

SECURITY REPORT



Disaster Risk Management for Business Centres in IT 'Smart' Millennium City

Gurgaon, the IT and business hub of North India has witnessed massive traffic chaos and jams on the NH8 wherein hundreds of commuters were stuck for long hours in the last week of July 2016. All kinds of vehicles, such as cars, buses and bikes were stranded as heavy rain left the key road junctions immersed. According to media reports, the Badshahpur drain that carries stormwater, breached, leading to several feet of water logging.

It is poignant to see an often titled Smart Millennium IT city centre that headquarters a number of Fortune 500 companies, being converted into a river in a few hours with heavy water logging. As water levels rose several vehicles broke down unable to ease pressure on road traffic management. In the current crisis like situation, the city administration ordered the closure of all schools in the city and also appealed to commuters to use the Metro.

In this scenario, it is important to raise questions about how to manage such crisis like situations in the

future at this IT hub? Is the city well prepared with enough critical infrastructures to provide support to its residents? Is there a need for a policy that can cover immediate relief to affected citizens and required response of public and private sector firms to offer assistance to enforce disaster risk management plans? How to develop an integrated water risk management programme for 'smart' cities?

The urgent need for disaster risk management is evident from the visible gap between the new MNC skyscrapers, the unmanageable traffic on the roads and limited civic sense.

As it is in the NCR region just on the border from Delhi, high technology advances are visible in the multi-story buildings, but absence of basic drain water management from the streets after a few millimetres of rain is very apparent.

Of course, Gurgaon has infrastructure and that's a six-lane expressway that runs through the city dissecting it into two parts. However, roadways need to be managed and well planned to ensure simultaneous transportation of locals commuting daily to work along with daily inter-state commercial vehicles. In a crises situation caused by few hours of heavy showers, all the vehicles local and inter-state are stranded on the same road without any alternate route to take.

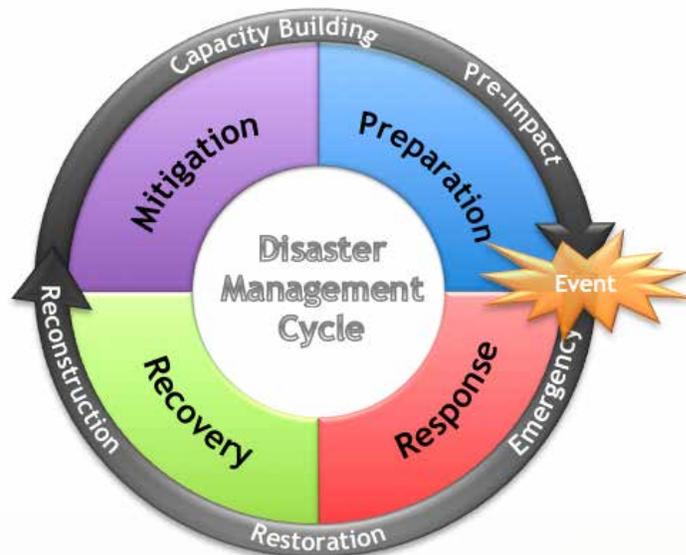
Hence, a robust vulnerability assessment is required that should guide understanding of how hazards link to key social and economic outcomes, clarifying how different vulnerable groups may have different sources of vulnerability. Secondly, this assessment needs to be closely integrated with state climate change action plans, especially actions concerning adaptation and resilience-building. This is more necessary in South Asia that has a trans-boundary nature of flood risks with the potential for climate change floods to incite political and economic instability within the region.

According to the John Hopkins research centre, water risk management requires the coordination of numerous activities including the planning of future developments, land management, flood warning, community involvement and putting in place physical structures to increase the resilience of communities, and to reduce flood risk.

Because actions in one part of a river can have consequences elsewhere, flood management is most effective when an integrated and coordinated approach is taken throughout the river basin.

It is essential that all businesses at risk from flooding spend time preparing a plan, as it will help ensure they are better able to cope in the event of a flood. Therefore, corporates should work out a Business Continuity Management (BCM) plan and focus on the following key points:

- Insurance: It is imperative to include flood damage in standard business insurance and get adequately covered. Further, the insurance should cover for business interruption and lost revenue. The policy should be kept safely and accessible in the event of a flood.
- Staff Training: Employees need to understand flood warnings and how to respond when they receive one. This includes understanding the dangers of flooding and how to evacuate the building safely. It may be helpful to train a few staff to act as flood wardens; people who take responsibility for shutting down the business and using any flood protection products.



- Important contacts: Prepare a list of emergency numbers, including Floodline, emergency services, local authority, insurance company and utilities.
- Store extra supplies offsite.
- Make a plan for a temporary location if the company is forced to relocate.
- Have a plan for alternate communication with employees, customers, suppliers during recovery.
- Develop a plan to maintain payroll.
- Obtain alternate power source

Finally, in Integrated Disaster Risk Management, resilience is the capacity of individuals, communities and societies to survive, adapt, and grow in the face of emergencies. Today, in the context of climate change, business resilience is not only about reducing the risk of disaster preparedness but also about ensuring that 'failure' does not result in catastrophic consequences to life and infrastructure. This needs more public-private partnerships to take the forefront and transforms economic, social and civic needs of 'smart' citizens in the long run.

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