



The UPS Foundation

Humanitarian Relief & Resilience and Public Health Strengthening Initiatives

2018

The UPS Foundation's approach to humanitarian relief and resilience fosters an integrated community approach to safety in the long-term.

From preparing vulnerable communities in advance of disasters to rebuilding after the fact, The UPS Foundation's Humanitarian Relief & Resilience Program helps communities impacted by global crises. The UPS Foundation, in coordination with the United Nations and other pre-eminent humanitarian agencies, invests in disaster risk reduction (DRR) and mobilizes logistics experts and UPS's global delivery network to transport urgent relief items during sudden onset disasters and complex emergencies. Our continued goals are to expand DRR planning, expedite urgent relief, and meet the long-term needs of communities impacted by global crises through our disaster response network.

The UPS Foundation also leverages UPS's health care logistics expertise to enhance public health system supply chains in developing countries. UPS Humanitarian Experts on Mission are deployed to provide innovative solutions for public health system-strengthening and last mile humanitarian logistics. The UPS Foundation invests in at-risk communities to improve health outcomes and increase access to vaccines and essential medicines in partnership with nonprofit agencies and ministries of health because we believe no community is too remote—and no situation too complex—to help.

These long-lasting partnerships with leading humanitarian organizations and ministries of health underscore The UPS Foundation's mission to build stronger, safer, more resilient and inclusive communities. From facilitating a record number of relief shipments to leading cross-sector partnerships to address global crises and improve access to life-sustaining health commodities, the UPS Humanitarian Relief & Resilience Program demonstrates our commitment of thought leadership, philanthropy, volunteerism, in-kind and technical support to advance the UN's Sustainable Development Goals to improve lives and vulnerable communities.

To bring innovation and expertise to global public health system strengthening initiatives, UPS forged powerful public-private partnerships with **Gavi, The Uganda Ministry of Health, Merck for Mothers, the Rwandan government, USAID, World Bank's Global Financing Facility, the Bill & Melinda Gates Foundation and The Task Force for Global Health.**

To address global challenges, the following organizations received grants in 2018 to strengthen community resilience through greater public-private partnerships:

- **UNICEF, World Food Programme, UNHCR, Good360, and National Voluntary Organizations Active in Disaster** received grants to improve technology and supply chain initiatives, which aim to enhance back-end processes and tracking during humanitarian relief efforts.

- **The American Red Cross, CARE, MedShare, Operation HOPE, Salvation Army, St. Bernard Project, Toolbank Disaster Services, and Fondos Unidos de Puerto Rico** continue to benefit from ongoing support for disaster relief efforts, including providing food, shelter, and other essential recovery needs.
- **The US Chamber of Commerce Foundation, Advertising Council, Safe America Foundation, UNISDR, and UNDP** received grants for ongoing emergency preparedness and disaster risk reduction training programs.
- **The Center for Disaster Philanthropy, InterAction, Georgia Tech Foundation, OCHA, and Business in the Community (BITC) Responsible Business Network** received grants to strengthen leadership and philanthropy development.

Awards and Recognition

The UPS Foundation Humanitarian Relief & Resilience Program garnered global recognition from partner organizations for a longstanding commitment to skilled volunteer engagement in disasters, working to bolster small business disaster resilience, and for disaster preparedness and community resilience programs:

 **World Food Programme** Hunger Hero Award

 **International Association for Volunteer Effort** Disaster Volunteering Program Award

 **The Safe America Foundation** World Safe Award

 **Mexico National Support Center for Disasters and Outbreaks (CENACED)** Prevention and Attention in Disasters Award

World Food Programme Hunger Hero Award



World Food Programme Executive Director, David Beasley, awarded UPS CEO, David Abney, with the Hunger Hero Award. The award recognizes The UPS Foundation Humanitarian Relief and Resilience Program support of WFP, through funding, in-kind and technical support that includes the LET disaster preparedness and response initiatives.



Public Health System Strengthening

As part of a vast network of forward-thinking public and private partners, The UPS Foundation has contributed financial support and logistics and supply chain expertise to bolster public health systems and enhance response and resilience in the face of complex health challenges. The UPS Foundation promotes access to immunization and life-saving healthcare products throughout the world through innovative delivery networks, thought leadership, and support for technological advancements that optimize end-to-end transport of medical supplies.

Last-mile Cold Chain Vaccine Delivery in Uganda

The UPS Foundation, UPS ISMEA district and Freight in Time (FIT), in collaboration with Gavi, The Vaccine Alliance; and the Uganda Ministry of Health launched an 18-month pilot project in July to ensure equitable allocation of vaccines to facilities, maintain vaccine quality during distribution, create a sustainable & timely vaccines distribution process, and implement an end-to-end visibility system. UPS authorized service agent, FIT, will operate a fleet of refrigerated delivery trucks, motorcycles, and boats that provide scheduled delivery service to health centers and uses a custom app to provide delivery confirmation information, previously unavailable in Uganda. Throughout the delivery process, wireless temperature sensors ensure safe storage and delivery of the sensitive contents. The delivery network increases vaccine coverage to communities served by 171 health facilities across Uganda.

