

Susana Fuentes Riquelme

PhD in International Relations
Engineer in Risk Prevention and Environment
Disaster Risk Management Specialist
ISO 22301 Business Continuity Specialist
Climate Change Specialist (UN)

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PROFILE:

Professional with 25 years of work experience in the field of Management, Consulting and Audits in comprehensive management systems in various fields: Business Continuity, Cybersecurity, Occupational Risk Prevention and environment. Specialist in Strategies for Disaster Risk Management and Resilience, Sustainable local development. Climate Change Specialist. Certified in gender issues and agricultural sector development FAO.

With relevant experience to perform successfully, managing processes and areas in various areas of the organization and in projects related to the strategy of Multinational companies.

I have worked optimizing projects of various kinds, in companies of different sizes and sectors. With high levels of contacts in the national and international field, in public and private sectors.

Participation in Congresses and Awards, recognitions received between 2010-2020:

"Promoter of the UNDDR Resilient Cities Campaign for Chile". United Nations Office for Disaster Risk Reduction. **Period 2013 to 2017**

Regional Defender of the Humanitarian Summit. **Istanbul, Turkey 2016**. United Nations Office for the Coordination of Humanitarian Affairs. OCHA.

"National and International Awards of Spain Prever"

- Honorable Mention for Risk Prevention Management and Training in Chile, awarded by the Spanish Government Commission of the General Council for Industrial Relations and Graduates in Labor Sciences. May 2010.

- Presentation at the ORP Congress 2010 Valencia Spain, selected international work: Analysis of Occupational Diseases in Chile.

ACADEMIC BACKGROUNDS:

PhD in International Relations

Atlantic International University
United States

Personnel management

Continuing Education Center, Universidad Mayor
Chile

Disaster Risk Reduction, Resilience and Sustainable Local Development

International Training Center, *Turin-Italy*
International Labor Organization (UN-ILO)

University Specialization in Epidemiology and Public Health

Miguel de Cervantes University, *Spain*

Social Security Policy Formulation and Management for Latin America

International Training Center, *Turin-Italy*
International Labor Organization (ILO)

Master in Environmental Management, Consulting and Audits with a Mention in Environmental Engineering and Renewable Energies.

Partial scholarship granted by the
Iberoamerican University Foundation
(*On certification process*)

Engineer in Risk Prevention and Environment

ARCOS Professional Institute, *Santiago de Chile*
Professional Registry National
Health Service N°B/P-132

Higher Level Technician in Risk Prevention

ESANE Technical Training Center, *Santiago de Chile*
Technical Registry National
Health Service AM/T-0413

Climate Change Specialist

Postgraduate Studies Center,
EUROINNOVA ESPAÑA

Green Hydrogen Specialist

Postgraduate Studies Center,
EUROINNOVA ESPAÑA

Cities and Climate Change

Formation of the United Nations System (UN)

Human Health and Climate Change

Formation of the United Nations System (UN)

Gender Training Program

UN Women Training Center.

Module 1, 2 and 3: International Framework for Gender equality; and the Promotion of Gender Equality in the UN system.

Module 4: Economic empowerment of women.

Module 5: Women's leadership and decision-making power.

Module 6: Violence against women and girls.

Module 7: Gender equality at work.

Module 8: Gender equality and education.

Module 9: Sexual and reproductive health and rights.

Module 10 and 11: Women, peace and security.

Sustainable development programs for the agricultural sector

FAO: Food and Agriculture Organization of the United Nations.

UN Trainer of Trainers: Implementing the Sendai Japan Framework for Action 2015-2030; Formulation of Disaster Risk Reduction Plans

UNIDDR, United Nations Office for Disaster Risk Reduction. *Panama, December 2016.*

Chief Auditor in BS 25.999 and ISO 22301 Business Continuity

British Standards Institution.

Barcelona, Spain

London, England

Lead Auditor in Ohsas 18001

Bureau Veritas. IRCA registered course
International Register of Certified Auditors

Lead Auditor in Integrated Management Systems ISO 9001 Quality, ISO 14001 Environment and ISO 45001 Occupational Health and Safety

Applus Norcontrol

OTHER TRAININGS:

- Social Responsibility ISO 26,000 **Bureau Veritas**
- Environmental Legislation, **Bureau Veritas**
- Carbon Footprint Calculation Methodology, **Bureau Veritas**
- Labor Verification Standards 2011, **National Institute for Standardization INN**
- Chair Ergonomics and Prevention, Integrated Management of Prevention, Environment and Quality. **Polytechnic University of Catalonia, Chilean Security Association**
- ISO 45001 Internal Auditor
- ISO 14001 Internal Auditor
- ISO 9001 Internal Auditor
- Project management. **Applus+ Norcontrol Chile**
- Computer: Windows, Word, Excel. **University of Chile, Faculty of Informatics.**
- Intermediate level of English: Comprehension and Use of English in the Production Area. **Chilean Canadian Language Center.**

PROFESSIONAL BACKGROUND:

Company: KTM CHILE.

