FOREWORD

In 2014, the humanitarian community was again faced with unprecedented humanitarian requirements. The response by the Logistics Cluster and our partners in the world’s largest emergencies was exceptional. Our emergency operations doubled in size over the year and challenged us to manage competing operational requirements, with the best staffing and support structures possible.

The Logistics Cluster, comprised of organisations from across the humanitarian community and led by the World Food Programme, deployed staff to operations across the world and in some of the most challenging conditions. Exceptional efforts were made by Logistics Cluster, including all of our partner agencies, standby partners, and commercial partnerships through the Logistics Emergency Teams (LET). These concerted resources, the dedication of our staff and teamwork are exemplary, and our collective efforts in logistics has made for a stronger, more efficient, and effective emergency response network.

This Annual Report will present the Logistics Cluster progress in 2014 against the 2012-2015 Global Strategy, including a summary of funding, and subsequently provide overviews of Logistics Cluster field operations in 2014.

We have much to look forward to in 2015, including two Logistics Response Trainings scheduled, our next Global Meeting in May, as well as further refinement and advancement of our tools and preparedness, global accountability, policy and partnerships, and continued world-wide operational support.

It has been my honour to work with the Logistics Cluster in 2014 and we hope you find this report informative.

Thomas Thompson
Global Logistics Cluster Coordinator
The Logistics Cluster fosters partnership among the broader humanitarian community to improve delivery of humanitarian relief to communities affected by disasters and conflict. This includes setting out a joint response plan for the establishment of logistics services to meet delivery needs and pooling resources to address gaps and challenges.

The Global Logistics Cluster is hosted by WFP in Rome Italy, and its primary goal is to mobilise surge capacity to provide logistics support to the humanitarian community, and to support the staff on the ground with information management, operations assistance, cargo tracking and coordination support. The Global Logistics Cluster also provides normative, strategic and policy guidance to broaden knowledge and improve decision-making in humanitarian logistics.

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EXECUTIVE SUMMARY

In 2014, the Logistics Cluster supported a record total of 13 operations, 5 of which were categorised as high level emergencies, for which 170 organisations received Logistics Cluster transport and storage support. At the end of 2014, the Logistics Cluster had active Clusters in Central African Republic (CAR), Democratic Republic of Congo (DRC), Gaza (in the process of being de-activated), Iraq, Pakistan (in the process of being de-activated), Somalia, South Sudan, Syria, Yemen, a small support operation in the Philippines, and a major operation in response to the Ebola Virus Disease (EVD).

At the beginning of 2014, the Logistics Cluster still had an ongoing operation in Mali in response to widespread population displacement and one in the Philippines in response to typhoon Haiyan (Yolanda), and began a major scaling up of logistics operations in South Sudan and also in response to increasing insecurity in CAR. Syria remained a large Logistics Cluster operation throughout the year, with the Logistics Cluster taking on additional responsibility throughout the summer with the implementation of United Nations Security Council Resolution (UNSCR) 2165 and the subsequent opening-up of border points for the United Nations with the Logistics Cluster facilitating logistics support to the cross-border operations.

At the same time, the humanitarian situation in Iraq became increasingly concerning and the Logistics Cluster responded by scaling up its operations; the summer also brought with it the start of operations in Pakistan and Gaza.

The operation in DRC continued to face new challenges, including an outbreak of Ebola; the Somalia operation commenced airlifts through the Logistics Cluster on behalf of the humanitarian community; in Yemen the Logistics Cluster continued to support the humanitarian community by responding to a critical fuel shortage challenge.

The year of 2014 also saw priority given from the Global Logistics Cluster to operational support tools including the Logistics Capacity Assessments (LCAs), Lessons Learned, the RiTA cargo tracking tool and the new Logistics Cluster Website. Consistently across the Logistics Cluster operations, partners continued to provide excellent feedback on the support provided to them. Out of six specific Logistics Cluster User Surveys in 2014 (Sierra Leone, Gaza emergency, South Sudan, Pakistan, CAR and the Philippines), including responses from over 200 respondents, 84% responded that they were more than satisfied with Logistics Cluster services (over the 6 operations).

This Logistics Cluster Annual Report will feature the main Logistics Cluster operations in 2014, including the Central African Republic, Democratic Republic of Congo, Ebola Response, Gaza Emergency, Iraq, Mali, Pakistan, Philippines, Soloman Islands, Somalia, South Sudan, Syria Response, and Yemen.
2014 in Numbers

13 Operations in 2014

Central African Republic, Democratic Republic of Congo, Ebola Response, Gaza, Iraq, Mali, Pakistan, Philippines, Solomon Islands, Somalia, South Sudan, Syria, Yemen

160 Organisations received Transport & Storage Support

100 Storage Locations in 12 Countries

16 GLC staff deployed across 9 Cluster operations

Totalling 1500 days (equivalent to 4.2 years)

RITA Cargo Tracking Tool implemented in 12 Operations

16 Logistics Capacity Assessments Updated
2 Logistics Cluster Global Meetings

100 Participants
42 Organisations

2 Logistics Emergency Teams (LET) & Neuhausen Logistics Cluster Training Official Trainings
2 from THW joined Global Logistics Cluster HQ Secondees

Communications & Information Management

New Website Launched: logcluster.org

670 information updates across operation pages
112 blog pieces published
330,000 views

4 Videos Created about Logistics Cluster and Cash & Markets

youtube.com/user/logcluster

Social media

223% increase in followers
3,000 Retweets
193% increase in “likes”
150 new posts

@logcluster /logcluster
The three year strategy (2012-2015) was a result of the first ever Cluster evaluation which was conducted by the Office of Evaluation of WFP, the Netherlands Ministry of Foreign Affairs and the Office of Evaluations of UNICEF, utilizing over 200 key informants (Logistics Cluster Partners) feedback. Results showed that stakeholders overwhelmingly believed that the Global Logistics Cluster (GLC) has improved humanitarian logistics in emergencies;

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

As the Logistics Cluster enters its final year of the strategy it is now key to assess progress made against targets in 2014. The Global Logistics Cluster Strategy, aimed to enhance the Logistics Cluster capacity in the following three key strategic areas:

• Operational Support
• Accountability
• Policy
Operational support was highlighted as one of the three priority strategic areas, which includes providing crucial operational services and information to support to the humanitarian community.

