

2016 The UPS Foundation Humanitarian Relief & Resilience



HUMANITARIAN RELIEF & RESILIENCE PROGRAM

In 2016, the UPS Humanitarian Relief & Resilience Program continued to leverage UPS's global network and the expertise of our people to support communities across the globe. Together, UPSers contributed unique and innovative solutions to the humanitarian field, garnering global recognition from important NGO partners like the World Food Programme, Safe America Foundation, and The Salvation Army.

These connections with leading humanitarian organizations underscore The UPS Foundation's mission to build stronger, safer, more resilient communities. In collaboration with our partners, UPS is committed to strengthening disaster risk reduction networks, enhancing coordinated response efforts, and bringing greater attention to the needs of communities throughout the recovery process, while elevating the capacity of our Humanitarian Relief & Resilience Program partners.

To collectively address global challenges, the following organizations received grants in 2016 to strengthen community resilience through greater public/private partnerships:

- Gavi, the Vaccine Alliance, Good360, UNHCR, UNICEF, National Voluntary Organizations Active in Disaster, the World Food Programme, and The Global Fund received support to improve technology and supply chain initiatives, which aim to improve back-end processes and tracking during humanitarian relief efforts.
- The American Red Cross, CARE, MedShare, Operation HOPE, Salvation Army, St. Bernard Project, and Toolbank USA continued to benefit from ongoing support for disaster relief efforts, including providing food, shelter, and other essential recovery needs.
- The Advertising Council, Safe America Foundation, and UNISDR received grants for ongoing emergency preparedness and training programs for families and businesses.
- The Center for Disaster Philanthropy, InterAction, Georgia Tech Foundation, OCHA, the U.S. Chamber of Commerce Foundation Corporate Citizenship Center, and Business in the Community (BITC) Responsible Business Network received grants to strengthen leadership and philanthropy development.

» UPS FOUNDATION FORMS PARTNERSHIP TO SAVE LIVES

World's first medical drone delivery network took flight in Rwanda



» 2016 AWARDS



The World Food Programme (WFP)
Japan Earthquake Response Award
Partnership of the Year



Safe America Foundation
WorldSafe Innovation Award for Drone Network



The Salvation Army
National Disaster Partnership Award



2016 The UPS Foundation Humanitarian Relief & Resilience At-A-Glance

UPS responded to 20 major world disasters

Over \$13 million

invested in funding, in-kind, and technical support for community safety initiatives focused on enhancing urgent disaster response, recovery, preparedness, and capacity building through enhanced technology, infrastructure, and road safety.

» RWANDA DRONE DELIVERY NETWORK

More than \$1M



in cash, in-kind, and technical support to launch the world's first medical drone delivery network in Rwanda

» UPS RELIEF LINK COMMODITY TRACKING TECHNOLOGY

Relief Link was expanded

to UNHCR operations in Greece to support the refugee migration in Europe



» UPS SKILLED VOLUNTEERS

UPSers provided technical expertise, training, and mentoring in 14 countries across Africa

8 loaned managers

4 deployed LET representatives



» DISASTER PREPAREDNESS TRAINING



49 training sessions organized in 17 cities as part of Sağlam Kobi project



» CAPACITY BUILDING INITIATIVES

5,820 disaster volunteers provided with tools and equipment by Toolbank Disaster Services mobile trailer



» IN-KIND SUPPORT

468 shipments across 53 countries, and up to \$5.8 million provided for in-kind services



» GLOBAL REFUGEE CRISIS

\$5M in the past five years, with up to an additional \$1 million for 2017



PREPAREDNESS, CAPACITY BUILDING, AND INNOVATION

In 2016, UPS provided loaned managers, technical assistance, and global thought leadership to expand the capacity of our relief partners, enabling them to respond to crises and operate more efficiently.

- This year marked the launch of the **world's first medical drone delivery network in Rwanda**. UPS, in collaboration with Gavi, the Vaccine Alliance, and Zipline, a California robotics company, has **provided more than \$1 million in cash, in-kind, and technical support to launch this initiative**. During the first phase of the delivery network, the drones will deliver life-sustaining blood supplies to 14 rural hospitals and clinics in under 30 minutes—decreasing the amount of time blood spends in-transit and saving lives by transporting the blood to patients who need it.

