
Logistics Emergency Teams

Annual Report 2014



LET Vision: To provide pro bono 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

January 2005

The Logistics Emergency Teams was initiated at the World Economic Forum to bring together the collective strengths of global logistics companies to support the UN World Food Programme, which is the appointed Logistics Cluster Lead agency 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 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 Logistics Cluster during times of natural disaster where UN security phase is at level three or below.



LET Strategy Focus Areas

In 2014 the Logistics Cluster, WFP and the LET member companies conducted an operations lessons learned review and subsequently redesigned the requirements for deploying trained volunteers. This resulted in significant changes to the training and preparedness program as greater emphasis is put on local knowledge and logistics expertise.



Becoming better responders through preparedness

The **Logistics Emergency Teams (LET)** is comprised of three of the largest global logistics and transportation companies: **Agility, Maersk** and **UPS**, which work together to support the Logistics Cluster led by the United Nations World Food Programme. 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 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.

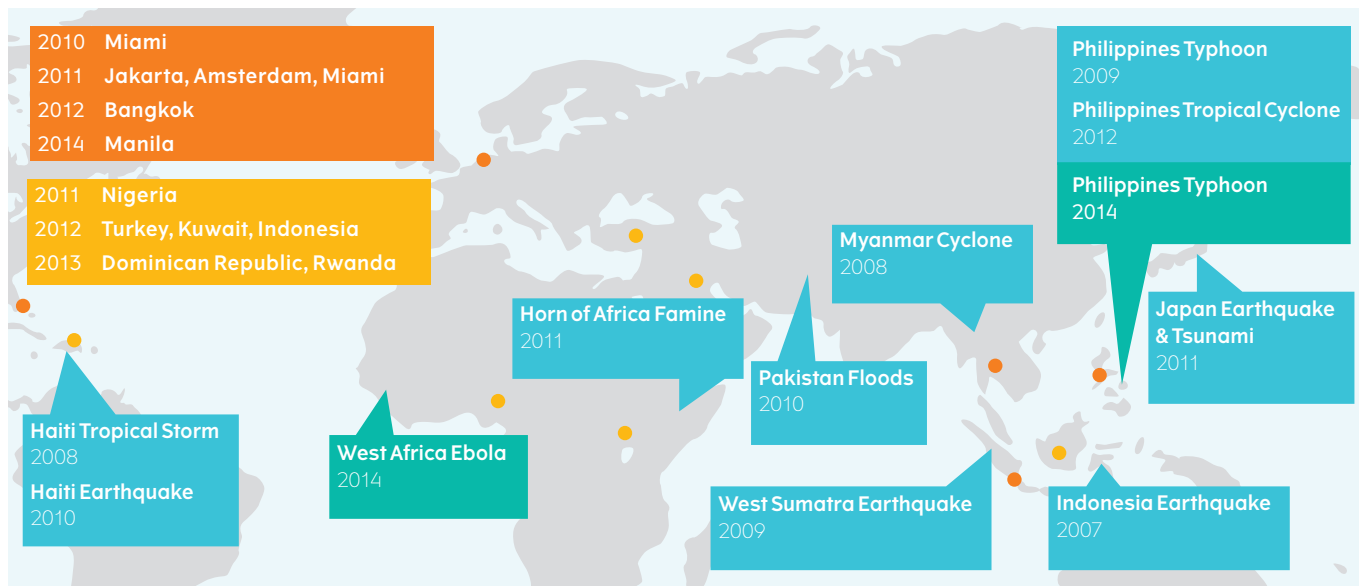
LET Highlights 2014

- In the absence of Emergency Response Missions to major natural disasters in 2014, **LET** efforts focused on preparedness and training activities in order to build staff capacity and be better responders when called upon.
- Based on the experiences and lessons learnt in the Philippines operation, the **LET** has shifted its focus from deploying international staff towards training senior local supply chain specialists in disaster

prone countries. This contributes to an increased level of preparedness and a better support to the humanitarian sector. **LET** guidance documents and procedures were revised accordingly.

