HELP Logistics AG is a non-profit organisation registered in Schindellegi, Switzerland since 2014. It is a subsidiary company of the Kühne Foundation.

Eighteen dedicated full-time logistics and supply chain professionals operate from regional offices in Singapore (Asia-Pacific), Jordan (Middle East), Kenya (East & Southern Africa) and Senegal (West Africa).

Our purpose
is to shape supply chains that benefit humanity.

Our mission
is to be a catalyst for transferring supply chain and logistics knowledge that will improve the lives, opportunities and potential of people, communities and economies around the world.

Kühne Foundation
Together with his parents, Klaus-Michael Kühne established the Kühne Foundation in the year 1976. The deed of the Foundation is support for training, further education, scholarships and research in the fields of transport and logistics. It is also involved in Humanitarian Logistics and supports a project “Global Free Trade” at the University of Zurich. Furthermore, the Kühne Foundation has established a Medicine Campus in Davos, Switzerland, supporting two major research projects in the fields of allergology and cardiology, and runs the Hochgebirgsklinik. In the area of culture, the Kühne Foundation supports festivals, opera houses and concert halls in Europe.

Foreword

2020 was a truly historic year. The coronavirus pandemic took more than 1 million lives, devastated economies across the globe and upended our lives in ways that would have been unimaginable one year ago.

Over the course of the year, workers were knocked by the emotional and mental distractions caused by the pandemic, the economic crisis, rabid political divisions and the growing movement to counter systemic racism. Despite the challenges, HELP Logistics adapted and I am proud we could continue to support impactful projects with our partners.

A pandemic presents different challenges for the supply chain. The race to develop a vaccine has been replaced with the urgency to manufacture and provide cold chain transport and storage infrastructure. We moved to create a self-paced online training called “Medical Logistics in Pandemics (MLP)” to strengthen our partners’ technical knowledge from the outset of the pandemic. We are now training over 700 participants per month!

The 2021 WEF Global Risk Report warns of a potentially “Fractured Future” whereby social, economic and business stability is at risk. It urges us to proactively address our global vulnerabilities and build better resilience to future macro threats. We began another long-term supply chain preparedness and resilience project with ACF in Madagascar in response. This project builds on a similar initiative with the Philippines Red Cross that accelerated in 2020 and will conclude in 2021.

The report “Pandemials: Youth in an Age of Lost Opportunity” explains how today’s youth have fewer job opportunities because of the Global Financial Crisis (2008), Coronavirus pandemic (2020), and the 4th industrial revolution. HELP is working with local institutions and industrials to develop the next generation of logistics talent. Internships and workforce development programmes form the basis for new approaches of engaging young people in supply chain professions.

There is much work to do to recover our working world and improve society’s resilience to future macro threats. HELP Logistics is stepping forward into 2021 with renewed vigour and focus on health, resilience and young talent. We look forward to working with you.
Our Reach

- 5 operational offices
- 18 full-time SCM and logistics specialists
- 19 countries with active projects

Head Office
Schindellegi, Switzerland

Middle East Regional Office
Amman, Jordan

West Africa Regional Office
Dakar, Senegal

East Africa Regional Office
Nairobi, Kenya

Asia Regional Office
Singapore

Middle East
Regional Office
Amman, Jordan

Head Office
Schindellegi, Switzerland

West Africa
Regional Office
Dakar, Senegal

East Africa
Regional Office
Nairobi, Kenya

Asia Regional Office
Singapore

Our Reach
The global health crisis caused by the coronavirus took the attention of government and humanitarian organisations. Many planned projects were postponed. Like many organisations, HELP adapted to working from home and doing more on digital platforms. That created a wave of innovation, resulting in new self-paced learning courses, a logistics technical support desk and investment in a global Learning Management System (LMS).

The global pandemic also revealed the interconnectedness of systems, and the importance of collaboration across organisations and sectors, be it humanitarian, governmental, or private. We organised, facilitated and participated in many virtual events to share insights and information gathered from global and local surveys and partner networks.

Whereas the focus in previous years was technical assistance, we saw a strong increase in online learning and virtual networking.

