



## OVERALL

The Logistics Cluster provides coordination support and facilitates common services for cross-border operations from Turkey into Syria. WFP, as lead agency of the Logistics Cluster, coordinates the cross-loading of cargo from Turkish to Syrian trucks inside the transshipment hub. Transshipment operations are supervised by the United Nations Monitoring Mechanism (UNMM).

## HUB CAPACITY

The Logistics Cluster has set up a transshipment hub at Bab al-Hawa to avoid congestion at the border and ensure the quick transfer and delivery of humanitarian cargo.

Photo: Logistics Cluster

Physical Capacity		Staff numbers	
Max capacity (trucks daily)	<b>100</b>	Logistics Cluster/UNMM	<b>17</b>
Average daily trucks in 2019	<b>27</b>	Labour and truck drivers	<b>6 per truck</b>
Average daily trucks in 2020	<b>30</b>	Customs	<b>10</b>
Max trucks/convoy	<b>27</b>	Security	<b>15</b>

At Bab al-Hawa, a total of 360 UN staff, workers, drivers, customs, and security are required to facilitate transshipment operations. The hub has a total physical capacity of transshipping 3,000 trucks per month.

## MITIGATION MEASURES IN PLACE

As per [WHO guidelines](#), the cluster has put in place health and safety protocols to minimise the spread of COVID-19, such as:

- Thermal camera and health questionnaire at pedestrian entrance. Prior to entry, temperature is taken, and a questionnaire is given to gauge health.
- Anyone having any COVID-19 related symptoms, not feeling well, or caring for COVID-19 patients, must stay at home and follow Turkish regulations (self-quarantine and contacting the relevant authorities).
- A daily attendance list is taken a day prior to be used for tracking and tracing purposes.
- Defined cycles for frequent cleaning and disinfection of floors, work surfaces and other targeted areas.
- A full wash down of the hub parking space on a weekly basis.
- Increased number of bins and higher frequency of rubbish removal services.
- Increased hand hygiene measures:
  - Easy access to and increased availability of alcohol-based hand sanitizer, tissues, and disinfectant wipes in high-contact areas.
  - Installation of extra hand washing facilities.
  - Handwashing facilities located at all areas of the hubs, including at the entrance.
  - Hand sanitizer bottles are regularly filled, and tissues/wipes regularly replaced.
  - Hand washing is mandatory upon entrance to the hub. Truck drivers must do so once parked inside the hub.

<https://logcluster.org/ops/syr12a>

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# COVID-19 Mitigation Measures – Bab al-Hawa

Syria Operation, 1 November 2020



- All are requested to wash their hands periodically once inside.
- Masks are provided to all upon entry to the hub.
- All are requested to avoid gatherings and respect two metre physical distancing.
- Daily truck bookings are scheduled, and a shift system implemented to reduce the number of people at the hub.
- The hub has been expanded by 5,000 square metres to facilitate:
  - Lower congestion and compliance with COVID-19 physical distancing measures.
  - Circular route management to avoid unnecessary crossing of pedestrians inside the hub.
  - Increased office space for the staff.
  - Allocated resting areas, including a dedicated area of 400 square metres for workers.



*Photo: Logistics Cluster*

- Only authorised personnel are allowed to enter the hub (registration upon entry).
- Workers are requested to refrain from leaving the hub during working hours. To facilitate this, the cluster will ensure that food and drink will be delivered and accommodate for any special requirement.
- Truck drivers must stay inside or stand in front of their truck for the full duration of the transshipment operation. Food and drink must be delivered and consumed inside the truck.

In addition to these, the Logistics Cluster is strengthening communication and raising awareness on preventive actions to help prevent the spread of COVID-19, such as:

- Inviting the Turkish Red Crescent to come on a regular basis to raise awareness of the workers and staff on COVID-19.
- Promotion and monitoring of regular and thorough handwashing of all those inside the hub.
- Promotion of proper respiratory hygiene inside the hub.
- Requesting staff to self-monitor their health and stay home if displaying even minor symptoms.
- Circulating the Customer Service number of the Turkish Ministry of Health that can be called 24/7 in case of suspected case of COVID-19; the phone number is 184.
- Workshops and trainings to the team leaders of the workers and truck drivers to strengthen the awareness of measures among workers, such as washing hands before and after the transshipment of each truck.
- Communication sent to truck companies briefing them on the new measures and facilities.
- Transporter companies and labourer sub-contractors briefed, and entry will be denied in case of non-compliance.
- Posters and visibility items from the Health Cluster in English, Arabic and Turkish on hygiene are displayed.

These measures are in addition to the checks made by Turkish authorities at the border, who check the temperature of drivers upon entry to Turkey.

## Contacts

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