



Overview for the next few min...

- ▣ Intro of Organization (for context)
- ▣ «No real thoughts» on Business Continuity vs/& Crisis Managment
- ▣ Challenge of “last mile transport”
- ▣ A simple model
- ▣ A story & challenge

MAF - Humanitarian Flight Operator

“Business Continuity during COVID-19 Pandemic”

Some thoughts...

DJ1

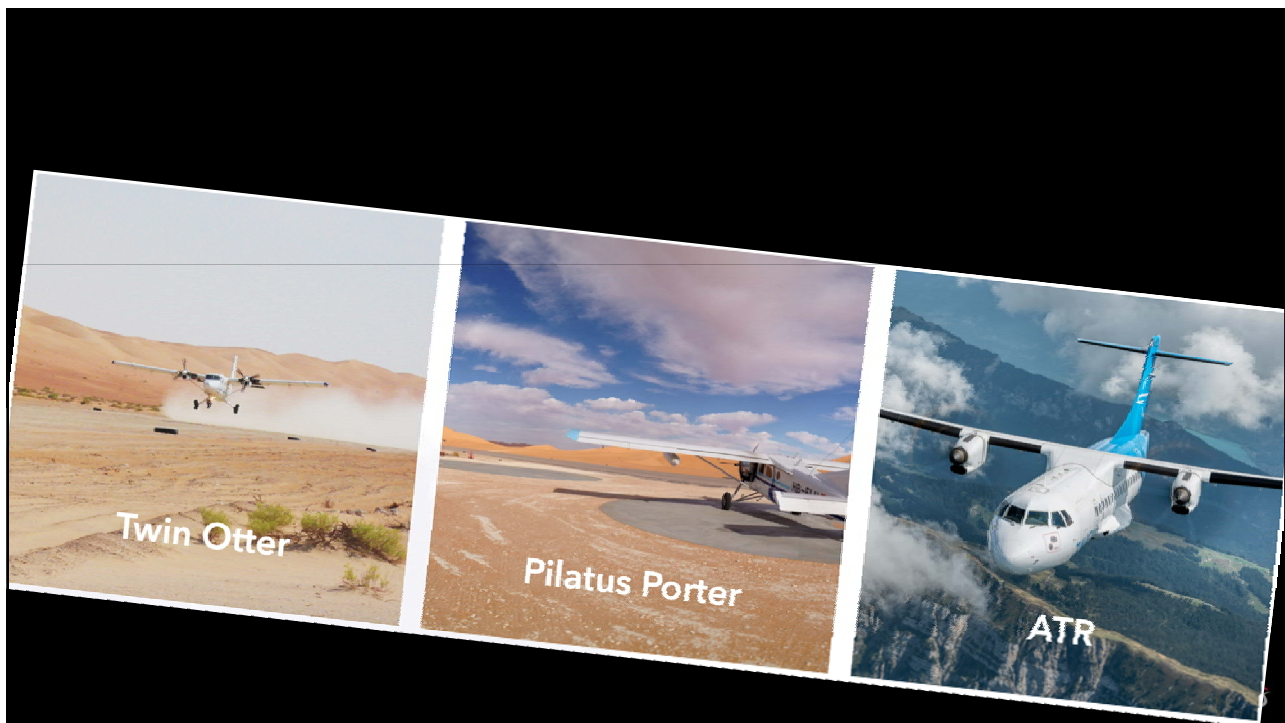
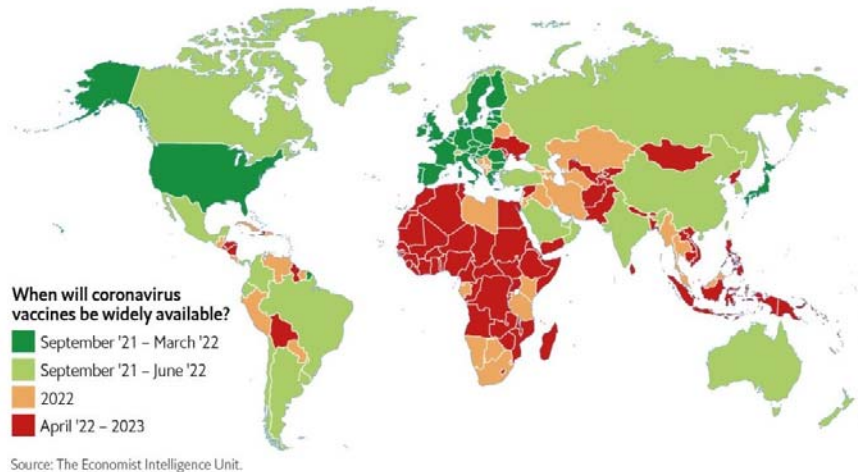


