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PARTNERSHIP FOR RISK AND RESILIENCE (P4RR)

A DECADE OF BUILDING **RESILIENT COMMUNITIES**



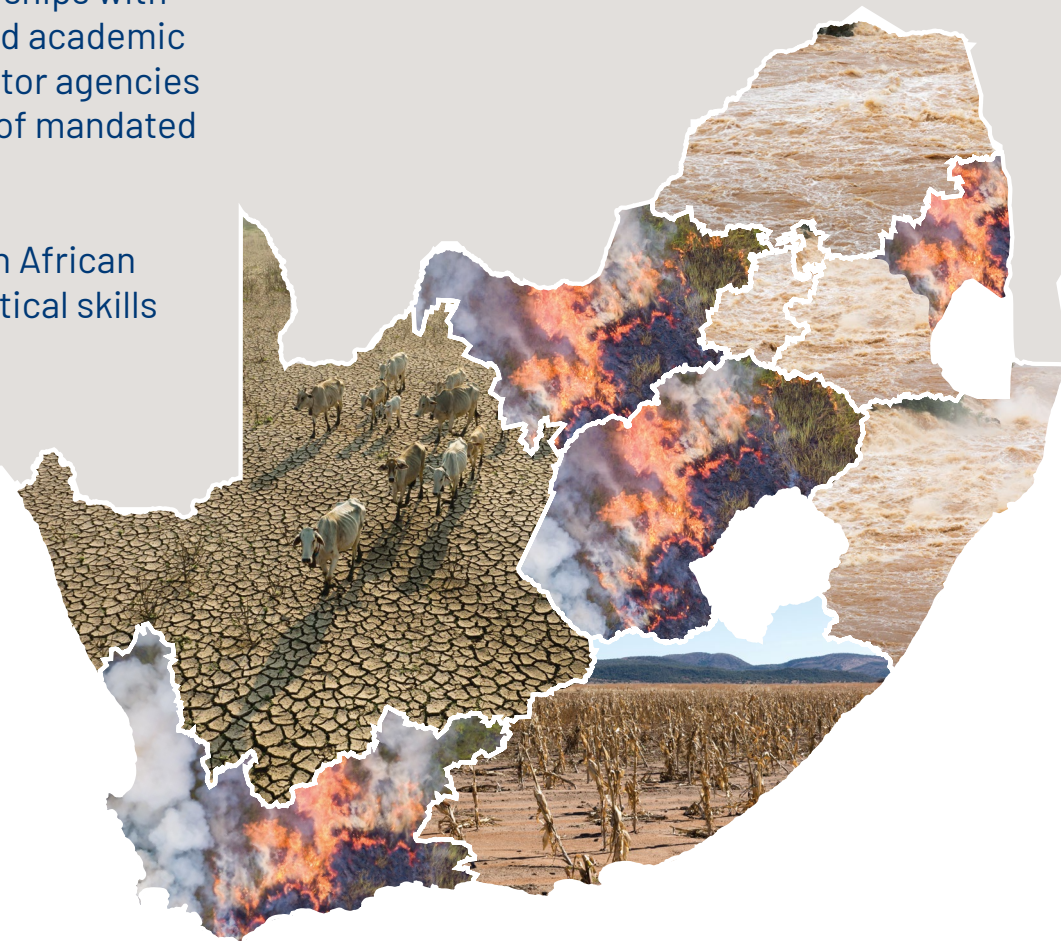
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Partnership for Risk and Resilience (P4RR)

Partnership for Risk and Resilience (P4RR) is a programme aimed at building societal resilience through collaboration and partnerships with all spheres of government, state-owned entities, research and academic institutions, community-based organisations and private sector agencies to co-create initiatives to enhance the institutional capacity of mandated organisations to effectively manage disaster risks.

The programme was initiated in 2012 in response to the South African government's call for the corporate community to support critical skills development and capacity within municipalities.



