



The CLRAH in Images

May - June 2020
Volume 2, N° 3



- ♦ Let's talk about the Humanitarian Hub
- ♦ Strategic alliances with the logistics sector are strengthened
- ♦ The CLRAH amid COVID-19 pandemic

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Connecting the World, Serving the Region

THE HUMANITARIAN 2020

Key Topics

- The CLRAH in the times of COVID-19
- The International Users during COVID-19
- Strategic Alliances

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The CLRAH in Images

“A Chat About the Humanitarian Hub”

The Minister of Government, Janaina Tewaney Mencomo, upon a broadcast on the Social Network Instagram, jointly with the Executive Director of the Regional Logistics Center for Humanitarian Assistance (CLRAH, in Spanish), Alberto Sierra, highlighted the important role played by the Humanitarian Hub in the job of receiving and distributing medical supplies for Panama and the region amid COVID-19 pandemic.

The Humanitarian Hub is a logistics system that has the capacity to receive, store and distribute humanitarian assistance nationwide and to countries in the region.

Sierra, briefing on how the Humanitarian benefitted over 26 countries through international users The International Federation of Red Cross and Red Crescent Societies (IFRC), as well as United Nations Humanitarian Response Depot (UNHRD) operated by the World Food Programme (WFP). *“It is them who have had the ability to use our logistics system to support countries in Central America, South America and the Caribbean; and at the same time, we too have benefitted”,* he stated.

The official explained that at the national level the Humanitarian Hub is the gathering point of the Panama Solidarity Program, since the warehouse of the National Civil Protection System (SINAPROC, in Spanish), also under the Ministry of Government (MINGOB, for its acronym in Spanish), stocks the medical and cleaning supplies being used in hospitals and Hotel hospitals, nationwide.

Panama has the first Humanitarian Hub of the Americas and the Fifth in the World. The other four are located in Spain, Italy, Malaysia and United Arab Emirates.

Upon concluding, Minister Tewaney stated that even though the CLRAH or Humanitarian Hub is relatively a new institution, it is a pride for the MINGOB, for the country, and portrays Panama's vocation to service.



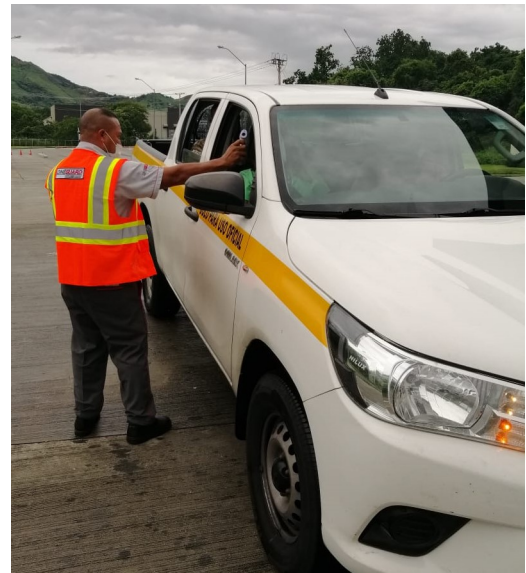
June 15, 2020

CLRAH's Biosecurity Protocol

The Regional Logistics Center for Humanitarian Assistance (CLRAH, for its initials in Spanish), responsible for its task to the service of its users, implemented a biosecurity protocol for access to the installations of its respective warehouses, product of the COVID-19 pandemic.

It is based on basic security measures, taking into consideration the recommendations of the Ministry of Health, including:

- ◆ Temperature Monitoring at the Access Gate to all entering/exiting the compound.
- ◆ Any person with Temperatures higher than 37.9 °C is denied access.
- ◆ Each user in turn, has developed biosecurity protocols within their warehouses and offices.
- ◆ To ensure continuity of the maintenance of equipment and special systems necessary to assure operations of the users, keeping in place the biosecurity protocols established by the Ministry of Health of Panama
- ◆ CLRAH performs constant cleaning of its infrastructures, with the support of the SINAPROC, it fumigates administrative buildings and government warehouses.



March 15 to June 30, 2020

Interviewing the Executive Director of the CLRAH

A year from having been commissioned by His Excellency Laurentino Cortizo, President of the Republic of Panama, as Director of the Regional Logistics Center for Humanitarian Assistance, Alberto Sierra, shares some of his experiences during this time, especially in the operations that took place during COVID-19.

