

TRAINING OF PROCUREMENT OFFICERS

TATA DISASTER RESPONSE CADRE



TRAINING REPORT

25 - 28 SEPTEMBER, 2023 | DELHI

Table of Contents

BACKGROUND	3
TRAINING OBJECTIVES	3
OUTCOMES	4
PROFILE OF PARTICIPANTS	5
SESSION SUMMARIES	6
DAY 1	6
INTRODUCTION AND ICE-BREAKING	6
UNDERSTANDING DISASTERS AND HUMANITARIAN CONCEPTS	7
TATA GROUP – DISASTERS RESPONSE FRAMEWORK	8
DAY 2	10
GETTING READY! (STEPS TAKEN FROM CALL TILL DEPLOYMENT)	10
LOGISTICS COORDINATION, PREPAREDNESS, AND SUPPORT PLAN FOR EMERGENCIES	11
WORKING WITH PROGRAM MANAGERS AND CORE VOLUNTEERS TEAMS	13
PROCUREMENT	14
WAREHOUSE MANAGEMENT AND TRANSPORTATION IN EMERGENCIES	15
PANEL DISCUSSION ON GOVERNMENT COORDINATION FOR DISASTER RELIEF AND RESPONSE	17
DAY 3	20
CAMP SET-UP AND MANAGEMENT EXERCISE EARTHQUAKE SCENARIO	20
MANAGING RELIEF DISTRIBUTION	21
PROJECT CLOSURE	23
PARKING LOT	24
SIMULATION	25
DAY 4:	28
PANEL DISCUSSION WITH EXPERIENCED PROCUREMENT OFFICERS	28
LEARNING BY PARTICIPANTS	30
OVERALL LEARNING	30
DISASTER MANAGEMENT AND HUMANITARIAN CONCEPTS AND STANDARDS	30
ONE TATA RESPONSE AND TATA DISASTER RESPONSE GUIDELINES	32
ROLE OF PROCUREMENT OFFICERS	33
CONCEPTS OF HUMANITARIAN LOGISTICS	34
FEEDBACK	37
ANNEXURES	38
TRAINING SCHEDULE	38

PARTICIPANTS PROFILE	43
TRAINING PHOTOS.....	44
ABOUT THE ORGANISERS.....	45

Background

Tata Sustainability Group (TSG) has been at the forefront of disaster response and relief efforts for over a decade. Recognizing the crucial role of procurement officers in disaster preparedness, TSG embarked on a mission to enhance their team's capabilities in this area. In their quest for a proficient partner in disaster and humanitarian operations, TSG found a natural ally in Sphere India. Sphere India, a well-established coalition network of humanitarian organizations, has a proven track record in coordinating and mobilizing immediate relief during humanitarian crises.

The collaboration between TSG and Sphere India was aimed to bolster the disaster preparedness profile of TSG's procurement officers. To further augment the training program, they enlisted the expertise of the National Institute of Disaster Management (NIDM), renowned as the premier institute for disaster management in the country. The comprehensive training program was meticulously crafted over several months, involving extensive consultations with all partners and seasoned trainers.

This collaborative effort reflects TSG's commitment to proactive disaster management and preparedness. The training initiative not only equips procurement officers with the necessary skills and knowledge but also fosters a network of experts and organizations dedicated to humanitarian action. By leveraging Sphere India's network and NIDM's expertise, TSG ensures that its team is well-prepared to respond effectively to disasters and humanitarian crises, further solidifying its position as a responsible corporate entity deeply invested in sustainable and responsible practices.

Training Objectives

The Training for Procurement Officers of Tata Sustainability Group and Tata Company is a comprehensive program designed to equip aid workers and organizations with the essential skills and knowledge required for efficient humanitarian logistics in crisis settings. This training spans several critical topics, including an in-depth understanding of disasters and humanitarian concepts, an exploration of the Tata Group's Disaster Response Framework, a meticulous breakdown of the steps involved from the initial call to deployment, thorough training in assessment preparedness and procurement planning, collaborative work within core volunteer teams, expert guidance on

procurement processes, effective warehouse management, optimized transportation strategies, and a comprehensive overview of cross-cutting issues faced by disaster-affected communities. Furthermore, the program delves into the intricacies of managing relief distribution, ensuring that participants are well-prepared to navigate the complexities of humanitarian operations. This schedule aims to foster a highly skilled and agile cadre of procurement officers capable of delivering timely and efficient aid, ultimately enhancing the overall effectiveness of humanitarian endeavours.

At the end of the training, participants will be able to:

- Describe Tata disaster response mechanism, values and roles of various entities involved in disaster response.
- Describe components of emergency logistics during disasters.
- Undertake key roles and responsibilities of procurement officers in coordination with Project Manager.

Outcomes

- **Understanding Tata's Disaster Plan:** Participants will learn how Tata One Disaster Response framework functions during disasters and the roles of different teams.
- **Efficient Logistics Skills:** Procurement officers will acquire essential skills and knowledge in humanitarian logistics for managing supplies and transportation during crises.
- **Effective Collaboration:** Participants will develop the ability to work seamlessly with others, ensuring efficient coordination in disaster response efforts.
- **Procurement Expertise:** Participants will receive expert guidance on procurement processes, enabling them to navigate the complexities of acquiring necessary resources and supplies during disaster response.
- **Preparedness for Key Roles:** Procurement officers will be prepared to take on important responsibilities in coordination with project managers during disaster responses.

Profile of Participants

Among the 19 training participants, 8 participants were newly recruited to the emergency procurement cadre and 11 were experienced procurement officials with prior experience of disaster employment. They represented various Tata Group Companies such as Tata Steel, Taj Sats, Tata Power, Tata Chemicals Limited, Tata Projects, Rallis India, The Indian Hotels Company, Big Basket, Tata Motors, Titan Engineering and Automation, Mjunction Services, Tata Consultancy Services, Tata Sia Airlines, Tata Housing Development Company, and Amalgamated Plantations, etc.

A majority of the participants had experience of 6-10 years in emergency supply chain management and logistics. Twenty-nine percent of the participants had no prior experience and 21% had experience of over ten years in emergency procurement and logistics. Seven percent of the participants had experience between 1 to 2 years and 7% between 2 to 6 years as well.

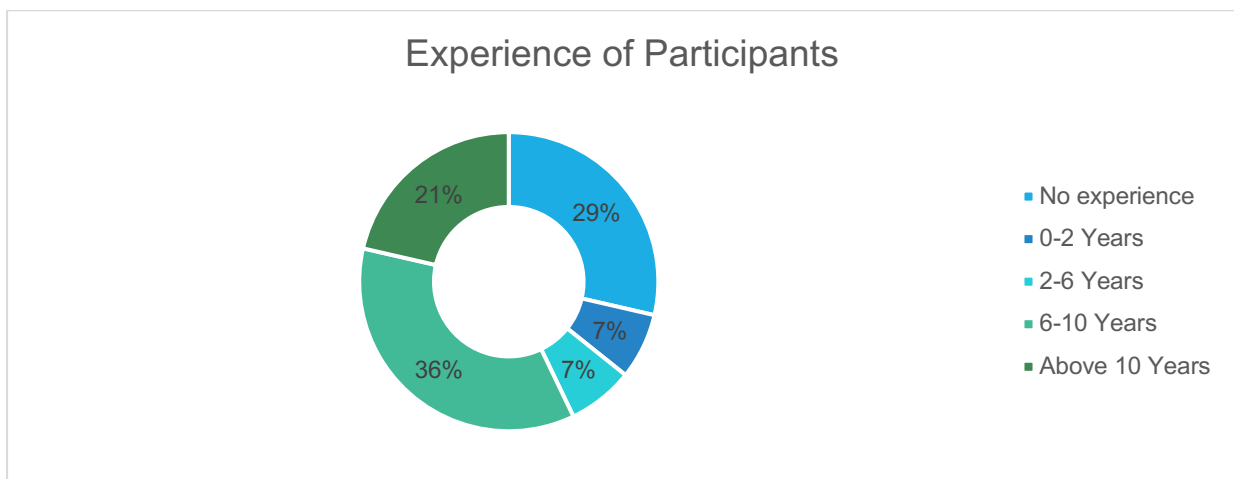


Figure 1: Experience of Participants

Session Summaries

Day 1

Introduction and Ice-breaking

During this session, the primary objectives were to ensure that participants could register for the training, gain a comprehensive understanding of the roles played by organizers, facilitators, and supporting staff, familiarize themselves with available facilities and safety instructions, introduce themselves to



promote a cooperative and inclusive training atmosphere and establish the crucial Training Management Committee (TMC). To engage and reinforce these concepts, we incorporated an ice-breaking game, "Marble Bamboo Game". This game offered a dynamic way for participants to practically apply the key learning points we aimed to impart.

The "Marble Bamboo Game" yielded a range of valuable outcomes, emphasizing key skills and concepts, including effective planning, problem-solving, clear communication, cooperation, and efficient resource allocation. As participants engaged in the game, they honed their planning skills, devising strategies for marble



transportation, while also developing problem-solving abilities to address challenges and setbacks. Effective communication emerged as pivotal for coordinating team efforts and avoiding errors, reinforcing the importance of collaboration. Furthermore, the game underscored the need for seamless cooperation as teams worked together to achieve a common goal, and resource allocation skills were exercised as participants managed their team members and assigned roles based on individual

strengths. Altogether, this game served as a dynamic platform for participants to cultivate these crucial skills and concepts, ultimately enhancing their capacity to work effectively in a team setting.

