
Logistics Emergency Team

Annual Report 2015



LET Mission:

To provide pro bono logistics services, expertise and assets to the Logistics Cluster to support the humanitarian response for three to six weeks immediately following a large scale natural disaster.

LET Background & History

- The Logistics Emergency Team (LET) is composed of three of the largest global logistics and transportation companies: Agility, Maersk and UPS. They work together to support the Logistics Cluster, led by the United Nations World Food Programme (WFP). The partnership was initiated by the World Economic Forum (WEF) in 2005.
- The LET pairs the capacity and resources of the commercial logistics industry with the expertise and experience of the humanitarian community to provide more effective and efficient disaster relief. The rationale for the LET-WFP partnership is to enable the provision of a demand-driven and efficient humanitarian response leveraging local knowledge and resources as well as enhancing global preparedness, response and recovery.
- 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 Services

When large-scale, sudden onset natural disasters strike, the LET supports the Logistics Cluster by providing access to a global network of transportation and logistics expertise. Since 2007, the LET has supported the humanitarian community with logistics support during 11 emergency responses.



The LET companies provide pro-bono assets and services and deploy highly trained experts to join the Logistics Cluster's staff for the disaster response operations. Highly skilled logisticians working for LET companies in disaster prone countries are selected as LET volunteers and trained on humanitarian logistics, contingency operations and on natural disaster emergency response. After completing the three-day training, these employees are available to support emergency response and preparedness activities. To date more than 190 employees have taken part in the training.

Furthermore, the LET assists in the collection of information for the Logistics Capacity Assessments (LCAs), a system coordinated by the Logistics Cluster. These assessments provide consolidated information on in-country logistics capacities and infrastructure, including critical elements of the logistics supply chain, port and airport capacities, road networks, storage facilities and transport resources. They are conducted in countries identified as being most prone to humanitarian crisis.

LET Highlights in 2015

Disaster Response:

- The LET supported the Logistics Cluster disaster response activities following the earthquakes in Nepal.

Preparedness:

- The LET companies assisted the Logistics Cluster in carrying out LCAs in Nigeria, Papua New Guinea and Guatemala to strengthen disaster preparedness.
- The 2015 LET training, hosted by UPS in Miami, focused on building capacity for disaster prone countries in Latin America.

Steering Committee Activities:

The LET companies and the Logistics Cluster held meetings in July and December:

- Copenhagen, Denmark (hosted by Maersk): Discussions focused on lessons learned from the Ebola response and on new ways to support disaster preparedness in the future.
- Rome, Italy (hosted at WFP Headquarter): The focus was on how the LET companies can best support the Logistics Cluster's objectives vis-à-vis the newly developed 2016-2018 strategy.

Bilateral support:

- Agility, UPS and Maersk provided bilateral support upon request from the Logistics Cluster in Vanuatu, Nepal, and the Philippines, drawing on the LET guidelines and practices tested during natural disasters. During 2015 LET companies continued their support to countries in West Africa affected by the Ebola Virus.

Private Sector Engagement in Humanitarian Responses

Since its inception, the LET has significantly contributed to private sector engagement in humanitarian response and disaster risk management, establishing a successful private-public partnership that has allowed for knowledge sharing and mutually reinforcing expertise. To make the best use of this knowledge and experience, the LET initiated in 2015 three strategic growth projects in support of private sector engagement in emergency response.

World Economic Forum Community for Effective Humanitarian Response (CEHR)

The LET supported the development of a new initiative called the Community for Effective Humanitarian Response (CEHR.) The initiative, facilitated by the World Economic Forum, brings together humanitarian organisations and the private sector with the goal to increase long-term partnerships between the two and bridge gaps in the humanitarian system. The LET contributed to the kick-off meeting for the network and supported the initiative by identifying key stakeholders and assessing gaps in the humanitarian system. In the meeting, the LET members shared their experiences and offered their support to help develop similarly effective partnerships in other sectors.

Trade facilitation

In 2015, the LET provided a case study for a World Bank paper on how enabling trade can contribute to disaster risk reduction and to resilient recovery. The study showed how ineffective trade slows disaster

response by making importation of relief goods complicated and therefore straining the capacities of local governments and commercial service providers in managing the inflow of relief items. The publication of the study is forthcoming.

Ocean and air freight hubs

Throughout the Ebola response, between the dates from October 2014 to April 2015, the LET companies learned that switching consignments to ocean freight earlier in the response can noticeably reduce logistics costs by increasing the volume of disaster relief materials. In view of this experience, in 2015, the LET initiated a project aimed at better integrating ocean freight into emergency response. In the initial phase of this project, the three LET companies mapped high risk disaster regions in relation to the UN Humanitarian Response Depots (UNHRD) locations. The next step will be for the Maersk team to overlay this map with its shipping routes and schedules and identify potential shipping hubs.

