

flexport.org

2023 Impact Report



Table of Contents

- 3 Flexport.org Mission & Overview
- 4 Opening Letter From Ryan Petersen, Flexport Founder & CEO
- 6 From January 2022 to July 2023
- 8 Global Response
- 10 Supplying Help for Humanity: A Letter From Kristen Czapar Dohnt, Head of Flexport.org
- 12 Stories of Impact: Ukraine, Horn of Africa, United States of America, Global Infectious Disease Control and Prevention, Pakistan, Turkey/Syria
- 22 Flexport.org Fund Financial Information
- 24 Flexport.org’s Climate Team Helps Reduce GHG Emissions
- 25 Partner Appreciations
- 26 Thank you!

Flexport.org’s mission is to make logistics a positive force for social and environmental impact.



The Only Aid That Matters is the Aid That Arrives

This report is being delivered at a time when 1 in 23 people need humanitarian relief urgently. That’s why we partner with the world’s best humanitarian organizations to deliver aid to some of the most logistically challenging places on earth. Flexport.org exists for people in need.

Thanks to generous donations, Flexport.org has funded shipments of humanitarian aid to approximately 78 countries since 2018 to help those in need. During the same time period, Flexport.org has also offset over 30,000 metric tonnes of greenhouse gas emissions produced by the movement of aid through our integrated Climate programs.

Flexport.org is committed to delivering food, medical supplies, clothing, school supplies, and other essential commodities to communities most in need. Alongside our on-the-ground partners, we improve the quality of life for millions of people around the world.

ALL-TIME AID OVERVIEW



4,595
Shipments



73.3M
Pounds of Aid Shipped



400+
Humanitarian Partners

Opening Letter From Ryan Petersen, Flexport Founder & CEO

In 2017, when I saw the famous New York Times photo of a child wounded in the Syrian Civil War, I said to my team: “Let’s send a container of essential products to a refugee camp nearby.” I had no idea if we could or how we would, but I knew Flexport could help. This was the spirit of naive optimism from which Flexport.org was born. The belief that even if we don’t know exactly how to deliver help, we’ll find a way.

A month later, with the help of Americares, we delivered two containers to Syrian refugee camps in Jordan and Turkey. To date, we’ve delivered more than 73.3 million pounds of aid in some of the most disaster stricken regions of the world.

We partner with more than 400 of the best non-profits and international aid agencies doing rapid response to humanitarian crises all over the world. With this model, we deliver cheaper, faster, and more reliable international aid, which is critical when over 60% of all the international aid shipped to affected regions ends up in a landfill. The wrong stuff gets sent to the wrong place at the wrong time with nobody there to sign for it, so it doesn’t get into the hands of the people that need it.

Flexport.org is solving this problem. We onboard the most effective aid distribution groups in every region and make it simple to get cargo shipped from wherever it’s needed into the disaster zone as fast as possible. Our partners get access to Flexport’s technology, like real-time track and trace and visibility down to the individual product level, which makes coordinating customs and final delivery a breeze.

Now, with hundreds of nonprofits using our platform, we can rapidly identify exactly what’s needed and coordinate delivery from NGOs, governments, for-profit and non-profit social enterprises. Our network has donated over \$50 million dollars to enable Flexport.org to provide free shipping for humanitarian relief programs globally, Flexport employees have contributed more in hours of work, and our air, ocean and trucking carrier partners have provided countless subsidized or in-kind shipments.

It’s all of these contributions that keep us going, and that replenishes the spirit of naive optimism that first inspired me to start Flexport.org and before that, Flexport itself.

Yet, the magnitude of the tragedies happening every day is too great, and we could never solve them alone. In the year to come you’ll see Flexport.org partner with even more organizations worldwide to drive impact. Our goal is to connect and catalyze. Flexport.org’s impact is only made possible thanks to our incredible partners who identify the actual needs on the ground in the midst of a disaster, who source or donate the essential goods being requested, others who provide discounted transportation, and then our amazing donors who have funded the shipments.

I want to sincerely say thank you to you, our supporters and partners, for giving us the chance to deliver to these important causes on behalf of us all.

