

GOHELP

DHL
Group



GoHelp

Disaster Preparedness and Response



GoHelp program

The GoHelp program, a strategic disaster management partnership with the United Nations (UN) since 2005, has made DHL Group an important player in the worldwide humanitarian community.

The Group assists global relief efforts with skilled and efficient disaster management support through:

- ✓ Leveraging our airport and warehouse logistics expertise
- ✓ Our global network and local presence in nearly every country around the world
- ✓ Employees' dedication to volunteer their time and logistics know-how



When natural disasters strike, the foremost priority remains the timely delivery of humanitarian aid. However, airports closest to affected areas often become critical bottlenecks due to the sudden influx of relief goods and emergency personnel.

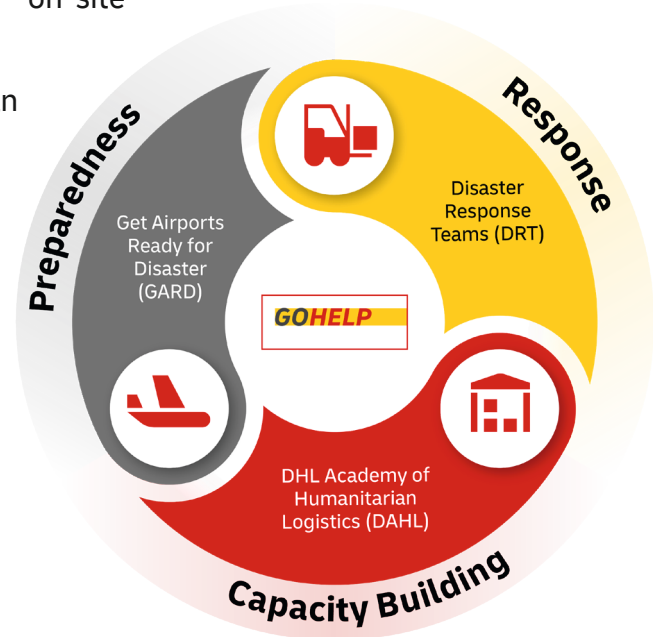
With a global reach and local presence in nearly every country, we provide professional logistics expertise, airport knowledge and a strong operational network to help overcome language, cultural and supply chain barriers. We also source and mobilize essential material handling equipment such as forklifts, pallets and hydraulic jacks. Our assistance is provided completely free of charge.

Our GoHelp program today spans preparedness, response and capacity building. The Get Airports Ready for Disaster (GARD) initiative strengthens airport preparedness for large-scale emergencies. In the immediate aftermath of disasters, our Disaster Response Teams (DRT) deploy trained employee volunteers to deliver on-site logistics support at affected airports.

Through the DHL Academy of Humanitarian Logistics (DAHL), we further equip humanitarian organizations with practical, expert-led training to enhance long-term logistics capability and resilience.

As the world's leading logistics company,
it is our mission

**to connect people
and improve their
lives.**



DRT

Disaster Response Team

- ✓ On the ground and operational at an affected airport/warehouse within 72 hours
- ✓ Handle essential disaster logistics in the aftermath of a natural disaster
- ✓ Work alongside government staff, NGOs and UN agencies to manage the sudden influx of incoming relief goods and personnel
- ✓ Keep the airport runways, cargo and parking areas functional so that an affected airport remains open to continue to receive international aid

6 regional relief hubs stationed in Bonn, Brussels, Dubai, Johannesburg, Panama, Singapore

80% of the world's disaster hot-spots covered

1,000+ specially trained DRT members



Before DRT is deployed

As the international community springs into action, with aid workers and relief goods flying into nearby airports, a chaotic environment can quickly develop. Due to limited storage capacity, airports may be forced to close. If aircraft cannot be unloaded quickly enough, they may block — in some cases — the single runway.

1

Secure warehouse space for the proper storage of relief supplies and to maintain accurate inventory.

2

Unload air freight pallets and store relief supplies in appropriate warehouse facilities.

3

Liaise with relevant relief organizations and support the loading of supplies onto onward transportation for rapid redistribution.

4

Source manpower and operate forklifts and other handling machinery required for airport logistics.

5

Keep the airport functional by transporting incoming air freight pallets from runways to designated warehouse areas.

1

2

3

4

5



Passenger Influx

Severe Congestion

The volume of passengers may increase by up to three times.