- 75 year history (Africa, Central America, Asia)
- 140 Aircraft (C208 & amphib, KODI, PC12, C206, C210, GA8)
- 30+/26 countries (&DR) – 3 operational HQs
 - ➔ serving 1488 Partners / Organisation (local, international)
 - ➔ serving 3000+ Aerodromes
 - ➔ 65'000 – 85000 flights annually
 - ➔ 180'000 pax, 6m kg cargo
- 250 pilots/technicians/intl. & local support staff
- Already engaged in COVID-19 related flight activities (PPE and limited vaccine distribution)

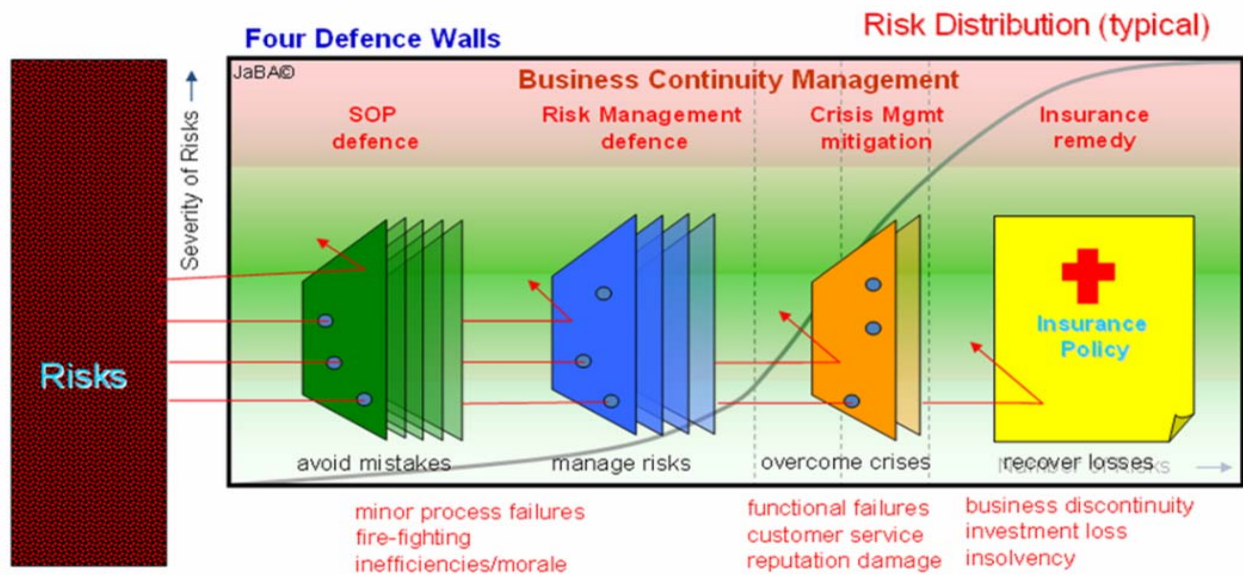


Many of the countries we work in are not as far along, where we are...

