1. Introduction

This SOP provides guidance to different services available for humanitarian partners in the temporary Humanitarian Hubs set up in Giyan, Barmal districts (of Paktika province) and Spera district (of Khost province), following the earthquake in Southeastern region. The locations have been identified based on proximity with people affected and central position within the district. In Giyan the hub is located in the District Administrative Center (DAC). In Barmal, the hub was established in the village of Dangar. In Spera, the hub is in the village of Mohammadi. Each hub is set up for a duration of 3 months and can accommodate up to 80 humanitarian staff.

List of services available

Each hub is organized around a basic package of services available:

- **Storage**: shared space in a Mobile Storage Unit (MSU) for storage of emergency supplies. The users are to ensure all cargo is efficiently stored to conserve space. The organizations using the MSU are responsible for their own cargo and inventory management.
- **Joint distribution site**: open space for partners participating in simultaneous distributions and using the same lists of beneficiaries in order to promote an integrated approach.
- **Shelter and office space**: space in tents available for both accommodation and workspace; depending on the space available in the hub, possibility for the organization to set-up its own tent in a protected space noting that segregation of staff needs to be maintained.
- **WASH facilities**: segregated latrines, showers, waste management, and water.
- **Provision of food (hot meals)** for humanitarian staff staying in the accommodation.
- **Power and telecommunication**: depending on the hub, generators and/or solar power; VSAT
- **Printer, scanner, copier is made available for work**, however, please limit this use as much as possible by bringing needed documents with you.
- **A satellite phone is available at each location for emergency/security use**
- **The ICT officer will link in personal items to the network**, but the password will not be shared so the number of users can be managed.
- **Medical facility**: mobile clinic or health clinics set up by a health partner are present for humanitarian staff.
- **Security**: Arrangements have been made with the De facto Security Forces (DfSF) for the protection of the 3 temporary Humanitarian Hubs (HH) set up in Giyan, Barmal districts (Paktika province) and Spera district (Khost province). DfSF static posts have been placed outside of the humanitarian hubs and the DfSF will be restricted to remaining outside (No access into the HHs). Each guest/user are responsible for the security of their personal and institutional/organizational belongings, as well it is highly recommended that each guest/user contact his organization security focal point responsible prior to visiting the HHs, to be advised on the items may need for an emergency/incident response while being in the HHs. At this juncture additional security mitigations will be implemented on an incremental scale whilst we monitor security measures at the hubs.
- **A dedicated parking area is designated in each location and should be respected at all times.**
Each user is responsible for providing their own:

- All personal items inclusive for personal hygiene, sleeping (i.e., sleeping bags), headlamps, etc. (space in a tent, blanket, and facilities are the only things provided)
- Food is currently in the process of being organized, please verify during your booking whether food to be cooked is required or not.
- The current electrical set-up is not meant for more than 2 devices per user, if more is needed, please bring your own means of electrical generation noting that:
  - Fuel is not provided and that a noise curfew starts at 22h00
- AWCC sim card, as it is currently the only service provider available in the area

### Humanitarian Hub Summary

<table>
<thead>
<tr>
<th>Locations</th>
<th>GPS</th>
<th>MSU</th>
<th>Joint Dist. Site</th>
<th>Accommodations (users)</th>
<th>WASH</th>
<th>Power and communication</th>
<th>Medical facility</th>
<th>Booking Contact</th>
<th>Humanitarian Hub Focal Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Giyan (near Mir Sahib)</td>
<td>N 32 59’ 4” E 69 22’ 43”</td>
<td>Y</td>
<td>Y</td>
<td>118</td>
<td>HWLB</td>
<td>VSAT Solar</td>
<td>MC</td>
<td>Mohammad Ishaq</td>
<td>Email Subject: BOOKING REQUEST_Location Name</td>
</tr>
<tr>
<td>Barmal (Danghar)</td>
<td>N 32 55’ 41” E 69 27’ 24”</td>
<td>Y</td>
<td>Y</td>
<td>112</td>
<td>HWLB</td>
<td>VSAT Solar</td>
<td>HC</td>
<td><a href="mailto:IOMAfgHHB@iom.int">IOMAfgHHB@iom.int</a></td>
<td>Contact details will be provided with booking confirmation</td>
</tr>
<tr>
<td>Spera (Afghan Dubai)</td>
<td>N 33 3’ 22” E 69 27’ 48”</td>
<td>Y</td>
<td></td>
<td>104</td>
<td>HWLB</td>
<td>VSAT Solar</td>
<td>IP</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

WASH – H (Water), W (Waste Management), L (emergency latrine), B (Bucket shower)
Medical – MC (Mobile clinic), HC (Health clinics)
IP – In progress

## 2. Booking, Arrival, Check-In, Check-Out and Departure Procedures

### 2.1. Booking

Bookings should be done through email booking requests (IOMAfgHHB@iom.int) with all required information provided (noted below), to allow for processing of accurate information for guest administration and contingency planning. A booking is only a request until confirmed through a booking confirmation (with a booking reference number) received.

Information provided must include:

- **Requesting Organization focal point:** Full Name and Phone Number
- **Guests Information:** Example below
Activity: Assessment, Distribution, On-going mobile health team, etc…WASH, HEALTH, SHELTER, etc.

