

Standard Operating Procedures

Logistics Cluster Services

05 January 2015

Background

The humanitarian situation in South Sudan has deteriorated significantly since 15 December 2014 when violence erupted in Juba and consequently spread throughout the country. Due to the on-going hostilities, access via surface level transport (river and road) has been significantly impeded and leaving the humanitarian community with limited options to deliver life-saving cargo.

In addition to security constraints, the complex operating theatre presents further challenges in terms of delivering large quantities of humanitarian aid. In this rapidly dynamic environment, with constant access challenges and ever changing physical environment impeding response, the delivery of humanitarian aid via traditional means (road and river) is no longer a reliable and viable option. This is also compounded by the fact that South Sudan has one of the most poorly developed transportation infrastructures in the world.

Overview

The coordination mechanisms established by the Logistics Cluster (LC) lay the foundation for determining relevant logistics interventions on behalf of the humanitarian community. The Logistics Cluster activities aim to ensure that the humanitarian community has access to sufficient logistics capacities and to facilitate the uninterrupted supply of life saving relief items to the affected populations.

The Logistics Cluster operates under the following framework for its services:

Common services provided 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 limited logistics resources within South Sudan.

The services identified will be offered until 31 December 2015, in part or in full, and may be suspended for the following reasons:

- Changes in the situation and context
- Funding constraints
- No longer an agreed upon/identified need for prioritization, facilitation and/or coordination

Logistics Cluster Website

<http://www.logcluster.org/ops/ssd11a>

The LC website is constantly updated with maps, information management products, staff contact details and guidance briefs. All Standard Operating Procedures (SOP) of benefit to the LC users are loaded onto this website. The Concept of Operations (Strategy document for the LC operations) is also accessed through the above website.

Key Institutional Guidance points

Only humanitarian organizations operating in the Republic of South Sudan (RoSS) can access the Logistics Cluster Services.

Transport and warehouse services apply only within the RoSS. The LC should be contacted if organisations request the support and guidance for the process of transporting cargo from Sudan and or Ethiopia.

Dangerous goods must be accompanied by the Dangerous Goods certificate (Refer to the SOP Dangerous Goods)

The point of contact for inquiries related to the transportation and services of the LC is

Southsudan.ClusterCargo@wfp.org ,

Service Request Form (SRF) are available for download here <http://logcluster.org/document/service-request-form-3>

Cargo Movements

The LC will coordinate and facilitate transport of emergency relief cargo via air within the three conflict affected states (Upper Nile, Unity, and Jonglei) on a free-to-user basis. All services are based on a sufficient level of funding available to allow for the services to be provided on a free-to-user basis. If funding is not sufficient then a cost recovery option will be discussed with the users. Refugee operations in the conflict-affected states are conducted on a cost recovery basis. Priority locations for the transportation of cargo are determined by the OCHA-chaired Operational Working Group and are updated on a fortnightly basis.

Note that this is a transport service only. 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. The LC does not have the equipment required to manage cold chain and is the responsibility of the organisation to provide the appropriate transport units (insulated boxes etc)

Where multiple transport options are available, the LC in discussion with the RO, will decide upon the most appropriate option.

The sector Cluster Coordinators are to approve the Service request forms prior to submission to the LC.

- **Air transport:** The advanced pipeline document (*refer to Pipeline SOP on LC website*) is the framework that the LC will work against to match air assets versus requirements. Failure of organisations to provide accurate timely information on request can result in delays in scale-up creating a backlog. Air transport is requested using the Service Request form.
- **Road transport:** The LC expects partners to access and utilise commercial road transporters wherever available. The LC, through the Common Transport Services (CTS) fleet, in partnership with IOM, will provide for the movement of cargo between warehousing and airfield as well as last mile delivery in those locations where both the CTS fleet is present and there is no commercial alternative. If users are interested in accessing the CTS fleet, the LC should be contacted.
- **River transport:** The LC will provide barge services on a full cost recovery basis until the market becomes more accessible and funding is sufficient.

Storage Services

The LC will provide warehousing space to the humanitarian organisation for cargo storage (including handling, reporting) on a free-to-user basis for a maximum period of 30 days. After the 30 days, all storage reverts to a cost recovery platform. 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 LC as early as possible at: Southsudan.ClusterCargo@wfp.org

GIS Mapping Services

The LC has a GIS officer that can produce maps on request for users of the Cluster. All regular products such as Access maps are uploaded onto the LC website for easy reference.

Cross Border Cargo Movement

Should any organisation wish to investigate the possibilities of moving cargo from Ethiopia and or Sudan, the LC can provide procedures and focal points in the respective countries. Requests are made through the Logistics Cluster Coordinator.

Cost Recovery Options

Organizations who wish to use cost recovery services will need to complete and submit a Service Level Agreement (SLA) with WFP, especially if a longer term arrangement is required. Requests are made through the Logistics Cluster Coordinator.