The UN Humanitarian Response Depot (UNHRD) Network is made up of six strategically located depots that procure, store and rapidly transport emergency supplies for the humanitarian community. By prepositioning these items, UN agencies, governmental and non-governmental organisations can respond faster and more efficiently to people in need.
2014 was a significant year for the entire humanitarian community as they simultaneously responded to five of the highest level emergencies. While this stretched resources and capacities all round, it also reinforced the importance of the UNHRD Network whereby Partners can rapidly borrow stocks from each other, combine cargo for more economical transport, and draw their stock from a variety of locations.

By the end of 2014, the UNHRD Network held a stockpile worth US$52 million on average and had dispatched US$50 million worth of emergency items to 104 countries. For the Ebola response alone, 1,600 metric tons (worth US$14 million) were sent to West Africa from the depots in Dubai, Brindisi, Las Palmas and Accra, making this one of the largest emergency responses in UNHRD’s history.

During the year, we warmly welcomed six new partners to the Network, and the newest depot in Las Palmas officially opened for operations. Additionally, UNHRD’s new strategy for 2014 – 2017 was adopted and it focuses on four core pillars: operational response, efficient processes, Network outreach for preparedness, and long-term sustainability.

It has been a privilege coordinating the UNHRD Network this year, and I sincerely thank the depot managers and staff, partners and donors for their unwavering support to ensure we quickly reach those who rely on us most.

Pierre Honnorat
UNHRD Network Coordinator

DEPOT MANAGERS

Stefano Peveri
UNHRD Brindisi
Deputy Network Coordinator

Bekim Mahmuti
UNHRD Dubai

Belkacem Benzaza
UNHRD Kuala Lumpur

Pablo Yuste
UNHRD Las Palmas

Jean Francois Milhaud
UNHRD Accra

Francisco Garrido
UNHRD Panama (O.i.C)
EMERGENCY RESPONSES IN 2014

UNHRD OPERATIONS IN 2014:

713
SHIPMENTS

104
COUNTRIES REACHED

37
PARTNERS SERVED

RELIEF GOODS DISPATCHED:

33,243 m³
6,363 MT
USD 50.1 million
**Flooding in Bolivia**

In February, heavy rains caused severe flooding in Bolivia. UNHRD Panama supported the Bolivian authorities by consolidating relief items from six Partners and coordinating a flight with WFP’s office in La Paz.

**Flooding in the Balkans**

In May, floods and landslides affected over 2 million people in Serbia and Bosnia-Herzegovina. Within 24 hours of receiving a request from the Italian Government, Norwegian Government and WFP, UNHRD Brindisi set a charter flight of emergency equipment, and two more charters the next day.

**Conflict in C.A.R.**

Throughout 2014, UNHRD regularly dispatch emergency gear and relief items from the depots in Accra, Brindisi and Dubai to support the ongoing conflict in Central African Republic (C.A.R). Members of the Rapid Response Team also supported humanitarian operations in C.A.R.

**Displacements in Iraq**

In June, the Dubai depot began combining urgent supplies from several Partners to be chartered to Iraq, including relief items generously donated by Lutheran World Relief to Irish Aid's response efforts. The depot also supported Australia and Italy's charters.

**Conflict in Gaza**

In July and August, the Dubai and Brindisi depots dispatched relief items for Gaza. In addition, the Dubai depot organized local transport and loading of USD$2.4 million worth of emergency supplies that were generously donated by the International Humanitarian City (IHC) and other organisations.

**Conflict in South Sudan**

Throughout 2014, UNHRD regularly dispatched emergency gear and relief items from the depots in Accra and Dubai to support the ongoing conflict in South Sudan.
More than ever before, the humanitarian community relied on a strong logistics system as their ally in the fight against Ebola. International contributions were forthcoming, but the success of this unique emergency response depended on getting critical supplies of protective gear, medical items and equipment wherever they were needed. Beginning in March 2014, the UNHRD Network continuously sent much-needed cargo to Liberia, Sierra Leone and Guinea for its Partners, including WHO, WFP, Irish Aid, JICA, Swiss Red Cross, UNHCR, UNICEF and UNDP.