As you read this impact report I hope you’ll feel as inspired as I do about the work our network can do together. We believe we’ve created an incredibly effective form of philanthropy as we enable donor dollars to go towards the lifesaving goods communities need, with visibility into what was shipped, where, when and who received it.

What’s more, your donations go further as our airline, ocean and trucking partners often discount their services for Flexport.org. We save non-profits money on their logistics costs, while speeding up transit times by days and weeks in crucial response periods. When you’re thinking about your end of the year donations to good causes, please consider supporting Flexport.org.

It’s an honor to work with you all.

Thank you,



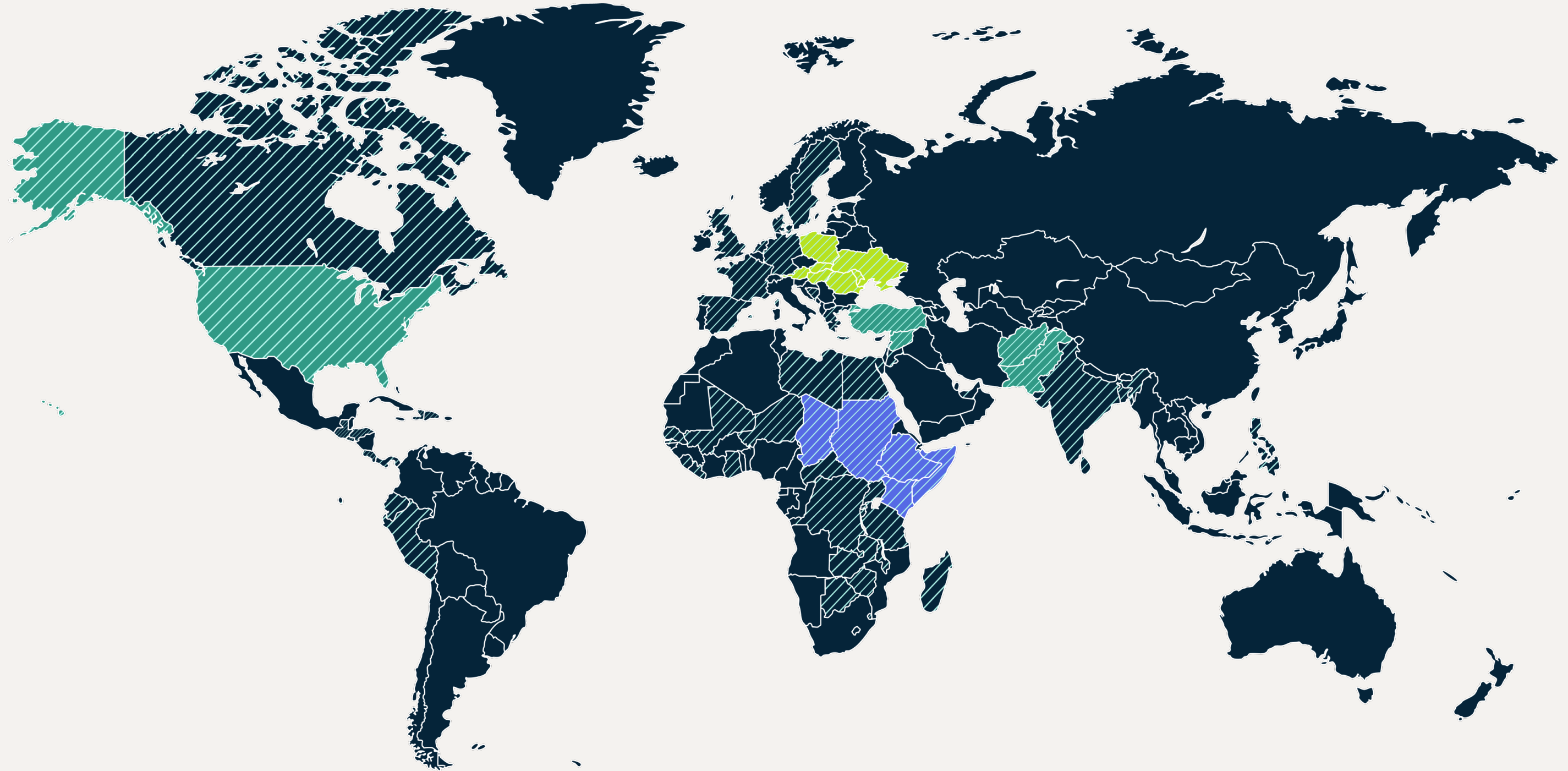
Ryan Petersen
Founder & CEO of Flexport

From January 2022
to July 2023



Global Response

From January 2022 to July 2023



- War in Ukraine Relief
- Horn of Africa Polycrisis Relief
- Natural Disaster Relief
- Aid Delivered

