

Standard Operating Procedures (SOPs)

Warehousing, Transport & Logistics Services

26 December 2014

Background

The scale of the current Ebola Virus Disease (EVD) outbreak in West Africa is unprecedented, with critical social, economic and security consequences for the affected countries and the region. Over the past 21 days, there have been 1,488 new confirmed cases of EVD in the three most affected countries. By far the most new cases were in Sierra Leone, where these figures were 1,261. In total, 19,497 confirmed, probable, and suspected cases of EVD have been reported in the three most affected countries since the beginning of the outbreak, where there have been 7,588 reported deaths (source WHO, 24 December 2014).

On 19 September, the UN Secretary-General established the United Nations Mission for Ebola Emergency Response (UNMEER) with a main coordinating hub in Ghana (Accra) and presence in Guinea, Liberia, and Sierra Leone. The Mission was established to provide an operational framework and unity of purpose to ensure the rapid, effective and coherent action necessary to stop the spread of the disease, to treat infected patients, to ensure essential services, to preserve stability, and to prevent the spread of EVD to unaffected countries.

The WFP-led Logistics Cluster, although not activated in Sierra Leone, is operating in support of UNMEER and the humanitarian community offering: coordination and information management to leverage the expertise of key actors and avoid overlaps in the coordination of the Ebola response and is facilitating access to common logistics services to fill identified gaps in logistics capacities.

Overview

The coordination mechanisms established by the Logistics Cluster lay the foundation for determining relevant logistics interventions on behalf of the humanitarian community. The Logistics Cluster activities aim to ensure that the humanitarian community has access to sufficient and reliable transport or storage capacities, or the availability of consolidated information related to logistics capacities, and to facilitate the uninterrupted supply of life saving relief items to the affected populations.

Common services provided to the humanitarian community by the Logistics Cluster are not intended to replace the logistics operations of individual organisations. The provision of common services is intended to fill identified gaps and maximize the utility of logistics resources available in Sierra Leone.

The services identified will be offered until 31 May 2015, in part or in full, and may be suspended for the following reasons:

- Changes in the situation and context
- Funding constraints
- No longer an agreed upon/identified need

LIMITATIONS & CONDITIONS OF SERVICES

- Priorities for utilization of common services are as per criteria determined by the United Nations Mission for Ebola Emergency Response (UNMEER) in Sierra Leone as well as the UNMEER main coordination hub in Accra, Ghana.
- Only humanitarian organisations operating in the Republic of Sierra Leone for the Ebola response can access Logistics Cluster Services.
- Transport and warehouse services apply only within Sierra Leone.
- The Logistics Cluster does not regularly manage cold chain and dangerous Goods, however requests for such services will be assessed on a case by case basis.

- The point of contact for Sierra Leone inquiries related to **Transport & Storage services** is: sierraleone.cargo@logcluster.org;
- Service Request Form (SRF) are available for download here: <http://www.logcluster.org/document/sierra-leone-service-request-form>;
- Release Order Form (RLO) are available for download here: <http://www.logcluster.org/Ebola-release-order-form>;
- This document will be regularly updated as the situation evolves and operational requirements develop. Updated version are available <http://www.logcluster.org/ops/ebola14>.

Coordination

In order to support partners in Sierra Leone, the Logistics Cluster is provide in country coordination support to humanitarian partners operating on the Ebola response. The following coordination services are being provided to mitigate any duplication of efforts by humanitarian actors and maximize the use of available logistics assets and resources:

- The Logistics Cluster is fully engaged in the existing national structures for coordination at both the technical level with the different Ministries of Health (MoH) and the highest level in National Ebola Response Centre (NERC).
- A Civil Military Coordinator is based in Freetown to facilitate the interface between the humanitarian and military counterparts (Sierra Leone and UK Army).
- Weekly coordination meetings are held in Freetown with all humanitarian partners, including representation from UNMEER and the NERC.
- Logistics Cluster will deploy coordination support to the Forward Logistics Bases (FLBs) whom will coordinate with UNMEER Field Crisis Managers (FCMs) and the District Ebola Response Centres (DERCs).
- Coordination with WHO, UNICEF, DFID, and UNMEER on mapping of all in-country Ebola Treatment Centres (ETCs) and Community Care Centre (CCCs) and required logistics support services, by location.

Information Management

The Logistics Cluster consolidates and provides the following Information Management services to the humanitarian community to facilitate the planning and execution of the Ebola Response:

- Information products published and distributed to partners including: meeting minutes, operational overview, situation update, UNHAS/UNMEER flight schedules, forms, guidance, and operational data, such as road closures.
- Dissemination of logistics information related to customs and tax exemption, as well as guidance to partners.
- Printing of GIS products in large colour prints available to partners. To access GIS mapping services, contact the Logistics Cluster Information Management officer (contacts available online).
- GIS mapping products produced and published via a dedicated mailing list and a purpose built website, as well as dissemination of information products to partners via a purpose built mailing list and website: <http://www.logcluster.org/ops/ebola14>.