Due to its expertise in logistics, engineering and telecommunications, WFP was requested to provide dedicated Common Services to the global Ebola response efforts. As part of this special operation, UNHRD procured construction materials and equipment for remote logistics hubs, Ebola Treatment Units and Community Care Centres. Many of the Ebola-related items are very specific, so UNHRD had to rapidly engage new suppliers and undertake different market assessments.

UNHRD facilities in Accra and Las Palmas served as regional staging areas, and the Accra depot also hosted the UN Mission for Ebola Emergency Response (UNMEER) headquarters.

In 2014, 14 members of UNHRD’s Rapid Response Team were deployed to assist Partners directly, or through the Logistics Cluster, in the management of cargo consolidation at staging areas. They also worked closely with WFP’s engineering team to set-up supply hubs, an ambulance decontamination bay, and Ebola Treatment Units, as well as helping train national entities on warehousing and supply management.
EBOLA RESPONSE HIGHLIGHTS

Following a generous donation from the World Bank, UNHRD procured and sent 74 ambulances and mortuary vehicles to Sierra Leone.

The German Government generously provided one C160 plane permanently based in Accra for UNMEER and UNHRD usage.

Irish Aid sent 40 MT (worth USD$200,000) of critical relief items on a charter plane from Accra to Sierra Leone.

JICA sent 32 MT (worth USD$450,000) of equipment and relief items from the depots in Dubai and Accra to all three Ebola-affected countries.

Swiss Red Cross sent 16 MT (worth USD$135,000) of tents, family kits and tarpaulins from Accra to Sierra Leone onboard the German aircraft stationed in Accra.

WHO began dispatching medical items and protective gear like gloves in March 2014. Since then, WHO has sent 92 MT (worth USD$700,000) from the UNHRD Network.

On behalf of WFP, UNHRD procured and dispatched construction materials and equipment for remote logistics hubs, Ebola Treatment Units and Community Care Centres.

On December 20, UN Secretary-General Ban Ki-Moon visited the headquarters of the UN Mission for Ebola Emergency Response (UNMEER), located in the UNHRD facilities in Accra. Next to him sits former Head of UNMEER, Mr. Anthony Banbury (left), Director-General of WHO, Dr. Margaret Chan (second to right), and UN Special Envoy on Ebola, Dr. David Nabarro (right).
RAPID RESPONSE TEAM

UNHRD’s Rapid Response Team (RRT) supports Partners by being immediately available for deployment during an emergency and providing technical support. In 2014, 17 members of the RRT supported operations in the Philippines, Mali, Iraq, Liberia, C.A.R., Sierra Leone and Guinea, among others. RRT services include establishing base camps and warehousing solutions, stock management, capacity building, cargo configuration and loading of air, land and sea dispatches.

In May, UNHRD Accra’s technician, Alex, went to the Central African Republic to install ten prefabricated office and accommodation units for OCHA.

In October, Vincenzo (centre) from the Brindisi depot went to Guinea to help train local staff on storage unit installation during the Ebola response.

In October, Francisco was deployed from Panama to Liberia to support airport operations for the Logistic Cluster’s Ebola response efforts.

With UNMEER, Logistics Cluster, and German Federal Agency for Technical Relief (THW), the RRT helped establish an ambulance decontamination site in Sierra Leone.

In Guinea, RRT members helped train local staff on supply management and warehousing.

UNHRD’s RRT helped prepare the grounds for Terminal H’s redevelopment at Leopold Sedar Senghor International Airport in Dakar, Senegal, during the Ebola response.

Rapid Response Team Rehabilitates Ebola Holding Centre

Following a request from the World Health Organisation (WHO), UNHRD’s Rapid Response Team rehabilitated a 40-bed holding center in Kambia, northern Sierra Leone. Suspected Ebola patients go there to be tested, and if positive, they are moved to an Ebola Treatment Unit (ETU).

The majority of renovation works included decontaminating the site, rehabilitating the water network, fencing, groundwork, painting and constructing latrines, bathrooms and storage areas.

