The Logistics of Caring: Delivering Relief & Resilience
UPS Humanitarian Relief & Resilience Program by the numbers

- **The UPS Foundation was founded** in 1951.
- **Since 2007** over **$36M** in grants awarded for preparedness, response and recovery initiatives under the UPS Humanitarian Relief & Resilience Program.
- **Over $16 million** toward in-kind shipping provided by UPS for disasters.
- **The Logistics Emergency Team Program** launched at World Economic Forum in 2008 since then.
- 70 UPSers have participated in LET trainings or assignments.
- 14 UPSers deployed to active disaster sites.
- 6 UPSers participated in disaster readiness assessments.
- 18 Logistics Emergency Team missions accomplished with World Food Programme.
- 43,000 winter clothing kits transported by UPS to Syrian refugee children courtesy of UPS and U.S. Fund for UNICEF volunteers.
- **$1 million** contributed for Typhoon Haiyan relief & recovery efforts.
- UPS has facilitated **over 1500 MT** in shipments of relief supplies to combat the Ebola epidemic.
- **Businesses engaged proactively** in disaster preparedness training through the Sağlam Kobi business disaster resilience initiative in Turkey.
The tragedies of humanitarian crises

Whether the result of a natural phenomenon such as earthquakes and hurricanes, or the consequence of geopolitical conflict, the plight of the affected men, women and children in crisis requires a coordinated, global relief effort. Data from The Center for Research on Epidemiology of Disasters\(^1\) indicates that such disasters are becoming more frequent, requiring constant vigilance and the development of new, enhanced response approaches.

In 2012 alone, more than 30 million people were displaced from their homes due to some type of natural disaster.\(^2\) The reality is that disasters don’t recognize borders or socio-economic status. Earthquakes rock Chile, floods ravage Europe and hurricanes batter the United States.

In addition to the devastation wrought by these natural onset disasters, millions of people live as refugees due to conflicts. As a result, they rely exclusively on international aid for many of life’s basic necessities.

The debate over the causes behind the increasing incidence of disasters and their global impact is best left to governments and the scientific community. The reality for those affected, however, is a reliance on humanitarian relief for their very survival. Meeting the needs of these crises requires innovation and commitment—as well as the strong alliance between business, government and the non-governmental agencies active in the field.

Ready when disaster strikes

Operating in 220 countries with a sophisticated logistics network, ground and air transportation assets, unparalleled warehousing and distribution knowledge and constantly evolving logistics technology, UPS is well positioned to support humanitarian relief efforts regardless of where they occur.

Since 1991, when UPS introduced its Delivery Information Acquisition Device, or DIAD, to capture delivery information and signatures, the company’s technology has become increasingly sophisticated and powerful. Today, more than 100,000 DIADs are in daily use providing the ability to fulfill more than 47 million online tracking requests each day. Utilizing UPS’s sophisticated tracking technology for disaster relief helps global humanitarian relief organizations better manage the positioning and distribution of food, health and emergency shelter goods.

\(^2\) [http://www.internal-displacement.org/global-figures/](http://www.internal-displacement.org/global-figures/)
The UPS Foundation’s approach

UPS’s global Humanitarian Relief & Resilience Program is organized into three work streams with corresponding activities. Within these work streams, The UPS Foundation has defined four areas of concentration, or pillars for directing its philanthropic and human capital. By filtering its humanitarian relief activities in this manner, UPS can more effectively manage its investments, relationships and the employees who volunteer their time and expertise. A focused direction enhances its impact and brings more direct benefit to the millions affected by humanitarian disaster each year.

Humanitarian Relief & Resilience Program Workstreams

- **Disaster Preparedness and Resiliency**: UPS helps better prepare communities in advance of natural disasters and humanitarian crises.
- **Urgent Humanitarian Relief for Sudden Onset Disasters**: UPS collaborates with key global partners to support relief efforts when and where disasters strike.
- **Post-Crisis Recovery**: UPS assists disaster-stricken areas to help speed recovery in impacted communities.

