

# Global Solutions

*Innovating solutions and best practices for rapid and effective disaster response and recovery*

## CEO Corner



What a difference a year makes. There's not much that is positive in the news today with the daily economic reports and on-going world situation for marginalized populations. It's ironic that in spite of all the bad news, the progress made by Fritz Institute in the past year has been dramatic.

Our Humanitarian Logistics Software and Certification Programs continue to grow. Registration in our Certification in Humanitarian Logistics program has grown by 87%. Through our Certification students, the reach of Fritz Institute's work includes the most publicized disasters in the last year, including Myanmar, China, and Pakistan.

We continued our involvement with NEPARC, (New Partnership for African Red Cross and Red Crescent Societies), a consortium of relief agencies in Africa created with the support of Fritz Institute in 2004. The members of NEPARC requested that Fritz Institute develop a set of third-party metrics which would demonstrate organizational excellence to stakeholders within their countries, among their peers and with donors. At the 2007 General Assembly, Fritz Institute officially awarded Level 1 certification to Somalia Red Crescent Society and Level 2 certification to Uganda Red Cross Society. We are in the process of developing a strategic plan for our ongoing involvement in Africa.

BayPrep has made significant progress towards ensuring that the Bay Area is the most prepared region in the United States with the evidence to prove it. We completed our Disaster Resistant Organization pilot program in San Francisco with an event recognizing the 12 participating community based organizations (CBOs). In 2009, our primary goals are to complete the development of standards and a certification program that will become the basis for evaluating CBO preparedness in the future, and to expand our program to include more community based organizations around the Bay Area.

I want to close this note by thanking all of our individual contributors, foundations, corporations and government agencies who support and truly understand the Fritz Institute value proposition. Together we are tackling issues that have never been addressed and are a growing reality. We view your assistance as an investment in an organization that is developing innovative solutions that can be applied to not only improving our own lives, but also the lives of the most vulnerable populations around the world.

We're living through unprecedented times and we understand that our donors have tough decisions to make. This year we need your help to spread HELIOS to more NGOs in addition to Oxfam, expand BayPrep beyond San Francisco, and fund our general operating budget in particular. We will do everything in our power to protect your investment in Fritz Institute, and make certain that everyday we move closer to providing solutions that will ultimately save lives and reduce suffering, locally and around the world.

Bob Sproul  
bob.sproul@fritzinstitute.org

## Late Breaking News!

**Lynn Fritz recognized by 2008 Purpose Prize for Innovation, Extraordinary Contribution in Encore Career**

It was announced in early December that Lynn Fritz, Chairman of the Board for Fritz Institute, was recognized as a 2008 Purpose Prize Fellow. The Purpose Prize is awarded to social entrepreneurs who in their second half of life have applied their experience to open up a next chapter of innovation, productivity and creativity and in the process have transformed our communities and our country. We extend our congratulations and best wishes to Lynn on receiving this prestigious recognition.

# Supply Chain Portfolio

*"I have done several distance learning courses and the Fritz Institute Certificate in Humanitarian Logistics is the best by far. The course material is well laid out and comprehensive, and the tutors and support staff extremely efficient, proactive and responsive. I would recommend this course to any person working or planning on working in logistics in the humanitarian aid sector."*

**MONIQUE LINDER,**  
Administrative Officer, WHO

HELIOS, our supply chain software for managing humanitarian organizations' logistics, continues to attract interest by humanitarian organizations throughout the world.

This year, HELIOS gained numerous functionality and performance enhancements through upgrading the technical platform. Oxfam Great Britain completed two successful pilots in Sudan and Yogyakarta and has announced implementation of HELIOS in 20 countries worldwide starting in 2009. World Vision International deployed the software in their Somalia and Zambia operations and is now expanding throughout Africa. We were also invited to join the Microsoft NGO Partnership Program Pilot which promises exciting future opportunities. The [HELIOS User Group \(HUG\)](#) is working to establish the HELIOS Foundation as a charitable entity in the United Kingdom. The Foundation will be operated and funded by HELIOS users with Fritz Institute continuing to act as Secretariat.

Our [Certification in Humanitarian Logistics \(CHL\)](#) program has grown dramatically, from 500 registered students in January to nearly 1000 registered and 400 actively enrolled as of the end of October. We received 250 applications for our 2008 Scholarship Program and ten scholarship recipients were announced on September 30th. Translation of CHL course materials into French began in July and will

be launched in December 2008. Our second course, [Certification in Humanitarian Supply Chain Management \(CHSCM\)](#), targeted to senior logisticians and logistics managers, focuses on planning and strategic supply chain management. Launched in May, CHSCM has 65 students registered as of October 31.