Our Strategy

The 2030 Agenda for Sustainable Development — adopted by all United Nations Member States in 2015 — guides our agenda, strategic partnerships and project activities. We actively contribute resources to improve emergency preparedness, analyse health and food supply networks, and transfer knowledge through learning programmes.

Four global agendas to shape our efforts and all have the SDG at their core:

- Supply chain preparedness and resilience is critical for delivering life-saving assistance and minimising economic setbacks to commerce and communities.
- Improving local training, education and research increases opportunities and sustains professional logistics talent.
- Optimising food supply chains enhances small farmer livelihoods and provides food security for vulnerable populations.
- Strengthening health system supply chains increases the availability of essential medicines.

Agenda implementation

In these unprecedented and difficult times, reliable partners are more important than ever. The Secretary General of the International Federation of Red Cross and Red Crescent Societies described our joint projects as unique examples of what we mean by strategic partnerships with private sector.

Thierry Balloy
Global Director Logistics & SCM, IFRC, Switzerland

Services we deliver:

<table>
<thead>
<tr>
<th>Technical Assistance</th>
<th>Educational resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>by specialists with cross-sector experience that allows us to analyse and optimise a broad range of supply chain functions, processes and infrastructure.</td>
<td>that meet the growing demand for supply chain professionals. We create long-term undergraduate and postgraduate study programmes in developing countries.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training</th>
<th>Outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>that addresses gaps in supply chain learning and delivers quality, highly customisable seminars that pay close attention to locality and context.</td>
<td>via collaboration and networking that creates sustainable change and impact for the humanitarian sector.</td>
</tr>
</tbody>
</table>

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |

| Operational research | |
|----------------------| |
| Carried out in collaboration with the Kuehne Logistics University (KLU) in Hamburg, develops heightened understanding of complex and dynamic humanitarian supply chains using advanced modelling techniques applied to preparedness and resilience scenarios. | |
Our Agenda

Supply chain preparedness and resilience is critical for the delivery of life-saving assistance and reducing the economic setbacks to commerce and communities.

Saving More Lives by Creating More Effective Procurement

When a typhoon hits your country at 195 miles per hour — the most powerful winds ever seen — then you know the relief operation will be equally intense. In the Philippines in 2013, catastrophic damage and a deadly storm surge resulted in 6,000 deaths and 11 million affected people. Typhoons also destroy people’s homes, wipe away their livelihoods and destroy cities. IFRC and the Philippines Red Cross wanted to ensure a more effective response to future disasters, so they asked HELP to invest and support a supply chain Preparedness Investment and Impact Measurement project. The framework focused on five key areas: prepositioning, personnel, processes, supplier management and local actors.

The improvements include a new warehouse management system, enhanced SOPs (Standard Operations Procedures) and better knowledge on exporting/importing. New dedicated roles such as Data Analysis officers boost the strategic aspect and involve many different actors. The panel discussions explored how to make supply chains more complex and involve many different actors. The panel discussions explored how to make supply chains more complex and involve many different actors.

Agenda 1

Optimising Warehouse Operations in the World’s Biggest Refugee Response Operation

In Cox’s Bazar, Bangladesh the humanitarian warehousing and inventory process is a fragile link in a chain that must not fail. The fallout would be unprecedented.

At the end of 2020, an estimated 860,000 Rohingya were living in the world’s largest refugee camp in Cox’s Bazar, Bangladesh. The COVID-19 pandemic has made the lives of these vulnerable communities even more difficult. Social distancing isn’t possible: families live in cramped shelters using communal toilets and water facilities. Many don’t have soap to wash their hands. Disease spreads easily.

As one of the largest agencies, World Vision Bangladesh has 600 full-time response staff and 1,100 field facilitators who support refugee families across 34 camps. HELP Logistics conducted a warehouse and inventory assessment to reduce environmental impacts without compromising its aid programmes’ effectiveness.

This project improves the performance in five full-time warehouses, ensuring humanitarian supply chain operations can efficiently deliver aid to those desperate for help.

