HLA workshop at A&TL 26\textsuperscript{th} April 2018

Making a difference to disaster

Engagement between the aid and private sectors to enhance hum-log knowledge and innovation
The Humanitarian Logistics Association

Peter Jones
Managing Director
Logistics Learning Alliance Ltd
Retail Market Assessments
Why Not Cash?

Direct - Aid v Cash Transfer

- Management chooses the modality best suited to achieve the organisation’s objective(s)
Accountability for Assessments

FINANCE
- Financial markets, systems, & institutions
- Financial risk exposure
- Encashment & reconciliation

ICT
- Technology infrastructure
- Functionality and technology platforms
- Beneficiary data protection

SUPPLY CHAIN
- Transport & delivery
- Competitive procurement
- Contracting for services

SECURITY
- Site security
- Security of people, staff & beneficiaries included
Overview of Assessments

Common assessment areas for CTP:

**Beneficiary Needs**
- **Lead:** Programme
- **Objective:** Determine beneficiary needs and programme objectives

**Implementing Partner**
- **Lead:** Programme
- **Objective:** Assess viability of using implementing partners and identify potential partners to deliver

**Markets**
- **Lead:** Multiple
  - More to follow!

**Security**
- **Lead:** Security
- **Objective:** Assess security of operational context and specific program implementation area(s)
Assessing Markets

Market Situation
Lead: Programme
Objective: Identify the strengths and weaknesses of the existing retail market in the Programme’s scope and operational area

Financial Market
Lead: Finance
Objective: Assess the financial market, infrastructure, players, and beneficiary access for viable programme approaches

ICT
Lead: ICT
Objective: Assess the technology market, infrastructure, players, and beneficiary access for viable program approaches

Retail Market
Lead: Supply Chain
Objective: Assess the retail market (including upstream), infrastructure, players, and beneficiary access for viable programme approaches

Humanitarian Logistics Association
Logistics Learning Alliance
Retail Market Assessment

ACTIVITIES

- Macro retail market assessment
- Micro assessment of retailers in anticipated program area
- Map markets
- Initial identification of potential service providers / suppliers
- Risk Identification
Macro Supply Chain Assessment

PURPOSE: Determine if ...

- The retail market’s supply chain can be relied upon to deliver
- The market systems are sufficiently elastic to support caseload without affecting prices
- A market-based solution is an option
- Will the added volumes from the beneficiary caseload negatively impact the economy?

OUTPUT:

- A report summarizing the strength of the country’s retail market and supply infrastructure
Topics to consider...

- Structure
- Distribution
- Supply
- Regulation
- Prices
- Corruption
- Retailer Constraints
- Other Externalities

Macro Retail Market Assessment
**Micro Assessment**

**PURPOSE:**
- Assess individual retailers, wholesalers, traders, and distributors as potential suppliers
- Gauge interest in participation
- Establish that there are sufficient qualified potential suppliers to execute the program

**OUTPUT:**
- A list of potential suppliers that meet initial qualifications
Checklist to confirm retailers capacity & interest:

- Are the traders willing to take part in a voucher program (considering beneficiary profile, timeframe, and other relevant issues)?
- Do traders meet the minimum financial, supply, and stock capacities required for a voucher program?
- Do traders offer comparative prices (compared to relevant markets)?
- Do traders possess bank accounts?
- Do traders possess valid trading licenses?
- Do traders provide cold storage for perishable products?
- Do traders possess accurate weights and measures equipment?
Do beneficiaries have access to the markets?

Are there any mechanisms or circumstances for which beneficiaries do not?
In conjunction with Programmes teams – ask the questions:

- What are the (4) most important commodities needed?
- How much does a household need per day/month?
- Are the commodities available in the same quantities as they were before the shock?
- Have the households been able to access these marketplaces since the shock?
- Are there security, ethnic, gender or other social issues that can affect access to marketplaces?

