**Becoming better responders through preparedness**

The LET is comprised of four of the largest global logistics and transportation companies: Agility, TNT Express, UPS and Maersk, which work together to support the Logistics Cluster led by United Nations World Food Program. The partnership was initiated by the World Economic Forum in 2005. The LET welcomes new members who are committed to the LET mission to work in collaboration with the Global Logistics Cluster to enhance global preparedness, response and recovery, through the deployment of personnel, resources and technical expertise.

The LET unites the capacity and resources of the logistics industry with the expertise and experience of the humanitarian community to provide more effective and efficient disaster relief. A key reason for cooperating through the LET is to provide demand-driven, efficient response. The LET is the first partnership of its kind, formalising a multi-stakeholder cooperation between the private and public sector. It remains one of the best WEF-initiated and operationalised public-private partnerships.

**LET highlights 2013**

- Approximately 100 humanitarian logisticians positioned for deployment all over the world throughout the Americas, Europe, Middle East/Africa and Asia regions.
- Continued successful deployments in response to disasters.
- The LET assisted the Logistics Cluster with two Logistics Capacity Assessments.
- The mid-year LET steering committee meeting was hosted in July at the UPS country office in Istanbul, Turkey.
- TNT Express elected to discontinue its participation in the LET. The company will focus its humanitarian activities on local, targeted initiatives in communities closer to where it works and operates.
- UPS and TNT Express took on joint responsibility as LET co-chairmen and have led the formalisation and development of key programme areas.
- The LET did not engage in team member training in 2013. It is anticipated that Agility will work with the LET and Cluster in training volunteers throughout 2014.
- The partnership was formalised with a Memorandum of Understanding signed by the WFP and LET members.

**Disaster Response**

Disaster response – The LET partners are called by the WFP, acting as the UN Logistics Cluster lead, to provide high-level aid in the case of sudden-onset natural disasters that impact more than 500,000 people. The LET companies provide pro-bono assets and services and deploy highly trained experts to join the UN’s staff at the disaster area.

Logistics Capacity Assessments (LCAs) – reports on critical elements of the logistics supply chain, such as port/airport capacities, road networks, storage facilities and transport resources. They are conducted in the countries that are most prone to natural disasters.
LET vision: To provide pro bono services, expertise and assets to the Logistics Cluster for initial three to six weeks to support the humanitarian response to large scale natural disasters

LET Background & History

January 2005
The Logistics Emergency Teams (LETs) programme was initiated by its annual meeting in January to assist the UN World Food Program, which is the appointed Logistics Cluster Leader during large scale natural disasters, and the UN partner to the LET.

January 2008
The LET was officially operationalised at the World Economic Forum in Davos. The WEF facilitates the LET by providing a neutral platform for private sector logistics and transport companies to engage with the humanitarian community in response to a large scale natural disaster through the interface of the UN Global Logistics Cluster.

LET services

Operationally, the LETs are small teams of representatives from participant companies composed of logistics experts. The teams are deployed in support of the UN Global Logistics Cluster during times of natural disaster where UN security phase is at level three or below.

LET strategy Focus Areas

The LET partners together with the World Economic Forum, Logistics Cluster and INSEAD conducted a strategy workshop for 2013-2015 program management. Key outcomes of the workshop include the renewed and strengthened objectives in meeting the expectations of the Global Logistics Cluster and improving beneficiary outcomes.

- Communication & Engagement: Improve the communications capabilities of the LET for more effective engagement of employees, partners and suppliers
- Operations Model: Optimisation of the LET operations model to better support the Logistics Cluster
- Impact Measurement: Improve how we measure our effectiveness and performance
- Capabilities & Competencies: Enhancement of capabilities and competencies of LET partners and the Logistics Cluster
- Service provisions including transportation
- Asset deployment
- Operations management
- Customs clearance and other services
- Warehousing
LET Operations Summary 2013
Disaster Response: Philippines

Typhoon Haiyan, known locally as Typhoon Yolanda, was an exceptionally powerful tropical cyclone that devastated portions of Southeast Asia, particularly the Philippines, in early November 2013. It swept through central Philippines on 8 November damaging over a million homes.

The LET has contributed equipment and services in response to requests from the humanitarian community working on restoration of the disaster-stricken area.

<table>
<thead>
<tr>
<th>Typhoon Haiyan (as of 10th January)</th>
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<tbody>
<tr>
<td>14.1 million Affected people</td>
</tr>
<tr>
<td>4.1 million People displaced</td>
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<tr>
<td>1.1 million Damaged houses</td>
</tr>
<tr>
<td>6,190 Reported dead</td>
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<tr>
<td>1,785 People missing</td>
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On behalf of the Global Logistics Cluster, The World Food Program requested Logistics Emergency Team support for warehousing, transport, and logistics support. The Cluster was convened in Manila, and it established its operations staging area in Cebu. The companies immediately nominated the representatives from the local offices in the Philippines who started coordination of assets to support relief activities. In Manila, LET members attended multiple Cluster planning and operations meetings to assist in establishing the LET operations. In the same time, LET Steering Committee members were in a regular contact with Logistics Cluster, management supporting effectiveness of local cross company coordination and decision making process.

Secondment of individuals

All the parties have offered on-site support by personnel specialised in warehouse management, health & safety, port operations and customs clearance, to help facilitate efficient aid supply chains and support transportation services for WFP shipments to impacted areas in the Philippines.

