PHOTO

Helicopter landing zone preparation and swing operation at the Logistics Response Team Training (LRT), Germany, October 2017

-- Logistics Cluster

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January 2022
<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Principles</td>
</tr>
<tr>
<td>6</td>
<td>Introduction</td>
</tr>
<tr>
<td>7</td>
<td>The benefits of capacity building for humanitarian logistics responses</td>
</tr>
<tr>
<td>8</td>
<td>Capacity building priorities</td>
</tr>
<tr>
<td>10</td>
<td>General capacity building structure</td>
</tr>
<tr>
<td>11</td>
<td>Trainings</td>
</tr>
<tr>
<td>12</td>
<td>LCI- Logistics Cluster Induction Training</td>
</tr>
<tr>
<td>14</td>
<td>LRT- Logistics Response Team Training</td>
</tr>
<tr>
<td>16</td>
<td>IM - Information Management Training</td>
</tr>
<tr>
<td>18</td>
<td>LCC- Logistics Cluster Coordinator Training</td>
</tr>
<tr>
<td>19</td>
<td>ToT - Training of Trainers</td>
</tr>
<tr>
<td>24</td>
<td>BHLC - Basic Humanitarian Logistics Course</td>
</tr>
<tr>
<td>26</td>
<td>ELIT- Emergency Logistics Induction Training</td>
</tr>
<tr>
<td>29</td>
<td>E-Learning Platform and Courses</td>
</tr>
</tbody>
</table>
THE TRAINING PROGRAM HAS BEEN DESIGNED

NEEDS BASED
Prepare a training approach purely based on identified and formulated needs.

STANDARDS
All materials used in training activities (pre-reading and hand-outs) should be standardized.

MAINSTREAMING
Trainings should contribute to the process of mainstreaming the knowledge, standards, and strategies of the Logistics Cluster and be spread throughout the humanitarian community.

EXTERNAL TRAINING SERVICE
Trainings can be conducted in groups, when requested by participants or external organisations.

CLUSTER APPROACH BACKGROUND

The cluster approach was adopted in 2005 to address consistent gaps and weaknesses, and to improve international responses to humanitarian crises. It is a means to strengthen response capacity, coordination, and accountability by enhancing partnerships in key sectors, and by formalizing the lead role of particular organisations in each of the following sectors: WASH (Water and Sanitation for Health), Shelter, Protection, Nutrition, Health, Food Security, Emergency Telecommunications, Education, Early Recovery, Camp Coordination and Camp Management, and Logistics.

Clusters are groups of organisations and stakeholders, designated by the Inter-Agency Standing Committee (IASC), that are committed to addressing humanitarian needs in each of the aforementioned sectors. The Emergency Relief Coordinator can activate one or more of these clusters when response and coordination gaps are present, and the existing national response or coordination capacity is unable to fully meet the needs in a manner that respects one of
ON THE FOLLOWING CROSS-CUTTING PRINCIPLES:

QUALITY MANAGEMENT
Ensure quality through monitoring and evaluation of trainings by a peer group on a regular basis, alongside regularly scheduled reviews and evaluations.

LOCATION ADAPTABILITY
Trainings should be implemented in various locations, allowing capacity building strategies to reach practitioners at the local, regional and global level.

INCLUSION
Trainings should be inclusive and open to the entire humanitarian community, national government agencies and the private sector.

INTEROPERABILITY
Encourage collaboration between different organisations or clusters by conducting common trainings in the same timeframe and space.

THE GLOBAL LOGISTICS CLUSTER
The Logistics Cluster provides coordination and information management (IM) services to support operational decision-making and improve the predictability, timeliness, and efficiency of the humanitarian emergency response. Where necessary, the Logistics Cluster also facilitates access to common logistics services. Due to its expertise in the field of humanitarian logistics, the World Food Programme (WFP) was chosen by the IASC as the lead agency for the Logistics Cluster. As part of its role as lead agency, WFP acts as a ‘provider of last resort’ offering common logistics services when critical gaps hamper the humanitarian response.

WFP also hosts the Global Logistics Cluster (GLC) support team in its headquarters in Rome which, among other activities, oversees trainings, conducts Lessons Learned activities on Logistics Cluster operations, and provides logistics surge capacity support to the humanitarian community to reinforce the operations on the ground.
INTRODUCTION

Trainings are an integral component of capacity building and preparedness activities and are essential to maximizing the use and the benefit of common logistics services facilitated by the Logistics Cluster. The Logistics Cluster is a community of partners, therefore a common and comprehensive training programme is critical to ensuring interoperability among organisations.

