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DISASTER RESPONSE PREPARATIONS

GHAC SSH 16 October 2019

Corporate Citizenship, Corporate Communications and Responsibility

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Who we are – a Global Company with a Unique Portfolio

Europe's largest postal service



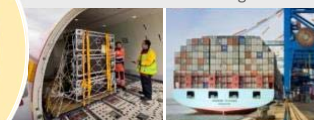
Partner for e-commerce and a pioneer in secure digital communications



No. 1 in international express delivery



Leader in the forwarding business



No. 1 in contract logistics



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Corporate Responsibility: Our Purpose

As the world's leading logistics company, our approx. 550,000 employees, together with our customers, enable global trade in over 220 countries and territories, and empower people to enjoy better lives.



➤ We connect people and improve lives

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Corporate Citizenship Focus

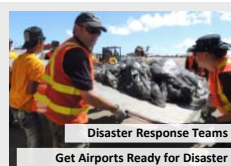
Our focus topics are implemented in various initiatives whose main lever is always the volunteer work of our employees worldwide

GoHelp

GoTeach

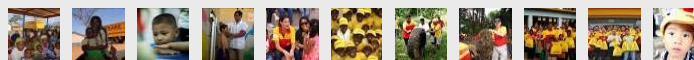
GoGreen

Group-wide initiatives



➤ Flagship programs to show best practices.

Divisional/ regional/ individual initiatives



➤ Activities with local partners to involve as many employees as possible.

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GoHelp – The Challenge

After a natural disaster airports often turn into bottlenecks



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GoHelp Overview

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



GARD (Get Airports Ready
for Disaster)



Local and regional projects



DRT (Disaster Response
Teams)

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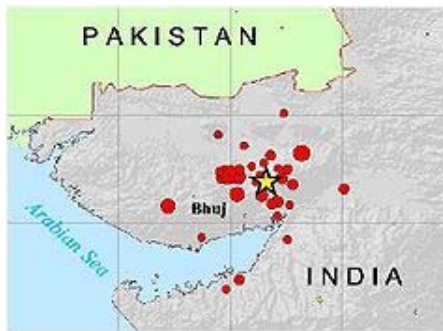
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How Logistics Companies became involved in Disaster Response

Gujarat Earthquake Friday 26 January 2001



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GoHelp – Disaster Response

Disaster Response Teams (DRT) provide airport logistics after natural disasters



Mission

- Professional logistics support at airports in the response to a disaster aims to prevent bottlenecks
- Over 650 specially trained DHL employee volunteers
- Ready to be deployed within 48 hours
- Up to 5 deployments per year, free of charge through CSR programme

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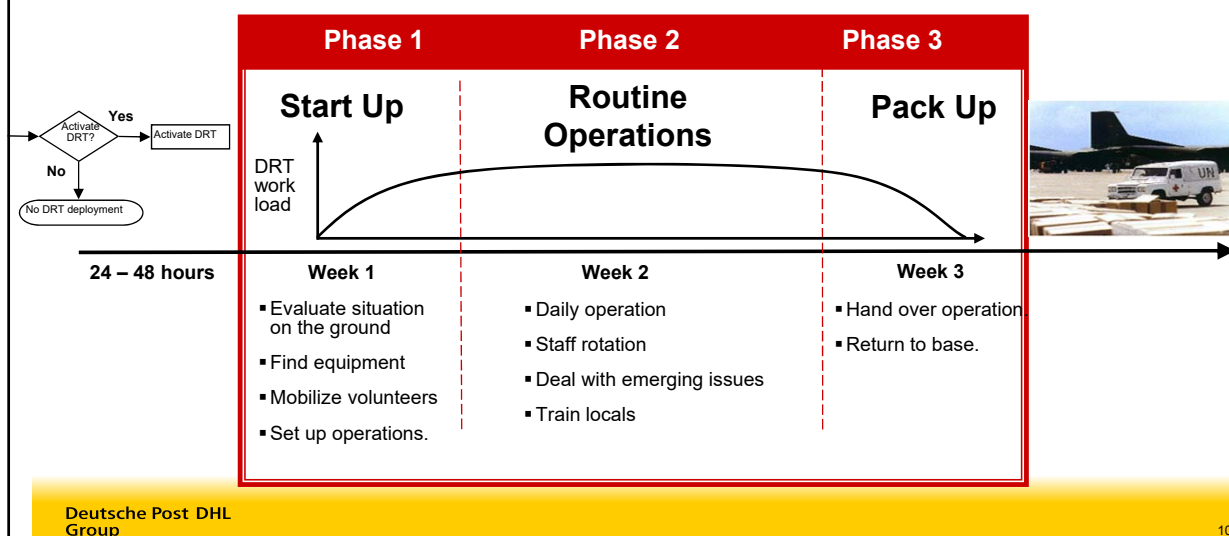
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Disaster Response Team Services