The Rwanda Drone Delivery Network

The Rwanda Drone Delivery Network, the world's first national drone delivery network, was established in 2016 by The UPS Foundation, Zipline, the Rwanda Ministry of Health, and Gavi, The Vaccine Alliance. This year, the program expanded to serve 12 million Rwandans throughout the country. The second phase, Nest 2, which launched in Kayonza in 2018, includes delivery of more than 100 additional healthcare products. Since the program's launch in 2016, these life-saving drone deliveries have successfully transported more than 17,000 units of blood and life-saving healthcare supplies and flown a total of 500,000 kilometers. This project reflects not only the power of technological innovation, but also the proven success of a new multi-sector model for implementing vital public health infrastructure.



The UPS Foundation joins partnership with World Bank, Bill & Melinda Gates Foundation and Merck for Mothers to improve access to life-saving health commodities

In conjunction with the World Bank's Global Financing Facility (GFF), Merck for Mothers, and the Bill & Melinda Gates Foundation, The UPS Foundation announced the launch of 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 healthcare 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.

Task Force for Global Health Influenza Vaccine Program

UPS provided thought leadership and cash support to Partnership for Influenza Vaccine Introduction (PIVI), a program by the Task Force for Global Health. The mission of PIVI is to increase access to the influenza vaccine in low- and middle-income countries, which ultimately provides the programmatic infrastructure to better administer vaccines in the case of a pandemic threat. The UPS Foundation supported PIVI with a \$50,000 cash grant, which allowed more than 17,000 individuals to be vaccinated against influenza in Armenia, Mongolia and Kyrgyzstan. UPS Senior Vice President of Human Resources Teri McClure is chair of the organization's board.

Healthcare Necessities to Nigeria and Fiji

The UPS Foundation partnered with MedShare, a nonprofit that sources and sends surplus medical supplies to areas in need, to send an ocean container of donated medical supplies to both Nigeria and Fiji. The supplies went to community health centers that treat families with limited access to healthcare.

STEP Health System Strengthening Workshop

As part of an ongoing partnership with Gavi, a global health organization that increases access to immunization in developing countries, UPS facilitated a Strategic Training Executive Program (STEP) workshop in Nigeria. STEP is a continuous learning project that provides tailored, needs-based training focusing on strengthening supply chain management, project management, communication and problem solving skills of public health officials. Participants in this workshop were Ministers of Health selected by the African Resource Center and Healthcare Leadership Alliance, and came from across the African continent.



Preparedness, Capacity Building, and Innovation

In 2018, UPS provided loaned managers, technical assistance, and global thought leadership to expand the capacity of our relief partners, enabling them to better respond to humanitarian crises and operate with less business disruption.

Saglam Kobi Disaster Risk Reduction tools accessed by 90,000 businesses in Turkey

Launched in 2013 in the aftermath of the eastern Turkey Van earthquakes, which caused billions in economic losses, in collaboration with the US Chamber foundation, the World Economic Forum and CSR Turkey, the program celebrated its five-year anniversary in 2018. This public-private partnership bolsters disaster preparedness of 90,000 small and medium size businesses through workshops and a suite of online tools designed to assess risks and take basic steps toward improved resilience.

Resilience in a Box

The UPS Foundation expanded access to Saglam Kobi tools by creating the Resilience in a Box Toolkit, which includes 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. The compilation helps businesses be better prepared and

more resilient in cases of humanitarian crisis. Resilience in a Box is available in French, Spanish and English, and the tools are applicable for global use while also easily adaptable for country-specific adjustments to increase relevance to national and local economies.

Connecting Business Initiative (CBI)

The UPS Foundation supported Connecting Business Initiative (CBI), which mobilizes and connects international organizations, governments, civil society and the private sector to strengthen small business capacity in disaster risk reduction, emergency preparedness, response and recovery.

Community Pandemic Preparedness Program

The UPS Foundation 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 neighboring Democratic Republic of the Congo. Our support enabled the Uganda Red Cross to do outreach to 5,000 small businesses, conduct over 30 disaster resilience workshops and provide tools for small businesses to improve disaster risk reduction planning and resilience to crises. The UPS Foundation also funded the development of the Atlas: Ready for Business app, a tool to enhance small business preparedness and disaster risk reduction, which is available in 16 languages and helped over 100 businesses to build a disaster plan in 2018.

St. Bernard Project

St. Bernard Project (SBP), headquartered in New Orleans, was born out of frustration with the inefficient and slow rebuilding process after Katrina, and inspiration from the determination of residents to recover from the storm. Today, the nonprofit leverages private-sector and volunteer partners to see communities through to recovery years after disasters. In 2018, The UPS Foundation supported SBP with cash grants and in-kind transportation, allowing the organization to continue to restore disaster-stricken areas, making them more resilient to disaster, and improving the lives of over 1,400 people who are recovering from disaster.

In 2018, The UPS Foundation supported SBP with:

- **\$250,000 in cash grants:**
 - » **\$200,000** toward support of the SBP Disaster Recovery Lab, which implements disaster recovery best practices to areas hit by disaster, training rebuilding organizations in local communities in SBP's post-disaster recovery model.
 - » **\$25,000** toward immediate Hurricane Florence relief
 - » **\$25,000** toward immediate Hurricane Michael relief

In-kind transport of long-term recovery materials for:

Katrina: UPS delivered prefabricated wall panels for those whose homes were destroyed by Katrina. SBP's unique opportunity housing initiative locates lots made vacant by Katrina damage and constructs homes for first-time home buyers.

Harvey: To improve the rebuilding process for Harvey survivors in Louisiana, SBP delivered prefabricated housing materials, disaster preparedness backpacks, and welcome home baskets for those returning to their homes after the storm.

Maria: For Maria survivors in Puerto Rico, UPS support of SBP facilitated the move of backpacks filled with survival materials and another shipment with donated power tools to support rebuilding.