The Logistics Cluster training programme is embedded in the framework of preparedness and consists of three elements: system preparedness, preparing humanitarian responders (local, international, and private sector) and preparing National Disaster Management Agencies/Offices (NDMA/O). The IASC Guidance Note on Using the Cluster Approach to Strengthen Humanitarian Response (2006) clearly directs all clusters to:

“Building response capacity [through] training and system development at the local, national, regional and international levels [and] establishing and maintaining surge capacity and standby rosters.”¹

To meet these goals, clusters must dedicate sufficient resources toward their capacity building projects. There is a recognised need, voiced by the Logistics Cluster and its partner organisations, to provide a comprehensive training package and to ensure that the humanitarian community and NDMA/O officials are equipped with the right skills to tackle the challenges of an emergency in a coordinated and resource-efficient manner.

THE BENEFITS OF CAPACITY BUILDING FOR HUMANITARIAN LOGISTICS RESPONSES

Inadequate coordination during a humanitarian response results in wasted resources and the duplication of efforts by responding organisations. Coordination can be improved by building the capacity of logistics and IM professionals and enhancing their participation in the Logistics Cluster, leading to more efficient and effective humanitarian logistics responses. By building the capacity of NDMA/O officials, the risks associated with disasters are mitigated through an improved local-level response, ultimately reducing the need for international mobilisation.

As logistics operations evolve to address the increasingly complex political and humanitarian environments in which humanitarians operate, the Logistics Cluster aims to ensure that humanitarians and NDMA/O officials are continuously supported by increasing their skillsets to respond more quickly and effectively in the field of humanitarian logistics. Perpetually changing contexts demand regular evaluations of the Logistics Cluster training programme, which includes incorporating feedback received directly from field operations.

By investing time and resources in Logistics Cluster trainings and supporting well-prepared staff, organisations, and government agencies, the Logistics Cluster can improve the predictability, timeliness, and efficiency of the entire logistics response.
Make trainings more accessible to NDMA/O officials and humanitarians in the field and increase awareness of the Logistics Cluster.

Address bottlenecks and logistical gaps and provide opportunities to share best practices to overcome these obstacles in emergencies.

Develop a standardised capacity building framework that allows participants to advance within the Logistics Cluster activities.

Create networking opportunities to build relationships between humanitarian logistics professionals.
Build the capacity of logistics officers at the national level to reduce the need for international mobilisation.

Improve project management and fund management skills of cluster coordinators to ensure operational accountability and efficiency.

Enhance awareness of the cluster approach and the Logistics Cluster mandate across the wider humanitarian community.

Enhance the understanding of IM products, guidelines, and Logistics Cluster tools to ensure the standardisation and high quality of all communication products.

The development of the Logistics Cluster training programme was informed by input from humanitarians in the field, after compiling feedback from the Lessons Learned exercises and other discussions.
The Logistics Cluster developed a capacity building plan to determine participants’ suitability for Logistics Cluster trainings, the Logistics Cluster roster, and any subsequent deployments. The following diagram displays the training programme and qualification process by which logistics and IM professionals can obtain the competencies necessary to participate in Logistics Cluster trainings and activities.
PHOTO

Participants working late at night during the Logistics Response Team Training (LRT), Italy, November 2019

-- Logistics Cluster
TRAININGS
LCI - LOGISTICS CLUSTER INDUCTION TRAINING

3.5 days

Duration (adaptable to suit audience requirements)

Professionals with a logistics profile and previous emergency response experience

Target Audience

CONCEPT

The LCI Training is designed to familiarize participants with the Logistics Cluster by providing an initial experience of the cluster approach in an emergency setting. This training provides information about the cluster approach, the humanitarian reform, and the mandate and functions of the Logistics Cluster. Participants also receive information on potential logistics constraints and bottlenecks that frequently occur during a humanitarian response and potential solutions to overcome them. The format of the LCI is adaptable and can be facilitated through a combination of desktop and simulation exercises.

TRAINING OUTCOMES

• Participants have a common understanding on the cluster approach and cluster mandate to ensure an efficient and effective inter-agency logistics response.
• Participants are able to coordinate with the Logistics Cluster on behalf of their organisations.
• Participants develop an improved understanding of recurrent logistics bottlenecks and the strategies to avoid and overcome constraints.

