food and sanitation, etc. were indicated in the question.*

However, it was seen that only 1-2 organizations among the NGOs in particular received comprehensive training on the topics specified above, and that the training provided for the rest of the NGOs was limited to a great extent, to their own areas of specialty (food, sanitation, research and rescue, etc.) and to first aid.

- Guideline for drills

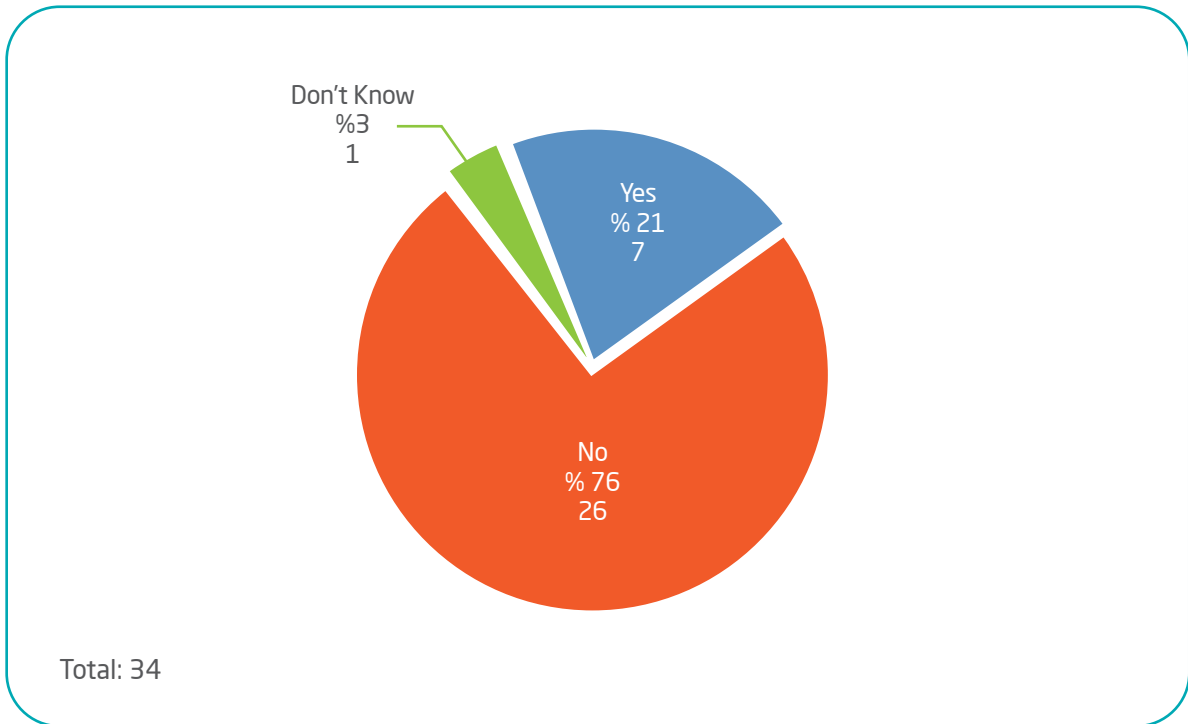


Figure 11: NGOs that have a guideline for drills.

32% (n=15) of the respondent organizations indicated that they had a guideline for drills, and that they organized drills to test their post-disaster capabilities twice a year, with participation of all of their employees as well as volunteers. This rate was down to 21% (n=7) for the NGOs (Figure 11).

%21 of NGOs has guideline for drills

• Building evacuation drill

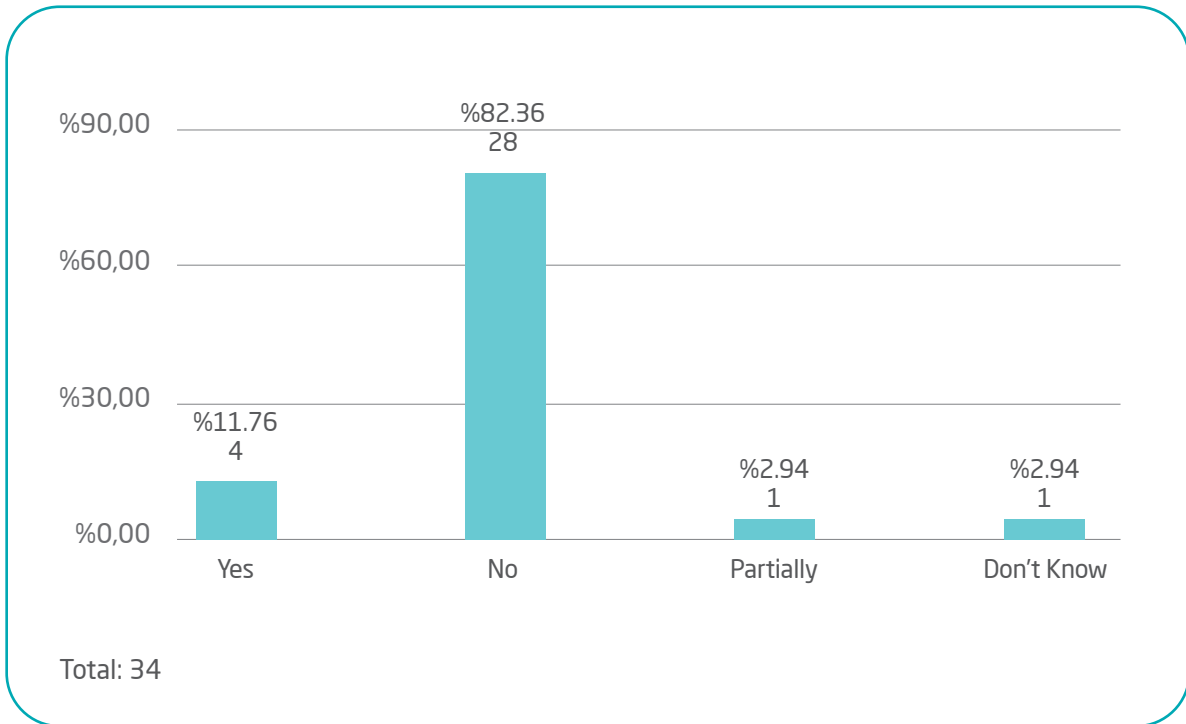


Figure 12: NGOs that conduct biannual building evacuation drills and practice exercising of appropriate skills

The percentage of respondent organizations, which declared that they organized building evacuation drills at least twice a year, and that they provide their employees and volunteers with the opportunity to **utilize appropriate skills-behaviors in practice** was 17% (n=8). This rate was down to approximately 12% (n=4) for the NGOs (Figure 12).