Supplying Help for Humanity: A Letter From Kristen Czapar Dohnt, Head of Flexport.org

While Flexport.org may have been founded in the spirit of naive optimism in 2017, it's matured into an effective, mighty team of logistics, technology and humanitarian aid experts that work tirelessly with our partners and donors around the world to make a positive impact. That maturity and reliability, couldn't be more evident than in the responses, stories of cooperation and sheer impact achieved from January 2022 to July 2023. In that time, we delivered over \$111M in aid to help improve the lives of over 13 million people.

This inaugural annual impact report covers 18 months (going forward it will be just 12 months) in which the planet experienced dramatic change. Even as the influence of Covid-19 on our everyday lives receded, war emerged in Europe, exacerbating a food insecurity crisis and triggering a mass movement of refugees. And the devastating effects of climate change became increasingly evident.

This report's format allows us to show the scope of support for the multiple large responses Flexport.org has supported this year, and the resulting movement of developmental and pre-positioning aid. We look forward to sharing this report every 12 months moving forward to document the impact of our collective efforts.

The work, of course, is far from over. In Ukraine alone, where we have supported internally displaced persons (IDPs) and refugees, the need for long-term assistance



will continue. Over this 18 month time period, through thoughtful donations from over 75,000 people, 917 funded shipments of humanitarian aid have been delivered to support Ukrainians. These shipments total over 16 million pounds of aid with an average of 15 deliveries each week since March 2022. We have multi-year plans with our key partners on the ground to continue delivering the aid they request to treat people in need and support the rebuilding of infrastructure.

During this time, Flexport.org also partnered to deliver food to families throughout the Horn of Africa and to refugees in the United States. We made sure aid arrived in response to disasters for people impacted by flooding in Pakistan, Hurricane Ian, and earthquakes in Turkey/Syria. And in all those responses, we offset over 14,180 metric tons of greenhouse gas emissions produced by the movement of this aid.

Our donors provide the critical resources needed to fund this work. Those who generously support the Flexport.org Fund play an important role in enabling our partners to deliver aid on the ground in nearly every continent on the globe.

Thank you for your continued encouragement and support,



Kristen Czapar Dohnt
Head of Flexport.org

Ukraine



917 funded shipments



16 million pounds of aid



32 partners



8.8 million people impacted

The humanitarian crisis in Ukraine and the surrounding region continues. Conflict has led to a wave of refugees and displaced people from their homes, putting tens of millions of lives at risk. According to the United Nations, over 20 million Ukrainians (about half of the population) are in need of urgent humanitarian assistance.

The 16 million pounds of aid we have delivered through 917 funded shipments to date support 8.8 million Ukrainians, and include hospital beds, medical and surgical equipment, ambulances and clinics, firefighter equipment, hygiene kits, blankets and food. We are committed to a long-term response in Ukraine to help deliver aid to our partners on the ground to support people in need.



On February 24, when Russia invaded Ukraine, the demand for transport increased dramatically—yet shipping into the country was extremely challenging.

Flexport.org was able to deliver cargo into Ukraine and freed up budgets and staff resources so they could focus on bringing in more supplies that our field teams required.*

Nikola Usenovic
Director, Global Procurement at International Medical Corps

The numbers of impacted people are based on reporting from our nonprofit partners.

*International Medical Corps does not endorse any company, brand, product or service.



IMC distribution of essential supplies in Ukraine





© UNICEF/UN0780557/Visona

“ Our collaboration with Flexport.org has enhanced our ability to respond to large scale and sudden-onset crises by widening access to a global network of transportation and logistics assets in hard-to-reach locations.

When a crisis hits, strong and resilient supply chains are critical cornerstones, and we are immensely thankful for the support of Flexport.org during these challenging times.