The Regional Logistics Center for Humanitarian Assistance (CLRAH), has fulfilled its mission of being a logistics platform for humanitarian assistance, in the times of COVID-19, stated it's Executive Director, Alberto Sierra.

The Director highlighted that the COVID-19 global pandemic has enabled the CLRAH, jointly with its international allies Red Cross and Red Crescent Societies, and the United Nations Humanitarian Response Depot (UNHRD), duly coordinated by the World Food Programme (WFP), to show it's potential and provide the necessary assistance to many nations, as fast as possible.

"A key point is that we are using the logistics platform that we have as a country, which is extremely important to help the countries of the region, more so, upon Panama being destined as the distribution center for The Americas, due to our logistics platform which allows a response in less than eight (8) hours", he cited.

In this sense, he emphasized that more than 25 countries have been provided with humanitarian assistance, consisting of personal protective equipment such as masks, gloves and gowns. A total of 60 tons have been dispatched, mostly by air.

In Panama, the Regional Logistics Center for Humanitarian Assistance, joins the Panama Solidarity Program, through the Humanitarian Depot of Panama, administered by the National Civil Protection System (SINAPROC, in Spanish), as a storage and distribution center for the adequate handling of goods and medical supplies destined for hospitals, health centers, hotel hospital and the Joint Task force that are currently used to combat COVID-19.

Sierra, availed the opportunity to thank and praise the valuable contribution of the Panamanian workforce during this pandemic; recalling that the majority of international organizations rely on Panamanian staff, as is the case with SINAPROC, and the entire air/ground logistics system and warehouses; exposing Panamá's ability to expedite aid inasmuch internally, as externally of our borders.

To position the CLRAH as the logistics platform for humanitarian assistance in the Region, through its Users, is part of my goals and projections on the short and medium run, which together with my staff we are consolidating, reaffirmed Sierra, upon concluding the interview.



May 15, 2020

Process Meetings

- ◆ Review of the Central American procedure for facilitation, between CLRAH and the National Customs Authority.
May 5, 6, and 8, 2020
- ◆ Meeting with International Users concerning humanitarian cargo movements.
May 6 and 7, 2020
- ◆ Meeting to review the Action Plan with SINAPROC and CEPREDENAC - Central American Procedures
May 12 and 14, 2020
- ◆ Six Briefings on COVID-19 operations with humanitarian partners within the framework of the Sectorial Bureau. Logistics coordinated by the World Food Programme (WFP).
May 15 to June 19, 2020
- ◆ Review of the Regional Humanitarian Assistance Mechanism with CEPREDENAC-SICA and the Regional Discussion Group on COVID-19.
June 5, 2020
- ◆ Meeting for the development of virtual educational conferences with EUROBUSINESS from CLRAH and its Users
June 10, 2020
- ◆ Meeting to review the Action Plan on the Memorandum of Understanding between the Association of Caribbean States and the Ministry of Foreign Affairs.
June 17, 2020
- ◆ Meeting with the Panamanian Chamber of Commerce so as to prepare for the upcoming Humanitarian Business Conference.
June 18, 2020
- ◆ Follow up meeting to review the Central American Trucking Procedure for facilitation with the National Customs Authority and SINAPROC.
June 19 and 26, 2020
- ◆ Exploratory Meeting about handling cargo flights from Panama Pacifico International Airport with International Users.
June 22, 2020
- ◆ Briefing on CLRAH and its future projections with the Adviser of the Minister of Government.
June 23, 2020
- ◆ Meeting to review the Handbook of State Departments in case of disaster and humanitarian crisis with the Ministry of Foreign Affairs.
June 25, 2020
- ◆ Virtual meeting with the Director of Panama Pacifico concerning development of the CLRAH.
June 29, 2020

An interview with the Director of the United Nations Humanitarian Response Depot (UNHRD): The CLRAH, and the Panamanians, great allies of the UNHRD

The humanitarian aid received by millions affected by COVID-19 in 27 nations of the Continent, is the best evidence of the Regional Logistics Center for Humanitarian Assistance (CLRAH, in Spanish) is fulfilling its mission to serve as a logistics platform for humanitarian assistance, which facilitates the storage and redistribution of supplies during emergency; stated the representative of the UNHRD.