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Disaster Response Team Operations



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GoHelp | Disaster Response Teams

Around 700 trained and equipped volunteers (July 2019)



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DRT in Bahamas

- 2 week deployment
- 12 volunteers based in NAS
- Airside access for off-load work
- Helping in NEMA (common)
- Warehouse
- No DfID equipment donation



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DRT + GARD Presentation | WFP Rome Sept 2019

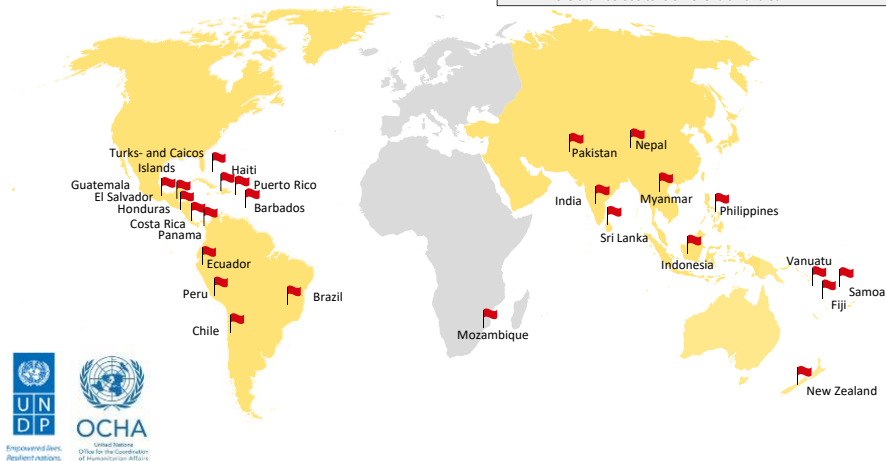
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DRT Deployments – Footprint

- ✓ More than 40 DRT deployments to over 20 countries
- ✓ More than 60.000 tons of relief aid handled



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GoHelp | GARD

Get Airports Ready for Disaster (GARD) is a workshop program for disaster prone airports

Strategic partner
since 2005



Mission:

- Preparedness workshop to increase the capacity of airports after a natural disaster

Unique Feature:

- Worldwide team of DHL Aviation experts train local airport employees and representatives of disaster management authorities
- 3-4 GARD workshops per year, free of charge

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GoHelp | GARD Workshop

GARD is a 5-day workshop preparing airport managers for facts of natural disasters

GARD profile

Duration:	5-day workshop
Location:	Training room in airport building and airside
Target Group:	25-30 selected airport staff and disaster experts
Pro Bono Service:	by UNDP (project coordination) and DHL (providing professional DHL aviation trainers)

Day 1 + 2
GARD theory

Day 3 + 4
On-site airport assessment
and report writing

Day 5
Final presentation

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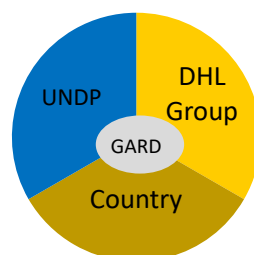
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GoHelp | GARD – Division of Roles

UNDP = Facilitator

- Engages relevant airport authorities/coordinates with governments
- Provides expertise in disaster risk reduction (DRR)
- Organizes the GARD workshop



DPDHL = Trainer/consultant

- Provides logistics expertise
- Provides disaster management experience
- Provides aviation trainers
- Provides methodology and training material
 - Pro bono contribution

Airport authority = Owner

- GARD to become integral part of the national DRR plan
- Owns and updates assessment report
- Responsible for follow-up

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GoHelp | GARD – Success Factors

A GARD project is closed successfully if all four elements have been accomplished

1. Workshop



2. Airport Assessment and Report



3. Action Plan

AIRPORT OPERATIONS FOR KAN			
DATE	STATUS	REMARKS	ACTION PLAN

4. Ownership



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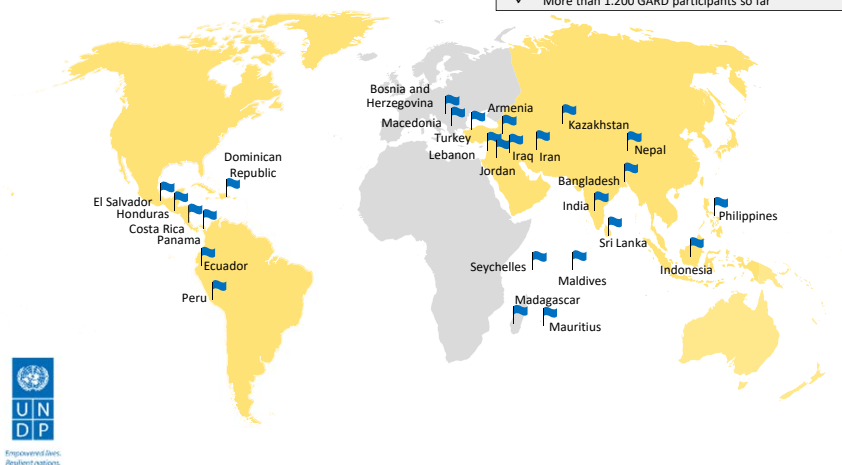
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GARD Workshops – Footprint

