

# IOM - DHL Group GoHelp

## Global Partnership Report 2025

### Scaling Humanitarian Logistics, Emergency Response, and Pathways for Migrant Inclusion

In 2025, the partnership between IOM and DHL Group GoHelp Program reached new levels of maturity and operational depth, delivering measurable impact across multiple regions and thematic areas. What began as a collaboration anchored in emergency logistics now stands as a global model for cross-sector humanitarian action – uniting DHL’s world-class logistics capabilities with IOM’s presence in crisis-affected communities worldwide.

Together, IOM and DHL supported over 65K people across Africa, the Middle East, Europe, Asia and Latin America through emergency transport, warehousing, supply chain support, capacity building, and migrant employability initiatives.

## Strategic Value of the Partnership

DHL GoHelp's collaboration with IOM continues to evolve into a flagship UN-private sector model that combines operational excellence with humanitarian mandate.

### As described in the partnership documents:

- DHL's logistics capabilities accelerate crisis response.
- IOM's global presence ensures aid reaches those most in need.
- Shared work on ethical recruitment supports more stable, safe, and fair global labour markets.
- DHL's ESG and GoGreen priorities align with IOM's governance and resilience programming.

### In 2025, this partnership:

- strengthened DHL's humanitarian leadership profile,
- enhanced supply-chain resilience in crisis settings,
- and helped IOM reduce operational costs and increase reach by tens of thousands of beneficiaries.



**65,000+ individuals reached** across Africa, Asia, Middle East, LATAM & Europe



**10+ migrants trained,** coached, or placed into employment pathways



**100+ responders trained** through DHL Academy pilots



Partnership active across **10+ countries**



**~avoided** logistics costs thanks to DHL contributions

## Humanitarian Logistics & Disaster Preparedness

In 2025, DHL's logistics support enabled IOM to deliver humanitarian aid faster, farther, and more efficiently—while strengthening preparedness systems in disaster-prone regions.

It all started with one initiative we are especially proud of back in 2024 – **Kenya** – Flood Response & Ongoing Relief: DHL provided in-kind warehouse space, labour support, and distribution capacity, allowing IOM to accelerate relief for flood-affected communities.

**Ghana** – Ubuntu Academy: Under the growing partnership on skills and reintegration, DHL supported training and early reintegration initiatives, reaching returning migrants through employability and entrepreneurship coaching.



**Kenya** FFP2 masks and NFIs moved pro bono, reducing operational costs and ensuring frontline workers' safety.



**Kenya** 1,000 water filters transported and distributed, ensuring safe drinking water for 6,000 people.

## Middle East



**Lebanon** – NFITransport: In collaboration with IOM, DHL transported essential shelter materials – including mattresses and emergency NFI kits – supporting 3,500 vulnerable households.

**Jordan** – Water Infrastructure Support: DHL provided warehousing and logistics for water pumps donated to IOM, benefiting over 20,000 people facing acute water scarcity.

## Latin America & the Caribbean



DHL supported IOM with pro bono transportation during Hurricane Melissa and staff time to prepare hurricane-season emergency kits across the **Caribbean**.



## Türkiye & Europe



DHL supported livelihood recovery efforts for earthquake-affected migrants in **Türkiye**.

In **Germany**, DHL contributed to migrant talent integration activities and community cohesion programming.

## Pakistan

DHL Pakistan colleagues in Islamabad supported in pro bono warehouse from Sep to Nov. Through this coordinated support, 266 pallets of IOM essential relief items – including shelter repair kits, hygiene and dignity kits, tarpaulins, and other non-food items – were efficiently managed at the warehouse by volunteers. More than 33K beneficiaries were supported – at least around 25 households.



# Capacity Building via the DHL Academy of Humanitarian Logistics in High-Risk Contexts

DHL Academy pilots in South Sudan and Ukraine demonstrated how corporate logistics expertise can be re-designed for humanitarian environments.

**In 2025, these pilots expanded into a more structured programs:**

**15 training sessions delivered across EU, South Sudan, Ukraine, and the Caribbean.**

More than 100 IOM humanitarian staff trained in:

- warehouse management
- supply-chain optimisation
- last-mile delivery
- crisis logistics coordination

## **Warehouse assessment – Thessaloniki Dec 2025**

2 DHL trainers and 2 facilitators assessed the 3,000 sqm IOM warehouse facility located within an exhibition center complex in Thessaloniki, Greece. The facility is currently undergoing refurbishment. The assessment focused on documenting current conditions, identifying critical gaps, and providing actionable recommendations for operational readiness



## **Impact Summary 2025**



Improved preparedness in 5+ high-risk locations.



Over 100 responders and government partners strengthened in emergency logistics.

## Contact



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