Francisco Quesada, Manager of the United Nations Humanitarian Response Depot (UNHRD), emphasizes that since last March, by means of the CLRAH, the UNHRD has carried out 59 missions to establish mobile storage units in different regions of America, which have eased the distribution of thousands of kits to fight the novel coronavirus.

Likewise, it has also facilitated operations for the International Federation of Red Cross and Red Crescent Societies (IFRC), which is another user of the UNHRD Network, to be able to deliver more humanitarian aid to several countries in the region.

In this sense, he recalled that entities linked to the United Nations Organization, known as UN, have set up a fund for COVID-19 Operations, guaranteeing as such a continual inflow of help reach those affected, hence, the representatives of the Government of Panama within the CLRAH are helping us in the negotiations to rely on more space for our operations.

Another benefit rendered by the CLRAH, amid the COVID-19 global pandemic.

Quesada availed the opportunity to thank the support of the Panamanians in the task that UNHRD undertakes. The role of the Panamanians in the handling of this aid is fundamental, for 80% of the WP/UNHRD staff is Panamanian and 100% of the personnel of the Government of Panama, including SINAPROC, suppliers, haulers and the rest, are all Panamanians.



June 25, 2020

Panama's Humanitarian Depot, coordinated by SINAPROC

The National Civil Protection System (SINAPROC) has played a significant role during this pandemic, from coordinating humanitarian assistance from its warehouses to continuing its comprehensive risk management task, nationwide, especially in populations that live in vulnerable conditions. The Humanitaria Depot of the Republic of Panama, located in the Humanitarian Hub compound, has led to a better and more efficient help to those most in need amid COVID-19.



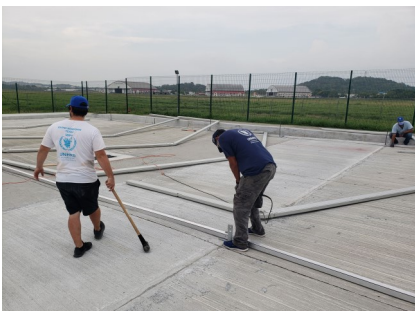
Since the beginning of the COVID-19 pandemic, SINAPROC, following guidelines set forth by the Ministry of Health, and as per the biosecurity protocols instructed by the Administration of the CLRAH to its respective users, periodically performs deep and effective cleaning of its facilities, paying extra attention to the humanitarian depot, "sanitizing and disinfecting" administrative and operational offices, inasmuch of SINAPROC as of CLRAH.

Additionally, during the months of May and June 2020, humanitarian help and assistance has been provided due to the impact of COVID-19, and other adverse events lived in the communities of Darien and Panama, respectively.



UNHRD Humanitarian Operations amid COVID-19

The United Nations Humanitarian Response Depot or UNHRD, is finally located physically at the CLRAH complex. Amid the pandemic, it moved and installed at its new warehouses, without falling behind in its commitment to its strategic partners by rendering efficiently and on-time the humanitarian assistance required, especially during COVID-19.



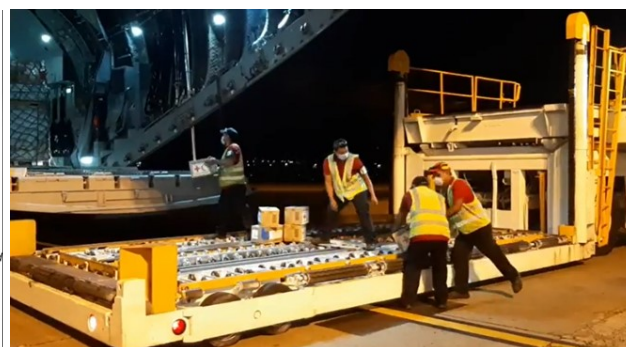
IFRC Humanitarian Operations amid COVID-19

The International Federation of Red Cross and Red Crescent Societies (IFRC), has continued with its humanitarian assistance and logistics tasks during COVID-19 by assisting its national societies in twenty (20) countries in the región.

