

---

<b>LOCATION</b>	Beirut, Lebanon (online)
<b>DATE</b>	24 March 2026
<b>CHAIR</b>	Logistics and Telecommunications Cluster
<b>PARTICIPANTS</b>	Action Against Hunger (ACF), Agency for Technical Cooperation and Development (ACTED), CARE Lebanon, Catholic Relief Services (CRS), Cesvi, European Civil Protection and Humanitarian Aid Operations (DG ECHO), Fleet Forum, Hulo, Humanity&Inclusion (HI), Humedica International Aid (Humedica), International Committee of the Red Cross (ICRC), International Organisation for Migration (IOM), International Orthodox Christian Charities, INTERSOS, Lebanon Humanitarian INGO Forum (LHIF), MedGlobal, Office for the Coordination of Humanitarian Affairs (OCHA), Oxfam, Première Urgence Internationale Lebanon (PUI), Project HOPE, Right to Play, SHIFT - Social Innovation Hub, Solidarités International Lebanon, United Nations Children's Fund (UNICEF), United Nations High Commissioner for Refugees (UNHCR), United Nations Office for Project Services (UNOPS), WeWorld, World Food Programme (WFP), World Vision International).
<b>ACTION POINTS</b>	<ul style="list-style-type: none"><li>• To request Logistics Cluster common services, humanitarian organisations will be asked to complete and submit the <a href="#">Service Request Form</a>.</li><li>• Partners are encouraged to share any critical information on access constraints and infrastructure conditions after their movements to the South.</li></ul>
<b>AGENDA</b>	<ol style="list-style-type: none"><li>1. Logistics Updates:<ul style="list-style-type: none"><li>○ Access Updates</li><li>○ Concept of Operations &amp; Logistics Services</li><li>○ Convoys Work Stream</li><li>○ Operations Procedures</li></ul></li><li>2. Emergency Telecommunications Update</li><li>3. AOB</li></ol>

## 1. Logistics Updates

---

### ACCESS UPDATES

- The Logistics Cluster (LTC) provided an overview of the current access situation, noting that conditions, particularly in the South of Lebanon, remain highly volatile and escalate, with frequent targeting of bridges and key road segments causing major physical access constraints. The [LogIE access map](#) continues to be updated with verified reports on damaged infrastructure and movement restrictions. Partners were encouraged to share their field observations after their movements, including route conditions and vehicle types used. Work is underway to map alternative routes to key locations and assess their truck capacity, with the aim of providing partners with more reliable routing options given the rapidly changing situation.
- Beirut and Tripoli ports continue to operate normally. The Al Masnaa-Jdidet border crossing is facing new restrictions that prevent Lebanese and Syrian trucks from entering each other's territory, requiring trans-shipment at the border. Also trucks crossing from Jordan into Syria, have to officially cross-load, however UN cargo has so far been exempted from this, while discussions are ongoing regarding possible humanitarian exemptions from Syria into Lebanon.

---

## CONCEPT OF OPERATIONS & UPDATES ON LOGISTICS SERVICES

- The Logistics and Telecommunications Cluster (LTC) was activated as of 16 March 2026. The [Concept of Operations](#) (ConOps), outlining the operational plan, and the [Standard Operating Procedures](#) (SOPs) for accessing Logistics Cluster services are published on the Logistics Cluster webpage and available for organisations to use for the guidance. Partners are encouraged to continue reaching out to the LTC to highlight constraints and needs, allowing the LTC to tailor the services and support to the gaps of the community.
- The cluster reviewed its Concept of Operations, highlighting that coordination, information management, common storage, and the facilitation of convoys together shape the logistics support framework that contributes to the overall humanitarian response.
  - The Logistics Cluster warehouse Karantina warehouse is now operational and ready to receive partner cargo. This facility will serve both as a temporary storage location and as a consolidation point for cargo for convoy movements to the South. Partners with pharmaceutical or temperature-sensitive cargo requiring non-ambient conditions were invited to share their specific requirements so the cluster can assess feasibility and identify suitable solutions.
  - Alongside Beirut, the cluster is exploring storage positions in Zahle, using existing WFP warehouse capacity as a consolidation and dispatch point, particularly relevant for the Bekaa and for potential future rerouting to the South considering access constraints. While not yet a fully confirmed service, the cluster indicated preparations are underway and requested partner feedback on operational needs in Zahle.