Humanitarian Relief & Resilience Program Pillars

- **Empowers Local Disaster Relief Assistance**: UPS business units, based all over the world, provide pro-bono relief assistance to their local communities during a sudden onset disaster.
- **Thought Leadership**: UPS contributes its experience, expertise and resources to promote efficiency and effectiveness in the humanitarian relief sector worldwide.
- **Skill-Based Volunteering**: UPS has trained an elite group of UPS logisticians who are based all over the world and can be dispatched anywhere within 48 hours to help support humanitarian relief partners in times of crisis.
- **Engage Humanitarian Relief Organizations**: UPS engages in key partnerships to provide multi-level support to the preeminent humanitarian relief organizations across the world.
At the core of The UPS Foundation's humanitarian relief and resilience efforts are the many strong relationships it has developed with the world's leading humanitarian relief organizations. Leveraging its corporate strengths and philanthropic muscle, UPS is helping advance the efficiency and effectiveness of these non-governmental organizations (NGOs) around the world.

**CARE**

CARE's mission is to serve individuals and families in the world's poorest communities. Since 1994, The UPS Foundation has helped CARE fulfill its mission, particularly as it relates to the organization's emergency relief efforts.

Initially, UPS provided financial support for CARE's International Disaster Transportation Fund, enabling the shipment of emergency relief items anywhere in the world. In 2004, The UPS Foundation provided support for the organization's efforts in addressing the humanitarian crisis in the Darfur Region of Sudan and in neighboring Chad. In 2007 and 2008, UPS assisted CARE in addressing disaster recovery efforts in Bangladesh, India, Myanmar, Nepal, Pakistan and Peru. In 2009, the relationship strengthened as the two partners looked at internal capacity building projects impacting CARE's global supply chain management.

Through support from The UPS Foundation, CARE has implemented a Commodity Tracking System that provides inventory visibility and valuation from the time an order for goods is placed until those goods are distributed in the field during a crisis.

**The United States Fund for UNICEF**

The UPS Foundation assists the United Nations Children's Fund (UNICEF) mission of saving and improving children's lives in more than 190 countries.

In addition to funding, UPS provides transportation and supply chain expertise to help UNICEF's work in providing humanitarian relief and resilience worldwide. As part of these efforts, UPS is working with UNICEF on various supply chain strengthening projects. Additional UPS support will assist UNICEF in its efforts to automate many of its supply chain reporting features.

---

WATCH a short video: Making a Difference with CARE: Humanitarian Logistics
Since 2003 The UPS Foundation has partnered with NVOAD, a membership-based nonprofit entity comprised of over 100 NGOs that help build community resiliency and respond to disasters across the United States.

In 2012, The UPS Foundation provided funding, technical support and in-kind transportation services to enable ToolBank USA to launch its ToolBank Disaster Services (TDS). TDS is a mobile unit that is capable of delivering 5,000 units of tools to voluntary organizations such as NVOAD member organizations responding to disasters across the United States.

In 2013, UPS also launched a Disaster Recovery sub-grant program to support the long-term recovery efforts of NVOAD member organizations.

The Salvation Army

The Salvation Army World Service Office has a vision of creating a world where people live in safe and sustainable communities and where differences are respected and basic needs are met. To help fulfill that vision, The Salvation Army operates in 126 countries meeting the social, economic and spiritual needs of the world’s poorest populations.

The UPS Foundation began supporting The Salvation Army disaster relief efforts in 1994 and extended its support of the organization in 2000 by committing funds for their Volunteer Impact Initiative. In 2010, following the aftermath of the earthquake in Haiti, UPS extended its support for The Salvation Army by providing UPS TrackPad® technology to ensure efficient and equitable distribution of goods to individuals displaced by the storm.

The UPS Foundation’s support of The Salvation Army has continued to grow as the organization has taken an increasingly active role in providing disaster relief and resilience support on a global scale. Through the UPS Emergency Response Fund, The Salvation Army is better equipped to respond rapidly to assist those suffering in the aftermath of a disaster.

The Salvation Army operates in 126 countries around the globe.
Given the vast breadth and depth of talent among UPS employees, the company is able to supplement humanitarian relief organizations’ efforts by deploying its people to work side-by-side with NGOs in times of greatest need. From formal programs such as the Logistics Emergency Teams, to the unsolicited volunteer efforts of local UPSers in communities around the world, the company’s human capital is an integral part of its humanitarian relief program.

Logistics Emergency Teams

Logistics Emergency Teams (LETs) are 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 United Nations World Food Programme. The World Economic Forum formulized the partnership in 2008.