Mexico's National Center to Support Epidemiological Contingencies and Disasters (CENACED)

In addition, The UPS Foundation collaborated with Mexico's National Center to Support Epidemiological Contingencies and Disasters (CENACED) to develop workshops in Mexico City oriented toward micro, small, and medium enterprises. The workshops equip businesses to be better prepared to face disaster situations and allow them to manage and reestablish operations with less impact. The UPS Foundation also made investments to expand Business Disaster Resilience support in Vietnam and the Philippines.

World Food Programme Workshop

The UPS Foundation organized a workshop in Cologne, Germany, for 16 World Food Programme (WFP) executives. The workshop, which focused on WFP Non-Food Items (NFI), convened to address the challenge of not having a unified, end-to-end NFI Management IT system.

Pakistan Supply Chain Workshops

The UPS Foundation facilitated supply chain workshops in Pakistan with multi-sector partners, providing logistics consultation to support the government's effort to transition the management of the Pakistan vaccines program from the federal level to a state-run program.

UNICEF Visibility of Vaccines Program (ViVa)

Funding from The UPS Foundation allowed ViVa to update their existing online database platform, retrain users from 27 countries and transition to the new platform, which provides not only more specific information about the stock status of each vaccine, but also clear recommendations for the cold chain store manager. UPS is also funding development of a vaccine stock management tool that provides dashboard views of vaccine inventory levels and projects low stock levels. The support also allowed the platform to be modified, streamlining and improving user experience.

"ViVa is definitely very helpful, it supports us to know about stock management, and informs us when we will receive the shipment."

— Cold Chain Officer, UNICEF Afghanistan

UNHCR Training Workshops

Emergency Preparedness Supply Training: The UPS Foundation provided funding for a UNHCR Emergency Preparedness Supply Training workshop, further leveraging its resources and expertise in supply chain management. Attendees had a wide range of valuable perspectives from the humanitarian, private, and government sectors, sharing best practices and information about emergency operations.

Safe Road Use: The UPS Foundation allocated funding for UNHCR Safe Road Use (SRU) workshops, which trained 607



field employees in nine workshops. UPS Director of Human Resources for ISMEA, Paul Mooney, provided shared insight from UPS regarding best road safety practices, improving UNHCR's strategic approach to road safety.

"The management session changed my attitude toward road use in a way that I feel responsible to start creating a road safety culture in my organization."

— SRU Workshop Participant, 2018

Global Fleet Management: The UPS Foundation provided a cash grant and loaned expertise to facilitate capacity-building workshops to improve efficiency and management of UNHCR's global fleet of vehicles. The workshops, a joint effort with UNHCR partner Fleet Forum, strengthen UNHCR's capacity to manage its fleet and its ability to quickly deliver life-saving assistance.

"The training is very important for the understanding of innovation and the rationalization of UNHCR fleet management."

— Global Fleet Management Workshop Participant




Optimus

UPS supported the implementation of Optimus, a supply chain optimization tool, for World Food Programme (WFP). Optimus uses data science to hone WFP operations by optimizing food basket composition, transport method, and sourcing and delivery of contents, and by analyzing logistical constraints. To ensure a smooth implementation of Optimus, Expert on Mission Jim Janetzko leveraged UPS expertise in onboarding new tools and systems, including the training of staff. The results overwhelmingly support the powerful impact of data science and supply chain management on WFP's complex, global operations. Optimus has been rolled out to three WFP operations, and due to its success will see a global rollout projected over 2019-2020.

3 operations are currently using Optimus:

- **Syria** – increasing beneficiaries from 3.2M to 5M without increasing operational cost; 3.5M current beneficiaries
- **Ethiopia** – saving \$4M/month; 3.2M current beneficiaries
- **South Sudan** – projected to save \$25M/year; 3M current beneficiaries

 **Award from Dutch Coalition for Humanitarian Innovation**
Best Humanitarian Innovation



Nonprofit Inventory Tracking Expertise

The UPS Foundation provided support in the form of cash grants and technical expertise for the development and maintenance of crucial inventory tracking systems for **Save the Children, CARE, and the Baton Rouge Food Bank**. This technology, used to track and manage inventory levels of commodities and donations, ensures that these nonprofits operate more effectively and can help more people in need than ever before.

USAID

The UPS Foundation collaborated with USAID by identifying countries where UPS and USAID country managers can enhance public health delivery systems and disaster response. The UPS Foundation's loaned support will connect officials and private sector points of contact from the identified prospective countries, furthering USAID's mission and work.

UNISDR

The UPS Foundation has contributed to the construction and maintenance of the PreventionWeb website since 2015. PreventionWeb is a collaborative online platform where experts in the field of disaster risk reduction can collaboratively share knowledge and best practices, improving disaster resilience across the world at the local, national, and regional levels.

The UPS Humanitarian Experts on Mission Program

This 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.

Ruby Headley, of UPS Customer Solutions, worked with UNHCR to monitor end-to-end delivery of relief supplies, provide support for global freight agreements, and establish a performance management system for UNHCR forwarders to optimize transport logistics.

Jim Coughlan 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 worked with the World Food Programme (WFP) to support 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.

Kevin Etter helped to conduct a Strategic Training Executive Program (STEP) train-the-trainer workshop in Nigeria. Kevin, a UPS Solutions Manager, has worked alongside Gavi since 2014 to continuously improve and facilitate the training program, teaching Ministers of Health and public health officials. Since inception of STEP over 250 delegates from 17 countries have participated in the STEP training journey.