% 17 of Institution and %12 of NGOS has various utilize appropriate skills - behaviors in practice of disaster and emergency

**Examples of possible emergencies and appropriate skills- behaviors, such as life saving first aid skills; the "drop, cover, and hold on" protocol in earthquakes; the "take cover and lock the door" protocol for violence; basic evacuation rules: "Do not talk, do not run, do not push, and do not turn back".*

• 72-hour emergency supply kit*

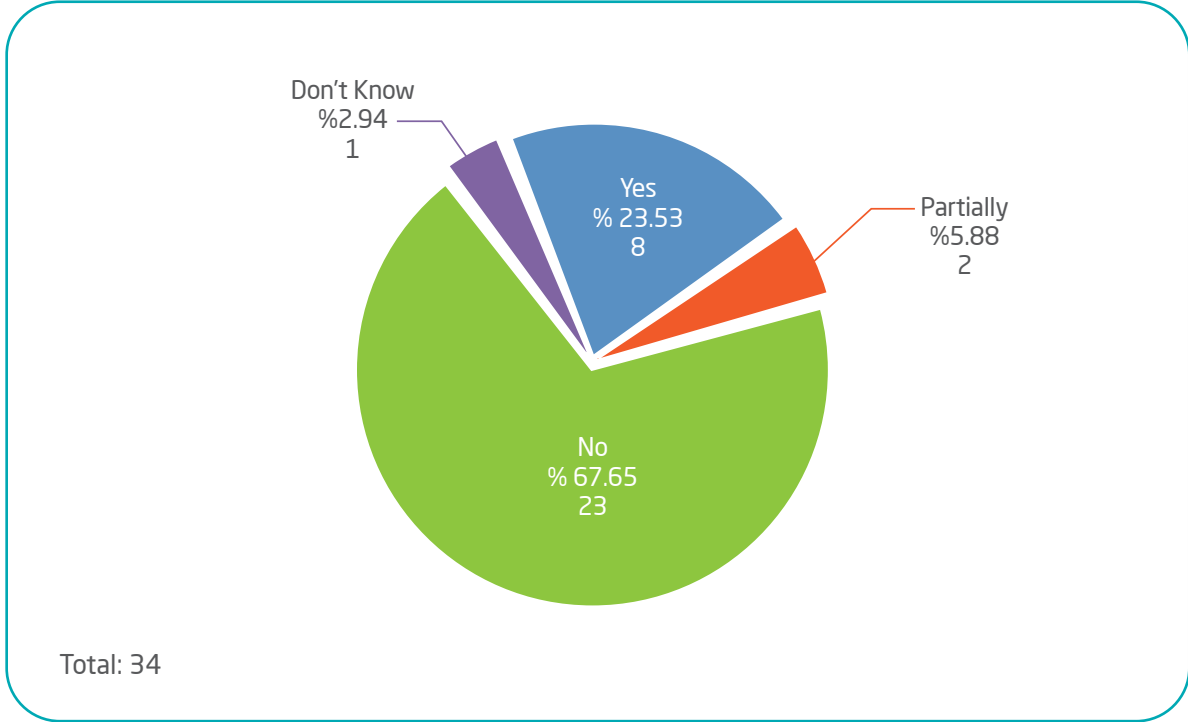


Figure 13: NGOs that have a 72-hour emergency supply kit.

The percentage of respondent organizations that declared “We have a **72-hour emergency supply kit** for our employees and volunteers” was 30% (n=14). This rate was down to 23% (n=8) for the NGOs (Figure 12).

72 saatlik acil malzemesi olan STK %23

*Examples of a 72-hour emergency supply kit such as 2 liters of water per person per day (or spare water bottles), food, first aid materials, emergency generator, emergency lighting equipment, alternative means of communication, sheltering and cleaning/hygiene materials, etc. were indicated in the question.

