WELCOME

LOGISTICS CLUSTER
GLOBAL MEETING

LYON, 28-29 MAY 2015
WiFi Network: NETGEAR

#LogClusterGM

logcluster.org | logcluster | @logcluster
<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30-9:00</td>
<td>Coffee</td>
</tr>
<tr>
<td>9:00-9:45</td>
<td>NDMO &amp; Civil Protection</td>
</tr>
<tr>
<td>9:45-10:15</td>
<td>Management Support during Emergencies</td>
</tr>
<tr>
<td>10.15 - 10:30</td>
<td>Training and Deployment in Emergencies</td>
</tr>
<tr>
<td>10:30-11:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>11:00-11:30</td>
<td>World Humanitarian Summit</td>
</tr>
<tr>
<td>11:30-12:00</td>
<td>Network Paper on Supply Chain</td>
</tr>
<tr>
<td>12:00-12:30</td>
<td>Group discussions on WHS and ODI paper</td>
</tr>
<tr>
<td>12:30-13:30</td>
<td>Lunch Break</td>
</tr>
<tr>
<td>13:30-14:00</td>
<td>GLC Strategy Recap</td>
</tr>
<tr>
<td>14:00-14:30</td>
<td>GLC Strategy next steps</td>
</tr>
<tr>
<td>14:30-15:00</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>15:00-15:30</td>
<td>Cash &amp; Markets - Recap</td>
</tr>
<tr>
<td>15:30-16:00</td>
<td>E-Transfer Initiatives</td>
</tr>
<tr>
<td>16:00-16:30</td>
<td>Closing Remarks</td>
</tr>
</tbody>
</table>
REFLECTION EXERCISES

2. Involvement with NDMO/non-activated operations
3. TORs for Secondment System
4. World Humanitarian Summit
Professionalisation: Fleet Forum’s fleet management support to organisations during emergencies
The best Fleet Manager does not know anything about vehicles

Paul Jansen, Logs Cluster Meeting, Lyon, 29 May 2015
Our mission and vision

Mission
Fleet Forum enables to save lives, planet and costs

Vision
Sustainable transport is the future license to operate
Our roles

We convene

We provide solutions and tools

We provide leadership
Fleet Forum’s Presence Has Spread Internationally

- 2003 - 1 country
- 2013 - 20 countries
- 2014 - 27 countries
Number Of Persons Engaged With Fleet Forum Has Grown Exponentially

2003 - 40 persons

2014 - 4900 persons

*Every symbol represents 10 persons*
Fleet Forum is the gathering place for different stakeholders with a common goal.

In 2003:
- Aid & Development: 85%
- Commercial: 5%
- Donor: 8%
- Academia: 2%

In 2014:
- Aid & Development: 60%
- Commercial: 29%
- Donor: 9%
- Academia: 2%
Organisations we work with
# Fleet Management

<table>
<thead>
<tr>
<th>Comparison</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is not about being able to procure a vehicle</td>
<td>but being able to operate a vehicle</td>
</tr>
<tr>
<td>Is not about vehicles</td>
<td>but about delivering the transport support needed for successful humanitarian assistance</td>
</tr>
<tr>
<td>Is not a standalone activity</td>
<td>but integrated in the overall operations / programme planning</td>
</tr>
<tr>
<td>Is not the guy allocating vehicles to users</td>
<td>but a profession</td>
</tr>
</tbody>
</table>
Value of Professional Fleet Management

• Support humanitarian assistance in emergencies:
  – More effective operations
  – Less programme disruption
• Reduce costs
• Increase safety
• Minimise environmental impact
55% say vehicles break down every 0-3 months

Average Frequency of Vehicle Breakdowns

- 54.5% once every 0-3 months
- 45.5%
Reasons for becoming non-operational vary per organization

Other reasons: to be replaced, to be disposed, vandalized in December
50% say average downtime is 0-5 days

Average Downtime of Vehicles Due to Maintenance and Repair Since 2013

- 50.0% of downtime is 0 to 5 days
- 20.0% of downtime is 5 to 10 days
- 20.0% of downtime is 11 to 20 days
- 10.0% of downtime is 21 to 30 days
- 20.0% of downtime is More than 30 days
- 10.0% of downtime is We don’t calculate downtime
Discussion

• What are the issues related to fleet management in emergencies?

