Engaging companies in manmade disasters – a guidance toolkit for private sector networks

Case study: Humanitarian Private Sector Partnership Platform for East Africa (HPPP)

Overview of the humanitarian context

The most recent and acute drought emergency in Kenya, Ethiopia and Somalia hit a region that was already a major site of displacement and migration. Signs of Kenya's latest drought became evident in 2016. While cyclical drought and irregular rainfall are normal features of Kenya's arid and semi-arid lands, which comprise 80% of the country, unusually hot temperatures exacerbated the effects of drought by increasing the desiccation of plants, including animal forage and crops, and reducing water supplies available for humans and livestock. More than half of Kenya's livestock and more than 30% of its population reside in drought-affected areas.[1]

At the height of the drought in 2016 and 2017, more than one million people in Kenya, Ethiopia and Somalia had to leave their homes in search of livelihoods, food and water. The drought lessened in 2018, and the severely food insecure population in Kenya fell from 3.4 million to 700,000.[2] Currently, in Kenya, 1.1 million people are severely food insecure and 2.5 million people are expected to be food insecure by July 2019.[3]However, in March 2018 record rainfall in Kenya caused flooding in all 47 counties and newly displaced more than 326,000 people. The rainfall destroyed farms and cattle herds that had just begun to recover from the drought.[4] An increase in active cholera cases was also reported as a result of the flooding. Children are particularly vulnerable to the effects of both drought and flooding, due to long-term impacts of malnutrition and the compounding effects of being out of school due to migration or school closures.[5]

While there are currently over 300,000 internally displaced Kenyans[6]; the total population of refugees in Kenya was 473,314 as at the end of March 2019.[7] Approximately 55% refugees and asylum seekers are from Somalia, 24% are South Sudanese, 9% are Congolese and Ethiopians constitute 6% of Kenya's refugee population.[8] The first major group of refugees to enter Kenya were Somalis fleeing the violent civil war in Kenya's eastern neighbor in the early 1990s. In 2011 a second large wave of Somalis arrived as a result of drought, famine and conflict. These refugees largely live in Dadaab, a complex of four camps, the oldest of which was established in 1991, near the Somali border. Dadaab is home to over 300,000 people and 44% of Kenya's refugees. Kakuma camp hosts most of Kenya's South Sudanese refugee population and 40% of Kenya's refugees along with nearby Kalobeyei; it can be counted as the 11th-largest city in Kenya and hosts an economy of over $52 million.[9] 16% (approximately 75,000) refugees live in urban areas (mainly in Nairobi and Mombasa), alongside 18,500 stateless persons. Since the beginning of 2019,

[1] https://cdkn.org/wp-content/uploads/2017/06/The-drought-in-Kenya-2016-2017.pdf
[2] https://reliefweb.int/sites/reliefweb.int/files/resources/HoA_Humanitarian_Snapshot_31Jan2019.pdf
[3] https://www.acaps.org/country/kenya/special-reports
[4] http://www.internal-displacement.org/sites/default/files/publications/documents/201809-mid-year-figures.pdf
[5] https://reliefweb.int/sites/reliefweb.int/files/resources/ROSEA_180606_Kenya%20Flash%20Update%20%236_final.pdf
[6] https://reliefweb.int/sites/reliefweb.int/files/resources/HoA_Humanitarian_Snapshot_31Jan2019.pdf
[7]https://www.unhcr.org/ke/figures-at-a-glance
[8] https://www.unhcr.org/ke/figures-at-a-glance
[9] https://foreignpolicy.com/2018/11/22/refuge-reformed-kenya-refugees/

approximately 5,116 refugee children (3,170 boys and 1,946 girls) have arrived in Kakuma and Kalobeyei refugee camps.[10] . Kenya has agreed to apply the Comprehensive Refugee Response Framework (CRRF) moving forward in an effort to better incorporate refugees into society. The camp approach that Kenya has taken has made the assimilation of refugees into Kenyan society more difficult. The CRRF will support efforts to drive inclusion, attempting to bring more refugees into the formal Kenyan economy.