Operational support priorities were defined as the timely deployment of qualified staff, support from the Global Logistics Cluster to operations, tools and services to Remain Relevant, sustainable funding models, and trainings and partnerships.

In 2014, due to the aforementioned number of large and complex emergencies, staff deployment from the Global Logistics Cluster to emergency operations was exceptionally high. The Logistics Cluster deployed over 16 staff from the Global Logistics Cluster to nine emergencies, totaling 1,500 staff days. An official Logistics Staffing Coordinator has supported the essential staffing of field operations, along with the support provided by stand-by-partners to emergency staffing. In 2014, the Logistics Cluster implemented a stronger more regular Secondee system, with two new staff members seconded to the Global Logistics Cluster by the German Federal Agency for Technical Relief (THW).
As part of emergency preparedness activities, the Logistics Capacity Assessment (LCA) is a source of information related to logistics infrastructure and services in a given country; a tool for organising logistics information in a standard way across multiple countries. The online platform that hosts the LCA is maintained by the Logistics Cluster at the Global level and serves as a means of sharing the information both within WFP and with the humanitarian community globally; LCAs provide very useful material for emergency responders and help facilitate inter-agency logistics coordination. In 2014, a total of 16 Logistics Capacity Assessments were updated.

In order to improve performance tracking and partner support, the Logistics Cluster has implemented the Relief Item Tracking Application (RITA), a tool aimed at supporting common transport and storage services. This simple, web based system allows partner organisations to have online access to their cargo status and provides the Logistics Cluster the ability to monitor performance to-date; with dedicated RITA experts in the Global Logistics Cluster, and RITA trained Logistics Tracking Officers in key operations, RITA was utilised in 12 operations in 2014, and there have been on-going trainings worldwide.
Throughout the year the Logistics Cluster also facilitated training for Standby-Partners and NGOs in Cluster Coordination (Neuhausen), training for Logistics Emergency Teams (LET) partners (Manila); and participated as facilitators in other trainings within WFP and other organisations.

From May 25th to May 27th 2014, the Logistics Cluster held its annual Induction Training at the Technisches Hilfswerk Bundesschule (THW) in Neuhausen, Germany, including participants from UN Agencies, NGOs and Standby-Partners around the globe, including THW, Action Contre la Faim (ACF) Spain, Solidarités, World Vision, Welthungerhilfe (WHH), the Swedish Civil Contingencies Agency (MSB), the Danish Emergency Management Agency (DEMA), UNHCR and CANADEM.

Another official training was held later in the year, in Manila, Philippines, for the Logistics Emergency Teams (LET). The LET is comprised of three of the largest global logistics and transportation companies: Agility, UPS and Maersk, which work together to support the Global Logistics Cluster. The LET has a solid track record of deployments over recent years, and in 2014 LET support was provided twice, both for the Philippines Emergency and for the Ebola Response.
The second main strategic goal is to remain accountable to all global stakeholders, for which priorities include the systematic and reliable communication with stakeholders, measuring the performance of the Logistics Cluster, and ensuring stakeholder participation in projects.

Twice a year, the participating organisations of the Logistics Cluster meet at the global level to discuss three key responsibilities including standards and policies, building response capacity and operational support. The two Global Meetings in 2014 were among the best attended Logistics Meetings since Global Meeting inception with over 100 participants in attendance from 42 organisations at the meetings, and with much higher stakeholder participation than ever before.

For the first time, attendees were asked to both vote on the topics to be presented beforehand and to contribute presentations themselves, which lead to a highly participatory work session, and jointly agreed outcomes and priorities. Priorities for 2014 had been agreed upon for 2014, including private partnerships, a Secondee Programme, trainings, Lessons Learned, new tools, and the broader inclusion of stakeholders, among many others.
In 2014, the Lessons Learned protocol was developed, including the creation of an official Lessons Learned Survey and Protocol.

This Protocol and implementation of regular Lessons Learned Surveys, will allow the Global Logistics Cluster to tailor its strategy towards improved coordination, information management and service provision.

The questions are divided into categories of General Introduction, Coordination, Information Management, and Logistics Services. In 2014, Lessons Learned surveys were sent out by the Logistics Cluster to the operations including Syria, CAR and the Philippines.

The new website (http://www.logcluster.org/) was launched in January 2014, and has been an overwhelming success; it is now the most important tool for the Information Management team, and aims to ensure the highest level of monitoring, reporting, continuity, operational information sharing, communications, accountability and transparency to stakeholders worldwide.

Since its official launch in January 2014, there has been over 330,000 views (8,000 users per month), and the Global Logistics Cluster Information Management team has posted over 670 information updates, and published over 112 blog posts; since 2013, page views have increased by 30%. Information products and updates from the Logistics Cluster have been utilized and referenced in news media (such as the NY times), social media, and published on the WFP Executive Board website, and other humanitarian online fora such as ReliefWeb. The Logistics Cluster also produced a short video explaining to the general public the concept of the Logistics Cluster, which is already being used in presentations worldwide, in trainings and also was requested to be included in a Master’s course in logistics.
The third main strategic goal is to remain effectively engaged in relevant global policy development including the priorities of civil military policy, inter-cluster policy, and development of official WFP policy.

The Logistics Cluster has been actively engaged in discussions with OCHA and IASC on inter-agency policy, through revisions of humanitarian Guidance including the Humanitarian Programme Cycle guidance and Cluster Coordination Reference Manual, among numerous others.

The Logistics Cluster has also become more involved in growing policy on Civil Military Coordination, and this year the Logistics Cluster has been heavily involved in the Official Oslo Guidelines and developing MCDA Guidance Material; the Logistics Cluster has also developed the function of the Civ-Mil Officer in the Global Logistics Cluster, and has deployed other Civ-Mil Officers to emergencies around the world including in Sierra Leone and in Liberia.

Another new project was launched in response to feedback from to our partners on their challenges with implementation of Cash and Voucher programmes, including dedicating substantial time both in Paris and Copenhagen to discuss this budding topic; the Global Meeting discussions included mapping out some of the challenges faced, and led to producing guidance material and videos explaining the role of logistics in cash and voucher programmes, a briefing paper, and a new dedicated webpage on the Logistics Cluster website.
In 2014, the Logistics Cluster was involved in 11 projects of which the Logistics Cluster was funded at approximately 75%, alluding to donor trust and engagement with the Logistics Cluster.

