

## Standard Operating Procedures (SOPs) Warehousing, Transport and Logistics Services

Updated 18 December 2015

### OVERVIEW

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This document provides an overview of how to access the storage and transport services made available by the Logistics Cluster (LC) to all humanitarian actors responding to the crisis in Nepal.

The objective is to facilitate efficient and coordinated logistics services, to ensure an uninterrupted supply chain of humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of other organizations, nor are they meant to compete with the commercial warehousing market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

The LC plans to facilitate the following mentioned services until 30 April 2016.

**The services may be withdrawn before this date in part or in full, for any of the following reasons:**

- **Changes in the situation and context**
- **Funding constraints**
- **No longer an agreed upon/identified need**

**The SOPs will be updated accordingly and published on the Logistics Cluster website.**

### STORAGE AND TRANSPORT SERVICES

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The Logistics Cluster currently facilitates services to the humanitarian community for:

- **Cargo storage** (including handling and reporting) in the following locations on a free-to-user basis:
  - Humanitarian Staging Area (HSA) at Kathmandu International Airport. The HSA has been established to limit congestion at the main entry point. Storage is available for all incoming humanitarian cargo. The staging area is directly accessible from the tarmac;
  - A storage facility in Dhulikhel (Kavre district) has also been established to increase the HSA capacity, to help de-congest Kathmandu HSA;
  - A Logistics Base at Deurali, Gorkha District serves as an advanced storage facility to rapidly forward relief to the Western region, and to support local air operations;
  - A Logistics Base at Chautara, Sindhupalchok District, serves to rapidly forward relief to the Eastern region and to support local air operations;
  - A staging area at Bharatpur in Chitwan District, is in place to accommodate inbound cargo received from India via Nepalgunj, Belaihya and Birgunj for onward delivery to the affected areas;
  - Additional satellite hubs have also been established in Bidur, Charikot and Dhadhing Besi.
- **Road Transport:**
  - Road transport with both origin and destination in the eight priority districts of Gorkha, Dhading, Rasuwa, Nuwakot, Sindhupalchok, Dolakha, Ramechhap and Okhaldunga continues to be provided free of charge, subject to availability of fuel in country.
  - In light of the adequate commercial capacity available on the market in Kathmandu and other main areas, road transport outside of the eight priority district can be provided by WFP on a full cost-recovery basis as of 1 October 2015.

- **Air Transport:**
  - The Logistics Cluster coordinates cargo movement requests to be transported by UNHAS. Prioritisation for airlifts is taking place under the list of priorities established by the Humanitarian Country Team and the Humanitarian Coordinator in accordance with the mandate of the common services.
  - Current UNHAS assets include one AS350 helicopters for assessment missions and evacuations (max 4 passengers) and two Mi8 helicopters (2-2.5mt cargo capacity) for cargo transport.
  - UNHAS started implementing a partial cost-recovery system since 1 September 2015. Under this system, the cost for the utilisation of air transport services provided by UNHAS is USD200 per person per leg and USD1 per kg of cargo moved.
- **Remote Access Operations:**
  - Local porters and mules are being hired to deliver cargo to otherwise inaccessible and high altitude locations in Gorkha, Dhading, Rasuwa, Sindhupalchok and Dolakha districts. The same Service Request Form (SRF) procedures are required for requesting last mile deliveries and GPS coordinates are essential. Goods are prepared at the nearest hub and then taken to the Trail Transshipment Points in 30 kg loads for porters or 60 kg loads for pack animals prior to onward movement.

#### How to request storage or transport services

- Service Request Form (SRF) and Release Order Form (RLO) are available for download here: <http://www.logcluster.org/ops/nepal>. These documents will be regularly updated as the situation evolves and operational requirements develop.
- The Requesting Organisation (RO) must submit a Service Request Form (SRF) 48 hours in advance by email to [nepal.clustercargo@wfp.org](mailto:nepal.clustercargo@wfp.org). Exceptions can only be made in case of lifesaving nature which are approved at the discretion of the LC Coordinator.
- For storage, the amount of space and length of time available may change according to level of usage/needs.
- The SRF must be submitted as an Excel file, and without alterations to the file format.
- **One SRF is required per storage or transport request, indicating the type of service required within form.**
  - **A single storage request can have only:**
    - One Storage Location;
    - One requesting organization (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 LC to arrange collection of the cargo from them at the beginning of the service provision.
  - **A single transport request can have only:**
    - One point of origin including name of location and GPS coordinates (where cargo is handed over by the RO for services to begin);
    - One destination including name of location and GPS coordinates (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 SRF must specify the type of cargo to be stored or 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 LC 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 LC 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 LC has agreed to provide the service as identified on the SRF).
- The RO must also provide a complete packing list detailing the cargo to be stored or provide the LC/Transporters with necessary documentation such as packing list, waybills, etc.
- When items are transported, the RO or designated consignee must confirm receipt through signing the waybill or issuing a Good Receive Note (GRN).
- If the request falls outside the services provided by the LC (or are not available) the RO will be notified promptly.
- The LC expects that all organisations have updated contact lists and points of contacts for dispatch and receiving of cargo in field locations.
- If the LC has agreed to collect the consignment from the RO at a location other than the storage location, the RO must inform the LC of the time the cargo will be **READY** to be collected at the agreed upon location at least 24 hours in advance.

## How to release cargo from storage

- The RO must submit the Release Order Form 24 hours in advance of the release of any cargo from the storage facility back to the RO (or any organisation designated as a “Consignee” on the Release Order Form by the RO) by email to [nepal.clustercargo@wfp.org](mailto:nepal.clustercargo@wfp.org).
- If required, the RO may indicate a delivery address on the Release Order Form if they are asking the LC 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 Received Note (GRN).

## Limitations and Conditions of Services

Priorities for utilization of common services are as per criteria determined by the United Nations Resident Coordinator and the UN Country Team (UNCT) in Nepal.

Only humanitarian organisations operating in Nepal for the emergency response can access LC Services made available in Nepal.

- The LC does not regularly manage cold chain and dangerous goods, however requests for such services will be assessed on a case by case basis.
- The point of contact for Nepal inquiries related to **Transport and Storage services** is: [nepal.clustercargo@wfp.org](mailto:nepal.clustercargo@wfp.org).