



---

## Background

---

In December 2024, the sudden collapse of the regime in Syria has ended more than 50 years of rule by the same political party and dramatically changed the operational situation for humanitarian organisations across the country. This has not ended all conflict and insecurity: uncertainty as to the ultimate effects of the transition, as well as the impact of the conflicts in Gaza and Lebanon, all contribute to a complex and highly variable operating environment.

Syria entered a new era in 2025, but the humanitarian crisis is far from over. Continuous hostilities in the northern and southern parts of the country, and recently in the coastal area, continue to trigger additional needs among the population, including displacement and protection concerns and humanitarian access challenges. Compounding this situation are the drought-like conditions that Syria is experiencing. The worst such conditions in more than 36 years, there are devastating impacts on food security, access to water, and related public health concerns. While voluntary returns of both internally displaced Syrians and Syrian refugees are taking place, several challenges persist, including ongoing security concerns, limited access to basic services and the need for sustainable reintegration programmes.

As of 18 July, reportedly, As-Sweida Governorate experienced intense conflict between tribal-affiliated groups and local factions, particularly in western rural areas and along key access routes including the Damascus-Dar'a and Damascus-As-Sweida routes. Sporadic conflicts continued in urban neighbourhoods and rural towns, prompting the imposition of curfews and roadblocks by security forces. Security forces have deployed across key areas, enforcing a ceasefire and working to stabilise the situation.

Humanitarian access to As-Sweida remains highly constrained. While humanitarian corridors have been discussed, actual physical access has not been fully secured for large-scale humanitarian operations. The situation remains fluid as the coordination with national and local actors is ongoing, including through SARC and international humanitarian partners.

---

## Logistics Gaps and Bottlenecks

---

The overall logistics environment in Syria has shown notable improvement in recent months. The international airports in Damascus and Aleppo are currently operational, while the reopening of additional airports is anticipated in the near future. Both Syrian seaports are fully functional and actively handling commercial cargo operations. However, internal road access remains constrained, particularly in the northeastern region. Several bridges crossing the Euphrates River have sustained damage; reconstruction efforts are reportedly underway. In southern Syria, recent security developments in As-Sweida have led to road closures and movement restrictions, impacting access to and from the area.

The cross-border logistics situation has significantly improved, with humanitarian partners now able to utilize commercial cargo routes originating from Türkiye, Lebanon, Jordan, and Iraq. This reflects a positive trend in regional trade relations and enhanced operational connectivity. The interim government continues to revise and implement new policies and regulations. Despite these ongoing changes, partners have successfully maintained supply delivery from neighbouring countries.

Uncertainty is the major factor affecting supply chain planning, and the movement of relief supplies and equipment into and within Syria. Some access and security constraints remain, particularly in the extreme southwest and the northeast; but the overall security situation is characterized by an unpredictable and rapidly evolving political situation domestically and regionally. While the new transitional government has committed to facilitate the movement of aid personnel and supplies from neighbouring countries (*incl. Türkiye, Iraq, Jordan and Lebanon*) for as long as humanitarian operations are required; some uncertainty remains as to the specifics of the facilitation measures, the overall status of humanitarian assets and infrastructure following the sudden escalation and take-over, and the resumption of key administrative functions of the state linked to supply and logistics operations (*e.g. customs clearance, tax-exemptions, etc*).

---

## Objectives

This Concept of Operations will aim to address the logistics gaps and bottlenecks identified above through meeting the following objectives:

- **Consolidated Planning & Advocacy** – the Syria Logistics Cluster will share technical capacity and expertise, support joint planning, coordinate joint operations along key transport corridors, identify emerging issues and propose solutions to ensure effective logistics support operations.
- **Joint Assessment & Reporting** – the Syria Logistics Cluster will collaborate to assess and report continuously on the transport sector and status of logistics infrastructure in Syria to mitigate the impact of the variable commercial, regulatory, and security situations on humanitarian operations. The Logistics Cluster is planning to initiate a Gaps and Needs Analysis shortly to map the logistics capacities and requirements of humanitarian partners in Syria.
- **Augmented Cargo-handling Capacity** – the Syria Logistics Cluster will put in place temporary transit storage inside Syria (managed by WFP On-Demand-Services since 1 April 2025), support transshipment from Türkiye, and establish a limited stock of support equipment available for loan to promote stability in humanitarian logistics operations.

---

## Planned Activities

The following range of activities are not intended to replace the logistics capacities of individual agencies or organisations, or to compete with the commercial sector; but rather to fill identified gaps in the humanitarian supply chain, and/or address bottlenecks that limit the ability of responding organisations to effectively deliver relief supplies. Promoting supply chain resilience, early recovery and supporting emergency preparedness.

**THE FOLLOWING SHALL BE MADE AVAILABLE FOR THE PERIOD OF ONGOING HUMANITARIAN RESPONSE IN 2025**

### 1. Coordination and Information Management

The following activities will be undertaken to ensure effective humanitarian logistics operations, including through the collection, consolidation, and dissemination of up-to-date information to support operational decision-making.

- Maintain a network of humanitarian logistics personnel working in Syria; and working at regional level in support of operations inside Syria.
- Coordinate joint operations among responding organisations, including along key supply routes into and within Syria (*i.e. ex-Türkiye, ex-Iraq, ex-Jordan, ex-Lebanon*) where necessary to: mitigate access limitations; limit congestion and/or delays in cargo movement; meet administrative or bureaucratic requirements; address other common constraints.
- Consolidate and share information about the operating environment including (*but not limited to*): current Customs regime and tax exemption procedures; available information on logistics capacity (*including monitoring availability of fuel, suitable road transport assets, and storage*) and expected humanitarian pipelines; up-to-date information on access, transport infrastructure; and other national and regional regulatory measures affecting the humanitarian supply chain.
- Provide key information on emerging challenges, gaps, and/or supply chain constraints to the HCT; and support joint advocacy to address concerns.
- Hold regular Cluster Coordination Meetings in Damascus (other locations as required).
- Maintain the LogIE platform available for humanitarian partners to report the physical access constraints and keep the partners warehouse capacity information map updated.



---

## 2. Logistics Services

---

The services facilitated by the Logistics Cluster are not intended to replace the logistics capacities of the agencies or organisations, but rather to supplement them through the access to common services. Access permitting, the following services may be coordinated at no cost to the user, or on a partial/full cost-recovery basis, depending on the availability of funds.

The following activities will be implemented to temporarily augment humanitarian logistics (i.e. freight/cargo-handling) operations (for additional details please reference service-specific Standard Operating Procedures – SOPs).

- Coordinate the inter-agency convoys to As-Sweida organized to deliver the humanitarian supplies to besieged areas as per requirement.
- Continue to operate transshipment service (i.e. cargo-handling for unloading/loading) in Reyhanli as long as required.
- Maintain a limited stock of Mobile Storage Units (MSUs) for loan to organisations requiring additional storage space for their own use, in locations where common storage facilities are not necessary.

As “Provider of Last Resort” (PoLR) WFP is responsible only to provide logistics services that fill identified gaps in available logistics capacity, where security and funding permit; and, only where these gaps limit the ability of the humanitarian community to meet the needs of the affected population.

***“THIS CONCEPT OF OPERATIONS IS A LIVE DOCUMENT, THE OBJECTIVES AND/OR ACTIVITIES MAY BE ADAPTED, REVISED, OR REMOVED AS THE SITUATION UNFOLDS; FULL IMPLEMENTATION IS ALSO SUBJECT TO FUNDING AND SECURITY CONSTRAINTS”.***

[illegible]