Overview of the economy and private sector capabilities

Kenya is a lower-middle income country that has averaged 5% GDP growth per year for the past decade and is considered the financial and economic center of East Africa. Agriculture is the driver of Kenya's economy, generating one-third of GDP and employing, at least part-time, 75% of the population. The country is a major producer and exporter of tea, coffee, cut flowers and horticulture. This output is produced in high-rain areas, on just 10% of Kenya's arable land. Farming in the much larger areas of semi-arid and arid land produces 20% of the country's output.[11] Over 75% of this agricultural production is small-scale and rain-fed or livestock production. Industry, including small-scale consumer goods, horticulture, oil refining, aluminum, steel, lead, cement, commercial ship repair, tourism and IT, comprises 18% of the economy while services comprise 48%.

The steady growth of Kenya's economy can recently be attributed to improved business confidence and macroeconomic stability (defined by limited inflation, a steady exchange rate and an accumulation of reserves[12]) as well as rebounding tourism and strengths in the global economy.[13] In fact, Kenya's economic growth rate is expected to increase to 6% by 2020. This growth is predicted to occur as a result of continued improvements in private investment and household consumption, fed in part by remittance flows. The easing of the drought in 2018 lowered food prices and improved harvests.[14]

The volatile security climate in Kenya has been a detractor to its economic successes. The need to deal with the threat of terrorism by extremist groups like Al-Shabab has diverted government resources from investments that could stimulate growth. Further, high-profile attacks in Kenya's main cities resulted in decreased income from Kenya's significant tourism industry. In addition to the threat of terrorism, violence surrounding presidential elections presents another complex emergency risk. While violence has never reached the levels of the 2007/2008 elections, where over 100 people were killed, there is consistently very strong tension surrounding Kenyan elections.

Examples of the role of the private sector in manmade disasters

The private sector in the region, particularly Kenyan business, has engaged in complex emergencies in the past. While some companies interviewed stated they never engage in manmade

[10] https://www.unhcr.org/ke/figures-at-a-glance
[11] https://www.export.gov/article?id=Kenya-Agriculture
[12] https://www.worldbank.org/en/news/press-release/2018/10/10/kenyas-economy-poised-to-rebound-in-2018-and-remain-robust-through-2020
[13] https://www.afdb.org/en/countries/east-africa/kenya/kenya-economic-outlook/
[14] https://www.worldbank.org/en/news/press-release/2018/10/10/kenyas-economy-poised-to-rebound-in-2018-and-remain-robust-through-2020

disasters and complex emergencies due to the political and reputational risk, others have provided much needed services within the context of a complex emergency.

Kenya has a formal and well-regulated commercial sector with an active presence of national businesses as well as national offices of multinational entities. A strong culture of Corporate Social Responsibility (CSR) exists within the commercial sector, and many large firms have set up charitable foundations and CSR departments with sizable budgets as part of their operations at the national level. Over the years, the almost cyclical occurrence of disasters in the country has resulted in varying levels of engagement by commercial actors in disaster response and rehabilitation. While this assistance has traditionally taken the form of philanthropy, their engagement in the Horn of Africa crisis response is consistent with an emerging trend of the commercial sector engaging as a partner with humanitarian agencies. This type of response by the private sector demonstrates how the national and local commercial sector can work as a cooperative set of actors engaging with the humanitarian sector, rather than as a set of actors working either in isolation or in competition with each other.[15]

For the most part, formal private sector engagement with the machinery of humanitarian preparedness and response at the national level has been minimal. A number of business associations in Nairobi as well as a review of the various government led and UN-supported coordination structures revealed that the private sector is not generally represented. For their part, business associations noted that they were not invited to play a role in government-led emergency response and planning. Instead, in instances when the business community does become directly involved with the government – for example following the post-election violence in 2007–2008 and after the Westgate attack – they interpret their role not as a partner, but rather as a reluctant substitute for ineffectual government action. [16] However, participation by the business community and the private sector in general during disasters has been exhibited during some major disaster events in Kenya as outlined in the examples below.