Understanding disasters and humanitarian concepts

Trainer- Mr. Vikrant Mahajan and Dr. Eilia Jafar

The inaugural session of the comprehensive series delved into the fundamental concepts of disasters and humanitarian principles. The session encompassed in-depth discussions, covering topics such as hazard identification, disaster vulnerability, the distinction between disaster and hazard, the critical role of capacity, and the various capacities that can address vulnerability. Additionally, the session provided an exploration of the nuanced understanding of diverse vulnerabilities that emerge during a disaster. This foundational session laid the groundwork for a deeper comprehension of the complex challenges and opportunities within the field of disaster management.



The key learning messages for the session were:

1. **Hazard Identification:** The session emphasized the importance of recognizing hazards as the initial step in disaster management. Understanding the potential risks is fundamental to preparedness and mitigation.
2. **Distinguishing Disaster from Hazard:** Participants learned to distinguish between hazards (the events or phenomena) and disasters (the impacts of those events). This distinction is crucial for effective disaster planning and response.

3. **Capacity and Capacity Building:** The session highlighted the critical role of capacity in disaster resilience. Building individual and community capacities is a key strategy for reducing vulnerability

4. **Disaster Vulnerability:** The significance of assessing vulnerability within communities to comprehend their susceptibility to disasters was emphasized. This knowledge helps in tailored response and recovery efforts.



5. **Addressing Vulnerability:**

Participants explored various capacities that can be harnessed to address vulnerability effectively during and after disasters. These capacities encompass a range of resources and skills.

6. **Understanding Different Vulnerabilities:** The session underscored the multiplicity of vulnerabilities that can surface during disasters, including those related to social, economic, environmental, and physical factors.

Tata Group – Disasters Response Framework

Trainer – Ms. Ipsita Das

The session on "Tata Group – Disaster Response Framework" provided a comprehensive overview of Tata Group's mission, goals, core responsibilities, and their well-structured disaster response framework. Participants had the opportunity to delve into the organization's mandate, guidelines, values, the roles of various Tata entities, the phases of disaster response, technical support companies, default response strategies based on disaster types and phases, the disaster response cadre, partnerships, past responses of the Tata Group, and standard operating procedures.

The key learning messages for the session were:

1. **TSG's Mandate:** Participants gained a deep understanding of the Tata Group's mandate, including its mission, goals, and core responsibilities in the context of disaster response and humanitarian efforts.

2. **Tata Disaster Response Framework:** The session illuminated the components and intricacies of Tata Group's disaster response framework, enabling participants to accurately identify and describe their roles and functions.
3. **Major Disaster Response Programs:** Participants were equipped to identify and describe various disaster response programs run by the organization. These descriptions included program objectives, operational regions, and the vital role they play in disaster management.
4. **Technical Support Companies:** The session shed light on the involvement of technical support companies within the Tata Group's disaster response framework, enhancing participants' understanding of their significance and contributions.
5. **Default Response Strategies:** The categorization of response strategies based on the type and phase of a disaster was explained, enabling participants to comprehend how different scenarios necessitate tailored approaches.
6. **Disaster Response Cadre:** Understanding the disaster response cadre within the Tata Group was a key takeaway, allowing participants to recognize the skilled teams and individuals responsible for executing response plans.
7. **Partnerships:** The importance of partnerships in disaster response was emphasized, highlighting how collaboration with institutes within Tata and other organizations enhances the efficiency and effectiveness of disaster relief efforts.
8. **Tata Group Past Responses:** An analysis of the Tata Group's past responses to disasters provided participants with real-world examples of how the organization applies its disaster response framework in various scenarios.
9. **Standard Operating Procedures:** The session introduced the standard operating procedures that guide disaster response efforts within the Tata Group, emphasizing the importance of established protocols and guidelines.

Day 2

Getting Ready! (Steps taken from call till deployment)

Trainer- Mr. Sumedh Patil

The session on "Getting Ready Pre-Deployment Planning" focused on essential aspects of preparedness at both personal and professional levels. Participants gained a comprehensive understanding of the actions to be taken during the crucial first hours from the Tata Group's call to on-site deployment. Topics covered during the session included personal preparedness, the Tata Disaster Response Programme timeline, deployment guidelines, psychological preparedness, practical readiness, situational preparedness, and crucial steps to personal preparedness.



The key learning messages from the session were:

1. **Personal Preparedness:**

Participants were introduced to the concept of personal preparedness, emphasizing the significance of readiness at an individual level. This readiness encompasses personal and professional aspects.

2. **Tata Floods Response Programme Timeline:**

The session provided insights into the timeline of the Tata Floods Response Programme, allowing participants to understand the sequence of activities and their importance in disaster response.

3. **PM- Form- 01 Deployment Guidelines:**

The guidelines outlined the specific actions to be taken during the initial 48 hours following the Tata Group's call for on-site deployment. These actions included collecting secondary data,



gathering operational information, identifying partners, making stay arrangements, and more.

- a. **Psychological Preparedness:** The importance of psychological preparedness was discussed, highlighting the need for mental and emotional resilience in disaster response scenarios.
 - b. **Practical Readiness:** Participants learned about the practical aspects of preparedness, including what to pack, how to plan, and staying informed about disaster response procedures.
 - c. **Situational Preparedness:** The session emphasized the significance of situational preparedness, enabling participants to adapt to and respond effectively in dynamic disaster scenarios.
4. **Emergency Preparedness:** Understanding emergency preparedness is crucial for being ready to respond to unforeseen disasters and rapidly evolving situations.
 5. **Crucial Steps to Personal Preparedness:** Participants were guided through the key steps for personal preparedness, including acquiring essential supplies, creating a comprehensive disaster response plan, and staying informed about disaster developments.

The "Getting Ready Pre-Deployment Planning" session equipped participants with a holistic understanding of preparedness, both at personal and professional levels. The session provided valuable insights into the actions to be taken during the initial hours following the Tata Group's call for on-site deployment, ensuring a swift and organized response to disaster scenarios. The focus on psychological preparedness, practical readiness, and situational preparedness underscored the importance of adaptability and resilience in the face of evolving disaster situations. The session also emphasized the crucial steps to personal preparedness, ensuring that participants are well-equipped to face unforeseen challenges. By internalizing these lessons, participants are better prepared to take on the responsibilities of disaster response within the Tata Group and contribute to the organization's mission of providing assistance and support during crises.

Logistics Coordination, Preparedness, and Support Plan for Emergencies

Trainer- Mr. Vikrant Mahajan and Ms. Nupur Tyagi

The session on Logistics Coordination, Preparedness, and Support Plan for Emergencies had several key objectives. It aimed to define humanitarian logistics and outline its essential activities during emergency situations. The session also focused on explaining the post-disaster logistics challenges that humanitarian organizations face and provided an overview of strategies for planning logistics responses.



The key learning messages from the session were:

1. **Humanitarian Logistics Definition:** The session provided a clear understanding of humanitarian logistics, stressing the importance of delivering the right aid, in the right quantity and condition, to the right place, at the right time, and for the right beneficiaries, all while maintaining accountability.
2. **Post-Disaster Challenges:** Participants gained insights into the significant challenges faced by humanitarian organizations in post-disaster scenarios, emphasizing the need for well-coordinated logistics.
3. **Planning Logistics Response:** The session outlined key strategies for planning effective logistics responses in emergency situations, equipping participants with the knowledge to enhance preparedness and coordination efforts.
4. **Practical Analysis:** Through an activity focused on analyzing emergency logistical challenges in different disaster scenarios, participants applied their knowledge to real-world situations, fostering a deeper understanding of logistics coordination.

The session concluded with group presentations, where participants shared their insights and solutions for addressing emergency logistical challenges. By defining humanitarian logistics, explaining post-disaster challenges, and outlining planning strategies, the session equipped participants with valuable knowledge and skills to enhance logistics coordination and preparedness in the face of emergencies. It

highlighted the critical role of logistics in ensuring that aid reaches those in need promptly and effectively, contributing to more efficient and organized humanitarian responses.

Working with Program Managers and Core Volunteers Teams

Trainer – Dr. Eilia Jafar and Ms. Nupur Tyagi

The session on "Working with Program Managers and Core Volunteer Teams" provided valuable insights into the intricacies of coordinating with program managers, addressing challenges in working with volunteer teams, and developing effective administrative requirements for volunteer management. Through engaging role-play activities,



participants actively explored the dynamics between program managers, procurement officers, and volunteers, identifying challenges and discussing strategies to foster effective collaboration.

The key learning messages from the session were:

1. **Coordinating with Program Managers:** Participants learned to coordinate effectively with program managers to meet program and logistical needs, fostering clear communication and well-defined roles and responsibilities.
2. **Challenges in Working with Volunteer Teams:** The session highlighted key challenges in working with volunteer teams, including issues related to emotional and psychological support, availability and commitment, safety and security, gender diversity, language barriers, and building trust within the volunteer community.
3. **Developing Administrative Requirements:** Participants gained insights into developing terms of reference and administrative requirements for volunteer management, ensuring smooth integration into deployment activities.
4. **Conflict Resolution:** The session discussed practical ways in which procurement officers can resolve conflicts, including proper timing and

scheduling, clear terms of reference, building trust, team reskilling, induction of volunteers during deployment, and comprehensive briefing and training.