The completion of this training is a pre-requisite for participation in the LRT and the IMT.
- WFP Trucks (24/05)
  - 25/05
  - 26/05
- Hospital capacity: 1000/12000
- Kibin/Kaalipi/Ugaka
- Affected: 500,000
LRT- LOGISTICS RESPONSE TEAM TRAINING

Duration

- **7 days**

Target Audience

- Senior logistics officers from across the humanitarian community

CONCEPT

Skilled logistics professionals are put to the test in a rigorous 7-day simulation, providing immediate operational logistics surge capacity as part of Logistics Response Teams. This training is designed to give the participants a realistic emergency experience with field-like conditions (in tents and with limited connectivity). Participants must overcome obstacles presented by local authorities (military, police, customs, etc.) and other logistical challenges to complete their objectives.

TRAINING OUTCOMES

- Participants develop improved knowledge of emergency response management.
- Participants enhance their technical, leadership, and project management skills in emergency settings.
- A community of practice is established.
- Participants gain experience in common operational mechanisms to reduce duplicated efforts and increase efficient use of existing assets in emergencies.

LINK

[Click here](#) to watch a video on the LRT.

*The completion of this training is a pre-requisite for participation in the LCC.*
e-LRT- ONLINE LOGISTICS RESPONSE TEAM TRAINING

Duration

6 days

Target Audience

Logistics officers and people in supporting roles (IM officers, Budget Officers) from across the humanitarian community

CONCEPT

Building on the success of the face to face LRT, the e-LRT puts skilled logisticians and supporting professionals to the test in a rigorous 6-day simulation using state of the art Virtual Reality (VR) technology. This reduces the time and money required for complicated travel paths and/or visa processes, creating more training opportunities for the community.

This training is designed to give the participants a realistic emergency experience, from their home. The team provides immediate operational logistics surge capacity as part of Logistics Response Team. Participants must overcome obstacles presented by local authorities (military, customs, etc.) and other logistical challenges to complete their objectives.

Participants and facilitators are sent a VR headset on loan for the duration of the training.

TRAINING OUTCOMES

• Participants develop improved knowledge of emergency response management.
• Participants enhance their technical, leadership, and project management skills in emergency settings.
• A community of practice is established.
• Participants gain experience in common operational mechanisms to reduce duplicated efforts and increase efficient use of existing assets in emergencies.

LINK

Click here to read a Blog Post about the e-LRT.

The completion of this training is a pre-requisite for participation in the LCC.
IMT - INFORMATION MANAGEMENT TRAINING

**Duration**

- **4 days**

**Target Audience**

Professionals with experience as Logistics Cluster IM officers in field operations and/or with experience as IM officers with the WFP, other UN agencies, NDMA/O, Government Organisations (GO), or NGOs

**CONCEPT**

The Logistics Cluster Information Management Training (IM) is designed to help participants better understand the Logistics Cluster’s IM activities in the field and in HQ, as well as IM standards, procedures, and tools. This training will enhance participants’ ability to function in an IM capacity in field operations, increase their skills for future deployments, and generate a better understanding of the humanitarian architecture. The training aims to develop the ability of participants to produce IM products for the Logistics Cluster, WFP, other clusters, OCHA, and other relevant audiences. The training is classroom-based, including a desktop simulation exercise, presentations, skill-sharing sessions, and working groups.

**TRAINING OUTCOMES**

- Participants gain knowledge and understanding of IM activities in the field and at HQ, including procedures and best practices.
- Participants experience functioning as a Logistics Cluster IM Officer in a simulated emergency.
- Participants develop an improved understanding of IM reporting products and tools.
- Participants develop an enhanced awareness of social media as an effective IM tool.

*The completion of this training is a pre-requisite for participation in the LCC.*
LCC - LOGISTICS CLUSTER COORDINATOR TRAINING

7 days

Duration

CONCEPT

The challenging nature and context of Logistics Cluster operations demands strong knowledge and experience as well as coordination and leadership skills. The LCC training brings together leaders from field operations to exchange ideas and best practices gained from their field experiences.

