



The UPS Foundation 2017 Humanitarian Relief & Resilience

Humanitarian Relief & Resilience Program

The UPS Foundation's approach to humanitarian relief fosters community safety in the long-term. From preparing vulnerable areas for catastrophe to rebuilding after the fact, The UPS Foundation's Humanitarian Relief & Resilience Program helps disaster-stricken communities rebuild by enhancing preparedness, urgent response, and recovery efforts.

In 2017, the Humanitarian Relief and Resilience Program continued to leverage UPS's logistics expertise and vast global network to enhance community safety around the globe. UPSers contributed unique and innovative solutions for health system-strengthening and last mile humanitarian logistics, garnering global recognition from key NGO partners such as the American Logistics Aid Network and MedShare International.

These long-lasting partnerships with leading humanitarian organizations underscore The UPS Foundation's mission to build stronger, safer, more resilient communities. From facilitating a record number of relief shipments to leading cross-sector partnerships to address global crises, the Humanitarian Relief & Resilience Program demonstrates our commitment to innovative and long-lasting humanitarian solutions. To collectively address global challenges, the following organizations received grants in 2017 to strengthen community resilience through greater public-private partnerships:

- Good360, UNHCR, UNICEF, National Voluntary Organizations Active in Disaster, and the World Food Programme received grants 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 continue 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 were awarded grants for ongoing emergency preparedness and training programs for municipalities, businesses, and families.
- 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 collaboration to enhance global disaster resilience.



THE UPS FOUNDATION EXPANDS PARTNERSHIP TO SAVE LIVES

World's first medical drone delivery network continues to save lives in Rwanda



UPS responded to 26 major world disasters and crises

In-kind Support

546 shipments across 61 countries, and up to \$5.8 million provided for in-kind services

\$16 million

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.

UPS Skilled Volunteers

\$1.4 million for skilled volunteer support

9 skilled volunteers deployed to:

7 non-profits
4 major disasters



3,250

deliveries of blood expedited to hospitals



900+

were life-saving



Preparedness, Capacity Building, and Innovation

In 2017, 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.

- The Rwanda Drone Delivery Network – the world’s first national drone delivery network – was established in 2016 by The UPS Foundation; Zipline; Gavi, the Vaccine Alliance; and the Rwanda Ministry of Health. In 2017, the program’s first full year of functionality, the program successfully delivered more than 3,250 units of blood and nearly 900 were life-saving. This project reflects not only technological innovation, but the creation of a new multi-sector model for implementing vital public health infrastructure.
- Leading Multi-Sector Innovation: Our humanitarian relief experts represented UPS at conferences around the world, facilitating conversation around creative private-sector solutions to global issues.
- At the 5th annual InterAction leadership roundtable dinner, UPS Foundation President and Chief Diversity & Inclusion Officer Ed Martinez led a discussion with 20 prominent leaders from all sectors, focusing on the opportunities and challenges of utilizing new technologies to address community needs. UPS also participated in the InterAction forum plenary, ‘The Human Side of Technology Innovation and Breakthrough Technologies, highlighting the Rwanda drone initiative.
- UPS executives Jim Coughlan and Kevin Etter represented The UPS Foundation at the 2017 Health and Humanitarian Logistics (HHL) Conference in Copenhagen, Denmark. They discussed UPS’s innovative contributions to the humanitarian sector, including global health delivery, disaster preparedness and response, and long-term development.
- At the Boston College Center for Corporate Citizenship, Joe Ruiz spoke about the groundbreaking Rwanda Drone Delivery Network.





UPS Humanitarian Experts on Mission

The UPS Humanitarian Experts on Mission Program plants UPS's finest logisticians on the ground to help address complex humanitarian challenges. In 2017, seven of our loaned managers provided leadership support and technical expertise to relief organizations to enhance global preparedness and capacity building.

Will Alterman, an automotive fleet manager from Illinois, worked with UNHCR to enhance its regional fleet strategy across Africa.

Chris Wilbur worked with the Ugandan government to facilitate the initial stages of a vaccine delivery shared value project with GAVI, ISMEA, and FIT, which will result in improved coldchain vaccine distribution.