Climate-Smart Initiative to Reduce Transport Logistics Emissions

Carbon dioxide emissions are the primary driver of global climate change. The increasing temperature of the Earth is causing more frequent and intense floods, droughts and storms. These create humanitarian crises: food/water shortages, inadequate health care and mass displacement of people.

To avoid climate change’s worst impacts, the world needs to reduce emissions urgently. Médecins Sans Frontières (MSF) Operational Centre in Geneva and MSF Canada agree: they want to share and scale clean energy and build sustainable practices in their humanitarian response. So, they set up a joint project, cleverly titled Climate-Smart.

First up: an extensive analysis of their transport logistics emissions — a collaboration between MSF, HELP Logistics and the Kühne Logistics University. The study aimed to decrease the organisation’s negative environmental impacts without compromising its aid programmes’ effectiveness.

The joint project team developed different CO2 models. A business intelligence dashboard was created to visualise the greenhouse gas emissions data caused by its global freight transportation.

The dashboard identifies potential improvement areas in transport logistics. The analysis provided transparency for MSF. It is the basis for positive discussions and progressive actions to mitigate CO2 emissions. The organisation can set sector-leading targets to enhance the sustainability of MSF’s supply chain.

Climate Summit to Address the Humanitarian Impact

Humanitarian operations cannot escape the consequences of climate change: displaced people forced from temporary shelters by floods; longer droughts exacerbating food shortages; the loss of animals that provide livelihoods due to land degradation.

To recognise this and translate vision into action, the International Federation of Red Cross and Red Crescent Societies (IFRC) held a virtual ClimateRed summit on 9 and 10 September, 2020.

The summit provided a platform to exchange, debate and inspire each of the more than 10,000 participants from around the globe to scale up climate action and to reduce environmental impact in humanitarian supply chains.

During the event, HELP Logistics together with Kühne Logistics University, Kühne+Nagel, Fleet Forum and IFRC facilitated and supported three panel discussions to shine a spotlight on logistics challenges and opportunities. Supply chains are considered the backbone of humanitarian operations — but they are complex and involve many different actors. The panel discussions explored how to make supply chains more sustainable without compromising the effectiveness of humanitarian assistance.

“With the generous practical assistance of HELP Logistics, MSF has its first estimated CO2 measure of its outbound supply to international projects as well as estimated carbon footprint measure of the products in its supply chain.”

Carol Devine
Lead, Climate Smart MSF, an incubator project of MSF’s Transformational Investment Capacity

www.youtube.com/watch?v=89NN8F2DR8M
Our Agenda

Agenda 2

Improving local training, education and research increases opportunities and sustains professional logistics talent

Surveys to Understand the Impact of COVID-19 on Logistic Networks

Volatility, Uncertainty, Complexity and Ambiguity (VUCA) undermined all attempts at supply chain activity planning in 2020. From March, HELP Logistics carried out several assessments to quantify the impact of COVID-19 on logistics networks and provide its partners with some understanding of the situation.

With the Global Logistics Cluster (GLC) and the Kühne Logistics University (KLU), we performed three global surveys to understand the dynamic impact of the pandemic on humanitarian supply chains. 150 survey responses from 40 different humanitarian actors around the globe were received. The analysis provided insights into the patterns of problems, such as changes in price levels, delivery delays of humanitarian supplies, as well as upstream and in-country transport challenges. 80% of the respondents indicated a need for access to online trainings to rapidly build-up medical logistics capacity.

The analysis revealed that transport costs had increased, primarily due to increased customs procedures, transport delays, and staff changes. Furthermore, lead times had increased. Measures introduced to minimise the spread of COVID-19 had also reduced airfreight capacity and affected road transport capacity, although there had been an attempt to keep borders open and trade moving.


Such research — conducted through partnerships with the commercial and humanitarian sectors — enables HELP to share valuable insights and support mitigation plans to prepare countries for the coronavirus vaccine distribution.

Europe and East Africa

The surveys performed together with HELP Logistics and the KLU were great examples of where swift and applicable academic work contributes to fast-moving humanitarian operational decision-making.

