

DHL ACADEMY OF HUMANITARIAN LOGISTICS



TRAINING CATALOGUE

Global GoHelp Team | Bonn | December 2025





Customs Rules & Regulations

Training Overview

The training addresses the complexities surrounding the customs clearance of humanitarian aid in light of recent developments in free trade agreements and customs unions, which have facilitated the movement of aid across borders. Despite these advancements, there remains a significant absence of an international legal framework governing the customs procedures for humanitarian assistance, leaving each country to determine its own level of control over aid entering, departing, or transiting its borders.

Training Objectives

- Providing an overview of key customs requirements for humanitarian aid.
- Insight into how customs handle aid importation and clearance.
- Awareness of common challenges in cross-border aid movement.
- Lessons from different customs responses during disasters.
- Key considerations for international shipments in any emergency.

Who should attend?

This training is designed for logisticians from NGOs who would like to gain an introductory to intermediate understanding of customs procedures and regulations.



Duration

2.5 hours



Format

Online Training



Language

English, Spanish*



Costs

Free of charge

*Trainings in French and Portuguese are in development.

DHL Group GoHELP | Academy of Humanitarian Logistics | August 2025

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Dangerous Goods Awareness

Training Overview

The training provides an overview of dangerous goods, including their definition, regulation, and the nine hazard classes. Participants will learn to identify dangerous goods through labels, marks, and packaging, as well as essential warehousing requirements for safety and compliance. The session highlights the importance of segregating dangerous goods to prevent hazardous reactions, though it does not qualify participants to prepare or certify these materials for transport.

Training Objectives

- Understanding dangerous goods and their regulatory framework.
- Listing the nine classes of dangerous goods.
- Identifying dangerous goods through labels, marks, documentation, and packaging.
- Outlining the requirements for warehousing dangerous goods.
- Explaining the importance of segregating dangerous goods.

Who should attend?

This training is designed for logisticians from NGOs who would like to gain an introductory to intermediate understanding of dangerous goods.



Duration

2.5 hours



Format

Online Training



Language

English, Spanish*



Costs

Free of charge

*Trainings in French and Portuguese are in development.

DHL Group GoHELP | Academy of Humanitarian Logistics | August 2025

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Health and Safety

Training Overview

In the fast-paced environment of humanitarian response, it is crucial to always prioritize a safety-first mindset in all operations. This training, focused on operational safety, aims to provide logisticians working in the humanitarian sector with the basic knowledge on proactive based safety measures, to reduce the risk of accidents and ensure a safer working environment for everyone.

Training Objectives

- Adoption of a safety-first mindset in all logistics operations.
- Recognition and application of behavior-based safety practices.
- Following of warehouse and transport safety best practices.
- Effective use of standardized safety tools and procedures.
- Accountability for continuous safety improvement.

Who should attend?

This training is designed for logisticians from NGOs who would like to gain an introductory to intermediate understanding of health and safety measures.



Duration

2.5 hours



Format

Online Training



Language

English, Spanish*



Costs

Free of charge

*Trainings in French and Portuguese are in development.

DHL Group GoHELP | Academy of Humanitarian Logistics | August 2025

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Packaging and Palletization

Training Overview

This training highlights the essential processes of picking, packing, labeling, and palletizing, focusing on optimizing accuracy and efficiency for timely shipping and delivery. Goods may originate from international, regional, or nationally prepositioned warehouses, often requiring technological advancements like automation and robotics. However, in the aid and relief sector, manual labor remains crucial for these tasks, particularly during the critical "first week" of relief efforts, while striving to minimize logistics costs, which average 70% of the total supply chain.

Training Objectives

- Identification of the best options to protect loads from damage, contamination, and environmental factors during storage and transportation.
- Understanding of labeling requirements and the significance of palletization for efficient shipping preparation.
- Comprehension of regulatory compliance to ensure appropriate documentation accompanies loads, particularly for cross-border shipments.
- Familiarity with different packaging materials and processes.

Who should attend?

This training is designed for logisticians from NGOs who would like to gain an introductory to intermediate understanding of packaging and palletization techniques.



Duration

2.5 hours



Format

Online Training



Language

English, Spanish*



Costs

Free of charge

*Trainings in French and Portuguese are in development.

DHL Group GoHELP | Academy of Humanitarian Logistics | August 2025

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Security

Training Overview

No two deployment areas are the same, and they are certainly different from what staff may be used to back home. This course outlines the fundamentals of a security mindset and teaches you how to prepare for any deployment. It covers the crucial preparatory steps that help mitigate security risks during deployment. We will provide basic guidance on staff, site, and transport security, incident and stress management, and conclude the course with recommendations for capturing lessons learned and conducting post-deployment checks.

Training Objectives

- Gain a security-aware mindset in logistics operations.
- Learn and apply security behavior and practices.
- Follow road, warehouse and staff security best practices.
- Use standardized security tools and procedures effectively.
- Take accountability for your role as part of security.

Who should attend?

This training is designed for any NGO staff being deployed to disaster areas, particularly leadership personnel based in their home country, as well as those in on-site or deployed positions with responsibilities.



Duration

2.5 hours



Format

Online Training



Language

English



Costs

Free of charge



Sustainable Logistics and Road Freight Decarbonization

Training Overview

This webinar provides a clear and structured introduction to sustainable logistics and decarbonization in road freight focusing on sustainable fuels, emerging technologies and policy drivers shaping the landscape in the European region. Through real-world case studies, participants gain insight into practical applications and challenges of transitioning to low- and zero-emission logistics solutions.

Training Objectives

- Understanding of the concept of decarbonization and its relevance to road freight.
- Knowledge about policy drivers and barriers impacting decarbonization.
- Comprehension of major sources of carbon emissions in freight transport.
- Familiarity with sustainable fuels and low-/zero-emission technologies.

Who should attend?

This webinar is designed for members of NGOs who are involved in logistics and supply chain, procurement, operations, or policy and strategy development and would like to gain an introductory to intermediate understanding of sustainable logistics and road freight decarbonization.



Duration

1.5 hours



Format

Online Webinar



Language

English



Costs

Free of charge