The World Food Programme, activates the LET partners 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 United Nations staff in disaster areas.

LETs have extensive transportation and warehouse experience and oversee services such as: securing UPS skilled volunteers to assist in relief efforts; providing road transport, warehouse and customs management for global humanitarian relief organizations; overseeing service provisions between transportation locations; developing asset deployment from warehouse and trucks to forklifts and pallets; and assisting first-responders in the rebuilding of local supply chains when disaster strikes.

Since 2007, UPS has deployed responders and provided relief services in Indonesia (2007), Myanmar and Haiti (2008), Philippines and Indonesia (2009), Haiti and Pakistan (2010), Japan and the Horn of Africa (2011), Turkey and the Middle East (2012), and Rwanda, Philippines and Dominican Republic (2013).

Logistics Action Teams

UPS has partnered with the American Red Cross to improve the safety and well-being of local communities, through financial, logistical, and volunteer support. UPS is a proud member of the Annual Disaster Giving Program, and committed to serving the Red Cross through financial and logistical support that enhances preparedness and response efforts. UPS assists the Red Cross annually to pre-position relief supplies along the Gulf Coast prior to hurricane season, and UPS Logistics Action Teams (LATs) provide logistics support to help speed vital relief supplies to communities in the aftermath of natural disasters.

LATs have been placed in strategic geographic locations in the U.S. leveraging local UPS logistics expertise, network assets and human resources to support local Red Cross chapters with disaster preparedness and response efforts. To date, LATs are active in Alabama, California, Colorado, Florida, Georgia, Kentucky, Louisiana, Mississippi, New Jersey, New York, Tennessee and Texas. Examples of the LATs’ work include response to Hurricane Isaac, Hurricane Sandy, and the flooding in Colorado.

Through the critical support of the Annual Disaster Giving Program, UPS has helped prepare communities and provide immediate relief through the American Red Cross. In a single year, the American Red Cross provides nearly 30,000 overnight stays to people displaced by disasters and distributes approximately one million relief items to families who have lost everything due to fires, floods, tornadoes and hurricanes.

LET Profile:
OLIVER BARTOLO

Among his many accomplishments, in 2013 UPS Logistics Manager Oliver Bartolo led a 21-person LET that spent six weeks in the Philippines assisting with the distribution of 390 metric tons of food and supplies from the World Food Programme to victims of Typhoon Haiyan. During his assignment, Oliver coordinated customs clearance, warehousing and transportation services benefitting the 2.5 million affected people. LET expertise was instrumental in speeding delivery of life-sustaining relief and implementing warehouse practices that helped prevent 10 metric tons of food from spoiling during the relief operations.

Oliver was supported by more than 200 UPS employees in the Philippines, who volunteered more than 1,000 hours of service packing food into family meal packs for distribution to families by the World Food Programme.
Building broad-based collaborations and implementing the latest technological solutions is the essence of The UPS Foundation’s work in this area. By helping to bring organizations together, stronger ideas are created, better infrastructures are developed and greater impacts are achieved.

World Economic Forum

The World Economic Forum’s Global Agenda Council on Catastrophic Risks plays a key role in the advancement of understanding and management of events that have a large-scale impact on vulnerable populations, human well-being, business operations and systems of government. Eduardo Martinez, President of The UPS Foundation, served as Chair of the Council.

As a result of The UPS Foundation's participation on the Council, a concept was developed to make international communities at high risk for natural disasters more resilient by strengthening the preparedness of their small and medium-size businesses in advance of potential disasters. The theory is that if businesses can withstand disruption of operations during a crisis, employees, services and commodities could remain operational, thus enabling the surrounding communities to rebuild and recover at a faster rate.

To test this theory, The UPS Foundation formed a collaborative effort in Turkey that included local UPS employees, the U.S. Chamber of Commerce Foundation Corporate Citizenship Center, the World Economic Forum, and the Corporate Social Responsibility Association of Turkey (CSR Turkey). This effort would determine whether the business community in Turkey, a country that is prone to disasters such as earthquakes, would be interested in heightening awareness on the techniques and tools available to businesses to increase resiliency to natural disasters.