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.

- UPS Foundation President and UPS Chief Diversity & Inclusion Officer Eduardo Martinez and World Food Programme (WFP) Executive Director David Beasley participated in a live Devex event to discuss the connections between global hunger and global conflict.
- UPS was represented at the InterAction Forum in Washington, D.C., with UPS Foundation President Eduardo Martinez speaking on a panel about UPS's role in the evolving practices of cross-sector humanitarian collaboration, and Joe Ruiz, Director of Humanitarian Relief and Resilience Program, hosting the Forum's CEO Round Table. Both events highlighted how UPS's innovative business and philanthropic strategies and unique private-public partnerships promote cutting edge solutions to global challenges.
- At Gavi's Mid-Term Review meeting in Abu Dhabi, Eduardo Martinez participated in a panel with private and public sector partners to discuss pioneering cross-sector solutions in vaccine delivery.

Disaster Response and Recovery

In-kind support

In 2018, The UPS Foundation facilitated 623 humanitarian shipments, delivering relief to 71 countries impacted by natural disasters and complex 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 record-breaking storms around the world, the Humanitarian Relief & Resilience Program ensured that recovering communities were left stronger and more resilient than they were before disaster struck.

2018 Hurricane Season

After Hurricanes Florence and Michael consecutively struck communities across the U.S. this fall, UPS pledged more than \$2 million in cash and in-kind shipping for humanitarian response partners, additionally supporting long-term needs from repairing and rebuilding homes to financial recovery assistance. UPS facilitated funding and more than 200 shipments of relief supplies on behalf of partners such as the American Red Cross, CARE, CDC, Good360, FEMA, National Voluntary Organizations Active in Disaster, Reach Out America, Saint Bernard Project, U.S. Fund for UNICEF, the Salvation Army, ToolBank Disaster Services, and the Center for Disaster Philanthropy.

Hurricane Florence's powerful storm surge in September yielded over 35 inches of rain onto the eastern United States, eventually inflicting an estimated \$13 billion in damage from flooding and claiming 53 lives.

The UPS Foundation responded promptly, committing a \$1 million pledge for post-hurricane relief support. The Humanitarian Relief and Resilience Program worked with partners on the ground to coordinate 142 shipments of vital relief supplies, including water, cleaning supplies, tools, hygiene kits, paper products, school items, diapers, baby formula, and cots. Two loaned experts, Jim Coughlan and Keith Bauer, supported relief coordination with the FEMA Command Center and the Red Cross, respectively.

Just a few short weeks later, the southeastern U.S. was hit by Hurricane Michael, a high-end category 4 storm that was the strongest to hit mainland U.S. in 50 years. In response to Michael's catastrophic damage, The UPS Foundation



HP Mobile Trailer

In response to issues with power and connectivity after Hurricanes Florence and Michael, The UPS Foundation and Hewlett-Packard (HP, Inc.) collaborated to deploy the HP Mobile Trailer to the affected communities. Pulled by UPS Autogistics, the trailer was first deployed to Bucksport, SC after Florence, and later to Chattahoochee, FL after Michael. The HP Mobile Trailer provided digital and electronic solutions for disaster workers and survivors in these areas. The trailer's services include: device charging stations, internet access, computers, printers, and on-site technical assistance, allowing communities across both states to connect with loved ones and handle the administrative needs of rebuilding.



The UPS Foundation and Good 360

The UPS Foundation partners with disaster relief organization Good360, whose mission is to source and deliver unused surplus goods to individuals who have been impacted by disaster. The UPS Foundation supports Good360 through cash grants, logistics expertise, and thought leadership to support preparedness before disasters take place and improve response during the immediate aftermath and long-term recovery. In 2018, UPS in-kind shipping support meant Good360 was able to deliver 100 shipments of relief and recovery goods to disaster-impacted areas in the United States. UPS support also provided thought leadership and collaborative knowledge sharing around the education of thoughtful giving, the usage of data science to most effectively respond to disasters, and enhancement of the nonprofit's technology to optimize disaster response.

With the UPS cash grant dedicated towards product distribution, Good360 moved over \$6.3 million worth of product to 20 disasters around the world.



The in-kind transportation UPS provides to Good360 doesn't just move product donations from point A to point B, it brings help, hope, and a new start to the thousands of people impacted by disaster each year. In this photo, two reservation residents are able to rebuild their homes and lives through a donation of building supplies and tools delivered by UPS.

mobilized its network of relief and recovery partner agencies, committing funding, in-kind and technical support to immediate recovery in the affected communities.

The UPS Foundation announced support in the form of cash grants, in-kind shipping, and technical expertise and over the next several weeks delivered 59 truckloads of relief items to Florida and Georgia communities impacted by the storm. The disaster response support included everything from immediate essential relief items like food and water to long-term recovery materials like cleaning supplies and tools. On the ground, UPS and Coyote Logistics contributed skilled volunteer support at the Red Cross Operations Center in Tallahassee, Florida, a central hub of Michael relief and recovery coordination.

Weeks after Michael, many in the affected areas still did not have power. UPS collaborated with Tesla and the American Logistics Aid Network to transport Tesla Powerwalls, rechargeable, industrial-strength battery storage units, to power The American Red Cross and a healthcare facility in Panama City, providing a reliable energy source for more than 1,000 hurricane survivors.