» RWANDA DRONE DELIVERY NETWORK

More than \$1M

in cash, in-kind, and technical support to launch the world's first medical drone delivery network in Rwanda



- UPS and UNICEF worked together to provide more effective monitoring tools to Ministries of Health in an effort to reduce shortages of life-saving vaccine supplies throughout Africa. The UPS Foundation provided \$200,000 in 2016 to fund the ViVa project, or Visual Vaccine, a tool used to monitor the stock levels of vaccines. The system has expanded to health ministries in 15 countries, providing a dashboard view of current and projected vaccine supplies available in-country. The program will expand to 6 additional countries by the end of year in an effort to improve public health systems.
- In 2016, UPS Senior Logistics Manager, Kevin Etter, on loan to Gavi, the Vaccine Alliance in Geneva, led the STEP Leadership Development training initiative. The leadership development training, designed to strengthen supply chains and improve vaccination rates, took place in Rwanda, Uganda, and Benin. Kevin also represented

UPS at the formal opening of the East Africa Community Regional Health Center of Excellence (EAC RHCoe) in Kigali, Rwanda, an event



hosted by the Prime Minister of Rwanda. The Minister of Health from Rwanda and the Secretary General of the EAC, both supporters of the Gavi immunization supply chain project that Kevin has helped develop, were in attendance. Additionally, Kevin participated in the fifth EAC Immunization Managers Conference, a meeting of immunization program and supply chain leaders hosted by Gavi. UPS received numerous accolades for its work with Gavi, including its thought leadership and development of an innovative training model.

- UPSers Ruby Headley and Karen McNulty – also on loan to Gavi – helped facilitate the STEP program in Uganda and Benin. To date, **fourteen countries have sent 46 Ministry of Health representatives to attend the training and receive mentoring from UPS** and other program facilitators:

1. Rwanda
2. Kenya
3. Uganda
4. Tanzania
5. Benin
6. Togo
7. Cameroon
8. Burkina Faso
9. Senegal
10. Guinea
11. Cote D'Ivoire
12. Chad
13. Central African Republic
14. Mali

- Jim Coughlan, a UPSer on loan to Global Fund, is sharing his expertise and helping develop a supply chain strategy to help Global Fund end epidemics caused by AIDS, tuberculosis, and malaria.
- In 2016, Will Alterman, a UPS Automotive Fleet Manager, began his assignment with the United Nations High Commissioner for Refugees (UNHCR). Will is using his experience and expertise in automotive and fleet management to enhance UNHCR's regional truck fleet across eastern Africa.
- Dan Canale, a Solutions Development Manager on loan to the World Food Programme (WFP), is working with WFP to map business unit processes to enhance service performance and streamline efficiency to improve response to global crises.



- Leaders from The UPS Foundation and UPS Public Affairs, including Laura Lane, Eduardo Martinez, Dan Brutto, Nicole Clifton, and Joe Ruiz, hosted the fifth annual UPS-Interaction Leadership Dinner in Washington, D.C. with CEOs from international NGOs, U.N. Agencies, and the U.S. government to discuss practical ways that technology can help vulnerable communities around the globe.
- Eduardo Martinez represented UPS at the InterAction CEO Roundtable, which explored how new information and communication technologies have created networks, markets, and demands for private and public sector actors across the developing world.
- CARE facilitated the first Regional Supply Chain Workshop in Nairobi, Kenya. This workshop, catalyzed by UPS's support, gave members of CARE's team the opportunity to learn best practices to better optimize their supply chain and develop action plans on a personal, regional, and country level. CARE and UPS look to build on the success of this program by training CARE's other regions.
- UPS's CEO, David Abney, and President of The UPS Foundation and UPS's Chief Diversity and Inclusion Officer, Eduardo Martinez, participated in several events as part of the U.N. General Assembly. While there, David Abney spoke at the United Nations' Private Sector Forum, which was focused on the Sustainable Development Goals (SDGs). As a founding member of the Connecting Business initiative (CBI), **UPS pledged to continue supporting public-private partnerships that strengthen disaster risk reduction networks in high-risk countries.**
- **UPS Relief Link expanded to Greece and continues to be utilized by UNHCR to assist with the Global Refugee Crisis.** UPS Relief Link technology combines the use of a hand-held scanning tool and durable identification cards to ensure efficient, equitable distribution of critical supplies in refugee camps.
- UPS transported a shipment of vital technology equipment (including solar panels, batteries, and small wind turbines) to Greece to assist Disaster Tech Lab. Disaster Tech Lab is a key IT and Communications NGO that has been on the forefront of responding to the technology needs generated by this crisis. **Their technology provided Internet access to two main refugee camps in Greece with between 5,000 and 7,000 refugees.**