Road Transport

The Logistics Cluster (LC) expects partners to access commercial road transporters wherever available. However, the LC can be requested to provide road transport for the movement of cargo between warehouses, entry points, and airfields as well as last mile delivery in those locations where requested.

How to access common road transport services

- The Requesting Organisation (RO) must submit a Service Request Form (SRF) 48 hours in advance (exceptions can only be made in case of lifesaving nature and are approved at the discretion of the LC Coordinator) of their need for support by email to sierraleone.cargo@logcluster.org.
- The RO must submit the SRF as a Microsoft Excel file, and may not make any alterations to the file format.
- The RO should submit one SRF per location of origin and destination, do not include multiple pick up locations or multiple destinations on a SRF.

- **A single transport request can have only:**
 - **One point of origin** (Where cargo is handed over by the RO for services to begin);
 - **One destination** (Where cargo will be delivered to the RO or another organisation specified by the RO);
 - **One RO**, or “Consignor”;
 - **One organisation who will receive cargo at the specified destination**, or “Consignee”;
 - **One date when cargo will be ready for transport.**
- The RO must specify the type of cargo to be transported and indicate the **correct weight and volume**.
- Receipt of SRFs will be confirmed within 24 hours by email (this does not imply any agreement to provide services).
- The LC will review the SRF and resolve any queries directly with the RO and request amendments to the SRF, if necessary.
- Once the SRF is completed to the satisfaction of both parties the LC will “accept” the SRF and liaise directly with the RO to organise the dispatch of supplies as indicated on the SRF. At this point the LC has agreed to provide the service as identified on the SRF.
- The RO must also provide the LC/Transporters with necessary documentation such as packing list, waybills, etc.
- The RO or designated consignee must confirm receipt through signing the waybill, or issuing a Good Receive Note (GRN).
- If the request falls outside the services provided by the LC (or are not available) the RO will be notified promptly.
- The LC expects that all organisations have updated contact lists and points of contacts for dispatch and receiving of cargo in field locations.
- If the LC has agreed to collect the consignment from the RO at a location other than the storage location, the RO must inform the LC of the time the cargo will be **READY** to be collected at the agreed upon location at least 24 hours in advance.

Storage Services

The Logistics Cluster is providing warehousing space to the humanitarian organisation for cargo storage (including handling and reporting) on a free-to-user basis for a maximum period of 30 days. Warehouse space may be made available in:

- | | |
|-----------------------------|------------|
| • Port Loko | • Kenema |
| • Makeni | • Kailahun |
| • Freetown (Ferry Junction) | |

The storage space provided is limited in capacity. The amount of space and length of time available may change according to level of usage/needs. RO should check availability of storage at a minimum of 48 hours in advance and are encouraged to contact the LC as early as possible at: sierraleone.cargo@logcluster.org.

How to access common storage services

- The Requesting Organisation (RO) must submit a Service Request Form (SRF) 48 hours in advance (Exceptions can only be made in case of lifesaving nature and are approved at the discretion of the LC Coordinator) of their need for support by email to sierraleone.cargo@logcluster.org
- The RO must submit the SRF as a Microsoft Excel file, and may not make any alterations to the file format.
- The RO must submit one SRF per request for storage.
- **A single storage request can have only:**
 - **One Storage Location**
 - **One RO**
 - **One date when cargo will be ready to enter the storage location.**
 - **One date by which all cargo will be removed from the storage location.**
 - **One Collection Address**, in cases where the RO is asking the LC to arrange collection of the cargo from them at the beginning of the service provision.
- The RO must specify the type of cargo to be stored and indicate the **correct weight and volume**.
- Receipt of SRFs will be confirmed within 24 hours by email (this does not imply any agreement to provide services).

- The LC will review the SRF and resolve any queries directly with the RO and request amendments to the SRF, if necessary.
- Once the SRF is completed to the satisfaction of both parties the LC will “accept” the SRF and liaise directly with the RO to organise the receipt of supplies into the specified storage locations as indicated on the SRF (at this point the LC has agreed to provide the service as identified on the SRF).
- The RO must also provide a complete packing list detailing the cargo to be stored.

How to release cargo from common storage

- The RO must submit the Release Order Form 24 hours in advance of the release of any cargo from the storage location back to the RO (or any organisation designated as a “Consignee” on the Release Order Form by the RO) by email to sierraleone.cargo@logcluster.org
- If required the RO may indicate a delivery address on the Release Order Form if they are asking the LC to arrange delivery of the cargo to another location.
- The RO or designated “Consignee” confirms receipt of goods collected from the storage location, or delivered to them from the storage location through signing the waybill, or issuing a Goods Receive Note (GRN).

WFP Equipment Loan – Augmented Storage Facilities

Additionally, through the WFP, the Logistics Cluster can make available loans of storage equipment such as mobile storage units (MSUs), containers and pallets. All loaned equipment is only accessed through the submission of a WFP Loan Agreement and will be provided for a maximum period of 90 days. The Logistics Cluster can facilitate access to a WFP warehouse technician or logistics officer who can support with the erection of the MSU, if requested.

