

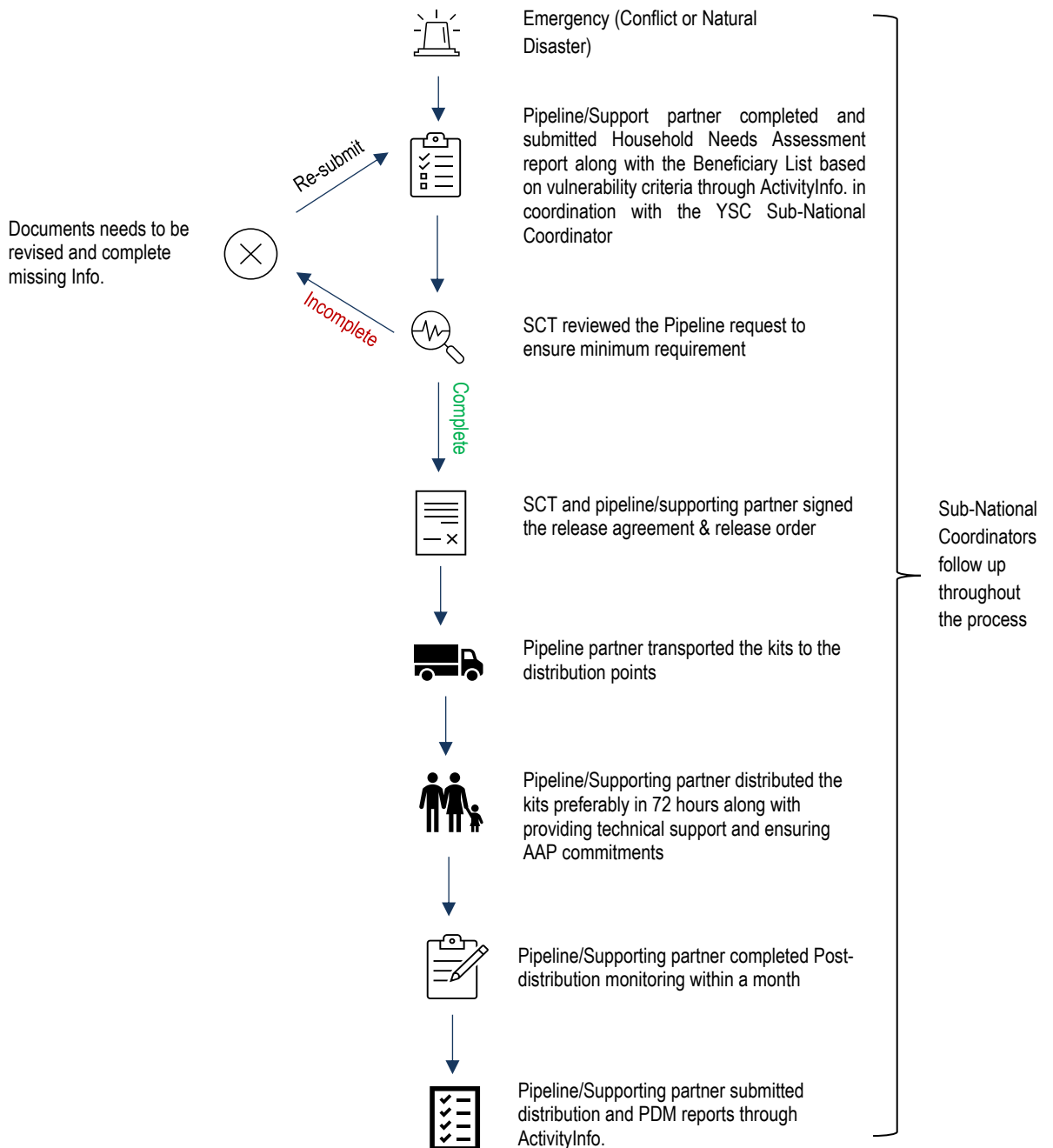


Standard Operating Procedures
Shelter Cluster Common Pipeline
Amendment No.02/JAN.2024

Acknowledgment: Special thanks go to the Technical Committee, consisting of The Yemen Shelter Cluster Coordination Team, DRC, and IOM, alongside the Yemen Shelter Cluster Strategic Advisory Group, for their invaluable efforts in reviewing and updating this document.

Purpose and Scope: The Yemen Shelter Cluster (YSC) initiated its Common Pipeline in Mid-2018. Designed to cater to the pressing needs of populations affected by emergent crises¹, the Shelter and NFI pipeline aims to proactively address and streamline the provision of emergency supplies to YSC partners addressing affected populations' immediate needs. It ensures a uniform standard of goods and leverages economies of scale.

This Standard Operating Procedure outlines the management and release process of the contingency stockpile of Emergency Shelter kits (ESK), Non-Food Items (NFI) kits, and Shelter Repair kits. These are procured and stored at strategic warehouses nationwide, managed by the pipeline partners. The pipeline partner holds the primary responsibility for managing the pipeline, including needs assessment, distribution, and Post-Distribution Monitoring (PDM). However, in cases where critical challenges hinder the pipeline partner's capacity to execute the emergency response, the supporting partner can be involved to assist in distribution and/or PDM. To facilitate any necessary warehousing, [an agreement](#) for warehousing must be approved in advance by the Shelter Cluster Coordination Team (SCT). Annex II highlights a dedicated section for expediting small and urgent requests. The following flowchart illustrates the regular pipeline process:



¹ Emergencies include conflict-related, natural disasters (including climatic-related), fire incidents, and evictions.