Booking requests should be submitted **72HRs prior to arrival date**, for exceptional circumstances 24HR could be accepted due to urgent/emergency factors.

**IF YOU HAVE NOT REQUESTED SPACE, YOU MIGHT NOT BE ABLE TO STAY IN THE HUB DUE TO LACK OF SPACE. IT IS IMPERATIVE THAT YOU REQUEST SPACE BEFORE ARRIVING.**

2.2. Arrival and Check-In

New arrivals must check in at the Humanitarian Hub office at the latest by 16h00. They are required to have their Organization ID for entry into the Hub. It will not be possible to occupy tents without a formal check-in process. If a delay is incurred due to unforeseen circumstances (access/road difficulties/flight delay) the Humanitarian Hub focal point should be informed as soon as a delay is established with estimated arrival time.

As Humanitarian Hubs are often running at maximum capacity, there is no guaranteed availability of space for guests arriving without a reservation.

Given the high demand, **no-show guests will be billed for a night accommodation (XX USD)** as they prevent the utilization of space for other guests. No-show due to last minute flight cancellations and changes in flight dates are permissible but affected guests should notify the relevant Humanitarian Hub focal point.

2.3. Check-Out and Departure

**Latest check-out is at noon.** Check-out should be done at the Humanitarian Hub office to confirm the space is left as found. The check-out time should be respected to allow for turn-over of the space to newly arriving guests. **No payment is required from guests, except if they are a no-show. If the check-out is skipped by the user and items are found to no longer be present, the organization will be billed for the item.**

3. House Rules

3.1. Use of Electrical Appliances and Compliance with House Rules

The power grid in the Humanitarian Hub is designed to handle low voltage appliances. No additional connections to the electrical grid should be made without approval from the Hub Management and installed only by the Humanitarian Hub electrician. High voltage appliances, such as cookers and water boilers, put a severe strain on the power grid and can result in melt downs and electrical fires in accommodation tents. **All guests are requested to refrain from the use of such appliances without approval.**

3.2. Waste Disposal

Waste segregation is implemented and should be strictly followed. Each tent is provided with:

- 1 bin for organic materials (no non-food items should be included, food containers should **not** be placed within)
- 1 bin for general waste

All guests, have an obligation refrain from disposing of garbage outside the containers, for example on the ground, to keep the Humanitarian Hub surroundings clean.

Bins should be placed outside the tent every morning for collection.
Additionally, one bin for site is present for sharp objects (broken glasses, shaving blades, disposable syringes).

Hazardous materials **must be taken back with the user** (i.e., batteries, empty cooking gas containers, etc.). As the waste management area does not have the means of processing this waste stream and inclusion within the waste bin could result in grave physical injury to staff as well as the environment.

Failure to comply puts all residents at risk.

### 3.3. Water Use

The country is currently facing a drought and use of water should be well managed and not wasteful. If you see a tap leaking, please make sure to bring it to the attention of Humanitarian Hub staff.

### 3.4. WASH Facilities Use

Please maintain the facilities (latrines and showers) as you would at your parents’ home! Leaving the area as found. Segregation of facilities by sex is implemented in each location and should be respected at all time. **ABOLITION SHOULD NOT BE DONE IN LATRINES**, please use showers instead.

### 3.5. Disorderly Conduct

We will not condone staff that agitate fights. We will expel those found culpable and heads of agencies must ensure that affected staff are expelled from the hub with immediate effect upon recommendation of IOM security and the hub management.

Additionally, we are all here to provide support to the communities in need. Any aggression or poor conduct towards any of the Hub staff will not be accepted.

IOM reserves the right to expel from its hubs residents who are disorderly. Heads of Agencies will be requested to remove residents under their supervision engaging in this type of behavior upon recommendation by IOM security and the hub management.

### 3.6. Sexual Harassment

IOM has a zero-tolerance policy on sexual exploitation and violence against fellow hub residents and staff working within the hub and its environs. Those contravening this rule will be expelled with immediate effect from the hub.

### 3.7. Noise disturbance

Staff residing inside the Hub are required to respect quiet hours set by the Hub committee; this is inclusive of personal generators brought.

<table>
<thead>
<tr>
<th>Days</th>
<th>Quiet Hours</th>
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<tbody>
<tr>
<td>Monday to Thursday &amp; Sunday</td>
<td>10.00 Pm to 6.00 Am (2200 h to 0600 h)</td>
</tr>
<tr>
<td>Friday &amp; Saturday</td>
<td>12.00 Am to 8.00 Am (0000 h to 0800 h)</td>
</tr>
</tbody>
</table>

### 3.8. Active Participation in Programmatic Activities

Presence in the Humanitarian Hubs is based on program criticalities. Guests should not visit the Humanitarian Hub simply because of available space. All new guests without ongoing programming should obtain endorsement from OCHA prior to arrival in the Humanitarian Hub. As a guest in the Humanitarian Hub, you are also required to actively participate in cluster and coordination meetings.

### Supporting Humanitarian Hub Staff

To facilitate the stay of guests, a Humanitarian Hub Focal point is present at each location and supported by a Logistics Assistant and an IT Assistant.