<table>
<thead>
<tr>
<th>Recipient country</th>
<th>Project number</th>
<th>Requirement</th>
<th>Funded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Democratic Republic of Congo</td>
<td>SO 200456 / SO 200747</td>
<td>$2,106,490</td>
<td>92%</td>
</tr>
<tr>
<td>South Sudan</td>
<td>SO 200361</td>
<td>$37,763,686</td>
<td>86%</td>
</tr>
<tr>
<td>Yemen</td>
<td>SO 200130</td>
<td>$2,247,092</td>
<td>63%</td>
</tr>
<tr>
<td>Syria</td>
<td>SO 200477</td>
<td>$18,759,242</td>
<td>54%</td>
</tr>
<tr>
<td>Central African Republic</td>
<td>SO 200605</td>
<td>$5,417,487</td>
<td>47%</td>
</tr>
<tr>
<td>Iraq</td>
<td>SO 200746</td>
<td>$4,910,399</td>
<td>59%</td>
</tr>
<tr>
<td>Pakistan</td>
<td>SO 200741</td>
<td>$906,726</td>
<td>100%</td>
</tr>
<tr>
<td>Palestine</td>
<td>SO 200757</td>
<td>$1,623,102</td>
<td>78%</td>
</tr>
<tr>
<td>Mali</td>
<td>SO 200534</td>
<td>$2,045,909</td>
<td>50%</td>
</tr>
<tr>
<td>Philippines</td>
<td>SO 200595</td>
<td>$14,161,212</td>
<td>100%</td>
</tr>
<tr>
<td>West Africa –Ebola Crisis</td>
<td>SO 200773</td>
<td>$53,732,900</td>
<td>100%</td>
</tr>
</tbody>
</table>

The most complex project for 2014 was the SO 200773, launched in response to the Ebola Outbreak in West Africa.

The unrelenting spread of the Ebola Virus Disease (EVD), across three countries in West Africa, prompted the need for large logistics and telecommunications infrastructure across the three countries, as well as coordination and logistics staging hubs in Dakar, Accra and Las Palmas. The SO 200773 budget includes Aviation, Logistics Cluster, Supply Chain, Emergency Telecommunications Clutser, and Engineering components, in support of UNMEER and the greater humanitarian community responding to the emergency. the greater humanitarian community responding to the emergency.
EBOLA RESPONSE

OPERATION IN NUMBERS

<table>
<thead>
<tr>
<th>20,171 (suspected, probable and confirmed cases as 31 December)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitated the storage of 38,900 m³ of relief cargo on behalf of partners</td>
</tr>
<tr>
<td>Facilitated the transport of 28,900 m³ of cargo on behalf of partners</td>
</tr>
<tr>
<td>179 Mobile Storage Units (MSUs) provided</td>
</tr>
<tr>
<td>11 Forward Logistics Bases / 3 Main Hubs operationalised</td>
</tr>
</tbody>
</table>

HUMANITARIAN SITUATION

The current outbreak of the Ebola Virus Disease (EVD) presents various logistical and operational challenges for an effective humanitarian response. In 2014, there were over 20,171 EVD (suspected, probable and confirmed) cases across the Liberia, Guinea and Sierra Leone. In addition, indirect humanitarian needs emerged as a result of the EVD outbreak, forcing the humanitarian community to expand a broad range of response activities. In order to ensure that supplies reach the most vulnerable people affected by the outbreak in a rapid and effective manner, direct logistical reinforcement, coordination, and support is necessary. WFP, as the Logistics Cluster lead agency, was requested to provide logistics coordination and support for the operation.

LOGISTICS CLUSTER INVOLVEMENT

Upon request by WHO, the Logistics Cluster deployed personnel to the three affected countries on 17 August 2014 to assess the immediate requirements for inter-agency logistics support. In October, the United Nations Mission for Ebola Emergency Response (UNMEER) was assigned the task for overall planning and coordination, directing the efforts of UN agencies, national governments, and other humanitarian actors to the areas where they were most needed.

The Logistics Cluster is operating in support of UNMEER and the greater humanitarian community, by offering coordination, information management and common logistics services.
COORDINATION

- Coordination Hubs are located in Accra, Monrovia, Freetown and Conakry, with weekly Coordination Meetings held in Monrovia, Freetown, and Conakry. Meeting Minutes from all three countries were published on the Logistics Cluster website.
- By the end of 2014, the Logistics Cluster was coordinating with over 65 humanitarian partners across Liberia, Sierra Leone and Guinea.
- In coordination with the Logistics Cluster, WFP Aviation, and UNICEF, an Air Coordination Cell (ACC) was established in 2014, at the UNICEF Supply Division Copenhagen, in order to provide information and allow for coordination regarding cargo transported to the region and to maximise cargo space available for transport.
- A staging area for the consolidation of relief items for air transport was established in Cologne, Germany with the support of UPS and Cologne Bonn Airport. In coordination with the ACC, two Logistics Cluster facilitated flights carried relief cargo from the Cologne staging area to the affected countries in 2014.

INFORMATION MANAGEMENT

The Logistics Cluster has dedicated Information Management Officers in Monrovia, Liberia, Freetown, Sierra Leone, Conakry, Guinea and Accra, Ghana. Essential information management products, including maps, coordination meeting minutes and situation updates are published on the Logistics Cluster website http://www.logcluster.org/ops/ebola14.