• Preparedness for self-help and for helping the affected people

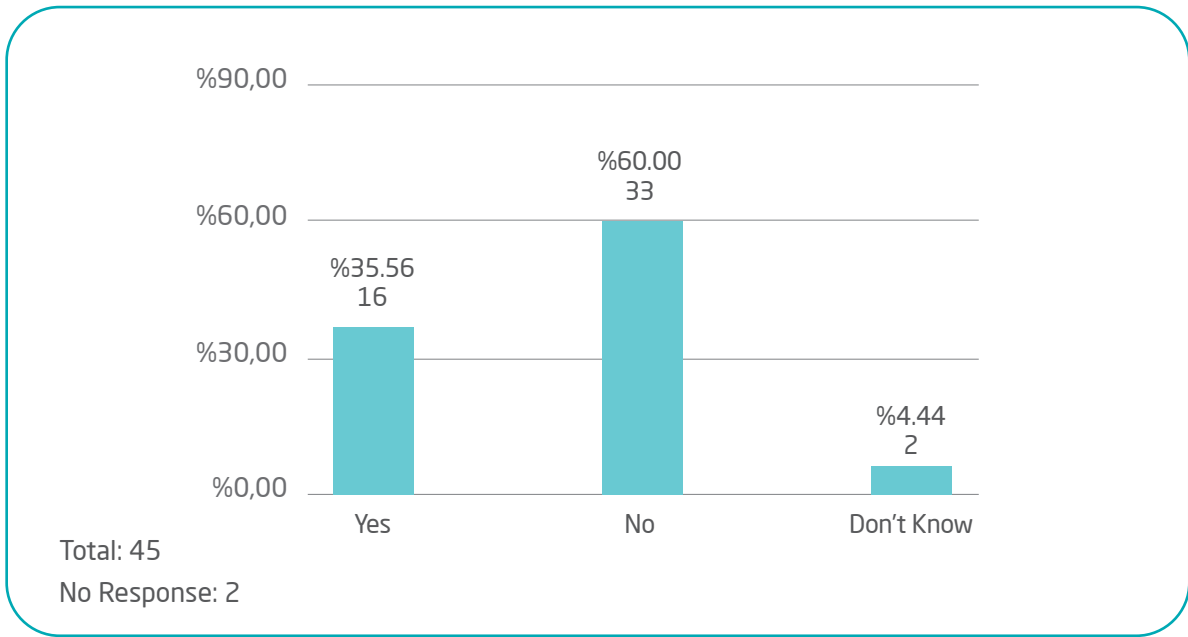


Figure 14: Preparedness for self-help and for helping the affected people after a major disaster

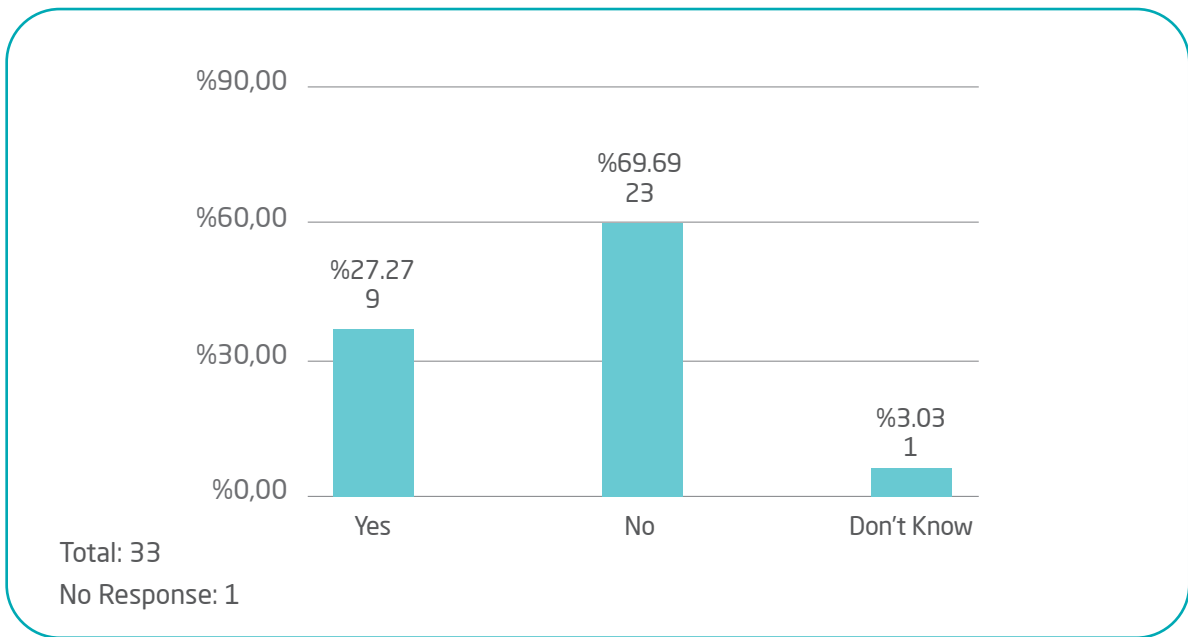


Figure 15: Preparedness for self-help and for helping the affected people after a major disaster (NGOs)

The percentage of respondent organizations who declared "As an organization, we have the equipment **required to help ourselves** in the expected Marmara earthquake (approximately, 7 M), and our organization is prepared, to a great extent, to **recover as quickly as possible**, and to **continue its fundamental activities to help the affected people**, within the scope of its purpose of incorporation after such a disaster" was approximately 36% (n=16) (Figure 14). This rate was down to 27% (n=9) for the NGOs (Figure 15).

%36 of institution is prepared to help the affected people
%27 of NGOs is prepared to help the affected people

- The need for training on Disaster and Emergency Planning and Business Continuity