Date: March 2022 to date

Position: Safety Manager

Functions and responsibilities of the Position: Manage and implement all the actions indicated in Supreme Decree 40, Law 16,744 and its Supreme Decrees. Creating a safe work environment free of work accidents and occupational diseases. The above, under the standards of its parent company in Austria.

Achievements: Creation of the Health and Safety area, according to national policies and international standards.

Company: SCHENCK PROCESS AUSTRAL S.A.

Date: November 2019 to February 2022

Position: Safety Manager in Risk Prevention and Environment for the Andean Region.

Functions and responsibilities of the Position: Manage and implement all the actions indicated in Supreme Decree 40, Law 16,744 and its Supreme Decrees. Creating a safe work environment free of work accidents and occupational diseases.

Achievements: Risk prevention and environmental efforts have been carried out effectively, according to national policies and international standards.

Company: CISCO SYSTEMS

Date: January 2007 to date

Position: Safety Manager for Chile (External Consultant)

Functions and responsibilities of the Position: Health and Safety Management, according to company policies and according to what is indicated by its US parent company. Implementation of business continuity plans according to ISO 22301

Achievements: For the first time in Chile, risk prevention efforts have been carried out, according to US policies and standards and in relation to the legal regulations of that country, adapting this according to their own internal needs.

Company: Merrill Lynch Of America Bank

Date: January 2011 to December 2012. May 2018 to October 2018

Position: Safety Manager for Latin America; Chile, Argentina, Uruguay, Argentina, Peru and Colombia (Reporting directly to the Presidency of the US Occupational Health Corporation)

Functions and responsibilities of the Position: Health and Safety Management, according to the Bank's policies and according to what is indicated by its US parent company. Implementation of business continuity plans according to ISO 22301

Achievements: For the first time in the indicated countries, risk prevention efforts have been carried out, according to the policies and standards of the Bank (USA) and in relation to the legal regulations of each country, adapting this according to their own internal needs.

Non-profit entity: Resilient Cities Foundation

Date: July 2014 to date

Position: President

Functions and responsibilities of the Position: Management of Resilience Projects, Gender Equality, both for the public and private sectors.

Achievements: Creation of a Foundation together with Carlo de Gavardo, where through said Foundation we promote his legacy with Resilience in Chile and internationally.

Company: Precorp Group.

Date: May 2005 to date

Position: CEO

Functions and responsibilities of the Position: Management of Consulting and Training Projects in Risk Prevention, Environment and ISO 22301 Business Continuity, and promotion of the World Health Organization (WHO) Road Safety Decade, Implementation of Gender Management in the private sector.

Achievements: Creation of a leading company in its field, in partnership with Carlo de Gavardo (QEPD), which has made this innovation and entrepreneurship a unique project for the benefit of its clients. Two projects as an example; Consulting and Training in Road Safety for Constructora El Sauce, focused on all its workers who use vehicles at Minera BHP. Comprehensive advice for the formation of the MOVISTAR business continuity area, the first in the Telecommunications sector in Chile.

Company: JP Morgan Chase Bank

Date: February 2013 to May 2018

Position: Safety Manager for Chile with support for Argentina and Colombia.

Functions and responsibilities of the Position: Risk Prevention Management according to the Bank's policies, and according to what is indicated by its US parent company. Implementation of plans and audits in ISO 22301

Achievements: For the first time, risk prevention efforts have been carried out, according to the policies and standards of the Bank (USA) and in relation to the legal regulations of Chile, Argentina and Colombia. Adapting this to your own internal needs.

Company: Nokia SIEMENS NETWORKS

Date: October 2007 to December 2010.

Position: Risk Prevention, Environment and Contractor Control Advisor

Functions and responsibilities of the Position: Management and administration of the area of Risk Prevention and Environment

Achievements: It has created the Risk Prevention and Environment area, with important achievements in management with large clients, such as Movistar and Metro de Santiago

Company: APPLUS – NORCONTROL

Date: May 2005 to March 2007

Position: Project Manager-Consultant-Auditor.