The UPS Foundation also allowed employees to donate directly to the United Way Hurricane Fund, as part of the 2018 United Way Employee Giving Campaign. UPS employees donated \$130,000 to support Michael and Florence relief.

Disaster Response in U.S.

American Samoa: Tropical Cyclone Gita struck in early 2018, slamming the South Pacific with torrential rain and damaging winds. The storm was preceded by heavy rains, which caused floods and landslides on the islands of American Samoa. Gita knocked out 90% of the power on

the largest island, Tutuila, and high winds across the islands destroyed homes and structures. The UPS Foundation provided shipping for relief items that helped support the continued recovery needs of thousands of American Samoans affected by Gita. These shipments included propane tanks to fuel cooking stoves, tarps, coolers, plastic storage bins, mosquito nets, batteries, and hygiene kits.

Blackfeet Reservation, Montana: Record blizzards ravaged the Blackfeet Reservation in Montana this February, pouring down six feet of snow over the span of a month and leading to severe flooding once the warmer spring temperatures hit. The UPS Foundation, alongside Partnership with Native Americans, shipped relief goods including food and water, hygiene and personal care goods, and blankets to families and homebound elders. In September, in response to the reservation's contaminated water that resulted from the severe storms, UPS delivered a shipment of 29,000 bottles of water.



California Fires: This year's fires in California were the deadliest and most destructive in state history. The state experienced severe fires in the end of 2017 through early 2018. In the summer, the Mendocino and Carr fires ravaged northern California. And in just three weeks during November, the Camp Fire in northern California and the Woolsey Fire in and around Los Angeles burned more than 250,000 acres and destroyed around 20,000 homes and buildings.

Throughout the year, The UPS Foundation responded by supporting disaster relief funds and providing in-kind shipping for 40 shipments of relief and recovery items. On behalf of partners Reach Out America, American Logistics Aid Network, Good360, Technology Disaster Resource Center, and The Salvation Army, The UPS Foundation sent: two truckloads of water for fire survivors and responders, 24 pallets of food, cleaning, and hygiene supplies, clothing, blankets, towels, household items, school supplies, diapers, food and mattresses, and two shipments of technology and communication materials. We provided an additional shipment of 4,000 socks to a preschool in the area, where the majority of the students were evacuated from their homes and left without many of their belongings. Disaster relief and long-term recovery efforts for the fires in California are still underway as these communities recover and rebuild.

The UPS Foundation's \$400,000 contribution to the American Red Cross Annual Disaster Giving Fund allowed the organization to open shelters immediately after the fires and serve the individuals left homeless across the state.

In further programmatic support, The UPS Foundation began hosting a disaster donation management system used during the Camp Fire in Butte County, California. This system connects donors to relief and response organizations on the ground that are seeking donated items. Once a successful match is made, UPS assists in the shipping costs. NVOAD (National Volunteer Organization Active in Disaster) hopes to continue to expand the system for use after future disasters in 2019.

Midwest floods and tornadoes: This year, the Midwest experienced what was termed a "500-year flood," which was joined by severe tornadoes in Michigan, deluging several states and causing \$50 million in damage. With The Salvation Army, The UPS Foundation coordinated shipments of comfort kits for 19,200 flood and storm survivors in Indiana, Wisconsin, Missouri and Michigan.

Hawaii: A variety of catastrophic disasters in Hawaii this year rendered individuals homeless and with a long road to recovery. Kauai was hit with record rainfall in early April, with significant flooding and landslides that destroyed dozens of homes. With Rotary Club of Kappa Foundation, The UPS Foundation provided in-kind shipping for 20 temporary shelter tents for those who were displaced by the landslides.



The Logistics Emergency Teams (LET)

The Logistics Emergency Teams (LET) is a unique private partnership facilitated by the World Economic Forum, comprising the four largest global logistics and transportation companies: Agility, Maersk, UPS, and DP World. Together, these four transportation companies work with the Global Logistics Cluster, led by the World Food Programme, to identify crucial logistical gaps following disasters and provide pro bono support for the humanitarian sector, from building capacity in vulnerable locations to responding after large-scale natural disasters. The result is efficient, effective efforts to relieve global crises. In its 13 years of action, the LET has responded to 20 major humanitarian emergencies around the world. Here's how UPS helped in 2018:

Bangladesh: As humanitarian partners dealt with endemic congestion issues and faced difficulty transporting much-needed relief items to Rohingya refugee camps, UPS provided information status updates of port congestion and hub delivery availability, which allowed the Cluster to more efficiently manage incoming relief supplies.

Indonesia: The UPS Foundation responded to two disasters in Indonesia alongside the LET. After September's Sulawesi tsunami, UPS worked with local partners to transport relief shipments into affected areas. The LET arranged the availability of five trucks to transport relief goods. By chance, a planned LET training workshop was taking place in Indonesia at the same time, allowing the LET to set up an immediate response plan in a real-world disaster scenario.

The UPS Foundation was additionally part of a swift and vast disaster response to the late December Sunda Strait tsunami. UPS dispatched 4 trucks to the tsunami-affected area; 3 trucks to the nearby island of Java; and 1 truck to nearby Sumatra Island. The trucks were part of a broad coordination by UPS with an onsite trucking vendor, which included sourcing local drivers to deliver high-need relief supplies to the impacted areas. UPS Indonesia Manager Fransisco Dirgaputra, coordinator for the LET, supported logistics coordination for both Indonesian disasters.

Yemen: The UPS Foundation provided three refrigerated containers to store food and medicine in response to ongoing conflict in Yemen.



