



CLRAH
Centro Logístico Regional de
Asistencia Humanitaria

The CLRAH in Images

March - April 2020
Volume 2, N° 2



**UN selects Panama's Humanitarian Hub to deploy
supplies to countries facing COVID-19**

<https://www.mingob.gob.pa/hub-humanitario/>

Connecting the World, Serving the Region

THE HUMANITARIAN 2020

Key points:

- CLRAH Activation
- Panama's Humanitarian Hub
- COVID-19 Outbreak

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The CLRAH in Images

CLRAH is set into motion by COVID-19

Since the WHO declared the outbreak of COVID-19 a global pandemic, and in the wake of the National Government, led by President Laurentino Cortizo Cohen, were to decree sanitary measures before this public health emergency, prompted the CLRAH to set in motion the activation of its humanitarian operations through its respective users upon 23 March 2020; establishing the related protocols of security.

CLRAH in turn has collaborated with the National Government by tending its infrastructure, through the activation of the Panama Humanitarian Depot coordinated by the National Civil Protection System, providing specialized logistics support based on strategy formulation and operations. It furthermore coordinated through its international user, the United Nations Humanitarian Response Depot, the usage of its warehouse to provide supply chain solutions, such as reception, storage and distribution of "Basic Sanitary Kits", all such achieved within the framework of the "Panama Solidarity Plan".

"The Humanitarian Hub has provided information and communication between the Government and the humanitarian logistics community to strengthen international response", stated Alberto A. Sierra, Executive Director of said Hub.

Moreover, the International Federation of the Red Cross and Red Crescent Societies, and the United Nations Humanitarian Response Depot, both international users of the CLRAH, have addressed their humanitarian operations to the service countries that have been affected by this global pandemic.

An important lesson this health crisis left behind was the wording employed by the President of the Republic of Panama, Laurentino Cortizo Cohen, upon stating that Panama is in fact a "logistics hub and the PAHO/WHO recognizes it", upon being chosen by the work group of the Supply Chain of the United Nations to deliver the humanitarian aid to countries that need it the most.



Panama-Pacific, Province of West Panama

International Humanitarian Assistance

The Regional Logistics Center for Humanitarian Assistance (CLRAH, for its acronym in Spanish), through its international users delivered tons of humanitarian aid consisting mainly of Personal Protective Equipment (PPE), to 24 countries in Latin America & the Caribbean the minute the "Panama Solidarity Plan," took force amid the COVID-19 outbreak.

Panama's Humanitarian Logistics Platform, unique to the region of the Americas, safeguards the warehouses of United Nations Humanitarian Response Depot, and International Federation of the Red Cross & Red Crescent Societies, in their capacity as International users, and National Civil Protection Service as National User. All operating with the support of infrastructure provided by the National Government through the Ministry of Government

The current Executive Director, Alberto Sierra and staff committed to the Panamanian population and the Region of the Americas, have centered their efforts by providing the information, logistic and strategic facilities at the service of humanitarians, at a time when Panama and the world are tackling the COVID-19 outbreak.

23 March 2020



UN allocates Humanitarian Assistance to Latin American Countries

WHO's Director Tedros Adhanom Ghebreyesus revealed that Panama had been chosen from the list of countries to serve as humanitarian hubs, to deliver aid provided by United Nations for most vulnerable countries to cope with the COVID-19 pandemic.

United Nations Humanitarian Response Depot located in Panama, has been designated by its administrator World Food Programme, as a primary regional logistics hub, in order to mitigate the COVID-19 outbreak in Latin America and the Caribbean.

The humanitarian depot has dispatched over eight tons of supplies including COVID-19 Test kits for the Pan American Health Organization/World Health Organization (PAHO/WHO)

"Due to the worldwide suspension of commercial flights, the humanitarian depot bears an important role in this pandemia", stated Francisco Quesada, manager of Panama's Humanitarian Depot. "Our aim is to get the humanitarian cargo to its destination within 48 hours of having placed the order".

The COVID-19 Test Kits for health care workers include among other, masks, gloves, gowns, goggles and sanitizers. Likewise, Multi-purpose stores have also been dispatched from various partners to different countries to assist national efforts.

The Humanitarian Depot, which is coordinated by the World Food Programme provides procurement, warehousing, inventory and dispatch services onto 17 partners in the region including PAHO/WHO, UNICEF, International Plan, Doctors without Borders and the National Government of the Republic of Panama.