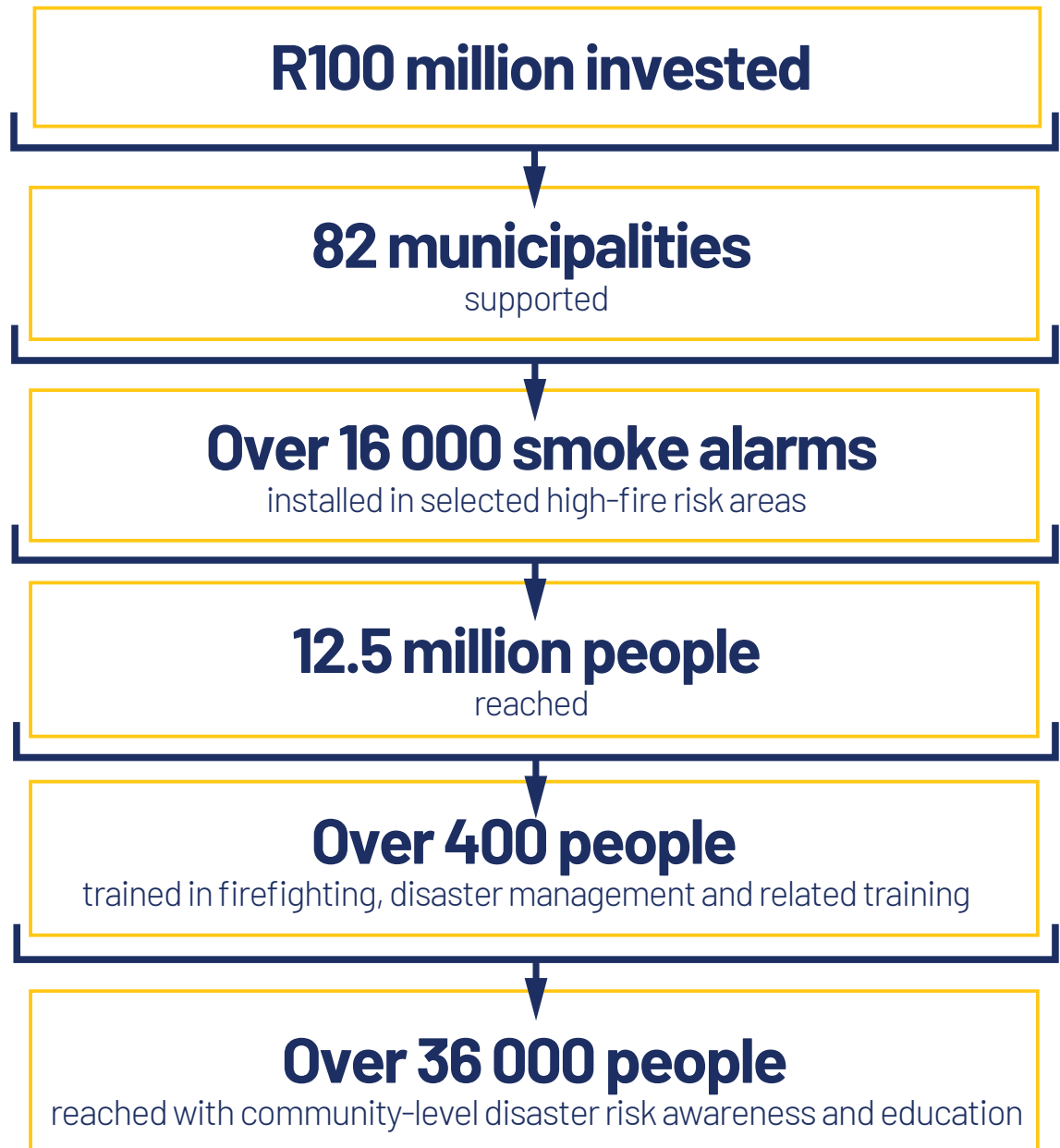


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A decade of building resilient communities

Highlights of P4RR Programme

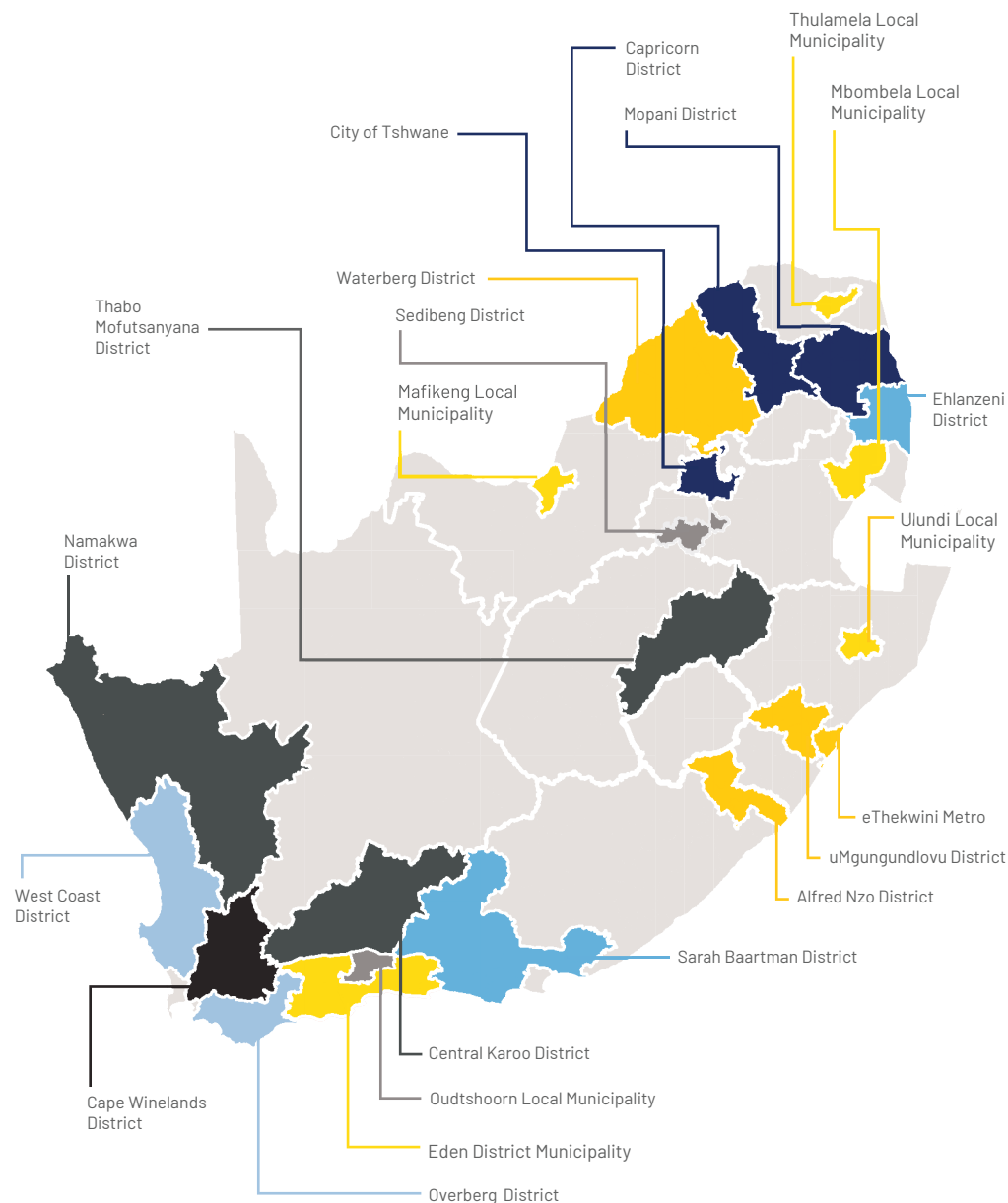




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Overview of municipalities supported by P4RR





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Executive Summary

Santam established the Partnership for Risk and Resilience (P4RR) programme in 2012 in response to the South African government's appeal for corporates to aid the development of critical skills and capacity within municipalities.