TRANSPORT AND STORAGE

The Logistics Cluster facilitated access to the following services in 2014:
- The storage of 38,900m³ of health cargo; at least one Main Logistics Hub per country and 11 Forward Logistics Bases (FLBs) across the three countries were established; each FLB has both storage and transport capacity.
- The transport of 28,900m³ of cargo on behalf of humanitarian organisations, including items such as Personal Protective Equipment (PPE), thermometers, treatment beds, among hundreds of other items.
- The provision of more than 179 Mobile Storage Units (MSUs) to organisations for use in Ebola Treatment Units (ETUs), and for medical storage.
- The Relief Item Tracking Application (RITA) tool implemented to track relief cargo transported and stored in the three Ebola Affected Countries on behalf of Logistics Cluster partners.
CENTRAL AFRICAN REPUBLIC

OPERATION IN NUMBERS

| 2.7million | Facilitated the transport of 801 m³/315 mt of relief cargo by road |
| 430,000 | internally displaced persons (IDPs) |
| 134 | information management products published |

HUMANITARIAN SITUATION

Following the coup on March 24, 2013, the humanitarian situation has continued to deteriorate in Central African Republic (CAR), resulting in the displacement of much of the population within the country and more than 424,350 refugees in neighbouring countries. Currently, the security situation remains tense and unpredictable throughout the country.

The latest assessments from United Nations agencies and organisations continue to highlight the urgent need to provide emergency humanitarian assistance to the most affected populations of the country. In general, the country suffers from a lack of logistics infrastructure, and where infrastructure is present, it is generally limited or in poor condition. Heavy seasonal rains have further exacerbated the humanitarian situation.

LOGISTICS CLUSTER ACTIVATION

The Logistics Cluster was activated in Bangui in 2013, to assist with coordination among partners and to provide much needed support services. On 5 December 2013, a new wave of violence spread through Central African Republic, which led to large numbers of civilians fleeing to find safer areas. On 11 December 2013, the Emergency Relief Coordinator declared the evolving crisis a system-wide Level 3 emergency.

COORDINATION

• Throughout 2014, coordination meetings took place once every two weeks and the meeting minutes were published on the Logistics Cluster website.
• The Logistics Cluster works closely with the CAR Government and the entire humanitarian community to identify logistics needs and to facilitate the delivery of humanitarian assistance to affected populations within CAR.
INFORMATION MANAGEMENT

The Logistics Cluster provides Information Management services, regular meeting minutes, situation reports, and updates of operational data, such as access constraints, points of entry, customs procedures, and GIS mapping.

The sharing and dissemination of logistical information is facilitated through the Logistics Cluster CAR webpage at: http://www.logcluster.org.ops/caf13a

TRANSPORT AND STORAGE

In 2014, the Logistics Cluster facilitated the following activities on behalf of partners:
• Support of more than 26 international NGOs/UN agencies to consolidate their vehicles during travel, and facilitated the organisation of vehicles to over 22 cities within CAR; the Logistics Cluster and the Office for the Coordination of Humanitarian Affairs (OCHA) work together in the collection and sharing of information relating to the coordination of vehicles in convoy and under escort. When the situation requires, the Logistics Cluster participates directly in the practical organization of the grouping/movement of partner vehicles.
• Sharing coordination information on over 207 notifications of transport from partners to destinations including Bozoum, Paoua, Bossangoa, Batangafo, Kaga Bandoro, Kabo, Ndélé towns, Bambari, Boda and Bangui, allowing organisations to group transport and organise amongst themselves.
• Organisation and coordination of temporary storage facilities within CAR.
DEMOCRATIC REPUBLIC OF CONGO (DRC)

OPERATION IN NUMBERS

<table>
<thead>
<tr>
<th>58 coordination meetings held</th>
<th>Facilitated the storage of <strong>14,103 mt</strong> of cargo on behalf of <strong>13</strong> organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Facilitated the transport of <strong>4,265 mt</strong> of relief cargo on behalf of <strong>24</strong> organisations</td>
</tr>
<tr>
<td></td>
<td><strong>45</strong> information management products published</td>
</tr>
</tbody>
</table>

HUMANITARIAN SITUATION

Armed conflict and widespread insecurity in the Democratic Republic of the Congo (DRC) have created one of the world's most complex and long-standing humanitarian crises. Since the beginning of 2012, ethnic tensions and land access issues have led to renewed violence in the East and North-East of DRC resulting in the displacement of over 2.7 million people inside the country. In addition, over 430,000 people have sought refuge in neighbouring countries. Access remains a permanent challenge in most of the provinces; the security situation and poor condition of critical infrastructure networks are both serious hindrances to the delivery of humanitarian commodities.

LOGISTICS CLUSTER ACTIVATION

The Logistics Cluster was activated in 2006 in order to address the evolving situation across most of the provinces; due to persistent logistics challenges, and the need for further humanitarian intervention, the Logistics Cluster has increased its logistics capacity in order to improve the ability of humanitarian organisations to move relief items into areas where the need is the greatest. In 2014, the Logistics Cluster was engaged in a variety of activities from road rehabilitation to facilitating the transport of goods for the humanitarian community. The Logistics Cluster has also supported the coordination of the humanitarian air transport of passengers.

COORDINATION

- A Logistics Cluster Coordination cell has been established in Kinshasa with sub-national cells in various provinces to facilitate the overall humanitarian response.
- The Logistics Cluster continues to support the transit camp in Maluku (city located near 90 km from Kinshasa town), by training camp staff on warehousing and stock management.
- In 2014 the Logistics Cluster facilitated the training of 22 partner staff in GPS data collection, from 14 organisations including two UN agencies, two International NGOs, nine local NGOs and one government office.
INFORMATION MANAGEMENT

In 2014, the Logistics Cluster published 45 information products including meeting minutes, Concept of Operations and road access maps via www.logcluster.org/ops/drc.

TRANSPORT AND STORAGE

The Logistics Cluster facilitated access to the following services in 2014:
- The storage of 14,103mt of Non-Food Items (NFIs) on behalf 13 organisations.
- The transportation of 4,265mt of Non-Food Items (NFIs) on behalf of 24 organisations.

REHABILITATION

In 2014, the DRC coordination cell, in conjunction with partners from North Kivu and South Kivu, conducted four road assessment missions to improve humanitarian access. Two road engineers joined the Logistics Cluster and have been deployed to assess three airstrips, and have also conducted two missions in North and South Kivu, to meet with implementing partners regarding road rehabilitation projects.

