



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. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

Refugees

In 2018, the UPS Foundation contributed more than USD 2.5 million in cash and in-kind support for refugees, facilitating more than 106 shipments of vital relief supplies valued at USD 23 million on behalf of UNHCR, World Food Programme, CARE, UNICEF, MedShare International, The Salvation Army, and the Global Humanitarian Lab (GHL), and other partners, helping to deliver critical supplies to refugee camps in Democratic Republic of the Congo, Bangladesh, Ethiopia, Mali, Venezuela, Yemen, Zambia, and South Sudan. The agency funding supported education initiatives, job training, capacity building for fleet management, and road safety workshops.

A UPS logistics expert was provided to UNHCR for a six-week engagement to help the organization improve shipping processes and build effective supply chain solutions. Support included monitoring end-to-end delivery of relief supplies, providing support for global freight agreements, and establishing a performance management system for UNHCR forwarders to optimize transport logistics. The support resulted in the determination that the demurrage, detention and port charges could be decreased significantly, transport costs reduced, by establishing the dynamic shipment tracking system.

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 supports UNHCR and other partners in their efforts to aid people in need. The UPS Foundation's partnership with UNHCR continues to expand and deepen on an annual basis. The UPS Foundation will continue to support through cash, donated transport, and seconded staff to help advance UNHCR's mission. Through this support, The UPS Foundation, directly and indirectly, assists displaced persons throughout the world. The UPS Foundation and UPS have served as thought leaders at both the USA for UNHCR Board members, secondees, as well as in other partnership fora.

B. Please select if your report relates to any initiatives launched at World Humanitarian summit

☒ Global Partnership for Preparedness

2. 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.

☒ Human resources/capacity

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

The need for ongoing support and expertise to address humanitarian challenges is daunting. Providing support in public-private partnerships requires ongoing commitment, staffing and financial resources, and continuity of collaboration. Changing circumstances warrant continuous re-evaluation of the needs and resources available to address them.

3. 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. Through long-term, collaborative efforts with organizations with a shared vision and goals, the most daunting challenges can be overcome.

Keywords

Cash, Displacement, Innovation, Private sector

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. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

Other

In 2018, UPS and The UPS Foundation contributed over USD 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 Humanitarian Experts on Mission Program puts UPS's finest logisticians on the ground to help address complex humanitarian challenges. In 2018, loaned managers provided leadership support and technical expertise to relief organizations and health ministries to enhance global efforts to support the United Nations Sustainable Development Goals. Examples include Jim Coughlan, who worked with Gavi to implement capacity-building projects in Uganda and Pakistan, in addition to the Rwanda Drone Delivery Network. Jim'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. Jim Janetzko, another UPS solutions expert, worked with the World Food Programme (WFP) to support the global implementation of the Optimus supply chain tool, which maps business unit processes to enhance service performance and streamline efficiency to improve global response efforts.

2. 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.

☒ Multi-stakeholder coordination

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

Humanitarian challenges require multi-stakeholder coordination, the rapid creation of structure in the absence of hierarchy, and collaboration between parties on situations that vary greatly from one shared effort to the next.



3. What steps or actions are needed to make collective progress 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. The public and private sector need to continue to work together to track the impact of Corporate Social Responsibility (CSR) initiatives at the local and national levels. The results are most successful when the collaborative efforts are based on shared goals, long-term relationships, and best practices generated through time.

Keywords

Emergency Response, Humanitarian-development nexus, Private sector, Strengthening local systems



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. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

Other

- In conjunction with the World Bank's Global Financing Facility (GFF), Merck for Mothers, and the Bill & Melinda Gates Foundation, The UPS Foundation launched a new public-private partnership to improve supply chains in low- and middle-income countries. By leveraging private sector supply chain management and best practices in transport, warehousing and distribution, the partnership will improve access to life-saving medicines and health care products. The program will allow private companies like UPS to bring logistics expertise to GFF-supported governments to promote better health and nutrition outcomes, particularly in women, adolescents, and



children.

- Expanded access to Saglam Kobi business preparedness tools by creating the Resilience in a Box Toolkit, which provides small business disaster resilience assessment tools, checklists and a business continuity planning workbook. Use of these disaster-risk-reduction materials supported local business resilience training efforts in Haiti and Sri Lanka, where workshops are attended by members of the private, public, and civil sectors.
- Provided support for the American Red Cross's Global Disaster Preparedness Center, which worked with the Uganda Red Cross to engage small and medium businesses to improve business continuity planning in the event of a pandemic outbreak like Ebola, which resurfaced in the neighboring Democratic Republic of the Congo.

2. 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.

☒ Preparedness

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

Developing a culture of preparedness will require continued efforts, access to information, and a shift in priorities among small businesses which may be focused on short-term, day-to-day needs rather than broader risks.

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

Helping to build awareness and to make support easily available will encourage businesses to learn and prepare, and help strengthen communities. 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

Community resilience, Disaster Risk Reduction, Innovation, Local action, Preparedness, Private sector, Strengthening local systems



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

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

The UPS Foundation, UPS, and Freight in Time (FIT) continue to work with Gavi, The Vaccine Alliance; and the Uganda Ministry of Health to increase vaccine coverage through cold chain delivery of vaccines and medicines in Uganda. The Last Mile Vaccine Delivery project leverages cross-sector expertise and resources among partners and aims to ensure equitable allocation of vaccines to health facilities across Uganda, maintain vaccine quality during distribution, create a sustainable & timely vaccine distribution process, and implement an end-to-end visibility system. The three test districts saw a 33 per cent increase in vaccine coverage. Given the encouraging pilot results, the Uganda Ministry of Health has indicated its interest to expand the current pilot to four additional districts—one in a remote, rural location. The project will expand to include delivery of other essential medicines in addition to vaccines to maximize vehicle capacity: (https://www.dropbox.com/s/8o9ksig70hb1vpc/UPS_Uganda_v10_CC_No_Preroll.mp4?dl=0)

2. 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.

- ☒ Multi-stakeholder coordination
- ☒ Strengthening national/local systems

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

Addressing the challenges above requires a continuous learning path. As learning takes place, there needs to be a shared commitment to continuous improvement in order to realize the full benefit of collaboration. The UPS Foundation is fortunate to be working with others who are focused on creating the greatest possible outcome.

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

As The UPS Foundation improves and expands the program, we continue to find new solutions to challenges such as food insecurity and multi-sector coordination. By identifying and applying best practices as they are developed, we are helping to lay the groundwork for even great results.

Keywords

Community resilience, Humanitarian-development nexus, Innovation, Local action, Private sector, Strengthening local systems



Additional Reports

Attachment
The UPS Foundation and Gavi Support Ghana Drone Launch.pdf
The UPS Foundation Beacon Q1 2019.pdf