During summer, Hawaii saw destruction with the Kilauea Volcano eruption, which destroyed more than 87 houses on the Big Island of Hawaii. With Good360, The UPS Foundation shipped 20 temporary shelter tents for the individuals who were displaced.

In late August, Tropical Storm Lane brought 51 inches of rainfall to the Hawaiian Islands, causing residents to be displaced by floods and landslides. Houses and structures were damaged, with waist-high water inside homes leaving severe water damage and molding. The UPS Foundation, along with Good360 and Rotary International, shipped personal protective equipment for relief workers and mold remediation materials to repair 200 damaged homes. An additional shipment for The Salvation Army contained a Polaris All-Terrain Vehicle to facilitate distribution of relief supplies to Lane survivors.

In September, Tropical Storm Olivia struck the islands. In response, The UPS Foundation shipped hygiene kits for 4,800 Hawaiians on behalf of The Salvation Army.

Saipan, Mariana Islands: After Super Typhoon Yutu struck Saipan, Mariana Islands, in late October, The UPS Foundation provided in-kind support for the delivery of basic relief necessities to the islands. The delivery was made on behalf of The Salvation Army and contained 80,000 ready to eat meals. The shipment was part of a rapid response to the storm, which struck the Northern Mariana Islands with 175 mph winds, leaving the islands entirely without power.

Disaster Response Abroad

Indonesia: After a destructive earthquake and subsequent tsunami struck the Indonesian island of Sulawesi in September, The UPS Foundation made funding, technical and in-kind support available for relief partners UNHCR, the International Federation of the Red Cross IFRC, and The Salvation Army. On behalf of UNHCR, The UPS Foundation provided funding to facilitate the shipment of tents and shelters to the affected area. UPS volunteers assisted the IFRC load shipping containers that transported blankets, tarpaulins and shelter kits for 20,000 people.

Philippines:

- **Mount Mayon's** eruption in late January forced more than 84,000 people into emergency shelters after fleeing the danger zone. The UPS Foundation coordinated response efforts with the Philippines Disaster Resilience Foundation and provided shipping of food packs, rice, hygienic kits, and drink packages to displaced families.
- **Tropical Cyclone Josie:** The UPS Foundation worked in collaboration with Philippines Disaster Resilience Foundation to respond to Tropical Cyclone Josie, which hit the Philippines Sea on July 22. The storm occurred on the heels of two other storms, resulting in major flooding and mudslides. The UPS Foundation supported the transportation of 20,000 family food packs from Manila to Pangasinan to serve the families that were displaced.

- **Super Typhoon Mangkhut (Ompong):** In September, parts of Southeast and East Asia were ravaged by historic Super Typhoon Mangkhut, which struck Hong Kong, China, and the Philippines, causing deaths, injuries and major destruction. The most severely hit was the Philippines, where subsequent landslides ravaged homes and led to deaths and catastrophic destruction. UPS was part of a quick, multi-sector response that began prior to the storm, leveraging a partnership with the Philippines Disaster Resilience Foundation (PDRF) to coordinate relief shipments via UPS employee and trained LET responder, Evelyn Abreu. In immediate response after the storm passed, UPS swiftly provided in-kind transport of relief supplies: 1,700 sacks of rice, 4,800 relief packs, 2,000 family food packs, 500 hygiene kits, 500 sleeping kits, and 500 family kits. Later shipments on behalf of the PDRF contained basic educational materials and five portable classrooms to restore educational opportunities after the disaster. Philippine officials estimated that 5.7 million people in the country were impacted by the storm.

- **Typhoon Barijat:** Striking China and the Philippines immediately preceding Super Typhoon Mangkhut, Typhoon Barijat made low-lying parts of southeastern China prone to flooding and landslides, leading to more than 12,000 people being evacuated. With Typhoon Barijat making parts of China and the Philippines more susceptible to impending damage from Mangkhut, UPS activated LET team response with the Philippines Disaster Resilience Foundation, providing logistical expertise and coordination.

Papua New Guinea: A 7.5 magnitude earthquake hit Papua New Guinea on February 26, followed by a 6.7 magnitude aftershock on March 6, with the death toll ultimately reaching 160. UPS partnered with MedShare and the Emergency Disaster Restoration Authority of Papua New Guinea to ship a container of donated medical supplies to the affected areas.

Ethiopia: In May, a catastrophic fire burned down an entire town in the Afar region of Ethiopia, destroying 144 houses and displacing 742 people. The UPS Foundation worked with CARE



to transport tarps from Dubai to Ethiopia, providing shelter to 144 households who were left homeless in the hot and harsh climate.

Greece: During summer, Greece suffered 14 wildfires—its worst in the past century—in just a few weeks. In response, The UPS Foundation provided emergency grant funding to the Hellenic Red Cross to assist response efforts, supporting the search for missing people and the availability of first aid, relief supplies, and psychosocial support for survivors.

India: In August, the southern India state of Kerala experienced its worst monsoon flooding in a century, displacing more than 1 million people. In response to the floods and landslides, The UPS Foundation immediately worked with partners to deliver emergency response shipments and services to victims. The UPS Foundation allocated funding to CARE India and World Vision India to provide food and hygiene kits for victims and provided in-kind transportation of lifesaving commodities for the afflicted area. With MedShare, The UPS Foundation facilitated an additional shipment of donated medical supplies to the area impacted by the floods.