Source: Red Cross Cash in Emergencies Toolkit – 2.2.2.1
Internal Considerations

• Does the agency have the capacity to effectively evaluate, design, and implement CTP programs?

• Are there any mechanisms for which the agency does not have the resources?
Supply constraints and/or possibility of future shocks to the market

Fluctuations in retail market prices

Unethical treatment of the beneficiaries / fraudulent behaviour on the part of the retailers (e.g. price discrimination, commodity swapping)

Socio-political influences
Humanitarian Sector Supply Chain Evolution & Future Trends

• Private sector supply chain efficiency standards becoming the norm

• Greater Outsourcing to expert 3PL’s

• Increasingly sophisticated ERP’s to manage global supply chain operations

• Big Data Analytics & Artificial Intelligence applications driving management decision making
The Humanitarian Logistics Association

Robert Ellis
Director
Notceen Ltd
Donations

The image shows a webpage for making donations. The page includes fields for entering name, email, selecting a payment type, and entering the amount. There is also a section showing the money used with amounts ranging from $1.26 to $21.35. The total charity funds are $123.6m. The payment usage location is marked as 'LIVE' with a world map showing donations spread across different regions.
Coin - Recipient Recognition / Create Digital Identity

Choose your input:

- Fingerprint
- Facial Recognition

Position face and press to begin scan...

Scanning...

Scan Complete

Your code is: XD34Efgt567018fnYH0

Send to mobile

or

Print
Coin - Merchant

Validate code

1. Manual code entry

XD34Efgt567o18fnYH0

2. Press to scan code

Scanning code...

Code approved

Items to purchase:

Name: Baby Food

Amount: 25

Currency: Dollars ($)

Total: $5.00

Purchase Approved
## Analytics

### Yesterday’s Purchases

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>$12.2m</td>
</tr>
<tr>
<td>Water</td>
<td>$10.6m</td>
</tr>
<tr>
<td>Clothing</td>
<td>£8.3m</td>
</tr>
<tr>
<td>Medicine</td>
<td>$5.1m</td>
</tr>
<tr>
<td>Materials</td>
<td>$3.7m</td>
</tr>
<tr>
<td>Firewood</td>
<td>$2.9m</td>
</tr>
</tbody>
</table>
Transparency Survey

82% stated they would donate more if there was greater transparency or visibility on payments.

40-60% Is the average extra amount donated to the charity using Sentinyl.

$4.66bn (additional UK donations)
A call for responsible Humanitarian Innovation

Claire Barnhoorn
AidInnov
April 26th 2018
Disasters
Find on the map the ongoing disasters that ReliefWeb is actively monitoring.

Source: https://reliefweb.int/disasters accessed April 23rd 2018
<table>
<thead>
<tr>
<th>Appeal</th>
<th>Required (US$)</th>
<th>Funded (US$)</th>
<th>Coverage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan 2018</td>
<td>430000000</td>
<td>59510791</td>
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</tr>
<tr>
<td>Burundi 2018</td>
<td>141814441</td>
<td>3207125</td>
<td>2.3</td>
</tr>
<tr>
<td>Cameroon 2018</td>
<td>304524867</td>
<td>29360955</td>
<td>9.6</td>
</tr>
<tr>
<td>Central African Republic 2018</td>
<td>515600000</td>
<td>29192528</td>
<td>5.7</td>
</tr>
<tr>
<td>Chad 2018</td>
<td>543769241</td>
<td>58702512</td>
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<tr>
<td>Democratic Republic of the Congo 2018</td>
<td>1675200000</td>
<td>21100308</td>
<td>12.6</td>
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<tr>
<td>Ethiopia Humanitarian and Disaster Resilience Plan 2018</td>
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<td>154953104</td>
<td>9.6</td>
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<tr>
<td>Haiti 2018</td>
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<td>10147599</td>
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<td>Iraq 2018</td>
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<td>Libya 2018</td>
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<td>Myanmar 2018</td>
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<td>occupied Palestinian territory 2018 (part of 2018-2020 HRP)</td>
<td>539721755</td>
<td>77517550</td>
<td>14.4</td>
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<tr>
<td>Republic of South Sudan 2018</td>
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<td>Somalia 2018</td>
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<td>Sudan 2018</td>
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<td>Syria Humanitarian Response Plan 2018</td>
<td>3513803946</td>
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<td>Syria regional refugee and resilience plan (3RP) 2018</td>
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<td>Yemen 2018</td>
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</tr>
</tbody>
</table>
Innovation in Aid: a no-brainer

