

What Does a Doctor in Nepal Have in Common With a Logistics Expert in Memphis?



By Julia Chicoskie, Global Citizenship, Disaster Relief Advisor, FedEx Corporation

Dr. Bibek Banksota, Director of the Hospital and Rehabilitation Centre for Disabled Children

For Dr. Bibek Banksota, an orthopedic surgeon in Kathmandu, Nepal, life is finally returning to normal after a devastating earthquake hit in April 2015. Medical supplies flown in by FedEx helped Dr. Banksota and his colleagues serve over 45,000 survivors.

“I was on a mountain road when the earth began shaking. It looked as if bombs were exploding in front of me. I reached Kathmandu and worked at the hospital from early morning to late at night. We experienced aftershocks during surgeries and had to leave the building multiple times. We continued doing amputations in tents in the parking lot.

“Many people wanted to help but only a few could deliver. The impact made by Direct Relief and FedEx was phenomenal. They brought critical supplies to our doorstep—IV fluids for surgeries, medications, wheelchairs for amputees. With these supplies, we served tens of thousands in Kathmandu and in remote camps who were in dire straits.”

Thomas Tighe, President and CEO, Direct Relief

Former COO of the Peace Corps, Thomas Tighe became President and CEO of Direct Relief in 2000. On his watch, Direct Relief has delivered over \$2.2 billion in medical aid around the world.

“Emergencies are many things...including a logistical nightmare. The challenge of rapid mobilization is a huge barrier to getting survivors the help they need.



Working with FedEx has changed the entire dynamic for us, and Nepal is a perfect example.

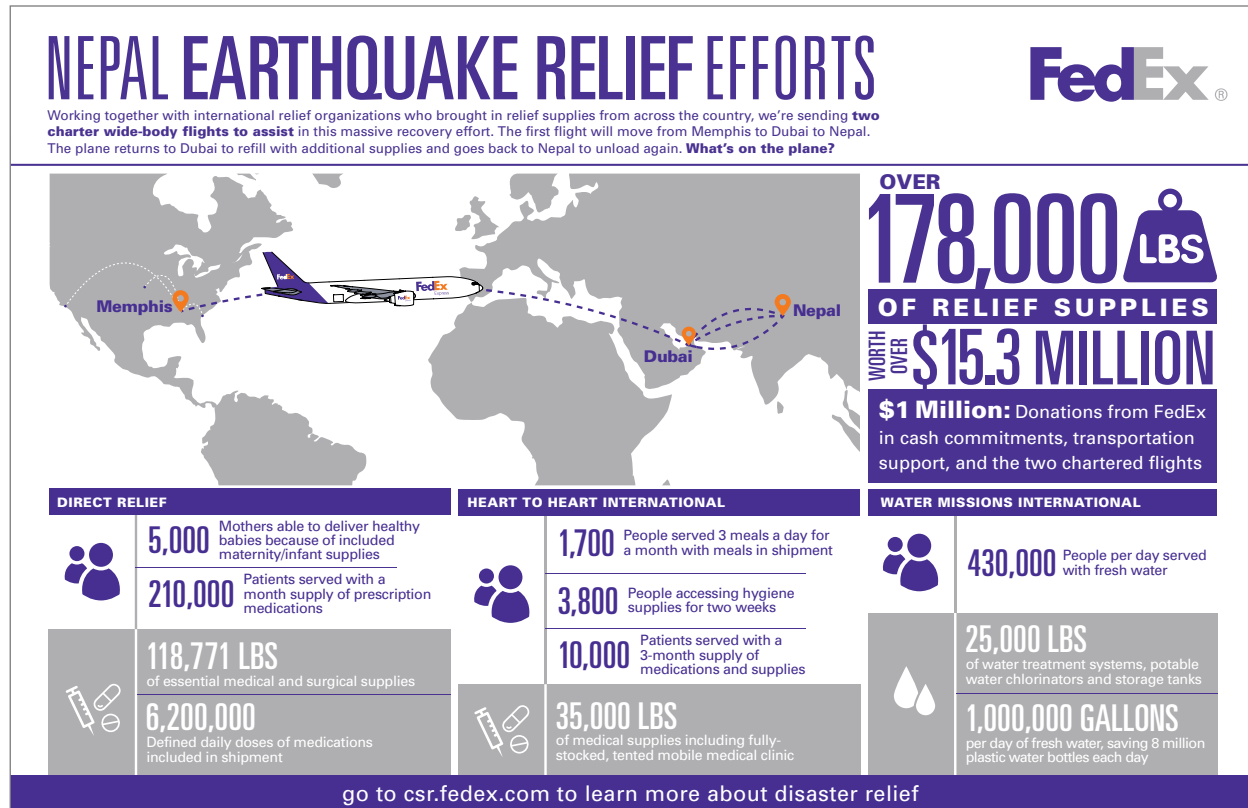
“After the earthquake, the runways were damaged, and nobody seemed to be getting in. I was there when our medical supplies arrived, and the World Health Organization came over and asked how we pulled it off. I told them, ‘FedEx.’

“Together we delivered over 6 million doses of medicine as well as hospital tents, wheelchairs, and birthing centers. It was one of the most substantial deliveries of medical relief in Direct Relief’s 67-year history. This is our job as a humanitarian nonprofit. But FedEx chooses to do this and does it faster and better than any others.”

Jenny Robertson, Global Director of Citizenship and Reputation Management, FedEx

When a disaster strikes, Jenny Robertson is immediately on the phone guiding teams inside and outside FedEx to direct critical supplies where they are needed most.

“Disaster relief is part of our DNA at FedEx. We understand how to move things and can get in and out when others can’t.



"We rely on expert organizations like Direct Relief, the American Red Cross, and Heart to Heart International. These relationships ensure that when emergencies strike, we know who to call, where supplies are, and how to collaborate.

"With Nepal, we had calls twice daily with air operations, load masters, senior executives, nonprofits, and other global team members. The situation changed hourly. As we finalized the mission, I thanked everyone for their around-the-clock collaboration. A member of our operations team responded simply, 'Lives are at stake. This is what we do.' That said it all."

Glenn Carpenter, Manager, Global Freight Movement, FedEx Express

Glenn Carpenter is a logistics wizard, handling the flow of large shipments through international cities. "I tell people it's like sending an astronaut to the moon. Unforeseen issues come up which you have to address to get your astronaut there and back.

"For Nepal, we had to determine how much aid we were moving, its origin, and how it would get to Kathmandu. We don't usually fly there, so FedEx Charters had to find a correctly sized plane and reroute it. We scheduled trucks to pick up supplies across the country and bring them to Memphis. We loaded our plane and flew from Memphis to Dubai to Delhi to Kathmandu.¹ All within 24 hours.

"Because the Kathmandu runway was cracking, we had to reduce our payload to get clearance to land. We decided to make multiple trips from Dubai to Nepal. We also had to get enough fuel to get back safely.

"It was like a giant chess game happening in real time with all hands on deck. Thankfully, our team members are experts at what they do."

FedEx is committed to delivering for good around the world. To learn more, visit csr.fedex.com.

¹ See infographic