Ebola response in Democratic Republic of the Congo: Since the DRC outbreak of Ebola in August, The UPS Foundation worked with UNICEF to deliver WASH (water, sanitation, and hygiene) materials, psycho-social kits, and personal protection equipment to aid health workers responding to the Ebola outbreak in Democratic Republic of the Congo. An initial shipment contained 90 metric tons of these supplies, and served 15 sites; a second contained office equipment for health workers. In further response to the increasing threat of Ebola, The UPS Foundation transported an additional shipment in November containing 100 metric tons of emergency materials in the form of two ambulances and tarps.

The location of the outbreak is the center of ongoing conflict and as such, the delivery of medical and protection equipment is paramount to the health and safety of both community members and medical staff responding to the outbreak. The World Health Organization reports 488 deaths from this Ebola outbreak between August 1 and December 31.



Long-Term Recovery

Seeing through areas impacted by disaster to full recovery is a core mission of The UPS Foundation's Humanitarian Relief and Resilience Program. This year, as communities around the world continued to recover from disasters as far back as 2005, The UPS Foundation provided support through in-kind shipping of crucial recovery materials and items, collaborating with private and public partners to ensure access to financial and educational services, and to provide the tools and materials needed to rebuild. In 2018, The UPS Foundation facilitated over 110 shipments to support long-term disaster recovery efforts worldwide.

Hurricanes Irma & Maria: Record-breaking Hurricane Irma was followed by Maria just two weeks later, ravaging the Caribbean—particularly Puerto Rico and the U.S. Virgin Islands. The now-available death toll indicates that Maria alone took approximately 3,000 lives just in Puerto Rico, and power grids throughout the Caribbean remained unrestored through mid-2018. To support Maria and Irma recovery throughout the year, The UPS Foundation facilitated 43 shipments to Puerto Rico and the U.S. Virgin Islands through 13 disaster recovery partner organizations.

In light of the complex infrastructural damage that the hurricanes inflicted, The UPS Foundation also provided in-kind and logistical support for the delivery of 53 relief shipments on behalf of UNICEF. The shipments, which were delivered by UPS to island ports and transported to their final destinations, contained hygiene and cleaning kits for hurricane recovery and rebuilding. UPS Foundation support meant Irma and Maria survivors received vital relief items when they needed them.

Additional support for Maria recovery in Puerto Rico included a \$100,000 grant from The UPS Foundation for Fondos Unidos de Puerto Rico, which underwent significant losses to its annual fundraising campaign after Hurricane Maria.

Haiti: 2016's Hurricane Matthew killed more than 580 people and left 35,000 displaced. To support continued recovery efforts in 2018, The UPS Foundation provided in-kind shipping for 66 boxes of clothing and educational & medical supplies, as the country continues to lack access to basic items like these as a continued effect of disasters. An additional shipment on behalf of MedShare delivered medical supplies and equipment to help 7,000 people, in particular to serve the precarious needs of pre- and post-natal care.

Hurricane Harvey: The second-costliest natural disaster to hit mainland U.S. since 1900, Hurricane Harvey left a swath of damage in 2017, and recovery is still underway in many Louisiana and Texas communities. To support recovery, The UPS Foundation worked with nonprofit partners Good360, SBP, and ToolBank to support more than 7,000 people who were impacted by Harvey. The UPS Foundation supported rebuilding efforts, shipping construction and building materials, furniture, generators, and school supplies.



Hurricane Katrina: More than 13 years after Hurricane Katrina, recovery is still underway. To support the rebuilding of homes in New Orleans, The UPS Foundation collaborated with St. Bernard Project to deliver prefabricated wall panels for those whose homes were destroyed by Katrina.

Hurricane Matthew: Matthew's strongest damage in the Carolinas was due to severe flooding that affected more than 100,000 structures and caused widespread power outages. The UPS Foundation worked with Good360 to ship household items and paint to support the rebuilding of more than 2000 homes in North Carolina.

Louisiana Floods: Due to the severity of the 2016 Louisiana floods, which damaged an estimated 146,000 homes and displaced more than 11,000 people, 2018 marked the stage of recovery when the individuals impacted were able to furnish repaired homes. With Good360, The UPS Foundation has responded to the needs of nearly 900 of these individuals, providing in-kind shipping of household goods like mattresses, linens, and furniture.

Global Refugee Crisis

In 2018 alone, the UPS Foundation contributed more than \$2.5 million in cash and in-kind support for refugees, facilitating more than 106 shipments of vital relief supplies valued at \$23 million on behalf of UNHCR, WFP, CARE, UNICEF, MedShare International, The Salvation Army, and the Global Humanitarian Lab (GHL).

Bangladesh: Bangladesh continues to experience an influx of Rohingya refugees fleeing persecution and violence in Myanmar. UPS transported 100 metric tons of shelter supplies from Dubai to Bangladesh to support refugees in preparation for the monsoon season. To further support, UPS partnered with The Salvation Army to install solar-powered LED lighting in the temporary housing for 2,800 refugees.

Democratic Republic of the Congo: UPS facilitated the shipment of 91 metric tons of food to refugees in the Democratic Republic of the Congo, where extreme food

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 education programs to support 16,000 Somali refugee girls in Ethiopia
- Support to International Rescue Committee's Career Development Program to provide 30 refugee youths with educational opportunities
- Support to Refugees International to bolster fundraising initiatives
- Providing funding for Kentucky Refugee Family Center's workforce development program, promoting women's social literacy and children's social and educational enrichment; and programmatic support for the Rise UP College Readiness Program
- Programmatic support for Crossroads Global Village's "Day in the Life of a Refugee," a simulation experience to deepen people's understanding of global issues

insecurity has forced many to flee their homes in search of food, leaving everything behind. This shipment supplemented the diet of 60,000 people. A second shipment was facilitated on behalf of World Food Programme containing 25 metric tons of high energy biscuits and office equipment.