The session empowered participants to effectively coordinate with program managers and core volunteer teams, addressing challenges and developing essential administrative requirements for volunteer management. By understanding the dynamics between these essential roles, participants are better prepared to navigate the complexities of disaster management and humanitarian response, fostering collaborative and efficient efforts in times of crisis.

Procurement

Trainer – Mr. Jeet Singh

The session on procurement was conducted with the aim of providing a comprehensive understanding of the fundamental concepts, principles, and challenges associated with procurement processes. The participants gained a comprehensive understanding of the key objectives, and below are some key learning messages that emerged from the session.



1. **Principles of Procurement:** The facilitator explained the core principles of procurement, emphasizing transparency, fairness, competition, value for money, and accountability. Attendees engaged in discussions and case studies to understand how these principles are applied in real-world scenarios.
2. **Challenges in Procurement:** Challenges in procurement, such as supplier management, cost control, quality assurance, and legal compliance, were discussed. Participants shared their experiences and strategies for effective risk management in procurement.

3. **Contracting Processes:** The concept of contracts was introduced, highlighting key elements like offer, acceptance, and consideration. Attendees were presented with the various types of contracts and their suitability for different project requirements and risk-sharing preferences.



4. **Procurement Processes:** The components of the procurement process, including needs identification, market research, and supplier selection, were outlined. Key steps, such as soliciting bids, awarding contracts, and thorough documentation, were explained in detail.

5. **Waivers for Procurement:** Cases where waivers of procurement processes are justifiable were discussed, such as emergencies, limited-value procurements, and sole-source situations. The importance of adhering to strict criteria and ensuring transparency in such cases was emphasized.

The session on procurement successfully achieved its objectives by imparting essential knowledge about procurement principles, challenges, contract types, process components, and cases for waivers. Participants gained valuable insights and practical skills to enhance their understanding and efficiency in procurement-related activities.

Warehouse Management and Transportation in Emergencies

Trainer – Mr. Vijay Dhillon and Mr. Amerdeep Choudhary, DHL

The session on Warehouse Management and Transportation during emergencies provided valuable insights into humanitarian logistics. Participants gained a comprehensive understanding of the key objectives, and here are some key learning messages that emerged:

- **FIFO Principle:** Participants grasped the importance of the "First in – First out" rule, emphasizing the need to rotate stocks to ensure that older goods are used first, preventing spoilage and wastage.

- **Characteristics of a Good Warehouse:** The session highlighted the critical factors when selecting a humanitarian warehouse location, emphasizing attributes such as low disaster vulnerability, solid building structure, easy accessibility for trucks, and security against theft.



- **Aisles and Walkways:** Clear aisles and walkways were stressed as essential for easy access and safety within the warehouse. Proper labeling was highlighted for quick item identification.

- **Stock Keeping:** Participants learned not to store goods directly against walls to avoid dampness and to limit maximum stack height to 2.5 meters to preserve lower layer packages. Stacking goods on pallets, when possible, was encouraged to prevent contact with water.

- **Importance of Documentation:** The significance of proper documentation in humanitarian warehousing operations was emphasized. Registering all entries and dispatches on Stock Cards, dispatching goods only after receiving a requisition, and conducting regular physical inventories to assess the condition of goods were underscored.

- **Transportation Methods:** The session shed light on various modes of transportation for delivering relief supplies, including road, air, maritime, rail, and even human and animal transport.

- **Characteristics of Transportation Types:** Participants gained insights into the characteristics and suitability of different transportation modes. Air



transportation was highlighted for urgent, high-value, low-weight freight, while land and maritime options were discussed for various scenarios based on need and accessibility.

This session empowered participants with a robust understanding of warehouse management in humanitarian contexts and transportation strategies during emergencies. They are now equipped with the knowledge and tools needed to efficiently handle supplies and deliver aid to those in need, all while prioritizing safety and minimizing waste.

Panel Discussion on Government Coordination for Disaster Relief and Response

Speakers:

- **Shri. Rajendra Ratnoo**, Executive Director, NIDM
- **Prof. Anil Kumar Gupta**, Head ECDRM Division, NIDM
- **Mr. Shrirang Dhavale**, General Manager (Social Services), Tata Sustainability Group (TSG)
- **Mr. Vikrant Mahajan**, CEO, Sphere India (Moderator)

The panel discussion on Government Coordination for Disaster Relief and Response brought together distinguished speakers with extensive expertise in disaster management and corporate social responsibility. Shri. Rajendra Ratnoo, the Executive Director of NIDM, Prof. Anil Kumar Gupta, the Head of the ECDRM Division at NIDM, and Mr. Shrirang Dhavale, General Manager (Social Services) at TSG, engaged in a thought-provoking conversation moderated by Mr. Vikrant Mahajan of Sphere India.



Key Discussion Points and Action Items:

- **Mutual Learning:** The panel emphasized the need for mutual learning between government bodies and corporate entities. They discussed the importance of understanding and adopting each other's best practices in disaster management to enhance overall response capabilities.
- **Focus on Disaster Risk Reduction:** While corporate entities have often received praise for their disaster response efforts, the panel stressed the significance of shifting the focus towards disaster risk reduction activities. This proactive approach can significantly mitigate the impact of disasters and reduce the need for extensive response efforts.
- **Pre-Commitment for Humanitarian Response:** The panel proposed the concept of pre-commitment for humanitarian response. This involves setting aside resources and establishing agreements in advance to ensure a swift and efficient response when disasters strike. Such pre-commitments can streamline response efforts and save valuable time.
- **Mainstreaming Disaster in Corporate Practices:** The speakers encouraged corporate entities to mainstream disaster management into their practices and policies. This involves integrating disaster risk reduction and response strategies into daily operations, ensuring greater resilience and responsiveness.
- **Clear Guidelines for Emergency Procedures:** The discussion highlighted the importance of having clear and standardized emergency procedures. For instance, the panel lauded Tamil Nadu as the first state to develop legislation for emergency procurement, emphasizing the need for such clear guidelines in disaster-prone regions.



The panel discussion was not only informative but also led to action points aimed at improving disaster coordination, enhancing disaster risk reduction efforts, and streamlining emergency procedures. It underscored the importance of collaboration and knowledge sharing between the government and corporate sectors in building a more resilient and responsive disaster management ecosystem.

Day 3


Camp Set-up and Management Exercise Earthquake scenario

Trainer – Mr. Ashish Saxena and Mr. Varun Sharma

The session on "Camp Set-up and Management Exercise," featuring an earthquake scenario, provided participants with a hands-on experience in setting up various types of tents to address different disaster scenarios. It also delved into essential equipment for camp set-up and the design of a campsite. Through practical exercises and discussions, participants actively engaged in creating mock campsites tailored for diverse disaster situations.



The key learning messages from the session were:

1. **Tent Set-up:** Participants gained practical skills in setting up tents suited for various disaster scenarios, emphasizing the importance of adaptability and resourcefulness in disaster response.
2. **Equipment for Camp Set-up:** The session introduced participants to the diverse equipment required for camp set-up, ensuring that essential needs such as shelter, sleeping areas, sanitation facilities, water and food provisions, and emergency access are adequately addressed.
3. **Campsite Design:** Key considerations for designing a campsite were explored, including area assessment, safety measures, shelter and sleeping arrangements, sanitation facilities, water and food provisions, emergency access and exit routes, communication and signage, waste management, and environmental impact.
4. **Mock Campsite Creation:** Participants actively participated in creating mock campsites tailored for different disaster scenarios, applying their knowledge to real-world situations.

The session provided participants with invaluable hands-on experience and knowledge related to campsite preparation and management in various disaster scenarios. By learning to set up tents, understanding the equipment required, and exploring the intricacies of campsite design, participants are better equipped to address the shelter and logistical needs of affected communities during crises. This practical approach enhances their ability to respond effectively and efficiently in the aftermath of disasters, ensuring that essential support is provided where it is needed most.

Managing Relief Distribution

Trainer- Dr. Eilia Jafar

The "Managing Relief Distribution" session delved into critical aspects of relief distribution in humanitarian and disaster response scenarios. The session's key objectives included providing an overview of relief distribution, discussing strategies for logistics and transportation,



beneficiary management with a focus on crowd management, safety and security standards, documentation and accountability, team composition, and an enlightening activity featuring case stories.

The key learning messages from the session were:

1. Relief Distribution Overview:

Participants gained a comprehensive understanding of the relief distribution process, focusing on planning, accountability, warehouse layout, and strategies for successful execution.



- #### **2. Logistics and Transportation Strategies:**
- The session highlighted the importance of effective logistics and transportation strategies in ensuring the timely and efficient distribution of relief materials to affected communities.

