GoHelp: Disaster Management at DPDHL

Paul Dowling

DIHAD March 25th 2013
Earthquake Relief, Bam Airport, Iran, December 2003

- Airport apron and taxiways blocked with cargo, trucks and aircraft
- Unsafe airport operation
- Airport closed
DPDHL Global Organisation

SCOPE
We are a global organization operating in over 220 countries

RESOURCES
A workforce of 500,000 people

EXPERTISE
We manage airport operations on a daily basis.

Core competencies include

- Airport operations
- Logistics
- Warehousing
- Inventory Management
- Transportation
The DRTs evolved from DHL’s experience with humanitarian relief missions

- Gujarat, India, earthquake
  - DHL experts support relief efforts

- Bam, Iran, earthquake
  

- Indian Ocean tsunami
  - AET deployed to Colombo Airport, Sri Lanka
  - DHL volunteers lead AET team

- Hurricane Katrina
  - DHL team deployed to Little Rock AFB, USA
  - DHL volunteers made up team

- Pakistan Earthquake
  - AET deployed to Islamabad, Pakistan
  - DHL volunteers lead AET team

History of the Disaster Response Teams

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1 UNDP = United Nations Development Programme 2 OCHA = United Nations Office for the Coordination of Humanitarian Affairs
80% of the countries that are at risk of a major natural disaster covered

- 3 Teams
- 3 Regions
- 450 Volunteers

Disaster Response Teams Regional Coverage
DRT Mission and Activities

Professional logistics support to ensure a speedy, efficient supply chain for incoming unsolicited / bi lateral relief goods

Scope of DRT activities

**Handling**
- Goods are taken off aircraft pallets
- Transferred to wooden pallets
- Ground Handling equipment freed up
- Assistance with customs processes

**Warehousing**
- Sorting and stacking of goods
- Inventory management
- Inventory reported to UN / Relief Coordination Group

**Loading**
- Re-packing of relief goods
- Loading of aid on to trucks / planes or helicopters

Unloading aircraft
- Not in Scope

Onwards transportation
- Not in Scope
DRT deployments since 2004

More the 20 deployments worldwide so far

- USA 2005
- Mexico 2005
- Guatemala 2010/2012
- El Salvador 2011
- Panama 2009
- Peru 2009
- Chile 2011
- Turks & Caicos 2008
- Haiti 2010
- Morocco 2004
- Honduras 2008
- Philippines 2006/2009
- Indonesia 2006/2009
- Sri Lanka 2004
- Pakistan 2005/2010
- Iran 2003
- Oman 2007
- New Zealand 2011
- Samoa 2009

Events:
- Storm, Flooding
- Earthquake
DRT deployments - examples

Our teams have helped in all kinds of disasters worldwide

Tropical Cyclone, Myanmar 2008, 21 days
Typhoon Ketsana, Philippines 2009, 21 days
Earthquake and Tsunami, Chile 2010, 8 days
Earthquake, Indonesia 2009, 14 days
Floods, Pakistan 2010, 35 days
Earthquake, Haiti 2010, 30 days
Role of airports after a natural disaster

Our experience over many years of DRT deployments showed that airports face several challenges in disaster response situations.

**Situation**

- Airports play key role in the relief supply chain

**Complication**

- After a natural disaster airports have to cope with a huge volume of relief goods
- Bottlenecks often occur

**Solution**

- Airports need to plan for these events to better manage them when they occur.
GARD – Get Airports Ready for Disaster

- GARD program designed by DHL
- Run in conjunction with UNDP
- Key airport management trained over 5 days
- DHL provides professional trainers from DHL Aviation to deliver the training.
- An assessment of the capacity of an airport to handle a surge in flights & cargo is conducted
- The output is an Airport Assessment Report
- Actions are agreed to improve the airports capacity to deal with increased flights / cargo / people.
### GARD Methodology Overview

#### Surge Operation Analysis

<table>
<thead>
<tr>
<th>Post Disaster Inflow</th>
<th>Impact</th>
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<tr>
<td><strong>Challenges</strong></td>
<td></td>
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<tr>
<td>More flights</td>
<td>More people</td>
</tr>
<tr>
<td>• Cargo aircraft</td>
<td>• Relief workers</td>
</tr>
<tr>
<td>• Military</td>
<td>• Press</td>
</tr>
<tr>
<td>• VIP’s</td>
<td>• Military</td>
</tr>
<tr>
<td><strong>Constraints and Focus areas</strong></td>
<td></td>
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<tr>
<td>Airport Capacity</td>
<td>People handling</td>
</tr>
<tr>
<td>• Runway capacity</td>
<td>• Immigration / Visas</td>
</tr>
<tr>
<td>• Aircraft parking</td>
<td>• Ground transport available?</td>
</tr>
<tr>
<td>• Identify alternate parking areas</td>
<td>• Press / TV area</td>
</tr>
<tr>
<td>• Handling equipment</td>
<td>• VIP’s</td>
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<tr>
<td>• Ramp Staff</td>
<td>• Food &amp; Water</td>
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<td>Cargo handling</td>
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<td>• Warehousing</td>
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<td>• Alternate warehousing</td>
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<td>• Handling equipment</td>
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<td>• Cold storage</td>
<td></td>
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<tr>
<td>• Customs procedures</td>
<td></td>
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<td>• Inventory management</td>
<td></td>
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<td>• Staff</td>
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#### GARD assessment should result in...

- Increase number of aircraft the airport can support
- Increase amount of cargo the airport can handle
- Increase amount of people the airport can process
GARD 2012 - Indonesia, Turkey and Lebanon
GARD has been conducted at several airports and is planned to be rolled out further.