Bruno Vandemeulebroecke
Deputy Coordinator, Global Logistics Cluster

60% of informal cross-border traders are women in Western and Central parts of Africa

Health Supply Chain Internship Programme to Develop Young Talent

Innovation, inspiration, ideas — these were present in abundance during a student ‘hackathon’ co-designed by HELP and Strathmore University Business School. The workshop examined the impact of COVID-19 on supply chains and got the students working on potential solutions that would ensure essential health commodities remained available.

From September to November, the students learned about the essentials of pharma and medical supply chain management. HELP also provided instruction in design innovation thinking and guided the students on improving processes using the Define, Measure, Analyse, Improve, and Control (DMAIC) data-driven improvement strategy. Throughout the programme, the students had mentors from HELP and Strathmore to guide, inspire and support.

After intense group work, twelve students pitched their innovative solutions. The winning idea proposed re-designing a Ministry of Health (MoH) e-Mobile App. The App would be transformed into a procurement application to provide greater transparency of data and accountability to donors. Discussions have commenced with the MoH on how to engage with this concept.

The winning group was rewarded with a scholarship to attend the education summer camp at the Kühne Logistics University.

There are plans to expand this ‘hackathon’ programme because it enables students to start grappling with complex issues in a practical, productive manner that results in real-world solutions.

The Innovation classes were a fun way to think outside the box and learn how to unblock the creative flow. I learned that novel ideas are not always the answer. Often it is a question of improving something already in existence.

Ms. Margaret Kironji
Student

Supply Chain Management for Leaders in Humanitarian Organisations

The world is more interconnected than ever before. Change processes are accelerating faster than ever before. The combination of these has created a dynamic and complex environment that places immense demands on organisations operating in the humanitarian space. In this context, supply chain management is increasingly recognised as being critical to the success of short-term aid deliveries and long-term development programmes.

HELP Logistics and the Kühne Logistics University, with support from the University of Nairobi, delivered the first Executive Supply Chain Management Training (ESM) in Africa to an audience of senior executives from the public sector, NGOs, UN agencies and commercial companies.

Our executive programme addresses the ongoing challenge in the humanitarian sector to “Do more with less.” Its ‘worker bees’ — organisations that operate within it — can tap into the enormous potential that supply chains offer through building competencies and knowledge. Our programme challenges participants to think strategically and out-of-the-box across sectors and in different operational contexts. They learn from expert tutors who have commercial and humanitarian experience. By the end of this programme, participants are equipped with new skills and tools combined with the best academic knowledge this field has to offer.

A breakout session during a Pharma and Health Supply Chain Management (PWK) training course in Kenya.
Our Performance

Who we reached

We trained

541 practitioners
160 students
39 managers/leaders

41 client organisations
6 internships

How we performed

86% course satisfaction
62% increase in new clients

87% client satisfaction
86% client retention

What we delivered

75 projects managed
13,870 hours of technical assistance

757 training days
19 training courses

Where we are seen

4,028 LinkedIn followers
259 YouTube subscribers

28% increase in LinkedIn followers
7,137 YouTube most viewed

757 training days
Our Agenda

Agenda 3

Optimising food supply chains enhances small farmer livelihoods and provides food security for vulnerable populations

Optimising Supply Chains for National School Meals Programmes

In a small village in Nepal, a school principal doesn’t just teach; she is also responsible for providing nutritional food for up to 200 students every day. She must decide on weekly menus, buy food and cooking fuel, transport them from distant markets and store them. Since funds are reimbursed rather than being transferred in advance, she also faces the challenge of sourcing the best suppliers and negotiating prices. If she falls short, the government’s National School Meal Programme (NSMP) will hold her accountable.

This same burden falls on many other principals throughout Nepal.

HELP worked with WFP Nepal to improve food procurement, daily operations, responsibility sharing, and accountability throughout the supply network.

Its analysis showed that local government should continue to play the major (or only) role in the procurement, storage, and transport of food commodities to schools. It recommended proper storage, handling, management and transportation of food commodities to avoid wastage and reduce costs, along with systematic procurement procedures and quality assurance.

