Overview

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

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

The services identified and facilitated 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

- Only humanitarian organizations operating in Guinea, for the Ebola response, can access Logistics Cluster Services;
- The Logistics Cluster does not normally manage cold chain, drugs and dangerous goods, however requests for such services will be assessed on a case by case basis;
- On case by case basis, the Logistics Cluster facilitates container lift services at Conakry Logistics Base;
- All Transport and Storage request should be submitted to guinea.clustercargo@wfp.org;
- Guinea Service Request Forms (SRFs) in English and French, are available for download on the Logistics Cluster website at: http://www.logcluster.org/document/guinea-service-request-form;
- Release Order Forms (RLOs) are available for download on the Logistics Cluster website at: http://www.logcluster.org/Ebola-release-order-form;
- This dedicated Logistics Cluster Ebola Response webpage is regularly updated as the situation evolves and operational requirements develop at: http://www.logcluster.org/ops/ebola14.

Coordination

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 actively engaged with existing national structures, and for technical coordination, with the Ministry of Health (MoH), and with any other relevant national Ebola response led mechanisms;
- The Logistics Cluster runs monthly coordination meetings in Conakry;
- Weekly participation to the national Ebola logistic coordination cell meeting;
- Working technical group meetings are also held on ad hoc bases to solve specific issues (e.g base camps, Evaluation of PPE needs).

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 organisations including Meeting Minutes, Operational Overviews, Situation Updates, UNHAS Flight Schedules, forms, SOPs and guidance, and operational data;
• Dissemination of logistics information related to customs and tax exemption, as well as guidance to organisations;
• GIS mapping products produced and published via a dedicated mailing list and a dedicated webpage at: [http://www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14);
• To access GIS mapping services, contact the Logistics Cluster Information Management officer (contacts available online);
• Dissemination of information products to organisations via a purpose built mailing list and website ([http://www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14)).

Road Transport

Wherever available, the Logistics Cluster encourages organisations to access commercial transporters. However, the Logistics Cluster can facilitate the transport, as to cover the last mile delivery.

How to access common road transport services

• The Requesting Organisation (RO) will 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 Logistics Cluster Coordinator) of their need for support by email to: Guinea.clustercargo@wfp.org;
• The RO will submit an authorized SRF and may not make any alterations to the file format;
• The RO will submit one authorized SRF per location of origin and destination, and not include multiple pick-up locations or multiple destinations on a SRF;
• A single transport request can only have:
  o One point of origin (where cargo is handed over by the RO for services to begin)
  o One destination (where cargo will be delivered to the RO or another organisation specified by the RO)
  o One RO, or “Consignor”
  o One organisation who will receive cargo at the specified destination, or “Consignee”
  o One date when cargo will be ready for transport
• The RO will 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 Logistics Cluster 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 Logistics Cluster may “accept” the SRF and liaise directly with the RO to organise the dispatch of supplies as indicated on the SRF. At this point the Logistics Cluster has agreed to provide the service as identified on the SRF;
• The RO will also provide the Logistics Cluster /Transporters with necessary documentation such as packing list, waybills, etc.;
• The RO or designated consignee will confirm receipt through signing the waybill, or issuing a Good Receive Note (GRN);
• If the request falls outside the services provided by the Logistics Cluster (or are not available) the RO will be notified promptly;
• The Logistics Cluster encourages that all organizations have updated contact lists and points of contacts for dispatch and receiving of cargo in field locations;
• If the Logistics Cluster has agreed to collect the consignment from the RO at a location other than the storage location, the RO will inform the Logistics Cluster 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 facilitating warehousing space to humanitarian organisations for cargo storage on a free-to-user basis for a maximum expected period of 30 days. Storage services may be provided at the following locations (MLBs and FLBs): Conakry Main Logistics Base, Advance Kissidougou and N’zérékoré Logistics Base and on ad hoc bases in Kankan and Gueckedou.

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 Logistics Cluster as early as possible at: guinea.clustercargo@wfp.org

How to access common storage services

- The Requesting Organisation (RO) will 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 Logistics Cluster Coordinator) of their need for support by email to: guinea.clustercargo@wfp.org;
- The RO will submit an authorized SRF and may not make any alterations to the file format;
- The RO will submit one authorized 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 Logistics Cluster to arrange collection of the cargo from them at the beginning of the service provision
- The RO has to 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 Logistics Cluster 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 Logistics Cluster 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 Logistics Cluster has agreed to provide the service as identified on the SRF);
- The RO will also provide a complete packing list detailing the cargo to be stored.

How to release cargo from common storage

- The RO will 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: guinea.clustercargo@wfp.org;

WFP Equipment Loan – Augmented Storage Facilities

Additionally, through WFP, the Logistics Cluster may make available loans of storage equipment such as Mobile Storage Units (MSUs). All loaned equipment is only accessed through the submission of a WFP Loan Agreement Form.

How to access the service

- All requests for loan of WFP equipment will be submitted using the WFP Loan Agreement Form. The form can be found online on the Logistics Cluster website at: [http://www.logcluster.org/document/wfp-loan-agreement-form](http://www.logcluster.org/document/wfp-loan-agreement-form);
- Once completed, the form will be sent as a Word document by email to: guinea.clustercargo@wfp.org;
- The Logistics Cluster 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 need to be signed, stamped with organization/agency stamp, scanned, and sent back to the Logistics Cluster;
- The Logistics Cluster 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, has to 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 has to 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 in Guinea is coordinating and facilitating transport of emergency relief cargo via air, utilizing UNHAS rotary air assets for in country support on a free-to-user basis. This service is provided on case by case and is 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 it is not for passenger bookings. Passenger bookings can be made through UNHAS. Booking forms and procedures for passenger movements can be found on the Logistics Cluster website at: [http://www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14).

Additionally, insurance of the cargo and all customs clearance formalities are the responsibility of the 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

**For full cargo**
- The Requesting Organisation (RO) will submit an authorized Service Request Form (SRF) (as per instruction above) at least 48 hours in advance of their need for support by email to: guinea.clustercargo@wfp.org;

**For mixed cargo**
- The RO will submit to UNHAS a Cargo Movement Request CMR available at: [http://www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14) and send it to: unhas.wac@wfp.org;

NB: In case of dangerous good, a declaration is required, which is can downloaded at: [http://www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14).

Ocean Freight

The Logistics Cluster in Guinea does not, at this time, facilitate international sea transport on a regular basis. However, please contact the Logistics Cluster team, which can provide guidance on customs procedures and information on port infrastructure in country, or visit the Logistics Cluster website at: [www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14)

As “Provider of Last Resort,” WFP, through the Logistics Cluster, is only responsible to provide logistics services that fill identified gaps in logistics capacity, where access and funding permit, and where these gaps limit the ability of the humanitarian community to meet the needs of the affected population.

This SOP is a live document and the activities will be adapted and revised as the situation unfolds and further assessment results become available, including the possible provision of additional logistics common services as required by the humanitarian community.