Since its inception, the programme has collaborated with selected municipalities and other mandated partners to implement proactive risk management interventions and initiatives to strengthen the capacity of these organisations to manage disaster risks with specific focus on drought, fire and flood.

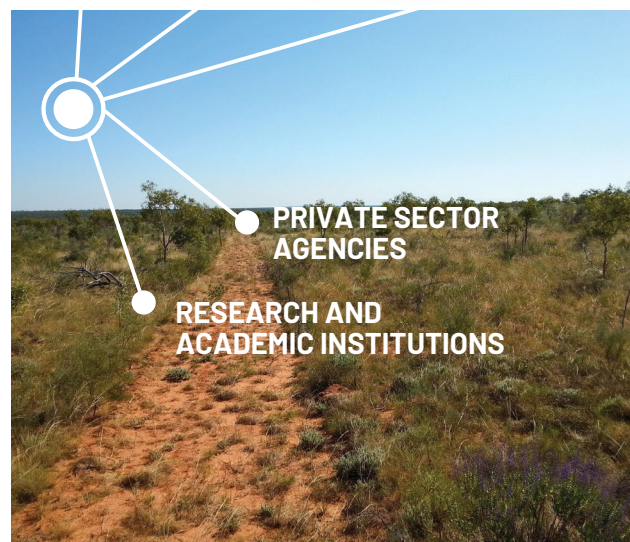


STATE-OWNED ENTITIES

GOVERNMENT



COMMUNITY-BASED ORGANISATIONS



PRIVATE SECTOR AGENCIES

RESEARCH AND ACADEMIC INSTITUTIONS

The P4RR programme is aimed at **building societal resilience through collaboration and partnerships**

with all spheres of government, state-owned entities, research and academic institutions, community-based organisations and private sector agencies to co-create initiatives to enhance the institutional capacity of mandated organisations to effectively manage disaster risks.



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Recent trends have shown an escalation in disasters associated with extreme weather events such as fires, flooding and drought across the country.



These disasters are exacerbated by climate change and are increasing in both frequency and severity, resulting in unprecedented devastation of communities, livelihoods, societal infrastructure and insurance losses.

According to the Sendai Framework for Disaster Risk Reduction 2015-2030, there is a **need for**

- civil society,
- public and private sector organisations,
- as well as academia and scientific and research institutions

to work together more closely to create opportunities for collaboration and for businesses to integrate disaster risk into their management practices.

Within the South African context, the Disaster Management Act, 2002 (Act No 57 of 2002) **calls for the active participation of all stakeholders**, including

- the private sector,
- NGOs,
- technical experts,
- communities,
- traditional leaders and
- volunteers

in disaster risk management planning and operations.

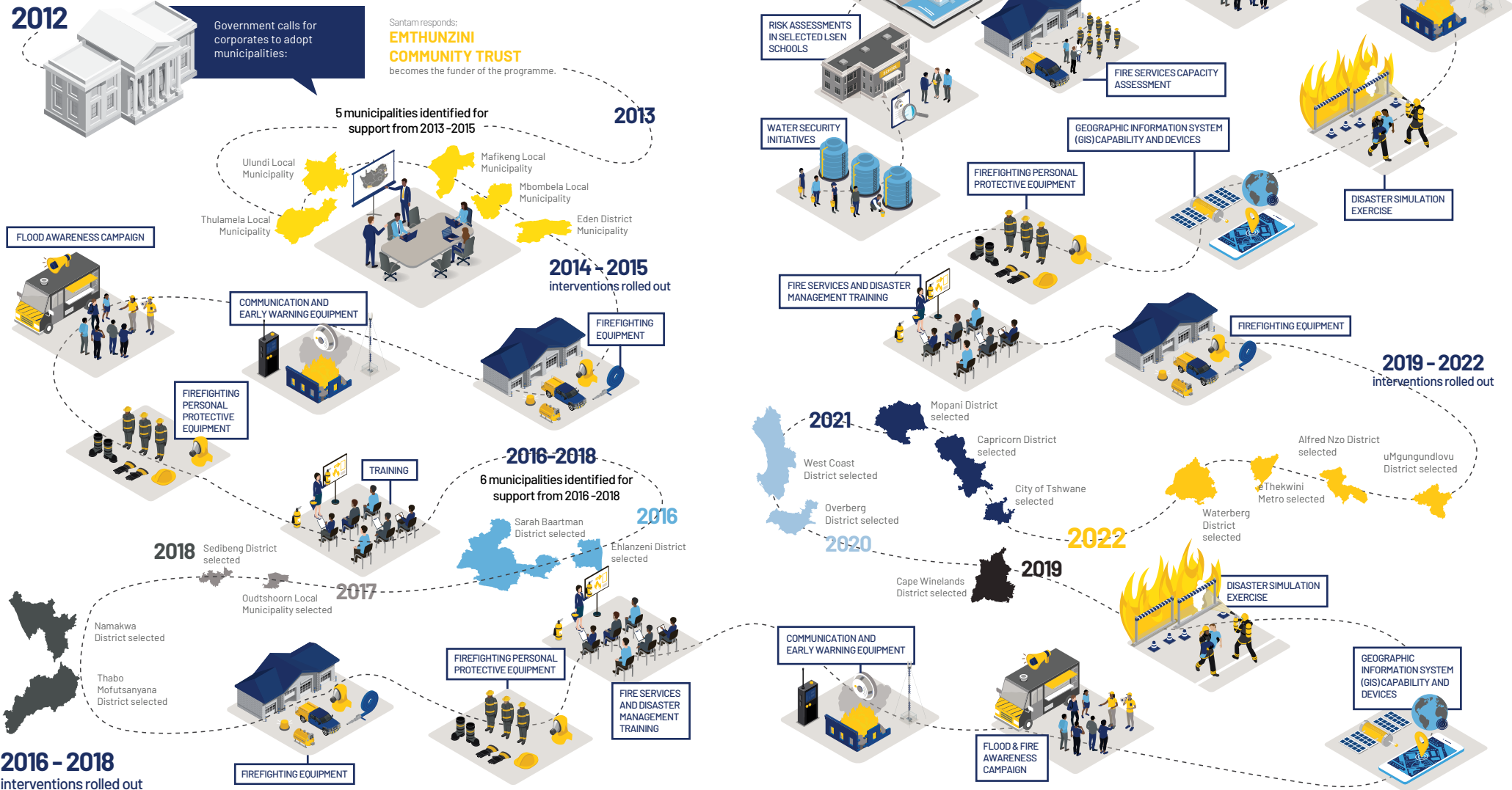
Against this backdrop, Santam has integrated its P4RR initiatives into its corporate strategy under the strategic theme of **building resilient societies...**