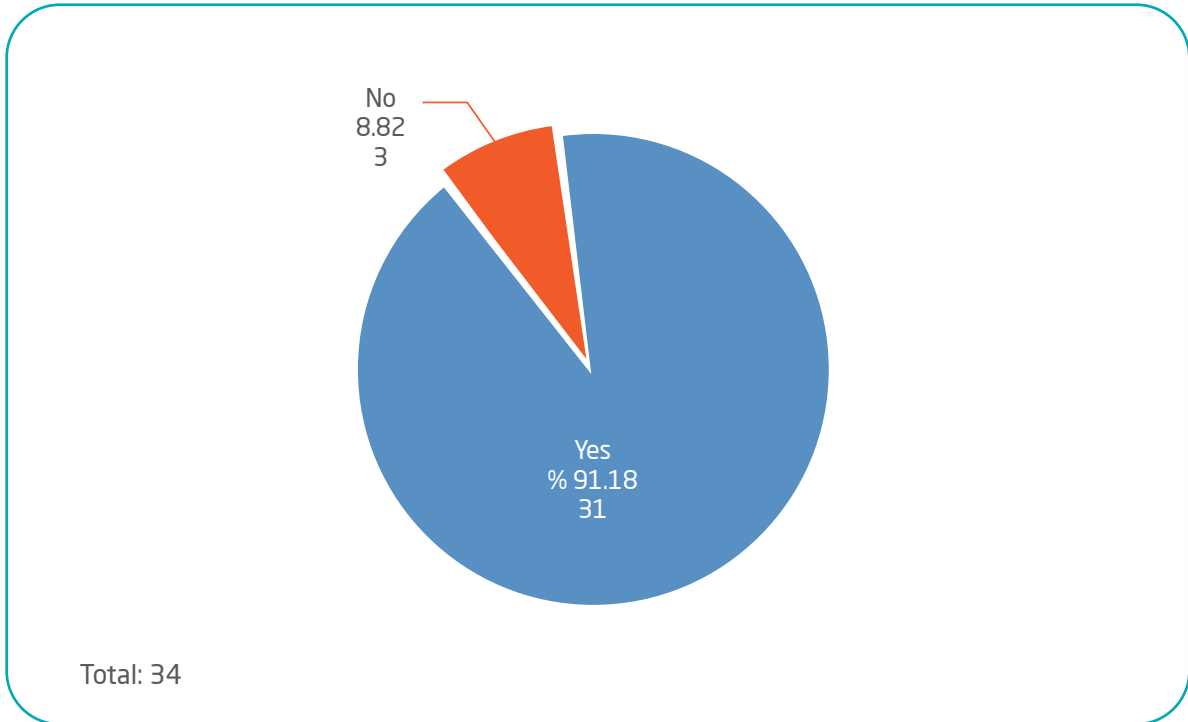


Figure 16: The need to be informed NGOs on Disaster and Emergency Planning and Business Continuity

The percentage of organizations that wished to send participants to a workshop on Disaster and Emergency Planning and Business Continuity was 89% (n=42). This rate was up to 91% (n=31) for the NGOs (Figure 16).

%91 of NGOs are needed to be acquainted themselves with Disaster and Emergency Planning and Business Continuity

■ 5. Evaluation and Suggestions

This survey was conducted within the framework of the works carried out by the CSDP, among the organizations that work or that have the potential of working in disasters and emergencies. The return rate of the questionnaire was 25.5%. Although this rate of return of the questionnaire is quite limited, this is an expected outcome in the case of web-based surveys. Despite the expected low rate of return, the web-based survey method is increasingly used today due its cost and time-effectiveness, as well as its advantage in reaching more qualified samples as computer usage becomes increasingly widespread in the general society.⁸

The study gives important clues about the disaster and emergency preparedness status of organizations that work or those have the potential of working in disasters and emergencies.

► **Fields of activity:** The organizations are active in all stages of the disaster cycle, with an almost uniform distribution. While more than fifty percent of the organizations are active in the field of risk mitigation, slightly more than one-third are engaged in professional research and rescue operations.

► **Preparedness for undertaking the helper role in disasters or emergencies:** One of the striking outcomes of the study is the finding that only less than one-third of the NGOs that are included in the sample are **ready to help the affected people** within the framework of their purpose of incorporation, after a major disaster. In the abstract,, NGOs are legal entities established to operate for the benefit of the public by developing services to assist everyone. A lot of responsibility rests on the shoulders of the NGOs in Turkey in the event of a disaster or an emergency.

Less than one-third of the NGOs are ready to help the affected people after a major disaster.

From this point of view, it is important that organizations have the required means for self-help.. This is the only way to ensure that an organization is able to recover as soon as possible right after a disaster, and continue its basic operations to meet its purpose of incorporation and help the affected people.

Suggestion:

It is suggested that the NGOs place business continuity at the core of their disaster and emergency plans. This means that each organization must develop an "Integrated Disaster and Emergency and Business Continuity (DE and BC) Plan"⁹ Subsequently, the procedures and rules designated in the DE and BC Plan must be periodically tested by means of drills. Finally, the lessons learned from the drills and any new situations which may arise within the organization must be reflected onto the DE and BC Plan without delay. Additionally, these must also be tested by means of drills to be carried out, and the DE and BC processes must be adjusted accordingly.

8. Sinclair, M et al., 2012 "Comparison of response rates and cost effectiveness for community-based survey: postal, internet and telephone modes with generic or personalized recruitment approaches" BMC Medical Research Methodology, 2012; 12:132

9. BIntegrated DE and BC Planning: Covers the changes in location and tasks, as well as the standard operating procedures (SoP) and rules, which must be implemented and followed in order to ensure that the employees of organizations and the volunteers are able to continue their operations and helping activities uninterruptedly in disasters and emergencies.

► **The need for training on Disaster and Emergency and Business Continuity (DE and BC) Planning:**

It was noted with pleasure that the organizations are aware of the fact that they are in need of receiving training and gaining skills on the subject of Disaster and Emergency Planning and Business Continuity. 90% of the organizations declared that they wished to send participants to a workshop on Disaster and Emergency Planning and Business Continuity.

On the other hand, most organizations had been operating for over 16 years, and had lived through the 1998 Adana, 1999 Marmara and 2011 Van earthquakes. Furthermore, while the majority of the organizations operate in the field of disasters and emergencies, the affected people are organizations that have the potential to work in this field. Despite this, the number of organizations that were able to respond positively to the question on their ability to undertake the "role of the helper" in a major disaster or emergency was very limited (less than one-third of the participants). This information points out to the fact that it is time for the organizations to promptly take action on their own DE and BC Plans.

Seeing that the organizations are aware of their need for knowledge and training on DE and BC planning is pleasing. However, keeping in mind that that working on disasters and emergencies is a critical race against time and that we live in a country where a major disaster or emergency may happen at any time; the organizations must take on the responsibility to complete their own DE and BC planning works.

