

DISASTER RESPONSE TEAMS HELP WITH THEIR LOGISTICS EXPERTISE

In a move to establish a global system of disaster preparedness, response and reconstruction, the United Nations, national governments, NGOs and the private sector joined forces to improve disaster management.

When disaster strikes, relief goods are quickly collected and sent off to the affected region – but the distribution of emergency supplies remains a major challenge. This logistical problem is what drives Deutsche Post DHL, one of the world's leading logistics providers, in its commitment to Disaster Response. In close cooperation with the UN and its Office for the Coordination of Humanitarian Affairs (OCHA) the Group started tackling the problem by launching DHL Disaster Response Teams (DRT).

DHL has put three Disaster Response Teams in place as part of its commitment to corporate responsibility: DRT Americas in Panama, DRT Middle East/Africa in Dubai and DRT Asia Pacific in Singapore. Since the start in 2003, the teams from DHL use their

extensive logistics expertise to help local authorities handle disaster relief situations at the airports. Together with local organizations, DHL takes care of incoming relief goods, sets up and manages professional warehousing, which includes the sorting and inventorying of goods, and organizes the onward transportation.

Some examples where DRTs were on site: Indian Ocean tsunami (2004), Hurricane Katrina in the US (2005), South Asian earthquake in Pakistan and India (2005), earthquake in Central Java, Indonesia (2006), earthquake in Peru (2007), tropical cyclone in Myanmar (2008), disasters in Indonesia, the Philippines and Samoa (2009).



Deutsche Post DHL takes responsibility for people, society and the environment as core element of its corporate strategy. The Group fulfils its corporate responsibility not only in the area of disaster management with the claim GoHelp, but also focuses its commitment on environmental protection and education. GoGreen minimizes the impact of the Group's actions on the environment by using resources in a responsible manner. Deutsche Post DHL is the first logistics sector company to set a concrete carbon efficiency goal, which is to achieve a 30% improvement by the year 2020. GoTeach stands for the Group's commitment to better education and to equal opportunities for education.



DISASTER RELIEF NEEDS EFFICIENCY

The GARD Program from DHL and UNDP



Deutsche Post DHL

Publisher:
Deutsche Post DHL
Headquarters
CR Strategy and Policy
53250 Bonn
Germany

Contact:
Kathrin Mohr
Deutsche Post DHL
kathrin.mohr@deutschepost.de

Matt Hemy
DHL Express Asia Pacific
matt.hemy@dhl.com

www.dp-dhl.com

January 2010

Deutsche Post DHL



LIFESAVING TRAINING FOR DISASTER RELIEF OPERATIONS

A Program for People and Airports



Natural disasters such as earthquakes, cyclones and flooding occur year after year, especially in Asia and the Americas. Help comes mainly from the international community, which means people and tons of relief goods flying into regional airports on very short notice. The common problem is that nobody is prepared for this sudden influx of people and aid and often enough there is no set plan on how to manage such situations. In addition, runways are short or partly destroyed, warehouses hardly exist and the handling equipment used to unload the aircraft is poor. When disaster strikes, the airports are quickly overwhelmed with the tons of food, bottled water, medical supplies and tents arriving from all over the world – all of which are urgently needed in the field. This is where the GARD program steps in.

GET AIRPORTS READY FOR DISASTER

GARD stands for “Get Airports Ready for Disaster” and is a crucial step in making worldwide relief efforts more effective. Deutsche Post DHL, one of the world’s leading logistics providers, and its subsidiary DHL have developed the GARD program together with UNDP (United Nations Development Program). Its aim is to prepare both airports and people for disaster situations, gauging an

airport’s surge capacity for disaster relief operations post calamity and providing lifesaving recommendations for those in charge.

GARD is based on the premise that the more “ready” for disaster an airport is, the faster and more efficient help can be. This is what motivated DHL and UNDP to launch the program in 2009 and help get airports “disaster ready”. The GARD program objectives are to prepare airports to better respond to disaster relief surge, build up local capacity by training local people, and to enable local disaster relief agencies to better plan and coordinate relief efforts. More specifically, the program prepares airports and people during disaster-free times by:

- reviewing airport capabilities and capacities
- understanding coordination requirements
- training local people (train-the-trainer concept)
- helping to formulate a contingency plan and a coordination structure

The small GARD pilot team is made up of highly experienced DHL logistic experts. The team trains 2-3 local DHL experts, who then join the training team to work with some 15 trainees (DHL, airport authorities and members of airport operations) at the chosen airports. Should disaster strike, these trainees will be able to lead operations on site.

The GARD team started a successful pilot program at two airports in Indonesia, Makassar and Palu in the summer of 2009. By the time the training started, plenty of background work had happened to compile the highly detailed information necessary for the training sessions. The good preparation helped deliver an intensive and well received training. While the reports coming out of the week-long pilot program met expectations, they also pointed to where improvements for the initial setting are still needed. In the effort to increase effectiveness in the case of disaster, the program also invites as many airport and non-airport authorities as possible to attend the training sessions. Makassar and Palu now have trained

Why GARD?

Objectives	Benefits
Prepare airports to better respond to disaster relief surge	It highlights the capabilities and capacities of the airport
Build local capacity through training of local human resources	It provides an excellent contingency plan and trained local people
Enable local disaster relief agencies to better plan and coordinate relief efforts	It provides tools to bring help faster to those who need it the most

personnel, but perhaps even more important, they have a detailed report containing valuable information on how best to support disaster relief operations. For DHL, the pilot program is the first step in further developing the GARD training program.

Roll-out in other regions

Many regional airports in the Philippines, Peru or Panama – areas where natural disasters happen regularly – are often ill prepared when it comes to handling the frequent arrival of cargo flights and the high volumes of goods being moved through their facilities. DHL and UNDP intend to continue making airports in Indonesia and in other Asian countries disaster-ready. A global rollout is planned and should run from 2010 on. It will include airports in Central and South America as well.

Should another earthquake or cyclone hit the region, DHL and its Disaster Response Teams will be on site again. But thanks to GARD, delivering the help quickly to where it is needed the most will be much easier.