In September, we initiated the development of a third course: [Certification in Medical Logistics \(MedLog\)](#), specifically geared to the needs of logisticians and medical specialists handling medical supplies. This work is led by a Steering Committee that includes the International Committee of the Red Cross (ICRC), UNICEF, Doctors Without Borders (MSF), World Health Organization, International Federation of Red Cross and Red Crescent Societies (IFRC), and the World Food Program.

The [Humanitarian Logistics Association \(HLA\)](#) started with 38 heads of logistics and emergencies from our Humanitarian Logistics Conference in 2006 and now boasts 160 members representing over 45 different humanitarian organizations. We launched an enhanced HLA website and currently have 240 registered website users. We plan to conduct several regional workshops in 2009, and will work to secure funding for HLA to become more self-sufficient and sustainable.



# BayPrep

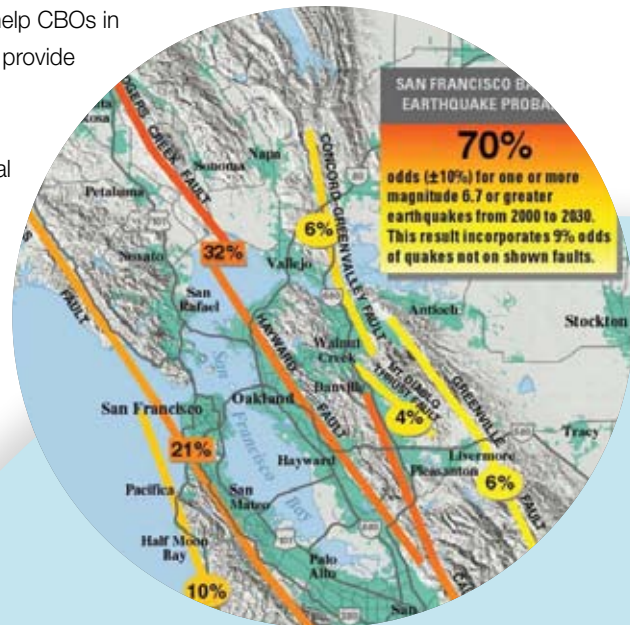
Fritz Institute's BayPrep program continues working to make the Bay Area the most disaster resilient region in the country - strengthening disaster preparedness in community and faith-based organizations (CBOs), particularly those that serve special needs and vulnerable populations. BayPrep's core work is focused on the Disaster Resilient Organization (DRO) Project which provides direct technical assistance to help CBOs meet disaster resiliency benchmarks. In conjunction with that work, BayPrep has continued developing CBO preparedness standards and a certification process, conducted preparedness assessments, and sustained promoting of a Community of Preparedness.

In 2008, BayPrep completed three assessments of Bay Area preparedness: an assessment of CBO preparedness in San Francisco by the Natural Hazards Center at the University of Colorado-Boulder, an assessment of the resiliency of facilities operated by DRO Pilot Project participants by Structural Engineer David Bonowitz, and an overview of CBO support networks in Contra Costa County prepared by BayPrep Program Specialist Dale Rose.

In June, we held a public event to recognize the DRO Pilot Project participants' achievements. They shared stories of success, from garnering executive buy-in for preparedness, to the development of plans to enable post-disaster continuity of services. Also in 2008, we convened meetings of the BayPrep Community of Preparedness with representatives from CBOs, government, and philanthropy to discuss topics such as Mapping Vulnerable Populations, Defining Vulnerable Populations, and Psychological First Aid Training.

Progress continues in 2009. BayPrep will maintain support to current DRO pilot project participants while

expanding to new organizations in San Francisco, East Bay and South Bay. A working draft of CBO preparedness standards is due for release in April, 2009. And, community-building continues with our partner organizations to help CBOs in their ongoing missions to provide services to those in need post-disaster, as well as during this time of financial difficulty and increased vulnerability.



*“In San Francisco, Fritz Institute recently developed the path-breaking BayPrep program, which helps local social service agencies measure their disaster preparedness and become more disaster resilient.*

*It should be a national model.”*

**ERIC KLINENBERG,**  
Professor of Sociology at NYU,  
author, in New York Times, July 6, 2008



**FRITZ INSTITUTE STAFF**

AS OF NOVEMBER 2008

**BOB SPROUL**

CHIEF EXECUTIVE OFFICER

KAREN ANDUZA

JOCELYN M. BERGER

RICHARD K. EISNER, FAIA

JUNE GIN, PH.D.

PAUL JACKS

JANE MACDONALD

KATHLEEN A. MEYER

MITSUKO (MICH) MIZUSHIMA

EDITA NICHOLS

DALE A. ROSE, PH.D.

CRAIG SMITHERAM

FRASER STEPHENS, PH.D.

