

# Impact Report 2024



# Welcome from Kristen Czapar Dohnt

Flexporters have long had a commitment to “fill the gap”, stepping in and doing what needs to be done. That is the role that Flexport.org endeavors to take in the humanitarian space by providing our logistics expertise, technology, and funding to organizations working to deliver shipments of relief supplies to people globally. This is especially crucial given that the humanitarian industry is facing some of the toughest challenges it has faced in over a century.

The rise in natural disasters and conflicts is driving more global emergencies, overwhelming humanitarians and increasing migration. The difficulty in responding to these crises has been exacerbated by a bleak funding climate for humanitarian organizations.

In this tough environment, I am consistently impressed by our humanitarian partners’ commitment to alleviate suffering. Everyday, in communities all over the world, aid workers operate in dire conditions with limited resources, yet still find a way to maximize those resources and positively impact the lives of people in need. It is truly an honor to work with them and support them using Flexport’s blend of humanitarian, logistics, and technology expertise.

Since our last Impact Report, Flexport.org has shipped humanitarian aid to 72 countries on six continents, helping more than 63 nonprofits deliver cargo to crisis areas. From headline-grabbing emergencies in Gaza, Ukraine and Maui, to lesser covered ones in Yemen, Chad and Sudan, our team has focused on helping organizations get aid to their teams on the ground for distribution.

Through the generous support of donors, the Flexport.org Fund has been able to cover \$13 million of transportation costs and offset 9,000 metric tons of CO2e from those shipments. This funding has provided a lifeline for humanitarian organizations that otherwise would not have been able to ship that aid, or would have had to reduce the amount of aid shipped.

We thank all of our donors and partners for their tireless support and look forward to making more impact in the year ahead.



**Kristen Czapar Dohnt**  
Head of Flexport.org

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# 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.

Today, 1 in 22 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 86 countries since 2018 to help those in need. During the same time period, Flexport.org has also offset over 43,000 metric tonnes of greenhouse gas emissions produced by the movement of disaster relief 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.

