



Individual Self Reflection 2020 on World Humanitarian Summit Commitments and Initiatives - The UPS Foundation



Stakeholder Information

Organisation Name
The UPS Foundation

Organisational Type
Private Sector

City and Country where Headquartered
Atlanta, United States of America

Focal Point Name
Hans-Peter Teufers

Region
Global

Twitter ID
@UPS_Foundation



3A Reduce and address displacement

Individual Commitments

Commitment	Commitment Type	Core Responsibility
UPS commits to continue helping displaced families and communities recover through its Humanitarian Relief and Resilience Program (HRRP). The UPS Foundation provides supply chain and logistics services, transportation, human capital expertise and financial contributions.	Financial	Leave No One Behind

1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

Refugees

The UPS Foundation contributed more than US\$ 2 million in cash and in-kind support for refugees, facilitating more than 54 shipments of vital relief supplies on behalf of the Office of the United Nations High Commissioner for Refugees (UNHCR), the World Food Programme (WFP), CARE, the United Nations Children's Fund (UNICEF), and other partners, helping to deliver critical supplies to refugee camps in Angola, Bangladesh, Greece, Iraq, Turkey, Uganda, Somalia, and South Sudan. Funding went to UNHCR, WFP, UNICEF, Salvation Army and multiple local agencies in different countries for various support including education initiatives, job training, toward the improvement of sanitation in camps through the installation of latrines, toward providing free legal advice and the purchase of a variety of items such as instruments, tarps and food. UPS employees volunteered their time (400 hours) building furniture and assembling tents for camps and distributing food and clothing. UPS and UNHCR are funding a FabKit Project in UNHCR camps in Greece and Kenya to provide skills and development opportunities for young adults.

IDPs (due to conflict, violence, and disaster)

Note: The UPS Foundation does not differentiate between shipments for refugees and IDPs for the purpose of counting shipments; regardless of the target population the UPS Foundation support UNHCR and other partners in their efforts to aid people in need.

The UPS Foundation also provided in-kind support for IDPs facing hunger and extreme famine in Uganda, Somalia, South Sudan, and Nigeria. For example, The UPS Foundation 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. Items distributed to families included food sufficient for 30 days, clothing (cardigans), blankets, and soap (bathing soap and soap for washing clothing). UPS provided UNHCR 2 loaned managers to enhance fleet optimization and enhance network performance of UNHCR material distribution, because the Foundation believes no community is too remote to help.

2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies

B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

The UPS Foundation monitors and tracks all funding and in-kind shipments requested by its partners to ensure maximization of their budgets, effective use of organizational resources, and receives impact reporting from those stakeholders. Locally, UPS employees volunteer with the organizations that receive funding, and see firsthand the funding at work.

3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.



- Data and analysis
- Human resources/capacity
- Strengthening national/local systems

4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

UPS will continue to work with its humanitarian partners to support communities impacted by the Global Refugee Crisis, including transporting critical supplies to some of the world's most remote or insecure places. UPS will continue, as the world's leading logistics company, to seek out strategic partnerships and lend its experience and expertise to address global problems.

5. What steps or actions are needed to make collective progress to achieve this transformation?

UPS is committed to partnerships that drive change globally and play an integral role in sharing best practices and lessons learned to help all stakeholders be better prepared to respond before, during and after a global crisis or natural disaster. Responding partnerships need to have a direct connection with the underserved population. They are the most vulnerable segment and carry the biggest burdens. Including them is critical to rebuilding a community.

6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.

Through a public-private partnership the UPS Foundation has capitalized on its collective strengths to transform the way that life-saving medicines are delivered to remote areas. This successful drone partnership can serve as a model for advancing humanitarian response and public health supply chain strengthening allowing access to remote communities.

Keywords

Community resilience, Displacement, Local action, Private sector, Youth



4A Reinforce, do not replace, national and local systems

Individual Commitments

Commitment	Commitment Type	Core Responsibility
UPS commits to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible.	Capacity	Change People's Lives: From Delivering Aid to Ending Need

Core Commitments

Commitment	Core Responsibility
Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action.	Change People's Lives: From Delivering Aid to Ending Need

1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

Other-4A

In 2017, UPS contributed over \$16 million in funding 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.

The UPS Foundation embedded an automotive fleet manager into Office of the United Nations High Commissioner for Refugees (UNHCR) to support a fleet of trucks that would deliver supplies to refugee camps across eastern Africa. This loaned manager leveraged UPS's best practices in vehicle maintenance, and helped to enhance training programs in fleet mechanics to ensure that both drivers and trucks were equipped to deliver supplies safely and quickly.

Another manager worked with the World Food Programme (WFP) to map business unit processes to enhance service performance and streamline efficiency to improve global response efforts. UPS embedded a total of 9 managers to share their expertise and work directly with its humanitarian partners because the UPS is committed to re-imagining its everyday business solutions as tools to pave the path for safer and more resilient communities.