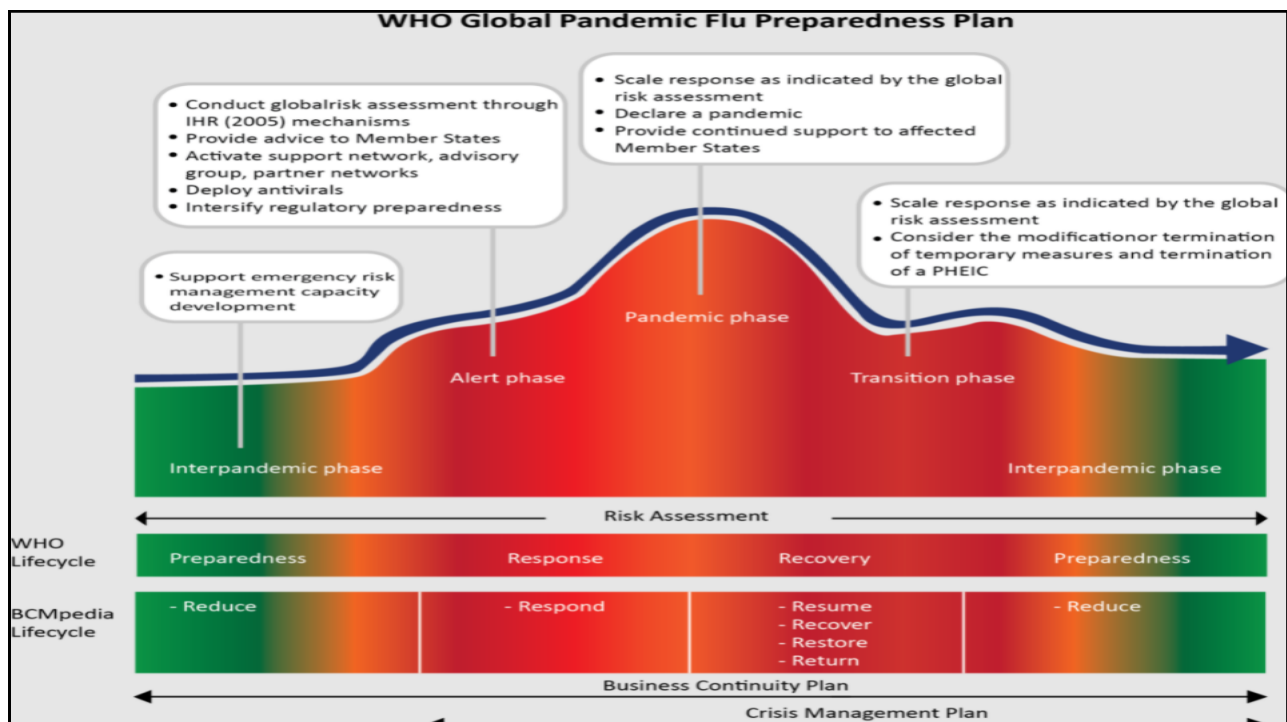
Rich countries will get access to coronavirus vaccines earlier than others