Jim Coughlan helped The Global Fund, a Geneva-based international aid agency, assess healthcare logistics networks in various African countries and improve the Global Fund's supply chain strategy as it works toward ending global epidemics of AIDS, tuberculosis, and malaria.

Dale Herzog, on loan to The UPS Foundation from Customer Solutions, was deployed to Haiti for 6 weeks as part of a new Logistics Emergency Team (LET) preparedness effort. While on assignment, Dale engaged with government agencies, non-profits, and private sector companies to enhance engagement, preparedness, and collaboration of local groups to improve resilience in Haiti.

Dan Canale worked with the World Food Programme (WFP) to map business unit processes to enhance service performance and streamline efficiency to improve global response efforts.

Karen McNulty facilitated the Gavi Strategic Training Executive Program (STEP) for supply chain professionals responsible for government health systems in Africa. The first of its kind, the UPS-Gavi partnership provides supply chain expertise and thought leadership across a wide range of supply chain functions, setting a new standard for how the public and private sector work together.

Kevin Etter worked with Gavi to implement capacity-building projects in Uganda and Pakistan, in addition to the Rwanda Drone Delivery Network. Kevin's work to build this unique public-private partnership helped redefine the ways in which partners across multiple sectors can work to improve public health services.



Response Highlight: 2017 Hurricane Season

After hurricanes struck communities across the U.S. and in the Caribbean, UPS pledged more than \$3 million in cash and in-kind shipping for humanitarian partners responding to Harvey, Irma, and Maria, and committed to supporting additional long-term recovery needs. Following the storms, UPS facilitated more than 350 shipments of relief supplies on behalf of partners such as the American Red Cross, CARE, CDC, Good360, FEMA, National Voluntary Organizations Active in Disaster, U.S. Fund for UNICEF, the Salvation Army, and others.

The UPS Foundation responded swiftly when Hurricane Harvey struck eastern Texas and coastal Louisiana in late August. In-kind support included transportation of water, hygiene kits, cots, and pillows for people left without basic amenities. The Foundation also deployed loaned managers to Texas to assist and streamline on-the-ground response. **Dale Herzog**, a UPS Engineer, helped facilitate the American Red Cross's first-ever damage assessment supported by a tethered drone. This new technology helped identify local areas that were otherwise inaccessible due to flooding. **Coy Bershers**, a Logistics Action Team member, supported distribution efforts at the Red Cross Operations Center in Houston by streamlining incoming commodities from multiple NGOs.

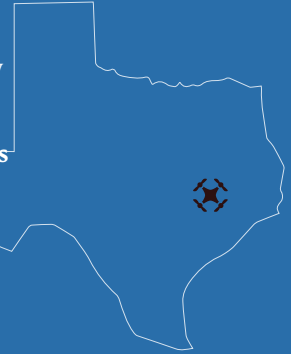
Less than two weeks after Harvey, Hurricane Irma swept across the Caribbean and up the coast of Florida. The UPS Foundation's support included more than 8 truckloads per day containing cleaning supplies, food, comfort items, and clothing on behalf of the American Red Cross, and shipments of cleanup kits, bedding, hygienic supplies, and more for partners such as the Salvation Army and Good360. On the ground, UPS Solution Managers **Craig Arnold** and **Jim Coughlan** helped the Salvation Army and the American Red Cross distribute relief supplies in the Caribbean and Florida.

Before Puerto Rico could recover, Hurricane Maria made landfall as a Category 4 hurricane wreaking additional havoc on the islands' infrastructure. UPS facilitated ocean shipments to Puerto Rico and the U.S. Virgin Islands containing electric generators, water filters, pallets of canned goods, hygiene items, and cleaning kits. UPS also

partnered with **UNICEF** and New York Governor Cuomo's office to ship clean water and other basic supplies to Puerto Rico. UPS leveraged its vast logistics network to help facilitate **30 air shipments** from various points around the world, including the Worldport global air hub in Louisville, KY. In total, the collaboration provided more than **4,000 pallets** of water and emergency supply kits to 10 designated humanitarian supply centers in Puerto Rico.

