



GOHELP PROGRAM

DISASTER PREPAREDNESS AND RESPONSE

The GoHelp program, a strategic disaster management partnership with the United Nations (UN) since 2005, has made DHL Group an important player in the worldwide humanitarian community.

The Group assists global relief efforts with skilled and efficient disaster management support through:

- Leveraging our airport logistics expertise
- Our global network and local presence in nearly every country around the world
- Employees' dedication to volunteer their time and logistics know-how



When natural disasters strike, the foremost priority is the timely delivery of humanitarian aid.

However, the airports in the closest proximity often become choke points due to the sudden influx of relief goods and emergency personnel.

With a global reach and local presence in nearly every country around the world, we offer our professional expertise, airport knowledge and network to overcome language, cultural and logistical barriers.

We also source crucial material handling equipment such as forklifts, pallets and hydraulic jacks. Our assistance is provided completely free of charge.

Our GoHelp program is aimed at both disaster preparedness and response.

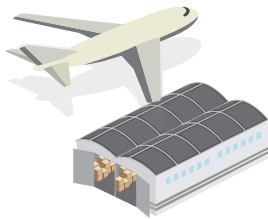
The Get Airports Ready for Disaster program (GARD) prepares airports for the logistical challenges posed by natural disasters and their aftermath.

In the wake of a natural disaster, our Disaster Response Teams (DRT) call on trained employee volunteers to provide on-site logistics support at affected airports.

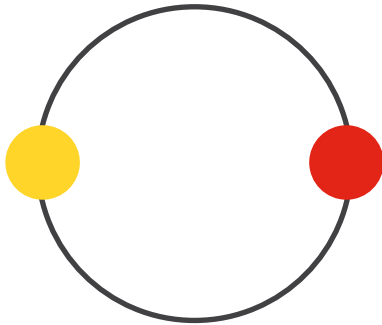


As the world's leading logistics company,
it is our mission to connect people and improve their lives.

PREPAREDNESS



GARD
Get
Airports
Ready for
Disaster



RESPONSE



DRT
Disaster
Response
Teams



BEFORE DRT IS DEPLOYED

As the international community springs to action, with aid workers and relief goods flying into nearby airports, a chaotic environment can quickly develop.

Due to limited storage capacity, airports may be forced to close. If, for example, aircraft cannot be unloaded quickly enough, they block - in some cases - the single runway

1

Secure warehouse space for proper storage of relief supplies and to maintain accurate inventory

2

Unload air freight pallets and store relief supplies in proper warehouse

4

Source manpower and operate forklifts and machinery for airport logistics





3

Liaise with appropriate relief organizations and help load supplies onto transportation for quick re-distribution

5

Keep airport functional by transporting incoming air freight pallets from runways to warehouse

DISASTER RESPONSE TEAM (DRT)

-  On the ground and operational at an affected airport within 72 hours
-  Handle essential disaster logistics in the aftermath of a natural disaster
-  Work alongside government staff, NGOs and UN agencies to manage the sudden influx of incoming relief goods and personnel
-  Keep the airport runways, cargo and parking areas functional so that an affected airport remains open to continue to receive international aid

4 regional relief hubs stationed in Singapore, Panama, Dubai and Germany

Covers **80%** of the world's disaster hot-spots

More than **900** specially trained DRT members

AIR OPERATIONS

DELAY TAKEOFFS/LANDING

The volume of flights to be handled increases and manpower may be reduced



PASSENGER INFLUX

SEVERE CONGESTION

The volume of passengers increases by up to **three times**

FACILITIES

ADDITIONAL FACILITIES NEEDED AT AIRPORTS



Electricity



Security



Fuel



Mobile Communications



Water and Sanitation

RELIEF CARGO

DELAY IN DELIVERY OF RELIEF SUPPLIES

The volume of supplies to be handled increases and cargo may require special handling



GET AIRPORTS READY FOR DISASTER (GARD)

The United Nations Development Programme (UNDP) and DHL Group jointly developed Get Airports Ready for Disaster (GARD), a program designed to prepare airport staff to respond to the logistic challenges like sudden influx of emergency personnel and goods after a disaster.

Using DHL Group's core competencies in aviation and logistics, GARD workshops help airports to prepare their staff in high-risk areas for worst-case scenarios.

Led by experienced DHL Group trainers, a GARD workshop covers group exercises, airport assessment and a clearly structured action plan.

The airport managers carry out an assessment of their airport ending up in a clear action plan to increase its capacity to handle a surge in incoming traffic in the wake of a disaster. The receiving host country is then responsible for putting the workshop result into the national disaster preparedness plan.

More than **60** airports around the world have been prepared for disaster situations

More than **1,600** participants have taken part in the training

GARD PLUS

This takes place ideally within 6 to 12 months of the initial workshop.

It was developed to reinforce what was learned in the first workshop and through practical exercises, test what progress has been made on the action plan.



BAHAMAS

2019

In September 2019, Hurricane Dorian hit the Bahamas region and even made landfall at the southeast coast of the U.S. Hurricane Dorian is the most powerful tropical cyclone on record to strike the Bahamas.

The devastating wind, rain and surges of sea water left a path of destruction with thousands of homes completely destroyed and whole regions flooded. According to Red Cross estimates, Dorian damaged or destroyed more than 13,000 homes in the Bahamas.

Thousands of people were evacuated and forced to rely on international assistance and relief goods including shelter, medication, water and food.

On September 5, 2019, DHL Group sent 2 teams of 12 volunteers from the Disaster Response Team (DRT) to the Bahamas to handle relief supply logistics.

The first relief supplies delivered by the International Federation of Red Cross (IFRC) in a wide-bodied charter aircraft were transported by DHL employees to a World Food Programme (WFP) warehouse for onward distribution to those in need in Freeport, Nassau and Abaco.