A holistic strategy to avoiding disasters

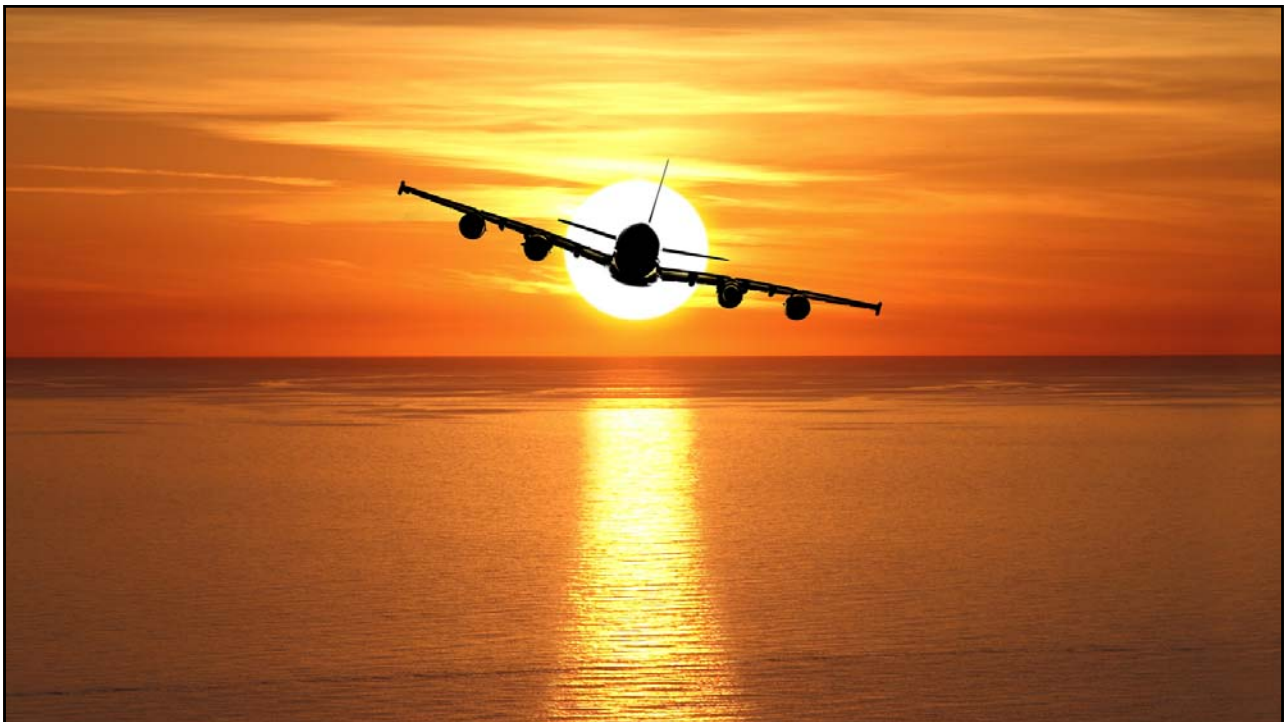


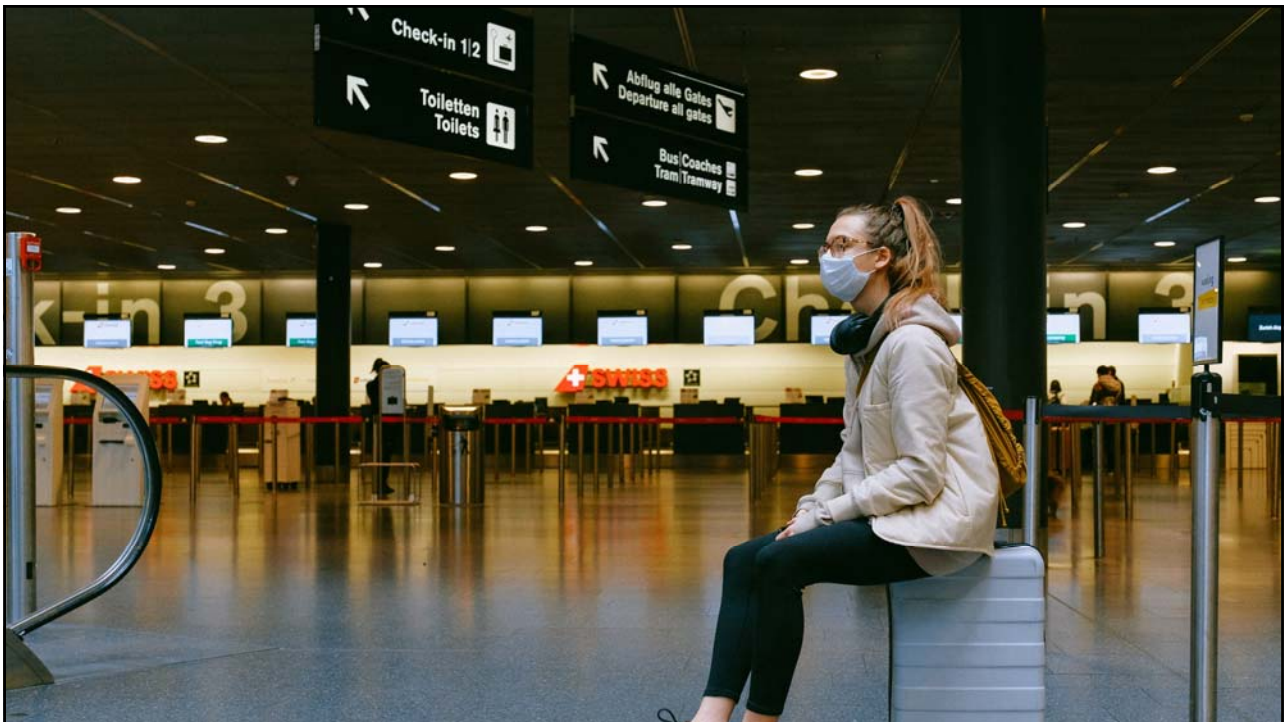
