IRAQ

LOGISTICS CLUSTER

Standard Operating Procedures (SOPs)
Temporary Storage
6 September 2018

OVERVIEW

This document provides an overview of the logistics services to be made available through the Logistics Cluster, how humanitarian actors responding to the crisis in Iraq may access these services, and the conditions under which these services are to be provided.

The objective of these services is to enable responding organisations to establish an uninterrupted supply chain that supports the delivery of humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of other organisations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

These services are planned to be available until 31 November 2018. The services may be withdrawn before this date in part or in full, for any of the following reasons:

- Changes in the situation on the ground
- No longer an agreed upon/identified need
- Funding constraints

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Iraq Operations page (http://www.logcluster.org/ops/irq14a) and shared via the mailing list.

KEY NOTES TO USERS

1. Any communications, requests, and ***all documentation*** related to these services should be sent to: iraq.clustercargo@wfp.org.
2. There should only be one Service Request Form (SRF) per storage location, per expected delivery (into storage) date.
3. Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialised handling and movement.
4. The user should not request multiple services on one SRF.
5. Insurance for the cargo will remain the responsibility of the Service User in all cases.
6. Implementation of all services is dependent on the security situation, this will affect schedules and access.
7. Services will be provided in accordance with the priorities set by the Humanitarian Country Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.
8. Only UN Agencies, International Humanitarian Organisations, International or National Non-Governmental Organisations (NGOs), and government actors providing humanitarian support in Iraq, are eligible to use these services ("Service Users").

OVERVIEW OF SERVICES

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- Temporary Storage in Baghdad, Dahuk and Erbil, in addition to the locations listed within the Concept of Operations document available here: http://www.logcluster.org/ops/irq14a.

TEMPORARY STORAGE SERVICES

- The Logistics Cluster is making warehouse space available - on a **free-to-user basis** - to humanitarian organisations for cargo storage (including handling in/out). All common storage locations are included in the Concept of Operations document available here: http://www.logcluster.org/ops/irq14a.

  NOTE: *Other locations for storage space will be considered on a case by case basis.*

1. Temporary storage will be provided, subject to availability, in a common area to humanitarian organisations.
2. All storage space provided is temporary up to three months. The storage space available and the time it is made available may change according to level of usage.
3. Service Users should check availability of storage at a minimum of **72 hours in advance** by sending an email to iraq.clustercargo@wfp.org.
4. Service Users are responsible for ensuring the removal of their cargo within three months.
5. In the event that additional time is required for storage usage, the Service User must inform the Logistics Cluster of such requirements prior to the specified date agreed upon.
   NOTE: Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.

HOW TO ACCESS THE TEMPORARY STORAGE SERVICES

- Service Users are required to submit a completed Logistics Cluster Service Request Form (SRF), SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: iraq.clustercargo@wfp.org, emails sent from a known user will be considered as being signed by the sending agency. SRF must be submitted a minimum of **48 hours before** they expect to have the cargo ready to deliver to the storage facility; but exceptions may be made in case of emergencies.
- A single SRF for the Temporary Storage Service required the following only:
  - Location where goods are to be stored in the 'Location' field (Town/City Name – Facility name)
  - One date indicating start of storage requirements under 'Beginning' field
  - One date indicating completion of storage requirements under 'Until' field
    NOTE: General instructions for completing the SRF can be found at:
    [http://www.logcluster.org/document/service-request-form-instructions-6]
- All Service Users may provide their organisations PO Number(s) or any other internal Reference Number for the cargo (in the "Owner Reference" field) to facilitate tracking of their goods.
- The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either: request additional clarification or documentation required; or, will register the SRF as "New" in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.
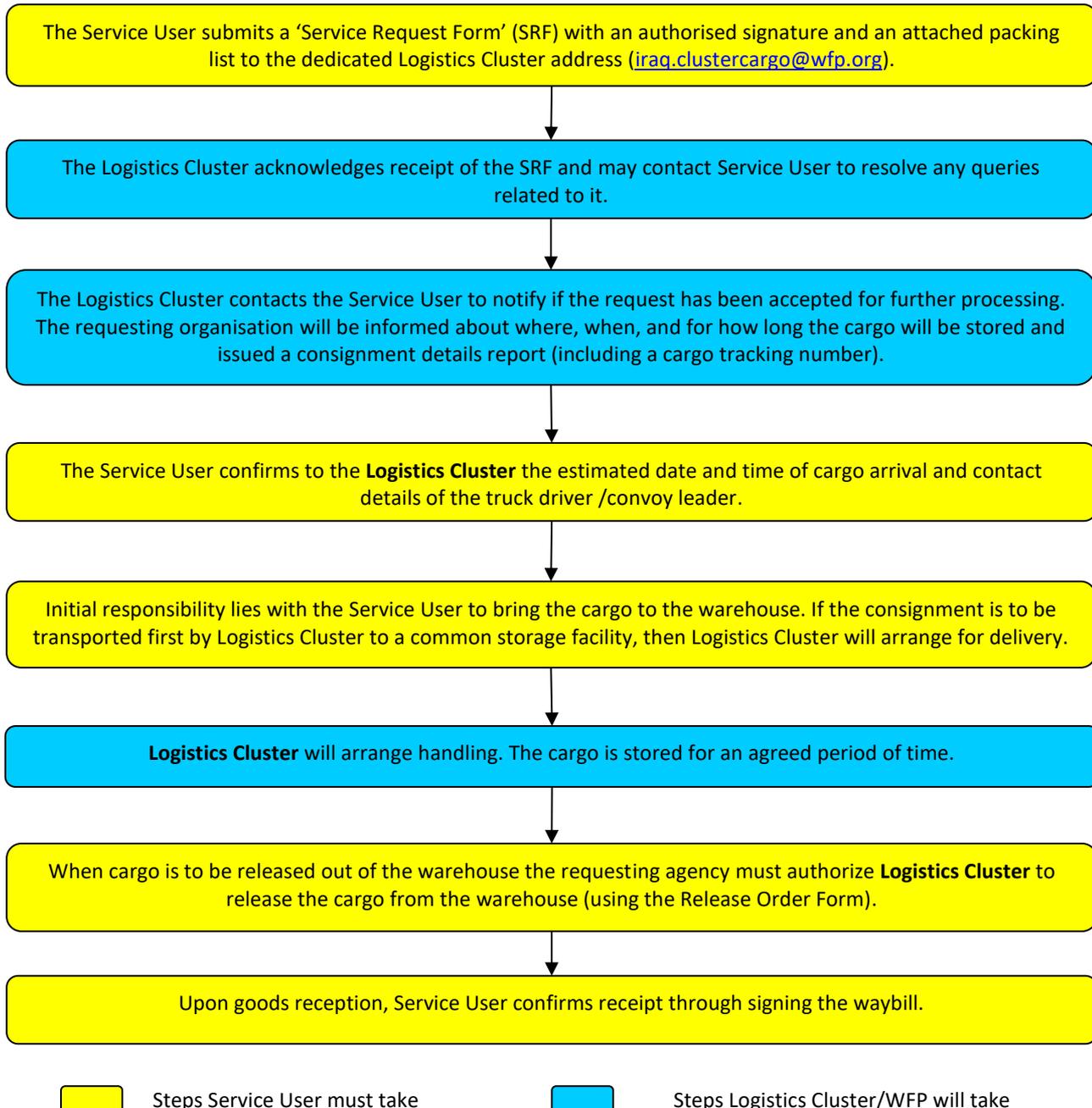 **NOTE: At this point no commitment has been made to provide the service as requested.**

