



# Humanitarian Network and Partnerships Weeks 2026

## Getting Started

Introduction to Importation and Customs for Humanitarian Aid

Friday, March 6<sup>th</sup>, 2026

# Agenda Overview

## Welcome and Opening Remarks

### Session 1

Delivering Importation and  
Customs Clearance Course in  
Collaboration with HELP  
Logistics

### Session 2

Strategic Collaboration with  
Bioport

### Session 3

What Comes Next:  
Roadmap

### Session 4

What the Future Course  
Should Include

### Session 5

Q&A and Closing



# Welcome and Opening Remarks

“Increase formal training opportunities so humanitarian partners strengthen knowledge, skills, and understanding of importation and customs for cross-border emergency relief.”

*-IMPACCT, Strategic Objective 4*

**Ms. Virginie BOHL**

Coordinator of IMPACCT

*IMPACCT is hosted by the Global Logistics Cluster*



SESSION

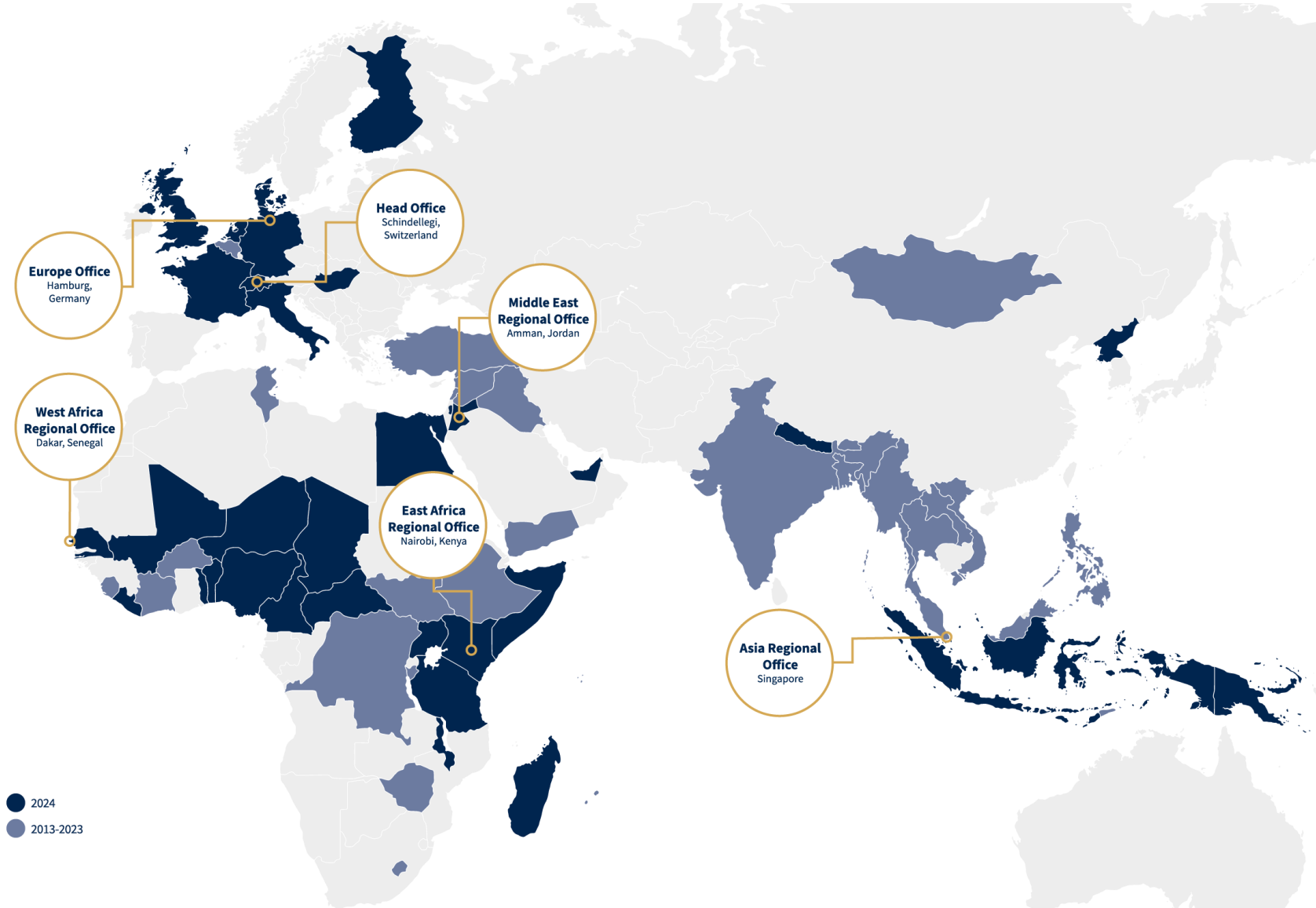
**01**

# Delivering Importation and Customs Clearance Course In Collaboration with HELP Logistics

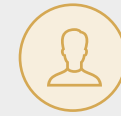


# Global Presence Drives Local Impact

Our reach connects partnership and delivery where they matter most.



**6** Operational Offices



**38** Full Time Employees



**37** Countries with Active Projects



# A Humanitarian Initiative Transforming Supply Chains for Impact

We bridge expertise, innovation, and partnerships to strengthen local systems.



## Purpose

**Shaping supply chains to benefit humanity**



## Mission

We are a catalyst for transferring supply chain and logistics knowledge, strengthening local capacity, and co-creating sustainable solutions to enhance livelihoods and economic resilience in vulnerable communities.



## Values

### Collaboration

We believe in the power of partnerships and shared knowledge, working openly and inclusively to create lasting impact.

### Curiosity

We are lifelong learners, constantly questioning, exploring, and pushing boundaries to improve and innovate.

### Integrity

We act with honesty and responsibility, using knowledge and data ethically to drive meaningful change.

### Resilience

We embrace challenges with determination, adapting to uncertainty and staying committed to solutions that make a difference.



# Three Pillars Drive Transformation

We evaluate systems, empower people, and envision change for lasting resilience.

