



Background

Following the official announcement of the first confirmed case of coronavirus disease (COVID-19) in Indonesia on 2 March 2020, the Government of Indonesia (GoI) formed a Task Force led by the Chief of the National Disaster Management Agency (BNPB). The core structure includes the relevant ministries (Ministry of Health, Ministry of State-Owned Enterprise), National Defense Council, Indonesian Military and the Police. Under its Logistics Section, the Task Force coordinates the procurement of medical supplies and manages the distribution process throughout the country, with the support of the Indonesian Military.

Anticipating a wide spread of COVID-19 cases and potential surge requirements for mobilisation of medical supplies, since mid-March 2020 the National Logistics Cluster (NLC) has been activated to complement the ongoing logistics operations undertaken by the Task Force. This has allowed the establishing of regular coordination amongst the cluster members to address issues on logistics needs, gaps, and capacities, and to gather commitments and consolidate logistics resources of the private sector to improve effectiveness.

The most urgent critical supplies needed are Personal Protective Equipment (PPE) for hospitals and healthcare facilities. The government has been focusing on sourcing these items through international suppliers while at the same time enhancing local production capacity.

Logistics Gaps and Bottlenecks

The geographic area and size of the country remain one of the main challenges in logistics operations in Indonesia. In order to speed up the distribution of critical medical supplies, the core members of the NLC, including the private sector, have been augmenting their capacity to complement the ongoing distribution efforts undertaken by the Task Force, led by the Indonesian Army.

COVID-19 has been limiting the movement of logistics personnel involved in logistics operations and it is important that a comprehensive protocol is in place to protect personnel.

Objectives

Based on the needs and gaps identified, the NLC aims to support and complement the Government-led logistics response operations by establishing regular coordination amongst the cluster members to address logistics needs and gaps, facilitating the

In supporting the Indonesian Government-led efforts in responding to COVID-19 outbreak, WFP, as the lead agency of the IASC Logistics Cluster, supports the National Disaster Management Agency (BNPB) in the activation of the National Logistics Cluster and facilitates the engagement of private sector partners to ensure necessary logistics services are available and accessible by Government and the humanitarian community.

This Concept of Operations is a live document and the activities will be adapted and revised as the situation unfolds and further assessment results become available, including the possible provision of additional logistics common services through the National Logistics Cluster as required by the humanitarian community.



engagement of private sector in the provision of critical logistics services, and facilitating an information-sharing mechanism that can be accessed by the wider humanitarian community.

Ongoing & Planned Activities

The following range of activities and services are not intended to replace the logistics capacities of individual agencies or organisations, but rather to fill identified gaps in the humanitarian supply chain and complement the response of the Government and humanitarian community through the provision of common services, based on need.

The following services, so far, have been made available to the humanitarian community until the end of the national emergency response period, initially set to be 29 May 2020. The national emergency may be extended depending on needs.

1. Coordination

The following coordination activities are intended to minimise duplication of efforts, provide a platform to identify and address common challenges, ensure effective engagement with key inter-agency and/or cross-sector forums, promote sharing of technical expertise, and engage in advocacy to highlight operational challenges.

- Dedicated coordination cell under the NLC, which aims to strengthen cooperation among organisations, synchronise response efforts, and identify shared supply chain challenges;
- Mobilisation of technical expertise within the NLC and the humanitarian logistics community to evaluate the logistics situation and identify emerging issues and concerns;
- Provision of appropriate venues to discuss sector-specific logistics operations, including the facilitation of medical logistics discussions in cooperation with the Health Sector and relevant stakeholders.

2. Information Management

To support operational decision-making, respond to logistics challenges identified and improve the efficiency of the logistics response, the following activities, so far, have been carried out.