» CONNECTING BUSINESS INITIATIVE

As a founding member

of the Connecting Business initiative, UPS pledged to support public-private partnerships that strengthen disaster risk reduction networks worldwide

- The UPS Foundation celebrated the latest graduates of Georgia Tech's Health and Humanitarian Supply Chain Management certificate program. This year, **UPS sponsored seven scholarships, enabling international NGO practitioners to grow the capacity of the disaster relief sector.** By sponsoring these scholarships each year, UPS honors the efforts of dedicated relief workers and expands the expertise of humanitarian and health organizations.
- In the aftermath of the storms in the Caribbean, UPS worked with the Red Cross to move and restock supplies in the Virgin Islands in the event of further storms during hurricane season. The shipment included over **19 metric tons of relief supplies such as cots, blankets, comfort kits, and clean-up kits for use in the region.**
- **At the January meeting of the World Economic Forum, UPS and the World Food Programme co-hosted a session on pandemic preparedness.** The session, which included reflections on the lessons learned from the Ebola outbreak, served as an opportunity to discuss global supply chain strategy and emphasized the importance of strategic public-private partnerships. David Abney spoke about private sector leadership and the important role that public, private and civil society organizations play in creating a safer, more resilient world.

» WORLD ECONOMIC FORUM

David Abney

spoke about pandemic preparedness and building resilient communities



- UPS hosted the second session of the International Humanitarian City (IHC) Private Sector Frontiers CEO Roundtable. The event involved 26 participants, including leaders from the private sector and government, and discussed how best to engage the private sector to prepare a pandemic response. UPS was highlighted alongside the WFP and WHO (World Health Organization) on the Pandemic Supply Chain Initiative.

UPS LOGISTICS EMERGENCY TEAM (LET)

For the past decade, UPS has collaborated with other transportation and logistics companies as a key member of the Logistics Emergency Team (LET). The LET is comprised of three of the largest global logistics and transportation companies – Agility, UPS, and Maersk – who work together to support the Logistics Cluster led by the United Nations’ World Food Programme. This partnership, facilitated by the World Economic Forum, works to enhance preparedness and response capabilities of the Logistics Cluster. **The Logistics Emergency Team has developed a global corps of 100-plus trained logistics responders who support global readiness and response efforts during sudden onset natural disasters.**



- In 2016, The UPS Foundation was invited to the first World Humanitarian Summit (WHS) to chart the future course of humanitarian action. WHS marked a major shift in how the international community prevents human suffering by preparing for and responding to crises. **The Logistics Emergency Team (LET) was highlighted for its 10 years of successful responses to humanitarian crises.** Eduardo Martinez, President of The UPS Foundation and UPS’s Chief Diversity and Inclusion Officer, represented the LET on a panel entitled “Improving Cross-Sector Responses to Humanitarian Crises.”

- **UPS transported 3 flights for the LET with relief goods in response to Hurricane Matthew** and leveraged the services of its authorized service agent in Haiti to transport vital supplies from Port-au-Prince to Les Cayes for WFP.

- UPSer Leonel Baidés worked with the Logistics Cluster to complete a Logistics Capacity Assessment in his home country of Guatemala over six months. Guatemala is a priority at-risk country identified by the World Food Programme.

