



**USAID**  
FROM THE AMERICAN PEOPLE

# INVESTING IN RESILIENT MARKETS THROUGH PRIVATE SECTOR PARTNERSHIPS

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WEBINAR CHAT TRANSCRIPT

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## PRESENTERS

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## WEBINAR CHAT TRANSCRIPT

USAID Microlinks: Good morning, everyone! Thank you for joining us. We will be getting started in about 20 minutes.

USAID Microlinks: While we are waiting for the seminar to begin, please introduce yourselves in this chat pod. Where do you work and where are you joining from?

Autumn Gorman: I can hear you.

Cynthia Hartley: I can hear you.

Deena Burjorjee: I can hear you.

Eric Chavez: I can hear you.

USAID Microlinks: Great, thank you!

Joseph Anuraj Gonzaga: I can hear you.

USAID Microlinks: Where is everyone joining from?

Joseph Anuraj Gonzaga: I am from Sri Lanka.

USAID Microlinks: Wonderful! Thank you for joining this morning. What about everyone else?

James Schmitt: I can hear you.

USAID Microlinks: I'm going to pull up some polls while we are waiting to get started.

Ekanath Khatiwada: I am not hearing.

USAID Microlinks: Hi, all...the webinar is muted right now as wait to get started. You will be able to hear in just a few minutes.

Kate Mayne: Morning, I'm Kate Mayne, Partnership Advisor with Self Help Africa based in Dublin, Ireland.

Liliana Camacho: I can hear you. Good morning, Liliana Camacho from MEDA in Waterloo, Canada.

USAID Microlinks: Good morning, Kate!

USAID Microlinks: Thank you Liliana and welcome!

Eric Chavez: I can hear you. Good morning, all!

Elizabeth Toder: Good morning! Elizabeth Toder, Consultant, Financial Services. I used to work with Thea at Mercy Corps! Hi Thea!

USAID Microlinks: Thanks Eric! Good morning!

USAID Microlinks: Welcome, Elizabeth! Where are you joining us from?

Deena Burjorjee: Good morning this is Deena Burjorjee joining from NY for SEEP.

Elizabeth Toder: My abode in Denver, CO. Nothing too exotic this morning :)

James Schmitt: Good morning to everyone, and I can hear well.

USAID Microlinks: Colorado sounds great :)

USAID Microlinks: Thanks James!

Jenny Harte: Jenny Harte from Washington, DC, ACDI/VOCA.

USAID Microlinks: It's a rainy day in Washington, DC, and the room at the OFDA offices are starting to fill up.

Alia Farhat: Hello this is Alia Farhat from Al Majmoua in Lebanon.

Frank Tembo: Greetings. I am Frank Tembo, Livelihoods and Resilience Coordinator, Concern Worldwide, Malawi.

Dick Tinsley: Hello. Dick Tinsley, Colorado State University.

USAID Microlinks: Welcome Alia and Frank!

Ekanath Khatiwada: Hello everyone, I am from Nepal.

USAID Microlinks: Hi Dick! Good to see you online again.

Dick Tinsley: Sound check please.

Marc Dettmann: Good morning from Washington, DC! There seems to be some music playing in the background...sounds good but perhaps everyone should check their mute.

Ekanath Khatiwada: I am wondering. Still sound is not clear.

Getie Asfaw: Greetings everyone. I am Getie from Ethiopia.

USAID Microlinks: Hi Dick, we will be checking sound in just a few minutes. And Marc, we are playing some background music while we wait to get started.

Joseph Anuraj Gonzaga: Sound is not clear.

Ruth Campbell: Good morning!

USAID Microlinks: We will be getting started in a couple of minutes.

Matthew Marzolo: Good morning everyone! Matt Marzolo here in DC from Project Concern International.

USAID Microlinks: Hi Ruth! Glad you could join us.

USAID Microlinks: Welcome, Matthew!

Tobin Krieg-Huntley: Morning, all. Tobin Krieg-Huntley here in DC from Dexis.

USAID Microlinks: Good morning, Tobin!

Caroline Averch: Good morning. This is Carrie Averch from FHI 360.

Jennifer King: Good morning, Jennifer King here from MEDA in Waterloo, Ontario.

USAID Microlinks: A couple of reminders: If you are on Google Chrome, please switch to another internet browser.

USAID Microlinks: Also, you will be able to hear the presenters speaking in just a few minutes, and we will make sure that everyone can hear.