• What are your needs related to fleet management?
Some examples

• Solutions and tools
  – Fleet Management Standards (assessment)
  – Reporting formats
  – Data gathering for benchmarking
  – Training
  – Fleet Management Risk Assessment
  – Driver Risk Assessment

• Leadership
  – consultancy

• Convening
  – Bringing organisations to work together
The Logistics Cluster
NDMO and Civil Protection
LOGISTICS CLUSTER OPERATIONS 2014-2015
# OPERATIONS: 2014 - 2015

## Vanuatu

**Background:**
- Category 5 Cyclone
- Severe Damage
- NDMO led Logistics Cluster

**Global Logistics Cluster Support:**
- Pacific Cluster Activation
- Cluster Coordinator
- IM Officer
- Air and Sea Cargo Transport Services
- Funding
- Post Operation Support

## Philippines

**Background:**
- Typhoon Hagupit
- Government led Response
- No Support Requested

**Global Logistics Cluster Support:**
- Staff Support to WFP Country Office
- Facilitation of LET Support

**MOZAMBIQUE**

**BACKGROUND:**
- FLOODING IN CENTRAL / NORTHERN MOZAMBIQUE
- GOVERNMENT CO-LED LOGISTICS CLUSTER
- REQUEST FOR SUPPORT FROM HCT

**GLOBAL LOGISTICS CLUSTER SUPPORT:**
- IM OFFICER
- FUNDING
- AIR AND LAND TRANSPORT SERVICES

**MALAWI**

**BACKGROUND:**
- FLOODING IN 15 OUT OF 28 DISTRICTS
- GOVERNMENT CO-LED LOGISTICS CLUSTER
- REQUEST FOR SUPPORT FROM HCT

**GLOBAL LOGISTICS CLUSTER SUPPORT:**
- CLUSTER COORDINATOR
- IM OFFICER
- FUNDING
- AIR, WATER AND LAND TRANSPORTATION SERVICES
- UNDAC DEPLOYMENT
IMPLICATIONS OF INVOLVEMENT

- ADDITIONAL RESOURCE REQUIREMENTS
- LIMITED CONTROL
- LIMITATIONS ON ACTIVITIES
- PRINCIPLES / PROCEDURES
- ACCOUNTABILITY TO PARTNERS, GOVERNMENT, DONORS
- OWNERSHIP
WAY FORWARD...?

ACTIVATION PROCESS & FUNDING
- REVIEW PROCESS
- SPECIFIC FUNDING
- ENGAGEMENT THRESHOLD

OPERATIONS
- PROCEDURES
- LEADERSHIP
- TRANSITION

PREPAREDNESS
- LCA’S
- TRAINING
- SUPPORT PACKAGE
TRAINING & DEPLOYMENT IN EMERGENCIES
LOGISTICS CLUSTER 2014-2015 STAFF SUPPORT

- 16 GLC STAFF DEPLOYED ACROSS 9 CLUSTER OPERATIONS
- DEPLOYED FOR EQUIVALENT OF 1500 DAYS / 4.2 YEARS
- 2 THW SECONDEES AT HQ - TOTAL OF 147 DAYS
- 4 STANDBY PARTNER (DFID, DRC, NRC, ACF) FIELD DEPLOYMENTS - TOTAL OF 510 DAYS
- 2 SECONDEES DEPLOYED IN THE FIELD FROM ACF AND WELTHUNGERHILFE
LOGISTICS CLUSTER 2014-2015 TRAINING

- 2 LOGISTICS CLUSTER INDUCTION TRAININGS HOSTED BY THW IN NEUHAUSEN
- 1 LOGISTICS EMERGENCY TEAM (LET) TRAINING HOSTED BY MAERSK IN MANILA
- LOGISTICS RESPONSE TRAINING (LRT)
STRAKGY 2013 – 2015 - GOAL 1: OPERATIONS

‘ENSURE THE AVAILABILITY OF ADEQUATE SUPPORT FROM THE GLOBAL CELL’

DEVELOP A SECONDEE SYSTEM

- MAINTAIN INTERAGENCY CHARACTER
- TECHNICAL EXPERTISE
- ADDRESS NEEDS OF PARTNERS

亲密要求

- DEPLOYABLE
- BROADEN UNDERSTANDING OF LOGISTICS CLUSTER
- TECHNICAL SKILLS

开发并支持指导、策略和培训

- COORDINATION
- UPDATE AND INFORM HUMANITARIAN COMMUNITY
- SUPPORT LCAs, TOOLS AND SYSTEMS
- LINK WITH HUMANITARIAN COMMUNITY
Thank you and bye for now!
COFFEE BREAK

Session will re-start at 11:00
WORLD HUMANITARIAN SUMMIT
NETWORK PAPER ON SUPPLY CHAIN
A DECADE OF HUMANITARIAN LOGISTICS, WHAT LIES AHEAD?