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Timeline Overview





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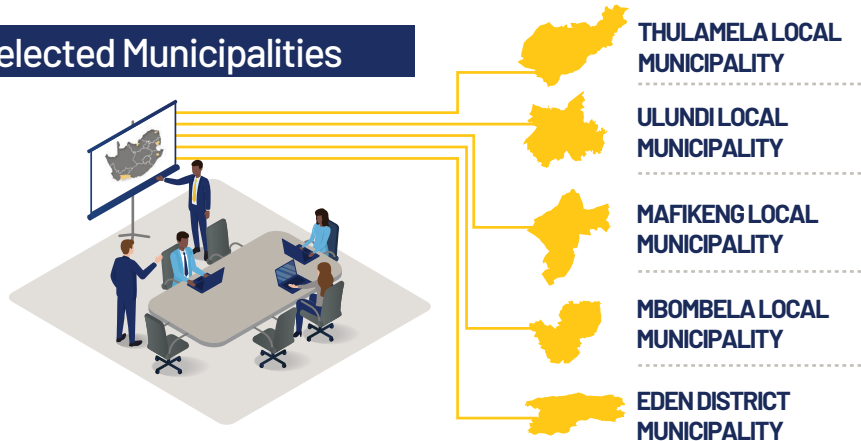


The P4RR Journey

2012-2015 : The Exploration of P4RR

In 2012 Santam responded to the South African Government's invitation for corporates to support the development of the institutional capacity of municipalities. Five municipalities were identified and supported.

Selected Municipalities



Support Provided

- | | | | |
|--|------------------------|--|---|
| | Firefighting equipment | | Training - Fire Protection, Water Safety |
| | Firefighting PPE | | Communication and early warning equipment |
| | Smoke Alarms | | Flood and Fire awareness campaign |

During this period, Santam partnered with:

- The National Department of Cooperative Governance - National Disaster Management Centre to roll out P4RR.

2016-2018: P4RR Programme Assessment

In 2016 the programme was reviewed, and the approach was adjusted from partnering with local municipalities to partnering at a district level. The new approach ensures that initiatives are cascaded to locals and support is amplified.

Selected Municipalities

- | | | | |
|--|-------------------------|--|-------------------------------|
| | EHLANZENI DISTRICT | | NAMAKWA DISTRICT |
| | SARAH BAARTMAN DISTRICT | | THABO MOFUTSANYANA DISTRICT |
| | SEDIBENG DISTRICT | | OUTDSHOORN LOCAL MUNICIPALITY |

Support Provided

- | | | | |
|--|--|--|--|
| | Firefighting equipment | | Communication and early warning equipment |
| | Firefighting PPE | | Flood and Fire awareness campaign |
| | Smoke Alarms | | Geographic Information System (GIS) capability and devices |
| | Fire Services and Disaster Management Training - Fire Protection, Water Safety, Incident Command | | Disaster Simulation Exercise |

During this period, Santam partnered with:

- Stellenbosch University (SUN) - Knysna Fire Research
- Council for Scientific and Industrial Research (CSIR) - Knysna Fire Research
- Sasria SOC Ltd - Addressing Social Risks in selected communities

The following sponsorships were provided:

- The Disaster Management Institute of Southern Africa (DMISA) conference
- The Eco-Logic Awards
- South African Red Cross Society
- Eden Community Initiative
- National Sea Rescue Institute (NSRI) - Water Safety Awareness














continues...



2019-2022 Consolidation of P4RR

During this period P4RR focused on expansion and consolidation of its initiatives. Furthermore, an independent monitoring and evaluation study was conducted in 2022.

Selected Municipalities

 SEDIBENG DISTRICT	 WATERBERG DISTRICT
 WEST COAST DISTRICT	 CAPRICORN DISTRICT
 CAPE WINELANDS DISTRICT	 ETHEKWINI METRO
 OVERBERG DISTRICT	 SARAH BAARTMAN DISTRICT
 TSHWANE METRO	 MOPANI DISTRICT
 ALFRED NZO DISTRICT	 THABO MOFUTSANYANA DISTRICT
 UMGUNGUNDLOVU DISTRICT	

Support Provided



Firefighting equipment



Firefighting PPE



Smoke Alarms



Fire Services and Disaster Management Training - Fire Protection, Water Safety, Incident Command



Communication and early warning equipment



Education and Awareness Campaigns and Advocacy (Drought, Fire & Flood)



Geographic Information System (GIS) capability and devices



Disaster Simulation Exercises



Fire Services Capacity Assessment



Risk Assessments in selected LSEN schools



Water Security Initiatives



Climate Change adaptation support through the CSIR's GreenBook

During this period these were the implementation partners:

- Gauteng Provincial Disaster Management Centre
- Council for Scientific and Industrial Research (CSIR) - Greenbook Rollout
- South African Weather Service (SAWS)

The following sponsorships were provided

- The Disaster Management Institute of Southern Africa (DMISA) conference
- The Eco-Logic Awards
- The South African Red Cross Society - drought disaster relief
- Agri SA - relief donation



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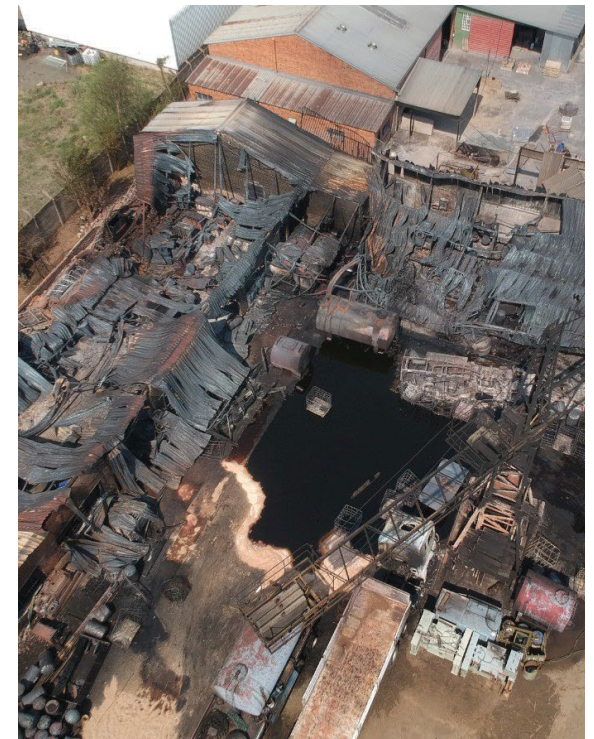


Featured Highlights

Firefighting interventions in Mangaung Metro

Santam provided ad hoc support to Mangaung Metro in the form of

140 firefighting foam containers during September 2022.



Coincidentally, during October 2022, a major industrial fire broke-out in the city and the foam supplied was essential in firefighting efforts of the city which enabled them to contain the fire and avoid a total loss of the building and its contents.



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Water Security Interventions in Nelson Mandela Bay Metro

Persistent drought conditions in the Eastern Cape province resulted in acute water security challenges most notably in the Nelson Mandela Bay (NMB) Metro. While these challenges threatened sustainable development and social stability in the region, they also had potential to undermine effective firefighting which largely depends on immediate access to adequate and reliable supplies of water. Against this background, Santam initiated the following mitigative interventions in partnership with NMB Metro:



Equipped all nine (9) fire stations & 14 selected old-age homes

in the Metro with water tanks & pumps.

Installed 18 five-thousand litres water Tanks & pumps

in all nine (9) fire stations (X2 tanks per station).

Equipped 14 selected old-age homes in the Metro
with water tanks & pumps.

Partnered with the Gift of the Givers (GoG) to
revitalise two boreholes in NMB (targeting a hospital and a Primary School).

Provided 180 firefighting foam containers
to the Metro to optimise water use during firefighting efforts.



COVID-19 Relief

MetroThe South African government declared a state of national disaster on 15 March 2020. This enabled government to introduce various COVID-19 containment measures to minimise the spread of the virus in the country. Santam together with the Emthunzini Community Trust deployed funds to provide much-needed support to frontline workers and vulnerable communities.

Support provided included



Covid-19 PPE



Water tanks



Sanitiser



Masks



Thermometers and related items



Meals for selected vulnerable groups



Medical equipment (video laryngoscope) for some major hospitals across the country



The following organisations benefited from these interventions:

- 1 Department of Cooperative Governance – National Disaster Management Centre
- 2 Gauteng Provincial Disaster Management Centre
- 3 Western Cape Disaster Management Centre
- 4 Witzenberg Local Municipality
- 5 Sarah Baartman District Municipality
- 6 Nelson Mandela Bay Metro
- 7 eThekweni Metro
- 8 Sedibeng District Municipality
- 9 South African Red Cross Society
- 10 Nelson Mandela Bay Business Chamber
- 11 Eastern Cape COGTA
- 12 Wits University
- 13 Western Cape Firefighters Association
- 14 Mammass Alliance
- 15 Great Commission United
- 16 Cape Mental Health
- 17 Central Gauteng Health Society
- 18 Neighbourhood Old Age Home (NOAH)
- 19 Sisters Incorporated, Cape
- 20 Pietermaritzburg Mental Health
- 21 Rural Educational Access Programme (REAP)
- 22 Eden Community Hope Outreach NPC
- 23 Accelerate Cape Town

Santam and South African Weather Service (SAWS) Partnership: Automatic Weather Stations (AWS) Installation Project

South Africa is a large country with extensive areas that are not adequately covered by real-time meteorological observing/recording equipment – either fully automated Automatic Weather Stations (AWS) or a mix of human and instrument observations.

To improve these capabilities, Santam partnered with SAWS to sponsor four Automatic Weather Station (AWS) units, which has significantly enhanced SAWS data gap concerns.

Project Objectives:

- 1 To augment spatial data coverage in relation to critical near-real-time meteorological data over identified data-sparse areas of South Africa.
.....
- 2 Routinely apply data to enhance accuracy of early weather warnings.
.....
- 3 Improve severe event impact analysis (case studies) by using AWS data to gain high-quality, reliable insights into historic extreme events, which may have been poorly documented prior to the installation of a local AWS station.





