SUPPORT FOR HELPERS

Disaster Response Teams –
Logistics service for the United Nations

DHL

OCHA
THE CHALLENGE: EFFECTIVE DISASTER MANAGEMENT

Recent experience has shown that the swift distribution of emergency supplies following a natural disaster is still a major logistical challenge. Disaster victims are entirely dependent on emergency aid reaching them quickly. Critical problems occur when relief items arrive in the affected region but cannot be transported to the disaster site. Airports close to the scene of a major disaster are often bottlenecks in the provision of international emergency aid.

THE SOLUTION: A GLOBAL NETWORK OF DISASTER RESPONSE TEAMS

Together with the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA), Deutsche Post DHL (DPDHL) decided to tackle this particular problem with special Disaster Response Teams (DRT). These teams provide essential logistical assistance and also support the relevant airport authorities in their efforts to handle emergency relief in the aftermath of a natural disaster. With three regional teams which are able to respond in all locations that are at high risk of experiencing major natural disasters, DPDHL provides a global network of DRTs that can be deployed anytime and anywhere.

DPDHL’s Disaster Response Teams cover 80% of the countries that are at significant risk of being affected by a major natural disaster.
DPDHL has the logistics expertise and qualified staff necessary to carry out the work of the DRTs. The teams are made up of nearly 200 expert employee volunteers and respond to formal requests from UN OCHA and national governments to help ensure that essential relief supplies reach people affected by major natural disasters. The DRTs can be deployed in two to three days and for a period of three weeks. Working at the airport nearest the disaster-affected area, the DRTs are responsible for handling relief cargo arriving on charter flights and for preventing bottlenecks at the airport. DPDHL logistics experts carry out three essential tasks:

- Organizing the transfer of incoming relief goods from aircraft pallets to standard wooden pallets
- Setting up and managing a professional warehouse at the airport, including the sorting and inventorying of goods
- Organizing the loading of relief goods onto vehicles for onward transportation

The DRTs’ services are provided to the affected communities as part of DPDHL’s in-kind donations to the people of the respective country and are thus entirely free of charge.

“Our cooperation with the Disaster Response Teams is very important for the UN because it allows us to draw upon expertise that we do not have, and in any case would not be able to afford to maintain all year long.”

John Holmes, Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator, UN
THE ACTIVATION PROCESS

A DRT deployment will be activated by UN OCHA, which sends an official request to DPDHL. The Group will then initiate a DRT deployment within 72 hours. A Memorandum of Understanding (MoU) must be signed in advance with the local authorities to allow DRTs to benefit from the support from local staff and unimpeded access to the airfield.

DPDHL: EXPERIENCE IN DISASTER MANAGEMENT

In recent years, DPDHL has gained extensive experience in responding to major natural disasters. For example, DPDHL employees were actively involved in providing humanitarian assistance in the aftermath of the following disasters:

Oct 2008: Floods in Central America
May 2008: Tropical cyclone in Myanmar
Aug 2007: Earthquake in Peru
Dec 2006: Typhoon Durian in the Philippines
Aug 2005: Hurricane Katrina on the Gulf Coast, USA
Dec 2004: Indian Ocean tsunami
Dec 2003: Earthquake in Bam, Iran
DEUTSCHE POST DHL: THE WORLD’S LEADING MAIL AND LOGISTICS SERVICE GROUP

DPDHL offers a one-of-a-kind portfolio of logistics and communication services. Over 500,000 employees in more than 220 countries and territories form a global network focused on service, quality and sustainability. The Group is socially responsible, with programs in the areas of environment, education and disaster management. Since 2005, DPDHL has been an official partner of the United Nations.

UN OCHA

UN 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
• facilitate sustainable solutions.

UN OCHA’s role is to strengthen the UN’s response to both complex emergencies and natural disasters. In addition it is aimed at improving the overall effectiveness of the UN’s humanitarian operations in the field.

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After major natural disasters, victims are dependent on emergency aid which has to reach them quickly. Organizing a swift distribution of emergency supplies is often a major logistical challenge. Deutsche Post DHL supports the United Nations in removing bottlenecks in disaster management. The Group has established a global network of Disaster Response Teams providing logistical support in the aftermath of natural disasters.