Standard Operating Procedures (SOPs)
Transport and Temporary Storage

16 January 2018

OVERVIEW

This document provides an overview of the logistics services to be made available through the Logistics Sector, how humanitarian actors responding in Bangladesh may access these services, and the conditions under which these services are to be provided.

The objective of these services is to enable responding organisations to establish an uninterrupted supply chain that supports the delivery of humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of other organisations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

These services are planned to be available until 31 MARCH 2018, with the possibility of further extension. The services may be withdrawn before this date in part or in full, for any of the following reasons:

- Changes in the situation on the ground
- No longer an agreed upon/identified need
- Funding constraints

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Bangladesh Operations page (http://www.logcluster.org/sector/bangl17) and shared via the mailing list.

KEY NOTES TO USERS

I. Any communications, requests, and **all documentation** related to these services should be sent to: Bangladesh.clustercargo@wfp.org

II. There should only be one SRF per storage location, per expected delivery (into storage) date.

III. Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialized handling and movement.

IV. Insurance for the cargo will remain the responsibility of the Service User in all cases.

V. Implementation of all services is dependent on the security situation, this may affect schedules and access.

VI. Services will be provided in accordance with the priorities set by the Inter-Sector Coordination Group (ISCG). As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

VII. Only UN Agencies, National Government Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Bangladesh are eligible to use these services ("Service Users").

TEMPORARY STORAGE SERVICES

- The Logistics Sector is making warehouse space available - on a **free-to-user basis** - to humanitarian organisations for cargo storage (including handling in/out). Currently warehouse space is available in:
  - o UKHIA – made available by the World Food Programme (WFP)

  ***NOTE:** Other locations for storage space will be considered on a case by case basis.*

1. Temporary storage will be provided, subject to availability, in a common area to humanitarian organisations.
2. All storage space provided is temporary up to 30 days. The storage space available and the time it is made available may change according to level of usage.
3. Service Users should check availability of storage at a minimum of 30 days in advance by sending an email to: Bangladesh.clustercargo@wfp.org
4. Service Users are responsible for ensuring the removal of their cargo within 30 days.
5. In the event that additional time is required for storage usage, the Service User must inform the Logistics Sector of such requirements prior to the specified end date agreed upon.
   NOTE: Additional storage time will be subject to availability and at the discretion of the Logistics Sector.

HOW TO ACCESS THE TEMPORARY STORAGE SERVICES

- Service Users are required to submit a completed Logistics Sector Service Request Form (SRF), SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: Bangladesh.clustercargo@wfp.org, emails sent from a known user will be considered as being signed by the sending agency. SRF must be submitted a minimum of 72 hours before they expect to have the cargo ready to deliver to the storage facility.
- A single SRF for the Temporary Storage Service can have only:
  - o One location *where* the cargo will be handed over for service(s) to begin (in the "FROM" field)
  - o One date *when* cargo will be handed over for service(s) to begin (in the "Date Ready for Movement" field)
  - o One location where the cargo will be handed back when service(s) end (in the "TO" field)
    NOTE: General instructions for completing the SRF can be found at:
    www.logcluster.org/document/service-request-form-instructions-2
- All Service Users should provide their organisations PO Number(s) or any other internal Reference Number for the cargo (in the "Owner Reference" field) to facilitate tracking of their goods.
- All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.
- The Logistics Sector will confirm receipt of the SRF within 24 hours, and will either: request additional clarification or documentation required; or, will register the SRF as "New" in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.
  NOTE: At this point no commitment has been made to provide the service as requested.
- The Logistics Sector will review all "New" SRFs within 24 hours, and will either: request additional clarification or documentation; will "Accept" the SRF; or will communicate the reason why the service cannot be provided at this time and give the Service User the option to "Cancel" or place the SRF "On-Hold".