EBOLA RESPONSE

From September to December 2014, the DRC coordination cell, in conjunction with the Global cell in Rome, supported the response to the Ebola epidemic in the territory of Boende, Equateur province. Five MSUs were erected in Boende and Lokolia. The Logistics Cluster facilitated the storage of 472m³ of non-food items (NFIs) including medicine, food and medical equipment. Fifty-two flights were facilitated, including 19 UNHAS flights which transported 128 passengers and 26mt of cargo, and 33 flights via ASF France which transported 100 passengers and 17mt of cargo.
GAZA EMERGENCY

OPERATION IN NUMBERS

<table>
<thead>
<tr>
<th>12 coordination meetings held</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitated the storage of 181 mt/561 m³ of cargo on behalf of 9 organisations</td>
</tr>
<tr>
<td>Facilitated the transport of 6,527 mt/15,922 m³ of cargo on behalf of 53 organisations</td>
</tr>
<tr>
<td>66 information management products published</td>
</tr>
</tbody>
</table>

HUMANITARIAN SITUATION

On 7 July 2014, the escalation of violence in Gaza led to the declaration of a humanitarian emergency by the United Nations Humanitarian Coordinator and the director of UNRWA Gaza, who activated the UN contingency plan. Due to heightened vulnerability and instability within the Gaza Strip, more than a quarter of the 1.8 million Palestinians living in Gaza were displaced. There was an urgent need to create vital humanitarian space to allow humanitarian workers to carry out life-saving activities, for example, through regular humanitarian pauses or corridors. The Kerem Shalom Crossing, the only entry point for humanitarian goods from Israel into the Gaza Strip, continued to operate under heavy security. Certain items, such as spare parts for WASH infrastructure and medical equipment, were restricted. The extremely dangerous environment was an ongoing challenge for humanitarian operations, and had significant implications on the protection of civilians, aid workers and on the assessment of needs and the delivery of assistance.

LOGISTICS CLUSTER ACTIVATION

On 30 July, the Logistics Cluster was formally activated to facilitate, coordinate, and ensure delivery of life saving humanitarian assistance to the affected populations in the Gaza Strip. The Logistics Cluster worked to address the severe constraints that were impeding timely deliveries of life saving relief cargo. In order to fill the logistics gaps, the Logistics Cluster implemented a range of free services including transportation, storage, and coordination and information management. These services were made available by WFP as lead agency of the Logistics Cluster, for use by the humanitarian community.
COORDINATION

• Regular Logistics Cluster coordination meetings were held with partners attending in Jerusalem, Ramallah and Gaza City via video link.
• The Logistics Cluster coordinated the movement with COGAT (Coordination of Government Activities in the Territories) of 301 trucks from the West Bank and Israel into the Gaza Strip.

INFORMATION MANAGEMENT

• The Logistics Cluster shared 66 information products including meeting minutes, daily and weekly Situation Updates, GIS mapping products, Service Request Guidance and Concept of Operations (ConOps) via the dedicated Logistics Cluster mailing list and Gaza Operations page on the Logistics Cluster website.
• The Logistics Cluster consolidated information on crossing points and liaised with relevant authorities to ease bottlenecks and investigate possible solutions to delays.

TRANSPORT AND STORAGE

In 2014 the Logistics Cluster facilitated access to the following services:
• The transport of 6,527mt/15,922m³ of cargo into the Gaza Strip on behalf of 53 organisations; five staging areas for cargo consolidation, palletisation and loading prior to transportation; the staging areas were located in Jerusalem, Hebron, Ramallah, Nablus and Ashqelon.
• The storage of 181mt/561m³ on behalf 9 organisations; three dedicated warehouses were secured by WFP be used common storage for Logistics Cluster humanitarian partners inside the Gaza Strip. The warehouses were located in Middle Area/Gaza City, Khan Younis, and Rafah, where an additional refrigerated warehouse was also available.
• The Relief Item Tracking Application (RITA) tool implemented to track relief cargo transported and stored for the Gaza Emergency on behalf of Logistics Cluster partners.
**IRAQ**

<table>
<thead>
<tr>
<th>OPERATION IN NUMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.1 million</strong> internally displaced persons (IDPs)</td>
</tr>
<tr>
<td><strong>5.2 million</strong> people in need of humanitarian assistance</td>
</tr>
<tr>
<td><strong>30</strong> information management products published</td>
</tr>
<tr>
<td>Facilitated the storage of <strong>439 mt</strong> of cargo (1 August -31 December)</td>
</tr>
<tr>
<td>Coordinated <strong>2</strong> strategic airlifts</td>
</tr>
</tbody>
</table>

**HUMANITARIAN SITUATION**

The surge in violence between armed groups and government forces in Iraq since January 2014 has displaced over 2.1 million people. The ongoing violent conflict limits access to affected areas and displaced populations, and restricts the ability of the humanitarian community to adequately respond to the crisis; major constraints to deliver humanitarian aid in Iraq arise out of the lack of access due to insecurity. While the humanitarian community has continued to work to improve access, additional support is required by the Logistics Cluster to consolidate information from partners on delivery needs and organise convoys of humanitarian relief to reach beneficiary populations in areas of insecurity.

**LOGISTICS CLUSTER ACTIVATION**

The Logistics Cluster was activated on 3 April 2014 and the Coordination Cell was located in Baghdad. The Logistics Cluster response was designed to support the humanitarian community in its efforts to meet the immediate humanitarian needs of the people affected by the crisis. The Logistics Cluster assists with coordination and information management, which focuses on identifying and maintaining supply chain corridors, strategic storage facilities, and disseminating information about security clearances and available transporters.

**COORDINATION**

- Coordination meetings covering topics such as bottlenecks and gaps, transport costs and access, storage, and cargo tracking are held with Logistics Cluster humanitarian partners in Baghdad on an ad-hoc basis.
INFORMATION MANAGEMENT

• Crucial information products, including maps of key logistics infrastructure and coordination meeting minutes are disseminated through the Logistics Cluster Iraq webpage at: http://logcluster.org/ops/irq14a

TRANSPORT AND STORAGE

The Logistics Cluster facilitated access to the following services in 2014:
• Temporary storage capacity in strategic locations based on the needs and requirements of the humanitarian community; one interagency storage facility is located in Sumel (Dahuk Governorate) which provides 1,840m² space available to the humanitarian community. Emergency short term storage has been provided in Erbil to support organisations receiving incoming cargo at Erbil International Airport. Emergency storage is also available from WFP and on request through the Logistics Cluster in Basra, Sulaymaniyah and Baghdad.
• A contingency airlift capacity measure maintained by the Logistics Cluster, through WFP, should there be a temporary disruption of normal traffic through overland road corridors or the need to assist for emergency winterisation programmes with life-saving items; two strategic airlifts were coordinated as part of the winterisation programme on behalf of IOM, WHO and UNHCR.
MALI

OPERATION IN NUMBERS

| 99,000 | An average of 13 organisations attended coordination meetings |
| internally displaced persons (as of December) | 11 information management products published |

HUMANITARIAN SITUATION

Following a series of political, social, economic and climatic shocks, widespread population displacement resulted in a protracted humanitarian crisis in Mali. The regional drought in 2011 and the Sahel food crisis in 2012 further impacted the humanitarian situation in the country. In 2014 humanitarian needs remained critical and access issues continued to challenge the humanitarian community as a result of ongoing insecurity.