Ethiopia: To feed more than 42,000 children and women who are pregnant or nursing, UPS supported World Food Programme's shipment of 30 metric tons of high energy biscuits to Ethiopia, where ongoing conflict has resulted in food scarcity and a displaced population that includes 100,000 children. A shipment of 23 ocean containers was provided on behalf of UNHCR that contained basic needs items including blankets, buckets, mosquito nets, plastic sheeting, and cans for water storage. The shipment served an additional 37,500 refugees.



Mali: The UPS Foundation provided in-kind shipping of 250 tons of Ready to Use Therapeutic Food (RUTF) to respond to widespread severe malnutrition in the country. The shipment provided life-saving treatment to 18,696 children suffering from severe acute malnutrition.

South Sudan: UPS transported WASH (Water, Sanitation, and Hygiene) supplies to refugee camps in Sudan for CARE. The shipment included a surface water treatment system, water treatment tabs, and bladders of water to help prevent outbreak of water-borne diseases like cholera. These items helped support South Sudanese refugees and community members who lack water storage containers. For World Food Programme, UPS provided shipping of 21 metric tons of high energy biscuits to further support refugee health.

In an additional shipment, UPS provided in-kind delivery of materials to build 700 latrines, to be used by 35,000 internal displaced individuals in 15 locations across the region. The delivery was part of a coordination by UNICEF ahead of the annual rainy season and expected resulting flooding, which threatens the sanitation of an area that already lacks adequate sanitation infrastructure. The added sanitation from the latrines will be of crucial use as the threat from Ebola increases.

Venezuela: The UPS Foundation worked with The Salvation Army and the United Nations to implement a training program for children entering Brazil as refugees from Venezuela. The program, called Claves, educates children on how to report incidences of sexual abuse, an unfortunate problem that regularly affects women and children who are refugees. With this programmatic support, The Salvation Army also provided home goods like mattresses, pillows, and sheets. UPS also provided in-kind transport for a shipment on behalf of World Food Programme, which contained food items for Venezuelan refugees in Colombia. The UPS Foundation also worked with faith-based organizations in the U.S. to ship basic need packages to three cities in Venezuela. Caracas, Barquisimeto and Puerto Ordaz received much-needed staple food, baby supplies and hygiene items that provided for over 600 people.

Yemen: In response to growing numbers of refugees impacted by the conflict in Yemen, The UPS Foundation provided in-kind support for the delivery of a 25-ton shipment of Cholera Prevention Kits to nearby Djibouti; an additional shipment for CARE containing WASH (Water, Sanitation, and Hygiene) materials was shipped.

Zambia: UPS also transported WASH (Water, Sanitation, and Hygiene) supplies to refugee camps in Zambia after an emergency health situation at a Zambian camp hosting refugees from Democratic Republic of the Congo. UPS additionally shipped one flight of Compact Food for emergency use, followed by sea containers with enough food to feed more than 14,000 refugees for one month.

Leadership Support

The UPS Foundation recognizes the crucial role skilled leadership plays in creating strong and resilient communities, which is why UPS leaders serve on the boards of preeminent global disaster risk reduction, preparedness and recovery organizations. By harnessing company expertise, these individuals contribute to organizational capacity building, bolstering worldwide response and preparedness to humanitarian crises.

American Red Cross and Good 360

Matt Connelly, Vice President, Transportation Services

CARE

George Willis, President, US Operation

Center for Disaster Philanthropy and The Salvation Army

Joe Ruiz, Director, The Humanitarian Relief and Resilience Program

IAVE & LET Steering Committee

Eduardo Martinez, President, The UPS Foundation & Chief Diversity and Inclusion Officer, UPS

Operation HOPE

Stefan Wilson, President, Global Human Resources Services

SBP

Derrick Johnson, President, South Atlantic District

Task Force for Global Health

Teri McClure, Senior Vice President, Global Human Resources, Labor Relations, and Employee Communications

UNHCR

Laura Lane, President, Global Public Affairs

UNICEF USA

Jim Barber, Chief Operating Officer

US Chamber Foundation

Geoff Bastow, President, Global Customer Solutions and Global Sales Operations & Strategy

World Food Program USA

Larry Darrow, President, Global Business Services (GBS)



Numbers at a Glance

623
in-kind shipments



for **29 disasters**
across **71 countries**

\$5.8 million

provided in in-kind and
technical support



\$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

Global Refugee Crisis:



106 shipments



In-kind support:
\$1.7 million



Grant dollars:
\$811,200

Total Refugee Support: **\$2.5+ million**

Skilled Volunteers:



\$2.3 million
for skilled volunteer initiatives



4 skilled volunteers
deployed for U.S. disasters



3 skilled volunteers deployed
for international disasters



4 Experts on Mission

provided support to international
humanitarian organizations to optimize
supply chains and build capacity

Medical Drone Network

Since October 2016 Launch:



9,186 deliveries



17,094
units of blood



2,990
life critical deliveries



44 unique
items delivered

In 2018:



5,328 deliveries



10,473
units of blood



1,967
emergency deliveries



35 local jobs