WFP, WV, HLA, LOGISTICS CLUSTER, ACF, ECHO, OCHA
SESSION OUTLINE

- Introduction and Purpose
- Chapter Summaries
  - History
  - Logistics, Markets, Cash
  - Supply Chain Optimisation
  - Common Logistics Services
  - Coordination
  - Investments
- Breakout Discussion → We need your feedback!
THANKS TO OUR SPONSORS!!
PURPOSE & INTENT

Advocacy for improved humanitarian aid through placing logistics at the core of operations within the entire humanitarian system
STAKEHOLDERS

- PRACTITIONERS
- DONORS
- Beneficiaries
- IOs/INGOs
- GOVERNMENTS
- UN
- Private Sector
Humanitarian logistics emerged as a critical aspect of humanitarian response.
Greater engagement with beneficiaries through market supply chain assessments & program design means better results.
Optimise visible, end-to-end, integrated supply chains by involving beneficiaries in shaping how we meet demand.
Rationalize resources through greater use of shared services ensuring confidence in priority setting.
Logistics as the cross-cutting entity to leverage greater coordination within, between and across humanitarian actors
Harness new funding mechanisms and advocate for long-term strategic investment in new technologies and new capabilities in logistics to generate positive change.
THANK YOU FOR YOUR PARTICIPATION!

Time for Discussion

Breakout to groups of 5 to brainstorm around takeaways from each chapter

Most important issue to be addressed
GROUP DISCUSSION ON WHS & ODI PAPER
LUNCH BREAK

Session will re-start at 13:30
GLC STRATEGY
Results showed that stakeholders overwhelmingly believed that the Global Logistics Cluster (GLC) has improved humanitarian logistics in emergencies;

The evaluation suggested that the GLC better-enabled participating organisations to have a greater effect on emergency affected populations and enhanced program delivery.
2011-2012 Evaluation Overview

The Evaluation used Independent Joint Evaluation, Feedback from Participants at 2012 GLM and Risk Assessment Exercise to assess

- effectiveness
- efficiency
- utilization
- results
- satisfaction

products, services & activities at global and field levels.
First Logistics Cluster Evaluation

**WHY?**
Informed Strategy within goals of Ops, Accountability & Policy

**HOW?**
Conducted with key global partners and informants in the field

**WHO?**
UNICEF, WFP, Netherlands, & 200 survey informants

**WHERE?**
Global & Field Level

**RESULTS:** stakeholders found LC has **improved** humanitarian logistics in emergencies; whilst ability of the LC to apply lessons hindered by lack of systematic approaches, they found demonstrated **improvement over time**

**RECOMMENDATIONS:** operations, accountability & policy
3-YEAR STRATEGY


1. OPERATIONAL SUPPORT
   
   Provide crucial operational services and information to support the humanitarian community.

2. ACCOUNTABILITY
   
   Remain accountable to all stakeholders.

3. POLICY
   
   Remain effectively engaged in policy development.

With 7 months left to go, where does the Logistics Cluster stand?
GOAL 1

OPERATIONAL SUPPORT

TIMELY DEPLOYMENT OF QUALIFIED STAFF
- Deployment Roster
- Field Handbook

AVAILABILITY OF SUPPORT FROM THE GLCSC
- Secondee System

TOOLS AND SERVICES TO REMAIN RELEVANT
- Logistics Operational Guide (LOG) Update
- Done
- Digital Logistics Capacity Assessment (D-LCA)
- On-going
- Website
- Not Started
GOAL 1 (continued..)