01 April 2020

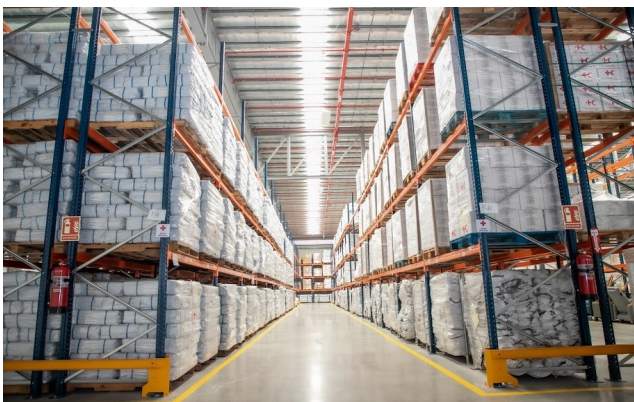
Process Meetings

- ◆ Follow-Up meeting to Develop the Business Roundtable with the Chamber of Commerce & Industry.
4 March 2020
- ◆ Follow-UP meeting between the CLRAH and its International Users pertinent to International Operations ahead the COVID-19 outbreak.
11 March 2020
- ◆ Operations Coordination Meeting for Local Response from the CLRAH, jointly with the Ministry of the Presidency and SINAPROC, ahead of the COVID-19 outbreak.
23 March 2020
- ◆ Operations Coordination Meeting for Local Response from SINAPROC at the CLRAH.
25 March 2020
- ◆ Proposal Meeting with the Directorate of Pharmacy & Drug of the Ministry of Health (MINSa, in spanish), and the CLRAH.
4 March 2020
- ◆ CLRAH's participation at Regional Logistics Board Meetings, convened due to the COVID-19 outbreak and led by the World Food Programme and Humanitarian Partners.
1 & 7 April 2020
- ◆ Meeting with the International Humanitarian City of Dubai.
21 April 2020
- ◆ Meeting with WFP as follow-up to LCA Panama.
24 April 2020
- ◆ Technical Meeting with the Directorate of Pharmacy & Drug.
24 April de 2020
- ◆ Meeting with Customs and International Users.
28 April 2020
- ◆ Participation of Alberto Sierra, Executive Director of the CLRAH in televised and radial programs about the collaboration of the Humanitarian Hub within the framework of the Panama Solidarity Plan and COVID-19.
20 to 24 April 2020
- ◆ Video-conference with the Association of Caribbean States about activities of the CLRAH due to COVID-19.
29 April 2020

The International Federation of Red Cross and Red Crescent Societies ahead the COVID-19

The International Federation of Red Cross and Red Crescent Societies (IFRC) have delivered humanitarian aid, specifically Personal Protective Equipment (PPE) such as masks, gloves, and gowns to over twenty national societies in Latin America and the Caribbean, totalling 1.3 tons, including Red Cross Society of Panama.

Likewise, coordinated the delivery of two humanitarian flights via Panama Pacific International Airport, bound for Ecuador.



March & April 2020

Panama's Humanitarian Depot, coordinated by the SINAPROC

The National Civil Protection System or SINAPROC, as the governing body of the integrated disaster risk management of the Republic of Panama, committed to the impact of COVID-19 on the Panamanian Isthmus, activated the "Orange Force", comprised of public servants and volunteers to deliver humanitarian assistance to the most vulnerable population hit by this Pandemic.

The humanitarian depot of the Republic of Panama is coordinated by SINAPROC and offers the panamanian population first response and humanitarian aid before disasters, necessary for the optimal handling of the humanitarian assistance.

The distribution of the humanitarian help is achieved in sound coordination with the local authorities of each area, in order to provide relief social assistance to families living in vulnerable conditions due to COVID-19.

Along with the Sanitary Task Force, SINAPROC will remain next to all the cape-less superheroes (volunteers and public servants), whom since day one have provided their extra mile to help each person affected by COVID-19.