Functions and responsibilities of the Position:

- Management and administration of consulting projects for Occupational Risk Prevention and Ohsas 18001
- Business generation.
- Lead Auditor Ohsas 18001

Achievements:

- It has developed consultancies in at least 20 companies of different lines and/or activities (detail in Annex).
- It has contributed to the certification of companies under provisions of ISO Regulations and carried out pre-certification audits under provisions of ISO Regulations.
- It has been a Consultant for integrated management systems in health and safety, environment and quality.
- It has designed Risk Prevention management systems geared towards business strategies, structuring and aligning purposes of processes/areas and organization in order to improve organizational performance, thereby specializing in activities such as:
 - Identification and analysis of critical processes to structure and optimize the planning of processes and areas of the organization.
 - Design and implementation of methodologies and organizational practices related to risk prevention and its legal aspects, among others, to organizational structures, management indicators, criticality analysis, training needs and staff responsibilities; infrastructure; operational, management and support processes; legal compliance and control of contractors, evaluation of suppliers; equipment maintenance, non-conformity management, corrective and improvement actions.
 - Identification of occupational risk prevention and improvement indicators for management, administrative and operational processes with the purpose of promoting the improvement of organizational performance.
 - Formulation of analysis and preparation of action plans to improve indicators or results.
 - Implementation of contractor control programs and their compliance with legal risk prevention regulations.
- Support in the implementation of Ohsas 18001 in Codelco Chile's El Teniente Division.
- In charge of the technical and logistic direction of work teams.

Company: EMPRESAS CONSALUD S.A. BELONGING TO THE CHILEAN CHAMBER OF CONSTRUCTION

Date: November 2003 to March 2006

Position: National Head of Risk Prevention

Functions and responsibilities of the Position: Management and administration of the Risk Prevention Department, corresponding to Isapre Consalud and Megasalud.

Achievements:

- Reorganization of the risk prevention area.
- Management and reduction of accidents in a company with more than 2000 employees.

Company: SODIMAC HOME CENTER

Date: 2001 to 2003

Position: Risk preventionist in charge of Store

Functions and responsibilities of the Position: Responsible for the management of prevention, reduction of accidents and legal compliance of the store in charge

Achievements:

- Maintenance and optimization of the management system implemented in the company.
- Optimization of critical processes
- In charge of the technical and logistic direction of work teams.

Company: FORUS S.A (Company of the Business Group led by Mr. Alfonso Andrés Swett, Former President of CPC 2018-2019)

Date: 1997 to date

Position: National external advisor for Risk Prevention and Occupational Health

Functions and responsibilities of the Position: Responsible for the company's risk prevention management.

Achievements:

- Decrease in accidents
- Optimization of risk prevention in industrial processes and in the Retail sector.

Other consultancies in Risk Prevention and Environment carried out between 2003 and 2021:

- Advice for the Agricultural Sector for De Gavardo y Compañía. (La Vega and La Vacada Estates, Grape and Vineyard production, among others in the field)
- External consultant in Safety, Health and Disaster Risk Management **Ibis Hotels, Accor, Sheraton, Kennedy Hotel, Hard Rock in Panama, Hotel Santa Victoria in Milan Italy, among others.**
- Advice on the management of control of contractors and training programs for the **WOM Company.**
- Special advice on business continuity for **SURA COLOMBIA**
- Risk Prevention Management and training for the company **MERCADO LIBRE and PORTAL INMOBILIARIO**
- Risk Prevention Management of the **CHILEVISIÓN** Television Channel.
- Management and implementation of the Risk Prevention Plan and emergency control of the **Viña del Mar Festival 2015.**
- Emergency Brigade Management Project for **FALABELLA** nationwide from 2009 to 2014
- Project for the creation and implementation of emergency plans for all branches of the Pension Fund Administrator **AFP HABITAT.**
- Risk Prevention Advice to the entire organization in the Cinema category, company **CINEMARK CHILE.**
- Environmental support project for the Operational Risk Control area of the **CODELCO ANDINA DIVISION.**
- Risk Prevention Consulting for **METRO DE SANTIAGO** Project.
- Advice on the creation and implementation of risk prevention management for **MULTIÓPTICAS CHILE (ÓPTICAS GMO, ECONÓPTICAS, SUNPLANET, CLINICA NOVOVISIÓN).**
- Risk prevention and environmental advice to companies in the industrial sector and plastics manufacturing: **PLÁSTICOS BIO BIO, PLÁSTICOS POLYFLEX.**
- Advice on business strategies **ALTEC AMERICA TECNOLOGIA S.A. HISPANIC CENTRAL SANTANDER.**
- Management of training and training for emergency leaders for the Telecommunications sector **ENTEL PCS.**
- Management and support in the generation of control plans for contractor companies in the Telecommunications sector **ENTEL PCS.**
- Special advice on risk prevention training to **ENTEL S.A.**
- Audits of the subcontracting law to a client company of **AENOR CHILE.**
- Advice on Risk Prevention, safety in the **BMW** automotive sector.
- Consulting in the management and control of Contractors **ENTEL PCS, NEXTEL, VTR, WOM.**
- Creation of training management in Risk Prevention **CLARO CHILE, MOVISTAR, ENTEL PCS, VTR, CENCOSUD.**
- Support in the management of training in Risk Prevention for Mutual Societies: **ACHS and Mutual de Seguridad.**
- Risk Prevention Management, Team Carlo de Gavardo **DAKAR 2010.**
- Implementation of Risk Prevention Management 2010 to 2014 in: **NEXTEL CHILE. (Currently WOM)**
- Implementation of Contractor Management 2010 to 2014: **VTR GLOBALCOM.**

