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 the 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 Sierra Leone.

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 Sierra Leone for the Ebola response can access Logistics Cluster Services.
- Transport and warehouse services apply only within Sierra Leone and across the Ebola Affected Countries.
- The Logistics Cluster does not regularly manage cold chain, drugs and dangerous Goods, however requests for such services will be assessed on a case by case basis.
- The Logistics Cluster offers container lift services only at the Port Loko Main Logistics Hub.
- The point of contact for Sierra Leone inquiries related to Transport & Storage services is: sierraleone.clustercargo@wfp.org;
- Service Request Form (SRF) are available for download on the Logistics Cluster website at http://www.logcluster.org/document/sierra-leone-service-request-form;
- Release Order Form (RLO) 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 will be regularly updated as the situation evolves and operational requirements develop at http://www.logcluster.org/ops/ebola14.

Coordination

To support partners in Sierra Leone, 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 engaged with the existing national structures for coordination at both the technical level with the different Ministries of Health (MoH) and with the National Ebola Response Centre (NERC), especially as both the MoH and NERC look to transition staff, equipment and activities in mid-2015.
- Biweekly coordination meetings are held in Freetown with all humanitarian partners, including representation from the NERC.
- Coordination with partners on mapping and required logistics support services, by location.
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 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 partners.
- 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).
- 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).
- Dissemination of information products to partners via a purpose built mailing list and website ([http://www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14)).

**Road Transport**

The Logistics Cluster encourage partners to access commercial road transporters wherever available. However, the Logistics Cluster can be requested to facilitate 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) 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 sierraleone.clustercargo@wfp.org.
- The RO will submit an authorized SRF and may not make any alterations to the file format.
- The RO should submit one authorized 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 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 access to 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** (Main FLB with 7,600 m2 of storage capacity, equipped with a container-stacker)
- **Makeni** (Standby FLB – can be activated within 48 hours)
- **Kenema** (Standby FLB – can be activated within 48 hours)
- **Kailahun** (Standby FLB – can be activated within 48 hours)

Please see the Ebola Response Concept of Operations Map for more information on services and locations at the following link: [http://www.logcluster.org/map/concept-operations-map-Sierra-Leone](http://www.logcluster.org/map/concept-operations-map-Sierra-Leone)

The storage space available has 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: sierraleone.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 sierraleone.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 have 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 sierraleone.clustercargo@wfp.org
- If required the RO may indicate a delivery address on the Release Order Form if they are asking the Logistics Cluster 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 may make available loans of storage equipment for example mobile storage units (MSUs). 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 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 sierraleone.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 have 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 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, 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 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 responsibilities of the Responsible Organization (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) will submit an authorized Service Request Form (SRF) at least 48 hours in advance of their need for support by email to sierraleone.clustercargo@wfp.org.
- The RO will submit the authorized SRF as a Microsoft Excel file, and may not make any alterations to the file format.
- The RO will submit one authorized 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.

[http://www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14)
- The RO need to 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 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 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 have to 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.

**Ocean Freight**

The Logistics Cluster Sierra Leone does not at this time provide international sea transport on a regular basis. However, please contact the Logistics Cluster can for 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)

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*As “Provider of Last Resort,” WFP, through the Logistics Cluster, is responsible only 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.