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## Background

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The ten-year long conflict in northeast Nigeria has caused a large-scale humanitarian crisis across the worst-affected states of Borno, Adamawa, and Yobe with 7.1 million people in need of humanitarian assistance in 2019<sup>1</sup>.

An estimated 1.8 million people are internally displaced across the three states in the northeast; livelihoods have been lost, commercial markets and trade have been disrupted, host community resources are depleting, and large areas of Borno State remain inaccessible for humanitarian actors due to the volatile security situation.

Since late 2015, access to the affected populations in the conflict areas has gradually improved, enabling humanitarian organisations responding to the crisis to scale-up their operations, primarily to internally displaced persons (IDP) camps, host communities in Maiduguri, and the headquarters of many Local Government Areas (LGAs).

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## Logistics Gaps and Bottlenecks

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Insecurity, poor/damaged infrastructure, and increased humanitarian activity have placed significant demands on logistics capacities in the three affected states, with Borno State being the most heavily impacted. Movement of humanitarian assistance into key operational areas remains limited, access for humanitarian staff is restricted, and some areas remain completely inaccessible due to active hostilities. Given the prevailing security conditions, most of the existing (or proposed) humanitarian activities are conducted in areas where the Nigerian Armed Forces (NAF) are present and providing security.

In much of the accessible areas of the northeast, humanitarian actors report no serious issues accessing necessary logistics services (such as storage or transport) through the commercial sector. However, in Borno State the scale of humanitarian assistance continues to strain the logistics resources available (i.e. transport assets contracted out of Maiduguri can be of poor quality, trucks are prone to breakdown, and/or have a limited capacity to move on waterlogged roads).

The road network in the northeast is generally favourable for long haul trucking to state capitals, with last mile delivery being made along primary or secondary roads linked to the majority of locations hosting affected populations. However, 4x4 or 6x6 trucks are suggested for harder to reach areas with poor road conditions. During the rainy season, from July to September, the use of all-terrain vehicles to reach some communities may be required. During previous rainy seasons there have been flood warnings in several Nigerian states, which necessitates the regular and careful monitoring of road conditions.

The volume of assistance and widespread damage to towns in Borno is still putting pressure on the existing storage capacities in field locations in the LGAs. Effective humanitarian intervention in these areas still requires augmented warehousing capacities, as well as capable and experienced staff to manage specific relief items (i.e. dangerous goods).

There are also limited airstrip or aerodrome options in the north-eastern states, so a number of field Landing Zones (LZs) have been established through the UNHAS Nigeria operations. Poor weather conditions, particularly during the Harmattan and the rainy season, insecurity, and a limited supply of aviation fuel make conditions for air operations generally challenging.

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<sup>1</sup> 2019 Humanitarian Response Plan as stated in the Humanitarian Response Strategy 2019-2021 Summary, OCHA Nigeria, December 2018

[https://reliefweb.int/sites/reliefweb.int/files/resources/28012019\\_ocha\\_nigeria\\_humanitarian\\_response\\_strategy.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/28012019_ocha_nigeria_humanitarian_response_strategy.pdf)

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## Objectives

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Based on the needs identified by the humanitarian community, the Logistics Sector aims to facilitate access to sufficient and reliable logistics services and consolidated information related to logistics capacities, in order to enhance the capacity of the humanitarian community to deliver relief items to hard-to-reach locations. All activities are aimed at ensuring the timely and uninterrupted supply of life-saving relief items to affected populations.

This Concept of Operations aims to address the identified logistics gaps and bottlenecks by meeting the following objectives:

1. Consolidated Planning – The Logistics Sector aims to support the effective movement of cargo into areas with access limitations; consolidate and share logistics information and promote continuity in operations; monitor changing needs for support; and identify potential gaps in operational capabilities.
2. Infrastructure – The Logistics Sector aims to provide temporary storage to enable the forward positioning of relief materials, as well as predictable cargo consolidation prior to dispatch (including cargo moving under escorted convoys).
3. Capacity Augmentation – The Logistics Sector aims to make limited equipment and key expertise available to increase operational capacities within the humanitarian logistics community in northeast Nigeria.