This course follows a multistep, blended learning program spread over a three-month period. First, participants explore carefully selected e-trainings and engage in online discussions and debates, following which, they attend a weeklong face to face classroom-based training that includes lectures, debates, and dedicated sessions led by external experts and Logistics Cluster participants. The face to face element of the training takes place at WFP HQ in Rome, Italy.

The training aims to improve coordination between humanitarian actors to increase the efficiency and effectiveness of the humanitarian response during an emergency.

TRAINING OUTCOMES

- Participants are equipped with the technical and leadership skills integral to Logistics Cluster coordination.
- Participants have acquired ability to produce a Concept of Operations (ConOps) and Standard Operating Procedures (SOPs) and gain an understanding of other lead-agency processes.
- Participants gain fund and project management skills.
**ToT-TRAINING OF TRAINERS**

**Duration**

- **4 days**

**Target Audience**

Professionals with humanitarian logistics or IM backgrounds from the humanitarian community including WFP staff, Logistics Cluster staff, partners, individuals with experience working in conjunction with the Logistics Cluster, and those with experience facilitating trainings.

**CONCEPT**

The ToT prepares staff from the Logistics Cluster and partner organisations to lead Logistics Cluster capacity building projects in regional hubs around the world. Through this training, local actors are provided with a cost-effective and sustainable option to train staff and partners. Interested organisations and individuals are often prevented from participating in trainings due to time, travel, and cost constraints, so there is a clear need to perform these trainings in regional and national hubs around the world.

**TRAINING OUTCOMES**

- Participants learn up-to-date adult learning methodologies.
- Participants are equipped to act as trainers with in-depth knowledge of the Logistics Cluster training methodology, various Logistics Cluster training modules, and the capacity building framework.
SKILLS & KNOWLEDGE

WATCH VIDEO
BHLC - BASIC HUMANITARIAN LOGISTICS COURSE

Duration 2 days

Logistics staff in junior and mid-career positions such as storekeepers, logistics assistants, and logistics officers

CONCEPT

The goal of the BHLC is to enhance the operational humanitarian logistics capacity of local staff. It is based on a complete sector-neutral supply chain cycle including sourcing, procurement, and distribution, while demonstrating the relationship between theoretical concepts and operational context via case studies and practical exercises. The content is modular and adaptable to the operating environment of the participants. Depending on participants’ needs, the training can cover procurement, weights and volumes, transportation, Logistics Cluster forms, warehouse management, inventory management, distribution processes, and best practices, and can include sessions on minimizing wasted resources through proper handling and storage of humanitarian cargo and the basic principles of procurement to minimize the risk of fraud and incorrect sourcing.

TRAINING OUTCOMES

• Participants receive a formal introduction to humanitarian logistics and its challenges.
• Participants are prepared to cope with logistics constraints and challenges commonly occurring in their operational contexts.
• Humanitarian agencies have more trained logisticians with enhanced response capacities.
ELIT- EMERGENCY LOGISTICS INDUCTION TRAINING

Duration

4 days

Professionals from GOs, the humanitarian community, and the private sector

Target Audience

CONCEPT

The ELIT is comprised of classroom sessions and an emergency response table-top exercise. The first phase of the training addresses the logistical challenges and bottlenecks, and provides strategies to overcome them, concluding with a draft Concept of Operations (ConOps). In the second phase, participants will begin implementing the response outlined in the ConOps, including practical exercises, and conceptualizing a Forward Logistics Base. The ELIT can be conducted in active operations and tailored to meet the capacity building needs of GOs, humanitarian organisations, and the private sector. The training aims to contribute to a long-term capacity building process, including identification of potential bottlenecks and the development of SOPs.

TRAINING OUTCOMES

- Skilled staff are prepared to be deployed to provide immediate operational logistics surge capacity during the onset of an emergency.
- Enhanced understanding of an emergency logistics response in an inter-agency/ministerial context to ensure participants are prepared to deliver services in a timely and efficient manner to regional emergencies, avoiding duplication of efforts.
- Enhanced network of officials from NDMA/O and humanitarian actors.
E-LEARNING PLATFORM
E-LEARNING PLATFORM

The humanitarian community, including national actors, and other professionals with a background or interest in humanitarian logistics and coordination.

CONCEPT

A selection of trainings for the Logistics Cluster community are included on the Logistics Cluster e-learning platform, which is free for users. The e-learning platform provides a “one stop shop” for specific logistics topics and Logistics Cluster online trainings. The platform is particularly useful for field staff who require cost-effective distance learning.