LOGISTICS CLUSTER ACTIVATION

In order to support the humanitarian community in their response to the needs of the affected population, the Logistics Cluster was activated in Mali by the Emergency Relief Coordinator in April 2012.

INFORMATION MANAGEMENT

In line with the Concept of Operations, the Logistics Cluster focused on coordination and information sharing, facilitated primarily through a dedicated Logistics Cluster Mali Operations webpage and mailing list.

COORDINATION

• The Logistics Cluster maintained a strong coordination cell in Bamako, strengthened its relationships with members through regular coordination meetings (held once every two weeks) and collaborated with humanitarian organisations to provide the necessary information to carry out logistics operations in Mali.
• Coordination with multiple humanitarian organisations was facilitated and maintained through regular coordination meetings and information sharing. From March 2013 until deactivation of the Logistics Cluster in March 2014, an average of 13 organisations attended the Logistics Cluster Coordination meetings.
• The Logistics Cluster monitored private sector capacities in order to identify actual and potential logistics gaps and feed this information into contingency plans.
• During the operation, the Logistics Cluster worked in collaboration with UNHAS in order to facilitate air services for the humanitarian community..
• The Logistics Cluster ensured Civil Military coordination with relevant parties in order to enable access and secure humanitarian space.
• The Mali Logistics Capacity Assessment (LCA) was updated, in addition to the customs guide, in order to provide relevant logistics information in a consolidated, accessible format.

LOGISTICS SERVICES

• The Logistics Cluster was able to facilitate the provision and management of Mobile Storage Units (MSUs) which were made available to support organisations in regions where very few adapted storage structures were available.
• The Logistics Cluster prepared contingency plans ensuring fuel supply limitations could be overcome by offering temporary storage and distribution solutions and coordination of common fuel orders from humanitarian organisations to suppliers.
PAKISTAN

OPERATION IN NUMBERS

<table>
<thead>
<tr>
<th>52,986 families displaced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitated the transport of 864 mt/6,557 m³ of relief cargo by road on behalf of 6 organisations</td>
</tr>
<tr>
<td>Facilitated the storage of 762 mt/3,219 m³ of cargo on behalf of 8 organisations</td>
</tr>
<tr>
<td>31 information management products published</td>
</tr>
</tbody>
</table>

HUMANITARIAN SITUATION

In late February 2014, the Pakistan armed forces intensified their military offensive against armed groups with strongholds in the North Waziristan region of the Federally Administered Tribal Areas (FATA). This offensive, preceded by the breakdown of peace talks between the Government of Pakistan and armed groups, resulted in the displacement of more than 52,986 families. Access to areas where the displaced were arriving remained a key challenge for responding organisations. Logistics support was required to augment existing infrastructure in order to provide life-saving supplies to the displaced populations.

LOGISTICS CLUSTER ACTIVATION

The Logistics Cluster was re-activated on 21 June and tasked with providing support to enhance the efficient and effective coordination of the humanitarian community’s response to the North Waziristan (NWA) Internally Displaced Persons (IDP) situation. The objective of the Pakistan Provincial Logistics Cluster was to augment the humanitarian community's capacity to deliver relief assistance to the most affected populations in the areas of displacement, in a rapid and coordinated manner.

COORDINATION

• A dedicated Logistics Cluster coordination cell was established in Peshawar and Logistics Cluster focal points positioned in DI Khan and Bannu.
• Weekly coordination meetings were held with the humanitarian community and government counterparts to share information on the logistics situation, bottlenecks and gaps, with more than 33 organisations in attendance.
INFORMATION MANAGEMENT

• Logistics information products, including GIS maps, meeting minutes, situation reports and operation overviews were distributed to the humanitarian community through a dedicated operations page available on the Logistics Cluster website.

TRANSPORT AND STORAGE

The Logistics Cluster facilitated access to the following services in 2014:
• The transport of 864mt/6,557m$^3$ of cargo including shelter items such as tarpaulins and blankets and logistics equipment such as Mobile Storage Units (MSUs) and pallets, on behalf of six organisations.
• The storage of 762mt/3,219m$^3$ on behalf 8 different organisations in the three main logistics hubs (Peshawar - Noswhera, Bannu, and Dera Ismail Kahn). MSUs were also made available to the humanitarian community on a no-cost-to-user basis.
• The Relief Item Tracking Application (RITA) was implemented to track relief cargo transported and stored in Pakistan by the Logistics Cluster partners.
PHILIPPINES

OPERATION IN NUMBERS

| 45,141 | 62 coordination meetings held and over 80 GIS maps published |
|  | Facilitated the transport of 11,880 m³ of relief cargo by sea on behalf of 29 organisations |
|  | Facilitated the provision of 14,000 m² of storage space |

HUMANITARIAN SITUATION

Typhoon Haiyan swept through the central Philippines on 8 November 2013, killing nearly 6,000 people, displacing some four million, and requiring the rapid transportation of relief goods to the affected area. At the outset, lack of access to affected areas due to damaged infrastructure severely hampered humanitarian operations. The geographic area affected by the typhoon had been extensive and included numerous islands. Logistics support was required to provide life-saving supplies quickly and efficiently to those in need right across the affected area, especially those in hard-to-reach locations.