This combined effort led to the development of the “Sağlam Kobi” program, which means “Strong Small and Medium businesses” in Turkish. With funding from The UPS Foundation, Sağlam Kobi was launched at the Istanbul Chamber of Commerce (ITO) in 2013 with a widespread awareness campaign and the kickoff of ongoing training forums available to more than 350,000 businesses throughout Turkey. To carry Sağlam Kobi’s work forward, a working group and local advisory council were formed to adapt U.S. disaster preparedness techniques and tools for the Turkish business community, via the Sağlam Kobi website, which offers ITO members access to new resiliency concepts, disaster mitigation tools and checklists.
**InterAction**

InterAction is an alliance organization based in Washington, D.C., consisting of more than 180 U.S.-based non-governmental organizations (NGOs) that work around the world. InterAction is a convener and thought leader that mobilizes its members to think and act collectively in an effort to accomplish more.

Its Annual Forum, CEO retreat, and other events bring together member organizations, subject matter experts, government officials, and other stakeholders in the U.S. and from NGO networks in Africa, Asia, Europe and Latin America.

The UPS Foundation provides support for the InterAction Business Council and sponsorship of the InterAction CEO Roundtable, a forum for leading NGOs, global thought leaders and policymakers to collectively address global challenges. In 2013, UPS and InterAction hosted more than a dozen international humanitarian relief organizations at the inaugural UPS Humanitarian Supply Chain Workshop to identify common supply chain challenges and provide best practices to optimize the value of each organization’s unique supply chain.

**Resilient America**

Resilient America was established following a report by the National Response Center that highlighted the need for more preparedness in communities throughout the U.S. in case of a disaster or extreme event. The UPS Foundation President Eduardo Martinez is co-chairing the three-year initiative, which is a collaborative roundtable aimed at convening thought leaders and creating a community-based platform for educating and organizing activities to help vulnerable communities better prepare in advance of disasters.

This program is a joint effort of the National Academy of Sciences, FEMA, U.S. Department of Homeland Security, academia and community based non-profits. The initial roundtable discussion provided input from more than 35 representatives from the government, nonprofit and private sectors, who all share a common goal of preparing communities to respond during extreme weather, energy and economic challenges.

**AWARD-WINNING GLOBAL PROGRAM**

UPS’s award-winning Humanitarian Relief & Resilience Program continues to gain recognition worldwide. This global recognition includes: the Responsible Business Award in International Disaster Relief given by the United Kingdom’s Business in the Community; the Jock Menzies Partner of the Year award from National Voluntary Organizations Active in Disaster (NVOAD); Best Corporate Steward by the U.S. Chamber of Commerce Foundation Corporate Citizenship Center; Global Champion in Philanthropy by CARE. These awards highlight UPS’s ability to use its global network, expertise and assets to help communities prepare, respond and recover from even the most complex and devastating disasters.
Office of the United Nations High Commissioner for Refugees (UNHCR)

UPS Relief Link Program

UPS adapted its proprietary UPS Trackpad® package-tracking technology at a Salvation Army refugee camp following the Haitian earthquake in 2010. It was effectively used to minimize violence and chaos during the distribution of relief supplies to some 20,000 people by ensuring that each family received an equitable distribution of food and supplies.

Based on the success of this initiative, UNHCR approached UPS to assist them in enhancing their ability to track food and non-food items for the more than 34 million refugees they feed and shelter around the world. In 2012, UPS began development on an enhanced system that would enable UNHCR to track distributions, enhancing the use of paper ration cards currently given to each refugee and punched for each meal distributed.

Through the UPS Relief Link Program, UPS and UNHCR developed a NEXT Generation Tracking System for use in the Dollo Ado refugee camp in Ethiopia that brings a new level of tracking and measurement for distribution of relief supplies to beneficiaries in the camp.

This tracking system could have a tremendous impact on the lives of refugees, and provide a new level of efficiency for UNHCR. For its efforts, UPS was invited as a founding member of the UNHCR Innovation Circle.

The United Nations Office for Disaster Risk Reduction (UNISDR)

UNISDR was created as part of the United Nations Secretariat with the purpose of ensuring the implementation of the International Strategy for Disaster Reduction. UNISDR's mandate is to serve as the focal point in the United Nations system for the coordination of disaster reduction and to ensure synergies among disaster reduction activities.