TRAINING OUTCOMES

• A wide humanitarian audience is familiarized with the humanitarian emergency logistics sector and related topics.
• The community is provided with a platform to access online Logistics Cluster trainings and to share online trainings.
• Logistics field staff are engaged in a training programme that fits their work schedule, without the need to travel.
• A training record is provided as part of the individual staff development programme.

Available Trainings

All courses are available in English unless otherwise indicated below. The asterisk (*) indicates it is a required course for any face to face or Virtual Reality training.

Core Logistics Cluster Courses

• **Online Logistics Cluster Induction Training (e-LCI)**
  - Available in Arabic, English, French, Portuguese, and Spanish
  - The e-LCI Training is designed to familiarize participants with the Logistics Cluster by providing an initial experience of the cluster approach in an emergency setting. This training provides information about the cluster approach, the humanitarian reform, and the mandate and functions of the Logistics Cluster. Participants also receive information on potential logistics constraints and bottlenecks that frequently occur during humanitarian responses and potential solutions to overcome them.

• **Basic Humanitarian Logistics Course (BHLC)**
  - Available in Arabic, English, French, Portuguese, and Spanish
  - The BHLC is designed to provide participants with the fundamental knowledge of key areas of logistics including procurement, planning, transportation, and distribution.

• **Service Provision Training**
  - The Service Provision Training provides the Logistics Cluster community with key information on how to access common logistics services and information about supporting tools.

• **Service Mindset Training (SMT)**
  - The SMT teaches key skills in negotiation, presentation skills, leading teams, negotiation, and meeting management. The course uses video demonstrations which enable the learner to think about how to apply these skills in an emergency environment.
Supporting and Tactical Courses

- **Online Information Management Training (e-IMT)**
  - The E-IMT introduces the learner to key Logistics Cluster Information Management (IM) products and tasks. It provides guidance on how to engage with media and how to tell a compelling story. Finally, it provides a glimpse into the life of an IM officer so that learners have a better understanding of what the role of IM Officer entails.

- **Micro Training: Logistics Cluster Forms**
  - This micro training takes the learner less than an hour to complete. The training introduces the Logistics Cluster Service Request Form (SRF) and provides interactive activities so that the learner can practice submitting them.

- **Practical Emergency Logistics Training (PELT)**
  - Available in Arabic, English, French, Portuguese, and Spanish
  - The PELT provides learners with a high-level overview of some of the key practical concepts related to emergency logistics. It includes information on site planning, emergency hubs, how to build an MSU, and distribution.

- **Strategic Emergency Logistics (SELT)**
  - Available in Arabic, English, French, Portuguese, and Spanish
  - The SELT provides learners with a high-level overview of key strategic elements of emergency logistics. It includes information on preparedness, logistics assessments, operational planning, and management.

- **Introductory Importation and Customs Clearance (created by IMPACCT)**
  - Available in English and Spanish
  - This course was created by the IMPACCT working group and provided to the humanitarian community. This course is intended to provide essential and foundational information for humanitarians who come across customs and importation procedures as part of their regular work.

- **Online Port Operations Training (created by WFP)**
  - This course was provided by WFP to the humanitarian community. The course provides the learner with an understanding of the legal framework, operational context, and required documentation necessary to plan for a ship's arrival, how to plan and prepare adequate storage for incoming cargo, how to conduct a complete discharge of incoming shipments. How to process and report cargo claims and how to prepare the cargo dispatch plan.

- **Warehouse Management Best Practices (anticipated in 2022)**

- **Dangerous Good Awareness (anticipated in 2022)**
E-LEARNING PLATFORM OVERVIEW

To determine which course/courses are most appropriate for you and your staff, the chart below indicates core topic areas and the competency level. This list is regularly expanding as new trainings become available.

<table>
<thead>
<tr>
<th>Training Course</th>
<th>Humanitarian Architecture</th>
<th>Information Management</th>
<th>ContSys</th>
<th>Common Terms</th>
<th>Operational Control</th>
<th>Accession and Planning</th>
<th>Procurement</th>
<th>Vans Transport</th>
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<tr>
<td>Online Logistics Cluster Induction (in LCE) Training</td>
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Does your organisation have trainings that could be useful resources to the Global Logistics Cluster Community? If yes, please contact hq.glc.training@wfp.org to discuss the potential to host them on the Logistics Cluster Learning Platform.