OTHERS:

I have given courses and talks to companies of various sizes and sectors on topics such as:

- Guidance on Risk Prevention, Law 16,744 and its Complementary Decrees.
- Emergency preparedness.
- Formation of Joint Committees.
- Interpretation and Implementation of ISO 45000 Management Systems
- Ergonomics application.
- Control of critical risks.
- Business Continuity BS 25999 and ISO 22301.
- Interpretation and Implementation of Integrated Quality, Environment and Safety Management Systems
- Disaster Risk Management.
- Resilience Plans.
- Climate change
- Gender equality.

Trade Union Activities: President of the Metropolitan Council of the College of Experts in Risk Prevention AG. 2006-2007

Strategies Center of the College of Experts in Risk Prevention AG. 2017- to Date

PERSONAL INFORMATION:

Date of birth: February 4, 1977

Nationality: Chilean

Marital Status: Divorced

SUMMARY ANNEX:

DETAIL OF EXPERIENCE IN MANAGEMENT, CONSULTING AND AUDIT IN PROFESSIONAL RISK PREVENTION APPLUS NORCONTROL

I have developed consultancies in approximately 20 companies in sectors such as: Mining, metalworking, manufacturing, Vitivinícola and services, technical review plants, Bio Gas recovery plants, carrying out consulting and auditing activities on topics such as:

- Design and implementation of management systems under normative provisions of ISO 9001 (Quality Management System), ISO 14001 (Environmental Management System), OHSAS 18001 (Occupational Health and Safety Management System).
- Carrying out diagnoses and evaluations in the identification of critical processes.
- Preparation of emergency plans.
- Trainings focused on risk prevention (ergonomics, emergency preparedness, etc.)
- Internal audits of risk prevention and legal compliance.

REFERENCES:

Client Company: CODELCO CHILE. THE LIEUTENANT DIVISION

Date: September 2006 – January 2007

Position: Auditor

Functions and responsibilities of the Position:

- Lead risk prevention audit and Ohsas 18001
- Identification of critical processes and risk prevention compliance standards

Detail of Projects where I participated:

- Implementation Ohsas 18001 Viña San Juan de Apalta.
- Implementation Ohsas 18001 Viña Miravalle.
- Implementation Ohsas 18001 Viña Ortiz y Ortiz.
- Implementation Ohsas 18001 Viña Bisquert.
- Implementation Ohsas 18001 Viña Siegel.
- Emergency Preparedness and Response according to Ohsas 18001, Lepanto Biogas Recovery Plant.
- Legal advice on security matters
- Lepanto Biogas Recovery Plant.
- Implementation Ohsas 18001 Norcontrol Chile
- Implementation of Ohsas 18001 Applus+ Technical Review Plants.
- Audit Ohsas 18001, Codelco Lieutenant.
- Audit Ohsas 18001, Minera El Tesoro.
- Support in Integrated Management Systems, Central Highway Company monitoring project.
- Internal Audit Ohsas 18001 CIMM Company.
- Support in Implementation Ohsas 18001 Vital Company.
- Internal Audit Ohsas 18001 Instapanel Company.
- Internal Audit Ohsas 18001 RMD Kwikform Company.
- **Some custom projects, both in consulting and training for the Mining sector: Codelco Andina, Codelco Chuquicamata and Minera Centinela, through the contractor Abengoa, Minera Barrick, Bhp Billinton, among others.**