- Nepal 2010 (5 airports)
- Bangladesh 2011 (2 airports)
- Indonesia 2009, 2011, 2012 (6 airports)
- Turkey 2012
- Lebanon 2012
- Armenia 2013
- Philippines 2013
- El Salvador 2013

- 175 people trained
- 15 airports assessed
- Participants from 34 local airports trained
- Countries roll the program out to other airports
Thank you for your attention.
Appendix
The DRTs evolved from DHL’s experience with humanitarian relief missions

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GARD Role Sort

GARD is based on a sustainable and participative approach and brings together the expertise of relevant stakeholders

**UNDP = Facilitator**
- Engages relevant authorities/aligns with government
- Organizes the GARD training

**DPDHL = Trainer/Consultant**
- Provides logistics expertise
- Provides disaster management experience
- Provides aviation trainers
- Provides methodology and training material
  - Pro Bono contribution

**GARD Country = Owner**
- Officially requests training via UNDP
- GARD to become integral part of the national DRR plan
- Owns and updates the assessment report
- Follows up on agreed actions
In order to speed up deployments the DRTs have already signed 11 MoUs

DRT MoUs signed
### GARD Set up / Concept

Standard training agenda with customized elements ensures replication and continuous learning

<table>
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<tr>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
<th>Day 4</th>
<th>Day 5</th>
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<tr>
<td>GARD Introduction</td>
<td>GARD Airport Assessment</td>
<td>GARD Airport Assessment</td>
<td>Presentation &amp; development of Standard Oper. Procedure</td>
<td>Wrap-up</td>
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- **Day 1**
  - Opening ceremony
  - GARD overview
  - GARD Methodology
  - Theory

- **Day 2**
  - Process briefing
  - Template review
  - Airport assessment inside the airport

- **Day 3**
  - Airport assessment
  - Results
  - Analysis

- **Day 4**
  - Presentation to airport directors
  - Feedback (from DPDHL trainers and peer)

- **Day 5**
  - Way forward discussion
  - Follow-up opportunities with DPDHL
  - Closing ceremony

**Travel:** Participants and facilitators to fly in before and fly out on day 5 in the afternoon
Recovery with WHEO

The „We Help Each Other“ (WHEO) fund provides help to Deutsche Post DHL colleagues

- **Objective:** Provide financial assistance quickly and unbureaucratically to DHL employees who have become victims of natural disasters

- **Principle:** “From DPDHL employees for DPDHL employees.” DPDHL employees collect money which is distributed to other employees in need

- **Achievements:**
  - **2010:** Employees in 8 countries received financial support
  - **2011:** Employees in 6 countries received financial support
  - **2012:** 106 Employees in Italy, the Philippines, the USA, Poland and China received support
GoHelp is a key CR pillar of Deutsche Post DHL

Corporate Responsibility (CR) - our focus areas

- GoGreen
  - Environmental protection
- GoHelp
  - Disaster management
- GoTeach
  - Championing Education

Local projects
DRT “Disaster Response Teams”

Disaster Response: Managing airport logistics after natural disasters with our Disaster Response Teams (DRT)

- **Strategic partnership**: with the UN Office for the Coordination of Humanitarian Affairs (UN OCHA) since 2005

- **Mission**: Professional logistics support at airport near to the disaster-affected area to ensure speedy, efficient supply chain and prevent bottlenecks

- **Global Network**: Over 500 specially trained DHL employee volunteers in three regions are ready to be deployed within 72 hours – anytime, anywhere

- **Deployment**: On request by UN OCHA or local governments based on an MoU with DHL

- **Result**: More than 20 deployments worldwide
Building on our DRT experience and in order to increase the surge capacity of airports we established GARD

GARD – Get Airports Ready for Disaster - concept

GARD...

- is designed specifically for airports located in disaster hot-spot areas
- identifies gaps that in a peak capacity in a mix of classroom elements, group work and on-site assessment
- brings together disaster related authorities
- provides professional trainers from DHL Aviation to hold the training
- yields an Airport Surge Capacity Assessment Report, a tool to understand the overload capacity of an airport for disaster relief operations
GoHelp covers all phases of disaster management

GoHelp offers humanitarian assistance through our global presence, logistics network and the know-how of our employees

GARD
(Get Airports Ready for Disaster)

WHEO
(We Help Each Other)

DRT
(DHL Disaster Response Teams)
DHL Speedballs help to deliver aid to remote and inaccessible areas

1. Unsorted relief supplies arrive
2. Relief supplies are sorted and stored
3. DHL shipping bag filled with supplies
4. DHL ‘Speedballs’ loaded on helicopter
5. DHL ‘Speedballs’ dropped from helicopter

- New use for DHL polypropylene shipping bags
- Easy to handle and readily available
- Does not break when dropped from 35 meters
- A “survival package” (contains food and supplies for family of 7 people for 10 days)
## Contact information GoHelp

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Mobile</th>
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Why is the UN our ideal global partner?

The UN is the ideal vehicle for executing our long-term partnerships

The UN as a Vehicle

- Neutrality and respectability
- World-wide presence
- Status as world’s leading humanitarian organization
- Need for our core competencies
- Mandate for our areas of interest

Partner Agency Portfolio

Partner Agencies

POPULAR PLATFORM
- Fundraising
- Volunteering

UNDP

OCHA

EXPERT PLATFORM
- DRT
- GARD (Get Airports Ready for Disaster)
- Other expert volunteer projects

CSR Objectives Met

- Employee Involvement/Active Leadership
- Business Opportunity
- Public Awareness and Recognition

The portfolio of activities with several UN agencies allows us to fully meet our strategic CSR objectives

Source: CD 073