This was completed in 12 days. Partners in Health (PiH) are now coordinating the centre with support from a team of African Union (AU) medical staff from Nigeria. If needed, it can be transformed into an ETU with 100 beds by adding another 10m x 24m tent.
Inaugurating new facilities in Italy  
On 17 June, UNHRD’s refurbished facilities, training center and base near Brindisi, Italy, were inaugurated by the WFP Executive Director, Ertharin Cousin, and the Director of the Italian Development Cooperation, Giampaolo Cantini.

New concrete ramp in Dubai  
The International Humanitarian City (IHC) generously provided a concrete ramp outside UNHRD’s warehouse in Dubai, making loading and offloading containers much easier, faster and cheaper because 20-40 foot containers no longer need to be grounded by a side-loader.

Going green in Ghana  
With generous support from Irish Aid, a 24kW photovoltaic system and solar panels were installed on the roof of the Accra depot to provide the daytime electrical needs of the office and hot water. These installations will reduce the depot’s running costs and support environmental sustainability.

Operations begin in Las Palmas  
On July 8, Las Palmas was officially inaugurated as the latest addition to the UNHRD Network. Since then, Las Palmas has supported WFP’s Ebola response operations by serving as a transshipment and staging area, as well as dispatching equipment via sea to Guinea.

BARCODING
To help improve efficiency, accountability and provide Partners with immediate updates, in 2014 UNHRD rolled out its barcoding and warehouse-mapping project in Dubai. Through barcoding, these prime storage facilities will be optimized even further as the quality, speed and accuracy of information captured increases.

To respond to global emergencies within 24-48 hours of requests, knowing real-time stock positions is vital. Barcoding will provide better traceability, transparency and delivery management for the humanitarian community.

This project has been generously supported by Switzerland, Australia, BLG Logistics and WFP’s IT unit. With several segments of the humanitarian supply-chain being digitalized and optimized, organizations can better support people who need it most.

Mr. Wolfgang Herbinger, WFP Director of Logistics  
“This technology provides reliable data on warehouse utilization, basis for analysis of the space by client and commodity type, and warehouse optimization”

Deputy Network Coordinator Stefano Peveri in Dubai for the roll-out of the barcoding pilot.
In 2014, UNHRD established a research and development unit called the UNHRD LAB to review, test and develop innovative products for humanitarian response. A team of field experts and engineers based in Italy are partnering with leading research centres, suppliers, NGO logistics platforms, the University of Bologna, and government agencies to review relief items and undertake comprehensive market analysis.

As the UNHRD Network buys, stores and ships emergency items for more than 60 humanitarian organisations, it has a central role in identifying more appropriate, standardized and cost-efficient items that incorporate green technologies and user-friendly parts. The UNHRD LAB focuses on technical advice, green solutions, standardisation, new technologies, kitting and research and development.

**LAB activities in 2014**

**Unmanned Aerial Vehicles (UAVs)**
UAVs can be used for mapping, road assessments, aerial imagery for communication and post-disaster assessments. The UNHRD LAB has been investigating and testing drones, their navigational and operational software, and ability to operate in all weather conditions.

**Field accommodation and offices**
Throughout 2014, the UNHRD LAB met several suppliers of prefabricated accommodation and office units to identify new products and improvements in flooring, packaging, erection, repacking, weight, electrics and roofing.

**Water filters**
The LAB has identified new and efficient water filtration devices that can be used during emergencies. For example, the product above is still being tested but is a simple, portable, weatherproof device that filters every molecule larger than 11 nanometers of unsafe or contaminated water.

**UNHRD TRAININGS**

In 2014, the Kuala Lumpur, Panama and Brindisi depots hosted a variety of trainings which provided participants with first-hand, practical emergency response experience. These trainings often included national and regional civil protection agencies to strengthen their emergency preparedness and response capacities. Key activities were assembling operational support equipment like storage units, prefabricated units and gensets.