3. **Beneficiary Management – Crowd Management:** A critical aspect of relief distribution, beneficiary management and crowd control were discussed in detail, covering distribution point safety, crowd control barriers, mobile distribution teams, regular monitoring and evaluation, and inclusive practices.
4. **Safety and Security Standards:** The session emphasized safety and security standards that are crucial for protecting both relief personnel and beneficiaries during distribution efforts.
5. **Documentation and Accountability:** Participants learned about the significance of meticulous documentation and accountability in tracking the distribution of relief materials, ensuring transparency and efficient resource allocation.
6. **Team Composition:** Understanding the composition and roles of relief distribution teams, along with the importance of collaboration and coordination among team members, was a key takeaway.
7. **Activity – Case Stories:** The session engaged participants in real-life case stories, providing practical insights into the challenges and solutions encountered in relief distribution.



The session equipped participants with the knowledge and skills necessary for effective relief distribution in humanitarian and disaster response contexts. By understanding the intricacies of logistics and transportation, beneficiary management, safety and security, documentation, and team composition, participants are better prepared to meet the needs of affected communities in times of crisis. The practical engagement through case stories reinforced their understanding of the challenges and solutions encountered during relief distribution, ensuring a more coordinated and efficient approach to humanitarian efforts.

Project Closure

Trainer- Ms. Ipsita Das

The session on project closure and the meticulous preparation for the 'Handover Note' by Procurement Officers (PrOs) provided participants with crucial insights into the closing phase of disaster response activities. The dynamic collaboration between the Disaster Response Team (DRT) at Tata Sustainability Group (TSG) and



the Disaster Response Officer (DRO) was central to understanding the processes involved in wrapping up a response, whether at the emergency response, relief, or rehabilitation phase. DRO members, including Project Managers (PM), Procurement Officers (PrO), and Volunteers, played pivotal roles in this phase. The session revolved around understanding the 'Why, When, and How' of preparing for handover, the 'What' to prepare for handover, and the comprehensive checklist of documentation that is an essential part of this transition. Moreover, the session delved into the intricacies of vendor engagement details, warehousing specifics, and the key role played by Procurement Officers in the closure of response activities.

The key learning messages from the session were:

- 1. Understanding Handover Preparation:** Participants gained a clear understanding of why handover preparation is imperative and the strategic importance of the 'How' and 'When' aspects. This knowledge equipped them with the skills required for a smooth transition between phases.
- 2. Comprehensive Documentation Checklist:** An extensive checklist of documentation to be handed over was discussed. Participants learned about the importance of a Handover Note, Comparative Vendor Sheets, Purchase Orders issued, Invoices/Vouchers, Service Agreements, Stock Registers (Inward and Outward), Outward Challans, and any other relevant documentation.

3. **Vendor Engagement Details:** The session emphasized the significance of providing detailed information about the vendors engaged during the response phase. This is crucial for ensuring a seamless transition of responsibilities.
4. **Warehousing Specifics:** Participants learned about warehousing details, including the location of warehouses, information about the vendor or person in charge, contact details, and provisions for labor. These specifics play a critical role in the efficient handover process.
5. **Procurement Officer's Role:** The pivotal role of the Procurement Officer in the closure of response activities was discussed in detail, providing insights into their responsibilities during this phase.
6. **Handover to Tata Sustainability Group:** The transition of responsibilities and documentation to Tata Sustainability Group (TSG) was highlighted, signifying the importance of a well-organized handover process.



The session offered participants a holistic understanding of the critical steps involved in closing a disaster response phase. By focusing on the 'Why, When, and How' of handover preparation, documentation checklists, vendor and warehousing details, and the responsibilities of Procurement Officers, participants are now well-equipped to manage the closure of response activities efficiently. This knowledge ensures that all necessary documentation and responsibilities are smoothly transitioned, facilitating the next phase of the disaster response process.

Parking Lot

Facilitator – Mr. Vikrant Mahajan

The training program evolved in response to valuable feedback received during Day 1 and 2, leading to the incorporation of additional content and tailored sessions in the form of parking lot topics and participant-requested sessions. These adjustments were

aimed at addressing specific subjects that were not covered in the initial days, providing a more comprehensive and tailored learning experience.

In response to requests from the participants and based on their expertise, specialized sessions were introduced during the training program. These sessions included in-



depth discussions of topics such as Sphere Handbook, Sphere Minimum Standards, United Response Strategy (URS) matrix, and warehouse management in disasters and humanitarian situations. By accommodating these sessions, the training became more comprehensive and enriched, enabling participants to gain insights into specific subject matters as requested by them.

Simulation

The "Introduction to Simulation" session provided participants with a hands-on experience in disaster response. Set in a fictitious state in India already grappling with ethnic conflicts and subsequently struck by an earthquake, the simulation exercise closely mirrored real-world challenges. Over the period of one and a half intense days, participants were divided into four teams, each assigned to a different location for relief procurement. The simulation



unfolded from day 3 to day 4 morning, presenting participants with a series of simulated events and cues, including breaking news, situation reports, calls for deployment, meetings with program managers and district collectors, inter-agency coordination meetings, road closures, earthquakes, and community visits. The exercise culminated in group presentations where each team presented detailed

logistics plans and sought budget approvals from program managers. The simulation served as a valuable training tool, equipping participants with a profound understanding of the complexities, coordination, and adaptability required in disaster response scenarios.





Day 4:

Panel Discussion with experienced Procurement Officers

The training concluded with a compelling panel discussion that featured experienced Procurement Officers who had been deployed during previous disaster response efforts. These dedicated officers, part of the Tata Disaster Response cadre, shared their valuable insights and experiences, spanning from the initial



call for deployment to the meticulous project closure phases. Their accounts exemplified resilience and resourcefulness in the face of adversity.

Featured Procurement Officers:

1. Mr. Suvadeep Banerjee
 - a. Company: M Junction
 - b. Deployed in Bihar Floods Response in 2017
 - c. Provided support in Jammu & Kashmir and Uttarakhand during the Covid-19 response.
2. Mr. M. Stanley Selvam
 - a. Company: TCS
 - b. Deployed in Kerala Floods response in 2018
 - c. Supported in Cuddalore Floods Response in 2020.
3. Mr. Tileshwar Majhi
 - a. Company: APPL
 - b. Deployed in Assam Floods Response in 2017.
 - c. Recently engaged in the Assam Floods Response in 2022.
4. Mr. Kripal Singh
 - a. Company: Tata Steel
 - b. Deployed in Uttarakhand Floods in 2013.
 - c. Contributed to the Jammu & Kashmir Floods in 2015 and the Odisha Fani response in 2019.

The panel discussion provided a platform for these seasoned Procurement Officers to narrate their experiences, challenges, and achievements in the field. Their accounts showcased the tenacity and adaptability required to navigate through the chaos of disaster response. It served as a powerful reminder of the



invaluable role these officers play in ensuring the effective procurement of essential resources during critical times.

This session was particularly helpful for new members of the cadre, offering them practical insights into the challenges and complexities of disaster procurement. It underscored the need for continuous learning and skill development among procurement officers and highlighted their essential role in humanitarian efforts. The panel discussion was a fitting conclusion to the training, leaving participants with a deeper understanding of the realities and rewards of disaster response procurement.

Learning by Participants

Overall Learning

The participants listed that they learnt about the principles of disaster management, minimum standards for procurement for various items, humanitarian logistics and procurement during disasters and emergencies, working with teams, field experience, camp site setups, etc.



Figure 2: Topics Learnt

Disaster Management and Humanitarian Concepts and Standards

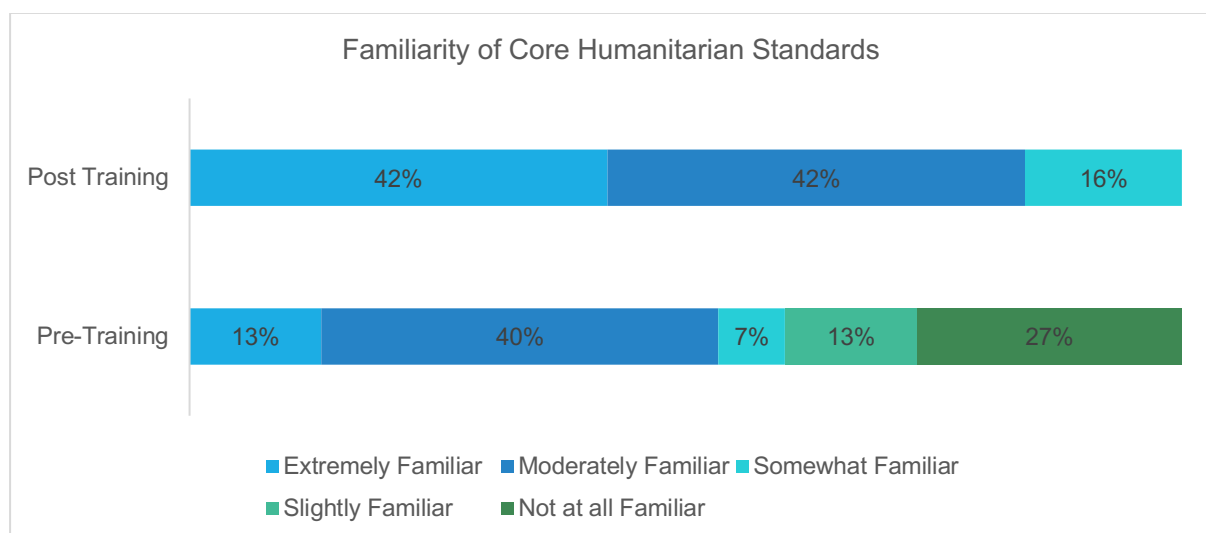


Figure 2: Familiarity of Core Humanitarian Standards

The participants' familiarity with Core Humanitarian Standards (CHS) increased post training compared to pre-training responses. Forty-two percent of participants cited that they were extremely familiar with CHS post-training compared to 13% pre-training.