The Nation Media group, the largest independent media house in East and Central Africa, took it upon themselves to adjust how the media covers presidential elections in Kenya. After the post-election violence (PEV) in 2007, forty-five media industry leaders formed the Kenya Forever with the intent of promoting patriotism and reducing political violence. Through this program, media groups agreed to avoid sensationalism and to promote the idea that regardless of the election outcome, Kenyans are still from the same country. The message media portrayed stated this was a "Kenya for Kenyans". The Nation Media group sponsored presidential debates and delivered public service announcements on respecting the democratic process. Media companies can play an important role in complex emergencies and need to find a common ground for messaging and communicating truthful information to the impacted populations.

The Safaricom Foundation utilized its mobile money transfer service (M-Pesa) as a tool for raising funds for the earlier drought relief call issued by the Kenya Red Cross Society (KRCS). The fundraising initiative, dubbed 'Kenyans for Kenya' (K4K), was launched in July 2011, a month after the government officially declared drought as a national disaster in the country. Guided by a

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[15] Zehra Zidi, R. et al. (2012) *Commercial–Humanitarian Engagement in the Horn of Africa Crisis: A Scoping Study of the Response in Kenya and Somalia*. London: King's College Humanitarian Futures Programme.
[16] ODI (2014) Humanitarian crises, emergency preparedness and response: the role of business and the private sector

steering committee comprised of representatives from Safaricom Limited, Kenya Red Cross Society, Kenya Commercial Bank Limited, Gina Din Corporate Communication and media houses, the initiative raised over KSh 7.5 billion (approximately USD 8.5 million) in cash and received donations in-kind totalling KSh 278 million. The initiative received tremendous support from the Kenyan public, both individuals and families, as well as corporations and Small and Medium Enterprises (SMEs) in Kenya. [17]

In October 2011, during the Westgate Mall terrorist attack; the Kenya Red Cross Society (KRCS) responded to this attack within minutes and was the first responder. KRCS also launched a one-week countrywide blood donation drive, psychosocial support services across various hospitals within the city, and set up a 24-hour command centre in the vicinity of the Westgate Shopping Mall. These initiatives saw Kenyans from the business community and individuals participate through contributions via various mobile money platforms (i.e. Safaricom's MPESA and Airtel mobile money transfers service), foodstuff, blood donations and other voluntary services.[18]

In early 2016, WFP, Safaricom and UNHCR launched "*Bamba Chakula",* a large scale digital cash voucher system for refugees in Kakuma and Dadaab camps in Kenya (*Humanitarian and Social Safety Net Cash Transfer***s)**. The "*Bamba Chakula*" programme allows refugees to buy food that is not given at distribution centers such as meat, milk, fruits and vegetables. With Bamba Chakula, refugees have more choice and control over what they eat and can diversify their diets. This is critical for nutrition and health, especially for young children. [19] The system uses Safaricom's M-Pesa digital money system to provide monthly cash grants to refugees via special pin-protected SIM cards, digital credit redeemable only at designated food retailers in the camp. The remaining payment is in cash for refugees to spend or invest as they choose. Payments through *Bamba Chakula* now reach over 107,000 households in Kakuma and Dadaab camps. Initial feedback suggests that refugees appreciate the flexibility the system provides especially over traditional food distribution: refugees can choose the food most appropriate to them and their needs.[20]