The Accra depot also finalized its Training Center which was used by several UN agencies for workshops and trainings.
The United Nations Humanitarian Response Depot (UNHRD) is a preparedness tool that supports the strategic stockpiling efforts of United Nations, International, Governmental and Non-Governmental organisations. Made up of 6 facilities strategically located around the world, the Network holds strategic stocks of emergency relief goods on behalf of 59 humanitarian partners.

**CARGO DISPATCHED**
- 135 MT
- VALUE OF GOODS DISPATCHED: 900,000
- PARTNERS SERVED: 6
- TOTAL CONSIGNMENTS: 10

**CARGO TYPES DISPATCHED (PERCENTAGE BASED ON MT)**
- Support equipment: 5%
- Medical: 6%
- Shelter: 85%
- Water/Sanitation: 4%

**AS OF 07 March 2014**
Loading of emergency supplies on behalf of AECID, Koica, ACH, UNICEF and WFP in Panama City.

In February 2014, heavy rains caused severe flooding in Bolivia, affecting almost half of the municipalities in the country. In response, relief items were dispatched from UNHRD’s depot in Panama City. Supporting the Bolivian authorities, UNHRD staff consolidated the cargo and coordinated a flight with WFP’s La Paz office.

**WITH THE SUPPORT OF 2014 UNHRD DONORS**
- Ireland
- Italy
- Malaysia
- Spain
- Switzerland
- Ghana
- United Arab Emirates
- Norway

**NEW PARTNERS**
In 2014 six new organisations joined the UNHRD Network, bringing the total number of Partners to 65. These include Welthungerhilfe, Mujeres por Africa, United Nations Relief and Works Agency for Palestine Refugees, International Medical Corps, Institut Bioforce and ADRA.

**NETWORK OUTREACH**
As a pilot project in 2014, UNHRD prepositioned Wiikhals in Kampala for Partners to draw from. By prepositioning high-rotating items like Wiikhals closer to final destinations, delivery time and costs for Partners are reduced. Simultaneously, UNHRD explored similar arrangements in other corridors facing long land transit time. This pilot project is being supported by the HEC Montreal who are undertaking an analysis of the activity to determine the value added for UNHRD and Partners.

Additionally, as part of its outreach activities, UNHRD conducted two missions to the Dominican Republic to support the country create a national humanitarian response depot. UNHRD will use its accrued knowledge and experience over the last 14 years to guide needs assessments, procurements, trainings and logistics activities.

**INFORMATION MANAGEMENT**
In 2014, UNHRD developed and tested a new, automated information management system called the Dashboard which will significantly strengthen UNHRD’s performance monitoring and data collection capabilities. Additionally, UNHRD established an information management unit based in Italy, has increased information sharing through regular operational Snapshots, and has developed a specific data tracking system for the Dubai depot.
The first external audit of the UNHRD Network was presented in the June 2014 WFP Executive Board meeting. The key recommendations include diversifying the donor base and range of services to help ensure long-term financial sustainability, and improving operational processes to increase efficiency and effectiveness.

UNHRD 2014-2017 STRATEGY

In 2014, UNHRD’s 2014-2017 Strategy was adopted and focuses on the following four pillars:

1. **Operational Response**
   - Response within 24-48 hours
   - Expanded Customer Service capacities
   - Stronger procurement for preparedness and response
   - Augmented field presence at onset of emergency (RRT)
   - Support to downstream supply chain

2. **Efficient Processes**
   - Innovative supply solutions (LAB)
   - Item standardization
   - Products and services catalogue
   - Warehouse optimization (barcoding)
   - Performance monitoring and reporting tool (Dashboard)

3. **Network Outreach for Preparedness**
   - Connecting UNHRDs to other prepositioning capacities (national depots, forward locations, staging areas)
   - Support to regional and national prepositioning and Disaster Risk Reduction strategies (Transfer of Knowledge)
   - Advance prepositioning of white stock

4. **Long Term Sustainability**
   - Strengthen partnerships (become part of prepositioning and response strategies)
   - Broaden donor base including private sector
   - Increase volume of activity and diversify services
   - Increase visibility of UNHRD services and Partner activities
In 2014, the UNHRD Network was generously supported by:

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