## Planned Activities

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The following range of activities and services are not intended to replace the logistics capacities of individual agencies or organisations, but rather to fill identified gaps in the humanitarian supply chain and supplement the response of the humanitarian community through the provision of common services, based on identified needs.

The following services shall be made available to the humanitarian community until the end of December 2020 with the possibility for extension if needed.

### 1. Coordination

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The following coordination services will be provided to minimise duplication.

- Facilitate regular Logistics Sector coordination meetings in Maiduguri (in other locations as required).
- Consolidate requests for humanitarian cargo movement in coordination with Nigerian Armed Forces (NAF).
- Coordinate with other sectors and organisations, including through participation in the Operational Humanitarian Country Team, Inter-Sector Working Group, Humanitarian Access Working Group, and the Humanitarian Hub Task Force, for incoming commodities and pipeline information for planning and scheduling.
- Liaise with authorities and relevant national and international parties on behalf of the humanitarian community to raise any logistics issues of common concern, including customs and logistics access constraints.
- Mobilise key expertise within the humanitarian logistics community and manage a series of specific training events to build awareness and capacity, including in the areas of: warehousing, transport and basic humanitarian supply chain management.
- Provide guidance for cross border movements of assistance from Cameroon to Nigeria and other corridors as may be required.
- Consolidate requests for light cargo movement in coordination with UNHAS.

### 2. Information Management

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The following information management services will be provided to support operations and decision-making.

- Consolidate and share information about the operating environment including, but not limited to:
  - available information on logistics capacity, such as suitable road transport assets and storage;

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- expected humanitarian pipelines; and
- updated information on access, transport infrastructure, and other national and state level regulatory measures affecting the humanitarian supply chain.
- Produce and facilitate access to Geographic Information Systems/mapping tools and products.
- Maintain information sharing platforms including a common mailing list and a dedicated Nigeria Operation webpage on the Logistics Cluster website to disseminate relevant and up-to date logistics information to the humanitarian community: [www.logcluster.org/sector/ngr16a](http://www.logcluster.org/sector/ngr16a)

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### 3. Logistics Services

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The services facilitated by the Logistics Sector are not intended to replace the logistics capacities of the agencies or organisations, but rather to supplement them through the access to common services. Access permitting, the following services may be coordinated at no cost to the user, or on a partial/full cost-recovery basis, depending on the availability of funds.

- Common Storage
  - Maintain common storage facilities in Monguno (1,600 m<sup>2</sup>; 120 m<sup>2</sup> timber shed), Banki (640 m<sup>2</sup>), Ngala (880 m<sup>2</sup>), Bama (440 m<sup>2</sup>), Dikwa (960 m<sup>2</sup>), and Damasak (640 m<sup>2</sup>).
  - Establish and maintain additional common storage facilities in key locations identified by organisations on the ground as operational needs create demand.
  - Maintain a limited contingency stock of Mobile Storage Units (MSUs) and prefabricated offices available for loan to organisations requiring additional storage space for their own use, in locations where a larger common storage facility is not necessary, or organisations are not capable of managing such facilities.
- Common Transport
  - Maintain a cargo transport and consolidation service in Maiduguri (collection from service users, consolidation in Maiduguri common storage facility, delivery to the Maiduguri Airport) in coordination with UNHAS light cargo deliveries, via helicopter, to key Local Government Areas (LGAs) in Borno State

**NOTE:** Organisations requesting common storage or transport services (excluding UNHAS cargo consolidation services) must complete a Service Request Form (SRF) available at: [www.logcluster.org/document/service-request-form-8](http://www.logcluster.org/document/service-request-form-8) and submit it to [nigeria.clustercargo@wfp.org](mailto:nigeria.clustercargo@wfp.org)