Equity Bank Kenya has also been offering financial services to refugees since 2012 as part of its expansion in Northern Kenya, where it opened branches in Dadaab and Kakuma, two of the country's largest refugee settlements, home to a total of 380,000 refugees. Equity Bank's leadership not only supported but also dedicated significant resources to this move, including a team within its Special Projects unit that works on financial inclusion for vulnerable populations such as refugees. Equity Bank started by partnering with UNHCR and World Food Programme (WFP) to facilitate cash-based assistance for refugees. Today, in addition to bank accounts and debit cards, Equity Bank offers refugees access to a range of products, such as personal banking and microcredit, and group savings and lending products (including loans to both households and small businesses).[21]

The East Africa region as a whole is economically connected, presenting opportunities as markets develop but also risks as supply chains can be disrupted. An example of a Kenyan company engaging in a complex emergency regionally comes from Equity Bank's work in South Sudan.

[17] ODI (2014) Humanitarian crises, emergency preparedness and response: the role of business and the private sector
[18] https://reliefweb.int/report/kenya/kenya-mall-attack-mdrke027-final-report
[19] https://www1.wfp.org/publications/bamba-chakula-reaches-73000-dadaab-households-bamba-chakula-update-jan-feb-2016
[20] https://www.gsma.com/refugee-connectivity/projects-to-watch/
[21] IFC and Bridge span Group (2017); Private sector Engagement with refugees and Host communities

Equity Bank South Sudan Ltd. (EBSSL), a subsidiary of Equity Bank, launched retail banking services in South Sudan in 2008. As the security situation there began to deteriorate, EBSSL was forced to make some difficult decisions on how to continue their operations there in a way that both protected their staff and allowed for continued commercial viability. Branches were being vandalized and staff ambushed in some areas, while operational costs skyrocketed in some areas where the security situation and bad infrastructure (i.e. no electricity or mobile connectivity) made it very costly to operate. EBSSL also found that in some areas low literacy was a barrier for uptake of their services, making it difficult to find clients that would help make the case to support branch operations in the area.

As a result of this, EBSSL decided to downsize their branch operations from 12 to 5 countrywide, while attempting to maintain a similar level of service for their clients by leveraging 15 ATMs and 32 connected merchant outlets that could perform basic transactions such as withdrawals and deposits.

EBSSL also then pivoted towards providing NGO clients support in disbursing cash transfers to beneficiaries. This was a high-risk operation, and to address the security concerns they faced when distributing the funds, they coordinated with the UN security teams and hired local security consultants to ensure the safety of their staff and beneficiaries receiving the cash transfers. In addition to the security concerns, low connectivity and a lack of infrastructure to support electricity made them seek out point-of-sale terminals that would have long lasting batteries and not require a lot of connectivity or could do off line transactions. They used these point-of-sales at their merchants, which enabled the merchants to stay connected to the core banking system where client bank account information could be accessed. EBSLL also partners with humanitarian organizations to supplement a lack of social services for their clients. EBSLL also supported financial literacy curriculum that was meant to help train their clients on how to use specific financial tools, such as savings goals, to improve their lives. EBSLL was able to continue operations in South Sudan despite the difficult environment thanks to making adjustments that allowed for a leaner operation.

GSMA conducted research on digital lives of refugees in refugee settlements of three countries: Bidi Bidi in Uganda, Kiziba in Rwanda and Jordan. The research is anchored on GSMA's Mobile for Humanitarian (M4H) programme and the results of the research indicate that most refugees own or have access to a mobile handset. Barriers to phone ownership and mobile internet include; affordability, charging and digital literacy. There remains a gender gap in mobile phone ownership – women are 10% less likely to own a phone than men. This therefore presents an opportunity for humanitarian organisations and the private sector to collaborate and unlock the digital humanitarian opportunity and overcome existing barriers by building a digital ecosystem for a commercially viable business case. GMSA has outlined its next steps as pursuing more research especially on provision of data to enable the private sector to make informed decisions in engaging humanitarian contexts and publishing a handbook for MNOs on preparing for natural disasters. GSMA is also pursuing engagement with the private sector in dialogue or partnership on appropriate, equitable digital humanitarian solutions.