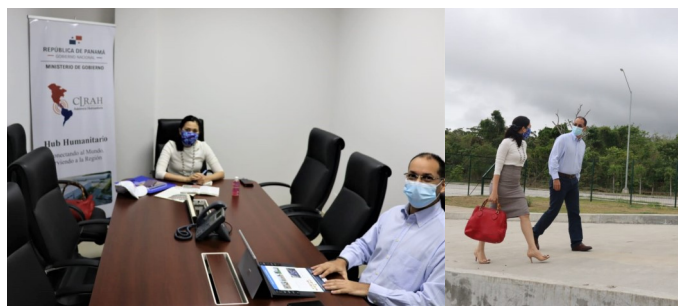
Head of Government visits the CLRAH

Amidst the COVID-19 pandemic, the Head of Government, Ms. Janina Tewaney Mencom, visited twice the Regional Logistics Center for Humanitarian Assistance (CLRAH), such being on 14 and 25 April 2020 respectively, to meet with the Director of the Humanitarian Center, Alberto Sierra, and with the Director General of SINAPROC, Carlos Rumbo, as well as with logistics managers of the regarded International Users.

The CLRAH, through its considered users, has activated its installations to provide humanitarian operations nationally, as well as to countries in Latin America and the Caribbean region.

From the Regional Logistics Center for Humanitarian Assistance (CLRAH), tons of Personal Protection Equipment was delivered to over 25 countries in the Americas region.

It is important to note that the Panama management logistics platform is unique to the region and the sixth worldwide, reinforcing itself as the "Humanitarian Hub of the Americas Connecting the World and Serving the Region".



Humanitarian Collection Center at the ATLAPA

The ATLAPA Convention Center was transformed into a Humanitarian Collection Center due to the COVID-19 global epidemic, wherein a daily assemblage of approximately 50,000 bagged food takes place for its distribution onto families found in a vulnerable state caused due to the COVID-19 outbreak, as part of the Panama Solidarity Plan.

During this operation merchandise is received and stored further leading to an organized product distribution, in which SINAPROC and volunteers have played a crucial role in the assembly of this assistance.



March & April 2020

Preparing for Humanitarian Aid

Due to the health emergency caused by the COVID-19 outbreak, users of the CLRAH have organized in conformance with their emergency protocols to prepare to effectively provide the aid and humanitarian assistance.

SINAPROC installed a multi-disciplinary team between volunteers and public servants who have been responsible for the administration, handling, and distribution of the humanitarian aid in coordination with the team of the Presidency of the Republic.

As to the International Federation of Red Cross and Red Crescent Societies, such has coordinated with over 20 of its national societies the necessary requirements to provide collaboration at the regional and international range, Ecuador being a priority.

Whereas, the United Nations Humanitarian Response Depot, coordinated with its partners, one such being the Pan American Health Organization, the dispatch of Personal Protection Equipment, COVID-19 Test Kits, and the kind, to over 25 countries in the region.



9 de abril de 2020

Advances of Panama's Logistics Capacity Assessment Projects and Internal Customs Transfer for Humanitarian Assistance

Evaluation of Panama's Logistics Capacity Assessment –LCA.

During the month of March data collecting was finalized for the Evaluation Project of Panama's Logistics Capacity Assessment, and likewise of its respective preliminary report for its presentation to the World Food Programme of the United Nations.

The aforementioned report is to become the country's very first effort to gather information concerning the logistics capacity of Panama in the context of humanitarian assistance. Pertinent to the data collection phase, the Project was supported by the Logistics Cabinet and other entities, with a total of over fifteen instances to the provision of information.

Following, we cite the instances that supported in providing information during this phase: Panama Maritime Authority, National Customs Authority, Logistics Business Council, Georgia Tech Investigation Center Panama Branch, Directorate of Drug & Pharmacy of the Ministry of Health, Executive Directorate of Agricultural Quarantine of the Ministry of Agricultural Development, Ministry of Foreign Affairs, Ministry of Labor, Ministry of Public Works, Tocumen, S.A., Public Service Authority, Cold Chain, the Institute of Agricultural Market, National Energy System (electricity) and the National Civil Protection System.

Internal Customs Transfer for Humanitarian Assistance.

Another Project being developed in parallel at the CLRAH jointly with its strategic partners, is that of the implementation of the Internal Customs Transfer for Humanitarian Assistance. Said project bears the essential collaboration, inasmuch from the National Customs Authority, as from the Panama Pacific Agency.

Upon the amendments approved to Cabinet Decree No. 12 of 2026, is identified for and by Customs to make adjustments to its IT System on merchandise subject to the provisions on emergency relief and humanitarian aid freights.