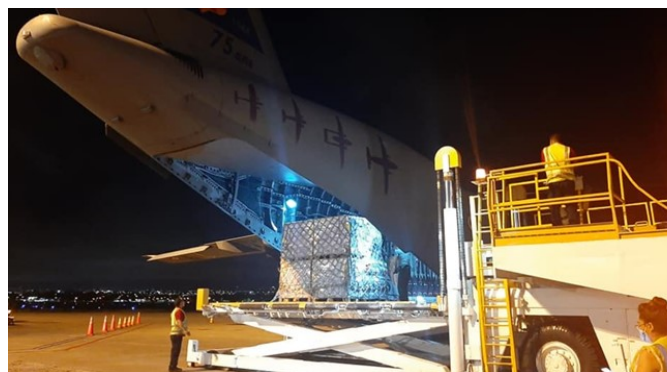


During the month of May, PPE and medicines were dispatched to over 20 countries in the region by air, wherein for their special mission to distribute PPE and Medicines to Venezuela a Jet was Chartered, and through which were repatriated IFRC personnel found in said country.

Within the framework of activities carried out by the IFRC, was the “Pre-Hurricanes 2020” meeting, held during the month of May, to discuss the involvement of the Supply Chain amid COVID-19.



For the month of June 2020, IFRC continued to provide humanitarian assistance to its national societies, including dispatch of a “Multi-Country-Charter” bearing 28 tons of humanitarian aid destined to countries in the Caribbean such as Guadeloupe, Dominica, St. Vincent, St. Kitts and Grenada; likewise, PPE was flown and shipped to twelve (12) countries, including El Salvador and Guatemala, as well as vehicles, relief medicines, amongst others to Venezuela.



International Users' Humanitarian Cargo Movement January-May

International Humanitarian Cargo

January - May 2020

*Does not include cargo mobilized for COVID-19 response



International Federation of the Red Cross and Red Crescent Societies

Supports operations of red crosses in the Americas

TOTAL MOVILIZED

NFI's, medicines and medical supplies

Tons

172

Value USD

871K

South America

94 Tons

Caribbean

62 Tons

Africa

16 Tons

86%



14%

Total tons dispatched to nine countries, including other regions, through several shipments

More than 80% of shipments dispatched by sea



United Nations Humanitarian Response Depot

Strengthening logistics operations of their partners in the region

TOTAL MOVILIZED

Tents, tarpaulins, medicines, prefabricated housing and related equipment

Tons

30

Value USD

247K

Central America

29 Tons

Caribbean

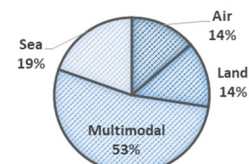
0.9 Tons

South America

0.1 Tons

Total tons dispatched to three countries through several shipments

Multimodal (shipments mobilized with two or more transportation modes)



Humanitarian Cargo Movement amid COVID-19

COVID-19: International Humanitarian Cargo

January - May 2020



International Federation of Red Cross and Red Crescent Societies

TOTAL MOVILIZED

Personal Protective Equipment (Gown, masks, gloves)