Support from The UPS Foundation will help UNISDR to develop a new web platform for disaster risk reduction called Resilience.org. The platform will build on UNISDR's successful Prevention Web platform and will provide resources to build a culture of safety and resilience at all levels internationally. The new platform benefits from an improved knowledge base that will enhance stakeholder collaboration and knowledge-sharing services. It features an improved understanding of risks and provides "how to do" disaster risk reduction and resilience building.

United Nations Office for the Coordination of Humanitarian Affairs (OCHA)

The United Nations Office for the Coordination of Humanitarian Affairs (OCHA) was founded in 1998 and serves as part of the United Nations Secretariat responsible for bringing together humanitarian relief professionals to ensure a coherent response to emergencies. OCHA’s mission is to: mobilize and coordinate effective and principled humanitarian action in partnership with national and international actors in order to alleviate human suffering in disasters and emergencies; advocate for the rights of people in need; promote preparedness and prevention; and facilitate sustainable solutions.

The UPS Foundation’s support of OCHA comes from the United Nations Secretary-General’s call for enhanced business partnerships and OCHA’s efforts to strengthen humanitarian preparedness and response. The objective is to ensure the diversity and effectiveness of partnerships between the United Nations and the private sector.
EMPOWERING LOCAL UPS DISASTER RELIEF ASSISTANCE GLOBALLY

From the world’s busiest cities to some of its most remote corners, it’s likely that UPS employees call it home. Given the dispersed geographic nature of its business, UPS relies on local grant committees to manage the operation of its local philanthropic programs. Keeping that money in the communities where UPS people live and work is a hallmark of The UPS Foundation and an important aspect of its humanitarian relief and resilience program.

UPS business units, based all over the world, are empowered to volunteer and provide relief assistance to their local communities during a sudden onset disaster. When a UPS employee or UPS team volunteers with an organization for 50 or more hours, that employee can request a grant on behalf of that organization through the local grant program. Since 2008, The UPS Foundation has donated over $1 million in local grants to disaster relief organizations where UPS employees have donated hours of their time and talent.

Through the local grant program, UPS has supported local and international branches of the Red Cross both in the United States as well as in the Philippines and Romania. Local grants have also been given to support flood victims in Thailand and provide emergency relief support in India.

Local Grant Profile: SOUTHEASTERN PENNSYLVANIA RED CROSS

In communities across the United States the American Red Cross provides compassionate aid to victims of devastating natural disasters. In the metropolitan Philadelphia area, the Southeastern Pennsylvania Red Cross Chapter provides assistance to victims affected by approximately 300 catastrophes each year. The chapter’s Red Cross House — The Center for Disaster Recovery is the only facility in the U.S. providing transitional housing and extended recovery services for low-income disaster clients.

The Red Cross House accommodates up to 102 individuals who are housed in 26 private family suites that are designed to help keep families together after disasters strike. Red Cross caseworkers help the families develop a Family Recovery Plan that includes assistance in locating permanent housing and educational workshops that enhance financial literacy. UPS employees are active with the Red Cross throughout the U.S. and within the Philadelphia area where local UPS employees have volunteered hundreds of hours with the Southeastern chapter.

SAFE AMERICA FOUNDATION

Safe America is a campaign designed to increase public grassroots readiness and help every American “practice” dealing with a major disaster. Support from The UPS Foundation helps expand the “Text first. Talk second.”™ campaign, which is designed to encourage American families and businesses to plan and practice drills in advance of disasters.
Building more resilient communities

As a leader in global logistics, UPS dedicates its expertise, innovative technologies and resources to support communities worldwide in disaster preparedness, relief assistance and post-conflict recovery efforts. Over the years, UPS has provided everything from warehouse set-up and redesign, preparedness training, and in-country, pre-disaster assessments, to the implementation of UPS technology for supply chain management optimization during a crisis. These “hands on” activities effectively supplement the philanthropic support of capacity building initiatives with humanitarian relief partners.

UPS, together with its partners, have saved countless lives around the world and will continue to deploy more preparedness initiatives through the implementation of technology, crisis training, pre-disaster assessments and capacity building funding to our partners. It is UPS’s commitment, that through its Humanitarian Relief & Resilience Program, communities will be more resilient and recover more quickly and efficiently when the next disaster strikes.