***Suggestion:** We recommend that organizations include training activities on gaining the required knowledge and skills for their Integrated DE and BC Plan, in their first quarterly work plan ahead. It is important that both the employees and volunteers attend these training activities. DE and BC planning is a process. It is not possible to complete this process with just one training. The organizations must establish their DE Teams (comprising 7-8 persons) through a comprehensive DAE and BC workshop with broad participation. The works in this scope must be initiated in line with the DE and BC Road Map developed in this workshop, and must be shared with other members of the organization on a regular basis. Following completion of the operations in the road map within a process of one to two months, drills must be conducted with participation of employees and volunteers.*

► **Problematic issues with regards to Business Continuity and the Status of Readiness to Help The affected people:**

The data obtained from the organizations that participated in the survey indicate that the inadequacies of NGOs in particular, in terms of being able to continue their critical business functions and being ready to help the affected people are mainly in the subjects of Risk Analysis and Risk Planning, and Response Capacity and Skills. It can be concluded that the organizations are relatively more equipped and capable regarding Physical Protection Measures, compared to the aforementioned two subjects.

In this context, the evaluation and suggestions are addressed under the three topics below: Risk Analysis and Planning, Physical Protection Measures, and Response Capacity and Skills.

Risk Analysis and Planning:

- It is striking that only one-fifth of the respondent organizations stated that they considered '**various hazards**' in terms of disaster risk mitigation and response planning. Furthermore, it was also seen that the examples given by the organizations to these additional hazards were limited to a great extent, to only **earthquake and fire**. Only 1 or 2 organizations specified different hazards such as fog, transportation and congestion.

However, the organizations were anticipated to specify hazards such as the following ones, as examples as various hazards: natural disasters- earthquakes, floods, storms, etc.; structural risks- building damages, damage in surrounding buildings, etc.; non-structural risks- stairs, book shelves, high and heavy furniture, suspended ceilings, lighting fixtures, fuel tanks, etc.; infrastructural risks- power outage, telephone or internet failures, closed roads, bridges, etc.; human-caused risks- hazardous substance leaks, terror, intrusion by malicious people, fire, etc.; biological risks- pandemics of various types of flu, mass food poisoning, etc.; health and safety- transportation, traffic accidents, suicides, fights, etc.

***Suggestion:** We suggest that the organizations perform a risk analysis by taking into account their own region, location, and the special conditions they are subject to; that they classify relevant hazards under sub-categories as specified in the example given above; and that they prioritize potential risks by rating the probability of occurrence and the effects (severity) of each of these hazards. This is the only way to ensure that the organizations develop an efficient risk mitigation plan.*

- Approximately one-third of the respondent organizations, and only one-fifth of the respondent NGOs declared that they had established a '**disaster and emergency team**' within the scope of their risk mitigation and response planning. However, establishing a core DE team is one of the fundamental aspects of DE preparedness and all subsequent processes. The support and the leadership of the senior management are of utmost importance in this regard.

***Suggestion:** We suggest that a DE Team is established in each organization. This team should preferably comprise volunteers with an interest in the subject and strong communication skills. Depending on the size of the organization, it is suggested that this team is composed of 7-8 persons, including representatives of independent units. It is also important that team members include person(s), who are in charge of utilities, cleaning, etc. of the organization/building, and volunteer(s).*

A Disaster Risk Mitigation and Preparation Check List, which can be used as a road map for the operations of the DE team, is attached.

Physical Protection Measures:

It was seen that all respondent organizations (the NGOs as well) were relatively more equipped in terms of Physical Protection Measures, compared to other subjects.

- Approximately one half of the organizations declared that their building was inspected by authorized structural engineering bodies and/or persons in terms of **structural safety** (particularly, seismic safety). Furthermore, more than one half of the organizations declared that they took **non-structural hazards** into consideration in their risk mitigation activities. The precautionary measures taken, particularly the ones that are taken against earthquakes, demonstrate the organizations' sensitivity with regards to seismic safety. The fact that the hazard of earthquakes was the most significant example of hazard specified by the organizations among the various hazards that they took into account within the scope of their risk analyses, is another data that supports this conclusion.
- One of the subjects that must be covered under physical protection measures is **fire safety and fire precaution**. It is pleasing to see that more than half (66%) of the respondent organizations declared that they were in possession of the tools and equipment required for taking fire precautions and for responding to fires.
- One of the critical aspects of physical protection measures is having established a **back up (alternative re-location) system**. Only approximately one-third of the NGOs responded to indicate that they had an established back up system. It was seen that establishing a back up system to ensure business continuity was taken into account only by a limited number of organizations.

Suggestion: It is suggested that the organizations, which have not previously worked on the subject of elimination of structural and non-structural hazards, give priority to this topic. The organizations should consider elements of physical protection within the scope of an efficient risk analysis and planning process, and work towards putting these into practice. This is important to be able to overcome this weakness in terms of business continuity.

Response Capacity: Skills and Equipment

One of the important findings of this study was to see that particularly the NGOs were neither adequately prepared nor equipped with regards to their "response skills" in a disaster and emergency. The readiness of organizations appeared to be mainly either on paper, or yet to be put into practice and/or yet to be institutionalized, or only superficially implemented.

- Another finding on the subject of Response Skills was that particularly the NGOs had a lack of awareness and knowledge on the content of "first response skills". For instance, **approximately one half** of the respondent organizations, and **less than one-third** of the NGOs were able to say that "**they had an evacuation plan**" in response to the first question on this topic. It is also striking that, in response to the following questions, in which examples were given, only **one-sixth** of the organizations indicated that they organized building evacuation drills **at least twice a year**, and that **by taking into account possible emergencies***, they provided their employees and volunteers with the opportunity to **utilize appropriate skills** in practice**. This figure was down to **one- eight** for the NGOs.

, ** Examples of possible emergencies* and appropriate skills given in the question were: life saving first aid skills; the "drop, cover, and hold on" protocol in earthquakes; and the "take cover and lock the door" protocol for violence. Basic evacuation rules: "Do not talk, do not run, do not push, and do not turn back".*

First of all, this may prevent the organizations from continuing its critical business functions. Additionally, the organizations may not be able to act fast enough or efficiently enough to assist the affected people, or may only be able to do so with major delays.