LOGISTICS CLUSTER ACTIVATION

In late 2013, the Logistics Cluster established coordination cells in six locations including the worst hit cities of Tacloban and Guiuan to provide a support platform for logistics coordination and information for all humanitarian actors in order to avoid duplication and to improve the effectiveness of humanitarian intervention.

Congestion at key locations including airports, ports and ferry crossings initially hampered relief efforts, and the Logistics Cluster worked closely with the Government to ease constraints, minimize duplication of activities, limit congestion, provide up-to-date information on logistics capacity and facilitate access to available Civil-Military assets. A number of governments provided essential operational support and military assets including ships, helicopters and cargo planes in the first weeks of the response, ensuring rapid dispatch of life-saving assistance.

The Logistics Cluster in the Philippines was de-activated in May 2014.

COORDINATION

- Coordination meetings were held on a regular basis in Tacloban, Cebu, Roxas, Guiuan, Ormoc and Manila. Between November 2013 and May 2014, there were a total of 62 coordination meetings held.
• Logistics support was also activated through the private partnership with the Logistics Emergency Team - LET (Agility, UPS, Maersk and TNT) in terms of heavy equipment, logistics assets, and staff in all locations facing gaps in capacity (including the airports and ports of Tacloban and Guiuan as well as Cebu airport). Through this private partnership two LET representatives were also made available to advise the humanitarian community on customs procedures both in Manila and Cebu.

INFORMATION MANAGEMENT

Regular information products were shared with all partners though the Logistics Cluster website and mailing list including Access Constraints Maps, regular meeting minutes and situation reports, operational overviews, customs information and additional products as required. Over 80 GIS maps were created and shared with partners.

TRANSPORT AND STORAGE

The Logistics Cluster facilitated access to the following services:
• The transport of relief cargo to 93 different locations on behalf of 46 organisations; a total of 45,141 m³ of inter-agency cargo was transported by road. Between November and May, WFP-contracted sea vessels transported over 11,880 m³ of inter-agency cargo from Cebu to Tacloban, Roxas, Ormoc, Guiuan, Bantayan Island and Iloilo for 29 different organisations.
• Over 14,000 m² of storage space in the key locations of Tacloban, Guiuan, Ormoc, Roxas and Cebu, on behalf of 51 humanitarian organisations.
• The Relief Item Tracking Application (RITA) implemented to track relief cargo transported and stored in the Philippines on behalf of Logistics Cluster partners.
SOUTH SUDAN

OPERATION IN NUMBERS

<table>
<thead>
<tr>
<th>1.95 million people displaced</th>
<th>91 organisations accessed coordination and IM services</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.4 million people to be assisted</td>
<td>124 information management products published</td>
</tr>
<tr>
<td></td>
<td>Facilitated the transport of 6,033 mt of relief cargo by air</td>
</tr>
<tr>
<td></td>
<td>72 locations received cargo</td>
</tr>
</tbody>
</table>

HUMANITARIAN SITUATION

The humanitarian situation in South Sudan has deteriorated significantly since 15 December 2013 when violence erupted in the capital Juba and resulted in the displacement of over 1.95 million people. With hostilities ongoing, access via surface level transport (river and road) has been significantly impeded, and in some cases completely stopped. Security constraints, poor infrastructure, limited logistics assets currently in country, and the rainy season (May-November), have negatively impacted the humanitarian response and left humanitarian actors with limited options to deliver life saving cargo to the displaced populations.

LOGISTICS CLUSTER ACTIVATION

Implementing any humanitarian programme in South Sudan requires large quantities of humanitarian aid to be moved over vast distances in one of the most complex, difficult and costly operating environments in the world. Given the complicated operational environment and logistics constraints, the Logistics Cluster was activated in October 2010. In December 2013, the emergency operation was categorized as a Level 3 response, ensuring appropriate resources were allocated and humanitarian operations scaled up.

COORDINATION

- Weekly coordination meetings are held in Juba and in key locations such as Rumbek. In 2014, 50 coordination meetings were held.
- The Logistics Cluster coordinates with other clusters during weekly Inter-Cluster Working Group meetings.
INFORMATION MANAGEMENT

• The Information Management team rapidly disseminates logistics information, and products shared with all partners include weekly Access Constraints Maps, regular meeting minutes, situation reports, infographics, operational overviews, customs information and additional products as required; in 2014, 124 information management products were published.

TRANSPORT AND STORAGE

• Common Storage facilities are available in 11 locations across South Sudan, providing 5,660m³ total capacity.
• Common Transport Services include river transport (boat & barge), air transport (helicopter and fixed wing) and road transport. Shunting services are used between the warehouse and airstrips in Juba, Bentiu, Bor, Malakal, Rumbek, Wau, and Melut. The common trucking fleet is used to move all airlifted cargo to and from airstrips.
• In 2014, the Logistics Cluster facilitated the transport of more than 6,033mt via air and moved cargo to 72 different locations via all modes of transport.
• In partnership with UNOPS, the Logistics Cluster provides strategic and emergency infrastructure (road, port, airstrip, warehouse, etc.) rehabilitation services and upgrades based on the prioritization of the humanitarian community.
• Implemented in 2012, the Relief Item Tracking Application tool (RITA) has been providing the Logistics Cluster’s partners online access to their current cargo status, a vital service for an operation of this scale and complexity.
SYRIA

OPERATION IN NUMBERS

7.6 million internally displaced people
4.8 million requiring assistance located in hard to reach areas
Facilitated the transport of 43,100 m³ of relief cargo by road and air
Facilitated the storage of 26,300 m³ of relief cargo on behalf of 17 organisations
Facilitated the distribution of 65,000 litres of fuel

12.2 million people to be assisted

HUMANITARIAN SITUATION

Since the onset of the conflict in Syria in 2011, the security situation has deteriorated dramatically throughout the country and has severely affected the main cities of Homs, Hama, Idlib, Dara’a, Deir-er-Zor, Albu Kamal, Qamishly, Al Hassakeh, and Aleppo as well as the capital Damascus. Populations living in these areas are affected by the impact of a prolonged siege as well as the lack of access to basic necessities. As a result of the on-going conflict, the humanitarian needs inside Syria are increasing across all sectors, with massive population displacement.

