These Standard Operating Procedures (SOPs) specify the services to be provided through the Logistics Working Group, how to access the services, and the conditions under which the services will be provided.

The objective of the services provided by WFP to the Logistics Working Group is to ensure that humanitarian actors (“Organizations”) are not faced with interruption in their supply chain while responding in emergency operations. In this regard, the Logistics Working Group, under this SOP, will provide efficient and coordinated storage and transport services. The services provided by the Logistics Working Group under this SOP are not intended to replace the logistics capacity of other organizations, or to compete with commercial markets in country.

Services provided under the SOP may be withdrawn at any time in part or in full, for any of the following reasons:

- Change in the situation where the service is provided;
- If there is no longer a perceived need for cargo prioritisation, facilitation or/and coordination;
- Funding constraints.

This document will be updated as the situation evolves and operational requirements develop. Updated versions will be sent to the User Group via email.

**STORAGE SERVICES**

The Logistics Working Group will provide, subject to availability, storage space in Port au Prince, Les Cayes and Jeremie to humanitarian organizations for cargo storage at no cost.

All storage space provided is temporary and for a specified time period. The storage space available and the time it is made available may change according to level of usage.

Organizations making use of the storage service are responsible for ensuring the removal of their cargo prior to or on the date of the specified time agreed upon.

In the event that additional time is required for storage usage, the Organization must inform the Logistics Working Group of such requirements prior to the lapse of the already agreed specified date. Additional storage time will be subject to availability and at the discretion of the Logistics Working Group.

**Storage Services Procedure**

The Organization requesting storage services is required to submit a Service Request Form (SRF) to the following Logistics Working Group e-mail address haiti.clusterCargo@wfp.org. The SRF is available at http://www.logcluster.org/sector/hurrimat16. Please be advised that the formatting of the SRF may not be altered.

The information provided on the SRF must specify the type of cargo to be stored, the weight and volume of the cargo along with the period for which storage is required. If requested by the Logistics Working Group, a full packing list must be provided.
The request for cargo storage space must be submitted at least 48 hours prior to the service commencement date. Exceptions may be made at the discretion of the Logistics Working Group.

Organizations requesting the storage services are required to provide a focal point to the Logistics Working Group. All SRFs are required to be submitted via the authorized email address of the contact point of the Organization requesting the service.

The Logistics Working Group will review all submitted SRFs and where necessary, require additional information and/or clarification prior to further processing of the SRF. In this regard, the Logistics Working Group may require Organizations requesting storage services to amend their SRF.

In the event the SRF submitted by the Organization does not fall within the scope of the services provided by the Logistics Working Group and/or storage space is unavailable, the Logistics Working Group will inform the Organization in a timely manner that storage services cannot be provided.

Once an SRF is accepted, the Logistics Working Group will notify the Organization of such. At this stage the Logistics Working Group will provide the Organization with a consignment and tracking number and the address of the storage space. The accepted SRFs will be uploaded into a tracking system managed by the Logistics Working Group. By using the tracking number, the Organization can track the status of its cargo online (http://rita.logcluster.org/rita2/public/track.htm).

The Organization is responsible for delivering the cargo to the storage space provided by the Logistics Working Group. The Organization should inform the Logistics Working Group of the estimated time the cargo will arrive at the storage space. The Organization is responsible for providing the contact details of the truck driver/convoy leader, as well as the license plate numbers of the trucks delivering the cargo to the Logistics Working Group. The Organization should also provide the Logistics Working Group with waybill numbers (and if possible, copies of the waybills) for the consignment. This is not applicable in the event the Organization is using the Logistics Working Group transport services.

Unless otherwise agreed, offloading and handling-in of the cargo at the storage space will be arranged by the Logistics Working Group.

The Logistics Working Group will confirm reception of the cargo by updating the cargo tracking system.

The Logistics Working Group will only release cargo to the Organization (or to another agency specifically authorized by the Organization) after receiving a Release Order form or e-mail from the Organization. The Release Order Form or e-mail must clearly indicate:

1. The Consignment Number
2. Item Description
3. The number of units to be released
4. To whom the cargo should be made available.