## EVALUATE



### Supply Chain Strategy & Operations

Utilize data analytics and visualization to improve anticipatory action (preparedness) and organizational effectiveness and efficiency.

Furthermore, it is essential to strengthen resilience measures and champion sustainability in humanitarian and development supply chains.

## EMPOWER



### Talent Development

Deliver customizable, contextual, modular learning and coaching in the classroom, virtually or through eLearning, to address gaps in supply chain knowledge and professionalization pathways.

Provide internship and career opportunities to source, train and exchange supply chain talent.

## ENVISION



### Thought Leadership

Lead the transformation of humanitarian supply chains through independent research based on rigorous analysis, creative thinking, and sustainable solutions.

Amplify transformational change globally and locally through partnerships, conferences, and publications.



# HELP Logistics – Learning Resource Center



## Celebrating 2025

8,426  
Learners

Online Trainings  
21 Cohorts, 3 MOOCs

28  
Classroom Trainings

766 Training  
Hours

### Classroom Trainings

- Executive Training on Supply Chain Management in the Humanitarian Context (ESM)
- Certified Humanitarian Procurement Professional (CHPP)

### Online Courses – Always Open

- Online Humanitarian Logistics Management MOOCs
- Medical Logistics in Pandemics (EN, FR, SP, AR)
- Supply Chain Risk and Resilience in Healthcare

### Online Courses – Cohort Based

- Supply Chain Master Class Series ( 6 courses)
- **Introductory Importation and Customs Clearance** (EN, FR, SP, UK, AR)

### Games & Simulations

- Business on the Move: The Humanitarian Edition (Board game)
- High Energy Biscuit Distribution Game
- (HEB) Simulation



# Importation and Customs Clearance (ICC)

## TOTAL ENROLLMENTS

6434

## 2025 ENROLLMENTS

2510

## COMPLETION %

17

## Overview

- Self-paced online course designed to build practitioners' knowledge, skills, and formal training in import and clearance procedures.
- Develop capacity to manage challenges when importing aid into affected countries, including context awareness and proper documentation.
- Identify key stakeholders and understand information flow between humanitarian organizations and customs authorities.