Gisela Henrique
Deputy Director of Operations, UNICEF Supply Division

Horn of Africa



16 funded shipments



1.7 million pounds of aid



6 partners



322,600 people impacted

Severe drought in the Horn of Africa, compounded by global food shortages due to the war in Ukraine, has created one of the worst food insecurity crises over the past 40 years. This crisis is a focus area for our ongoing relief efforts. More than 43 million people in the Horn of Africa need humanitarian assistance. We have partnered with several humanitarian aid organizations to deliver ready-to-use therapeutic food throughout the region to help prevent severe malnutrition in young children. In addition, family emergency kits have been delivered to Chad; pharmaceuticals and hygiene kits sent to Ethiopia; and support given for Sudanese refugees and internationally displaced persons affected by recent violence and instability. We know additional help is needed and are continuing to identify opportunities to support the people impacted by this crisis.



GlobalMedic
@globalmedicdmgf

The ongoing crisis in Chad has left millions of people in need of humanitarian aid. In partnership with [@flexport](#) and [@HIASrefugees](#), we were able to provide 900 families in Chad with Family Emergency Kits containing a water purification unit, a solar light and hygiene items.



10:51 AM · Mar 16, 2023 · 11.9K Views

United States of America



67 funded shipments



500K pounds of aid



4 partners



410k people impacted

In anticipation of a huge influx of refugees into the United States, Flexport.org received requests to deliver food and other critical supplies throughout the country from our non-profit partners. Domestic relief programs are a new area of development for the Flexport.org team.

Due to the increase in the number of disaster responses needed as well as the severity of their impacts on the affected communities, Flexport.org plans to expand our domestic relief programs in 2024. Through collaborations with dedicated and experienced nonprofits based in these communities we'll help get more of what is requested to people who need it sooner.



Catholic Charities USA

Global Infectious Disease Control and Prevention



18 funded shipments



165K pounds of aid



6 partners



3,115,034 people impacted

Flexport.org responded to the initial COVID-19 outbreak in 2020 by shipping masks to clinics in Wuhan, China. But it soon became clear the crisis was global, and that the logistical demands of delivering PPE (personal protective equipment) and medical equipment worldwide would be immense. Nonprofits and other mission-driven organizations urgently needed our logistical help.

Based on lessons learned from Flexport.org's global Covid response, we are continuing to support our partners working hard to prevent and control infectious diseases all over the world. This included Covid and Cholera outbreaks that required preposition, then delivery of supplies to stop them. We plan to continue and expand impact in this area with a focus on protecting frontline healthcare workers.

These 18 shipments included PPE such as gloves, gowns, and masks as well as WASH (water sanitation and hygiene) supplies to provide access to clean water, toilets, and clean hands. We will continue to provide life-saving supplies to help prevent, control, and end infectious disease outbreaks around the world in the year ahead.



Partners In Health

Pakistan



21 funded shipments



200K pounds of aid



3 partners

On August 25, 2022 Pakistan declared a state of emergency after two months of heavy monsoon rains and melting glaciers. Over 2 million people were left homeless due to potentially the worst floods in Pakistan's history. In coordination with our partners on the ground, and with a focus on supporting refugees, 21 shipments of over 200,000 pounds of aid were delivered, including supplies for temporary shelters, personal hygiene, and water purification.



A special thanks to [@flexport](#), a partner recommended to us by [@USAIDSavesLives](#).

First they helped IOM move life-saving goods into Ukraine. Now they are doing the same to help those affected by flooding in Pakistan.



7:39 AM · Dec 29, 2022 · 4,660 Views



IOM Pakistan



Thanks to the support of Flexport.org, IOM Pakistan and its partners were able to swiftly deliver life-saving emergency shelters to vulnerable flood-affected individuals in Pakistan.

IOM (International Organization for Migration) – UN Migration



Global Empowerment Mission (GEM)

“ When disaster strikes, Flexport is always ready to help us establish humanitarian access when it comes to shipping and transportation.

Because of their relationships all over the world, we have a global support system helping us navigate regulations and ports of entry.

Flexport’s subject-matter expertise allows us to focus on what we do best—delivering aid to communities in crisis. Working with their team gives us peace of mind in unpredictable environments, which allows us to launch operations in new countries quickly and confidently.

