

Context

The Logistics Cluster is implementing a Business Continuity Plan to provide more options to partners for engaging with the Logistics Cluster by phone and in-person when requesting services, complementing existing online mechanisms. Recognising that partners operate in a variety of contexts and occasionally have limited internet connectivity, the Business Continuity SOP will increase flexibility and provide more options to partners wishing to request logistics services, strengthening continuity and ensuring uninterrupted service provision by the Logistics Cluster.

How will communications and coordination with partners be handled for partners requesting logistics services by phone or in-person?

Requesting logistics services from the Logistics Cluster can now be done by phone and through documents which will be exchanged physically, to allow business continuity of the logistics services provided (details listed below).

The customer service unit of the Logistics Cluster will keep direct contact via regular phone calls with the partners. The Logistics Cluster has gathered all contact details from all partners served. Contact details of the Logistics Cluster team are provided in Annex 1.

When necessary, the Logistics Cluster Operations Manager or Customer Service focal points will correct the Service Request Forms received and will coordinate with the requesting partner to activate cargo transport, receiving and dispatching from any Logistics Cluster Logistics Hub.

Step by Step Guidance for the delivering of services:

1. All partners are advised to download and save the SRF's template, including printing several copies in advance. The SRF must be physically delivered at the WFP address signed and stamped by the partner.
2. Partners are invited to drop their signed and stamped SRFs (2 copies) at **least 72 hours prior to the dispatch date** at the WFP Office in Addis Ababa (if the cargo originates out of Addis Ababa, Adama, Kombolcha and Semera) or at Field Logistics Hubs directly (if the cargo originates out Shire, Mekele or Gondar). The Logistics Cluster Officer on the ground will sign two copies to certify the receipt and keep one of the copies to record and upload in the RITA system for cargo tracking.
3. The SRF will be accepted by the Operations Manager and Customer Service focal point between 24h to 72h after the receipt of the SRF, depending on the verifications needed.
4. The Operations Manager will communicate via phone with partners on:
 - a. SRF review, requests for more information, and SRF approvals.
 - b. Coordinating communication (by phone) between the warehouse and partner for scheduling pick-ups and deliveries
5. Cargo movements will be the responsibility of the Logistics Cluster Officers on the ground depending on where the cargo is physically located:

<https://logcluster.org/ops/eth20a>

- a. If the cargo is in one of the Field Logistics Hub (Kombolcha, Semera, Gondar, Shire or Mekelle), the Logistics Cluster Logistics Officer from the respective hub will coordinate by phone with all stakeholders for pick-ups, dispatches, delivery dates and times & convoy coordination (below contacts).
 - b. If the cargo is in Addis Ababa or Adama, the Addis Ababa Operations Manager, Mustapha Kemokai will be responsible for handling those communications or for cargo movements between the hubs.
 - c. The Logistics Cluster Operations Manager or Customer Service focal points will be responsible for coordinating by phone with service users on issues including but not limited to arranging dispatches.
6. With regards to cargo movements coordination between the Logistics Cluster Logistics Hubs, the Operations Manager, Mustapha Kemokai, is responsible for all communications for receiving and dispatching cargo. The Operations Manager will communicate with partners and with WFP internal stakeholders on the following:
- a. Trucks required in Addis Ababa/Adama or requested from the hubs. The Operations Manager will relay this request and report out on status.
 - b. With Addis Ababa warehouse to authorise deliveries and dispatches.
 - c. With the partner on pick-ups or deliveries at their warehouse or to Addis Ababa/Adama.
 - d. With the Logistics Officers at the Field Logistics Hubs (Kombolcha, Mekele, Shire, Gondar, Semera) on expected times of arrivals, with consignment number.
 - e. At delivery point, the presence of Logistics Cluster Officers is mandatory to assist on the delivery activities and check waybills. Waybills and packing list must be signed and stamped by both parties and the Logistics Cluster focal point will inform the Logistics Cluster Operations Manager regarding the completed delivery as per the SRFs.
7. With regards to cargo movements coordination out of Logistics Cluster Field Logistics Hubs from **Semera, Kombolcha, Gonder, Mekelle, and Shire**

For dispatches of cargo from any of the above Field Logistics Hubs, the Logistics Officers on the ground will be responsible for coordinating directly via phone with all stakeholders.

- a. Stakeholders include: the point of contact listed on the SRF; local partner contacts; the Logistics Cluster Officer receiving the cargo
 - b. Phone updates to partners are sent 24-hours before dispatch dates and second confirmation call in the morning of the day of dispatch.
 - c. Field logistics officers will be responsible for coordination/comms for trucks requested from the LC-hubs. Ops Manager will relay this request to WFP Logistics for dispatch from the Addis Ababa and Adama to the hubs.
8. Dispatches and receipt confirmations will be confirmed by phone to the partner and through an SMS which will confirm the consignment number as per the SRF, with dispatched date and time and ETA as per below format:

Partner: FH

Consignment #: 20938

Origin: Addis Ababa

Arrival: Mekele

Dispatch time: 17Jun 09:20

ETA: 19Jun14:00

<https://logcluster.org/ops/eth20a>

9. Once received, the following confirmation will be sent following the dispatch note:

Consignment #: 20938

Arrival: Mekele

ATA: 14:20

10. As described above, these notifications will be sent by the Addis Ababa Logistics Cluster team under the responsibility of the Operations manager for any dispatch & receipts between the Logistics Cluster hubs (Addis Ababa, Adama, Semera, Kombolcha, Mekele, Shire and Gondar). Dispatches and receipt notifications e.g. from Gondar to partner's location, or from Shire to partner's location will be done by the Logistics Officers on the ground.

Annex I:

Contacts of Logistics Cluster Staff:

Addis Ababa	Andre Rosales	A.I Cluster Coordinator	936505764
	Anne-Maud Drugeon	Deputy Cluster Coordinator	993942047
	Mustapha Kemokai	Operations Manager	965519080
	Leonard Vincent	Logistics Officer	974691103
	Urs Bultemeier	Information Management Officer	940122869
	Melat Abyneh	Cargo Tracking Assistant	912689760
Gondar	Bakht Jamal	Logistics Officer	915070746
Shire	Bruck Omwayi	Field Logistics Cluster Coordinator	976040280
Mekele	Crispin Tshiamala	Field Logistics Cluster Coordinator	962182115
Mekele	Pamela Onyango	Field Logistics Cluster Coordinator	935637956
Kombolcha	Mustapha Kemokai	Operations Manager	965519080
	Molla Tumaye	Logistics Officer	966799775
Semera	Mustapha Kemokai	Operations Manager	965519080
	Birhanu Teklu	Logistics Officer	914300172
Adama	Mustapha Kemokai	Operations Manager	965519080

Annex II:

WFP address in Addis-Ababa:

World Food Programme Ethiopia, Addis Ababa
Kirkos, Kebele 17/18 River side Hotel PLC, Off Olompya
Haile Gebreselassie Road 25584
Code 1000 Addis Ababa