



# Before, during and after: Disaster preparedness and recovery



Logistics is critical to everyday operations for businesses, governments and non-government organizations. Never is this truer than during a disaster or any other unplanned event. UPS helps you plan for the unplanned; you can be ready to respond immediately and effectively in the event of a major disruption. Governments, businesses, and humanitarian relief organizations leverage our global network, multi-modal transportation assets, leading-edge technologies and market expertise to provide critical relief and aid recovery missions around the world. With our logistics proficiency and humanitarian relief programs, we support all phases of disaster preparedness, relief and recovery.

## Before: disaster preparedness

When it comes to planning for a natural disaster, the best defense is a good offense. UPS partners with its customers to conduct supply chain scenario planning and analyses, developing contingency plans that can be put in place immediately in the event of a catastrophe. We help our customers and partners develop models for responding effectively and efficiently in order to minimize human suffering and speed economic recovery.

Our capabilities include:

- Building disaster-response capacity through supply chain management and logistics
- Strengthening transportation, warehousing and distribution systems
- Achieving economies of scale through the acquisition of supplies
- Pre-positioning supplies in high-risk areas

## During: urgent humanitarian relief for sudden onset disasters

When a disaster strikes, response and coordination must be like clockwork, with shipments delivered safely, securely and on time. You need an expert like UPS to focus on logistics and distribution, so that you can focus on the aid.

At UPS, we collaborate with our partner organizations to support urgent response relief efforts around the world. With the World Food Programme, we've created Logistics Emergency Teams (LETs), a cross-company partnership which relies on employee volunteers with warehousing, transportation, and logistics expertise. LETs are strategically located throughout the world and are deployed within 48 hours of a humanitarian crisis.

Similarly, we've partnered with the American Red Cross to establish Logistics Action Teams (LATs) in 11 states. These teams are comprised solely of UPS employee volunteers who work to enhance the American Red Cross' response capabilities to mobilize hurricane and tornado relief more efficiently.

Our on-the-ground relief efforts include:

- Distribution of clean-up supplies
- Pickup and delivery of meals to feeding sites
- Transportation of shipments from warehouses to service delivery sites
- Consultation on warehouse design to optimize space and improve distribution

With disaster relief, time-sensitive freight shipments happen all day, every day. It's part of the logistics of keeping humanitarian relief flowing to those in need. These time-sensitive shipments require time-sensitive quotes. Whether shipping by land, air or sea, UPS's On-Demand Quote Desks have the answers. Manned extended hours Monday through Friday, our quote desks can give you competitive, real-time pricing in one day for your air and ocean freight, as well as LTL shipping. And UPS local service centers and our 24-hour customer service line can handle any after-hours emergencies.

## After: disaster recovery

Through continued collaboration with our partners, we provide resources and expertise that help disaster-stricken areas recover and rebuild. Not only does our technology help manage critical inventory and ensure successful distribution of supplies to people affected by a disaster, but it also plays a major role in successful post-crisis recovery efforts. Some examples include:

- The donation of the UPS Trackpad® technology to The Salvation Army for use during the 2010 earthquake in Haiti. The Trackpad technology allows organizations to monitor packages, from ready-to-eat meals to tents, blankets and information, track their internal distribution once the packages have been tendered to the recipient, and focuses the bigger picture to resolve potential issues before they arise. The UPS Trackpad® also was used to track missing pets following Hurricane Katrina.
- The development of a program with Aidmatrix for CARE called Commodity Tracking System, which tracks global projects, supplies, and donations to people in need around the world. The system gives CARE the ability to monitor inventory around the world, know its value, and allows local offices to track inventory that's missing, in excess, or damaged, as well as monitor supplies that are about to expire. The Commodity Tracking System has been so successful that other NGOs are using the platform to track their own supplies and projects.

While it's improbable for anyone to be 100 percent prepared for the next big disaster, it's crucial for cities, states and countries to ensure that their supply chains are set up to respond in the aftermath of a catastrophe. Logistics is crucial to all elements of disaster planning, response and continuity of operations.



## UPS Supported Disaster Relief and Humanitarian Logistics Efforts

**UNICEF:** UPS logistics expertise helped UNICEF sort and pack 17,500 cold weather kits to help prepare thousands of refugee children for winter in Syria.

**PEPFAR:** UPS continues to work with a consortium of logistics providers to cost effectively distribute generic AIDS medications to 1.5 million people in impoverished nations worldwide by improving forecasting, procurement and inventory processes.

**Haiti:** In the aftermath of the 2010 earthquake in Haiti, UPS used its Trackpad technology to manage critical inventory and distribute supplies to people in need.

**Sahel:** In response to the severe drought that affected more than 11 million civilians in the Sahel region of Africa, UPS, along with several relief organizations, operated a total of three charters from Europe to Mauritania and Mali, delivering more than 577,000 pounds of relief items.

**Libya:** In just one week, UPS provided robust response, leveraged logistics expertise and partnerships, and provided flawless execution to ensure on-time delivery of 192,596 pounds of critical class 1 halal meals to Libya.

**CARE:** The UPS Foundation and Aidmatrix helped CARE implement a software system called the Commodities Tracking System (CTS), developed to meet the inventory tracking needs of the organization. CARE is now collaborating with additional non-governmental organizations (NGOs) on adopting CTS as a common platform.

**Philippines:** Following the destruction caused by Typhoon Haiyan that hit the Philippines in November 2013, UPS deployed Logistics Emergency Teams (LETs) to coordinate customs clearance, transportation, and warehouse management efforts for the World Food Programme and Global Logistics Cluster.



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