- After receiving confirmation from the Logistics Sector, the request has been accepted, the requesting organisation should inform the Logistics Sector of the estimated date and time of the cargo arrival at the warehouse. The requestor should also provide contact details of the truck driver/convoy leader to the Logistics Sector contact person to enable the trucks with cargo to be guided to the Logistics Sector's warehouse.
- The requesting organisation should also provide the Logistics Sector with the waybill numbers (and if possible copies of the waybills) for the consignment, as well as the plate numbers of the trucks on which it will be delivered. This will enable the Logistics Sector to easily identify the arriving cargo.
- Requesting organisations will bring their cargo to the Logistics Sector warehouse at their own cost. Offloading and handling-in will be arranged and funded by the Logistics Sector.
- The Logistics Sector will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.
- Cargo will not be released from the warehouse unless the Logistics Sector either receives a signed Release Order Form (ROF) from the consignor organisation or a scanned copy attached to email from a known agency contact or implementing partner.
  The release request should indicate Consignment Number, number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available. The Logistics Sector will arrange handling-out and will confirm release of the cargo to the receiving organisation.
- All enquiries on the status of cargo should be checked online using the tracking number: https://rita.logcluster.org/public/track.htm
- Further inquiries regarding the consignment information should be sent to: Bangladesh.clustercargo@wfp.org

The above process is summarized in the flowchart in **Annex 1**.

Bangladesh

ANNEX 1

Storage Flowchart

A <u>simplified</u> summary of the usual steps involved in storage services is given in the flow chart below:

The Service User submits a 'Service Request Form' (SRF) with an authorised signature and an attached packing list to the dedicated Logistics Sector address bangladesh.clustercargo@wfp.org

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The Logistics Sector acknowledges receipt of the SRF and may contact Service User to resolve any queries related to it.

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The Logistics Sector contacts the Service User to notify if the request has been accepted for further processing. The requesting organisation will be informed about where, when, and for how long the cargo will be stored and issued a consignment details report (including a cargo tracking number).

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The Service User confirms to the **Logistics Sector** the estimated date and time of cargo arrival and contact details of the truck driver /convoy leader.

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Initial responsibility lies with the Service User to bring the cargo to the warehouse.

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Logistics Sector will arrange handling. The cargo is stored for an agreed period of time but no longer then 30 days

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When cargo is to be released out of the warehouse the requesting agency must authorize **Logistics Sector** to release the cargo from the warehouse (using the Release Order Form).

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Upon goods reception, Service User confirms receipt through signing the waybill.

▬	Steps Service User must take	▬	Steps Logistics Sector/WFP will take

LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, National Government Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Bangladesh are eligible to use these services ("Service Users").

- When providing services under these SOPs, the Service Provider(s) act as agent for the Service Users. The Service Provider(s) assume no responsibility for storage or transportation and/ or any loss or damage to the goods carried. The service users are responsible for making adequate arrangements for the insurance of their goods. The Service Provider(s) undertake the services in good faith and will ensure that the services are carried out with due diligence

- Requests are subject to the availability of resources and will be handled as per the priorities set by the Inter-Sector Coordination Group (ISCG).

- The point of contact for Bangladesh inquiries related to **Temporary Storage services** is: Bangladesh.clustercargo@wfp.org.

CARGO PACKAGING REQUIREMENTS

- Organisations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation as detailed in the specific in-country SOPs.

LARGE AND OVER-SIZED ITEMS

- Large, long, over-sized etc. items will be handled according to available capacity.

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- The Logistics Sector may be able to accept requests to store hazardous goods, on a case-by-case basis; consultation with the Logistics Sector is required before submitting an SRF including hazardous goods; in all cases the final determination to "Accept" the request or not will rest with the Logistics Service Provider.

- The Logistics Sector may be able to accept requests to store temperature sensitive goods, on a case-by-case basis; consultation with the Logistics Sector is required before submitting an SRF including temperature sensitive goods; in all cases the final determination to "Accept" the request or not will rest with the Service Provider.