# Impact of our Fund August 2023 to July 2024

**16M** pounds of aid shipped.

**540** shipments moved.  
(Includes air, ocean, rail, & truck.)

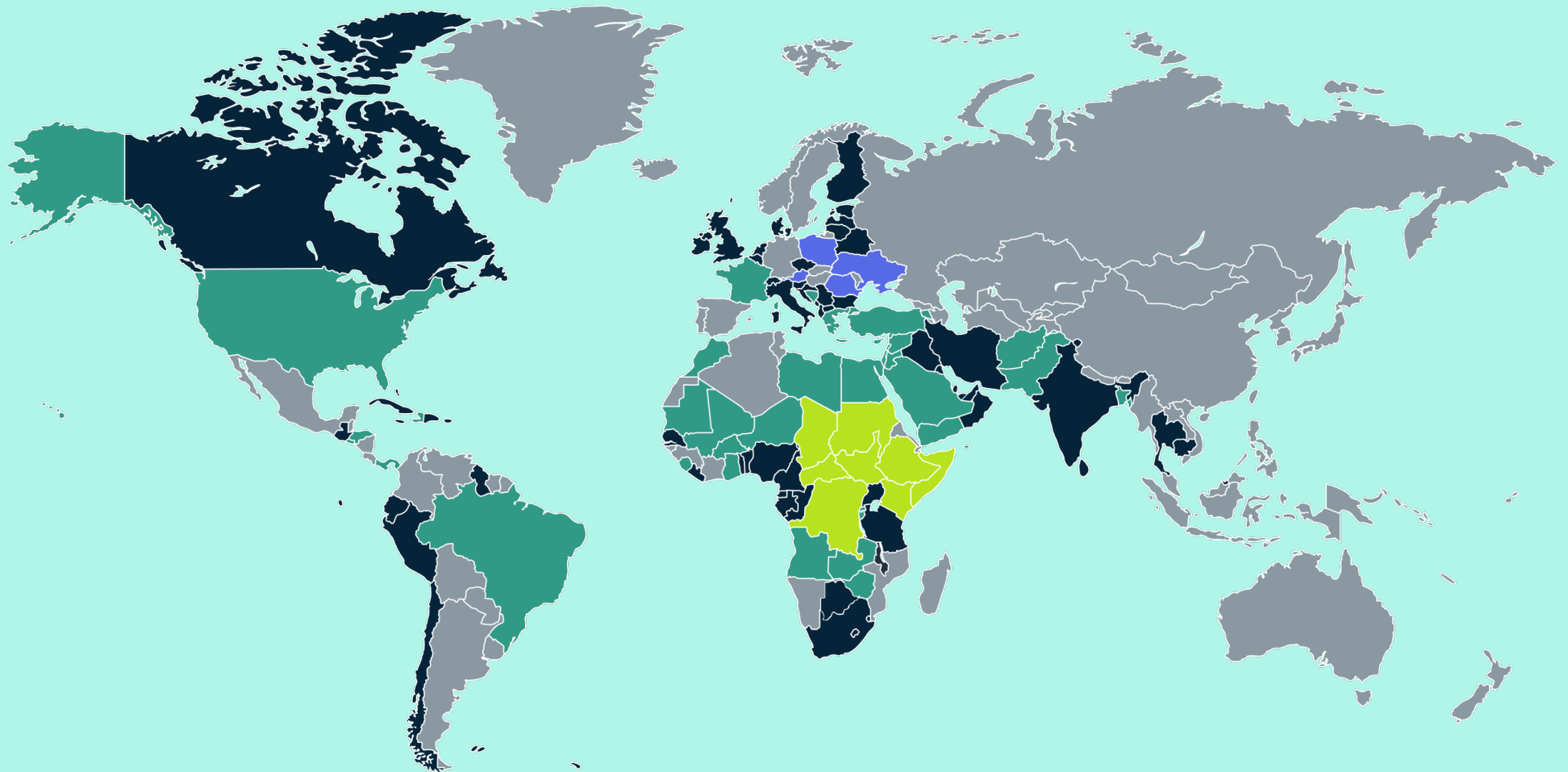
**44** organizations assisted.

# Flexport.org timeline

<p><b>MAR</b> Full-time dedicated Flexport.org team is established</p> <p><b>DEC</b> Delivered 1 millionth pound of aid</p>	<p><b>MAR</b> Cyclone Idai initiates the first disaster response</p> <p><b>JUL</b> The Flexport.org Fund funds its first shipment, medical supplies for Venezuelan refugees in Panama</p> <p><b>SEP</b> Hurricane Dorian makes landfall in the Bahamas</p>	<p><b>JAN</b> COVID-19 disaster response begins with first shipment to Wuhan</p> <p><b>APR</b> Flexport.org Fund raises millions of dollars to support COVID-19 response efforts globally</p> <p><b>AUG</b> Port explosion in Beirut, Lebanon</p> <p><b>SEP</b> Delivered 10 millionth pound of aid</p>	<p><b>FEB</b> COVID-19 Delta Variant causes crisis in India</p> <p><b>AUG</b> Haiti Earthquake</p> <p><b>DEC</b> Recognized by CAF America with the Excellence in International Philanthropy Award</p> <p>Expanded last mile capabilities in Africa</p>	<p><b>FEB</b> Mobilizes response to war in Ukraine</p> <p><b>MAR</b> Received millions of dollars in donations to support Ukraine response</p>	<p><b>FEB</b> 7.8 Earthquake devastates Turkey and Syria</p> <p><b>MAY</b> Formalized a partnership with UNICEF to provide global humanitarian relief</p> <p><b>AUG</b> Maui wildfires</p> <p><b>SEP</b> Delivered first aid shipment using sustainable aviation fuels</p> <p><b>OCT</b> International Medical Corps integrates pharmaceutical management software with Flexport's platform</p> <p>War in Gaza &amp; Israel</p> <p><b>NOV</b> The White House applauded Flexport's sustainability efforts in the APEC CEO Summit</p>	<p><b>JAN</b> Delivered first aid shipment powered by marine biofuels</p> <p><b>MAR</b> Conflict and refugee crises in Sudan, DRC and Ethiopia continue</p> <p><b>JUL</b> Delivered 90 millionth pound of aid</p>
2018	2019	2020	2021	2022	2023	2024