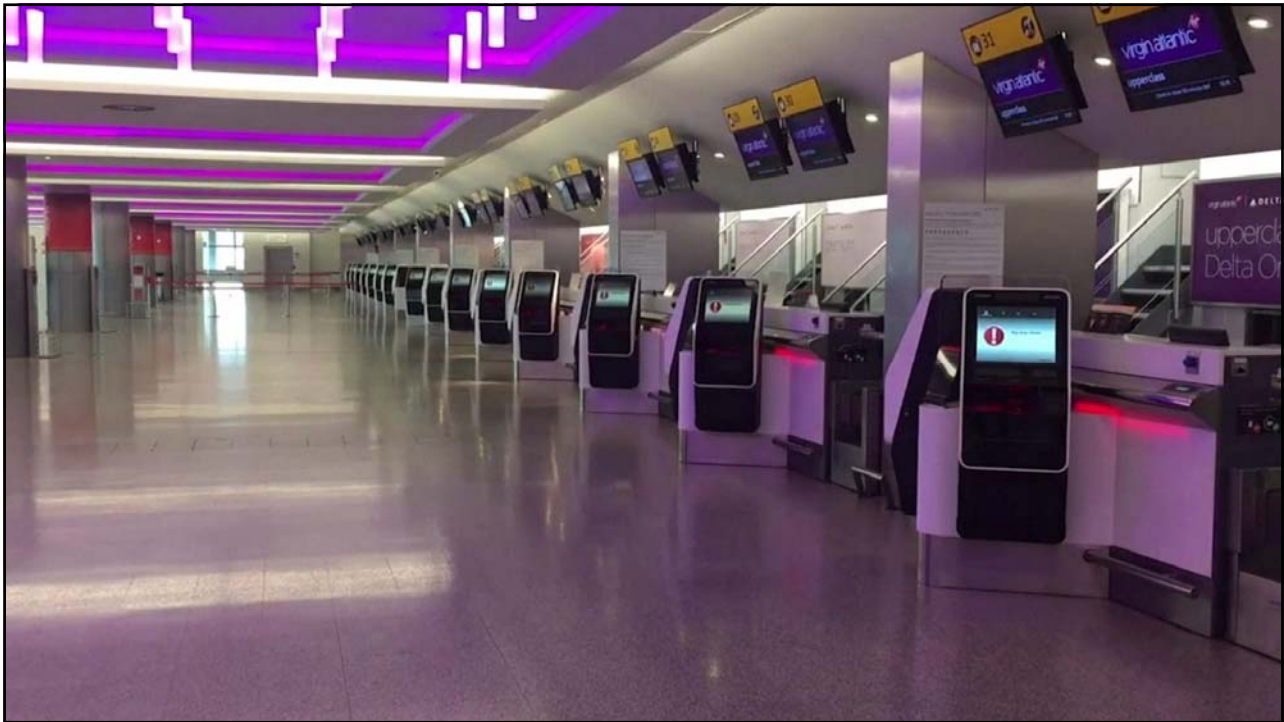
* Business Resilience Management concept solely developed by J^aBA.