## CONVOYS WORK STREAM AND CHALLENGES

- The LTC outlined the current convoy workstream and the operational challenges affecting planned movements. Several convoys scheduled for the past week faced postponement after receiving negative notifications through Humanitarian Notification System (HNS), limiting the ability to serve priority locations in a timely manner.
- Given these recurring challenges, discussions with the Operational Coordination Group (OCG) are underway to identify strategic locations where a positive response to the notification requests is more likely, and that can be used as offloading points for onward dispatch through local partners.
- Partners were reminded that convoy participation is open to the UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Lebanon – either directly or through a cooperating partner. It is generally handled on a first-come, first-served basis, but considering the responsibilities of WFP of the security of the staff and cargo travelling with the convoy, decisions will be made on a case-by-case basis.

## OPERATIONS PROCEDURES: REQUESTING SERVICES

- The cluster encouraged partners to continue engaging bilaterally on storage and transport requirements and highlighted that all service requests must continue to be submitted via online [Service Request Form](#) (SRF). It was reminded, that requests do not appear to the Logistics Cluster until the partner confirms via the automatic verification email. Each consignment is assigned a unique 9-digit tracking code to support monitoring and accountability; partners can track the status of their cargo via the [following link](#) using this unique code. Partners were encouraged to follow [website instructions](#) and request the relevant link from the team if needed.
- Upon acceptance of an SRF, partners can generate shipping labels with QR codes directly from the RITA system. These labels must be affixed to each pallet (or bundle for mattresses) to facilitate handling and ensure cargo traceability.
- It was stressed that all cargo must be palletised before handover, for both transport and storage. This requirement is driven by strict security windows at delivery points, limited on-site handling capacity (e.g. sometimes 1-2 labourers available), possibility of rapid evacuation requiring immediate truck turnaround, and lack of forklifts or structured loading bays in many locations. [Pallet construction guidance](#) is available for the guidance.

- A dedicated Training on SRF submission will be held on Friday, 27 March at 11:00 am; the link will be shared with all partners via mailing list and WhatsApp group.

## 2. Emergency Telecommunications Update

---

- The Telecomms Team provided an update on the status of connectivity across the country. Overall, local internet service providers and mobile networks continue to function, although some areas, particularly those affected by recent security incidents and strikes, have experienced service interruptions and network strain. The team noted that, given the escalation of the situation in the South, further disruptions to telecommunications services might be expected in the coming days.
- Assessments in the South are ongoing to better understand telecommunications gaps and determine where additional support may be needed for humanitarian operations. Engagement with the Ministry of Telecommunications is continuing regarding the possibility of authorising Starlink services for humanitarian use, pending government approval.
- Partners were encouraged to share connectivity challenges to help identify common gaps and prioritise service deployment with Atmaja Sembiring, LTC Telecoms Lead at [atmaja.sembiring@wfp.org](mailto:atmaja.sembiring@wfp.org) and Catherine Mones, LTC Telecoms IM at [atmaja.sembiring@wfp.org](mailto:atmaja.sembiring@wfp.org).

## 3. AOB

---

- A question was raised on whether partners should continue attempting missions despite negative notifications, potentially relying on high visibility or additional documentation. The cluster underscored that, while individual organisations may make their own decisions, the common convoy system treats a negative notification as a clear indication not to move, based on current risk patterns and guidance agreed with OCHA and UNDSS; actions taken by one organisation may influence overall humanitarian access, and therefore decisions should be considered with caution.
- A question was raised regarding customs delays at the airport and whether discussions with authorities are ongoing. The cluster explained that while some agencies recently experienced delays, others had successful, same-day clearance. The issue is now being elevated through the Humanitarian Country Team to engage the Ministry of Finance and clarify the status of emergency customs procedures previously discussed with authorities.
- Humanitarian organisations are invited to share with the Logistics Cluster at [lebanon.ltclogs@wfp.org](mailto:lebanon.ltclogs@wfp.org) their experience and logistics challenges they are facing in Lebanon operation.

**The date of the next coordination meeting is 30 March at 14:00, online.**

## Contacts

---

Thomas van Ommen	<i>Logistics and Telecommunications Cluster Coordinator</i>	<a href="mailto:thomas.vanommen@wfp.org">thomas.vanommen@wfp.org</a>
Richie Bhattarai	<i>Operations Manager</i>	<a href="mailto:richie.bhattarai@wfp.org">richie.bhattarai@wfp.org</a>
Liubov Maliuchenko	<i>Information Management Officer</i>	<a href="mailto:liubov.maliuchenko@wfp.org">liubov.maliuchenko@wfp.org</a>