Tons

8.0

Value USD

361K

100%



Shipped by air

23 COUNTRIES in the region

Total tons dispatched per region

Central America

3.0 Tons

South America

2.9 Tons

Caribbean

2.1 Tons



United Nations Humanitarian Response Depot

TOTAL MOVILIZED

Personal Protective Equipment, Mobile storage units

Tons

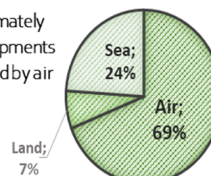
53

Value USD

495K

Dispatched to 26 COUNTRIES

Approximately 70% of shipments dispatched by air



Central America

28 Tons

South America

13 Tons

Caribbean

12 Tons

Total tons dispatched per region

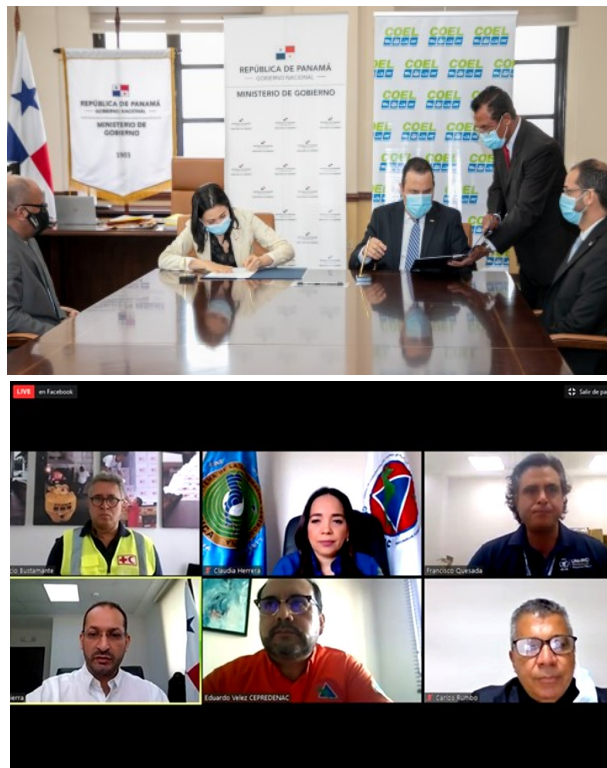
Strategic Alliances

Upon a year of work carried out by the current administration, it's focus has been directed to rendering logistics operations carried out by its respective Users, and to establish strategic alliances that contribute to improve said facilities; likewise, to promote and develop knowledge transfer in logistics and humanitarian assistance.

One of these strategic alliance had is with Panama Logistics Business Council (COEL, in Spanish). On June 2020, an important technical cooperation agreement was ratified between CLRAH and COEL, which seeks to promote humanitarian assistance as a potential area to establish new business opportunities, knowledge transfer activities, training, experience exchange, as well as lessons learned, applicable in both, humanitarian and commercial logistics.

In May and June, the CLRAH worked closely with the Executive Secretariats of the Coordination of Natural Disaster Prevention in Central America and Dominican Republic (CEPRENAC, in Spanish), as well as with the Association of Caribbean States (ACS), in the design and planning of medium to short run Action Plans as a work mechanism for cooperation and coordination with these regional organizations.

Likewise, work has continued with strategic partners potentially linked with the humanitarian logistics such as the Regional Group on Risks, Emergency and Disasters for Latin America and the Caribbean (REDLAC); the National Customs Authority; the Panamanian Chamber of Commerce, in addition to initial conversations with the CEO of the International Humanitarian City in Dubai with the purpose of establishing a Cooperation Agreement with this Humanitarian Hub; and with the Manager of EuroBusiness for academic missions.



BEST PRACTICE AT CLRAH AMID THE COVID-19 PANDEMIC

CLRAH, amid COVID-19, established a series of procedures and protocols that have resulted in "best practice", such as:

- ◆ Temperature monitoring at the Access Gate to all needing to enter the logistics compound. This measure includes drivers and their passengers.
- ◆ Security Staff at the Gate makes sure all accessing the premises has a face mask on.
- ◆ Any person running a temperature higher than 37.9 °C is denied access and must immediately go to the nearest Health Center.
- ◆ Each cargo vehicle must be placed at the reception or dispatch door of the warehouse.
- ◆ Temperature monitoring for specific individuals accessing the depot or warehouse.
- ◆ Sanitize shoe soles of all accessing the depot by either fumigation or placement of shoe sanitizer mats and/or baths.
- ◆ Promote that drivers, whenever possible and practical, remain in their vehicles.
- ◆ Make alcohol gel handrub readily available, inasmuch for visitors, as for staff entering the premises.
- ◆ Deny access to the warehouse to anyone not wearing a facial mask.
- ◆ Promote the frequent washing of hands for warehouse personnel who handle supplies or goods, or provide hand sanitizer gel for situations where such is not practical.
- ◆ Establish cleaning procedures for vehicles, tools and equipment of shared warehouse use (such as forklifts, jackpallets, and the kind).
- ◆ Establish cleaning and disinfecting procedures for common use surfaces, such as handles, railings, and so forth.
- ◆ Sustain a constant provision of sanitary products for one's basic hygiene (water, liquid soap, paper-towel, toilet paper and/or hand sanitizer gel).
- ◆ Placement of hand sanitizer dispensers all over the warehouse for easy access by staff members.
- ◆ Periodically nebulize the warehouse area to reduce the risk of contamination.
- ◆ Promote social distancing among staff as much as possible.