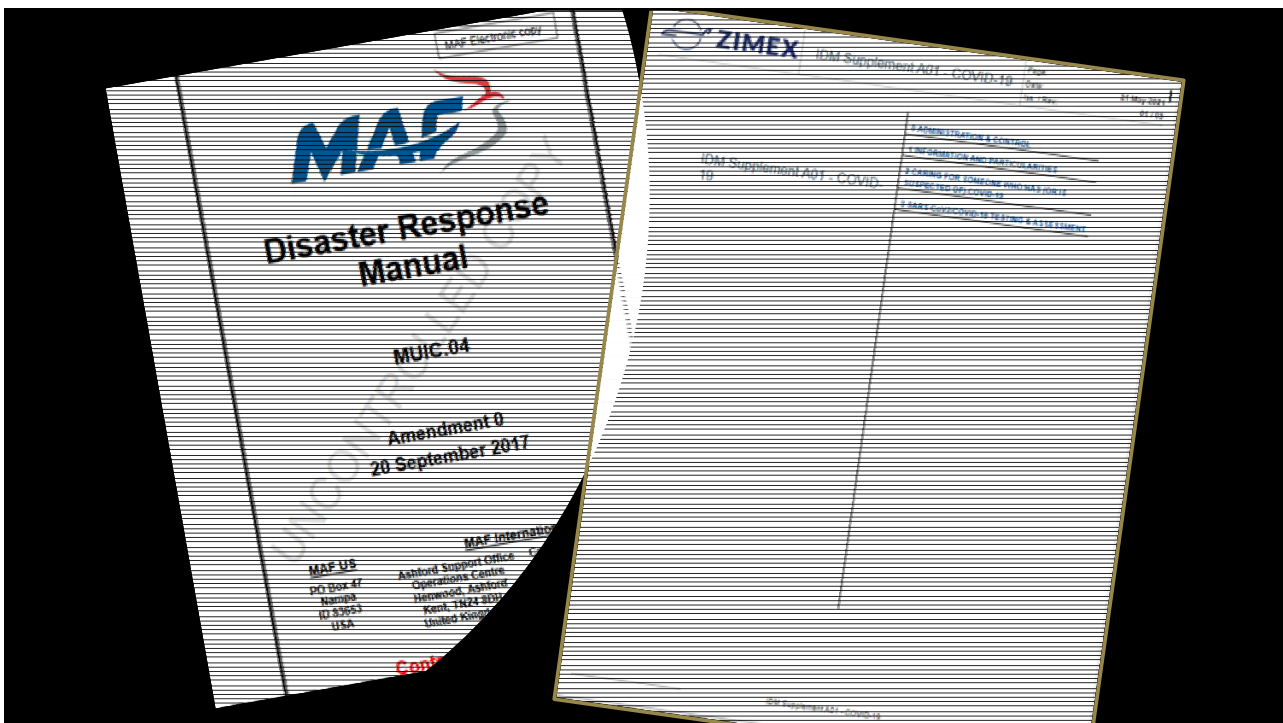






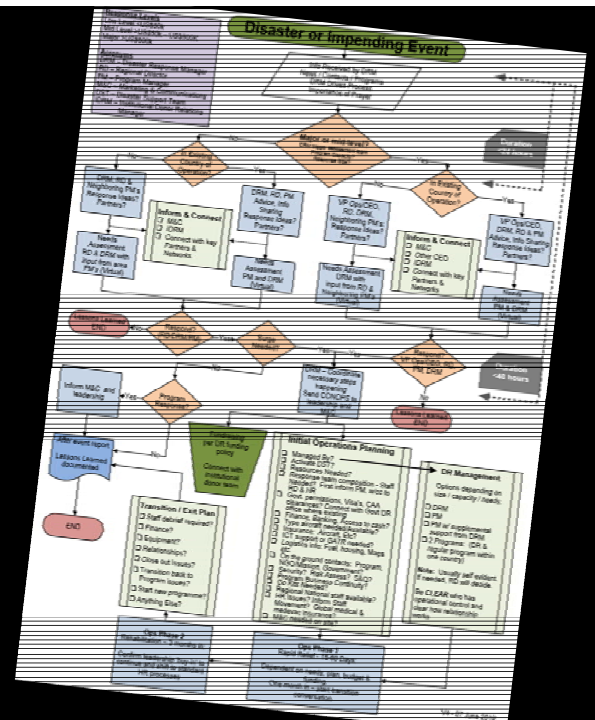






Process... how did it really work...?

- Epidemic/Pandemic Trigger points drive process forward with appropriate decision-making
 - Initial key actions
 - Etc.
 - Etc.
 - Etc.
- ➔ Hopefully we have already learned and applied some lessons... (at least internally!)
- ➔ Were able to benefit somewhat from "Developed World Approach"... but maybe it might have hindered as well...



Business Continuity & MAF/ZIMEX

- Each of us has our own mission/vision statements
 - ➔ we (should) evaluate success our business continuity against our mission/vision
 - ➔ Leads to "individualistic" view/approach

Business Continuity – MAF/ZIMEX

- ▣ Travel Routing affected
- ▣ Staff care issues (older staff members or with co-morbidities)
- ▣ Questions about evacuating staff/program or not (sit it out)
- ▣ Effect on:
 - Training (recurrent for pilots)
 - Costs
- ▣ Challenges:
 - People worked in own Silos - in Organization
 - Flight Ops down by 50-70% MAF; Zimex 10%
 - Had to develop SOPs
- ▣ HQ slow in recognizing problem and challenges and or opportunities all together
- ▣ Desire to reinvent wheel (instead of using an existing pandemic plan or infectious disease plan)
- ▣ Lawsuit type thinking for some and not others











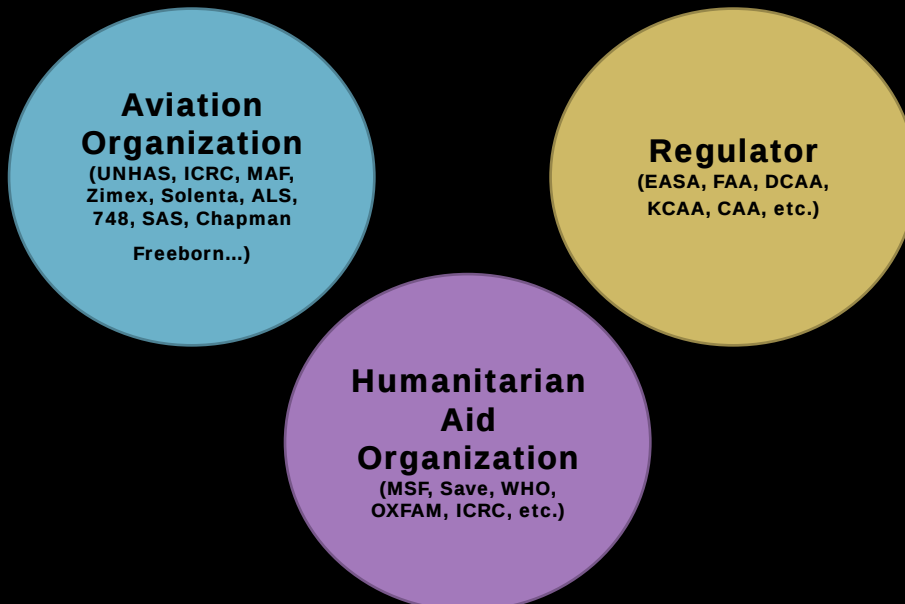


Business Continuity during COVID-19...