# Global response

## August 2023 to July 2024



- Natural disaster relief
- Horn of Africa polycrisis relief
- War in Ukraine relief
- Other aid

# Major responses



In times of escalating violence and dire need, it is imperative that organizations and partners unite to provide essential medical supplies, pharmaceuticals, and support to vulnerable communities.

Steve Stirling  
President and CEO  
MAP International



## Horn of Africa

Flexport.org continues to partner with organizations to address the humanitarian crises that have arisen from conflict, political instability and ongoing food crises in the Horn of Africa and neighboring countries. This included a partnership with nonprofits Airlink, Project HOPE, and MAP International to deliver a charter plane carrying \$13 million of medical supplies, pharmaceuticals, hygiene supplies, and therapeutic food to Sudan.

[Read more about our Horn of Africa response.](#)





Thank you to Flexport.org for helping us to save the most vulnerable babies in the world.

Jane Chen  
Co-Founder  
Embrace Global

## Middle East

The humanitarian crisis in Gaza captured the world's attention this year. Flexport.org partnered with organizations like UNICEF to ship critically needed supplies, including ready-to-use therapeutic food. Given that the majority of Gaza's hospitals have been damaged or destroyed, and that roughly 1 in 3 children in Gaza suffers from malnutrition, these items are crucial in addressing the immediate needs of the affected population. The ready-to-use therapeutic food provides essential nutrients to combat malnutrition and prevent starvation, offering a glimmer of hope amidst the ongoing devastation.

Flexport.org also partnered with Embrace Global to ship life-saving portable incubators. These incubators help ensure that premature and ill newborns receive the care they need to survive, especially as Gaza's healthcare infrastructure has been severely compromised. These efforts are vital in mitigating the impact of the crisis on the most vulnerable, offering essential support to those in desperate need.



## Ukraine

Our support for the humanitarian response to the war in Ukraine has carried over into its third year. Ukrainians still face severe shortages of critical items and everyday necessities.

Flexport.org provided Convoy of Hope, one of the 26 nonprofits we supported in their Ukraine response, more than \$1 million of in-kind transportation to deliver more than 100 40-foot containers of emergency kits, hygiene products and medical supplies. These shipments with Convoy of Hope impacted hundreds of thousands of people in need on the ground.

[Read more about our Ukraine response.](#)



These shipments of relief supplies ensure people have access to items that they need the most.

**Ryan Grabill**

Sr. Director, International Disaster Services  
Convoy of Hope





Every day, the Global Empowerment Mission (GEM) Hawaii team works with survivors who are rebuilding their lives. Home goods are an essential part of that process. This shipment of bedding and towels was delivered directly to families who lost their homes from our locally-run distribution hub in Lahaina.

Emily Fullmer  
Chief Operations Officer  
Global Empowerment Mission



## United States of America

Given its size and varied geography, the United States is prone to a wide range of disasters. From hurricanes in the Gulf, to snowstorms in the Northeast, to wildfires in the West, natural events frequently challenge communities across the nation.

Last August, Flexport.org and GoFundMe.org partnered to provide funding to organizations shipping medical supplies and hygiene items to communities impacted by the Maui wildfires. One of these shipments was decarbonized via Sustainable Aviation Fuel certificates, a critical milestone for Flexport.org's disaster relief program as we aim to minimize the emissions footprint of aid shipments.

[Read more about our Maui wildfire response.](#)

# Partner appreciations

## Key humanitarian partners



## Key funding partners



UNICEF does not endorse any company, brand, product or service.



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