In total, more than 250 tons of relief goods were dispatched by the DRT teams led by Gilberto Castro, Senior Director Operations Colombia & GoHelp Manager for the Americas region at DHL Group.

In partnership with:



GARD

More than **60** airports assessed through GARD

More than **25** countries have received GARD training so far

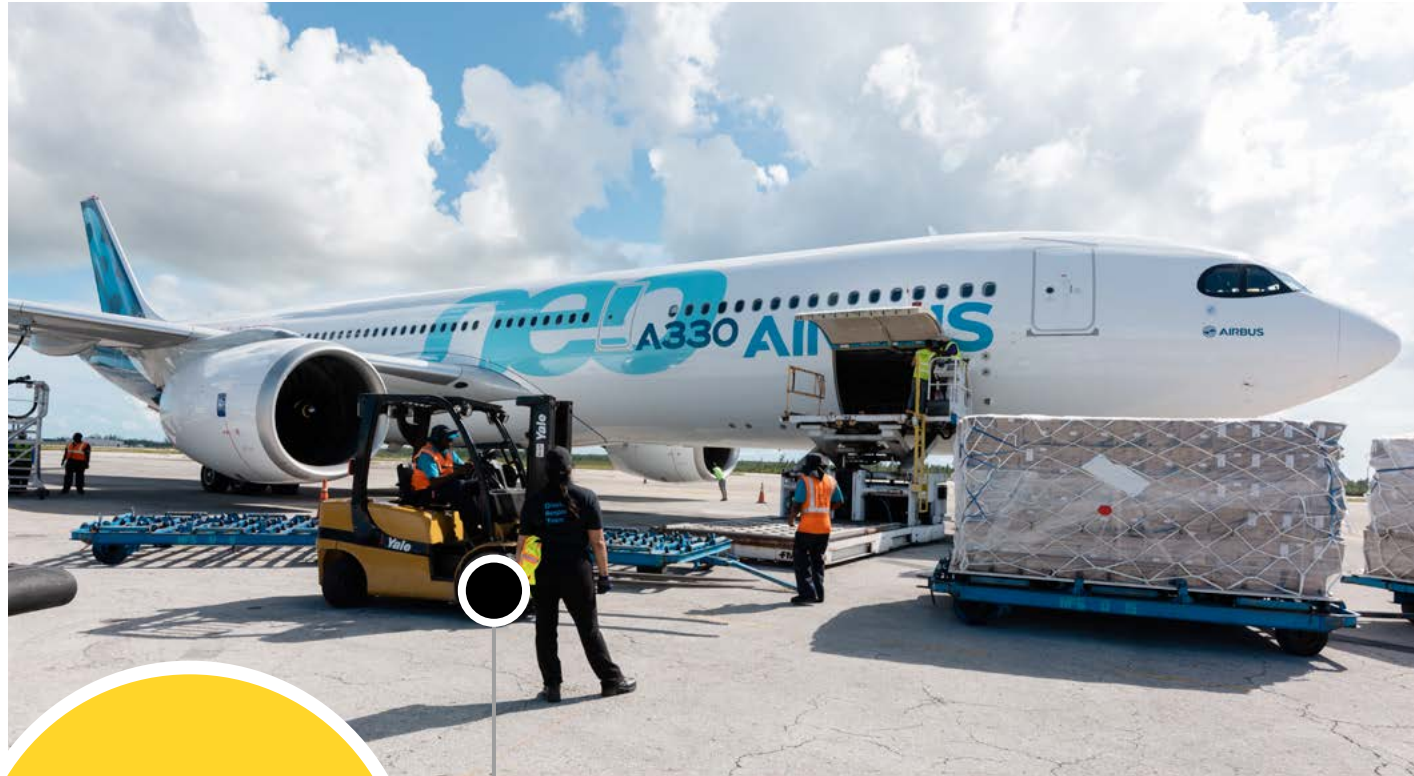
More than **1,600** trained participants

DRT

More than **55** DRT deployments to over 20 countries

More than **800** days of active deployment

More than **66,000** tons of relief aid handled



WHO ARE THE VOLUNTEERS?

DHL Group's Disaster Response Team (DRT) members and Get Airports Ready for Disaster (GARD) trainers are prepared to be ready, adaptable and efficient so that when they 'GoHelp', they truly make a difference on the ground in a disaster zone.

DRT

More than 900 specially trained employees volunteer their time to be a part of our DRT.

These volunteers are experts in airport and flight operations, cargo handling, warehousing and distribution, among others.

They have undergone realistic disaster response simulation exercises supported by partner organizations including the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA).

DRT training gives the volunteers the knowledge and tools to use their skills, and understand the requirements of the humanitarian community.



GARD

GARD trainers are seasoned aviation logistics experts employed by DHL Group.

Using DHL Group's core competencies in aviation and logistics, the trainers have designed the workshop materials and the airport assessment format.

Most of them are part of our DRT and have often helped at airports to handle the logistics challenges after natural disasters. During the workshop, they share their learnings from these experiences and assist with the airport assessment.

DHL Group is the world's leading logistics company.

The Group connects people and markets and is an enabler of global trade. It aspires to be the first choice for customers, employees and investors worldwide. The Group contributes to the world through responsible business practices, corporate citizenship and environmental activities.

By the year 2050, DHL Group aims to achieve zero emissions logistics.

DHL Group is the leading postal service provider in Europe and offers a comprehensive range of international express, freight transport, and supply chain management services, as well as e-commerce logistics solutions.

DHL Group employs approximately 600,000 people in over 220 countries and territories worldwide.

The logistics company for the world.

For more information on our GoHelp program, visit:

<https://group.dhl.com/en/sustainability/social-impact-programs/disaster-management.html>