- In 2014, ten Steering Committee meetings were held, of which two were conducted as face-to-face meetings in Rome, Italy (hosted by **WFP**) and Manila, Philippines (hosted by **Maersk**).
- **Agility** was responsible for operational aspects and as part of this initiated the coordination of **LET** involvement in updating the Logistics Capacity Assessments in West Africa.
- **Maersk** assumed two responsibilities: being the **LET** Chair for a two-year term and the lead company for **LET** communication.
- **UPS** was responsible for capacity development efforts and organized and assisted in facilitating the training of 22 **LET** members in Manila, Philippines.
- The Logistics Cluster has provided the **LET** with a new webpage, an agreement which includes a complete redesign of the previous website and its migration to a new platform inside the Logistics Cluster website. The **LET** communication approach was revised and as a result a Communication Strategy document has been finalized.
- Drawing on the well-established **LET** guidelines and practices tested during natural disasters, the companies provided bilateral logistical support upon request from the Logistics Cluster in the countries affected by Ebola and in the Philippines.

LET Activities



Disaster response – When large-scale, sudden onset natural disasters strike, the **LET** partners are called by the **WFP**, acting as the Logistics Cluster lead, to provide humanitarian logistics support. The **LET** companies may then provide pro-bono assets and services and deploy highly trained experts to join the Logistics Cluster's staff in 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.

Trainings – Employees from **LET** companies who are selected as **LET** volunteers attend a three day training which focuses on humanitarian logistics, contingency operations and the natural disaster context. Only after completing this training can they be called upon to participate in the **LET** disaster response and preparedness activities. To date more than 150 employees have been trained as **LET** experts.

Disaster Response outside the LET scope – in 2014, the **LET** member companies provided bilateral support to the Ebola and Typhoon Hagupit Response Operations.

LET Operations Summary 2014

Training in Manila, Philippines

In December 2014, 22 employees from **Agility**, **Maersk** and **UPS** participated in a three-day intensive **Logistics Emergency Teams** Responders training session at the **Maersk** local office in Manila, Philippines. The participants learned that an effective response to a natural disaster requires tremendous skill, determination, and collaboration. The overall training objective was to familiarize trainees with the Logistics Cluster approach and emergency mechanisms and to prepare **LET** volunteers for leadership roles during deployment after a natural disaster.

"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**

Based on lessons learned, the **LET** revised its triggering process for deployment during natural disasters to focus on three priorities: local knowledge, rapid mobilization, and increased expertise of personnel. The **LET** now focuses on engaging local senior supply chain specialists as opposed to deploying international **LET** personnel to disaster areas in order to ensure that the first responders have good knowledge about local infrastructure, resources and culture. Additionally, the **LET** respondents are now engaged during the first 24 hours of the response effort to assist the Logistics Cluster in assessing the disaster landscape and assisting with developing the humanitarian supply chain solution.

Each **LET** participant is now prepared to assume a local lead role, and support local disaster response preparedness.

The content of the training included topics such as supply chain solution design, coordination, planning and information management, operational communication and health and safety. In addition, topics such as leadership and communication were considered crucial, as a deployed employee will be expected to operate independently and will be asked to communicate the **LET**'s experiences to each organization after deployment.

Participants also learned that during deployment they have to be able to operate in a high-stress environment, determined to achieve results and work as a team to prepare an effective response to a natural disaster. Conditions may be extreme and tasks can be physically and mentally challenging at times. Additionally, the **LET** training addressed challenges including behavior and personal safety during deployment and how to properly represent the **Logistics Emergency Teams** while operating under the UN banner.

The training was facilitated by senior staff of the **LET** companies, previously deployed persons and senior UN personnel.

"The real life case of a simulated teleconference between the Global Cluster Coordinator and the **LET** Steering Committee was great and really helped to understand the background and the process before a deployment."

Participant of the training session

LET Training 2014



49 hours of training sessions provided



22 **LET** experts trained



people from 8 disaster prone countries attending



Addendum

Using the well-established LET guidelines and practices, Agility, Maersk and UPS have provided bilateral support to the Ebola and Typhoon Hagupit Response Operations. Although these Responses do not fall within the predefined scope of the LET Partnership, the companies agreed to step in, proving the value and adaptability that is key to the success of this unique partnership.

Ebola Response Activities, West Africa

The current outbreak of the Ebola Virus Disease in West Africa started in Guinea, with the first cases being reported in March 2014, and rapidly increased in scale and scope with cases being identified in Liberia and Sierra Leone. Since the virus was first discovered in 1976 this is the largest outbreak of Ebola with the highest number of infections and deaths.

Under the framework of the LET partnership, the three member companies agreed to bilaterally support the Logistics Cluster in its response to the Ebola crisis. Even though this crisis did not strictly meet the LET triggering requirements in that it was not a sudden onset natural disaster the LET companies realized that this humanitarian emergency would require a high level of global logistics support. Agility, Maersk and UPS are therefore assisting the Logistics Cluster in filling gaps and bridging local knowledge for the Ebola crisis operation as it develops.

