



WFP - DHL Group GoHelp

Global Partnership Report 2025

Scaling Preparedness and Response Together

Since the launch of the WFP–DHL Group GoHelp partnership in 2020, the collaboration has steadily expanded from targeted logistics support to a mature, multi-regional model enhancing preparedness and emergency response across the humanitarian system.

In 2025, the partnership strengthened regional supply-chain readiness through APAC import-procedure harmonization, advanced airport disaster preparedness with a GARD workshop in Barbados, built technical capacity by training 144 WFP staff through DHL Academy of Humanitarian Logistics (DAHL)-led modules, and delivered rapid, pro bono logistics support during Hurricane Melissa – demonstrating the partnership’s growing operational impact and strategic value.

Strategic Value of the Partnership

A High-Impact Private-Sector Collaboration for Humanitarian Supply-Chain Excellence

The WFP–DHL Group GoHelp partnership continues to evolve as a flagship model for humanitarian–private sector cooperation, driving measurable improvements in preparedness, operational efficiency, and emergency response capacity.

Core strategic value delivered through the partnership:

- Accelerated humanitarian supply chains through DHL’s technical support in customs processes, HS-code mapping, and import-bottleneck mitigation across APAC and MENA.
- Strengthened humanitarian supply chain preparedness, including airport readiness through GARD and advanced training via DAHL and IMPACCT masterclasses.
- Enhanced WFP surge capacity with pro bono logistics support, dedicated airbridges, and volunteers during major emergencies such as Hurricane Melissa.
- Improved coordination & interoperability across humanitarian actors, customs authorities, and regional partners, supporting faster and more cost-efficient response.

Overall in 2025, the partnership strengthened WFP’s ability to respond rapidly, reduced operational constraints at borders and airports, and reinforced a more resilient humanitarian logistics network worldwide.

Overall Impact 2025



100+ WFP responders trained through DHL Academy pilots



50 DHL responders volunteers dedicated to WFP projects



4,300 DHL volunteering hours contributed in 2025



Partnership active across **4 regions**

Asia-Pacific | IMPACCT Humanitarian logistics working group



From 21-22 January, 2025 WFP, through IMPACCT Working Group and the Logistics Cluster, hosted the **2nd APAC Humanitarian Logistics Working Group** in Bangkok, Thailand to address regional challenges in importing humanitarian aid.

Objective:

- Develop a **joint strategy** to remove barriers to humanitarian imports and
- Strengthen **faster, coordinated disaster response** across the APAC region

Purpose of the Session (WFP/IMPACCT-Led)

- Map import requirements for priority humanitarian items.
- Align ESUPS/STOCKHOLM lists with HS codes.
- Compile country-specific import documentation.
- Facilitate faster, simplified humanitarian import processes.



DHL Group GoHelp Role

DHL Group GoHelp regional heads APAC participated in the workshop and agreed to contribute to:

- Added **HS codes** to WFP's humanitarian commodity lists.
- Normal commercial imports
- **State-of-emergency procedures** (where established, e.g., Philippines)
- **HADR stock replenishment processes** for countries with pre-positioned warehouses (mainly ASEAN), including advocacy with

Countries in Scope (2025–2026)

- **2025:** Bangladesh, Nepal & Bhutan, Philippines (ASEAN), Sri Lanka
- **2026:** Cambodia (ASEAN), Laos (ASEAN), Timor-Leste (ASEAN – Observer), Pakistan

Middle East | IMPACCT Advance Customs Master Class - Dubai



DHL Group GoHelp Regional lead MENA delivered advanced Masterclass Workshop in collaboration with **IMPACCT (WFP)**, **Dubai Humanitarian City**, **Dubai Customs**, **HELP Logistics**, **UNCTAD** 28-30 October 2025.

30+ representatives from 20+ NGOs, and 13 countries across the Middle East, Africa, and Asia participated.

The workshop aimed strengthened expertise across the full importation lifecycle, covering:

- Compliance and customs requirements
- Operational bottleneck mitigation
- Legal responsibilities of shippers and consignees



The session received excellent feedback from all participants and the host, highlighting its key role in strengthening humanitarian logistics expertise and sector-wide collaboration.