The role of the CBi Member Network in Kenya

The Humanitarian Private Sector Platform (HPPP) for East Africa was formed in 2016 through a collaboration with the humanitarian community, Government of Kenya, and business partners. The goal of HPPP is to provide structured and cost-efficient ways to connect humanitarian, business and government actors in helping communities minimize the impact of disasters and forge faster recovery".[22]

HPPP now facilitates private sector activities in Kenya around natural and manmade hazards. During the project duration and as part of the manmade disaster workstream, HPPP did the following:

- Together with the CBi Secretariat and ODI, co-organized a session in Nairobi on 3 September 2018. The event brought together both humanitarian and private sector members of HPPP including, but not limited to, Safaricom (who hosted the event), Equity Bank, and MasterCard. It provided an opportunity to introduce the topic of manmade disasters to the participants, collect insights to the guidance toolkit that was being developed and discuss risks as well as opportunities private sector stakeholders face when engaging with manmade disaster and complex emergency contexts. The session further highlighted the need for CBi networks to play a brokering role, helping private sector stakeholders assess the risks involved and determine an engagement plan that mitigates the following identified risks.
    a) Financial sustainability risk: Engaging in manmade-disaster and complex emergencies environment can often present a vast amount of uncertainity. There is a need for strong and up to date market information that enables businesses to make more informed decisions on when and how they can engage in certain emergencies.
    b) Regulatory Risk: In order to enable more innovative solutions to serving those in need, there needs to be a regulatory flexibility created by the government. Thus HPPP needs to provide an advocacy channel between the private sector and government regulatory bodies to help navigate where specific flexibilities could be deployed.
    c) Risk of competition among collaborating partners. As more information is shared with other private sector entities that could be considered direct competition, there is a risk some companies will lose their competitive edge.

  In conclusion, private sector stakeholders cited opportunities in enhancing their own services and capabilities via collaboratively developing solutions for the humanitarian context which present opportunities to tap into new markets and partnerships through engaging in complex emergencies.

- A landscape assessment was conducted on the basis of desk research and interviews during April and May 2019. The objective was to gain a proper understanding of the context in which HPPP and its members operate and how it affects private sector engagement – particularly for Micro-, Small- and Medium-sized Enterprises (MSMEs).

[22] https://reliefweb.int/sites/reliefweb.int/files/resources/HPPP%20launched%20in%20East%20Africa.pdf

The MSME sector is critical to the Kenyan economy as they have operations in almost all sectors and sustain the majority of households. A recent National Economic Survey report by the Central Bank of Kenya (CBK) indicates that MSMEs constitute 97 percent of all business in Kenya, creating 30 percent of the jobs annually as well as contribute to 3 percent of the GDP.[23] Whereas the business community is critical to the Kenyan economy, in the event of disasters, the community is affected at large. MSMEs are disproportionately affected by disasters, compared to bigger firms with access to a broader set of coping strategies.[24]

- The findings of the analysis indicated that large enterprises that have robust structures, contingency and risk measures in place thus more resilient in mam-made disaster and emergency environments. Four percent of both micro and small businesses relied on financial institutions and insurance for their recovery to complement their personal savings. Having fewer coping strategies makes it difficult for MSMEs to handle the consequences of disasters, compared to larger firms. This has been clearly indicated by the findings, whereby a majority of businesses (62%) rely on personal savings for recovery, and in the event of depletion or lack of savings and support from family and friends, this then means the business may never or take a longer time to recover from the impact of disasters. Despite the panorama of high vulnerability and low coping capacity, evidence shows that the trend can be reversed by helping MSMEs access rapid post-disaster assistance and network support. Most small businesses, whether formal or informal, operating in developed or developing countries, tend to rely on personal savings and networks to cope with disasters.[25]