The Flexport.org team is a natural extension of our own. Because our teams often work on unprecedented challenges in unstable environments, we work through challenges together. We look forward to partnering with Flexport for many, many more miles.

Emily Fullmer
Chief Operations Officer, Global Empowerment Mission

Turkey/Syria



192 funded shipments



8.2 million pounds of aid



10 partners



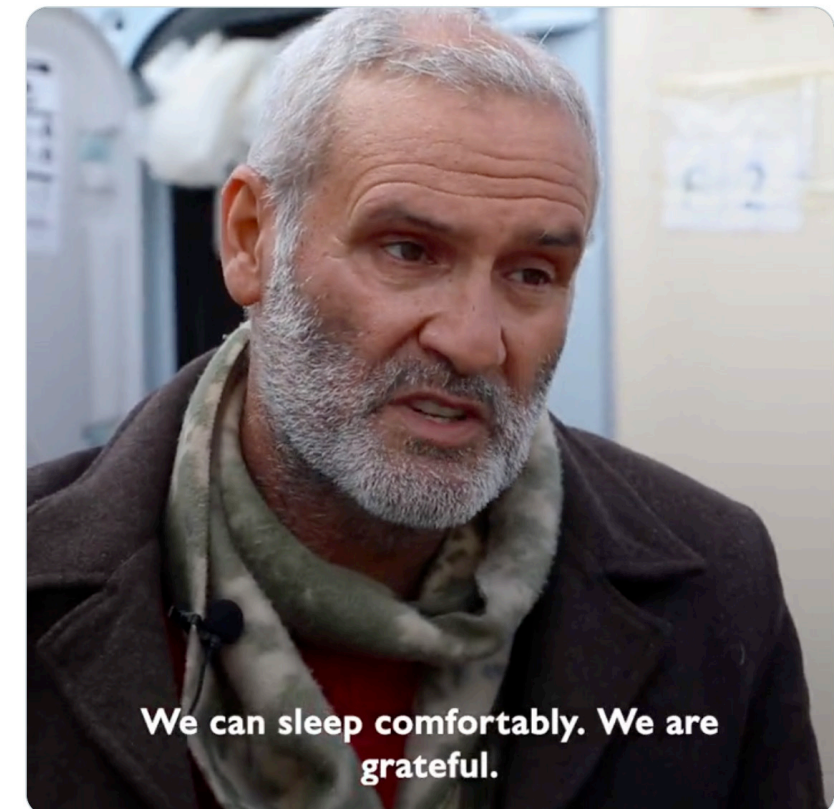
620K people impacted

On February 6th, 2023 two massive earthquakes with magnitudes of 7.8 and 7.7 struck Turkey and Syria. Over 13 million people were affected and an estimated 1.5 million people were left homeless. In collaboration with our local logistics partners we delivered 192 shipments with more than 8 million pounds of aid to 10 different humanitarian organizations on the ground. These shipments included surgical supplies and equipment to treat the wounded as well as shelters, blankets, and tents for people who lost their homes during winter.



"We are warm & we have everything we need."

🏠 IOM has partnered w/ @BetterShelter to provide safe & dignified #shelters for people like Necati who lost their homes in the recent earthquakes in #Türkiye. Thanks to @Flexport for facilitating the timely delivery of shelters.



We can sleep comfortably. We are grateful.