How to access the service

- All requests for loan of WFP equipment **must** be submitted using the WFP Loan Agreement Form. The form can be found online here: <http://www.logcluster.org/document/wfp-loan-agreement-form>
- Once completed, the form must be sent as a Word document by email to sierraleone.cargobooking@logcluster.org.
- The Logistics Cluster (LC) will confirm if the equipment is available for loan and confirm via email to the RO.
- Once RO has received confirmation, the WFP Loan Agreement Form must be signed, stamped with organisation/agency stamp, scanned, and sent back to the LC.
- The LC will liaise with WFP for the agreement to be cross signed and send a scanned copy to the RO for their records.
- If RO requests for technical support of erection of equipment, it must be included in the initial request, along with GPS coordinates of the location to be erected.
- Clearing of the land for erection of the MSUs must be completed in advance of erection of the MSU and will not be the responsibility of the Logistics Cluster or WFP unless otherwise agreed in advance.
- The following Terms and Conditions apply to the loan of MSUs:
 - To use the above mentioned mobile storage facilities to store nothing but relief goods;
 - To return the above items to WFP no later than 90 days upon signing of this agreement with possibility of extension;
 - To take the sole responsibility for management, maintenance and safety of the mobile storage facilities and the items being stored;
 - To return the above items in proper conditions subject to reasonable wear and tear;
 - To make space available to WFP/other organisations should the need arise; this through consultation with WFP.
 - WFP will provide for specialized labour to ensure proper installation and demobilization of the mobile storage facilities, if requested and available.

Emergency Response Airlift Cargo Movements

The Logistics Cluster is coordinating and facilitating transport of emergency relief cargo via air utilizing UNMEER/UNHAS rotary air assets for in country support on a free-to-user basis, if road transport cannot be provided. All services are based on level of funding available to allow for the services to be provided on a free-to-user basis.

Note that this is a cargo transport service only and are not for passenger bookings. Passenger bookings can be made through UNHAS. Booking forms and procedures for passenger movements can be found here: <http://www.logcluster.org/ops/ebola14>.

Additionally, insurance of the cargo and all customs clearance formalities are the responsibilities of the Responsible Organisation (RO). The RO will be responsible for the loading at the point of origin and off-loading at the FDP (Final Delivery Point), unless otherwise requested by RO and approved by the Logistics Cluster.

How to access the cargo airlift services

- The Requesting Organisation (RO) must submit a Service Request Form (SRF) at least 48 hours in advance of their need for support by email to sierraleone.cargo@logcluster.org
- The RO must submit the SRF as a Microsoft Excel file, and may not make any alterations to the file format.
- The RO must submit one SRF per request for transport.
- **A single transport request can have only:**
 - **One point of origin** (Where cargo is handed over by the RO for services to begin)
 - **One destination** (Where cargo will be delivered to the RO or another organisation specified by the RO)
 - **One RO**, or “Consignor”
 - **One organisation who will receive cargo at the specified destination**, or “Consignee”
 - **One date when cargo will be ready for transport.**
- The RO must specify the type of cargo to be transported and indicate the **correct weight and volume**.
- Receipt of SRFs will be confirmed within 24 hours by email (This does not imply any agreement to provide services).
- The LC will review the SRF and resolve any queries directly with the RO and request amendments to the SRF, if necessary.
- Once the SRF is completed to the satisfaction of both parties the LC will “accept” the SRF and liaise directly with the RO to organise the dispatch of supplies as indicated on the SRF (At this point the LC has agreed to provide the service as identified on the SRF).
- The RO must also provide the LC/Transporters with necessary documentation such as packing list, waybills, etc.
- The RO or designated consignee must confirm receipt through signing the waybill, or issuing a Good Receive Note (GRN).
- If the request falls outside the services provided by the LC (or are not available) the RO will be notified promptly.
- The LC expects that all organisations have updated contact lists and points of contacts for dispatch and receiving of cargo in field locations.

Logistics Cluster Air Coordination Cell (ACC) Services

A staging area in Cologne/Bonn Airport is made available to facilitate consolidation of air shipments among humanitarian organisations for the Ebola response in Liberia, Sierra Leone, and Guinea in one predictable location. The objective is to support partners planning and supply chain, co-loading and optimization of flights. The Logistics Cluster Air Coordination Cell (ACC) facilitates access to the staging area.

Specific Standard Operating Procedures (SOPs) for the ACC are available online here:

<http://www.logcluster.org/document/acc-standard-operating-procedures-sops-staging-area-europe>

The Logistics Cluster Sierra Leone does not at this time provide international sea transport on a regular basis. However, can provide guidance on customs procedures and information on port infrastructure in country.

The Global Logistics Cluster, based in Rome, however has reached an agreement with Maersk, as part of the Logistics Emergency Team (LET), which has offered to support the Logistics Cluster with in-kind services including free ocean freight to the Ebola affected countries (from container yard to container yard).

Specific Standard Operating Procedures (SOPs) provide guidance on how to access the ocean freight services are available online here: <http://www.logcluster.org/document/standard-operating-procedures-sops-ocean-freight>.