- A validation workshop was convened on 11 June 2019 to further understand and surface issues, probe the findings of the initial landscape assessment and start planning for concrete activities for HPPP to engage companies in addressing the manmade disaster context in Kenya. Key stakeholders attended the workshop, including National Disaster Operations Centre (NDOC) director and HPPP Steer Committee members among them: MasterCard, Eneza Education; Slum Child Foundation; AfriPads, Refugee Consortium of Kenya, ReDSS, UNHCR, GSMA, World Vision Kenya; World Vision International and KPMG. During the workshop the present HPPP members committed to the following action points.
  a) Specific and targeted information dissemination and sharing across business, humanitarian, and public sector for improved disaster preparedness, response and recovery to ensure quick recovery after man-made disasters and to create resilience and business continuity.
  b) Advocacy to create awareness and lobby government on speeding up the set-up of a DRM legal framework.
  c) Use of digital tools for different content and assistance (for information sharing, digital cash and digital financial products - e.g. insurance)

[23] http://viffaconsult.co.ke/wp-content/uploads/2018/07/2018-SME-Finance-Survey-Report.pdf
[24] UNDP (2013); Impact of Disasters and Building Resilience- Small Businesses
[25] UNDP (2013); Impact of Disasters and Building Resilience- Small Businesses

- A workshop was convened on 15 August 2019 to continue the discussion and it was attended by HPPP members and other key stakeholders including: Equity Bank, DHL, Global Compact, UNDRR, Kenya Private Sector Alliance (KEPSA), GSMA, World Vision Kenya, World Vision International, Eneza Education, Oracle, MasterCard, Afripads and Slum Child Foundation. The discussions focused on identification of support mechanisms that HPPP will provide to its members in creating business continuity during and after man-made disasters with a focus to MSMEs. The objective of the workshop was to identify key action points for creating meaningful humanitarian and private sector led collaborations that will lead to collective action in a targeted way to avoid duplication and that which will create resilience in disaster affected and marginalized communities e.g. displaced populations, refugees and communities in disaster prone areas.

Key observations:

- Kenya has no existing legal or institutional structures in place to guide the country's disaster risk reduction and preparedness work. The Disaster Risk Management Bill (DRM) 2018 seeks to provide this framework and suggests the creation of Disaster Risk Management Authority to coordinate disaster response efforts in liaison with national and county governments, but it is still pending Senate approval. Network members discussed how they might engage as a network with the government to emphasize the importance of this bill and move it forward.
- Kenya Private Sector Alliance (KEPSA) is part of the National Disaster Operations Centre (NDOC) while HPPP (and a number of business associations) has not previously had a formal role. However, in the validation workshop the NDOC director confirmed that HPPP will now be included in the NDOC's planning and coordination meetings.
- Most of the manmade disasters and emergencies in Kenya have cross-cutting issues. HPPP should focus on advocacy to create awareness and harmonize DRM policy to allow the private sector to support in disaster preparedness planning at both the national and county government levels. At the same time HPPP should ensure that local communities and local businesses are actively engaged in the process to ensure a comprehensive process.
- Lack of information and understanding (on existing engagements, market systems, disaster risks, vulnerable populations etc.) is an impediment to private sector engagement in addressing manmade disasters in Kenya. Companies are unable to assess opportunities and make informed decisions, leading to duplication of limited resources and in some cases even waste of resources. Private sector stakeholders are therefore seeking more support around planning/coordination activities that can help them navigate the humanitarian sector while also ensuring they are mitigating and potential risks.
- HPPP needs to engage in awareness raising (including on the humanitarian principles and standards, and the Kenyan context). The network also acknowledges the need to improve information sharing and coordination among its members. Furthermore, it specific and targeted information dissemination across business, humanitarian, public sectors to improve disaster preparedness, response, and especially resilience.
- Business continuity planning is challenging particularly for MSMEs. HPPP therefore needs to support business resilience and continuity in pre- and post-disaster situations.