The Logistics Working Group will arrange handling-out and will confirm the release of the cargo to the Organization by updating the cargo tracking system.
ROAD TRANSPORT SERVICES

The Logistics Working Group may provide road transport service from Port au Prince to Les Cayes and Jeremie and further on to the Hurricane Matthew affected areas of the South and Grande - Anse departments, subject to capacity, to Organizations requesting such service in the event that other road transport services are not present or insufficient. Accordingly, this service is not intended to compete with the local transport market. Organizations are encouraged to identify a commercial transporter, if possible, before approaching the Logistics Working Group.

Organizations will be responsible for ensuring that all cargo transported by the Logistics Working Group is adequately insured and that all customs formalities are met prior to transportation.

The Logistics Working Group will provide road transport service in accordance with the priorities set by the United Nations Country Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

Road Transport Services Procedure

The Organization requesting road transport service is required to submit an SRF to the following Logistics Working Group e-mail address haiti.clustercargo@wfp.org. The SRF is available at http://www.logcluster.org/sector/hurrimat16. Please be advised that the formatting of the SRF may not be altered.

The information provided on the SRF must specify the type of cargo to be transported, quantity, weight and volume of the cargo along with the preferred date of dispatch. A full packing list must be provided at the time of request.

The request for road transport service must be submitted at least 24 hours prior to the service commencement date. Exceptions may be made at the discretion of the Logistics Working Group.

Organizations requesting road transport services are required to provide a contact point to the Logistics Working Group. All SRFs are required to be submitted via the contact point of the Organization requesting the service.

The Logistics Working Group will review all submitted SRFs and where necessary, require additional information and/or clarification prior to processing any requests. In this regard, the Logistics Working Group may require Organizations requesting road transport services to amend their SRF.

In the event that the SRF submitted by the Organization does not fall within the scope of the services provided by the Logistics Working Group and/or transport capacity is unavailable, the Logistics Working Group will inform the Organization in a timely manner that road transport services cannot be provided.

Once an SRF is accepted, the Logistics Working Group will notify the Organization of such. At this stage, the Logistics Working Group will provide the Organization with a consignment and tracking number along with other specifications for pick-up. The accepted SRFs will be uploaded into a tracking system managed by the Logistics Working Group. By using the tracking number, the Organization can track the status of its cargo online (http://rita.logcluster.org/rita2/public/track.htm).

Unless otherwise agreed, the Organization requesting road transport service is also responsible for loading the trucks at the point of origin and offloading at the final destination.

The recipient of the cargo at the final destination must confirm receipt by signing the document accompanying the cargo.
Costs
Any additional or exceptional costs incurred during the provision of these services by the Logistics Working Group may be charged to the Organization.

Liability
The Organization can track the status of its cargo online using the following application: http://rita.logcluster.org/rita2/public/track.htm.

The Organization acknowledges and agrees that WFP is providing this additional service free of charge on an "as is" basis and that the use thereof is at the Organizations’ own risk.

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WFP hereby excludes all liability for any claim, demands, or damages of any kind whatsoever arising out of or in connection with the use of this application including without limitation, indirect or consequential loss or damage; loss of actual or anticipated profits and/or loss of revenue.

Cargo packaging requirements
The Organization receiving the service is responsible for ensuring that its cargo has been appropriately prepared and able to withstand road transportation hazards.

Organizations receiving transport services must clearly indicate on the cargo details of the final consignee; the destination; and contact information, as well as any special cargo handling requirement.

Organisations receiving storage services must clearly indicate on the cargo details of the cargo, as well as any special handling requirement.

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

Dangerous goods
The Logistics Working Group may be able on a case-by-case basis to transport some dangerous goods. Consultation with the Logistics Working Group is required before submitting an SRF for road transportation service of dangerous goods.

Cold storage
The Logistics Working Group/ WFP does not usually offer temperature controlled transport or storage. However, requests could be considered on a case-by-case basis with organisations who have signed a Service Level Agreement with WFP for the provision of such specific logistics services in country.

Logistics Working Group contact
All inquiries related to Logistics Working Group must be sent to haiti.clustercargo@wfp.org.