Santam provided funding for the procurement of components required to set up the AWS. During 2021 SAWS deployed its personnel to assemble and set up the AWS in the identified vulnerable communities of

Limpopo
(Sekhukhune and Tshakhuma)

and

Mpumalanga
(Hazyview and Bushbuckridge)

These areas are frequently affected by severe weather events such as



tropical



cyclones



tornadoes



hailstorms



floods

The AWS stations were integrated into the SAWS network and began transmitting data through three regional offices:

Thohoyandou

Polokwane

Nelspruit

which is
subsequently
sent to

the National Database

Collaborative Proactive Risk Management partnership with the City of eThekweni

Climate Change is a measurable reality and South Africa is susceptible to its impacts. The April / May 2022 flood disasters that affected KwaZulu-Natal and parts of the Eastern Cape resulted in unprecedented scale of devastation of communities (injuries and fatalities), livelihoods, social infrastructure & insurance losses.

Against this background, Santam, launched a three-year partnership with the City of eThekweni on 23 November 2022 to enable collaborative proactive risk management initiatives. The partnership will enable focus on implementing collaborative proactive risk management initiatives in the City with a view to build resilience towards disasters particularly floods and severe weather-related occurrences.

The interventions that will be implemented will range from:

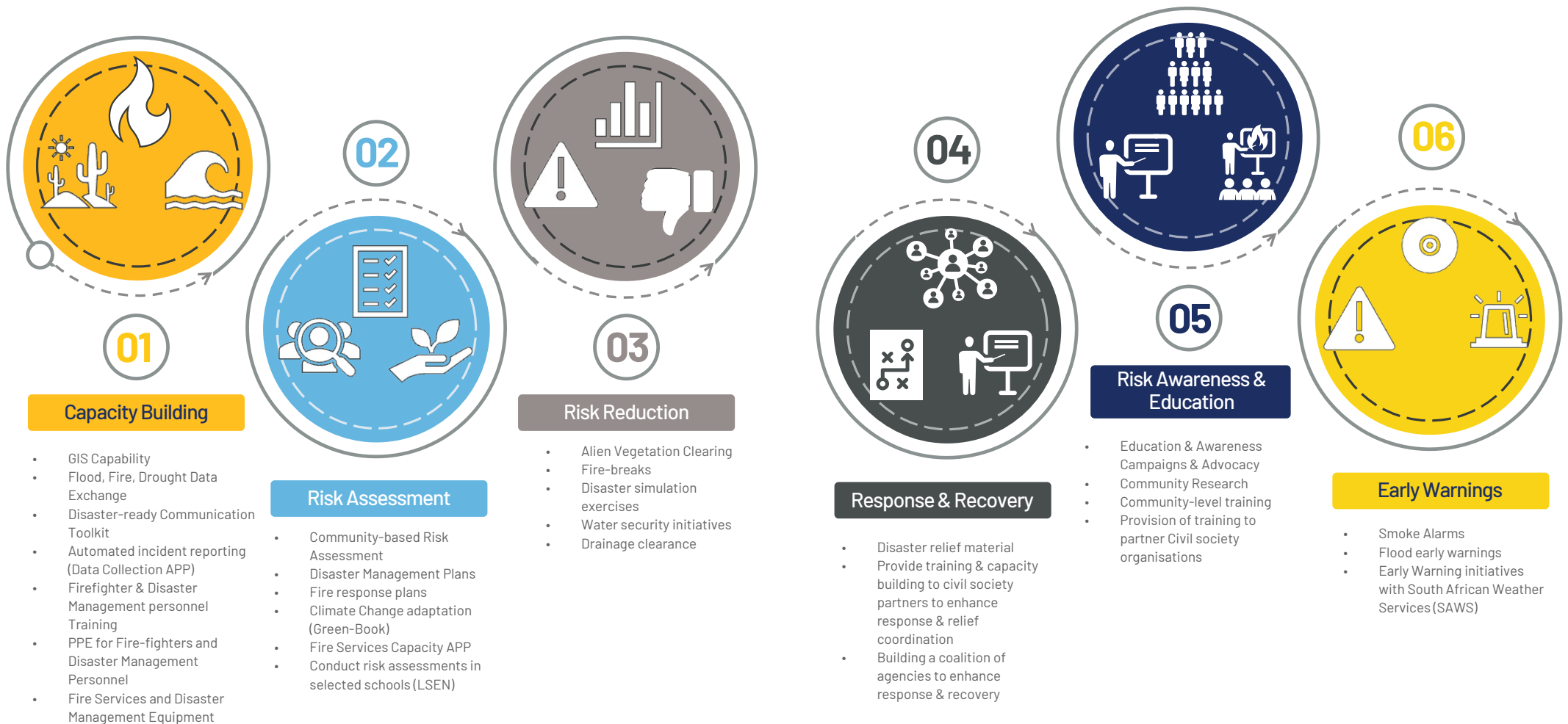
- enhancing institutional systems,
- risk assessments,
- provision of equipment,
- capacity building (at both City and community levels),
- early warnings,
- risk reduction,
- response and recovery, to name but a few.



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Integrated Partnership for Risk and Resilience (P4RR) Initiatives





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Reflections by Selected Stakeholders



The P4RR programme has made effective strides towards building resilient communities. It has over the past 10 years evolved into a holistic programme that addresses prevalent disaster risks such as fire, flood and drought. We have partnered with municipalities and other spheres of government and civil society to co-create solutions that are impactful. At Santam, we strive to help communities better manage their disaster risks. As a responsible corporate citizen of South Africa, we are proud of our programme, which fosters sustainable economic development and safer communities.

Mr. Tavaziva Madzinga
Santam Group CEO



The Partnership for Risk and Resilience (P4RR) programme has made a significant impact over the past 10 years, helping vulnerable communities become more resilient amid pervasive disasters. Capacitating municipalities through collaboration has ensured the continuity and sustainability of service delivery beyond Santam's involvement. It exemplifies a strategic social impact programme, in that its outcome has a developmental and business imperative.