Luc Lapointe: Is there sound? Or still waiting?

USAID Microlinks: Can you hear Dana James from Microlinks speaking?

Matthew Marzolo: Yes.

Yanyan Gai: Yes!

Luc Lapointe: No.

USAID Microlinks: Perfect, thanks!

USAID Microlinks: Luc, our A/V Tech will private message you. Please check for a box at the bottom of the chat pod.

James Schmitt: Great!

Polly Kelekis: I'm on Google Chrome and it seems to be working fine. Is there a reason why I should change browser?

USAID Microlinks: Hi Polly. Sometimes Chrome works wonderfully, but other times it can be spotty. If it's working, please feel free to stick with it, but just keep in mind that we've had issues with Chrome in the past if you experience issues.

Liliana Camacho: Hi there, there's a lot of static on Firefox.

USAID Microlinks: All, we are experiencing a bit of static with the microphones and are looking into it. Thanks for letting us know.

Liliana Camacho: Thanks.

USAID Microlinks: Is everyone able to hear Toral speaking?

Jenny Harte: Not very well.

USAID Microlinks: Thank you, Jenny. We will look into it.

Jenny Harte: I think her voice is too soft for the equipment.

USAID Microlinks: In the meantime, you can increase your volume on the webinar by clicking on the speaker icon at the top of your screen.

Demba Ndiaye: Audio overall good here...

USAID Microlinks: Great, thank you Demba!

USAID Microlinks: Thea Anderson from Mercy Corps is now speaking.

Cynthia Hartley: Will the PowerPoint be available after the webinar?

USAID Microlinks: Hi Cynthia...yes, the PPT will actually be available during the webinar! You will be able to access it during Q&A.

Ekanath Khatiwada: For a startup phase, climate resilient market may not be that attractive for private sectors, therefore private sectors may need both technical and financial resources to drive their investments, in such situation how to avoid market distortions?

Cynthia Hartley: Thanks.

USAID Microlinks: Thank you for your comment, Ekanath.

Frédéric Kilcher: Hi every one. Frederic Kilcher here in France from AGRInsight.

USAID Microlinks: Hi Frederic! So glad that you could join us today.

Jerry Brown: Good morning! Jerry Brown from Washington, DC.

Ahmad Sadequl Amin: We will be able to get the presentations after the webinar too?

Jenny Harte: This voice is great! Can hear him.

USAID Microlinks: Hi Ahmad, the presentation will be available during Q&A today.

Jerry Brown: I hear the presentations clearly.

USAID Microlinks: Great, thank you Jerry!

Ahmad Sadequl Amin: Thanks.

Ahmad Sadequl Amin: Having problem with audio in this presentation. Last one was louder and clear.

Morris Charumbira: Is the audio file also available later?

Frédéric Kilcher: The sound is fading away.

USAID Microlinks: Hi Ahmad, our A/V tech will private chat with you to try to help. Look for a box at the bottom of the chat pod.

Ahmad Sadequl Amin: Okay.

USAID Microlinks: Morris, yes, the audio file will be available about one week after the event. You will receive an email with links.

Liliana Camacho: Could Henry speak closer to the microphone? Or change mics to one a previous presenter was using? This one isn't clear.

Morris Charumbira: Thanks.

USAID Microlinks: Hi Liliana...we're on it!

Liliana Camacho: That's better!

Liliana Camacho: Thank you.

USAID Microlinks: Great!

Matthew Marzolo: Disasters can affect so many different value chains affecting people in a wide variety of ways (labor, food, finance, etc.). How did these programs prioritize specific value chains as those necessary for the recovery of local livelihoods and other needs?

USAID Microlinks: Hi Matthew...great question! I will add it to the queue. Everyone, please feel free to type in your questions into the chat pod for the Q&A part of the event.

Jerry Brown: Did I understand that the speaker only works with formal businesses? If that's the case, most vulnerable populations and their economic communities would be eliminated especially in Africa.

USAID Microlinks: Hi Jerry...I did not catch that. Does anyone else online know the answer to Jerry's question about whether Save the Children only works with formal businesses in this program?

Matthew Marzolo: He did mention that the project only works with formal businesses because they are also working with government. They also work to formalize informal businesses

USAID Microlinks: Thanks Matthew!

Kyhl Amosson: Can you explain 'created a supply and demand for DRR-related services'?