Currently, the National Customs Authority, and the CLRAH are in the process of validating the proposed changes to the system, and in the final review of guidelines set with the international users, the International Federation of Red Cross & Red Crescent Societies, and the United Nations Humanitarian Response Depot, thus ensuring an efficient, fluent and appropriate implementation process. .

1 March to 30 April 2020

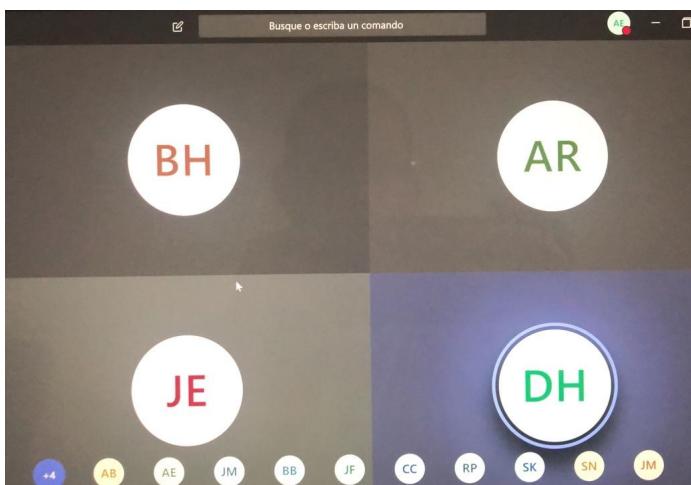
CLRAH's participation in meetings of the Logistics Sector Board Meetings

The Administration of the Regional Logistics Center of Humanitarian Assistance has been extended invitation to participate in the virtual meetings before COVID-19 of the REDLAC Group under the Logistics Sector Board led by the World Food Programme under the United Nations.

During these video-conferences participants seek for the development of synergies in order to improve disaster response in the region of the Americas before the COVID-19 outbreak.

REDLAC is formed by organizations under the United Nations System, non-governmental entities, international organizations and the Red Cross and Red Crescent Movement, to cite a few. RedLAC stands for Regional Group on Risks, Emergencies and Disasters for Latin America and the Caribbean.

RedLAC members who actively participate in the Logistics sector board meetings, coordinate and execute operations from Panama or in the region.



1 to 7 April 2020

Panama: A “Humanitarian Logistics Hub”

“Connecting the world and Serving the Region”, so happens to be more than a slogan, for Panama reaffirms itself as the logistics hub of the Americas, consolidating as such, its role before the COVID-19 outbreak through its Regional Logistics Center for Humanitarian Assistance (CLRAH), and its humanitarian duty.

Recognizing the importance of our country as a gathering point for humanitarian assistance and logistics, especially within the “work group of the supply chain of the United Nations to deliver humanitarian aid to countries that most need it”, is a great opportunity for all humanitarians.

This recognition is to bring about benefits in the near future to the Panamanian logistics sector and hence, the strategic positioning of Panama within said sector, is expected.



Operations of the CLRAH Administration in the face of the COVID-19 outbreak

As part of implementation of mechanisms and processes of management and maintenance of CLRAH's installations, manuals, protocols and administrative procedures have hence been prompted.

Amidst the COVID-19 outbreak, the considered international users have dispatched humanitarian assistance, which have prevailed via air consignments to make sure the aid arrives soonest and appropriately.

In its role as logistics facilitator, the CLRAH, through its national strategic focal points has channeled communications and coordination with its users for their support in the flow of information and cargo movement from our country to the región.



Likewise, security protocols have been established with specifications ahead of this Health Crisis, besides participating in the elaboration of the logistics strategy in support to the national user, SINAPROC.