Mr. Neptal Khoza
Head Market Development,
Santam





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The district municipality was facing a significant challenge in fulfilling its constitutional mandate of providing service delivery for emergency services to the community due to a lack of funding. With the support we received from Santam, we can proudly say that we are in compliance with legislation. We conducted disaster risk assessment, which informs the municipal disaster management plans in accordance with legislative requirements. We were introduced to the Greenbook, which is currently assisting us to comply with the Climate Change Response requirements and we have an Incident Capturing Tool, which assists us with mapping incidents online. We have trained our emergency personnel in various courses such as Fire Prevention, Incident Command System and Fire Investigation, among others. We've also acquired equipment that assists us with managing disasters. In our experience, the P4RR programme has proven to be effective and is having a truly positive impact on our community.

Mr. Mohlakoana Jones Mokoena,
Manager Emergency Services,
Thabo Mofutsanyana District Municipality

The P4RR programme is an excellent example of how the mission and purpose of the Emthunzini Trust is positively impacting the most pertinent needs in vulnerable communities throughout our country. These communities are at risk of disasters caused by fires, floods, water scarcity and the ever-increasing effects of climate change. The P4RR programme is the Trust's priority project in partnership with Santam. Contributors to our Programme display outstanding professional project management skills, accountability, awareness, community relationships and partnerships that enhance capacity in regard to skills and resources for service providers, municipalities and communities.

The P4RR programme has progressed and improved over time and has impacted many vulnerable communities that suffer the painful effects of disasters on an ongoing basis

Dr Amelia Jones,
Chairperson,
Emthunzini Trust Board of Trustees

An independent study of Santam's P4RR programme executed in 2022 revealed that over the last decade, Santam has made a positive contribution to disaster risk management and fire services in South Africa. These contributions include strengthening institutional capacity of governmental partners, capacity building, forging of new cross-sectoral partnerships and modalities for stakeholder cooperation as well as prompting innovation in the sector. While the study found out that there is ample evidence that the P4RR programme components are yielding developmental outcomes and making an important contribution to building resilient communities in the country, it also acknowledged that the programme has catalysed significant improvements and engendered collective ownership to proactively reduce risks and build resilience in the face of increasing losses associated with climate change and variability.

Dr Moses Khangale,
Manager: Stakeholder Programmes,
Santam

The partnership between the Cape Winelands District Municipality (CWD) and Santam's P4RR programme commenced in 2019 and has enabled the creation of a risk-aware Cape Winelands. This partnership has benefitted not only our organisation and local municipalities, but more importantly, it has had a notable impact on the most vulnerable citizens of our district.

Through our disaster management division, the partnership afforded our residents the opportunity to develop resilience against disasters with the installation of 4 000 smoke alarms in informal homes over a period of four years. We helped prepare children and their caregivers /educators for disasters by conducting disaster awareness exercises at schools during International Day of Disaster Risk Reduction (IDDR) and over 39 000 children received water safety training. The partnership benefited and continues to benefit citizens through the Disaster Ready Toolkit, the development of which played an incalculable role during the pandemic.

Our local municipalities were capacitated through the donation of firefighting equipment ensuring that resources were always on hand, thus reducing the impact of disasters on both the fire services and victims. A multi-sectoral disaster simulation ensured that all disaster response services in the CWD are prepared for any incident. The mentorship that stemmed from the P4RR programme collaboration has equipped CWD employees, particularly those involved in risk, communications, fire and disaster related divisions with the skills and knowledge that will continue to benefit our organisation, partners and citizens for years to come.

Mr. Henry Prins,
Municipal Manager,
Cape Winelands District Municipality

Most people will only experience emergency services once-in-a-lifetime. However, the only expectation citizens have, should they find themselves in the unfortunate position of needing emergency services, is that someone with adequate training, experience and equipment will arrive within an acceptable amount of time to alleviate the situation.

Santam's P4RR programme is a testament to how rigorous support from the private sector can strengthen the foundation for effective municipal fire and emergency service delivery. It is a brilliant example of how true partnerships between the private sector, government and municipalities can make a real difference and positively impact the lives of ordinary citizens, ensuring their expectations are met.

Mr. Etienne du Toit
Deputy Director: Fire and Rescue Services,
Department of Local Government,
Western Cape Government



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The Review of P4RR

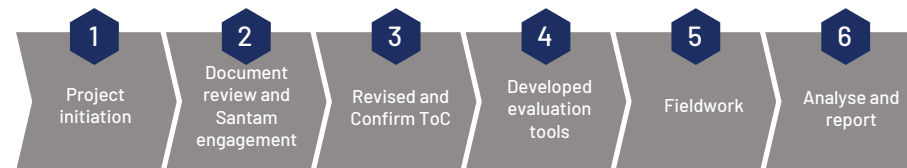
Introduction and Objectives

In a meeting that took place on 01 February 2022, the Trust resolved that an independent monitoring and evaluation (M&E) exercise should be prioritised. In view of this, P4RR issued a Request for Proposal (RFP) and appointed Trialogue to execute the M&E exercise. The overarching objectives of the evaluation were to:

- Review and confirm the P4RR theory of change
- Assess the outcomes and impact of specific P4RR interventions and partnerships
- Make recommendations for the programme's improvement

Methodology

The review was conducted in six steps, summarised below. The analysis was based primarily on qualitative information sourced from Santam documentation and a series of site observations and stakeholder interviews.