The analysis also proposed segregating the administrative costs — kitchen infrastructure, maintenance, salary of hired cook, overhead costs, etc. — to help principals have a firm strategy on funding gaps and investment.

This support from HELP can support thousands of schools across Nepal and strengthen food supply chains. HELP used its knowledge and experience to provide insights to other school meal programmes in India and Bhutan for the benefit of teachers and schoolchildren.

Supply Network Analysis and Optimisation

Partnering at a global level with FAO to optimise supply network capabilities.

The coronavirus pandemic has diverted governments’ and humanitarian organisations’ attention from food — our most basic human need. But malnutrition and hunger still prevail in emergency-prone countries and, in some ways, create a more significant catastrophe.

The Food and Agricultural organisation (FAO) partnered with HELP Logistics to conduct an evidence-based Supply Chain Management (SCM) Assessment in four (4) countries: Democratic Republic of Congo, Central Africa Republic, South Sudan and Yemen. The assessment aimed to identify challenges and gaps faced in logistics and offer strategic recommendations to FAO’s leadership. HELP conducted interviews with FAO staff over six months to build a comprehensive supply chain visualisation and understanding of processes, procedures and organisation.

This work is a critical milestone for FAO in determining future investment and development areas and defining its global improvement goals.

Small Livestock Value Chains Offer Opportunity to Smallholding Farmers

Sector experts’ discussion reveals local challenges

Jordan is one of the seven most vulnerable countries at risk of food price increases. A quarter of Jordan’s poor rely on agriculture, yet animals and animal products amount to 39% of imported food’s total value. If rural meat production in Jordan was better developed and competitively priced, these imports could be replaced by domestic supply, which would improve farmer incomes. However, the value of such imports is expected to increase due to high population growth rate, increased demand for meat, local agricultural challenges (e.g. inaccessible inputs) and the stretching of limited national resources (e.g. subsidies), thus putting the livelihood of smallholding farmers at risk.

An analysis of the self-sufficiency ratio for meat products by the International Fund for Agricultural Development (IFAD) indicated that Jordan’s overall ability to meet demand through domestic production was low, but it was lowest for small livestock at 32.4% for Mutton and 54.1% for Goats.

HELP Logistics worked with IFAD and the Jordanian Ministry of Agriculture to map small livestock value chains. The project focused on two kinds of small livestock indigenous to Jordan: the Awassi Sheep and Shami Goat. The assessment was a national-level assessment that is the first of its kind in Jordan.

A group of twelve sector experts analysed the assessment that is the first of its kind in Jordan. The analysis showed that the local government should continue to play the major role in the procurement, storage, and transport of food commodities to schools. It recommended proper storage, handling, management and transportation of food commodities to avoid wastage and reduce costs, along with systematic procurement procedures and quality assurance.

The analysis also proposed segregating the administrative costs — kitchen infrastructure, maintenance, salary of hired cook, overhead costs, etc. — to help principals have a firm strategy on funding gaps and investment.

This support from HELP can support thousands of schools across Nepal and strengthen food supply chains. HELP used its knowledge and experience to provide insights to other school meal programmes in India and Bhutan for the benefit of teachers and schoolchildren.
Our Agenda

Agenda 4

Strengthening health system supply chains increases the availability of essential medicines

Medical Logistics in Pandemics Online Learning

What are the logistics challenges when transporting, storing and distributing medical supplies? How does an organisation manage disruptions in its supply chain? How do you get relevant knowledge to frontline workers in remote locations?

The need for humanitarian organisations and governments to address these — and other — questions was never more urgent because the coronavirus pandemic has affected global economies, societies and the environment. So, HELP Logistics responded by developing a new training programme, Medical Logistics in Pandemics (MLP), to convey supply chain and logistics knowledge regarding COVID-19 operations. The course fulfils HELP’s broader ambition to increase the availability of essential medicines to patients and supplies to health workers.

COVID-19 has caused operational restrictions and made it more difficult for remote frontline workers to access critical knowledge. Therefore, we developed the course in a fully blended online format. The course’s instructional design methodology uses multiple eLearning concepts to create a dynamic and appealing learning experience.