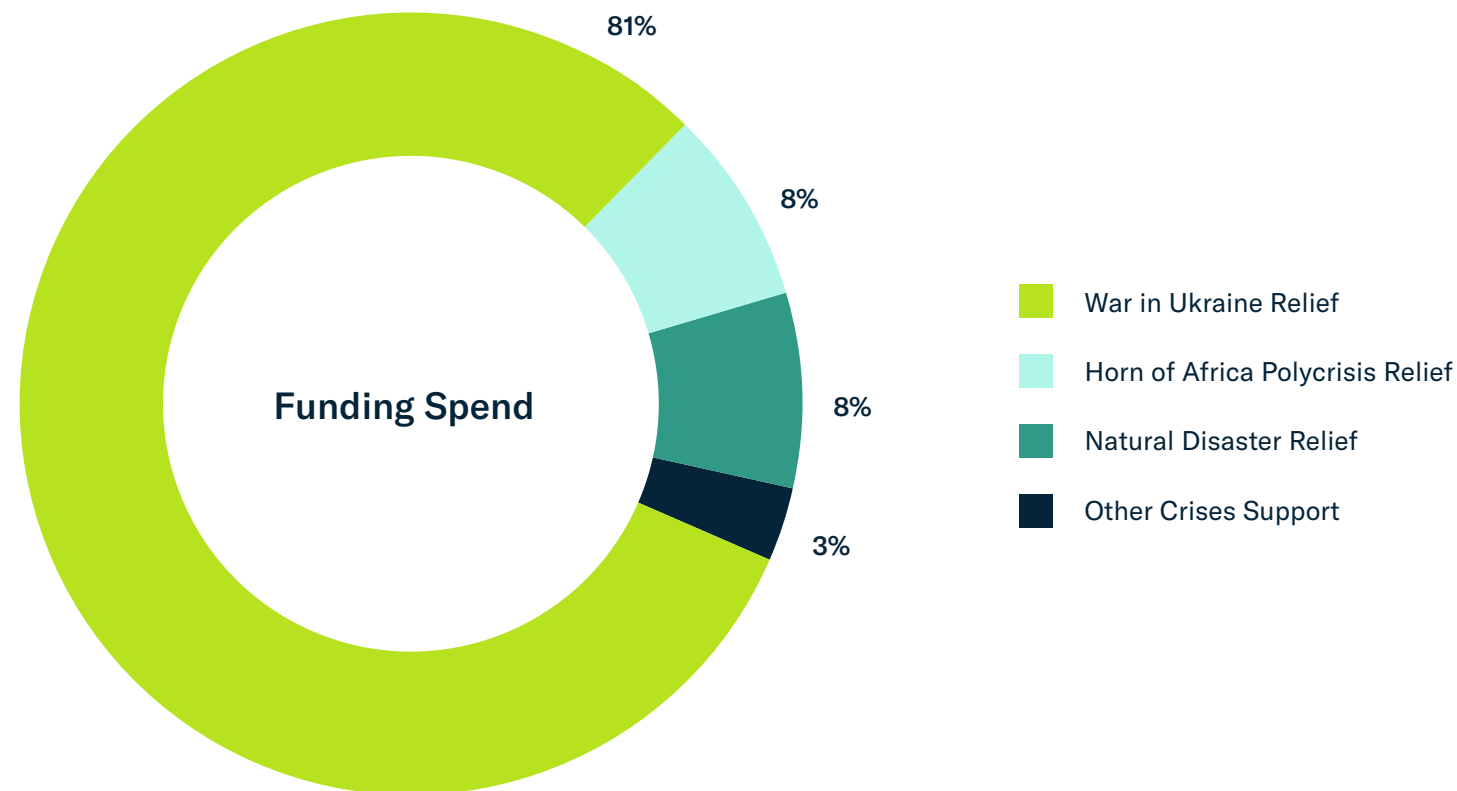
12:00 PM · Apr 6, 2023 · 1,386 Views

Flexport.org Fund Financial Information

January 2022–July 2023

The below chart is a high level summary of responses by percentage that were supported by the distribution of our funds across global responses during this time period. Thank you to the over 75,000 individuals, foundations, and companies that made financial donations during this time to help get aid to people in need. If you have any questions, please contact us at fund@flexport.com.

The Flexport.org Fund is managed by Charities Aid Foundation of America (CAF America), a global grantmaking organization whose mission is to make giving internationally and domestically safe, easy, and effective for U.S. donors. As a 501(c)(3) tax-exempt charitable organization, donations to the Flexport.org Fund at CAF America are tax deductible to the full extent of the law in the United States.



Stand With Ukraine

Thank you to the thoughtful donors who supported the Flexport.org Fund through Stand with Ukraine, a GoFundMe.org fundraiser created by Mila Kunis and Ashton Kutcher.



Heart to Heart International

Tech For Refugees



Flexport.org's efforts have been truly impressive.