- Agility deployed a senior logistician to Tacloban to lead a team in clearing the Tacloban airport tarmac of cargo to enable more cargo carrying aircraft to land and discharge cargo
- TNT Express deployed 5 people to Tacloban airport and aviation
- UPS deployed 10 warehouse personnel for operations in Cebu and Tacloban and Logistics Manager to act as a lead coordinator serving as liaison to the Logistics Cluster coordinating LET operations and personnel in support of WFP efforts
- Damco on behalf of Maersk Group has deployed 3 people – a coordinator and two warehouse personnel to help with aid logistics and inventory management in the Tacloban area.
- In addition, Maersk Group has nominated a local representative to coordinate the work on the ground and deployed an H&S expert from APM Terminals who assessed the situation and provided needed training for local teams

LET Assistance

- 21 LET personnel committed
- 390 MT of relief items transported by sea and air freight
- approx. 80 shipments cleared
- 4500 square metres warehouse space
- approx. 4000 hours of skilled volunteer service

The LET has contributed equipment and services in response to requests from the humanitarian community working on restoration of the disaster-stricken area.
LET counterparts worked together in designing the Philippines Department of Social Welfare and Development central warehouse that is used to store food and non-food relief items. They also worked with the Cluster and other stakeholders to aid in the design of the processes and workflow for an emergency food aid packaging facility. LET supported WFP efforts to reach survivors on the island of Leyte, providing supply chain solutions including customs clearance services and guidance to multiple NGOs. LET assisted in filling critical gaps and enhancing humanitarian effectiveness, e.g., forklifts provided by LET helped clear cargo from airfields swiftly.

"The LET has been a tremendous assistance for the humanitarian community in the Philippines and was very quick to respond"

John Myraunet
Logistics Cluster Coordinator, World Food Programme

The companies offered logistics services and assets including warehousing, local transport, equipment and ancillary services needed by the Cluster and local government agencies. In particular:

**Warehousing**

- **Agility**: 2000 square meters (21,000 square feet) of warehouse space in the free trade zone operations, including management and oversight of the Cluster cargo which included humanitarian items such as tents, medicines, medical kits, water filtration units, life support kits, IT and telecom equipment, reconstruction materials, education kits, tarps, emergency food supplies and other similar humanitarian items
- **UPS**: 2500 square metres of warehouse space in Cebu (stand-by)
- **Maersk Group**: reefer container and 50 dry containers for storage

**Service provisions including transportation and customs clearance**

- **All the companies**: customs clearance assistance
- **Agility**: ad-hoc local trucking transport services to the Cluster in Cebu and Manila
- **UPS**: 3 trucks for daily transport of relief goods and one in-kind humanitarian relief flight for the WFP transporting 20,000 tarps (88 metric tonnes) to assist recovery efforts in the Philippines.
- **Maersk Group**: truck and sea container transport (reefer and dry) of relief items such as emergency shelter kits from Mumbai and Karachi (total of 300 MT)

**Asset deployment**

- **All the companies**: material handling equipment including forklifts and pallet jacks to enable safer and more efficient warehouse operations

The LET had additional team members on stand-by for immediate deployment in case more resources were required to be deployed.
LET assisted the World Food Programme in updating Logistics Capacity Assessments to strengthen response capabilities in areas the WFP deems high risk. In 2013, LET provided both on-site and remote support and contact information for the Logistics Cluster during Logistics Capacity Assessments in Rwanda, Sri Lanka, Madagascar, Dominican Republic and Belize. UPS led the coordination on behalf of the LET in supporting the development of LCAs in the Dominican Republic and Rwanda. TNT Express provided hands on support in the Logistics Capacity Assessment for Indonesia late 2012, early 2013. Agility offered support to the Cluster in its 2013 Logistics Capacity Assessments in Central Asia, but due to the Philippines disaster that project has been delayed.

**LCAs in 2013**

<table>
<thead>
<tr>
<th>Countries</th>
<th>Employees</th>
<th>Skilled Volunteer Hours</th>
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<tbody>
<tr>
<td>2</td>
<td>6</td>
<td>480</td>
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**LCA: Dominican Republic**

LET deployed four Logistics Emergency team members for a total of 320 hours of skilled volunteer service to enhance global response capabilities of the WFP in the Dominican Republic. UPS and Maersk LET team members completed a two week Logistics Capacity Assessment in June. During their assignment traveled 1500km to update assessments for seven of the largest airport operations in the Dominican Republic. They documented available airport capacities, landing capabilities, aircraft handling equipment, on-site warehousing, fuel suppliers and air services vendors.

**LCA: Rwanda**

UPS deployed its two employees to Rwanda to work on a Logistics Capacity Assessment (LCA) for the World Food Programme. WFP already had a Logistics Capacity Assessment (LCA) document created in 2007, however the purpose of the project was to update the LCA with new information and specifically address the transportation of supplies to Democratic Republic of Congo with Rwanda as a hub or transit point. The assessment included one week in the field traveling to the border of the Democratic Republic of Congo and one additional week updating the LCA data in a revised format. The LET members provided a combined 160 hours of skilled volunteer support during their assignment, updating road quality, and warehouse availability and transportation capacity along the primary relief corridors leading to border crossings for the Democratic Republic of Congo.