- ✓ More than 45 airports assessed through GARD
- ✓ More than 1.200 GARD participants so far



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GoHelp | DRT Indonesia 2018

- On September 28th, a severe **earthquake and tsunami** struck the Indonesian island of Sulawesi, especially the provincial capital Palu, causing severe infrastructure damages, more than 2,000 casualties and over 200,000 people displaced
- Two Disaster Response Teams** were deployed after an official request:
 - Stationed at Balikpapan and Palu Airport
- Total of **26 DHL volunteers for 23 days**
Coordinated the movement of around **3,500 tons of relief goods**
- DRTs supported ground handling operations and coordination, especially staging and storing of international relief goods as well as inventorying



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GoHelp | DRT Indonesia 2018



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THANK YOU!

Feel free to contact me at:

chris.weeks@dhl.com

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GoHelp | GARD – Passenger Influx



After a natural disaster, more **passengers** than normal try to use the airport. This special situation poses a logistical challenge that calls for special preparations.

Situation

- Airports are the most important gateway for **passengers** in island states and countries where roads are poor.

Complications

- The volume of pax in and out increases by up to 3 x for 1-2 weeks.
- Inadequate preparation can lead to severe congestion.

Solution

- GARD prepares those responsible for disasters.
- GARD delivers a contingency plan that should be implemented in coordination with the national plans.

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GoHelp | GARD – Relief Cargo



After a natural disaster, **relief cargo** need to be processed and stored at the airports. This special situation poses a logistical challenge that calls for special preparations.

Situation

- Airports are the most important **trans-shipment centers** in the relief logistics chain.

Complications

- The volume of supplies to be handled increases and unusual supplies are delivered.
- Inadequate preparation can delay the delivery of relief supplies or lead to airport closures.

Solution

- GARD prepares those responsible for disasters.
- GARD delivers a contingency plan that should be implemented in coordination with the national plans.

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GoHelp | GARD – Air Operations



After a natural disaster, **air operations** increase substantially due to more pax, cargo, military, VIP flights. This special situation poses a challenge that calls for special preparations.

Situation

- ATC tends to be reactive. No prioritization. Ramp management is critical.

Complications

- The volume of flights to be handled (safely) increases and manpower may be reduced
- Inadequate preparation can delay takeoffs/landing.

Solution

- GARD prepares those responsible for disasters.
- GARD delivers a contingency plan that should be implemented in coordination with the national plans.

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GoHelp | GARD – Facilities



After a natural disaster, pressure on **facilities** increases at airports, esp power, mobile comms, fuel, watsan, security. This special situation poses a challenge that calls for special preparations.

Situation

- Airports are the most important trans-shipment centers in the **relief logistics chain**.

Complications

- The volume of supplies to be handled increases and unusual supplies are delivered.
- Inadequate preparation can delay the delivery of relief supplies or lead to airport closures.

Solution

- GARD prepares those responsible for disasters.
- GARD delivers a contingency plan that should be implemented in coordination with the national plans.

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GoHelp | DRT Speedballs

- Problem: last mile (often inaccessible/remote areas)
- Solution: easy to handle survival packs that can be dropped (10-15m) from helicopters
- Content:
 - Food
 - Hygiene items/tool kit
 - Mattresses and/or cushions
 - Other available aid items
 - No liquids



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GoHelp | DRT Speedballs



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GoHelp | GARD Modules

	GARD Workshop	GARD Plus	GARD Train the Facilitator
Objective	Preparing airport managers for effects of natural disasters	Validating findings and recommendations from GARD workshop	Training national facilitators to conduct GARD workshops in their own countries
Duration	3-5 day workshop depending on the size of the airport	3 day workshop	5 day workshop
Target group	25-30 selected airport staff and disaster experts	Up to 15 core participants from GARD workshop	Up to 15 national aviation experts
Format	Theory; on-site assessment; report writing; and participant presentations	Revising the action plan and simulation exercise	Training on GARD theory with teach back elements; facilitation skills training
	Preparedness	Manifestation	Scaling Up

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Thank you

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