LOGISTICS CLUSTER ACTIVATION

The Logistics Cluster was activated in January 2013, as the on-going conflict had severely impacted the country’s logistics infrastructure and supply routes into the country, and warehousing had become increasingly unpredictable and insecure. Access is often restricted, with challenges arising in the process of matching dispatch locations with drivers willing to transport cargo. The Logistics Cluster began to support Joint Humanitarian Convoys to difficult-to-access areas in Syria in February 2013. On 14 July 2014, United Nations Security Council adopted resolution 2165 to authorize relief delivery “across conflict lines” and through additional border crossings, as well as the quick deployment of a monitoring mechanism to assure compliance. Under the resolution, UN agencies and humanitarian partners are authorized to use the border crossings at Bab al-Salama and Bab al-Hawa (Turkey), Al Yarubiyah (Iraq), and Al-Ramtha (Jordan), in addition to those already in use. With the opening up of humanitarian corridors under the UNSC Resolution, the Logistics Cluster, following requests from the humanitarian community, has been facilitating and coordinating the delivery of essential United Nations humanitarian relief items to difficult-to-access areas in Syria.
COORDINATION

• Bi-monthly Coordination meetings are held in Damascus and monthly meetings in Amman, Tartous, and Beirut. In 2014, 55 coordination meetings were held.
• The Logistics Cluster has established Logistics Cluster Coordination Cells in Amman (Jordan), Beirut (Lebanon), and Damascus (Syria). The Logistics Cluster is also supporting the Logistics Working Group in Gaziantep, Turkey.

INFORMATION MANAGEMENT

• In 2014, the Logistics Cluster produced over 64 information management products including maps, situation reports, capacity assessments, meeting minutes and infographics, all available on the Logistics Cluster webpage www.logcluster.org/ops/syr12a and via a dedicated mailing list with over 400 members.

TRANSPORT AND STORAGE

In 2014, the Logistics Cluster facilitated access to the following services:
• The transport of over 43,100m³ of cargo by road and air on behalf of 19 organisations
• The storage of over 26,300m³ of relief items inside Syria, on behalf of 17 humanitarian organisations.
• The distribution of 65,000 litres of fuel to IDP shelters.
• The Relief Item Tracking Application (RITA) has been implemented to track all cargo transported and stored in Syria by the Logistics Cluster. Cargo tracking reports are produced regularly, ensuring transparency and accountability of cargo handled, for both service users and donors.
YEMEN

OPERATION IN NUMBERS

<table>
<thead>
<tr>
<th>330,000 internally people displaced</th>
<th>41% of population is food insecure (19% severly food insecure)</th>
</tr>
</thead>
<tbody>
<tr>
<td>275,000 refugees</td>
<td>Facilitated distribution of 510,984 litres of fuel</td>
</tr>
<tr>
<td></td>
<td>48 flights coordinated, for 575 passengers and transported 2,266 kg by air</td>
</tr>
<tr>
<td></td>
<td>35 information management products published</td>
</tr>
</tbody>
</table>

HUMANITARIAN SITUATION

Since April 2011, the security situation in Yemen has deteriorated substantially. Yemen has experienced widespread anti-government protests leading to a political stalemate. Parallel to the demonstrations, Yemen is facing an increasingly complex and worrying humanitarian crisis. Families displaced by the Sa’adah conflict in the north, Abyan in the South and refugees from the Horn of Africa continue to rely on humanitarian assistance for survival. The population is suffering from alarming rates of hunger and malnutrition; over 10 million people, almost half the country’s population, are malnourished. Yemen continues to face heavy fighting and a fragile and unpredictable security situation. These security challenges contribute significantly to internal displacement and an estimated 14.7 million people, over half of the country, need humanitarian assistance in 2014. Access to portions of the country remains difficult and the humanitarian community has stressed the necessity to maintain coordinated and cohesive logistics systems.

LOGISTICS CLUSTER ACTIVATION

The government’s ability to provide basic services is challenged by oil prices and oil production. These elements continue to add new shocks to an already critical humanitarian crisis in the country. The Humanitarian Country Team has therefore requested the continuation of the following Logistics Cluster activities: enhancement of emergency preparedness and response, provision of coordination support and information sharing platforms, strengthened coordination and fuel provision and storage for humanitarian agencies, and air passenger service to secure regular movement of staff and materials.

COORDINATION

• Coordination meetings are regularly held in Sana’a and in field locations in order to compile and quantify the fuel requirements of the humanitarian community and organise necessary practical arrangements.
INFORMATION MANAGEMENT

• Crucial information products, from maps of key logistics infrastructure to guidance on customs exception procedures are disseminated through a dedicated webpage at: www.logcluster.org/ops/yem10a.

FUEL PROVISION

• In order to support the humanitarian community’s operations, the Logistics Cluster, through WFP, since June 2011 has been, procuring, storing and distributing fuel on a cost-recovery basis to the humanitarian community in Yemen, where fuel scarcity remains a critical obstacle. The fuel is provided through specific agreement with the Yemen Petroleum Company and implementation of the Service Level Agreement (SLA) mechanism with partners. In 2014 the Logistics Cluster distributed 510,984 litres of fuel in Yemen.

• Three fuel storage and distribution systems have been set up in:
  • Sana’a (180,000 litres capacity)
  • Aden (92,000 litres capacity)
  • Haradh (152,000 litres capacity)
LOGISTICS CLUSTER PARTICIPANTS INCLUDE

ACF
ACTED
ADRA
ALIMA
CARE
Concern Worldwide
CESVI
Danish Refugee Council
FAO
Fleet Forum
GOAL
Handicap International
INTERSOS
ICRC
IFRC
Institut Bioforce
International Medical Corps
IOM
International Rescue Committee
Islamic Relief Worldwide
Medair
Médecins du Monde
Médecins Sans Frontières
Mercy Corps
Norwegian Refugee Council
OCHA
Oxfam
Plan International

PU-AMI
Relief International
Samaritan’s Purse
Save the Children
ShelterBox
Solidarités International
Terres Des Hommes
THW
Triangle Génération Humanitaire
UNDP
UNFPA
UNHCR
UNICEF
UNMEER
UNMIL
UNOPS
UNRWA
WFP
Welthungerhilfe
WHO
World Vision International

This report was created with content and photos kindly provided by Logistics Cluster participants and staff in the field.