Jerry Brown: It would be interested to learn what the project in Peru does when there are no formal businesses in the vulnerable communities?

USAID Microlinks: Thanks for the questions...I'm keeping track of them and will try to ask as many as I can during the Q&A.

Frédéric Kilcher: How did the different projects handle the analysis of the populations' livelihoods in an integrated manner (different sources of incomes, contribution to the cash-flow, dependency on labor availability along the year, etc.) so that the most adequate interventions can be easier identified and to improve the capacity to measure the impact of these different interventions?

USAID Microlinks: We will be moving into a moderated discussion following the top takeaways and then will open it up to everyone for Q&A afterwards.

Jillann W Richardson-Rohrscheib: Where can we download the presentations?

USAID Microlinks: Hi Jillann, you will be able to download the PPT during the Q&A part of the event.

Jillann W Richardson-Rohrscheib: Thank you.

USAID Microlinks: I'll be pulling up polls throughout the moderated discussion. We'd love to get your thoughts!

USAID Microlinks: Toral is now speaking.

Jerry Brown: "Priority is the business." That's a statement that requires some reflection. Resilience programming, I believe, requires a partnership among all the actors addressing disaster risk reduction. Therefore, given the "flexible approach" as a takeaway, what might they do to work with informal, formal and vulnerable populations in partnership?

Demba Ndiaye: Is there any sort of facility available to newcomers of the game in respective countries?

James Schmitt: Thank you Microlinks and all participants this is a great program. I have a question for Thea Anderson: one successful component was to pursue an insurance product to aid banks to support liquidity during recovery after a disaster. How was it presented and paid for? Secondly was there effort to differentiate premium banking services (better DRR and security) in the market place to consumers or support legislation for coverage across the banking industry?

Demba Ndiaye: Communication and outreach critical to the buy-in and sustained interest in both the private sector and public itself, and indeed.

USAID Microlinks: Henry Flores with Save the Children is now speaking. It will be translated in just a minute.

Alia Farhat: In a post disaster situation, how fast can we start implementing resilience initiative when all the attention is on the humanitarian response?

Demba Ndiaye: Disaster planning for SMEs isn't in the cultural understanding of the various actors in such countries featured herein... It takes a different approach to make it happen successfully.

USAID Microlinks: Thea just responded, and now Toral is speaking.

USAID Microlinks: I love seeing the live poll responses...very interesting!

Demba Ndiaye: I'm interested in engaging in Senegal, Mali, Gabon and Sudan, what might be the type of things to look at in a prospective manner? Any potential interest of actual sponsors in these featured countries?

USAID Microlinks: How is everyone else online finding the moderated discussion? Is it hard to follow not actually being in the room?

Frédéric Kilcher: Indeed.

Ambre Stanford: Yes.

USAID Microlinks: Thank you for your feedback!

Morris Charumbira: Good.

Demba Ndiaye: DRM is a culture in the West... should it go through similar process of an enabling environment with communications & outreach before it's adopted as the way to go forward for better business continuity modeling?

Frédéric Kilcher: To answer to the speaker, we at Prorustica / AGRInsight are trying to explain the Private Sector priorities and operating systems to our "Non Private Sector" Development partners.

USAID Microlinks: Thanks for your comments Demba and Frederic.

Frédéric Kilcher: In this context, did the project make use of family cash-flow analysis to understand how these different value chains impact on these families?

USAID Microlinks: Here is the EMMA toolkit that Henry and Jorge were referencing: <http://www.emma-toolkit.org/>

Frédéric Kilcher: Great, thank you!

USAID Microlinks: Any other questions for the presenters? If so please type them into the chat pod.

Demba Ndiaye: Thanks for my question.

USAID Microlinks: Thank you, Demba!

USAID Microlinks: I thought it was a very interesting question.

Demba Ndiaye: True, as I'm working on such level of cultural immersion in West and East Africa... a lot to do.

Magdaleno Bargamento: Thank for hosting this topic. Bye.

USAID Microlinks: Thank you for joining! A recording of the webinar in addition to other post event products will be available approximately one week from today. You will receive an email with links to them.

USAID Microlinks: Thank you, everyone!

James Schmitt: Thank you!

Alia Farhat: Thank you.

Frédéric Kilcher: Thank you!

Demba Ndiaye: Thank you.

Stephen Awuah: Thanks so much.

Morris Charumbira: Thanks.

*[End of chat transcript]*