- **UPSers and LET members, Kuohsien Huang and Yuki Muramatsu, stepped up during the Kumamoto Earthquakes in Japan in April 2016.** Together, they worked with the World Food Programme (WFP) to provide customs clearance and transportation support for 6 mobile storage units (MSUs). The MSUs were transported 1,000 kilometers across Japan to expedite recovery efforts.

- After Typhoon Haima struck the Philippines, the strongest storm to hit the country in three years, UPS LET representative Evelyn Abreu coordinated with the Philippine Disaster Recovery Foundation (PDRF) to **deliver several truckloads of relief supplies to help residents with the recovery process.**

LOGISTICS ACTION TEAM (LAT)

- Dale Herzog, Customer Solutions Manager and member of the UPS Logistics Action Team (LAT), was **deployed in the wake of serious flooding in Louisiana to assist the American Red Cross in getting relief items to those in need.** Dale accompanied the Disaster Assessment Team to help assess the damage of over 450 homes in the area and supported residents during the recovery process in Slidell, LA.



DISASTER RESPONSE AND RECOVERY

In-kind support

- In 2016, UPS coordinated 468 shipments across 53 countries and provided funding and logistics support to strengthen relief and recovery efforts of communities impacted by disasters in the United States and around the world, including recovery from the earthquake in Ecuador, response to Hurricane Matthew, flooding in the southeastern United States, and ongoing support for the Global Refugee Crisis.

Global Refugee Crisis

- As the Global Refugee Crisis continued to escalate in 2016, UPS re-affirmed its commitment to humanitarian relief. During President Obama's "Partnership for Refugees" event, **UPS pledged up to an additional \$1 million in 2017 to provide relief to refugee communities and displaced people around the world.**
- **UPS also joined the Tent Alliance, a coalition of leading companies that have committed to supporting NGOs, the public sector, and taking action to make a difference in the refugee crisis. This group merged with President Obama's group to become "The Tent Partnership for Refugees."** This pledge will catalyze cross-sector innovation and strengthen humanitarian response systems by harnessing the private sector's ingenuity, resources, and enterprising spirit.
- UPS provided ongoing support in South Sudan, chartering a relief flight for **WFP with over 200,000 packages of high-energy biscuits that fed 45,000 refugees.** UPS also delivered more than 50 ocean containers with critical relief supplies for UNHCR.



» GLOBAL REFUGEE CRISIS

Additional \$1M
pledged in 2017 to provide relief to refugee communities

- The Boko Haram conflict in Nigeria displaced millions of residents. To assist with this crisis, **UPS chartered a flight for UNICEF to Abuja with health and hygiene kits, helping more than 800,000 displaced people.**
- UPS shipped goods donated by Happy Family Organics to World Help, an international NGO that assists Syrian refugees in Jordan. The donation assisted both infants and pregnant mothers by providing healthy food packed with necessary vitamins for proper growth and development. **The packets provided nourishment to more than 150 children and 100 pregnant women.**

Hurricane Matthew

- Hurricane Matthew ravaged the Caribbean and the southeastern United States in late 2016. After initially making landfall in Haiti as a Category 4 storm, it continued north toward the United States. **UPS responded swiftly, contributing \$1 million in emergency funding and in-kind support in Haiti, including 600,000 pounds of life-sustaining supplies like food, shelter, solar lighting, comfort kits, school supplies, antibiotics, medication, and water purification packets to combat cholera.** UPS also worked with WFP to deliver 3 million high-energy biscuits, feeding over 30,000 people, and worked with UNICEF to deliver 100 MT of antibiotics and water purification tablets.
- To assist United Way with its relief efforts, UPS deployed logistics manager and LAT responder, Dale Herzog, to optimize the United Way warehouse for 3 weeks. UPS converted their paper-based inventory control system into an automated system using barcodes and handheld scanners. These efficiencies enabled United Way to track and report on the donations that went to families impacted by widespread flooding.
- In the United States, UPS worked with strategic partners to help families in the aftermath of Hurricane Matthew. Funding from UPS enabled the American Red Cross (ARC) to open more than 200 shelters across Florida, Georgia, and the Atlantic Coast, and UPS moved several trailers of