Completion 2025 EN %

23

Completion 2025 FR %

11

Completion 2025 SP %

12

## Course Outline

- **Module 1:** Customs and Importation in the Humanitarian Context
- **Module 2:** Coordinated Border Management
- **Module 3:** The Real Costs for The Importation of Humanitarian Relief Goods
- **Module 4:** Document and Information Quality
- **Module 5:** Modernization of Customs Systems

## Learning Objectives

- Understand country-specific aspects in terms of importation and customs clearance requirements.
- Identify the actors involved in importation processes and their roles.
- Comprehend the real costs of importing humanitarian assistance.
- Understand the importance of complete documentation for importation.
- Understand how modernising customs systems simplifies information flow.

## Target Audience

Practitioners in UN agencies, NGOs, governmental agencies, and the private sector involved in the importation of humanitarian goods.



### Duration

6 hours



### Languages

English, French, Spanish



### Format

Online



### Level

Introductory



### Participants

Unlimited



### Award

Kühne Foundation & IMPACCT Training Certificate



# HELP Logistics Contribution to the Project

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Platform Management and Delivery Excellence, Learning Experience and Delivery Optimization, and Instructional Design & Learning Development Advisory

## Platform Management

- Course Building
- Cohort Management
- Training Delivery Support

## Monitoring & Feedback Management

- Performance Monitoring and Reporting
- Learners Feedback Surveys

## Learning Advisory

- Content evaluation and course revamp advisory
- Integrating new learning tools, technologies, and gamifications advisory



## New Language Versions: Arabic & Ukrainian

### Enabled by: DG-ECHO

- **Ukrainian:** New launch on the 3rd of March with **175 enrollments**; translation provided by WFP Log Cluster Ukraine
- **Arabic:** Planned to be launched later this year; translation provided by IFRC

**Why these languages:** operational realities, field needs, many of the world's largest and most complex humanitarian supply chains operate in these environments



**HELP Logistics**  
17.105 Follower:innen  
[Website besuchen](#)  
3 Tage · 🌐



### UA Now Available in Ukrainian: Importation & Customs Clearance Online Course

Responding to requests from national humanitarian actors, the **Introductory Importation and Customs Clearance online course** will be delivered in Ukrainian for the first time.



**Course opens:** 3 March



**Duration:** 6 weeks (self-paced)



**Registration deadline:** 28 February



Register here: [https://lnkd.in/gGRSX\\_zV](https://lnkd.in/gGRSX_zV)

This free online course introduces the essentials of humanitarian importation, including:

- Customs procedures
- Documentation and information quality
- Coordinated border management

It is designed to help practitioners navigate complex cross-border processes and reduce delays in aid delivery.

SESSION

# 02 Strategic Collaboration with Bioport

## SESSION 2

# Strategic Collaboration with Bioport



### What is Bioport?

Non-profit organization, created in 1994 and based in Auvergne-Rhône-Alpes, France.



### Mission

To provide logistics services tailored to the needs of our partners - humanitarian, national and international solidarity organizations.



### Service We Offer

- Stock management: picking, kitting, storage & emergency stock, quality control, packing.
- Organization of international freights.
- Supply chain management: counselling and project management



### Key Figures in 2025

 **63**  
Partners Supported

 **416**  
Shipments Organized

 **3,685**  
Tons of Aid Delivered

 **42**  
Destinations Reached

## RELIEF EU What is it?



Funded by  
European Union  
Humanitarian Aid

<b>TITLE</b>	<b>Within the ReliefEU mechanism, Humanity &amp; Inclusion – Atlas Logistique (HI/AL) and BIOPORT enhance humanitarian logistics solutions</b>
<b>IMPLEMENTING DATES</b>	01/07/2025 - 31/12/2026 (18 months) – R4 (BIOPORT): 01/10/2025 – 31/12/2026
<b>GENERAL OBJECTIVE</b>	Contribute to enhancing the efficiency and rapidity of the humanitarian response through tailored logistics solutions.
<b>SPECIFIC OBJECTIVE</b>	Improve the humanitarian supply chain by providing an immediate support following acute crises and by strategically strengthening its critical components.
<b>RESULT 1 (HI/AL)</b>	Humanitarian access is improved in the acute crisis-affected areas through common logistics services
<b>RESULT 2 (HI/AL)</b>	In the first phase of a sudden emergency, humanitarian access is improved with operational and technical support from HI/AL emergency humanitarian logistics experts in the framework of the UNDAC mechanism
<b>RESULT 3 (HI/AL)</b>	The humanitarian logistics chain is optimized through the urbanization of H2H information systems, the integration and interoperability of tracking data throughout the supply chain, the acquisition of 4PL solutions for last-mile management
<b>RESULT 4 (BIOPORT)</b>	Challenges related to imports and customs clearance are addressed to ease the entry and access of humanitarian aid through immersive learning experience and practical support on specific cases
<b>FUNDING</b>	100% from the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO)