Participants who were slightly familiar or not at all familiar with CHS decreased to zero percent following the training.

Similarly, sixty percent of the participants registered that they were not at all familiar with the Sphere Handbook prior to the training. Post-training most participants responded that they were extremely (16%), moderately (26%), somewhat (32%) or slightly (26%) familiar with the Sphere handbook.

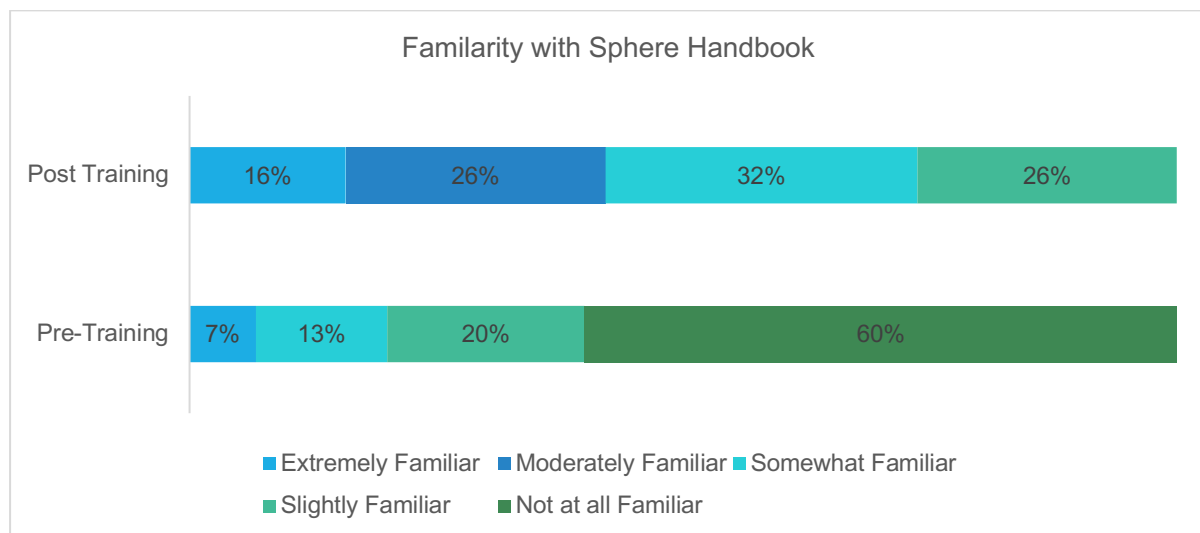


Figure 3: Participants' familiarity with Sphere Handbook

Pre-training assessment reveals that a fair portion of participants are moderately familiar (27%), somewhat familiar (27%), extremely familiar (20%), or slightly familiar (13%). Thirteen percent of the participants were not all familiar with disaster management and humanitarian concepts also. However, a majority of the participants cited that they were extremely familiar (37%) or moderately familiar (63%) with disaster management and humanitarian concepts after the training.

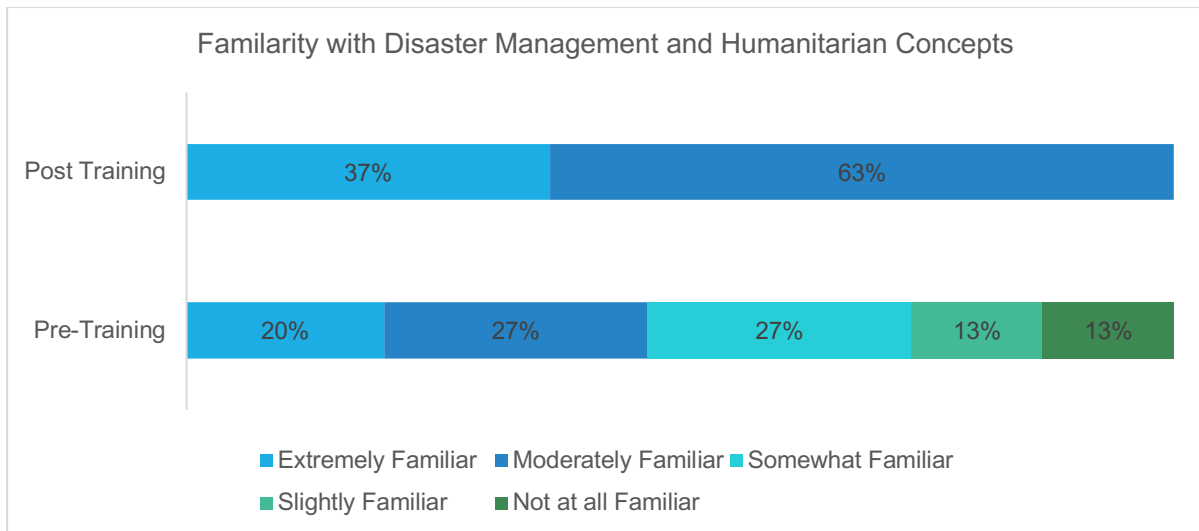


Figure 4: Participants' familiarity with Disaster Management and Humanitarian Concepts

One Tata Response and Tata Disaster Response Guidelines

The training on disaster response for procurement officers of Tata Group was an induction of new recruits to the disaster cadre as well as refresher for experienced professionals. A majority of the responses cited extreme familiarity (33%) with Tata Disaster Response Guidelines, followed by moderately familiar (20%), somewhat familiar (20%) or slightly familiar (13%). Thirteen percent of the participants responded that were not at all familiar with the Tata Disaster Response Guidelines. After the training, 63% of the participants responded that they were extremely familiar with the Tata Disaster Response Guidelines and 37% responded that they were moderately familiar with the guidelines.

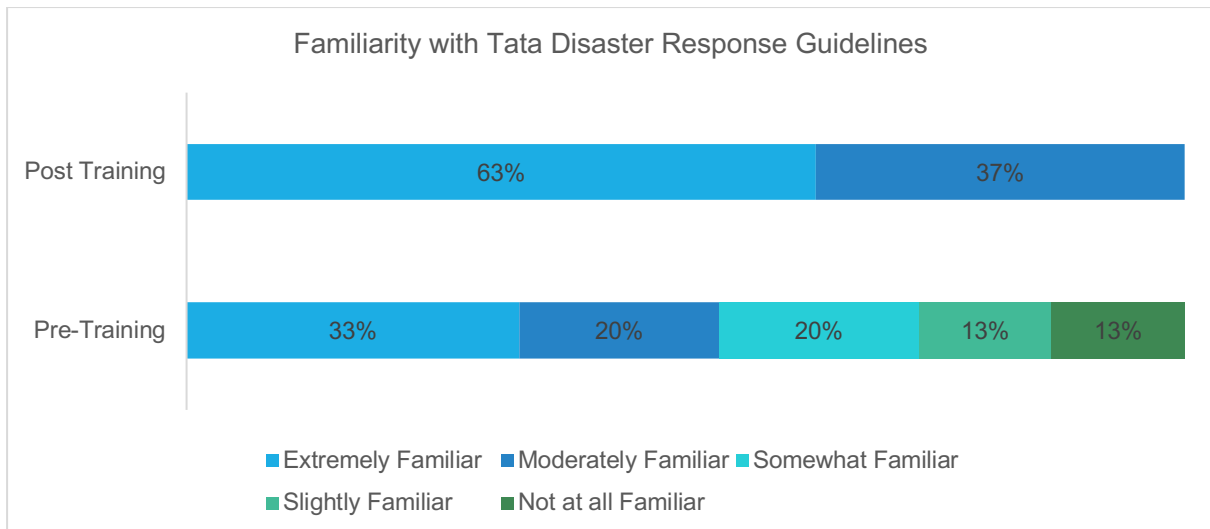


Figure 5: Familiarity with Tata Disaster Response Guidelines

Role of Procurement Officers

The participants' understanding of the key role of procurement officers during emergency response increased following the training. More participants were able to list all the responsibilities related to the Standard Operating Procedures (SOPs) of Procurement Officers.