OPERATIONAL SUPPORT

SUSTAINABLE FUNDING MODEL
- Advocacy Strategy
- Identify New/Alternative Funding Streams
- Develop & Maintain Standard Donor Briefings

BUILD & MAINTAIN TECHNICAL & RESPONSE CAPACITY
- Focus update of LCAs on at-risk Countries
- Logistics Cluster Coordinator Training
- Regional Training for WFP Logistics Officers
- Technical Trainings for GLC Personnel

Done  On-going  Not Started
GOAL 2
ACCOUNTABILITY

SYSTEMATIC & RELIABLE COMMUNICATIONS WITH STAKEHOLDERS

✔ Standard End of Mission Reports
✔ Standard Performance Monitoring
❌ Report on Value of Services Delivered by Op
❌ Maintain Stakeholder Map
❌ Communications Strategy
❌ Multi-Language Key Documents
✔ Broader Inclusion of Stakeholders in GLM

✔ Done  ❌ On-going  ⏳ Not Started
GOAL 2 (continued...)

ACCOUNTABILITY

MEASURE THE PERFORMANCE OF THE CLUSTER
- Develop Key Performance Indicators (KPIs)
- Develop Lessons Learned Protocol
- Regular Surveys
- Develop Tools to Track Service Provision
- Conduct Regular Reviews of the Strategy

ENSURE STAKEHOLDER PARTICIPATION IN PROJECTS
- Establish Working Groups
- Regular Global Meetings
GOAL 3

POLICY

- [✓] Develop & Maintain Standard Briefings for WFP
- [✗] Work with other Clusters on Inter-Cluster Policy
- [✓] Develop Official WFP Cluster Guidance
- [✗] Develop WFP Logistics Guidance on Transitions from Cluster to Sector activities
- [✓] Develop the Function of the Civ-Mil Liaison Officer

 Done  On-going  Not Started
Attendees at the 2012 Global Logistics Cluster Meeting in Schindellegi, Switzerland were asked to discuss the 2011-2012 evaluation recommendations and strategy.

GLM Lyon 2015 Attendees to discuss the way forward....
GLC STRATEGY NEXT STEPS
Proposed Methodology for development of 2016-2018 Strategy

- **Initial steps, aims and goals feedback** from GLM Lyon 2015 Attendees

- **Survey shared** with stakeholders at the global and field level for feedback

- **Working Groups** held with key global partners dedicated to develop first draft of Strategy

- **Draft Strategy Shared** with partners for review and feedback

- **Draft strategy presented** at next GLM for feedback from partners
PROPOSED STRATEGY DEVELOPMENT TIMELINE

LOGISTICS CLUSTER GLOBAL MEETING

28 & 29 MAY 2015

SURVEY SHARED WITH PARTNERS TO GATHER FEEDBACK

SURVEY RESULTS COLLECTED AND SHARED

JULY 2015

DEDICATED MEETING TO DISCUSS AND DRAFT STRATEGY

SEPTEMBER 2015

INITIAL STRATEGY SHARED FOR REVIEW

EARLY JUNE 2015

SURVEY RESULTS COMPILED AND SHARED

SEPTEMBER 2015

OCTOBER 2015

PRESENT FINAL DRAFT LOGISTICS CLUSTER GLOBAL MEETING
Next steps...

**METHODLOGY**
- AGREEMENT ON TIMELINE

**SURVEY FEEDBACK**
- SURVEY TO BE SHARED
- COMMITMENT FOR COMPLETION

**CONSULTATIONS**
- MONTHLY TELECONFERENCE
- DEDICATED WORKING GROUPS
COFFEE BREAK

Session will re-start at 15:00
E-Transfer Initiatives

ACF
E-transfer programing: what next?

Logistics Cluster global Meeting, Lyon 2015
Alvaro Villanueva, ACF-Spain
Examples

-LMMS:
http://www.youtube.com/watch?v=iNS8OFE2s30

-KACHE:
https://www.powtoon.com/show/cHWgUF3v1qL/kache/

-SCOPE:

-And many more...!
Challenges

- Scaling up
- Innovation funding too low
- Business model?
- Dominant design
- Adoption challenge
- Happy coexistence?
What lies ahead?

• Common data services platform?
• Interoperability of systems?
• Standards
• One card fits all?
• Non-profit entity to run sustainable model?
• Coordination: Agencies, donors, private sector
Thoughts...?
CLOSING REMARKS
Post Meeting Survey:
https://www.surveymonkey.com/s/glmlyon