

Disaster Response Team - Humanitarian Help Logistics

Panama, November 18, 2011



Disaster Response Team

Agenda

Corporate responsibility strategy at Deutsche Post DHL

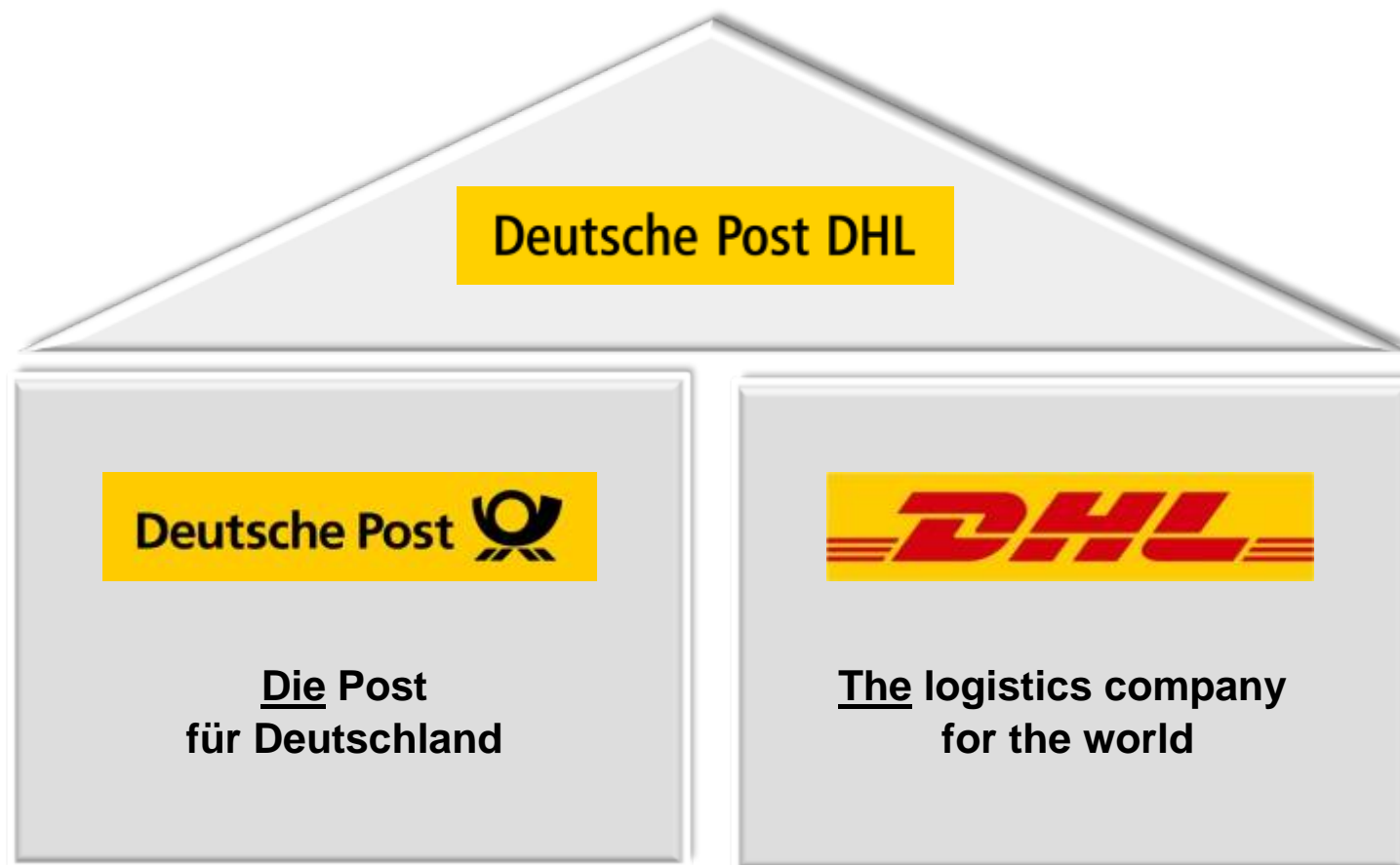
The GoHelp program – Humanitarian Help Logistics