- Likewise, approximately one half of the respondent organizations indicated that their employees and volunteers were provided with **training on disaster response skills**. Moreover, it was seen that the training provided was generally limited to first aid training. It is worth noting that only 1-2 of the respondent organizations were given training on disaster response skills*, examples of which were specified in the question.

**Examples given in the question for training on disaster response skills were: first aid, non-medical triage (disaster triage), light research and rescue, radio communication, psychological first aid, sheltering, food and sanitation, etc.*

This is challenging for the efficiency and productivity of disaster and emergency related services.

Suggestion:

It is suggested that the organizations act within the framework of a schedule to develop their skills on responding to disasters and emergencies, taking into account the above-specified training topics. It is important that both the employees and volunteers attend these training activities.

It is also suggested that the effectiveness of these training activities is periodically tested via scenario-based drills attended by employees and volunteers to ensure that the relevant skills are usable in practice when required, and to eliminate any deficiencies.

■ 6. RESULTS

- ▶ Fields of activity: The organizations are active in all stages of the disaster cycle, with an almost uniform distribution.
- ▶ Preparedness for undertaking the helper role in disasters or emergencies: Only less than one- third of the NGOs are ready to help the affected people after a major disaster, within the framework of their purpose of incorporation.
- ▶ The need for training on Disaster and Emergency and Business Continuity (DAE and BC) Planning: Almost all of the organizations declared that they needed to be trained on EAD and BC Planning.
- ▶ Problematic issues with regards to Business Continuity and the Status of Readiness to Help the affected people:
 - The inadequacies of NGOs in particular, in terms of being able to continue their critical business functions and being ready to help the affected people are mainly in the subjects of Risk Analysis and Risk Planning, and Response Skills.

Based on the responses given to the survey, it can be concluded that the organizations are relatively more equipped and capable regarding Physical Protection Measures, compared to the aforementioned two subjects. However, without an efficient risk analysis, both the reliability and the validity of physical protection measures are questionable.

Significant deficiencies that are seen under this topic are:

- Risk Analysis and Planning: The organizations are not adequately informed on the subjects of risk analysis and planning.
- Physical Protection Measures: Slightly more than half of the organizations were found to have developed partial sensitivity about earthquake and fire hazards.
- Response Capacity: A vast majority of the NGOs are not sufficiently prepared and equipped in terms of their "response skills" to a major disaster or emergency.
- In particular, the NGOs have a lack of awareness and knowledge on the content of "first response skills".
- The preparations of organizations are mainly either on paper, or yet to be put into practice and/or yet to be institutionalized, or only superficially implemented.

Concluding Remark: In the abstract, NGOs are legal entities established to operate for the benefit of the public and to assist those in need. A lot of responsibility rests on the shoulders of the NGOs, particularly in the event of a disaster or an emergency. Thus, it is important that organizations are capable of, and have the required means for recovering themselves first, in disasters and emergencies. This is the only way to ensure that an organization is able to recover as soon as possible after a disaster, and continue its basic operations to meet its purpose of incorporation and help the affected people.

The results of this study have shown that the disaster and emergency preparations of organizations are mainly either on paper, or yet to be systematically put into practice or yet to be institutionalized, or only superficially implemented. This is challenging for the efficiency and productivity of disaster and emergency related services.

The leadership and support of senior management is essential for an organization to succeed in DE and BC related works. It is recommended that organizations include activities to gain the required knowledge and skills and to develop their capacity with regards to their Integrated DE and BC Plan, in their first quarterly work plan ahead. It is suggested that the attached DE and BC Readiness Check List is examined and used to initiate such works.



■ ANNEXES

Annex 1: Questionnaire (PDF File)

Annex 2: Disaster Risk Mitigation and Readiness Check List, which can be used as a road map for the operations of the DE team

Annex 1: Questionnaire (PDF Form)

SURVEY ON DISASTER AND EMERGENCY PREPAREDNESS OF NGOS

Dear CSDP member,

By completing the attached questionnaire, you may contribute to the works carried out by the CSDP, on behalf of your organization.

This questionnaire was developed by the CSDP* with the purpose of determining the status of the NGOs that work or that have the potential of working in disasters and emergencies in our country, in terms of disaster and emergency planning.

The data to be collected through the survey will remain anonymous and will not be shared with third persons or entities.

The survey will be accessible from August 24, 2015 to October 9, 2015. The results of the study will be sent to the organizations that participate in the study, and will be announced in the www.sitap.org addressed web site of the CSDP.

The survey takes around five minutes to complete. Please feel free to contribute to making this study accessible to a wider audience, by sending it to relevant organizations and institutions.

If you have any questions, or if you need further information about the survey, you may contact the research director Mrs. Zeynep M. Türkmen Sanduvaç by e-mail: zeynepturkmen@mavikalem.org

Thank you for participation.
CSDP Steering Committee

*Civil Society Disaster Platform (CSDP) was established in May 2013 with participation of the Support to Life Association (STL), the Neighborhood Disaster Volunteers Foundation (NDVF) and Mavi Kalem Social Assistance and Charity Association (MK).
The primary aim of the CSDP is to create a national network to work on disaster and emergency management in Turkey, with the aim of minimizing disaster effects and risks.