HARVEY

\$200 billion in damage
Deployed Drone Technology
30,000 people displaced
Deployed 2 loaned managers
More than 115 shipments
Over 20 volunteer activities
\$1 million in support



IRMA

Over \$60 billion worth of damage in the US
16 inches of rain
\$1 million in support
Deployed 2 loaned managers
More than 110 truckloads of relief items to Florida communities



MARIA

Over \$90 billion worth in damages
More than 1.5 million people left without drinking water
30 inches of rain in Puerto Rico
\$1 million in support
Deployed 1 loaned manager
Over 50 shipment and 5 relief flights to the islands
Shipped water filters providing more than 1.5 million gallons of drinking water
4,000 pallets of UNICEF supplies delivered to Puerto Rico



Disaster Response and Recovery

In 2017 alone, The UPS Foundation's in-kind support facilitated more than 546 humanitarian shipments, delivering relief to communities impacted by natural disasters and political crises. The Foundation also provided funding and logistics support to bolster the relief efforts of our partners. From addressing the Global Refugee Crisis to on-the-ground response to Hurricanes Harvey, Irma, and Maria, the Humanitarian Relief & Resilience Program ensured that recovering communities were left stronger and more resilient than they were before disaster struck.

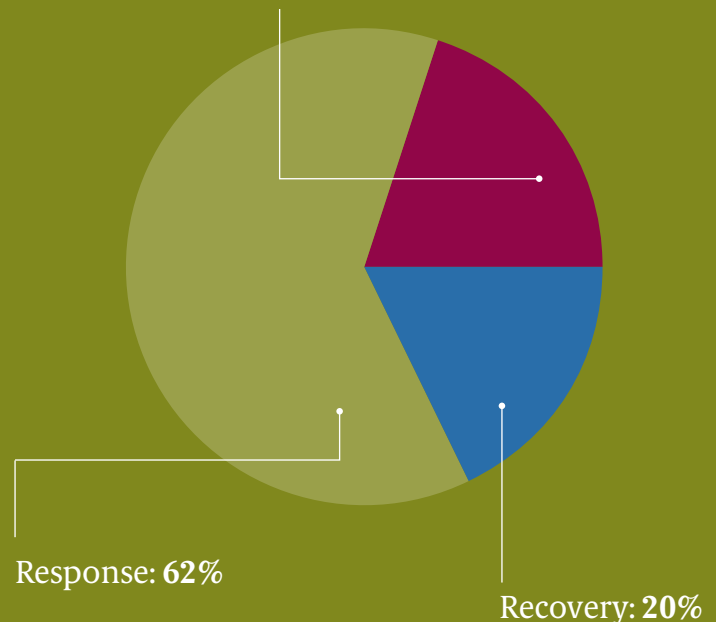
Global Refugee Crisis

The UPS Foundation contributed more than \$2 million in cash and in-kind support for refugees, facilitating more than 54 shipments of vital relief supplies on behalf of UNHCR, WFP, CARE, UNICEF, MedShare International, The Salvation Army, and the Global Humanitarian Lab (GHL).

- **Angola:** UPS transported 91 metric tons of relief supplies—including blankets, sleeping mats, plastic sheets, kitchen sets, and a prefabricated warehouse—to Angola on behalf of UNHCR to support more than 10,000 refugees fleeing conflict in the Democratic Republic of the Congo.
- **Bangladesh:** The UPS Foundation worked with UNHCR to provide relief for Rohingya families seeking refuge in Bangladesh after fleeing violence in Myanmar. UPS supported two shipments containing a combined 200 metric tons of relief supplies, including blankets, jerry cans, sleeping mats, and solar lanterns for more than 3,700 families, vaccines for 300,000 Rohingya children, and additional shelter, hygiene, and sanitation supplies.
- **Democratic Republic of the Congo (DRC):** The DRC is facing a severe hunger crisis, with 7.7 million people country-wide on the verge of starvation—a 30 percent increase since last year, according to the U.N. This hunger crisis is compounded by conflict and violence, which have displaced more than 2 million people internally. In response, The UPS Foundation airlifted 60 metric tons of high-energy nutrition supplies to Kananga, DRC for the World Food Programme. The

Work Streams

Preparedness: 18%



shipment supplied 40,000 internally displaced people with food for one month.