Air Operations

Delay Takeoffs/Landings

The volume of flights to be handled increases and manpower may be reduced.

Facilities

Additional Facilities Needed at Airports



Electricity



Security



Fuel



Water and Sanitation



Mobile Communications



Relief Cargo

Delay in Delivery of Relief Supplies

The volume of supplies to be handled increases and cargo may require special handling.

GARD

Get Airports Ready for Disaster

The United Nations Development Programme (UNDP) and DHL Group jointly developed the Get Airports Ready for Disaster (GARD) program to prepare airport staff to respond effectively to logistical challenges, including the sudden influx of emergency personnel and relief goods following a disaster.

Drawing on DHL Group's core competencies in aviation and logistics, GARD workshops support airports in high-risk areas to strengthen preparedness for worst-case scenarios. Led by experienced DHL Group trainers, each workshop includes interactive group exercises, a structured airport assessment and the development of a clear action plan.

Airport managers conduct a detailed assessment of their facilities and conclude the workshop with a concrete action plan to enhance surge capacity and manage increased incoming traffic after a disaster. The host country is responsible for integrating the workshop outcomes into its national disaster preparedness framework.



GARD PLUS

GARD Plus takes place ideally within six to twelve months after the initial workshop. It was developed to reinforce the knowledge gained during the first session and, through practical simulation exercises, to assess the progress made in implementing the agreed action plan.

60+ airports around the world
have been prepared for disaster situations

1,800+ participants
have taken part in the workshop



DAHL

The DHL Academy of Humanitarian Logistics

Building logistics capacity where it's needed most

When crucial aid is needed, every minute matters. The DHL Academy of Humanitarian Logistics (DAHL) focuses on building logistics capacity where it's needed most. It's designed for those closest to the crisis, sharing real-world expertise in a way that's practical, relevant and grounded in the realities of local and regional responders.

Our tailored modules are designed to inspire learners' existing knowledge and are delivered entirely pro bono, ensuring access regardless of size, location or resources. Every session is led and facilitated by practicing DHL logisticians – giving participants access to current, real-world expertise. DAHL brings end-to-end supply chain know-how into one accessible curriculum – equipping frontline teams with the insights and tools they need to take control of the supply chain and move aid with greater speed, impact and autonomy.



Training Topics Include

- ✓ Airport & cargo handling basics
- ✓ Health & Safety
- ✓ Packing, labelling & palletisation
- ✓ Dangerous goods awareness
- ✓ Customs & clearance processes
- ✓ Warehouse management
- ✓ Operations security
- ✓ Preparedness, surge logistics and more

Who can participate?

- ✓ Local and international NGOs
- ✓ Civil protection and national authorities
- ✓ Regional humanitarian networks
- ✓ UN agencies and global relief actors

Formats

In-person & digital trainings, assessments and e-learning

15+ sessions delivered
in 5 countries in 2025*

200 DHL professional
trainers

*4.8/5 average importance rating by participants

Who are the volunteers?

DHL Group's Disaster Response Team (DRT) members, Get Airports Ready for Disaster (GARD) trainers and DAHL trainers are prepared to be ready, adaptable and efficient so that when they 'GoHelp', they truly make a difference.



Disaster Response Teams (DRT)

More than 1,000 specially trained employees volunteer as members of our Disaster Response Teams. They are experts in airport and flight operations, cargo handling, warehousing, and distribution. Through realistic simulations with partners such as the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), they gain the practical skills required to operate effectively within the humanitarian system.



GARD Trainers

GARD trainers are experienced aviation and logistics professionals employed by DHL Group. Drawing on DHL Group's core competencies in aviation and supply chain management, they have developed the workshop materials and the structured airport assessment methodology. During workshops, they share practical lessons learned from field deployments and guide participants through the airport assessment process.



DAHL Trainers

The DHL Academy of Humanitarian Logistics (DAHL) unites around 200 volunteer trainers from over 60 countries. Experts in aviation, warehousing, ports, customs, transport security, and end-to-end supply chain management, they deliver practical, scenario-based training. Their operational experience translates private-sector logistics expertise into pro bono support for humanitarian organizations worldwide.

DHL Group is the world's leading logistics company.

The Group connects people and markets and is an enabler of global trade. It aspires to be the first choice for customers, employees and investors worldwide.

The Group contributes to the world through responsible business practices, corporate citizenship and environmental activities.

DHL Group employs more than 600,000 people in over 220 countries and territories worldwide.