### **STRENGTHENING SKILLS**

- Innovative training for import and customs procedures
- Practical & operational learning



### **PROVIDING SUPPORT**

- Case-based assistance for real import challenges
- Hands-on guidance on import-related issues



### **FOSTERING COLLABORATION**

- Share experiences and best practices
- Promote coordination and mutual support

# IMPACCT & BIOPORT Collaboration

## Purpose



To strengthen capacity-building initiatives for humanitarian actors on importation and customs clearance procedures.

- 01.** Update of the *“Introductory Importation and Customs Clearance”* course to:
- Improve the overall learning experience
  - Include additional content



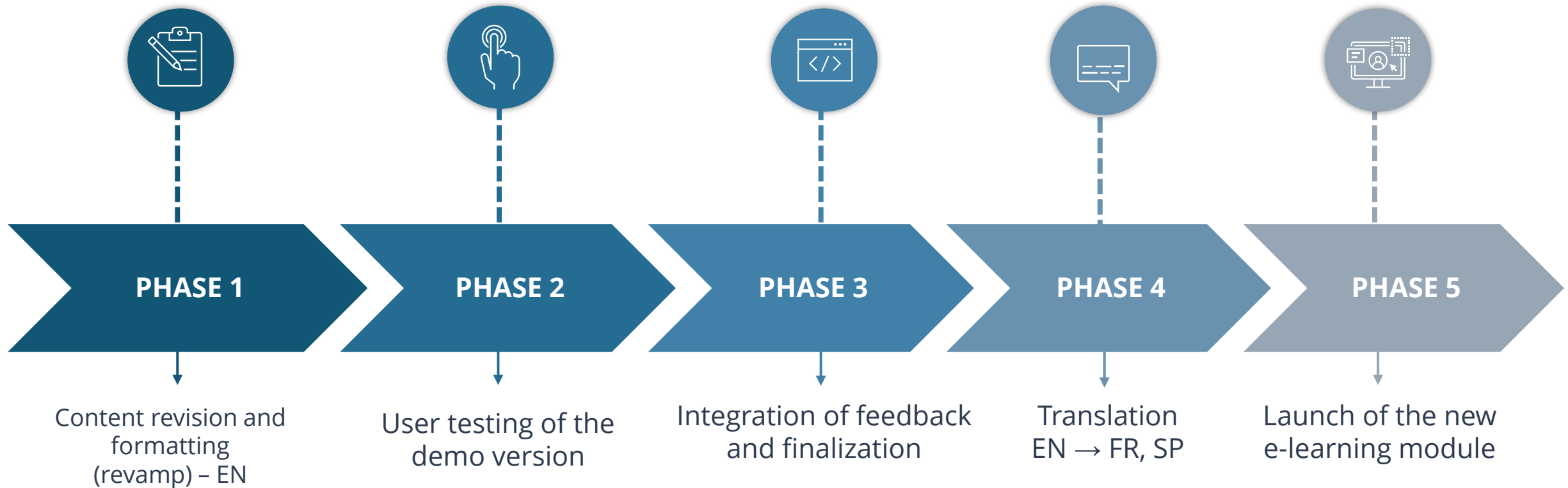
- 02.** Creation of an interactive and immersive pedagogical tool (**serious game**) to:
- Develop operational skills
  - Facilitate exchanges and collaboration