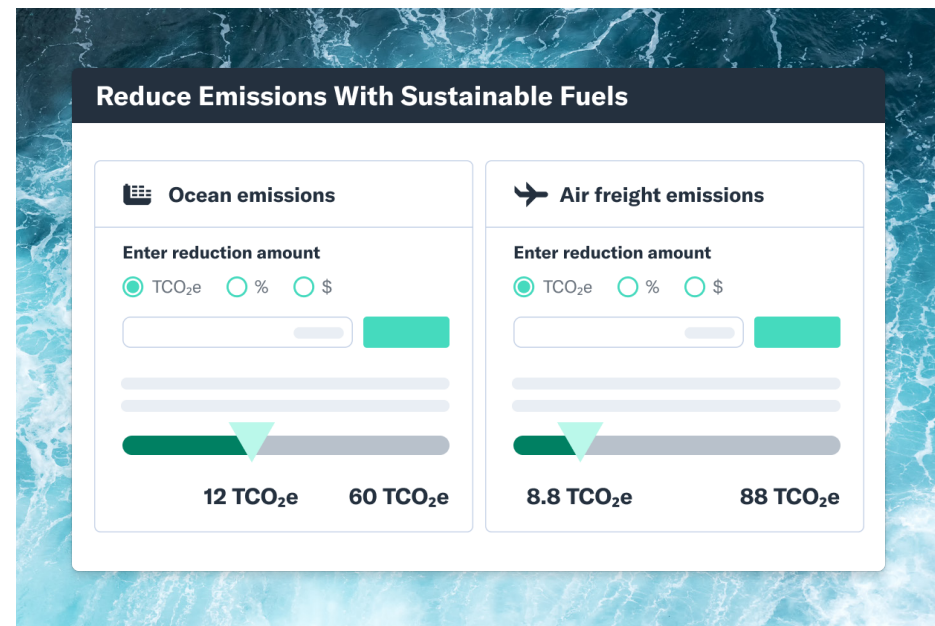
Julia and I are looking forward to seeing them continue their work helping to alleviate the refugee crisis in Ukraine, the Horn of Africa, Pakistan and other crisis zones around the world, including Turkey and Syria.

Yuri Milner
Founder of Tech For Refugees

Flexport.org's Climate Team Helps Reduce GHG Emissions

Flexport.org's Climate Team helps clients measure, avoid, and mitigate greenhouse gas (GHG) emitted when moving freight. One of the most important first steps any client can take is to start with measurement. Flexport provides a free, custom-built emissions calculator to estimate the emissions for all Flexport and non-Flexport shipments. Through our Emissions Analytics, these emissions data can be viewed through custom reports, charts, and other tools, making it easy to find high-impact areas for reduction. For mitigation, Flexport.org first focuses on avoiding emissions, and then on reducing.

Our offset credits can be applied to any shipment emissions and the contributions go towards supporting projects that improve forestry management and avoid deforestation in critical habitats. Every disaster relief shipment we move is automatically offset. Flexport.org also offers low-carbon fuel certificates for reducing air and ocean shipments, allowing clients to make reductions within the value-chain from which the emissions originated. Since Flexport.org's inception, the Climate Team has helped mitigate more than 360k tonnes of GHGs. Our Flexport.org team is a dedicated team of sustainability professionals, learn how they can help you reduce your supply chain emissions today by emailing climate@flexport.com.



Partner Appreciations

KEY FUNDING PARTNERS



KEY FREIGHT PARTNERS



KEY HUMANITARIAN PARTNERS



This is not an exhaustive list; thank you to every organization that helped Flexport.org move shipments to those in need. UNICEF does not endorse any company, brand, product or service.

Thank you to everyone who has supported Flexport.org!

We are looking forward to continuing to scale our impact to help improve the lives of people and the health of our planet.

Kristen Czapar Dohnt
Head of Flexport.org

David Ashley
Head of Global Aid

Dave Hartman
Manager, Global Aid Account Management

David Hume
Head of Climate Programs

Kelsey Jensen
EMEA Manager

Jiwon Min
Engineering Manager

Samyak Shah
Product Manager



Global Empowerment Mission (GEM)

“

To drive positive impact, it takes a collaborative and innovative effort to tackle the challenges that emerge around the world.

That's why we're honored to work with our longstanding partner, Flexport.org, to donate Atlas Air's resources and access to our global airfreight network to help deliver aid where and when it's needed most.

Michael Steen
Chief Executive Officer, Atlas Air Worldwide