Additionally, centralization and coordination of air freight for humanitarian partners has proven to increase the efficiency and effectiveness of emergency response. For instance, during the Ebola Response, UPS, through a public-private partnership with the Cologne Bonn Airport in Germany, established a staging area which offered support for planning, supply chain, co-loading and optimization of flights for the humanitarian community. Through a competitive commercial air cargo tender, WFP selected the most economical offer, which ensured the transport of nearly 1,000 metric tonnes of relief cargo for 40 aid organizations through 10 large inter-agency chartered flights from 26 November 2014 to 19 February 2015. Through common logistics arrangements for strategic airlifts, WFP saved US\$1.5 million, compared to the best commercial rates provided to partner organizations.

LET Activities 2007–2015



LET Operations Summary 2015

Disaster Response Operation in Nepal

Two earthquakes struck Nepal on 25 April and 12 May 2015, both events occurring less than 100 km away from the capital Kathmandu. The earthquakes affected approximately 5.4 million people and around 9,000 people were reported to have died.

Nepal Earthquakes 2015



5.4 million people affected



9,000 deaths

The response operation faced significant logistics challenges. The remote and mountainous geography of the affected area was a limiting factor for accessing villages, many of which were also at risk of being cut off because of landslides, which frequently caused road blockages, especially during the monsoon season.

Engagements of LET member companies

Agility deployed customs experts to the Indian-Nepalese border to assess border-crossing requirements for overland freight and developed a process guide for humanitarian logisticians on border crossing activities. **Agility's** guidance on India-Nepal custom procedures helped speed up clearance procedures and therefore the movement of relief items from India to Nepal. Furthermore, to support the lack of local capacity of qualified forklift operators, **Agility** and **UPS** allocated three of their forklift operators to assist operations at the airport where incoming supplies were palletized for distribution.

Assistance under the LET framework



Allocation of 3 forklift drivers



5 people deployed



Training in Miami, United States

To strengthen disaster preparedness, the **LET** conducts annual trainings of senior logistics employees of the three member companies. The objective is to familiarize participants with the humanitarian context, emergency mechanisms for disaster response operations, the Logistics Cluster and the Cluster approach – all of which contribute to ensuring efficient support to the Logistics Cluster during emergency operations.

LET Training 2015



28 hours of training provided



22 employee volunteers trained



11 countries represented by the trainees

Participants selected for the **LET** training are senior logisticians with profiles including several years of work experience in logistics, airfreight operations, freight forwarding, supply chain management, custom clearance and warehouse distribution. The **LET** recruits and trains experts based in disaster prone countries around the world. Thereby, the **LET** builds local capacity in high risk locations, increasing knowledge and assuring rapid mobilization following natural disasters.

"The exercise instils a spirit to act quick and swift when under considerable pressure. I really recommend the training. It shows the essence of Logistics in humanitarian responses."

Participant of the training

Every training focuses on a disaster prone region. The 2015 training took place in Miami, building capacity for disaster prone countries in Latin America. The 22 participants who attended the three-day event in September represented 11 different countries.

"Preparedness is key to any emergency response, and having a pool of experts from the LET trained on Logistics Cluster operations provides us with very valuable surge capacity."

John Myraunet

Deputy Global Logistics Cluster Coordinator, WFP

During the training, participants learned about the different actors involved in humanitarian response operations and the challenges of logistics coordination after a natural disaster. Through a real-life simulation, the trainees practised the application of the processes and procedures required during an emergency response and gained understanding of the mandate and responsibility of the LET. The trainees learned how to assist the Logistics Cluster in developing a concept of operations for disaster responses and how to address challenges and constraints that hamper effective aid delivery.



Participants also discussed the impact of working in a high-stress operating environment. This included how to best leverage teamwork to achieve an effective and efficient response to a natural disaster. Participants who completed the training contribute to disaster preparedness at local levels and are ready to be deployed in emergencies, immediately assuming a lead role in the operations.

The 2015 training was hosted by UPS and facilitated by senior staff from the Logistics Cluster, the LET companies and by previously deployed LET staff members.

Logistics Capacity Assessments in Nigeria, Papua New Guinea and Guatemala

The Logistics Capacity Assessment (LCA) is an online system, coordinated by the Logistics Cluster. The LCA provides information related to the current logistics capacity and infrastructure of a country, helping to support operations planning and preparedness activities of the humanitarian community.

LCAs are frequently completed for high risk countries or regions where there is potential for a sudden onset emergency requiring international humanitarian intervention. LCAs are designed to assist governments and the humanitarian community to be better prepared and help improve response time and mitigate risks during disasters. Therefore accurate and updated information of a country's logistics capacity and infrastructure are an important element of disaster preparedness.