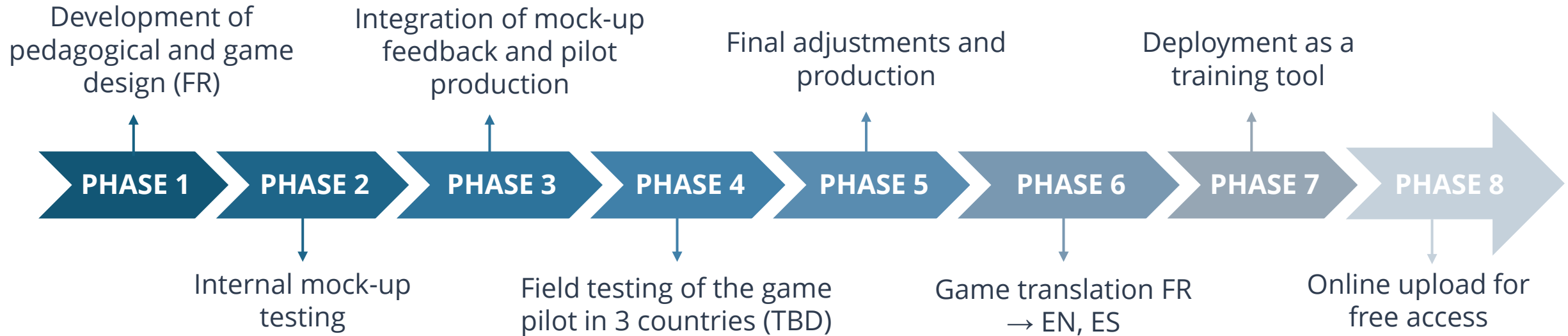


SESSION

# 03 What Comes Next: Roadmap

# What Comes Next: Roadmap E-learning Revamp





SESSION

# 04 What the Future Course Should Include





## Current Course Structure



**Module 1:**  
Customs &  
Importation in the  
Humanitarian Context



**Module 4:**  
Document &  
Information quality



**Module 2:**  
Coordinated Border  
Management



**Module 5:**  
Modernization of  
Customs Systems



**Module 3:**  
The real costs for the  
importation of  
humanitarian relief  
goods

Which topics do you believe should be covered in upcoming course, beyond what exists today?

Scan QR code and follow the instructions on the screen



menti.com  
7855 7056

# Questions & Answers

Closing Remarks



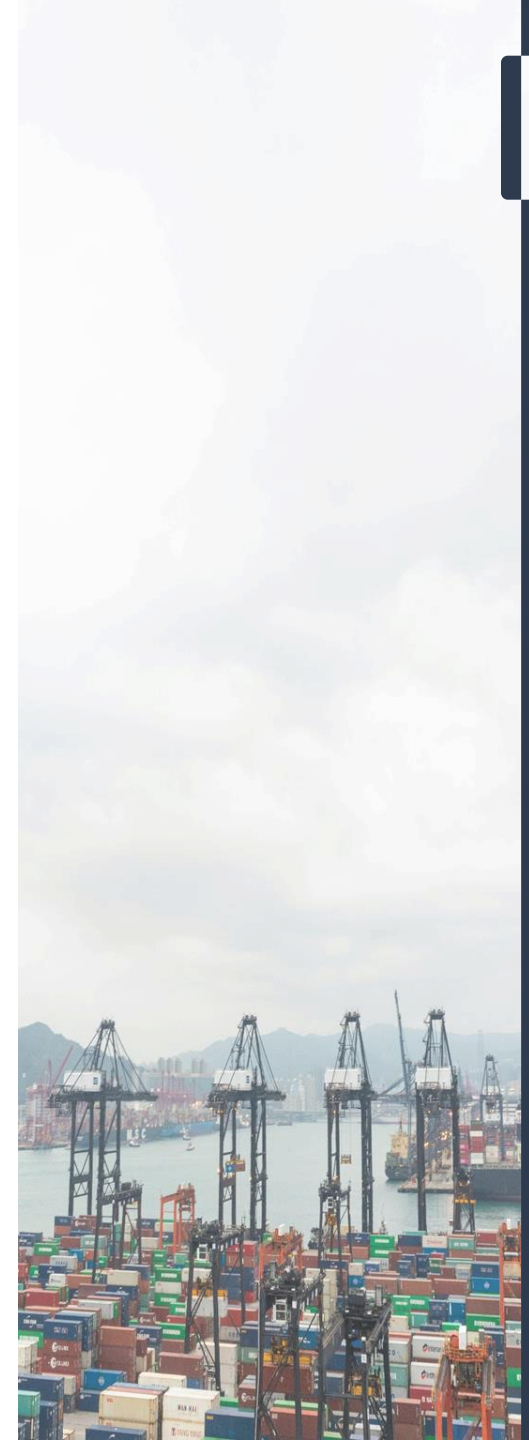


# Thank you!

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