Virginie Bohl, Coordinator of IMPACCT, highlighted the importance of the workshop, stating:

“*Importation and customs processes are among the most complex aspects of humanitarian logistics, often determining how quickly and efficiently aid reaches those in need. Through our work, we are promoting collaboration between the humanitarian community, customs authorities, and local actors. In this advanced masterclass, we equip humanitarian professionals with the tools, insights, and partnerships required to navigate today’s challenges with greater agility and impact.*”

Disaster Response Team (DRT) Deployment - Jamaica



In late October 2025, Hurricane Melissa made landfall in Jamaica as a catastrophic Category 5 storm, causing island-wide power outages, severe flooding, and extensive infrastructure damage – particularly across St Elizabeth, St James, Trelawny, Manchester, Hanover, and Westmoreland.

DHL GoHelp WFP Support in Relief

Pro Bono Logistics Contribution in Barbados, Panama & Miami to Kingstone, JM.

Dedicated Airbridge Support:

DHL provided pro bono uplift from in direct support to WFP and humanitarian partners.



16 volunteers deployed for **30 days** managing **220 tons** of aid



12,500 people received support through WFP support



Deployment from
1st Nov to 30th Nov



Disaster Response Team (DRT) Deployment - Jamaica



DHL WFP Recognition of DHL's Humanitarian Contribution

The contribution of DHL GoHelp during the Hurricane Melissa response in Jamaica was formally acknowledged by the Head of Supply Chain for WFP's Caribbean Multi-Country Office, Mr. Andrew Jackson, who stated:

“ DHL has provided instrumental support to CDEMA and WFP's logistics leadership efforts, offering both a dedicated airbridge from Barbados to Jamaica and critical in-country warehousing support. The role of the private sector is absolutely essential during emergencies, and being able to leverage DHL's assets allowed us to move at pace, reduce lead times and costs, and reach affected communities faster. DHL and WFP have a long-standing partnership, strengthened even before the hurricane season through DHL's flagship Getting Airports Ready for Disaster simulation – and it is exactly in moments like this that such preparedness pays off. This is connected, coordinated humanitarian-private sector collaboration at its best. ”

Get Airports Ready for Disasters (GARD) - Barbados



As part of the DHL GoHelp–WFP collaboration, DHL’s GARD trainers delivered a practical workshop at Grantley Adams International Airport Barbados between 10 to 12 June 2025 ,to boost airport preparedness and humanitarian cargo handling. WFP, DHL, and GARD Owners will jointly review Action Plan progress, hold regular coordination calls, and provide continued advisory support to reinforce airport disaster readiness.

Objectives:

- Conduct a comprehensive airport assessment and develop a clear Action Plan.
- Strengthen airport resilience to handle sudden surge operations during disasters.
- Upskill participants’ expertise across regional sectors, including WFP representatives.



Participants: 21

Trainers: 2



Duration: 2 days

DHL Academy of Humanitarian Logistics (DAHL)

The DHL Academy of Humanitarian Logistics (DAHL) is a global logistics capacity-building initiative within DHL Group's GoHelp program.

We equip humanitarian organizations with practical, expert-led logistics training – entirely pro bono – to help them plan smarter, act faster and reach people sooner.

DAHL pilots in South Sudan, Ukraine and Caribbean showed how corporate logistics expertise can be effectively adapted to meet the unique demands of humanitarian operations

In 2025, these pilots expanded into a more structured programme:

More than 140 WFP humanitarian staff across 8 countries trained in modules:

- Customs Rules & Regulations
- Dangerous Goods Awareness
- Health & Safety
- Packaging & Palletization
- Sustainable Logistics & Transport Decarbonization

Impact Summary 2025



96% participants found the trainings useful and recommendable.



Over **140 +** WFP Colleagues from 8 countries attended the online trainings.

Contact



Mayyada Ansari

DHL Group
Global Head of GoHelp - Disaster Preparedness & Response
mayyada.ansari@dhl.com



Natalie Emery

Logistics Cluster, World Food Programm
Projects & Outreach Officer
natalie.emery@wfp.org