March 15 to June 30, 2020

Knowledge Transfer

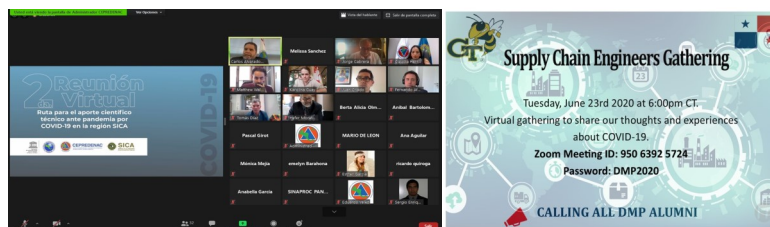
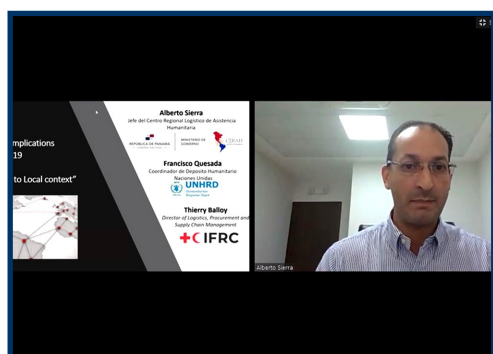


Among the facilities being developed by the CLRAH, are had activities that are promoted through the Knowledge Transfer Center (CTC, in Spanish) through the active participation of its public servants in conferences, workshops and virtual meetings.

For the months of May and June, we have participated in Regional Meetings with International organizations, such as the joint organization with CEPREDENAC of the First Regional Discussion Group: ***"The CLRAH amid COVID-19"*** with the purpose of disseminating the experiences that the Humanitarian Hub has had during this pandemic. With 90 individuals online, this Webinar had over 350 followers on Social Networks, achieving an ample reception of the subject.

Also, our executive director, Mr. Alberto Sierra, participated as speaker before the Panel ***"Implications in the Supply Chain Amid Covid 19"***, evoked by the International Federation of Red Cross and Red Crescent Societies (IFRC), allowing to report what was achieved by the CLRAH during this pandemic.

Likewise, participation was had before the Cycle of Conferences ***"Recovery of the Logistics Sector before the New Normality"*** organized by the Business Logistics Council (COEL, in Spanish) for the month of May 2020. Additionally, we also participated in the International Webinar ***"Integration of Logistics Hubs between Panama and Peru"***, organized by Business Alliance for Secure Commerce, and further participating as speakers in the panel of the Discussion Group: ***"Georgia Tech Panama—Supply Chain Engineers Gathering"***.



National and International News Links of the CLRAH amid COVID-19

- ◆ [Let's talk about the Humanitarian Hub](#)
- ◆ [The CLARH amid COVID-19](#)
- ◆ [IFRC and Red Cross Panama work jointly to support Panama in responding to COVID-19](#)
- ◆ [The impact of technology on the processes of the Logistics Hub of the Americas](#)
- ◆ [Ministry of Government and the Business Council sign Convention](#)
- ◆ [Over 40 tons of medical supplies distributed from the Humanitarian Hub](#)
- ◆ [Webinar "Integration of Logistics Hubs between Panama and Peru: Prospects and Future Plans"](#)

Telework new form of humanitarian management of CLRAH

The CLRAH was one of the first institutions to embrace the telework model product of the COVID-19 global pandemic that lead to a 50% reduction in the mobilization of its public servants. Under this new work model it has been possible for the CLRAH to minimize the risk factor of its collaborators, without them having to abandon the administrative, operational and humanitarian management compromises that take place monthly, such as the following:

- ◆ Follow-up on administrative activities of maintenance and control of installations; biosecurity and personnel management.
- ◆ Follow-up on facilitation and logistical coordination activities for humanitarian assistance and aid.
- ◆ Assisting international users about their humanitarian operations
- ◆ Humanitarian accompaniment to the Panama Solidarity Plan
- ◆ Participation and coordination of international cooperation activities; conferences, seminars, workshops, signing of agreements, conventions, and strategic alliances, among others.

Connecting the World, Serving the Region

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Acknowledgments:

- ♦ CLRAH's USERS

The Regional Logistics Center for Humanitarian Assistance or CLRAH, under the Ministry of Government, is created through Law No. 80 of 14 December 2017, as a logistics platform for humanitarian assistance, with the purpose to facilitate activities of reception, management, storage, redistribution of supplies and equipment, as well as the mobilization of human resources before national and international emergencies that take place in the region; consolidating as such, the Humanitarian Hub of Panama.

Furthermore, the National Civil Protection System, the International Federation of Red Cross and Red Crescent Societies, as well as the United Nations Humanitarian Response Depot, currently form an integral part of the CLRAH.



Tele-Work, the new method of Humanitarian Management currently being implemented by the CLRAH

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