

# RELIEF LOGISTICS

INTIME FREIGHT

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## EXPECTING THE UNFORESEEABLE EVERY DAY.

When relief goods and healthcare are needed urgently in disaster areas, fast professional logistics can save human lives. This field of transport, where things rarely go to the book, demands a great deal of experience and flexibility. **INTIME FREIGHT** has organized the delivery of relief goods and healthcare to people in need in Kenya over the years.

The Company works on the basis of long term contracts for several local and international agencies. In addition, we are engaged with business with selected major humanitarian organizations as well as a number of Non-Governmental organizations and suppliers for the humanitarian sector. Each year, **INTIME FREIGHT** handles several individual orders, which are coordinated by our own competence centers for relief logistics and executed through its global network.

As in other sectors, in the relief logistics field, the Company offers a wide range of solutions extending from international transport by land, water and air to intermediate storage and country-specific distribution concepts. The internet-based information system **INTIME FREIGHT** Login enables the shipments to be tracked and monitored by all staff members and partners, in which tailor-made reporting solutions are at the disposal of certain large customers.

It's mistaken to believe that relief logistics consists only of urgent disaster missions in which emergency teams are flown to remote parts of the world to coordinate and supervise the distribution of emergency supplies loaded on certain chartered freight aircrafts. Much of the transports effected by **INTIME FREIGHT** in this business segment are regular services, mainly for the replenishment of strategic stocks for the long-term aid programmes. The remaining, mainly unforeseeable operations demand the utmost speed of response and are a true test of the logistics expert's talent for improvisation built upon many years of experience. For these emergency cases the appropriate organization and personnel resources must be ready and the necessary transport capacity immediately around the clock on 365 days per year.

To maintain this infrastructure and keep it in a permanent state of readiness is a cost-intensive task. Additional costs result from the employment of subcontractors such as airlines, local forwarders or –depending on the area of operation– escorts for the transports. Although relief logistics is not a big money earner, the Company feels an obligation to place its extensive knowhow and efficient network at the service of humanitarian organizations. They are dependent on smoothly operating supply chains and the experience of the logistics professionals. The roles are clearly defined and assigned: The humanitarian organizations as customers provide the relief goods and **INTIME FREIGHT** organizes their efficient, reliable transport to any part of the world–to drought regions of Africa and war ravaged countries.

Humanitarian aid and business do not conflict, but in an ideal case complement each other in such as to bring aid with a maximum of speed and efficiency to those who need it. The longer aid organizations and logistics provider work together, the more know-how they acquire from each other for the benefit of future operations. **INTIME FREIGHT** has highly experienced logistics specialists in this field who have completed a full training in forwarding as well as being flexible and highly mobile. Most of them have worked in this special field for years and organize efficient disaster management based on their sound knowledge of logistics and their good international connections. On this basis, the Company has earned a very good reputation and built up a strong position in the market for relief logistics.



## IN THE BATTLE AGAINST MALARIA

Mosquito nets are an effective, low-priced and above all durable means of protection against malaria – particularly if they release an active substance which is deadly for mosquitoes but harmless to humans. Such a product has been developed by the chemical company BASF, which supplies impregnated mosquito nets to many international aid organizations and the health ministries in several countries. The special feature of this innovative product is that the BASF researchers have incorporated the insecticide into a polymer used to treat the nets in such a way that it migrates to the surface at a steady rate over a number of years and remains effective even after many washes. We organize the transportation of mosquito nets in Kenya, DRC, Uganda, Tanzania and Sudan. It's a complex task, not only because of the large volume of freight but also because the nets have to be transported by different routes and different modes of transport. In some routes, transport infrastructure is virtually non-existent. For ease of operations, efficiently functioning communications between all parties are essential. We handle these projects within the pre-defined timeline to the complete satisfaction of the aid organizations.

## HUMANITARIAN LOGISTICS

The past 30yrs have seen an increase in the annual number of natural disasters such as earthquakes, drought, floods, landslides, volcanic eruptions and storms. Experts focus that, driven by climate change, this trend will continue in the future. However, major challenges to humanitarian logistics are presented not only by emergency aid to disaster areas of chronic famine.

The starting points of efficient disaster logistics are the stocks of supplies which aid organization position in strategic locations all over the world in order to allow more rapid response to emergencies. UN Organizations and Non-governmental organizations are supported by emergency teams or specialized departments of logistics providers with expert knowledge for the transport of medical supplies, water treatment plants, food, clothing and temporary housing.

Despite the progress that cooperation has made over the years, the problem of duplicate or incorrect deliveries and delayed intervention in disaster areas still exist. Scientific analyses indicate that fast and efficient disaster aid can be achieved only by improved coordination and concentration of activities and capacities. However, the shortage of food, medical supplies and water is for the most part not a result of sudden catastrophic events but consequence of permanent structural problems in the famine regions of the world. Since 1995, the number of people affected by hunger has risen to more than a billion or 15% of the world population. This alarming fact is documented by the World Hunger Index 2009, which lists 20 African countries among the 30 with the highest levels of hunger. The figures also show that emergency and development aid needs to be specially focused on countries to the south of Sahara. According to UNICEF figures, roughly 3 million children die each year as a result of malnutrition. Nearly a third of the world population has only inadequate access or none at all, to vital medicine.

The chronic shortage of food, drinking water and medical aid in many parts of the world is accompanied by a trend that is leading to hardship for growing number of people for developing and emerging countries: whereas major disasters attract the attention of the media and stimulate a high readiness to donate, it is increasingly difficult to raise funds for regions that are in permanent need. Furthermore, readiness to donate has fallen by roughly a third since the beginning of the global economic crisis. Another problem is that medical and food supplies too often pass their expiry dates or disappear on their way to those in need-either as a result of inappropriate treatment during transport and storage, contribution, a lack of proper information or quite simply an inadequate infrastructure.

Logistics elements such as transport planning, refrigeration chains, the security of goods and supply chains or information management are key factors for successful development cooperation. Humanitarian logistics can and must therefore utilize the experience of the commercial sector, but at the same time follow unconventional paths in order to adapt to special conditions and provide the best possible supply level with the available capacity. In this connection, human resources are a key factor in the successful development of transport and logistics systems.

Particularly in the developing countries, however, logistics specialists with the necessary know-how are in short supply. This means that in those places it is rarely possible to maintain a smooth local flow of the goods and information. The training of logistics specialists in developing countries is therefore one of the main challenges that face humanitarian logistics, and can make a decisive contribution to the reduction of transport and distribution problems.

In addition to problems of disaster logistics, the Company research team is now examining suitable logistics concepts for the countries of the East African rift valley region. In this project, the researchers are not only seeking new ways to use the great lakes and existing but poorly maintained railways and roads, but are also involving African training and further education institutions in the joint venture development of suitable logistics concepts.



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