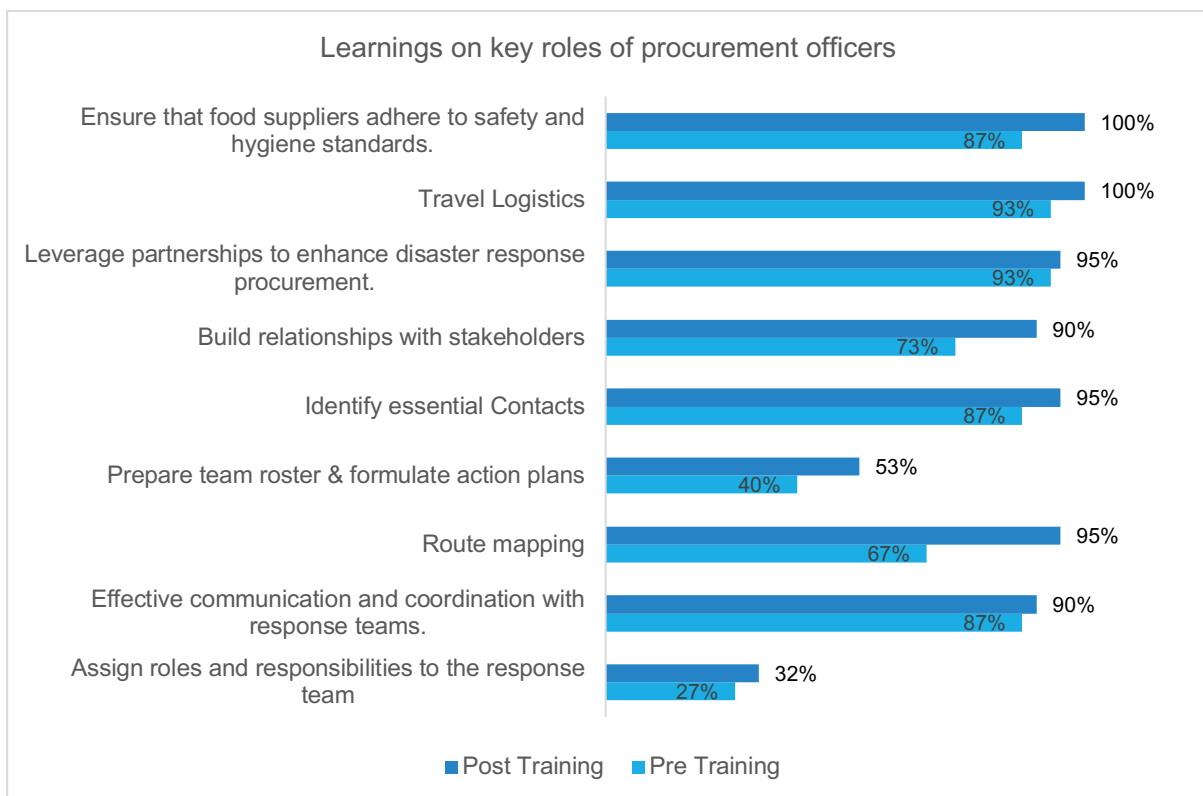


Figure 6: Learnings on key roles of procurement officers

Participants reflected an improved understanding in the challenges of working with volunteers during disaster response. Responses cited for challenges include building a community of trust, safety and security of volunteers and all other aspects including maintenance of team morale.

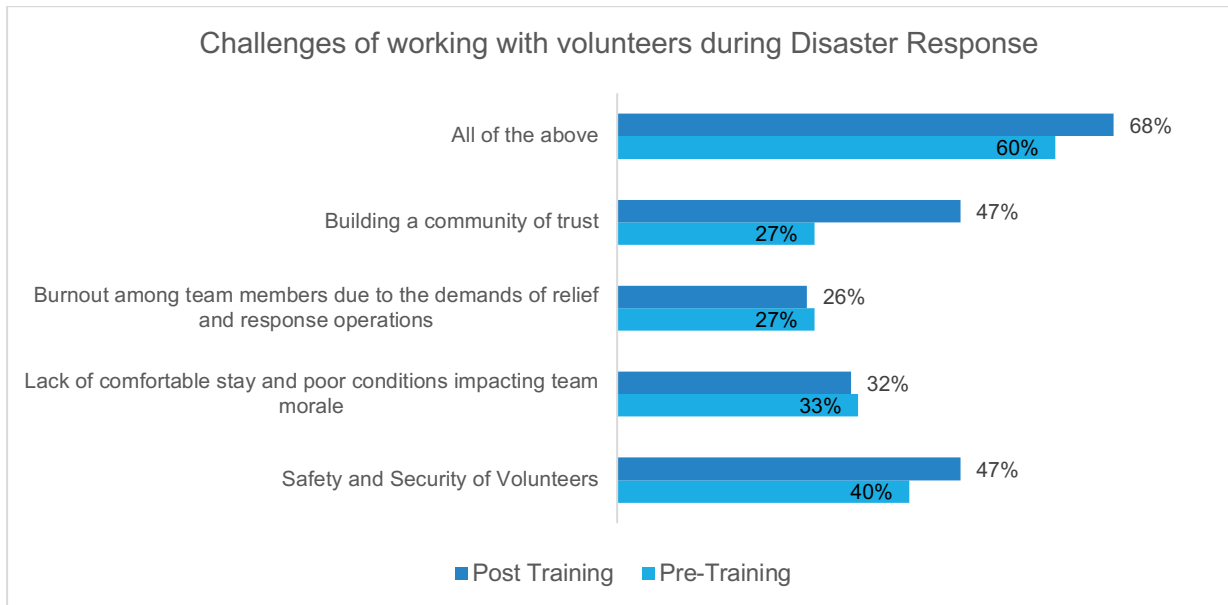


Figure 7: Learnings of key challenges in working with Volunteers

Concepts of Humanitarian Logistics

Prior to the training, 33% participants listed that they were moderately familiar with key processes of warehouse management followed by extremely familiar (27%), somewhat familiar (20%), slightly familiar (13%) and not at all familiar (7%). Following the training, the greatest number of participants responded that they were moderately familiar (53%), extremely familiar (37%) and somewhat familiar (11%) with key processes of warehouse management.

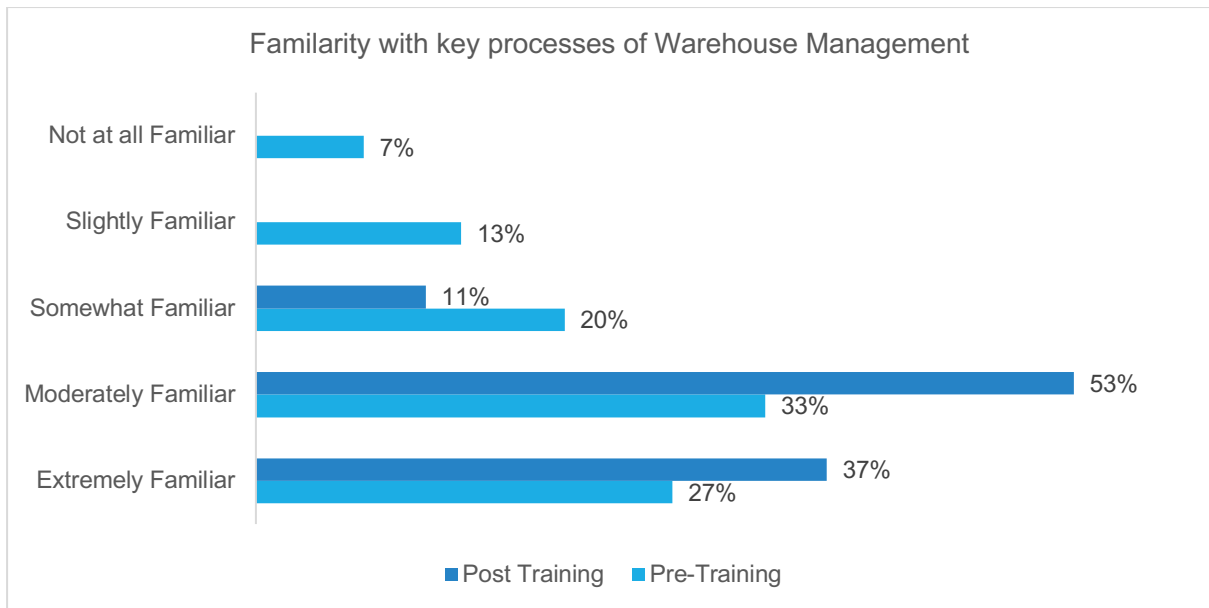


Figure 8: Participants' familiarity with processes of Warehouse Management

Learning of the participants also improved on the key components of humanitarian logistics preparedness. A majority of the participants were able to recollect that humanitarian logistics preparedness include developing logistics plans and SOPs, training personnel in logistics roles and responsibilities, ensuring access to transportation and storage facilities, establishing pre-positioned stockpiles of essential items, identifying and cataloging critical supplies, maintenance and update of inventory, establishing coordination and communication, monitoring and evaluating logistics performance and readiness, etc.