- ▣ For an Flight Operator... this is one thing
- ▣ For the Regulator... this is another thing
- ▣ For the Humanitarian Organization... another thing
- ▣ For a medical facility... another thing alltogether
- ▣ For the pharma... well wish we had stock...



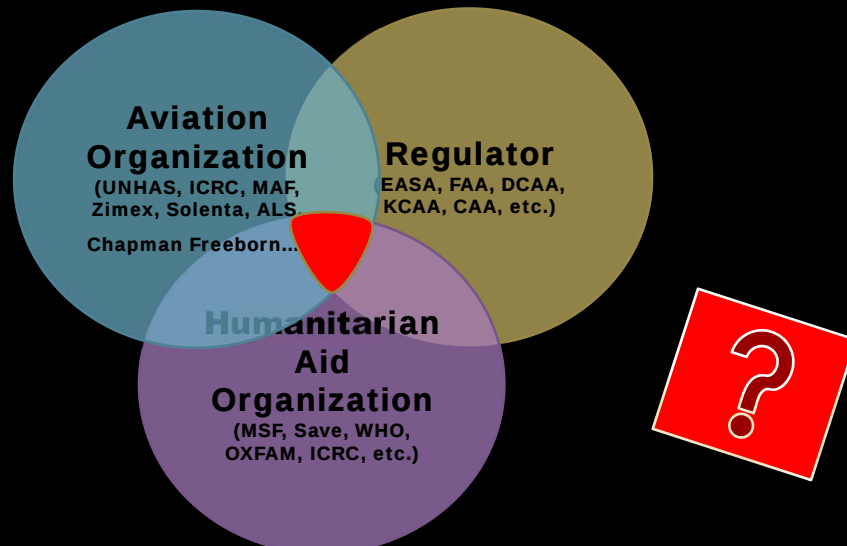
Business Continuity...



Business Continuity...



Business Continuity...