- **Greece:** UPS Airlines transported 40,000 pounds of relief goods including food and diapers on behalf of Love from Louisville to Athens, Greece. UPS also worked with Global Humanitarian Lab (GHL) to transport a laser cutter and air compressor to be used in the installation of a community center's Mini Fab Lab, which helped provide education and capacity-building activities for arriving refugees.
- **Iraq:** The UPS Foundation worked with Global Humanitarian Lab and Terre des Homes (TdH) to ship 200 shelters to Iraq to assist refugee relief efforts as civil war in neighboring Syria continues.
- **Nigeria:** Ongoing conflict created by Boko Haram has led to deteriorating conditions for many Nigerians, who have been forced from their homes and communities. UPS worked with MedShare to deliver two forty-foot containers with donated medical supplies and equipment (including hospital beds) to help support Nigerians during this ongoing humanitarian crisis.



- **Turkey:** UPS worked with MedShare to transport an ocean container with medical supplies to Turkey, to help doctors and medical staff treat refugees displaced by the Syrian conflict.
- **Uganda:** East Africa is facing its worst drought in more than 50 years, and more than 11 million people in Uganda are facing severe food shortages. In October, UPS coordinated with the World Food Programme to deliver 264 metric tons of high-energy biscuits to Entebbe, Uganda. These biscuits served as an important source of nutrition for individuals impacted by this ongoing crisis.
- **Somalia:** In response to devastating drought in Somalia, UPS airlifted 47 metric tons of high-energy biscuits for the World Food Programme (WFP) and 21 metric tons of medical supplies for the World Health Organization in April to the country's capital of Mogadishu. UPS also worked with UNICEF to ship 820 metric tons of therapeutic food and mosquito nets from Mombasa, Kenya to Mogadishu.
- **South Sudan:** Severe famine in South Sudan, exacerbated by continued political unrest, economic woes, and drought, has left at least 4.8 million people in dire need of food. UPS transported 9 metric tons of high-energy biscuits on behalf of the World Food Programme to the region.
- In addition to in-kind support, The UPS Foundation has offered grants to support refugees across the world. Highlights include:
 - Funding for the United Nations Girl Up programs to support 5,000 Somali refugee girls in Ethiopia.
 - Support to Lions Clubs International of Neukirchen to build a playground for refugee children in Neukirchen-Seelscheid, Germany.
 - Support for the Kompass D project in Neuss, Germany to support refugee integration services and training for teens and young adults.
 - Assistance to IDPs (Internally Displaced Persons) in Northern Nigeria (Maiduguri). This project provided emergency food and non-food items for people who have fled Boko Haram violence in northern Nigeria and are now staying in IDP Camps.
 - Assistance to Refugees from South Sudan at Pagirinya Settlement in Northern Uganda (Adjumani District). Installed 5, multiple stance pit-latrines to provide improved sanitation, help prevent disease, and increased privacy / safety for women and reduce the opportunity for gender based violence. Latrines directly benefit 2,250 beneficiaries.



PHOTO COURTESY OF UNHCR

Refugee Support

54 shipments

\$2.6 million cash and
In-kind support



2017 AWARDS

American Logistics Aid Network (ALAN)
Outstanding Partner Award

MedShare International
Global Humanitarian Award

U.S. Chamber Foundation Citizen Award
Best Health and Wellness Program –
Rwanda Drone Delivery

Disaster Response in U.S.