» NIGERIA

Provided 800,000 people
displaced by Boko Haram with health and hygiene kits



critical supplies. **UPS also collaborated with The Salvation Army to move almost 30,000 meals-ready-to-eat (MREs) and 70,000 bottles of water to South Carolina, 4 metric tons of clean-up kits to North Carolina, and more than 800 boxes of food to Georgia.** Efforts in Georgia included working with the Georgia Emergency Management Agency (GEMA) to move trailers of ice to Fort Stewart to preserve food.

Louisiana Flood Response

- The southeastern United States experienced unprecedented flooding across the region in 2016. Louisiana was hit the hardest, experiencing 24 inches of rain twice in a five-month period. In response to this historic flooding, **UPS committed \$500,000 for in-kind, transportation, logistical expertise, activation of emergency funding, and cash grants to partners like the American Red Cross, National Voluntary Organizations Active in Disaster (NVOAD), United Way, St. Bernard Project, Operation HOPE, Good360, and ToolBank.**
- The UPS Foundation also presented a \$50,000 recovery grant to the Louisiana Disaster Recovery Alliance as part of a \$150,000 commitment over the next three years. Additionally, with UPS's help, the Toolbank Disaster Services trailer was transported to Baton Rouge. While there, the trailer provided 11 organizations and their volunteers with over \$196,000 worth of tools to aid in the recovery process.

Ecuador Earthquake

- In April 2016, a 7.8-magnitude earthquake struck Ecuador. The quake caused widespread damage and claimed the lives of over 650 people. **To support the urgent response efforts of partners like UNHCR, WFP, and CARE, The UPS Foundation immediately activated \$125,000 in emergency funding.**
- UPS assisted MedShare with the transport of 11 pallets of medical supplies and positioned supplies in the U.S. for MAP International to deliver to Quito. For the Ecuadorian Consulate, **UPS transported 27 metric tons of relief supplies containing water and drinks, food, clothes, hygienic kits, and medical supplies.** UPS also shipped diesel pumps, micro-nutrition, water tanks, and tarpaulins, for UNICEF and a 73 MT-shipment of generators, lighting equipment, and prefab warehouses for WFP. UPSers Joe Maldonado, Franklin Balarezo, Fernando Quilubma, Miguel Anrango, and Jorge Villamar were available

to provide critical support and warehouse management expertise to WFP.

International

- Two earthquakes struck Italy in 2016, leading to widespread damage and loss of life. UPS responded by distributing shoebox comfort kits to those affected and provided \$50,000 to WeWorld Onlus, who provided goods and services to families after the disaster.
- Massive wildfires triggered the largest fire-related evacuation in Alberta's history, forcing more than 80,000 people to leave their homes. UPS donated \$25,000 to the Canadian Red Cross to help provide for the families who had evacuated their homes.
- UPS supported several moves for MedShare, including in-kind shipping a 40' container of electric hospital beds, mattresses, and crash carts to the Lordina Foundation (The Foundation of the First Lady of Ghana). The Lordina Foundation distributed the donated equipment to hospitals in impoverished regions to improve comfort and provide dignity to the hospitalized patients.
- UPS moved another 40' container for MedShare in 2016, **transporting donated medical supplies and equipment worth over \$130,000.** The donated supplies and equipment were used at Benson Hospital in Paynesville, Liberia, an NGO hospital that services extremely impoverished populations. Donated equipment included a tabletop sterilizer, laboratory microscope, hospital beds, exam gloves, masks, surgical instruments, and much more.

» HURRICANE MATTHEW
**Transported
5 flights**
with relief goods



- In an effort to **combat the Zika virus, UPS transported five pallets of Zika virus protection kits for The CDC Foundation and Good360.** Kits were distributed to more than 3,500 families in Bogotá, Colombia. UPS also coordinated a shipment of kits to Puerto Rico containing educational materials in English and Spanish, as well as insect repellent, mosquito dunks to kill larva in standing water, bed nets, and other items.
- UPS shipped an ocean container for Heart for Africa to support Project Canaan, a 2,500 acre large-scale land development project that will provide training and employment to the community. The farm will grow large amounts of food to stimulate the local economy and support orphans and vulnerable children across the nation.