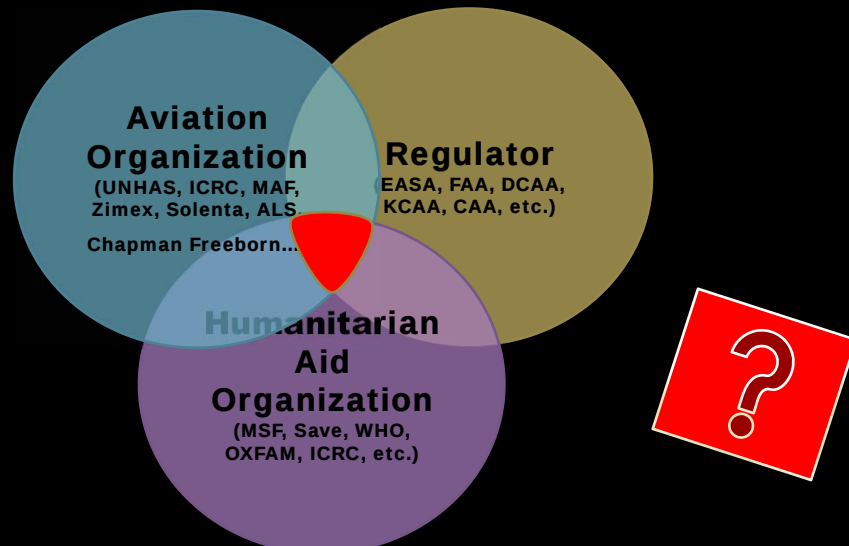




Suggestions for MAF/Zimex moving fwd

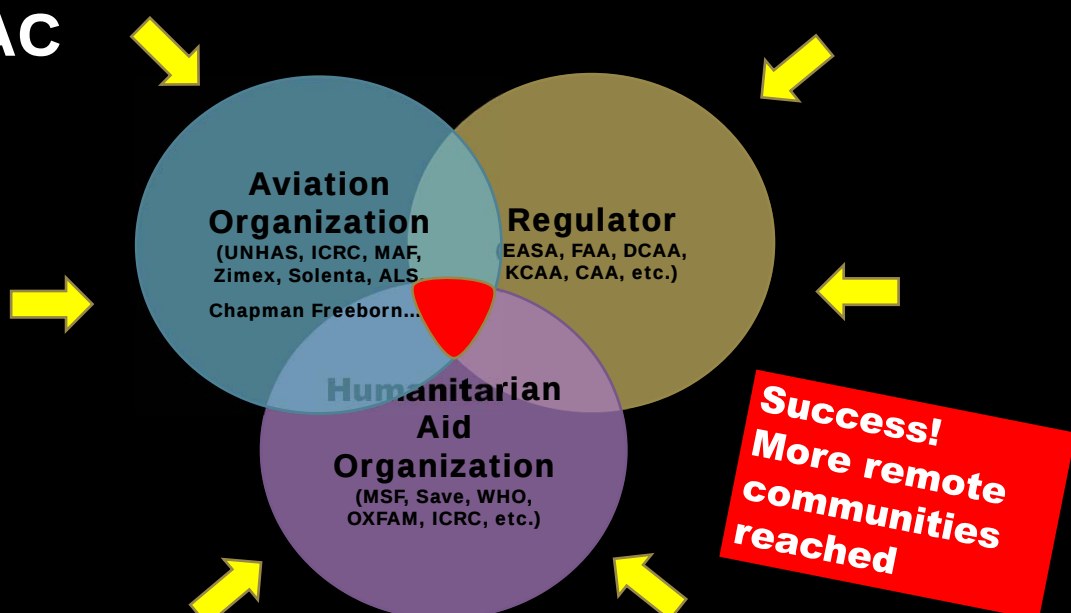
- ▣ Team of specialists (and not entire CMT)
- ▣ Be more agile (Orgs agility suffered)
- ▣ Work across departments (not in Silos)
- ▣ We did not coordinate as much with other organizations as usual since we were more in-focused
- ▣ “If-then” for humanitarian air-service – contingency planning

Business Continuity...



Business Continuity...

GHAC

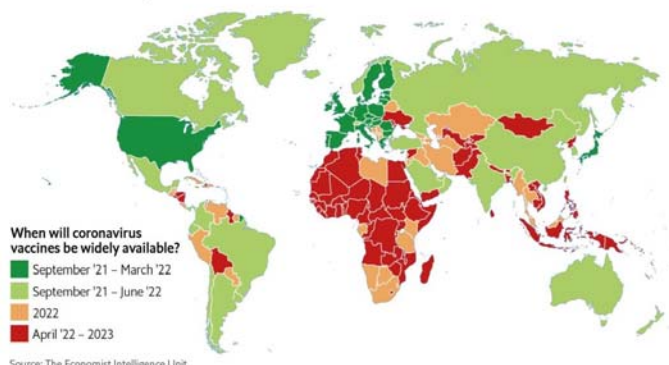




- o **COVAX & MAF coverage – 21 countries** Afghanistan, Angola, Bangladesh, Chad, Congo, Haiti, Honduras, Indonesia, Kenya, Laos, Lesotho, Liberia, Madagascar, Mozambique, South Sudan, Uganda, Tanzania, Myanmar, Nicaragua, Papua New Guinea, Timor
- o **Projections/Forecast/Analysis/Thoughts:**
 - o **COVAX is led by WHO/UNICEF** and will likely lead to Logistics Cluster (WFP) activities
 - o In many countries COVID-19 is «high profile» (political)
 - ➔ delivery probable to be done by military
 - ➔ Health authorities will direct locations
 - o Vaccines to arrive only Late Spring 2023
 - ➔ in 2y, it is possible non-ultra cold solutions are possible
 - o Remote communities with small population numbers
 - ➔ MAF community support in the 100's not 10k vaccines
 - > price / vaccine goes up
 - ➔ Central hub to small/remote community distribution
 - o MAF is non-profit support/development TRANSPORT
 - ➔ need medical implementation partners on the ground
 - ➔ funding for technical solutions needs be considered
 - o Aviation Regulator considerations
 - ➔ challenges for local and foreign operators

COVAX has so far secured 700m – this is enough only for 10% of 67 countries supported

Rich countries will get access to coronavirus vaccines earlier than others



Why are we here...?

- ▣ Hopefully more than just to escape COVID-19 restrictions and finally travel again...
- ▣ Let's use this time (3d) to think, brainstorm and come together
 - ➔ get of our pedestal(s) and into the mud
 - ➔ Let's remember that our individual organizations business continuity should be subordinate to the ones who feel left out and forgotten