- Smarter
- Faster
- and Cheaper
Some field realities

Hard to find the right tool, data-driven innovation or solution

Time pressure

Innovation in silos

Very high staff turnover
Opportunities...

e.g. Handwashing stations – 14 and 6 with a plug. App developed for a common disease cost over $300K... but no bandwith locally to run it
Successful & Responsible Innovation in Aid

- Solve the real, pressing, problems – know (the) humanitarian principles
- Stop pitching start asking
- Connect and build networks – all inclusive and open
- Let’s re-use and improve – not re-invent
AidInnov: a neutral platform and movement on Humanitarian Innovation
DP DHL and Disaster Relief

Aid and Trade, London, 26th April 2018

Chris Weeks, VP Humanitarian Affairs
DHL Aviation
How Logistics Companies became involved in Disaster Relief

Gujarat Earthquake
Friday 26 January 2001
GoHelp – Disaster Response

Disaster Response Teams (DRT) provide airport logistics after natural disasters

Mission

• Professional logistics support at airports in the response to a disaster aims to prevent bottlenecks

Unique Feature

• Over 550 specially trained DHL employee volunteers
• Ready to be deployed within 48 hours
• Up to 5 deployments per year, free of charge

Strategic partner
Disaster Response Team Services

**Handling**
- Goods are taken off aircraft pallets
- Supplies transferred to wooden pallets
- Handling with forklifts
- Assistance with customs processes

**Warehousing**
- Sorting and stacking of goods
- Inventory management

**Loading**
- Loading of aid on to trucks or helicopters

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Deutsche Post DHL Group
# Disaster Response Team Operations

## Phase 1: Start Up
- Evaluate situation on the ground
- Find equipment
- Mobilize volunteers
- Set up operations.

## Phase 2: Routine Operations
- Daily operation
- Staff rotation
- Deal with emerging issues
- Train locals

## Phase 3: Pack Up
- Hand over operation
- Return to base.

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**Diagram:**
- Start Up: Day 3 - 8
- Routine Operations: Day 9 - 18
- Pack Up: Day 19 - 23

**Time Line:**
- 24 – 48 hours
- 24 - 48 hours

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**Decision Flowchart:**
- Yes: DRT work load
- No: DRT deployment

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**Activation:**
- **Yes**
- **No DRT deployment**

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**Additional Information:**
- Deutsche Post DHL Group
- UNDAC training, Morges, July 2017
Tribhuvan International Airport, Kathmandu

One international airport
9 parking stands
Single runway
Difficult approach
Weather conditions
Lack of space
Lack of equipment
Remote cargo area
No surge plan
Disaster Response Team in Nepal, 2015

Qatar cargo dumped on ramp
Local equipment is often not capable of handling increased volumes.
Airports

- They are multi-agency organisations, not like companies
- Coping with a surge needs planning, starting with ATC
- Handling equipment (and operators) are vital nowadays
- Good information and communication make the difference
- Access harder as security increased
- A well functioning airport reduces costs for NGOs, Agencies
DRT Deployments

Worldwide DRT footprint

- 37 DRT deployments to 21 countries
- ~60,000 tons of relief goods handled
GoHelp – Disaster Preparedness

Get Airports Ready for Disaster (GARD) is a workshop program for disaster prone airports

Mission:
- Preparedness workshop to increase the capacity of airports after a natural disaster

Unique feature:
- Worldwide team of DHL Aviation experts train local airport employees and representatives of disaster management authorities
- 3-4 GARD workshops per year, free of charge
GARD Country Overview

Worldwide GARD footprint

- 40 airports assessed through GARD
- More than 800 participants trained
The World’s Most Unique Cargo Airline Group?