13 April 2020

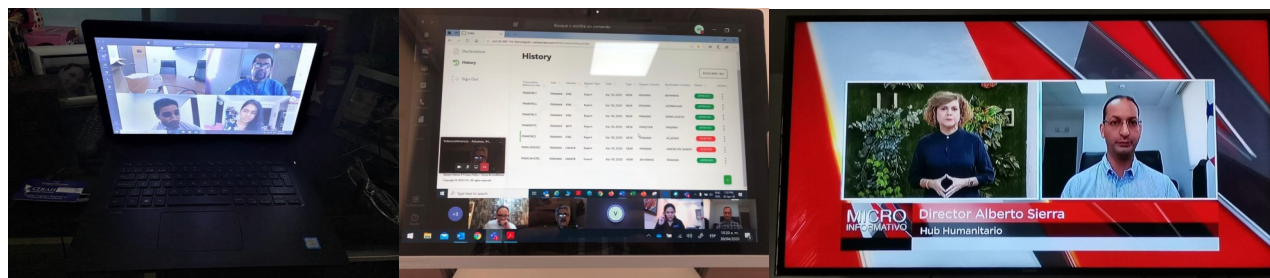
CLRAH in Teleworking

Taking into consideration the impact of the COVID-19 outbreak in Panama, CLRAH's management was one of the first Institution under the Ministry of Government to implement work mobility or "teleworking," as per Law No. 126 (of Tuesday, 18 February 2020), which establishes and regulates "Teleworking" in the Republic of Panama and amends an article of the Labor Code.

Ensuring as such, the operational, administrative and strategic activities of the Humanitarian Hub or CLRAH. Through said modality, videoconferences with each team member is achieved on a weekly basis convened by the Executive Director, based on the assignments designated by him, so as to meet the commitments and responsibilities not only of the logistics area but also of international cooperation, strategic planning and legal & administrative planning, as well, managed by the CLRAH.

Among the results achieved through this type of work we have the following:

- ◆ Follow up to the signing of the Agreement for the use of UNHRD Warehouses, and the beginning of its move to the CLRAH.
- ◆ Preparation of monthly management reports.
- ◆ Monitoring of administrative, maintenance and logistics proper of the Center.
- ◆ Follow-up on projects, logistics processes and attention to facilitation requests.
- ◆ Design and monitoring of investment projects for fiscal year 2021.
- ◆ Videoconferences with national and international organizations.



15 March to 30 April 2020

CLRAH national & international news links on the COVID-19 outbreak

Implementation and operation of the CLRAH during the COVID-19 Pandemic places Panama in the humanitarian community bearing the very first Humanitarian Hub of the Americas at the service of the Region and global connection:

- ◆ [UN delivers 8 tons of materials against COVID-19 to Latin America.](#)
- ◆ ["Preparation Is Key": Lessons from Panama's Pandemic Response](#)
- ◆ [The Regional Logistics Center for Humanitarian Assistance, a Panamanian pride in facing COVID-19](#)
- ◆ [Panama Humanitarian Hub sends aid to 25 countries in America](#)
- ◆ [Panama's Humanitarian Hub has assisted over 20 countries due to the COVID-19 outbreak](#)
- ◆ [Over 15 tons of humanitarian aid have been distributed from panama during the pandemic](#)
- ◆ [Upon the Covid-19 outbreak, humanitarian aid has been dispatched from the Regional Logistics Center for Humanitarian Assistance to over 35 countries in Latin America and the Caribbean](#)
- ◆ [Panama: logistics hub for humanitarian aid](#)
- ◆ [Francisco Quesada, of the United Nations Humanitarian Response Depot in Panama, mentions that masks and gloves are being delivered throughout the region](#)
- ◆ [Mauricio Bustamante, regional coordinator of the International Federation of Red Cross and Red Crescent Societies, states that approximately 4.5 tons of PPE is being sent to 20 countries](#)
- ◆ [Alberto Sierra, Director to the Regional Logistics Center for Humanitarian Assistance mentions that international organizations are using the logistics platform of the Panamanian Humanitarian Hub to perform their operations and support the rest of the countries to combat the Covid-19 and other emergencies](#)
- ◆ [Alberto Sierra, Director of the Regional Logistics Center for Humanitarian Assistance, details the humanitarian logistics operations that take place from Panama.](#)

15 March to 30 April 2020

Connecting the World, Serving the Region

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The Regional Logistics Center for Humanitarian Assistance (CLRAH), assigned to the Ministry of Government, is created through Law No. 80 of 14 December 2017, as a logistics platform for humanitarian assistance focused in facilitating the reception, handling, storage, and redistribution of supplies & equipment, as well as in mobilizing personnel to assist before national and international emergency that take place in the region; consolidating as such the Humanitarian Hub of Panama.

The CLRAH is formed by the National Civil Protection System, the International Federation of Red Cross and Red Crescent Societies and the United Nations Humanitarian Response Depot.



Primed & Active in Humanitarian Activities

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