Domestic

- Flooding in 2016 caused widespread damage across Texas, West Virginia, and Iowa. In Texas, thousands of residents were displaced and floods claimed the lives of at least 8 people. UPS worked with the American Red Cross (ARC) and The Salvation Army to provide critical support. A **\$400,000 contribution to ARC's Annual Disaster Giving Program enabled the organization to open 13 shelters** around Houston. For the Salvation Army, UPS transported 20 pallets with boxes of food from the Army's Midwest Food Bank. UPS also transported the ToolBank trailer to Houston to provide volunteers with the tools needed to remove debris and restore homes.
- West Virginia experienced historic flooding in 2016. UPS responded quickly to this natural disaster by delivering more than 11,000 cases of water on behalf of Feed the Children. **UPS coordinated with The Salvation Army to deliver over 1,000 undergarments for those living in shelters and transported the ToolBank trailer, which loaned out \$53,000 worth of tools to volunteers.** A \$25,000 grant provided to the St. Bernard Project helped establish on-the-ground operations in West Virginia as the organization worked to build a 42-unit village on higher ground. UPS provided in-kind transport of exterior walls for on-site assembly.
- In 2015, research revealed that the dangerous water supply in Flint, Michigan had doubled and even tripled children's blood-lead levels. 12,000 children had been exposed to the contaminated water. The UPS Foundation partnered with Good360 to transport vital donations like

water filters, testing kits, and water bottles to Michigan. The UPS Foundation, in conjunction with Coyote Logistics and the State of Michigan, also transported 5 truckloads of water bottles donated by Feed the Children to affected communities in Flint. 129,000 water bottles provided a week's worth of water to 5,400 families. **UPS also pledged to support long-term recovery by covering the costs to transport one million water bottles to Flint.**

- UPS continued financial and in-kind aid support for the ToolBank USA Disaster Services Trailer, which was deployed seven times in 2016. The trailer provided tools to nearly 6,000 volunteers, helping them volunteer more than \$800,000 worth of time to disaster relief efforts. The tool trailer assisted recovery efforts in Dallas, Texas; St. Louis, Missouri; Houston, Texas; Summersville, West Virginia; Baton Rouge, Louisiana; Detroit, Michigan; and Gatlinburg, Tennessee.

UPS LEADERSHIP SUPPORT

UPS continues to provide leadership support and technical expertise to relief organizations to enhance global readiness, response, and resiliency planning.

- **Eight UPSers** – Will Alterman, Dan Canale, Jim Coughlan, Kevin Etter, Ruby Headley, Dale Herzog, Karen McNulty, and Hans-Peter Teufers – were dedicated to building capacity for humanitarian relief partners throughout 2016.
- **Four UPSers** – Evelyn Abreu (Typhoon Haima), Dale Herzog (multiple flood deployments in the U.S.), Kuohsien Huang and Yuki Muramatsu (Japan earthquake) – provided logistics support in the aftermath of rapid onset crises during 2016.
- **Many UPS managers** serve on international, domestic, and chapter boards in support of our Humanitarian Relief Program partners, including Geoff Bastow, U.S. Chamber of Commerce Foundation Disaster Assistance and Recovery Committee (USCCF); Dan Brutto, U.S. Fund for UNICEF; Matt Connelly, the American Red Cross Corporate Advisory Council and Good360; Larry Darrow, WFP USA; Steve Flowers, InterAction Corporate Advisory Council; George Willis, CARE; Eduardo Martinez, for the LET Steering Committee and World Economic Forum's Global Agenda Council on Disaster Preparedness; Richard Peretz, the American Red Cross; Joe Ruiz, Center for Disaster Philanthropy; Mark Wallace, UNHCR; and Stefan Wilson, St. Bernard Project (SBP).