Volga-Dnepr International cargo airline group (<30 years)
Worldwide scheduled & charter operations
275 cargo flights every week
A history of responding to natural disaster and crisis emergencies
Our new partner UK airline, CargoLogicAir
A History of Reacting…….

Humanitarian Missions
Volga-Dnepr has Supported

2005 – Earthquake in Kashmir, Pakistan
2007 – Hurricane Dean, Coast of Mexico
2008 – Chaiten Volcano Eruption in Chile
2009 – Earthquake and Tsunami in Samoa
2010 – Oil Spill in the Gulf of Mexico
2010 – Flood in Pakistan
2010 – Earthquake in Turkey
2013 – Typhoon Haiyan, Philippines
2014 – Spread of Ebola in W. Africa
2015 – Hurricane in Vanuatu
2015 – Earthquake in Nepal
2017 – Hurricane Irma, USA
But we should aim to engage proactively!

How do we Build a culture of Preparedness & Dialogue beyond where our aircraft can fly / are based?

- Innovations
- Creation of joint-value
- Dialogue during “peacetime”
- Partnerships?
Innovation 1. Mobile Handling Capacity

Natural disasters do not always strike in proximity to major airports.

The Air Freight industry works on economy of scale (generally) - the larger the aircraft, the greater the amount of cargo that can be carried and the cheaper the price per Kilogram.

Larger, more-cost efficient delivery modes are often restricted by airport restrictions (lack of/nil equipment, airfield restrictions, damaged equipment etc).

Mobile Main-Deck Loader solution (in development):
Innovation 2. Mobile information at fingertips – Dedicated Solutions Platforms

Natural Disasters = Sensory overload of information !!!
Logisticians/PMs are mobile – information is also fluid & evolves
Evolution of tech & tech mobility : Mobile solutions finding / contracting ?
Live “SITREP” reports, airport info, solutions ……What Do You Need ?
Innovation 3. The Great Impossible - Sharing capacity on charter flights?

Freight Bid / E-digital co-load bid systems are commonplace in commercial sector.

How do we get over this in this sector and whose responsibility is it to effectively share air charter assets/aviation assets post-disasters?

Does the private sector take the lead?
Main Objective?

Spread the knowledge of GDP in a practical way with all present and future players in the Supply Chain, for health care products of all kinds and all types.

Who Is Involved?

- Quality Insurance
- Supply Chain Managers
- Sales Directors
- Responsible for transport & logistics
- Responsible for Metrology and Packaging
- IT Systems and Human Resources
6 FIRST TECHNICAL COMMISSIONS OF PLC

- With presence of laboratories & providers.
- Each under responsibility of one or two facilitators (national or regional) settled in major industrial production areas.
COMMISSION:
VALIDATION OF TRANSPORT PLAN

**Objectives**

- Diagnostic of internal processes of validation
- Compare control processes and audits per areas
- Exchange on integrity of datas
- Discuss GDP migration led by EMA and FDA
- Cooperate on internal communication among laboratories and healthcare authorities and transportation issues

Opened exclusively to Healthcare establishments

A meeting every quarter
Objective

COMMISSION: LOGISTIC ENGINEERING

Topics and Possible Topics

• Architecture and ergonomy of temperature controlled warehouses
• Restricted product areas DGR
• Software TMS/WMS
• Handling materials
• GDP obligations during audits of warehousing areas and staff

Exchange between logistics experts
Thanks for your future participation in TIPS 20 & 21 November 2018 in LYON!

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