JIM TURNER

**BOARD OF DIRECTORS**

LYNN C. FRITZ, CHAIRMAN

ROBERT ALSPAUGH

DAVID COULTER

GOERY DELACOTE

ANISYA THOMAS FRITZ, PH.D.

PHILIP A. MARINEAU

BERNARD OSHER

PAUL OTELLINI

RICHARD SAMBROOK

**FRITZ INSTITUTE'S WORK IS MADE POSSIBLE BY THESE MAJOR DONORS:**

LYNN C. FRITZ AND

ANISYA THOMAS FRITZ

ABBOTT LABORATORIES FUND

S.D. BECHTEL, JR. FOUNDATION

BERNARD & BARBRO FOUNDATION

OF THE JEWISH COMMUNITY

ENDOWMENT FUND

WILLIAM K. BOWES, JR.

FOUNDATION

THE COULTER/WEEKS CHARITABLE

FOUNDATION

UK DEPARTMENT FOR

INTERNATIONAL DEVELOPMENT

EUROPEAN COMMISSION-

HUMANITARIAN OFFICE

THE ROBERT AND MICHELLE FRIEND

FOUNDATION

THE WALTER AND ELISE HAAS FUND

THE WILLIAM AND FLORA HEWLETT

FOUNDATION

KPMG. LLP

PACIFIC GAS AND ELECTRIC

COMPANY

PHILIP AND SUE MARINEAU

PAUL AND SANDY OTELLINI

BILL AND MARY POLAND

THE JOHN AND LISA PRITZKER

FAMILY FOUNDATION

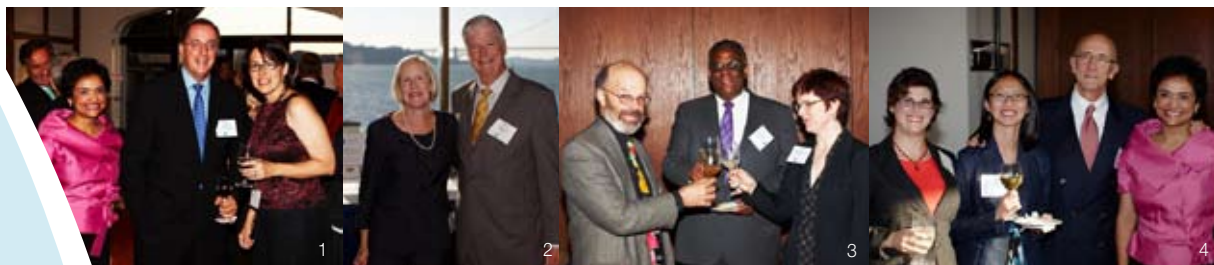
THE SAN FRANCISCO

FOUNDATION

UNITED STATES AGENCY

FOR INTERNATIONAL

DEVELOPMENT



**PARTY BY THE BAY** – September 18, 2008 at the St. Francis Yacht Club, San Francisco

1) Board members Anisya Thomas Fritz and Paul Otellini with Keynote Speaker Karen Baker, Secretary of Service and Volunteerism, State of California 2) Fritz Institute CEO Bob Sproul and Charlotte Sproul 3) BayPrep Government Liaison Rich Eisner, BayPrep Program Director Paul Jacks and Certification Program Manager Jane MacDonald 4) Sara Weglinsky, BayPrep Community Liaison June Gin with Founder and Board Chair Lynn Fritz and Board Member Anisya Thomas Fritz

**We envision a world where every community has the capacity to respond and recover from a major disaster, saving lives and reducing suffering. Your contribution will help us continue this critical work.**

**I/we would like to support FRITZ INSTITUTE.**

Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

Email: \_\_\_\_\_

I/we wish to pledge a gift of \$ \_\_\_\_\_ (over \_\_\_\_\_ years)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

A check for \$ \_\_\_\_\_ is enclosed, payable to Fritz Institute.  Send me a reminder later.

Charge my credit card

M/C  Visa  AmEx

\_\_\_\_\_  
Name on card

\_\_\_\_\_  
Card number

\_\_\_\_\_  
Expiration date

\_\_\_\_\_  
Security code (3 or 4 digits on back of card)

\_\_\_\_\_  
Signature

Fritz Institute is classified as a nonprofit organization under section 501(c)3 of the U.S. Internal Revenue Code. Contributions to Fritz Institute are tax-deductible to the limits of applicable laws. Please consult with your tax advisor regarding the income tax treatment of your donation.

Fritz Institute is a non-profit organization that works in partnership with governments, non-profit organizations and corporations around the world to innovate solutions and facilitate the adoption of best practices for rapid and effective disaster response and recovery.

To be removed from our subscriber list, please email [info@fritzinstitute.org](mailto:info@fritzinstitute.org).