Additionally, many other UPS senior management employees serve on international, domestic, and chapter boards to provide leadership support and technical expertise to enhance global readiness, response, and resiliency planning.

2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).



B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

All organizations the UPS Foundation support provide statistics and report updates on progress of all programs. Additionally UPS senior leadership are on boards of pre-eminent organizations to enhance engagement between the public and private sectors to avoid any duplicating of systems or instruments.

3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Data and analysis
- Multi-stakeholder coordination
- Strengthening national/local systems

B. How are these challenges impacting achievement of this transformation?

The UPS Foundation is working to strengthen stakeholder coordination and multi-sector collaboration in order to mitigate challenges.

4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

The UPS Foundation is continuing all of the above methods as well as embedding additional UPS logisticians into humanitarian organizations, working with them to solve logistics challenges and identify shared value opportunities.

5. What steps or actions are needed to make collective progress to achieve this transformation?

The public and private sector need to continue to work together to track impact of Corporate Social Responsibility (CSR) initiatives at the local and national levels. Working collectively ensures that efforts and best practices are enhanced and shared.

6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.

A key focus of the UPS Foundation is innovation and technology. UPS supports the following: Relief Link (the Office of the United Nations High Commissioner for Refugees, UNHCR) Global Humanitarian Lab, Blockchain (the World Food Programme, WFP) Visual Vaccine/Stock Management Tool (the United Nations Children's Fund, UNICEF) and the Partnership for Refugees. Thought leadership through board participation, regional and local surveys and consortium platforms such as the Pandemic Supply Chain and Global Health Security Agenda - Private Sector Roundtable (GHSA PSRT) support Sustainable Development Goals (SDG) achievement.

Keywords

Community resilience, Innovation, Local action, Private sector



4B Anticipate, do not wait, for crises

Individual Commitments

Commitment	Commitment Type	Core Responsibility
The UPS Foundation also commits to mobilizing public-private partnerships in disaster risk reduction and emergency preparedness to ensure communities are more resilient with the ability to recover more quickly and sustainably from shock. The Supply Chain Pandemic Preparedness Initiative, the Saglam Kobi disaster preparedness platform in Turkey, and Resilient America are examples of successful partnerships that bring local businesses and governments together to advance the preparedness initiatives. Due to the success of Saglam Kobi, UPS has committed to work with UNDP and the US Chamber Foundation to replicate this business preparedness initiative in a second location under the UN-OCHA Connecting Business Platform.	Partnership	Change People's Lives: From Delivering Aid to Ending Need
The UPS Foundation commits to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people.	Operational	Change People's Lives: From Delivering Aid to Ending Need

Core Commitments

Commitment	Core Responsibility
Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action.	Change People's Lives: From Delivering Aid to Ending Need

1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

In 2017, UPS provided loaned managers, technical assistance, and global thought leadership to expand the capacity of its relief partners, enabling them to respond to crises and operate more efficiently. UPS's preparedness efforts supported multi-sector innovations to improve response to global issues through capacity-building projects for its non-profit and public sector partners. Examples include:

- The first full year of operation of the Rwanda Drone Delivery Network, which created a new multi-sector model for implementing and strengthening vital public health infrastructure.



- UPS loaned manager spent 6 weeks in Haiti on a special assignment working to enhance preparedness and resilience in a nation vulnerable to natural disaster.
- The Supply Chain Pandemic Preparedness Initiative, a cross functional global group dedicated to better coordination to responding and responding to the next pandemic.
- Connecting Business initiative expansion into Mexico of the successful Saglam Kobi disaster preparedness platform previously only available in Turkey.
- Resilient America Round table that is helping communities build resilience to extreme events, save lives, and reduce the physical and economic costs of disasters.
- UPS loaned manager worked with World Food Programme to map business unit processes to enhance performance and streamline efficiency to improve global response efforts.
- Three UPS loaned managers worked with Gavi to implement capacity-building and public health distribution systems, which will help strengthen public health infrastructure in developing countries and improve health-related response efforts.

2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).

B. How are you assessing whether progress on your commitments is leading toward change in the direction of the transformation?

The UPS Foundation is a participating partner in all initiatives that it joins. The Foundation ensures that it brings the correct UPS employee(s) to the table with the correct skills to help propel the project further. The UPS Foundation continues to participate in the programs it can impact through UPS supply chain expertise.

3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Data and analysis
- Multi-stakeholder coordination
- Strengthening national/local systems

B. How are these challenges impacting achievement of this transformation?

The UPS Foundation has multiple managers participating in these collaboration efforts, all with the same goal to build stronger, safer, more resilient communities around the world. They all see the same challenges and meet regularly to discuss similar hurdles and address ways to assist each other on their respective projects.

4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

The UPS Foundation will continue to build and expand successful programs. It will also invest in new programs and participate in new collaborations efforts and preparedness efforts.