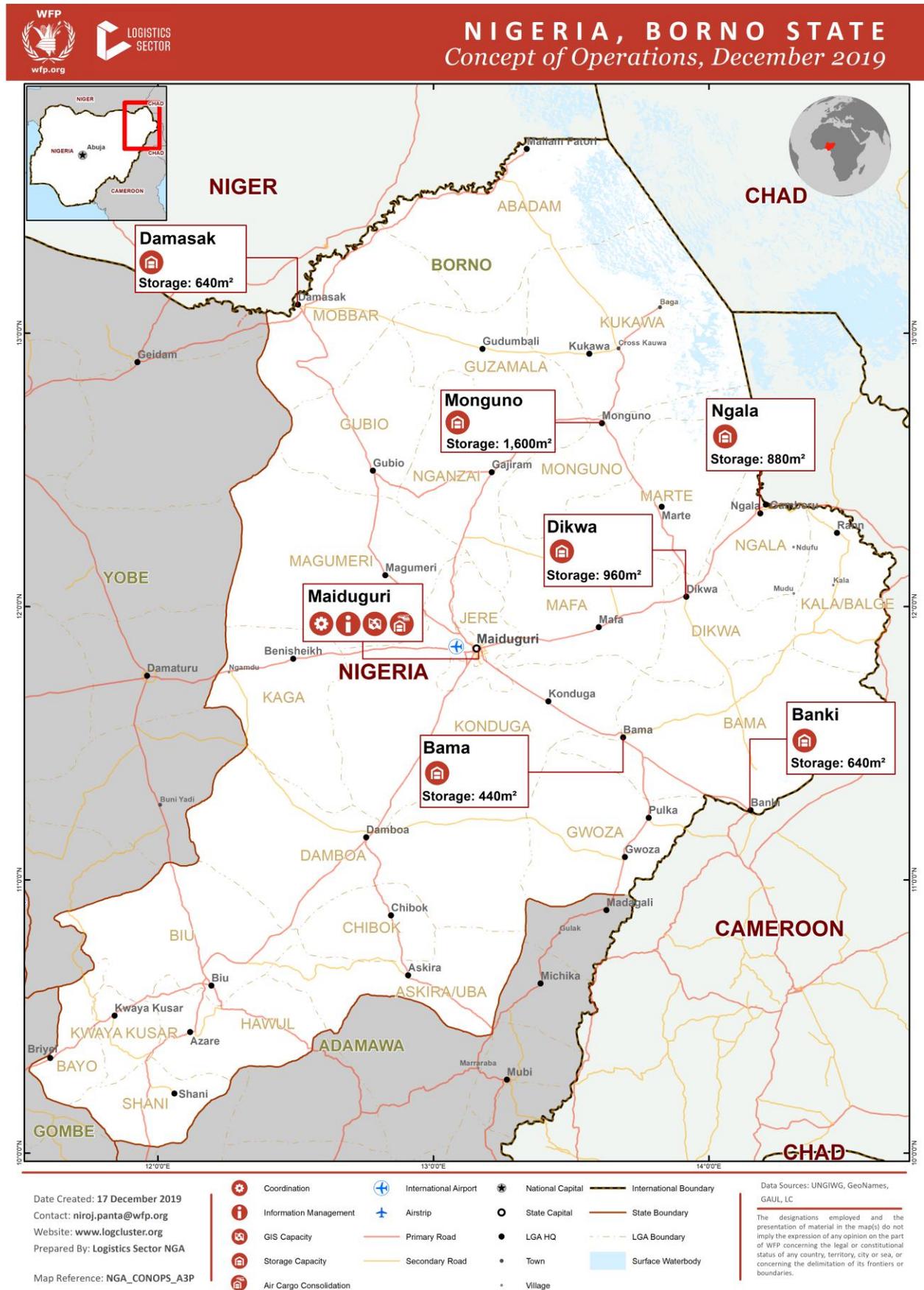
**NOTE:** Detailed Standard Operating Procedures (SOPs) for all logistics services are available at <http://www.logcluster.org/sector/ngr16a>

*As “Provider of Last Resort” (PoLR) WFP, through the Logistics Sector, is responsible only to provide logistics services that fill identified gaps in logistics capacity, where access and funding permit and where these gaps limit the ability of the humanitarian community to meet the needs of the affected population.*

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## Annex I ConOps Map

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