Humanitarian logistics personnel and operations managers can make informed decisions concerning the movement of medical supplies through:

- Dedicated portal using a WFP SharePoint (<https://wfp.sharepoint.com/sites/KlasterNasionalLogistik>) aimed at collecting and consolidating data. This provides information on logistics service providers under the NLC, local producers of medical suppliers registered under relevant Ministries, infrastructure capacity and vulnerabilities based on Logistics Capacity Assessment (LCAs) data, alternative entry points and potential hubs/staging areas in the country, etc.;

In supporting the Indonesian Government-led efforts in responding to COVID-19 outbreak, WFP, as the lead agency of the IASC Logistics Cluster, supports the National Disaster Management Agency (BNPB) in the activation of the National Logistics Cluster and facilitates the engagement of private sector partners to ensure necessary logistics services are available and accessible by Government and the humanitarian community.

This Concept of Operations is a live document and the activities will be adapted and revised as the situation unfolds and further assessment results become available, including the possible provision of additional logistics common services through the National Logistics Cluster as required by the humanitarian community.



- Standard Operating Procedures (SOP) related to customs facilitations are available at the above Share Point link, and general emergency logistics operations procedures are under development.
- A dedicated webpage on COVID-19 response in Indonesia will be launched under the Global Logistics Cluster (GLC) website: <https://logcluster.org/countries/IDN>. This dedicated webpage will allow the humanitarian community to have ready access to logistics-related information, Government procedures, SOPs, maps and other information.

3. Logistics Services

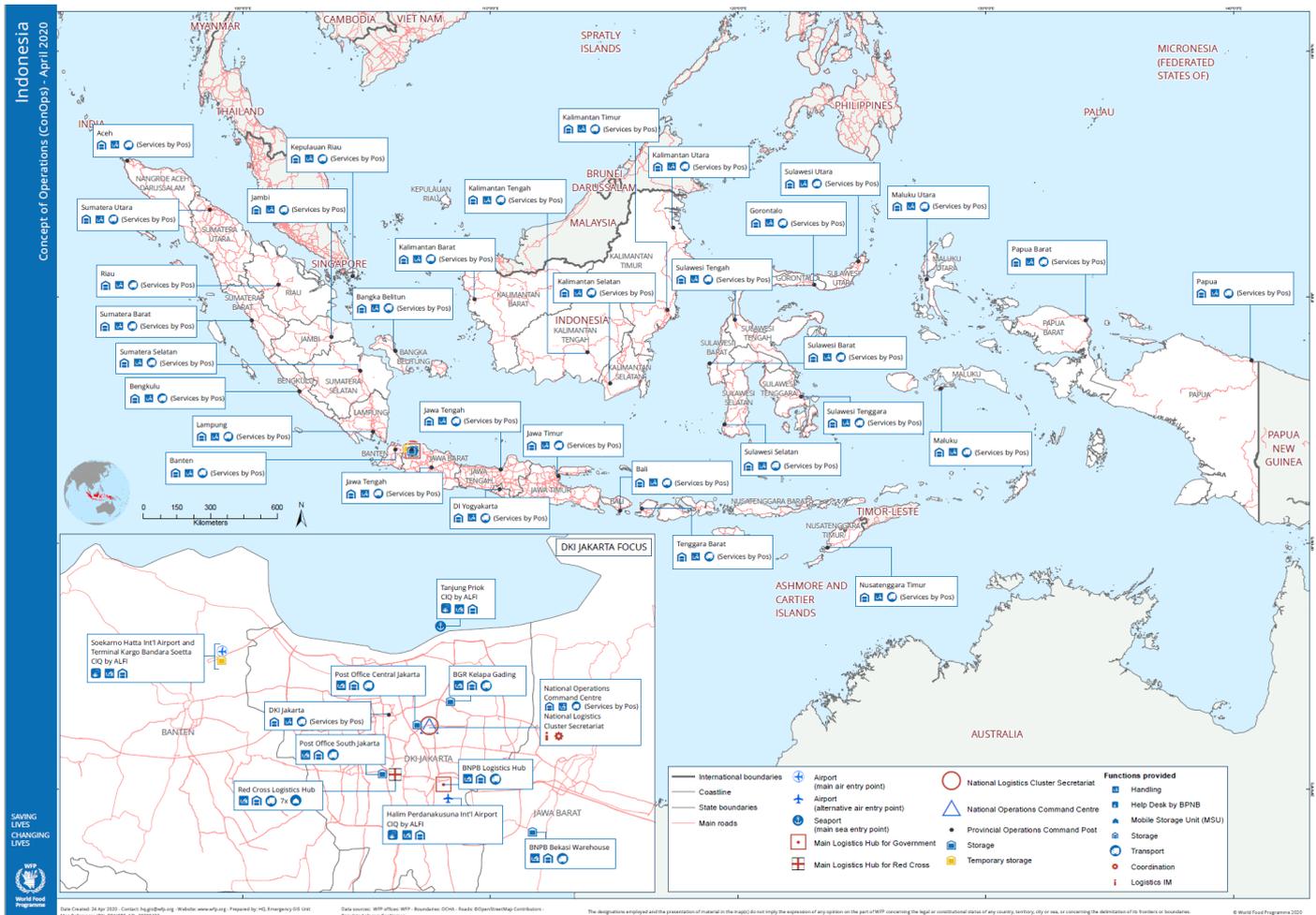
The services facilitated by the NLC are not intended to replace the logistics capacities of any agencies or organisations, but rather to complement them through access to the pre-committed logistics services as part of NLC strategy established during the preparedness phase. Access permitting, the following services may be coordinated at no cost to the user, or on a partial/full cost-recovery basis, depending on schemes provided by the NLC members. Each user is expected to engage directly with those NLC core members, to negotiate and schedule the services.

