

Standard Operating Procedures (SOPs) Warehousing, Transport & Logistics Services

20 September 2011

Overview

This document provides an overview of the logistics services being offered by the Logistics Cluster to all humanitarian actors, for the coordinated movement of humanitarian assistance to those affected by monsoon floods in Pakistan.

The objective of these services is to provide – in an efficient, coordinated manner – assets, facilities and services, to ensure an uninterrupted supply chain of life saving relief items to the affected population. As provider of last resort, these services are not intended to replace the logistics capacities of the agencies or organisations but rather supplement them through the provision of common services.

These services are offered for a limited period of time, until the end of December 2011 and may be withdrawn earlier, in part or in full, for the following reasons:

- Changes in the situation on the ground;
- No longer a perceived need for prioritisation, facilitation and/or coordination;
- Funding constraints.

This document will be periodically updated to match the developing logistics environment and to meet operational needs. Please check for updates at: <http://www.logcluster.org/ops/pak09a>

**Only humanitarian cargo processed through the Logistics Cluster system
will be accepted by the Logistics Cluster.**

(1) Services Available – Provided by the Logistics Cluster

- Provision of **temporary storage** capacity, handling, consolidation and tracking services of humanitarian cargo in the Logistics Cluster hubs located throughout the affected area: Karachi, Thatta, Hyderabad, Badin, Mirpur Khas, Mithi, Nawabshaw, and Sukkur. Additional warehouses will be made available in Umarkot and in Sanghar. The Logistics Cluster will stand ready to make available additional storage capacity at specific locations if needed and requested.
- In case of critical need, the Logistics Cluster could coordinate and support truck and boat transport for the delivery of urgent relief items to affected areas.

(2) How to Access the Services

- Individual requests for **temporary storage** are to be made using the Temporary Storage Request (TSR) form available at <http://www.logcluster.org/ops/pak09a/temporary-storage-request>
- Individual requests for **movement of cargo** are to be made using the Cargo Movement Request (CMR) form, available at <http://www.logcluster.org/ops/pak09a/cargo-movement-request>
- The **point of contact for all enquires** related to cargo and storage (including CMR/TSR submissions) is pakistan.cargo@logcluster.org

- **NOTE: Above mentioned forms are not to be modified by users.**
A minimum of 48 hours notice is required for all requests.
- Receipt of requests (CMRs/TSR) will be confirmed by return email and/or phone calls.
- If review of requests results in any amendments, a copy of the amended request will be returned to the service user.
- The service user will be informed by email and/or phone, if the request (CMR/TSR) has been accepted for further processing.
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.

(3) Calling forward of cargo

- After a CMR is submitted to the Logistics Cluster, the service user will be advised when the cargo will be moved to the requested staging area or hub.
- Assuming crossing points into Pakistan are functioning properly a call forward for delivery to the hub could be expected 24 - 48 hours after the acceptance of the CMR, with final delivery in another 48 hours (minimum). These delivery lead times are clearly indicative of the situation and are subject to possible change.

(4) Overview of cargo movement process

Transport will be managed by the Logistics Cluster, including commercially contracted trucks.

- Cargo is assigned in truckloads by final destination and can be delivered to a specified address within Pakistan.
 - For deliveries to and from WFP/Logistics Cluster's hubs, loading and off-loading are included.
 - For deliveries to and from consignee's premises or distribution points, loading and off-loading are NOT taken in charge by the Logistics Cluster.
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ANNEX 1

CONDITION OF SERVICES

- When providing services under the SOPs, WFP acts as agent for the service users. WFP assumes no responsibility for the transportation and/or for any loss or damage to the goods/items carried. Service users are responsible for making adequate arrangement for the insurance of their goods.
- The final consignee in Pakistan, destination and contacts must be clearly indicated on the cargo and in the request as well as any special cargo handling requirements.
- WFP warehouses and Mobile Storage facilities have been made available to all agencies/organizations. However, they are not intended for longer term storage. This requires that organisations carefully manage their pipeline. To meet this requirement, organisations should prepare and provide a forecast of intended shipments to the Logistics Cluster: pakistan.cargo@logcluster.org
- Organisations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation.

COST

- At the onset of the humanitarian response, WFP will, in its role of Logistics Cluster lead, provide the services at no cost to the service users.
- Any additional or exceptional service provided by the Logistics Cluster, over and above the proposed services under the SOPs (section 1) will be charged to the service user.

LIABILITY

- When providing services under the SOPs, WFP and the Logistics Cluster act as agents for the Service Users. All contracts are entered into on behalf of the service users.
- WFP and the Logistics Cluster assume no responsibility for any loss or damage to goods carried or stored under the SOPs.
- Service users are responsible for making adequate arrangements for the insurance of their goods.
- WFP and the Logistics Cluster undertake the services in good faith and will ensure that the services are carried out with due diligence.

CARGO PACKAGING REQUIREMENTS

- All cargo being delivered into a hub or staging area must be clearly marked with the consignee organisation's name. Cargo in transit should be clearly marked.

LARGE AND OVER-SIZED ITEMS

- Large, long, over-sized etc items will be handled according to available capacity.

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- Logistics Cluster is not able to accept hazardous goods for transportation into Pakistan.
- Logistics Cluster is not in a position to offer temperature controlled transport and storage.

COSTS THAT MAY BE INCURRED

Any unexpected costs will be charged to the service user. Examples of such costs are:

- Truck detention charges incurred if no one is available to receive cargo delivered to final destinations within Pakistan.
- Any other costs incurred due to circumstances beyond the control of the Logistics Cluster/WFP and/or the Service Providers.