Next steps for HPPP

HPPP will identify or develop an information sharing portal to improve information exchange between members and partners. They will further leverage the global CBi online portal, but also introduce a TED talk -type series with Equity Bank and MasterCard taking the lead, and GSMA assisting with IT while Eneza Education will develop content to be shared on the information portal. GSMA and Oracle will lead in ensuring data accuracy.

In terms of advocacy and public policy engagement, HPPP together with Kenya Private Sector Alliance (KEPSA) and Kenya Association of Manufacturers (KAM) will collaborate to ensure the private sector is involved in planning for disasters at the national and county government levels. With Equity bank, MasterCard and GSMA taking the lead, the network will try to lobby the Government in ensuring the refugee population can get the requisite documents (i.e. KRA PIN and alien IDs) needed to gain access to financial services.

HPPP will follow up on the Disaster Risk Management Bill (DRM), 2018 which is yet to be approved by the Senate. The Bill seeks to provide the much need legal framework in the management of disaster responses activities in the country. It provides for the creation of the Disaster Risk Management Authority as a one-stop-shop to co-ordinate disaster response measures in liaison with National and County Governments.The publication of the Bill is a major milestone for the Security Sector which has been championing for enactment of the Bill for the last 10 years. During the last National Assembly, the Bill had been introduced as a private sponsored Bill, but its' term expired without the Bill being concluded and the sponsoring member of parliament did not make it to the current National Assembly. The Bill further seeks to establish a Disaster Risk Management Fund to provide funds for disaster preparedness, mitigation, response and recovery measures. The National Government will be setting aside money annually for the Fund as well as the County Government kitty for the same. There will also be County Disaster Risk Management Committee chaired by the Governor that will coordinate disaster responses at the county level in liaison with the National Disaster Risk Management Authority.

HPPP will conduct capacity building through various training modules in collaboration with ILO to MSMEs and network members to foster business continuity and resilience.

HPPP members have also discussed and some have committed to providing a variety of services to support humanitarian efforts. HPPP will coordinate the various working groups identified. As an example:

- DHL will take the lead on humanitarian cargo transport and explore the possibility of transporting goods and services to refugee camps in northern Kenya where there is a big transport challenge for those refugees doing business in Dadaab, Kakuma and Kalobeyei camps.
- Vulnerable populations need access to micro insurance, but also information such as early warning, health and hygiene. Equity bank has committed to taking the lead with the help of Eneza Education, Afripads, UNDRR, GSMA, MasterCard and DHL.
- Availability of communication devices needs to be scaled up. In other words, HPPP and its Telecom operator members should support the provision of mobile phone devices to vulnerable populations, i.e. refugees and disaster affected communities.

- Solar energy provision (especially in refugee camps for the charging of mobile devises) and provision of clean fuel need to be scaled up.
- HPPP and GSMA are also planning to reach out to and collaborate with universities. New research and knowledge is needed to support private sector engagement in the Kenyan manmade disaster context. HPPP will leverage on previous research conducted by various organizations to lay out its communication strategy especially on targeted and accurate information sharing; which will inform the network members while making informed decisions while engaging and collaborating in the humanitarian context. Examples of such reasearch include: a) the recent GSMA digital research on digital lives of refuges which informs telcom service providers on existing gaps, this also informs energy providers especially on off grid solutions like solar power. b) HPPP will also be informed by the ressearch conducted by ODI/OCHA and HPG in 2014 on how the private sector is currently contributing to humanitarian responses – and what role it may play in the future.[26]

The HPPP workplan for 2019/20 will be revised to incorporate these activities and presented to the members by mid-September for review. Individual working groups plan on meeting by to take this work forward. The workplan will also include proposal development in an effort to secure resources, both financial and in kind, to move the work of HPPP forward as well as ensuring sustainability for the network.

[26] https://www.odi.org/publications/8534-humanitarian-crises-emergency-preparedness-and-response-role-business-and-private-sector-final