Success factors for humanitarian help logistics

Preparedness

Deutsche Post DHL – a group with two strong pillars

Company structure



Corporate Responsibility is an integral part of our Group strategy

Group strategy

OUR mission:

- › We want to make our customers, employees and investors more successful
- › We always demonstrate respect without compromising on results
- › We simplify our customers' lives
- › **We want to make a positive contribution to our world**

Living Responsibility



Disaster Response Team

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▶ The GoHelp program – Humanitarian Help Logistics

Success factors for humanitarian help logistics

Preparedness

We have developed a comprehensive strategy for fulfilling our corporate responsibility



Our focus areas



What is DRT?

CORPORATE VIDEO

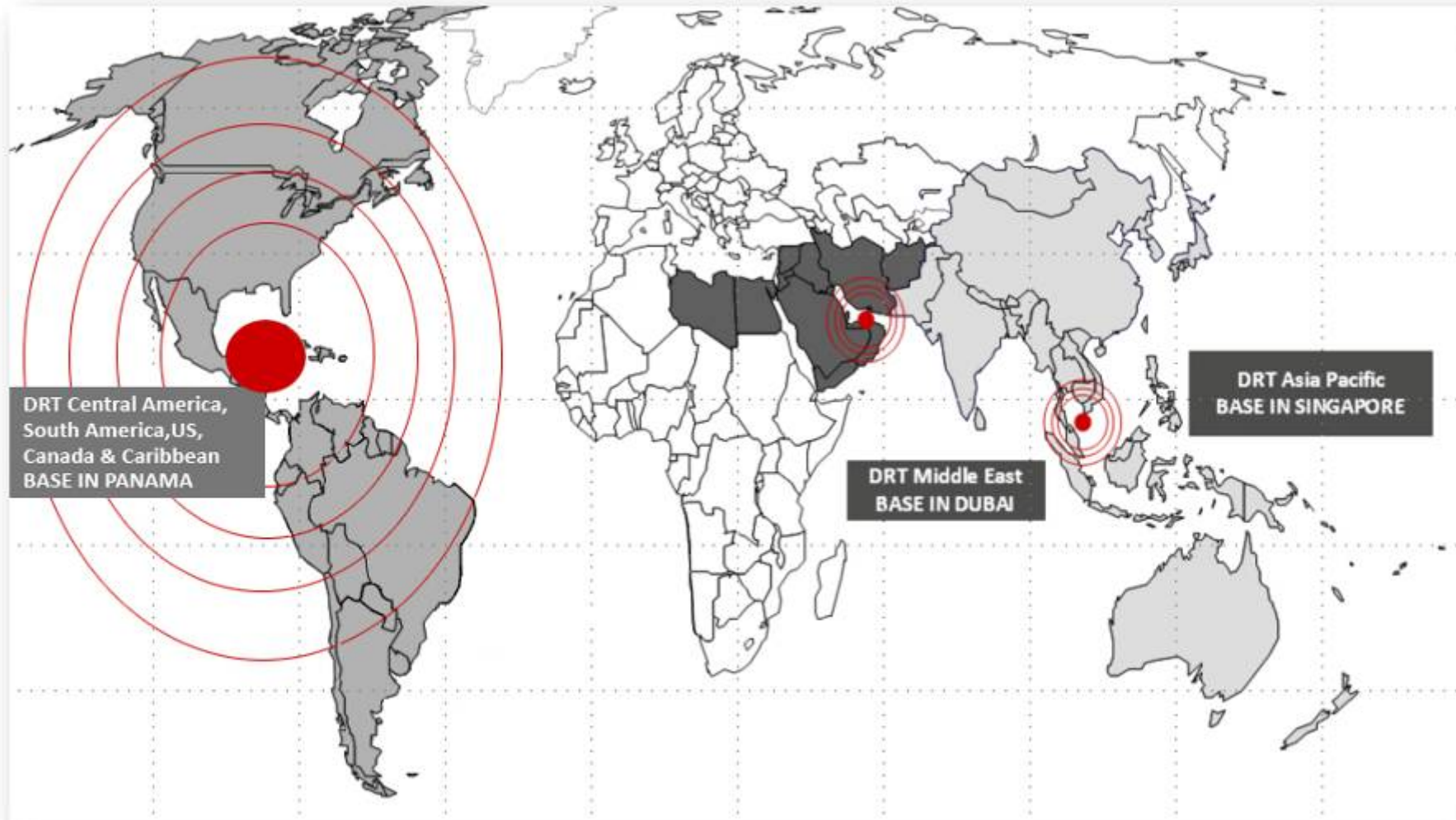
DHL Disaster Response Teams

GoHelp – Disaster Response Teams provide free of charge support in cooperation with the United Nations when a natural disaster strikes a country.

- Strategic partnership with the UN-Office for the Coordination of Humanitarian Affairs (UN OCHA) since 2005
- Mission: Professional logistics support and consultancy, to ensure speedy, efficient supply chain and prevent bottlenecks at airport nearest to the disaster-affected area
- Three teams with about 300 specially trained employee volunteers in 3 regions are ready to be deployed within 72 hours – anytime, anywhere



Operational Centers - Coverage



The DRTs have been deployed around 20 times worldwide

DRT deployments after major natural disasters

Signed Agreements

- Panama
- Guatemala
- El Salvador
- Honduras
- Nicaragua
- Costa Rica
- Peru
- Chile (December)

2004: Al Hoceima, Morocco, Earthquake

Oct. 2005: Northern Pakistan and India – Earthquake in South East Asia

Aug. 2005: Gulf Coast, Hurricane Katrina

Oct. 2005: Cancún, Mexico, and Florida, USA – Hurricane Wilma

May 2008: Myanmar – Typhoon Nargis

June 2010: Flooding Guatemala

August/September 2010: Flooding Pakistan