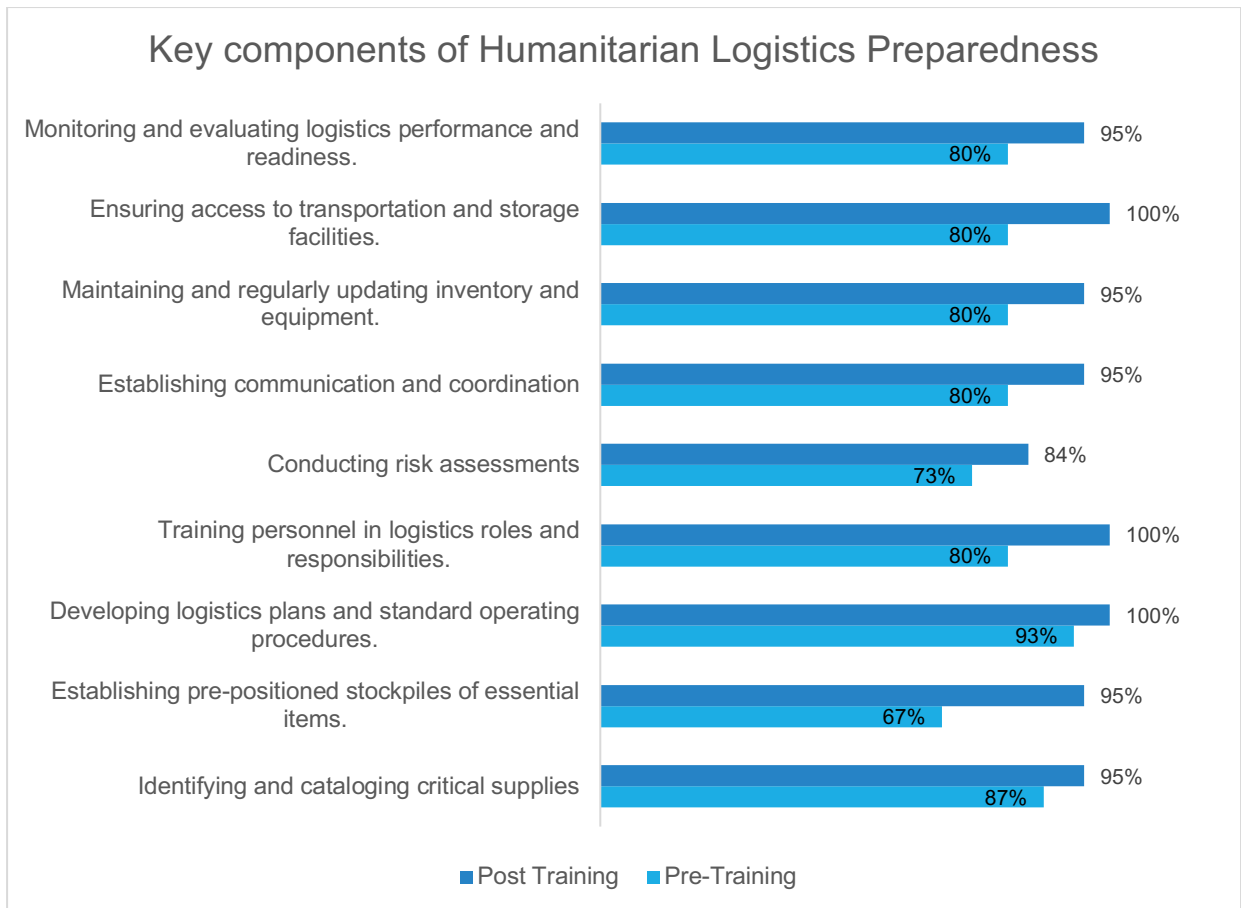


Figure 9: Learnings on key components of Humanitarian Logistics Preparedness

Overall, the participants were able to gain an improved understanding on disaster and humanitarian concepts and standards, role of procurement officers in emergencies, Tata Disaster Response Guidelines, and humanitarian logistics.

Feedback

Most participants strongly agreed that the training objectives were met, with appropriate course length, helpful and relevant exercises, and had knowledgeable trainers, and facilitators.

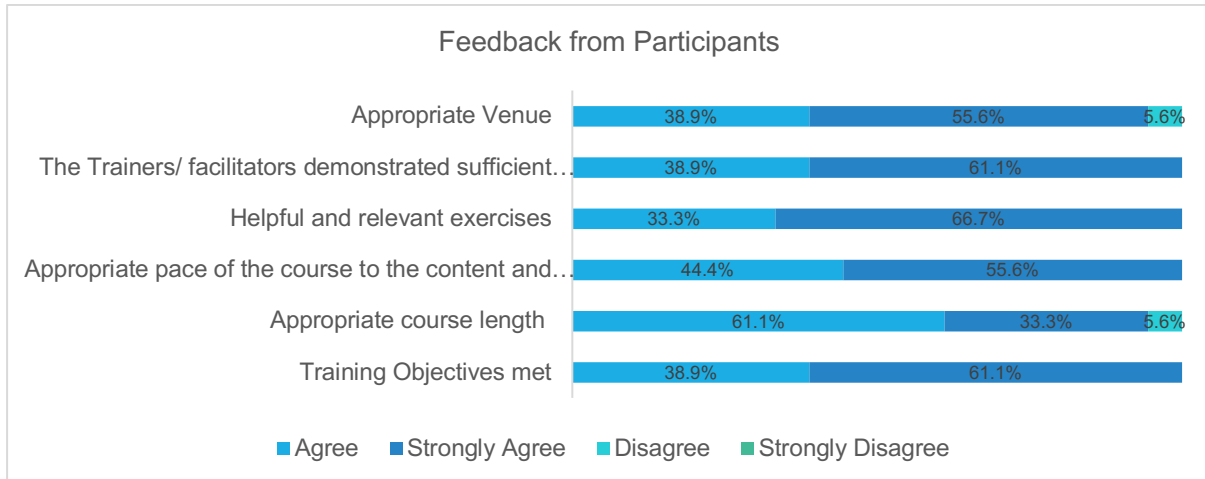


Figure 10: Feedback from Participants

All the participants reiterated that the training was useful for their work. The training enabled improved knowledge on the roles and responsibilities of procurement officers, SOPs during disasters for deployment, procurement, etc. Participants also shared that learning from the experiences of previously deployed procurement officers also enabled them to understand the challenges during disasters and the strength in teamwork and coordination.

Some of the topics suggested by participants for comprehensive coverage in the future trainings include supply chain logistics, warehouse management, experience sharing from field experiences, more simulation sessions, and real-life examples for logistics coordination. Some other topics also include interaction with Project Managers, digital platform for vendor identification and list of NGOs, and engagement with communities.

Annexures

Training Schedule

Day 1 - 25 th September 2023		
Time	Session	Resource Persons
0800 – 0830	Breakfast	
1230 – 1330	Lunch	
1400 – 1430 (30 mins)	1.1. Registration	TSG, Venue team and Sphere India- Nupur Tyagi
1430 – 1530 (60 mins)	1.2 Introduction of PrOs	Sphere India- Vikrant Mahajan
1530 – 1545 (15 mins)	1.3 Introduction to the training and Context setting	Shrirang Dhavale, TSG
1545 – 1600	Tea	
1600 – 1730 (90 mins)	1.4 Disaster management and humanitarian concepts	NIMD- Prof Anil Kumar Gupta Sphere India- Vikrant Mahajan and Dr. Eilia Sphere India- Vikrant Mahajan
1730 – 1815 (45 mins)	1.5 Tata Group – Disasters Response framework	Ipsita Das, TSG
1815 – 1845 (30 mins)	1.6 Exercise -1 Handover	Sumedh Patil, TSG
1845 – 1900 (15 mins)	1.7 Film	TSG
1900 – 1915 (15 mins)	Daily Feedback	TMT Coordinated

Day 2 - 26th September 2023

0800 – 0845	Breakfast: New participants join	
0845 – 0900	Recap of Day 1 and Ice-breaking	TMT coordinated
0900 – 0940 (40 mins)	2.1 Getting Ready (Steps taken from call till deployment)	TSG - Sumedh Patil Sphere - Vikrant
0945-1000 (15 mins)	2.2 Keynote address by G CHRO, Tata Sons	Ms. Nupur Mullick, G CHRO, Tata Sons
1000 – 1100 (60 mins)	2.3 Logistics Preparedness and Support Plan for Emergencies	Sphere India- Vikrant Mahajan and Nupur Tyagi TSG sharing (15 mins)
1100 - 1115	Tea	
1115 – 1245 (90 mins)	2.4 Working with Program Managers and Core Volunteers Teams	Sphere – Dr. Eilia Jafar+ Nupur Tyagi TSG sharing (15 mins)
1245 – 1315 (30 mins)	2.5 Procurement	Sphere- Jeet Singh, IPPF
1315 – 1400	Lunch	
1400 – 1445 (45 mins)	2.5 Procurement (contd.)	Sphere- Jeet Singh, IPPF TSG sharing (15 mins)
1445-1515 (30 mins)	2.6 Warehouse Management	Sphere- Vijay Dhillon, DHL
1515 -1545 (30 mins)	2.7 Transportation	Sphere- Amardeep Choudhary, DHL
1545 - 1600	Tea	
1600 – 1715 (75 mins)	2.8 Panel Discussion on Government Coordination for Disaster Relief and Response	Panellists: <ul style="list-style-type: none"> • Sh. Rajendra Ratnoo, ED, NIDM • Prof. Anil Kumar Gupta, Head ECDRM Division, NIDM • Mr. Shrirang Dhavale, GM(SS), TSG

		Moderator: Mr. Vikrant Mahajan Sphere India
1715 – 1730 (15 mins)	Daily Feedback	Coordinated by TMT