LCAs in 2015



3 countries



8 employees assisting



190 hours of skilled volunteer service

In 2015, the LET assisted in collecting and consolidating logistics capacity information to support and strengthen disaster preparedness in Nigeria, Papua New Guinea and Guatemala. **Agility**, **Maersk** and **UPS** provided on-site and remote support as well as relevant contact information for the assessments of port and airport capacities, road and waterway networks, storage facilities, handling procedures, local transportation resources and other key elements related to the logistics infrastructure in the three countries. LCAs usually take one to two months to be completed and requires in-depth local knowledge about logistics.

LCA Nigeria

Maersk allocated four local employees to conduct LCA activities in Nigeria. They provided (i) updated data on current capacities of Nigeria's main port in Apapa, Lagos, (ii) information on the capacities for coastal and inland shipping routes, (iii) support with assessing the current inland road and transportation network and (iv) information on custom clearance regulations.

LCA Papua New Guinea

Due to an ongoing drought and food security crisis in Papua New Guinea, **Agility** assigned two people to work on the LCA for Papua New Guinea. They focused on government and business network mapping, as well as storage, road, port, fuel and airport assessments. **Maersk** allocated one person to support the LCA to provide information and data about the capacities of Port Moresby which was not included in previous LCAs, and to assess coastal and inland shipping capacities. Furthermore, **Maersk** helped to gather information about import requirements and constraints for ocean freight.

LCA Guatemala

UPS assigned its local LET Lead to support the Guatemala LCA in November. After assessing the existing LCA, **UPS** is working to update local customs clearance guidelines, logistics infrastructure resources including ground, ocean and air capacities. The LCA is scheduled for completion in the first quarter of 2016.

Addendum

Using the LET guidelines and practices, Agility, Maersk and UPS have provided bilateral support in Vanuatu, Papua New Guinea, the Philippines and Nepal. Although these responses do not fall within the scope of the LET Partnership, the companies agreed to support, demonstrating the value and adaptability that is key to the success of this unique partnership.

Bilateral engagement in Vanuatu

On 13 March 2015, a tropical cyclone hit Vanuatu, an island nation in the South Pacific. UPS deployed a logistics manager from Europe to work with the World Food Programme and to coordinate with the Logistics Cluster and local governments to deliver urgent relief to remote island villages. UPS expertise supported local last mile distribution solutions for NGOs on the ground.

Bilateral engagement in Nepal

On 25 April and 12 May two earthquakes struck Nepal. Maersk Line together with DAMCO donated 40 containers from India and transported them to the Humanitarian Staging Area in Kathmandu for the humanitarian response operation. As the earthquakes had destroyed otherwise available facilities, the containers were needed for keeping relief items safe and dry, as well as for optimising delivery.

Bilateral engagement in the Philippines

On 18 October, Typhoon Koppu made landfall in the Aurora province on Luzon Island in the Philippines. An estimated 1 million people were evacuated. The UPS Asia Pacific Region coordinated with the WFP Country Office, providing 5 trucks to transport food and supplies to Philippines communities in need.

Bilateral engagement in Ghana

In November, the Logistics Cluster and the United Nations Humanitarian Resource Depot (UNHRD) in Accra, Ghana requested support from Agility's Ghana team to assist in conducting a depot utilization and optimization exercise. The Agility Ghana and Dubai team members initiated the process in December; the utilization and capacity assessment is ongoing.

Ebola Response Activities, West Africa – wrap up

The Logistics Cluster began operating in Ebola affected countries in October 2014. Agility, Maersk and UPS provided bilateral assistance from October 2014 to April 2015. The support provided to the Ebola response operation represents the longest involvement of the LET companies in a humanitarian response operation since the partnership was established. The following paragraph provides a summary overview of services provided.

Major transportation routes



Agility provided ground transportation services in Europe to transport cargo to the air staging area in Cologne, Germany. Maersk kept trade channels open for operations in Guinea, Liberia and Sierra Leone and bilaterally offered the pro-bono delivery of relief items via sea to the humanitarian community. More than 11,000 tons of shipping capacity was offered through the Logistics Cluster, proving the cost efficiency of ocean freight for disaster relief. Using its large capacity, Maersk was able to quickly ship thousands of tons of disaster relief materials to the affected countries.

To facilitate the consolidation of air shipments, UPS, through a public-private partnership with the Cologne Bonn Airport in Germany, helped to establish a staging area that was used for free warehousing, air cargo services, and air transport to West Africa. This dedicated space supported the planning, supply chain, co-loading and optimization of flights for the humanitarian community. The initiative enabled 40 humanitarian organisations to transport 932 metric tonnes of vital healthcare supplies, such as masks, gowns, gloves, chlorine disinfectant and medical supplies, into the region affected by the Ebola epidemic.

Bilateral assistance from October 2014 to April 2015



Facilitation of 932 tons of air freight



11,200 tons of shipping capacity donated



3,000 square metres of storage space



40 humanitarian organizations supported



77 containers and reefers donated for storage space



Access to local logistics expertise