Dec 2006: Philippines - Typhoon Durian

Oct/Nov. 2008: Honduras, Panama - Floods

Oct. 2009: Philippines – Typhoon Ketsana

Aug. 2007: Pisco, Peru – Earthquake

Dec. 2003: Bam, Earthquake

Dec. 2004: Indian Ocean, Tsunami

March 2010: Earthquake Chile

2007: Oman, Cyclone Gonu

Oct. 2009: Samoa – Tsunami

February 2011: Earthquake New Zealand

June 2006: Java, Indonesia – Earthquake

Oct. 2009: Padang, Indonesia – Earthquake

UNITED NATIONS GLOBAL SUPPORT

DRT Deployments in Pictures



PICTURES

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The complexity of humanitarian logistics demands a highly integrated approach involving all actors

Success factors humanitarian logistics - private companies



- ✓ Bilateral/multilateral partnerships
- ✓ Involvement of all important stakeholders
- ✓ Integration into existing processes
- ✓ Clear service offering in humanitarian aid
- ✓ Transparency and communication

Success factors for a humanitarian partnership



- ✓ Strategic fit between partners
- ✓ Win-win-win-Situation
- ✓ Active support by top management of all partners
- ✓ Effective project management and established processes
- ✓ Communication
- ✓ Pilot projects and „quick wins“

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GARD “Get Airports Ready for Disaster”

- **Mission:** Preparing airports for emergencies in the aftermath of natural disasters
- Development of the global program GARD in cooperation with the United Nations Development Programme (**UNDP**)
- **DHL employees** train airport personnel and employees from government authorities to better respond to disaster relief surge
- **On-site assessment** and development of **detailed action plans for emergencies**
- First GARD countries: **Indonesia (2009), Nepal (2010) and Bangladesh (2011)**



Disaster Preparedness: Training DHL Volunteers



Deployment in El Salvador in October 2011 – Press Coverage

LATEST DEPLOYMENT
IN EL SALVADOR
TV NOTE

Thank you for your attention!



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