Day 3 - 27th September 2023		
Time	Topic	Resource Person
0730 - 0830	3.1 Camp Set-up and Management Exercise Earthquake scenario	TSG - Shrirang TSAF – Ashish & Varun
0815 – 0915	Breakfast	
0915 – 0945 (30 mins)	3.1 Camp Set-up and Management Exercise Earthquake scenario (contd.)	TSAF – Ashish & Varun Sphere- Vikrant + Nupur + Eilia
0945 – 1045 (60 mins)	3.1 Camp Set-up and Management Exercise Earthquake scenario (contd.)	TSAF – Ashish & Varun Sphere- Vikrant + Nupur + Eilia
1045 – 1115 (30 mins)	3.1 Camp Set-up and Management Exercise Earthquake scenario (contd.)	TSAF – Ashish & Varun Sphere- Vikrant + Nupur + Eilia
1115 – 1130	Tea	
1130 – 1145 (15 mins)	Review of Day 2	TMT
1200 – 1315 (75 mins)	3.2 Managing Relief Distribution	Sphere- Dr. Eilia Jafar TSG – Shrirang Dhavale
1315 - 1415	Lunch	
1415 - 1430 (15 mins)	3.3 Project Closure	TSG – Ipsita Das Sphere- Vikrant Mahajan
1430-1600 (75 mins)	3.4 Parking Lot	Sphere- Vikrant Mahajan TSG- Ipsita, Sumedh
1600 - 1615	Tea	

1615 – 1730 (60 mins)	3.6 Simulation Exercise Phase 1	Sphere- Vikrant Mahajan
1730 – 1800 (30 mins)	Daily Feedback	TMT Coordinated
Dinner	Situation Update (D+7)	

Day 4 - 28th September 2023

0800 – 0900	Breakfast	
0900 – 0930 (30 mins)	4.1 Simulation Phase 2	Vikrant + Nupur + Eilia + TSG
0930 – 1045 (90 mins)	4.2 Simulation group presentation	TMT Coordinated
1045 – 1130 (75 mins)	4.3 Simulation debrief/ Feedback and Observations	Sphere + TSG
1130 – 1145	Tea	
1145 – 1245 (60 mins)	4.4 Panel discussion PrO (Tilleshwar, Suvadeep, Rakesh, Kripal, Vikram)	TSG - Ipsita
1245 - 1255 (10 mins)	4.5 Closure of the training and overall remarks	TSG - Shrirang
1300 - 1315 (15 mins)	4.6 Training Evaluation and Feedback	TMT Coordinated
1315 onwards	Lunch & Departure	

Participants Profile

Sl.	Name	Company	Designation	Year of Induction in DR Cadre	Gender	Age	Base Location (Cty)	State
1	Sachin Kadam	Taj Sats Air Catering Limited	Materials Manager	2023	Male	39	New Delhi	Delhi
2	Shreyas Bhiku Sathe	Tata Power Solar System Limited	Lead-Contracts, Renewables	2023	Male	23	Mumbai	Maharashtra
3	Tribhuvan Kumar Pandey	Tata Chemicals Limited	Asst Manager	2023	Male	28	Mithapur Gujarat	Gujarat
4	Ravi Kondiram Shingare	Tata Power Company Limited	Group Head - Contracts	2023	Male	40	Jamshedpur	Jahrkhand
5	Govind Swaroop	Tata Projects Limited	Material Officer	2023	Male	37	Balotra	Rajasthan
6	Sachin Babanrao Patil	Rallis India Limited	Senior Manager - Procurement	2023	Male	50	Mumbai	Maharashtra
7	Satish Rajput	Indian Hotels Company Ltd	Cluster Materials Manager	2023	Male	39	Chandigarh	Chandigarh
8	Choodesh M	Tata Projects Limited	Senior Manager - Supply Chain Management	2023	Male	38	Hyderabad	Telangana
9	Guru Prasad S.	Big Basket	Manager- Projects	2023	Male		Bangalore	Karnataka
10	Shiva Kant Misra	Tata Motors Ltd	Senior Manager	2016	Male	53	Lucknow	Uttar Pradesh
11	Kripal Singh	Tata Steel Limited	Sr. Manager Estate	2016	Male	55	JAMSHEDPUR	JHARKHAND
12	Rakesh P Nair	Mjunction Services Limited	Dy. Head (Procurement)	2016	Male	48	Kolkata	West Bengal
13	Mohan Gokani	Tata Chemicals Limited	Sr. Manager - Sourcing & Chartering	2022	Male	50	Ahmedabad	Gujarat
14	Phaneesha H K	Titan Engineering and Automation Limited	Group Manager	2017	Male	51	Bengaluru	Karnataka
15	Tilswar Majhi	Amalgamated Plantations PVT. LTD.	EXECUTIVE	2018	Male	41	GUWAHATI	ASSAM
16	Suvadeep Banerjee	Mjunction Services Limited	Group Manager	2016	Male	41	Kolkata	West Bengal
17	Vikram Nagnath Jadhav	Tata Motors Ltd	SENIOR MANAGER PURCHASE	2018	Male	50	PUNE	MAHARASHTRA
18	M Stanley Selvam	Tata Consultancy Services Limited	Asst Manager	2018	Male	45	Chennai	Tamil Nadu
19	Nar resh Tatikonda	Tata Housing Development Co Ltd	ASST MANAGER	2017	Male	42	MUMBAI	MAHARASHTRA
20	ANKUR PURI	Tata SIA Airlines Ltd	MANAGER PROCUREMENT	2016	Male	36	GURUGRAM	HARYANA

Training Photos

Scan the QR Code below to access the training photos.



About the Organisers

The National Institute of Disaster Management (NIDM) emerged through an Act of Parliament, aspiring to become a leading institution for capacity development in India and its neighboring regions. The journey commenced with the establishment of the National Centre for Disaster Management (NCDM) in 1995, and it gained momentum when it underwent a transformation into the National Institute of Disaster Management (NIDM), with a distinct focus on training and capacity enhancement. The Disaster Management Act of 2005 endowed NIDM with significant responsibilities spanning human resource development, capacity building, training, research, documentation, and policy advocacy in the field of disaster management. NIDM offers a range of training modalities, including face-to-face, online, and self-learning options, alongside satellite-based training. Notably, the Institute extends its support by offering in-house and off-campus face-to-face training sessions to officials from state governments, all at no cost, including modest accommodation and boarding.

A cornerstone of NIDM's mission is its vital role in providing capacity-building support to various national and state-level agencies engaged in disaster management and disaster risk reduction. The Institute's overarching vision centers on contributing significantly to the establishment of a Disaster-Resilient India by enhancing disaster prevention and preparedness capabilities at all levels. In this third-person perspective, NIDM's essential contributions to the field of disaster management are highlighted, underscoring its commitment to building a safer and more resilient nation.

The Tata Sustainability Group (TSG), operating as an integral part of Tata Sons, fulfills a pivotal role in guiding and empowering Tata group companies to seamlessly incorporate sustainability into their fundamental business strategies. TSG is firmly committed to fostering a profound sense of responsibility towards society and the environment, positioning itself as the primary resource on sustainability matters within the Tata Group. With an unwavering mission, TSG is resolute in its aim to provide thought leadership, construct essential guidance documents and tools, and diligently maintain a repository of global best practices. TSG remains at the forefront in closely monitoring and staying attuned to emerging sustainability trends and regulatory developments worldwide, thereby facilitating and supporting Tata companies in their ongoing journey toward sustainable practices.

A critical facet of TSG's mission involves orchestrating and conducting comprehensive capability-building workshops for sustainability champions drawn from various Tata companies. Through these workshops, TSG affords these champions invaluable learning opportunities, fosters the exchange of best practices, and facilitates direct interactions with renowned global sustainability experts. Moreover, TSG assumes a representative role for the Tata Group on international sustainability platforms, actively participating in the formulation and advancement of the global sustainability agenda.

Beyond its core focus on sustainability, TSG takes on a pivotal role in disaster response management. TSG has meticulously devised an efficient and structured response system, forging collaborations with both internal and external resources. This collaborative effort ensures not only a swift and organized response to disasters but also seeks to foster long-lasting, positive transformations within affected communities. The Disaster Response Office, led by a dedicated Project Manager and overseen by a Steering Committee, serves as the central hub for managing all response activities and resources. TSG's commitment to community well-being and sustainability is unyielding, exemplified by its active involvement in shaping and executing Tata's overarching mission to enhance the quality of life for global communities and create enduring stakeholder value grounded in trust.

Sphere India is a prominent national coalition of humanitarian organizations operating within India. Its inception in 2003 stemmed from its role as a country pilot of the Sphere Project, with a mission to promote Sphere Principles, processes, and Standards across the country. Over the years, Sphere India has transformed into a dynamic collaborative initiative, serving as a nexus for a wide spectrum of stakeholders involved in humanitarian work, disaster risk reduction, climate risk management, development, and peacebuilding in India. This platform unites representatives from diverse sectors, including government, the private sector, the United Nations, international and national non-governmental organizations, local grassroots organizations, community-based organizations, professional associations, academic institutions, media outlets, and individuals.

Sphere India operates on a rights and needs-based approach, with a primary focus on advancing humanitarian principles, setting minimum standards, and aligning with global frameworks for disaster risk reduction, climate change adaptation, and

sustainable development. Its core objective is to foster accountability to affected and at-risk populations. To achieve this, Sphere India plays a pivotal role in facilitating inter-agency coordination and collaboration among these diverse actors at various levels. Moreover, it offers a platform for stakeholders to voice their perspectives and ideas, encourages knowledge and capacity sharing, and collectively develops mechanisms and initiatives geared towards ensuring accountability to those affected and vulnerable within the Indian context.