- **Louisiana:** The UPS Foundation worked closely with Good360 to support the long-term recovery of Louisiana communities affected by severe flooding in 2016 and 2017. UPS transported 60 truckloads of donated furniture, mattresses, pillows, and blankets from contributing stores including Target, Serta, Tempur-Pedic, and Restoration Hardware. Eight Days of Hope distributed the materials to more than 300 families of flood victims during a 10-day event in Lafayette. UPS also transported books to Denham Springs Elementary School after flooding destroyed the library, and moved tools to New Orleans to help SBP volunteers rebuild homes lost during the flooding.
- **Georgia:** Tornadoes that struck South Georgia in January 2017 claimed the lives of at least 16 people and devastated local communities. UPS worked with Good360 to deliver mattresses to Albany, GA for 250 families rebuilding after the storms.
- **Missouri:** Heavy rainfall caused devastating floods in Missouri, claiming the lives of at least five people and damaging 200 homes. UPS delivered immediate relief items to support over 300 individuals. UPS also transported the ToolBank Disaster Services trailer to Missouri to equip volunteers with the necessary tools to help recover after the floods, and move 9 pallets of cleanup kits for the Salvation Army in Missouri.
- **West Virginia:** Heavy rainfall caused devastating floods in Missouri, claiming the lives of at least five people and damaging 200 homes. UPS delivered immediate relief items to support over 300 individuals.

- **Illinois:** Heavy rains in July caused severe flooding across four counties in Illinois, including Chicago, leading the Governor to issue a state of emergency. The UPS Foundation worked with the American Red Cross to ship 13 pallets of water from La Crosse, WI to Round Lake Beach, IL to support hundreds of families who were left without potable water after the floods. UPS also shipped 10 sump pumps on behalf of ToolBank USA to Illinois to be used by organizations responding to the floods.
- **California:** In Northern California, wildfires have scorched hundreds of thousands of acres of land, destroying homes and claiming dozens of lives. The UPS Foundation worked with the American Red Cross to deliver relief supplies including cots, blankets, and comfort kits to help people who were displaced by the fires. UPS also provided a charitable contribution of \$100,000 for wildfire relief efforts.

Disaster Response Abroad

- **Britain:** In June 2017, a fire broke out in London's Grenfell Tower, killing at least 80 residents and leaving hundreds of people homeless. The UPS Foundation provided \$25,000 in support for the British Red Cross to support families who lost their homes and those who lost family members in the fire.
- **Chile:** Chile experienced historic wildfires that caused widespread destruction and affected thousands of residents. The wildfires claimed the lives of at least 11 people and destroyed over 500,000 acres of land. The UPS Foundation awarded \$25,000 to TECHO-Chile to build emergency shelters for impacted families.
- **Colombia:** After the city of Mocoa, Colombia experienced heavy rains and mudslides, The UPS Foundation provided \$50,000 to the Colombia Red Cross Society. UPSers in Colombia also donated 1,100 food and non-food items to the Red Cross for relief kits, which were critical in helping residents recover from this devastating natural disaster.
- **Liberia:** UPS helped Good 360 send a container of school supplies and school uniforms to Liberia to assist





the Ministry of Education in their mission to rebuild the public school system.

- **Peru:** Floods, landslides, and overflowing rivers from heavy rains wreaked havoc across Peru in early 2017, damaging more than 100,000 homes and paralyzing national infrastructure. UPS worked with the Logistics Emergency Team (LET) to coordinate transport from the stadium in Lima to the port of Callao and transported over 600 metric tons of donated capacity. UPS also donated over 300 pallets of supplies. Additionally, UPS worked with CARE to distribute health and water treatment kits to 40,000 impacted families and transported a 20-foot ocean container on behalf of MedShare with medical supplies such as bandages, gauze, gloves, and masks to help the people impacted by this natural disaster.

UPS Leadership Support

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

- Five UPS logistics managers joined the Logistics Emergency Team after attending a training in Dubai. Attendees learned how they could support the humanitarian community by providing technical expertise, human resources and in-kind services during emergency responses in their own countries. These newly trained managers, in addition to the previous graduates, will help merge the private sector's long-standing logistics expertise with humanitarian needs in the developing world.
- 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; Jim Barber, U.S. Fund for UNICEF; Matt Connelly, the American Red Cross Corporate Advisory Council and Good360; Larry Darrow, WFP USA; George Willis, CARE; Mark Wallace, UNHCR; Stefan Wilson, St. Bernard Project (SBP); Chris Darling, Toolbank Disaster Services; Eduardo Martinez, LET Steering Committee Lead; and Joe Ruiz, Center for Disaster Philanthropy.