The modules on the MLP training are designed to allow humanitarian workers to study at their own pace and in their own time through diverse modalities. Most importantly, the course includes live lessons with industry experts to provide knowledge, experience and discuss practical solutions.

The course consists of three modules: Medical Supply Chains in the Humanitarian Context, Medical Supply Chain Good Practices and Navigating Supply Chains during a Pandemic. The self-studying modules consist of recorded presentations, podcasts and short videos, while quizzes generate interactivity. In every module, the participants gather in a virtual classroom facilitated by experts, to discuss the self-study content and work in groups on real-world assignments.

For UNFPA this training has really big impact that we can already see on the ground. We have plans to scale it up significantly in the near future.

Ms. Dani Jurman
Humanitarian Supplies Analyst, The United Nations Population Fund (UNFPA)

“The Pharma and Health Supply Chain Management Training Programme was delivered four times to over 50 Nigerians and is now a key component of health supply chain programmes for the public and private sector.”

Azuka Okeke
Regional Director, Africa Resource Centre (ARC) Nigeria

Ramping up Access to Health Supply Chain and Logistics Learning

Working with Ministries of Health and Humanitarian Partners around the world to develop strong health supply chain capabilities

Medicines are essential to people’s well-being all over the world, but it’s costly and complex getting them to where they are needed most. This is particularly true in the midst of a global pandemic, which is stretching national health systems to their limits and beyond.

Best-in-class pharma and health supply chain management ensures the right product and service reaches the right patients at the right time, at the right condition and at the right price.

In 2020, HELP witnessed a rapidly-growing interest in accessing health supply chain education across all regions. Our Pharma and Health Supply Chain Management (PSM) course was delivered multiple times in different languages for a variety of partners from different sectors. In most cases, the training was combined with practical assignments for participants.

The valuable lessons learned included designing a supply chain, how to store supplies, quality assurance and how to avoid wastage of precious medicines.

HELP understands its audience’s needs and provides high-quality content using modern learning methods adapted to the local context. For example, in relation to service delivery of humanitarian medical logistics, we found that coaching results in humanitarian workers becoming more engaged and gaining deeper insights. For Ministry of Health workers, the focus is on improving supply chains in the medium to long-term. They benefit most from project-oriented training because it addresses actual needs on the ground.

HELP understands the audience’s needs and provides high-quality content using modern learning methods adapted to the local context. For example, in relation to service delivery of humanitarian medical logistics, we found that coaching results in humanitarian workers becoming more engaged and gaining deeper insights. For Ministry of Health workers, the focus is on improving supply chains in the medium to long-term. They benefit most from project-oriented training because it addresses actual needs on the ground.

HELP Logistics conducted a study — initially with UNFPA’s Arab States Regional Office and then continued with its Humanitarian Office — using information from a site visit, stakeholder survey, literature, interviews and multi-continent data collection.

HELP’s analysis found that by keeping a sizeable emergency stockpile of critical items in Dubai, UNFPA can cut the region’s average response times by more than 45 per cent. The proximity to Yemen, Iraq and other crisis countries also means less reliance on airfreight, which saves costs and reduces environmental impact.

UNFPA has implemented the recommendations of HELP’s report and started the emergency stockpile. This is positive news for many women in the region and beyond who depend on the organisation’s gynaecology services.

“Critical Reproductive Health Commodities Brought Closer to the Women Who Need Them Most”

Living in the mountainous hinterlands of Hudaydah, Yemen, a twenty-five-year-old mother of two, is pregnant with her third child. The realities of war in Yemen mean that she often has to choose to feed her children over herself and her growing baby. Seven months into the pregnancy, she began to feel severe pain. Scared and unable to access appropriate care in the remote village, the only hope for her and many other women is the maternity ward of the hospital in Al Hudaydah, supported by the United Nations Population Fund (UNFPA).

One way to improve disaster preparedness and shorten response times is the stockpiling of essential supplies in strategic locations. However, unlike tents or jerry cans, medicines have a short shelf-life and often need to be kept in a temperature-controlled environment and disposed of carefully to reduce environmental impact.