Ebola Virus Disease Outbreak 2014



20,206 people infected



7,905 reported deaths



3 countries

Bilateral engagements of LET member companies

The Ebola Response is ongoing and as of 31 December 2014, the LET members companies had provided the assets and services described below.

In its capacity as the LET operational lead, Agility coordinated the response activities provided by the companies. Through the LET partnership, Agility offered the Logistics Cluster 500 square metres of warehouse space and 2,000 square metres of shipping container and open storage space near the port of Tema in Ghana. Additionally, Agility has sought to provide storage space near the UN Humanitarian Response Depot which is currently the operational headquarter for the Logistics Cluster's Ebola response operations. Agility has also provided ground transportation services in Europe to transport critical cargo to the air staging area in Cologne, Germany.

Maersk allocated significant resources to provide logistical support for the Ebola response operations. The Group is committed to staying in West Africa and continues maintaining its operations in Guinea, Liberia and Sierra Leone. Since the start of the response operation, Maersk has provided free ocean transportation of 329 shipping containers

with a total available capacity of more than 8,750 tons to the Ebola affected countries. So far, the shipped relief cargo included food aid, medical supplies and heavy duty vehicles for humanitarian organizations operating on the ground. Maersk also provided access to local logistics capacity and infrastructure information and, in addition, allocated four refrigerated and 21 dry containers which are being used for the storage of medical and humanitarian supplies.

UPS has committed substantial resources and in-kind support including air, ocean and ground transposition for multiple relief shipments to West Africa. Through the LET partnership agreement, UPS together with the Logistics Cluster established an Ebola response air cargo staging area at the Cologne-Bonn Airport in Germany. The staging area, which was underwritten by UPS, provides around 3,000 square metres to support humanitarian organizations that need to transport critically required aid material by air. With the help of government funding, 265 tons of relief supplies have been processed and airlifted to West Africa by the WFP at no cost to 33 humanitarian agencies. UPS is committed to providing services for an average of three charters per month to ensure vital supplies are reaching the impacted countries in the coming months.

Assistance under the LET framework



8,750 tons of free ocean freight



329 shipped containers



5,500 square metres Warehouse and open storage space



Access to local knowledge on logistics and infrastructure

The LET member companies' bilateral engagements with the Logistics Cluster proves the value and adaptability of the LET partnership in that it allows the largest logistics companies in the world to directly and bilaterally provide substantial support to humanitarian organizations in many different humanitarian emergencies worldwide. Without the LET partnership, this cooperation would not be possible.

Typhoon Hagupit Response, Philippines

Typhoon Hagupit first made landfall in the province of Eastern Samar, Philippines on the 6th of December 2014. It subsequently landed in the provinces of Masbate, Marinduque and Batangas and weakened into a tropical depression before leaving the Philippines on the 10th of December 2014. As of then, the Typhoon had affected around 2.7 million people across nine regions. A total of 1.4 million people were being assisted by evacuation centres.

Under the framework of the **LET** partnership, the three member companies in cooperation with the **WFP**, the lead agency of the Logistics Cluster, agreed to provide bilateral support for the government-led response to Typhoon Hagupit. Even though this natural disaster did not strictly meet the **LET** triggering requirements in that the Logistics Cluster was not officially activated, logistics coordination, information sharing and logistics services were provided and augmented by the local expertise of the **LET** representatives.

In addition to highlighting the adaptability of the unique partnership, the response proves the value of the new **LET** Training approach, implemented in the session held in Manila just days before Typhoon Hagupit made landfall. Within 24 hours, newly trained, local **LET** staff attended the operational coordination meetings held by the Logistics Cluster, providing information on infrastructure constraints, access limitations and logistics and supply chain operations in the typhoon affected areas.

Bilateral engagements of LET member companies

As **LET** operational lead, **Agility** coordinated the **LET** response provided by the companies and donated two trucks for the period of one month

for the distribution of goods. In addition, **Agility** donated pallets, handling equipment and the transportation of six heavy haul trucks from Cebu to the distribution operations in Tacloban. **UPS** donated five trucks in the Tacloban area which were used for local aid distribution. All three **LET** member companies assisted with providing information about the status of ports, airports, air traffic and sea traffic. Five **LET** company staff members attended different Logistics Cluster Coordination Meetings, all of them had previously participated in the **LET** training which took place at the beginning of December in Manila.

Assistance under the LET framework



Donation of 7 trucks



5 LET experts assisting



Access to logistics capacity and infrastructure information