A. General - Demographic Information

1. Information on the organization:

- a) Name of your organization:
- b) Website:
- c) Address:
- d) Province / District:
- e) Post code:
- f) E-mail address:
- g) Phone number:

2. Type of the organization:

- a) NGO
- b) Public institution
- c) Municipality
- d) University
- e) Private sector

3. Main field of activity:

- a) Disasters and emergencies
- b) Environment
- c) Children
- d) Youth
- e) Education
- f) People with special needs
- g) Human rights
- h) Women
- i) Development
- k) Professional solidarity
- l) Health
- m) Art
- n) Social solidarity and aid
- o) Agriculture
- ö) History
- p) Social gender
- r) Other (please specify)

4. Years of activity of the organization

- a) 1 - 5 years
- b) 6 - 10 years
- c) 11 - 15 years
- d) 16+ years

5. Does your organization involve in disaster and emergency related works?

- a) Yes
- b) No (please proceed to question number 6)

5.1. If yes, please select the area(s) covered by your disaster and emergency related works.

- a) Disaster and emergency risk mitigation
- b) Disaster and emergency response
- c) Disaster and emergency response (research - rescue)
- d) Disaster and emergency humanitarian aid
- e) Disaster and emergency relief and recovery

6. Information on the person completing the questionnaire

- a) Name- Surname:
- b) Position:
- c) E-mail Address:
- d) Office Phone:
- e) GSM:

B. Disaster and Emergency Planning (DAEP)

i. Risk Assessment and Planning

This section contains questions on the DAEP of your organization.

7. We have an established '**disaster and emergency team**' to execute disaster risk mitigation and disaster response planning activities in our building on a continual basis.

- a) Yes
- b) Partially (please specify, ...)
- c) No
- d) Not yet (we are planning to do so)
- e) Don't know

8. We hold **regular meetings** to review and further develop our risk mitigation, preparation and response plans.

- a) Yes
- b) No
- c) Not yet (we are planning to do so)
- d) Don't know

9. We have an **inventory of our resources** that are available in or around our building and that could be used in a disaster or an emergency. (For example; fire extinguishers, first aid kits, generators, stairs, research and rescue equipment, persons with response skills).

- a) Yes
- b) No
- c) Not yet (we are planning to do so)
- d) Don't know

10. We considered **various hazards** that may affect us.

- a) Yes
- b) No
- c) Not yet (we are planning to do so)
- d) Don't know

10.1. If yes, please specify the **various hazards** that may affect you.

ii. Physical Protection Measures

11. Our building was inspected by authorized structural engineering bodies and/or competent persons in terms of **structural safety** (particularly, seismic safety).

- a) Yes
- b) No
- c) Not yet (we are planning to do so)
- d) Don't know

12. We considered **non-structural hazards** and we are working on mitigating the risks.

For example; relocation and/or anchoring of large and heavy furniture, anchoring of office machinery, computers, etc, keeping evacuation paths clear, etc.

- a) Yes
- b) No
- c) Partially (please specify, ...)
- d) Not yet (we are planning to do so)
- e) Don't know

13. We have an evacuation plan. This plan covers designated alternative gathering places, evacuation routes and safe places, and it is shared with all employees.

- a) Yes
- b) No
- c) Not yet (we are planning to do so)
- d) Don't know

14. We have taken **fire precautions** and we have the required tools-equipment to respond to fires. For example, fire alarm buttons, regularly maintained fire hoses and fire extinguishers, etc.

- a) Yes
- b) No
- c) Not yet (we are planning to do so)
- d) Don't know

15. We are keeping **back ups of important documents and information** such as important reports, financial records, emergency contact information, etc. in a separate place.

- a) Yes
- b) No
- c) Not yet (we are planning to do so)
- d) Don't know

16. We have a **back up** system that we can use when required. **We are capable of sustaining our business continuity.**

- a) Yes
- b) No
- c) Not yet (we are planning to do so)
- d) Don't know

17. We have **compulsory earthquake insurance.**

- a) Yes
- b) No
- c) We are exempt from this insurance (and we do not have it)
- d) Not yet (we are planning to obtain one)
- e) Don't know

18. We have an **insurance policy against general risks** such as fire, flood, terror, theft, etc.

- a) Yes
- b) No
- c) Not yet (we are planning to obtain one)
- d) Don't know

19. Our employees and building personnel know **where the natural gas, electric and water installations are located and how to shut these installations off.**

- a) Yes
- b) No
- c) Not yet (we are in the process of planning)
- d) Don't know

iii. Response Capacity: Skills and Equipment

20. Our employees and volunteers were provided with **training on disaster response skills**

For example; first aid, non-medical triage (disaster triage), light research and rescue, radio communication, psychological first aid, sheltering, food and sanitation, etc.

- a) Yes
- b) Partially
- c) No
- d) Not yet (we are in the process of planning)
- e) Don't know

21. We have a **guideline for drills.** We conduct drills to test our post-disaster capabilities twice a year, with participation of all of our employees as well as volunteers.

- a) Yes
- b) No
- c) Not yet (we are in the process of planning)
- d) Don't know

22. We organize drills in our building at least once a year to test the **response operations and skills of operation teams.**

For example; damage assessment, information sharing, light research and rescue, first aid, fire extinguishing, drills, etc.

- a) Yes
- b) No
- c) Not yet (we are in the process of planning)
- d) Don't know

23. We organize **building evacuation drills** at least twice a year. By taking into account possible emergencies, we also provide our employees and volunteers with the opportunity to **utilize appropriate skills in practice.**

For example; life saving first aid skills; the "drop, cover, and hold on" protocol in earthquakes; the "take cover and lock the door" protocol for violence. We follow basic evacuation rules: "Do not talk, do not run, do not push, and do not turn back".

- a) Yes
- b) No
- c) Partially (please specify which of the items specified above are implemented/followed)
- d) Not yet (we are in the process of planning)
- e) Don't know

24. 1. We have a **72-hour emergency supply kit** for our employees and volunteers.

For example; 2 liters of water per person per day (or spare water bottles), food, first aid materials, emergency generator, emergency lighting equipment, alternative means of communication, sheltering and cleaning/hygiene materials, etc.