HELP Logistics conducted a study — initially with UNFPA’s Arab States Regional Office and then continued with its Humanitarian Office — using information from a site visit, stakeholder survey, literature, interviews and multi-continent data collection.

HELP’s analysis found that by keeping a sizeable emergency stockpile of critical items in Dubai, UNFPA can cut the region’s average response times by more than 45 per cent. The proximity to Yemen, Iraq and other crisis countries also means less reliance on airfreight, which saves costs and reduces environmental impact.

UNFPA has implemented the recommendations of HELP’s report and started the emergency stockpile. This is positive news for many women in the region and beyond who depend on the organisation’s gynaecology services.
The inside view...

Naomi Muriithi

Medicines save lives...but only if they’re available when and where they are needed — the way to achieve this is to ensure that health systems have the logistics skills they require, which is more complicated in a pandemic world.

An expert with an astute understanding of the practice and extensive hands-on experience can optimise this process. Naomi Muriithi is HELP Logistics’ Project Manager (Pharmacist). Through her product development and project management work, Naomi has disseminated crucial knowledge of medical logistics concepts to hundreds of supply chain practitioners across Sub-Saharan Africa, Europe, Asia and the Middle East. Naomi She works out of the East & Southern Africa office in Nairobi, but her impact is global.

Amid the COVID-19 pandemic, she continues her mission to spread awareness of best practices in medical logistics. "Health logistics systems are complex with many stakeholders, complicated commodity management and changing demands," Naomi explains, "So, we work with many partners in Ministries of Health, Universities, UN and INGOs to shine a light on this complexity." Although supply chains constitute a critical business function, Naomi has noticed that their importance is sometimes underestimated. "In response to this, we educate many practitioners all around the world to increase their supply chain effectiveness which then — in turn — improves health outcomes for patients."

Naomi’s journey began with an education in Pharmacy to Masters Level at the St. Petersburg State Chemical-Pharmaceutical Academy in Russia. With a new language and supply chain qualifications in hand, she began an assignment with the Ministry of Health. Naomi resolved supply chain issues to reduce the number of deaths caused by HIV/AIDS complications and saw first-hand how the supply chain can save lives. From that point, she knew how to make an impact. "In our work, we merge pharmaceutical knowledge with supply chain expertise and experience to make sure that medicine availability remains continuous despite difficulties — even in complex emergency environments."

Naomi’s research and analysis combined with practical field experience professionals guarantee that participants in her training will receive vital elements they need to provide health services. As Naomi says, "Lives are lost when medical supply chains don’t work. Empowering the right people in this space with the knowledge that they need — in a way that is relatable and easy to apply — is an important way for the HELP Logistics team to support medical supply chain practitioners to save lives."

Naomi appreciates that, “As HELP Logistics we have memorable projects, and we impact organisations and individuals across the continent. Their outcomes continuously renew my passion for bettering health supply chains.”
Head Office

HELP Logistics AG
Dorfstrasse 50
8834 Schindellegi
Switzerland
Tel: +41 44 786 9670

The Kühne Foundation
Dorfstrasse 50
8834 Schindellegi
Switzerland
Tel: +41 44 786 9540

www.help-logistics.org
info-help@kuehne-stiftung.org
www.linkedin.com/company/help-logistics
www.twitter.com/help_logistics
www.youtube.com/c/helplogistics

Regional Centres

HELP Logistics Ltd
4th Floor, Eaton Place
United Nations Crescent
PO Box 2856 – 00621
Gigiri Nairobi, Kenya
Tel: +254 70 914 6000

HELP Logistics LLC
158 Makkah Street
Alhijaz Towers
Amman
Jordan
Tel: +962 6 550 7870

HELP Logistics Ltd
352 Tanglin Road
#02-01 Strathmore Building
Singapore 247671
Singapore
Tel: +65 64 752 150

HELP Logistics
Almadies, Zone 9
B.P. 24915, C.P. 12300
Ouakam Dakar
Senegal
Tel: +221 77 1857208