Keywords

Disaster Risk Reduction, Private sector



4C Deliver collective outcomes: transcend humanitarian-development divides

Individual Commitments

Commitment	Commitment Type	Core Responsibility
The UPS Foundation also commits to support innovative approaches to humanitarian response, particularly at the local and national levels, by solving complex humanitarian challenges in controlled environments and then transferring the lessons learnt to the field. As an example, UPS has created a global partnership that will evolve the first drone delivery network this year in Rwanda in partnership with GAVI, the Vaccine Alliance, and Zipline, a robotics company, to deliver life-saving blood and vaccines to remote, often inaccessible locations. The Rwanda drone network will explore using drones to transform the way life-saving medicines are delivered and serve as a model for advancing humanitarian response in other countries.	Operational	Change People's Lives: From Delivering Aid to Ending Need
The UPS Foundation commits to a new way of working that meets people's immediate humanitarian needs, building toward reduced risk and vulnerability in the longer term through the achievement of collective outcomes.	Operational	Change People's Lives: From Delivering Aid to Ending Need
The UPS Foundation commits to supporting systemic global partnerships through the mobilization of its networks. UPS is partnering to advance multi-sectoral engagement on a global level through response and recovery projects.	Partnership	Change People's Lives: From Delivering Aid to Ending Need
The UPS Foundation will preserve and retain emergency capacity to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles.	Capacity	Change People's Lives: From Delivering Aid to Ending Need
UPS commits that its employees will provide 20 million hours of community service by the end of 2020.	Capacity	Change People's Lives: From Delivering Aid to Ending Need
UPS continues to support global preparedness and emergency response efforts as a founding member of the UN World Food Programme's Logistics Emergency Team, which offers the skills and assets of the logistics industry, providing global emergency response capacity in the aftermath of natural disasters and other crises.	Capacity	Change People's Lives: From Delivering Aid to Ending Need

Core Commitments

Commitment	Core Responsibility
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Commit to a new way of working that meets people's immediate humanitarian needs, while at the same time reducing risk and vulnerability over multiple years through the achievement of collective outcomes. To achieve this, commit to the following: a) Anticipate, Do Not Wait: to invest in risk analysis and to incentivize early action in order to minimize the impact and frequency of known risks and hazards on people. b) Reinforce, Do Not Replace: to support and invest in local, national and regional leadership, capacity strengthening and response systems, avoiding duplicative international mechanisms wherever possible. c) Preserve and retain emergency capacity: to deliver predictable and flexible urgent and life-saving assistance and protection in accordance with humanitarian principles. d) Transcend Humanitarian-Development Divides: work together, toward collective outcomes that ensure humanitarian needs are met, while at the same time reducing risk and vulnerability over multiple years and based on the comparative advantage of a diverse range of actors. The primacy of humanitarian principles will continue to underpin humanitarian action.

Change People's Lives: From Delivering Aid to Ending Need

1. Highlight the concrete actions taken between 1 January – 31 December 2017 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures.

Joined-up humanitarian-development analysis and planning towards collective outcomes

In 2017, UPS was 78 percent to its goal of providing 20 million hours of community service by 2020.

2. A. How are you measuring progress toward achieving your commitments? Only the categories selected by the organisation will be seen below.

- Through existing, internal systems or frameworks for monitoring, reporting and/or evaluation.
- By reporting to, or using reports prepared for, UN principal organs, UN governing boards, or other international bodies
- Through multi-stakeholder processes or initiatives (e.g. IASC, Grand Bargain, Charter for Change, etc).

3. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Institutional/Internal constraints
- Strengthening national/local systems

B. How are these challenges impacting achievement of this transformation?

The UPS Foundation's medical drone delivery system's aim to directly address these challenges. As the Foundation improves and expands the program, it finds new solutions to problems such as insecurity and multi-sector coordination issues which strengthen the project in the long run.

4. Highlight actions planned for 2018 to advance implementation of your commitments in order to achieve this transformation.

- The Rwanda Drone Network is expanding its capacity. With the 2018 expansion, the medical drone delivery systems will put more than 12 million people within 15-30 minutes of medical emergency assistance.
- UPS will hold workshops with multiple humanitarian organization to help optimize supply chains.
- UPS is working with WFP on a unique block chain initiative to reduces hunger.

5. What steps or actions are needed to make collective progress to achieve this transformation?

Building strong networks across all sectors to capitalize on the strengths and resources demonstrated by private firms, public entities, and nonprofit partners.

6. List any good practice or examples of innovation undertaken individually or in cooperation with others to advance this transformation.

- Solving complex humanitarian challenges in controlled environments and transferring lessons learnt to the field.



- Work with partners to find meaningful volunteer activities which allow UPS employees to use their skill sets to accomplish meaningful projects
- The UPS Foundation will train up to 8 new LET (Logistics Emergency Team) members.

Keywords

Humanitarian-development nexus



Additional Reports

Attachment

2017_UPS_Hum_Rel_Overview_Final_030818.pdf
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