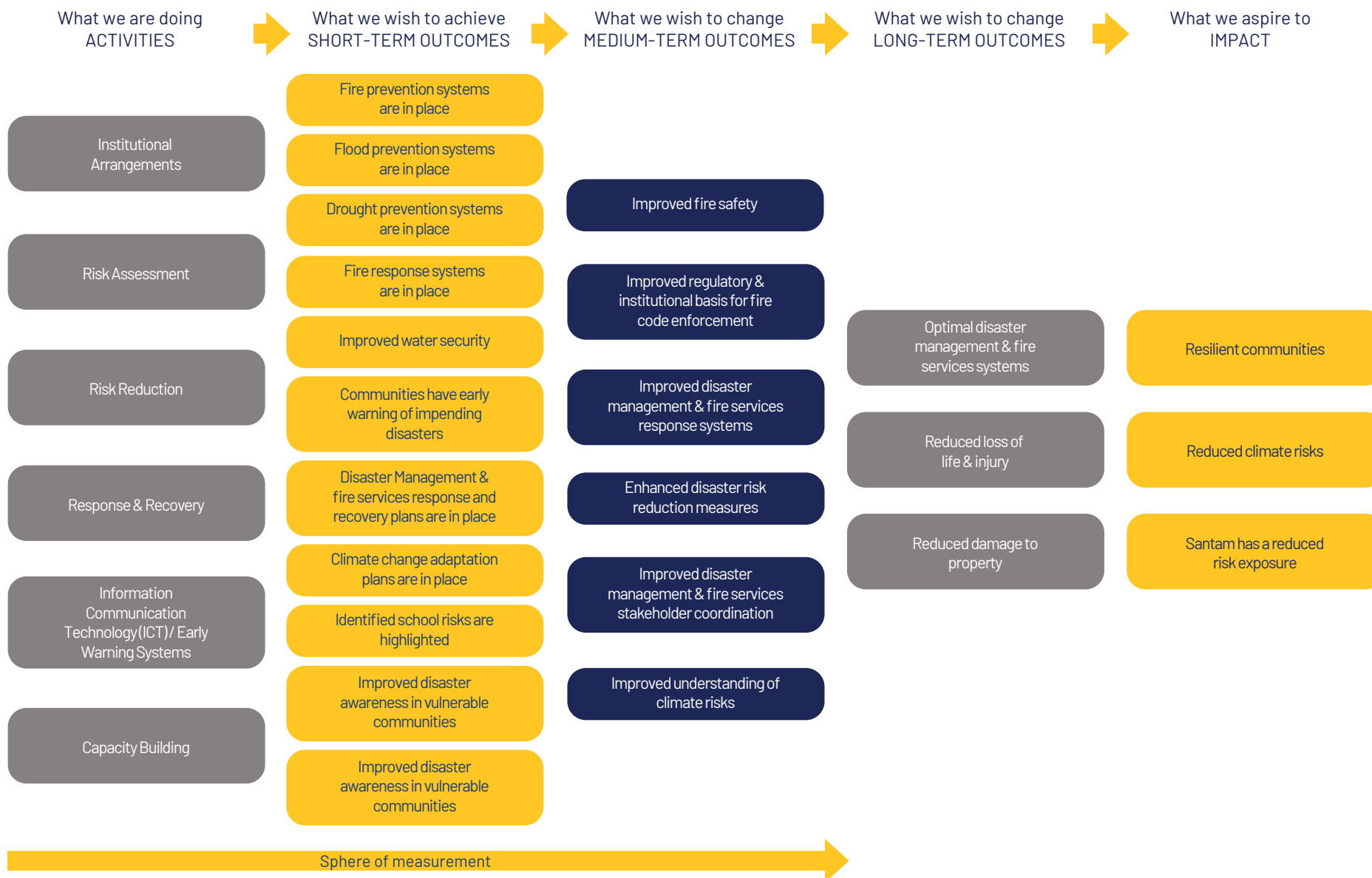
Fieldwork entailed site visits to
**6 district municipalities and
12 local municipalities.**

A total of 81 stakeholders
were interviewed and/or surveyed.

**The fieldwork focused on the
cross-sectoral partnerships forged
in these municipalities,**
using the insights gained to draw conclusions about P4RR.



P4RR Theory of Change (ToC)





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P4RR Outcomes and Unique Value-Add

The review outcomes showed that P4RR is making a positive contribution to disaster and risk management in South Africa. Perhaps more significantly, it is doing so in areas of system failures, plugging important gaps.

These contributions include institutional strengthening, capacity building and forging new relationships.

Some district municipalities reported that due to the P4RR partnership, they had continued supporting their local municipalities in ways they had not previously done and may never have done, were it not for the P4RR programme. According to these stakeholders, disaster management resources provided through the P4RR programme had given them an opportunity to demonstrate the need and value of resources they had long been requesting.

Challenges



A key challenge is ensuring that conditions are right for optimising lasting impact, beyond the duration of the partnership.

Embedded value was factored into the programme to some degree (e.g. in the selection of appropriate partners), while some examples of lasting value and embeddedness seemed to be coincidental.

Recommendations

1

The programme could benefit from **a more proactive and centrally driven approach** in which interventions form part of the programme while still responding to the needs (and risks) of the partners.

2

Embedding programme monitoring and output and outcome data collection in new partnerships is recommended.

3

The current approach of **institutionalising the interventions should be sustained** and Santam should continue to scope for additional opportunities to do so.



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Looking to the future

The P4RR programme has significantly enhanced disaster management and fire services capacity for its partner municipalities and agencies over the past 10 years.

While the P4RR programme continues to partner with new municipalities, its focus is evolving to explore measures to deepen the impact and sustainability of its interventions (depth as opposed to breadth).

We have witnessed the effects of climate change on the country's disaster risk profile and will continue to collaborate with the CSIR and other agencies to support selected district municipalities with the **development of climate change adaptation plans**.

We will **strengthen data sharing systems** with our partners to maximise usage of data generated as part of P4RR implementation.

Working with our municipal partners, we will **upscale community-level interventions to maximise ownership** for improved risk management consistent with the notion of social inclusion and leaving no one behind, as articulated in the Sustainable Development Goals (SDGs).

The P4RR programme will **improve its capacity to monitor and evaluate its initiatives**. The inputs and viewpoints of both our internal and external stakeholders are fundamental and P4RR will continue to create opportunities for engagement with its stakeholders across the country.