http://www.logcluster.org/ops/irq14a

- The Logistics Cluster will review all "New" SRFs within 24 hours, and will either: request additional clarification or documentation; will "Accept" the SRF; or will communicate the reason why the service cannot be provided at this time and give the Service User the option to "Cancel" or place the SRF "On-Hold".

- After receiving confirmation from the Logistics Cluster the request has been accepted, the requesting organisation should inform the Logistics Cluster of the estimated date and time of the cargo arrival at the warehouse. The requestor should also provide contact details of the truck driver/convoy leader to the Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster's warehouse.

- The requesting organisation should also provide the Logistics Cluster with the waybill numbers (and if possible copies of the waybills) for the consignment, as well as the plate numbers of the trucks on which it will be delivered. This will enable the Logistics Cluster to easily identify the arriving cargo.

- Requesting organisations will bring their cargo to the Logistics Cluster warehouse at their own cost. Offloading and handling-in will be arranged by the Logistics Cluster.

- The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.

- Cargo will not be released from the warehouse unless the Logistics Cluster either receives a signed Release Order Form (RLO) from the consignor organisation or a scanned copy attached to email from a known agency contact or implementing partner.
  The release request should indicate Consignment Number, number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available. The Logistics Cluster will arrange handling-out and will confirm release of the cargo to the receiving organisation.

- All enquiries on the status of cargo should be checked online using the tracking number: http://rita.logcluster.org/rita2/public/track.htm

- Further inquiries regarding the consignment information should be sent to: iraq.clustercargo@wfp.org

The above process is summarized in the flowchart in **Annex 1**.

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ANNEX 1

Storage Flowchart

A simplified summary of the usual steps involved in storage services is given in the flow chart below:

The Service User submits a 'Service Request Form' (SRF) with an authorised signature and an attached packing list to the dedicated Logistics Cluster address (iraq.clustercargo@wfp.org).

The Logistics Cluster acknowledges receipt of the SRF and may contact Service User to resolve any queries related to it.

The Logistics Cluster contacts the Service User to notify if the request has been accepted for further processing. The requesting organisation will be informed about where, when, and for how long the cargo will be stored and issued a consignment details report (including a cargo tracking number).

The Service User confirms to the **Logistics Cluster** the estimated date and time of cargo arrival and contact details of the truck driver /convoy leader.

Initial responsibility lies with the Service User to bring the cargo to the warehouse. If the consignment is to be transported first by Logistics Cluster to a common storage facility, then Logistics Cluster will arrange for delivery.

Logistics Cluster will arrange handling. The cargo is stored for an agreed period of time.

When cargo is to be released out of the warehouse the requesting agency must authorize **Logistics Cluster** to release the cargo from the warehouse (using the Release Order Form).

Upon goods reception, Service User confirms receipt through signing the waybill.

    Steps Service User must take   Steps Logistics Cluster/WFP will take

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LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organisations, International or National Non-Governmental Organisations (NGOs), and government actors providing humanitarian support in Iraq are eligible to use these services ("Service Users").
- When providing services under these SOPs, WFP acts as agent for the service users/ requesting organisations. WFP assumes no responsibility for storage or transportation and/or any loss or damage to the goods carried. The service users are responsible for making adequate arrangements for the insurance of their goods. WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.
- The point of contact for Iraq inquiries related to **Temporary Storage services** is: iraq.clustercargo@wfp.org.

CARGO PACKAGING REQUIREMENTS

- Requesting organisations are responsible for ensuring their items have been packed in the appropriate transport container and able to handle the physical requirements of the operational transport. The Logistics Cluster reserves the right to refuse cargo that has not been properly packed, as improper packing can lead to delayed transport and reduced space for other organisations.
- Organisations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation as detailed in the specific in-country SOPs.

LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- The Logistics Cluster is able to accept hazardous goods for storage on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting a SRF.
- In general, the Logistics Cluster does not usually offer temperature controlled or storage. However, requests would 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.