- a) Yes
- b) Partially (please specify)
- c) No
- d) Not yet (we are in the process of planning)
- e) Don't know

25. As an organization, we have the equipment **required to assist ourselves** in the expected Marmara earthquake (approximately, 7 M).

Our organization is prepared, to a great extent, to **recover as quickly as possible**, and to **continue its fundamental (key) activities to assist the affected people**, within the scope of its purpose of incorporation after such a disaster.

- a) Yes
- b) No
- c) We are not ready yet (we are in the process of planning)
- d) Don't know

C. Other Subjects

26. Would your organization be interested in **sending participants** to a workshop on **Disaster and Emergency Planning and Business Continuity**?

- a) Yes
- b) No

27. Please write on any topic you wish to share with regards to the Organizations' Disaster and Emergency Planning and Business Continuity.

Thank you.

Annex 2: Disaster Risk Mitigation and Preparation Check List, which can be used as a road map for the operations of the DAE team (PDF Form)

RISK ASSESSMENT AND PLANNING

None	Don't Know	Not Yet	Yes Once A Week	Yes Continuously	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have an established ' disaster and emergency team ' to execute disaster risk mitigation and disaster response planning activities in our building on a continual basis.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We hold regular meetings to review and further develop our risk mitigation, preparation and response plans.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- Employees of X also participate in these meetings . Employees of X are also notified of the results of the meetings.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We considered various hazards that may affect us. Various hazards (please specify):
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have our building inspected in terms of constructional safety and earthquake safety and we determined physical hazards .
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We determined physical risks that may be encountered due to non-structural elements and the items in our building .
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We are aware of the groups and the persons that are highly vulnerable to harm or damage in our building. We plan to include these persons (for example, disabled employees, people who might not fully understand our language) in our disaster and emergency planning.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- Our building was checked by a specialist in terms of fire safety .
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have an inventory of our resources that are available in or around our building and that could be used in a disaster or an emergency. (For example; fire extinguishers, first aid kits, generators, stairs, research and rescue equipment, persons with response skills).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have the map of our neighborhood. We marked potential sources on this map.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We marked alternative evacuation-sheltering and working areas on the map.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We prepared the sketch of our building.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We marked our resources on this sketch as well.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We planned how these resources would be collectively used after a disaster, through discussions held with the disaster-emergency leaders of other businesses in the building.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have an evacuation plan . This plan covers designated alternative gathering places, evacuation routes and safe places.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We planned our move to the nearest safe place either in or outside of the building, when required.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- The employees were informed about all potential safe places .
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We know how to seek assistance from the police, fire brigade and health care providers, when required .
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We prepared a list of contact information and numbers that we can use in order to ensure that our employees are able to communicate with their families in an emergency.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We made plans in order to be able to provide emergency sheltering , when required.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We made plans to sustain our business continuity . In this context, we designated alternative places to work, as well as alternative programs and methods of working.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We maintain copies of our data in a secure environment to ensure data safety for our business continuity.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We made copies of the records kept in our building/work place, and we are keeping them in a secure place.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We planned knowledge and skill developing and training activities and programs for our employees on raising awareness on disasters and emergencies . (publications, skill training, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We planned activities to inform our employees on how to prepare for disasters at home . (publications, bulletin boards, announcements, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We planned to learn how to execute our relationships with the media in the event of a disaster or an emergency.

PHYSICAL PROTECTION MEASURES

None	Don't Know	Not Yet	Yes Once A Week	Yes Continuously	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- Our building was reported to have been designed, constructed and located in accordance with the currently applicable disaster regulation.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We considered structural hazards and we are working on mitigating the risks.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We are taking protective measures with regards to the maintenance of our building. We are protecting our building against damages such as humidity, and we make sure that the required repair works are done.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We considered non-structural hazards and we are working on mitigating the risks.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- All items which may cause loss of life, injuries or material damage, or which may interrupt business continuity in an earthquake are anchored.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have taken fire precautions and we have the required tools-equipment to respond to fires. For example, fire alarm buttons, fire hoses, fire extinguishers, etc.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We make sure that the fire extinguishers are regularly maintained.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- The exit paths in our building are marked.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- Our building is equipped with an automatic emergency lighting system.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- In order to prevent spills or leaks of hazardous substances , we maintain only the amounts required and we keep them anchored in separate places.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We are keeping back ups of important documents and information such as records of business processes, confirmations of delivery of work, emergency contact information, etc. in a separate place.

RESPONSE CAPACITY: RESOURCES AND SKILLS

Not Applicable	Don't Know	Not Yet	Yes Once A Week	Yes Continuously	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have a back up system.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We established a communication and warning system to be able to communicate within the building as well as with other X buildings in emergencies.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have access to reliable emergency information from authorized organizations and we have a communication system to distribute this information within X.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have X drill guide - directive (scenario-based) that we can use for building evacuation and other drills. We conduct evacuation drills in X buildings twice a year.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We organize drills twice a year to test the response operations and skills of X operation teams . For example; damage assessment, information sharing, light research and rescue, first aid, fire extinguishing, communication, contacting families, etc.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We make post-drill evaluations to further develop our practical capabilities and skills.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We have a 72-hour emergency supply kit for X employees. For example; water and spare water bottles, food, first aid materials, emergency generator, emergency lighting equipment, alternative means of communication, sheltering and cleaning/hygiene materials, etc
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- Our employees were provided with training on disaster response skills . For example; first aid, non-medical triage (disaster triage), light research and rescue, radio communication, psychological first aid, sheltering, food and sanitation, etc.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- X employees know where the natural gas, electric and water installations are located and how to shut these installations off .
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We know the applicable Incident Command System and principles in responding to disasters and emergencies.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- We made the required adjustments in order to use our resources to ensure mutual solidarity and to support response-related works .

• Disaster Risk Mitigation and Preparation Check List, adapted by Zeynep M. Türkmen Sanduvaç. Source: RiskRED-DREAMS Disaster Management E-Learning Program.

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