- The Association of Logistics and Forwarders Indonesia (ALFI) consists of more than organisational 3,000 members, provides customs clearance, shunting and handling services for three designated International entry points: Soekarno-Hatta Airport, Halim Perdana Kusuma Airport and Tanjung Priok Seaport.
- PT. Pos Indonesia (Persero), the largest Government State-Owned Enterprise in logistics and transportation services, provides storage, handling, distribution and last-miles operations throughout the country.
- ALFI and PT. Pos also provide a wide range of logistics services that can be made available depending on the needs, such as hubs management, cold chain operation, commodity tracking, etc.
- In addition to the available services, WFP Indonesia is currently advocating a formal activation of alternative international entry points and hubs in several major cities in the country to facilitate the distribution of critical supplies throughout the country, as stipulated in the Ministry of Health Operational Plan, to which WFP contributed during the development process.
- For further information, the NLC Coordination Support Focal Point can be contacted at: ikhsanuddin@wfp.org, and the NLC Information Management Focal Point at: Theresia.laura@wfp.org

In supporting the Indonesian Government-led efforts in responding to COVID-19 outbreak, WFP, as the lead agency of the IASC Logistics Cluster, supports the National Disaster Management Agency (BNPB) in the activation of the National Logistics Cluster and facilitates the engagement of private sector partners to ensure necessary logistics services are available and accessible by Government and the humanitarian community.

This Concept of Operations is a live document and the activities will be adapted and revised as the situation unfolds and further assessment results become available, including the possible provision of additional logistics common services through the National Logistics Cluster as required by the humanitarian community.

Annex I ConOps Map



In supporting the Indonesian Government-led efforts in responding to COVID-19 outbreak, WFP, as the lead agency of the IASC Logistics Cluster, supports the National Disaster Management Agency (BNPB) in the activation of the National Logistics Cluster and facilitates the engagement of private sector partners to ensure necessary logistics services are available and accessible by Government and the humanitarian community.

This Concept of Operations is a live document and the activities will be adapted and revised as the situation unfolds and further assessment results become available, including the possible provision of additional logistics common services through the National Logistics Cluster as required by the humanitarian community.