The steps required to support the emergency response are summarized as follows:

Stage 1 – Provision of minimum supporting documents: The pipeline partner or supporting partner is required to submit the following to the Yemen Shelter Cluster Sub-National Coordinator:

1. [Household needs assessment report](#) highlights the emergency's nature, assessment tool and methodology utilized, community vulnerabilities and capacities, analysis of needs, and recommendations. Photos of the beneficiary's situation should be included if feasible.
2. [Beneficiary list](#) reflecting eligible affected families prioritized for assistance and indicating their names, spouse or other adult family members, identification document info., contact details, family age and gender breakdown, place of origin and displacement, family vulnerability, specific Shelter/NFI needs, etc. If a beneficiary lacks a recognized identification document, a [self-identification](#) shall be gathered during the assessment.

Stage 2 – Review Process: The YSC coordination team at the sub-national level will review and provide comments and recommendations if there is no other existing capacity to cover the identified needs. If there are no further concerns, the YSC pipeline partner shall upload the request via the designated database in ActivityInfo².

Stage 3 – Approval: The YSC coordination team at the national level will review and endorse the request based on available resources if there are no further comments. Subsequently, [a distribution agreement](#) and release order (RO)³ will be prepared and signed by the national coordination team and be shared with the pipeline partner and/or supporting partner through the sub-national coordinator for their signatures and stamps.

Stage 4 – Release and Transportation: Upon reception of the approved SC agreement and RO, the pipeline partner will promptly acknowledge the request and arrange transportation⁴ to deliver supplies to the identified distribution points within 72 hours, provided timely access, resources, and security clearances are obtained. Communicating the expected time of arrival (ETA) of goods at the distribution points is crucial. If the pipeline partner lacks the necessary resources for transportation, alternative arrangements should be considered, such as engaging the supporting partner, another cluster partner, a logistic cluster, or through the cluster lead agency.

Stage 5 – Distribution: The pipeline partner and/or supporting partner must commence distribution as per the agreed plan within 7 days of receiving the goods, barring any clear justifications for delays. In exceptional cases where a supporting partner assists with distribution and resources are available to cover distribution costs⁵, the pipeline partner is responsible for disbursing these costs after receiving the distribution report.

Stage 6 – Post-Distribution Monitoring: The pipeline/supporting partner should commence the Post-Distribution Monitoring ([PDM](#)) process no later than a month after the distribution. This is to document the impact and effectiveness of the assistance rendered to affected families. In instances where the partner cannot conduct the PDM, the Shelter Cluster will explore with its Strategic Advisory Group (SAG) the feasibility of conducting a joint PDM exercise.

Stage 7 – Reporting: The following reporting requirements shall be submitted within one month after the distribution: a) [Distribution report](#) b) [Distribution List/Signing Sheet](#) with signature or fingerprint of affected families d) [Post-distribution monitoring report](#) e) Photos and videos of the distribution f) 5Ws report in ActivityInfo.

² Each active partner is entitled to one account in the SC Common Pipeline within ActivityInfo. This account can be utilized by relevant field teams within the same organization to initiate requests, submit supporting documents, or provide other distribution reports

³ The national cluster coordination team will proactively acquire the RO template from the pipeline partners in advance, aiming to expedite the approval process. Each pipeline partner has its own template as part of their organization policy.

⁴ The supporting partner (in case the pipeline partner needs support) shall provide the distribution plan, including distribution point(s) information, GPS coordinates, road route, recommended type of trucks, and focal point(s) contact details.

⁵ An average of \$5 shall be calculated per kit to cover the supporting partner distribution process and do not include the transportation costs.

Annex I: Roles and Responsibilities

Entity	Roles and Responsibilities
Shelter Cluster Coordination Team	<ul style="list-style-type: none"> • Manage the Common Pipeline's supply chain, providing procurement recommendations, guiding stock movements, and crafting necessary tools and training materials. • Lead and organize routine pipeline planning meetings, ensuring coordinated efforts. • Cultivate and manage partner relationships, establishing and upholding pipeline agreements and effective communication channels. • Review, prioritize, and authorize release requests, while monitoring distribution reports. • Develop advocacy messages and fundraising campaigns, maintaining monthly stock level and distribution dashboards, and other pertinent documents. • Design and uphold a system to monitor released pipeline stocks, ensuring accurate tracking. • Facilitate joint Post-Distribution Monitoring (PDM) exercises if financial resources permit, fostering collaboration among partners. • Participate in distributions to monitor implementation of cluster standards, and provision of recommendations and corrective actions.
Pipeline Partner	<ul style="list-style-type: none"> • Procure Shelter and NFI contingency stockpile in accordance with Shelter Cluster specifications and recommendations. • Regularly update on project funding, procurement progress, and arrivals status, providing necessary documents and promptly communicating any delays or progress made. • Manage and maintain Common Pipeline stocks in designated warehouses, overseeing stock levels, conducting physical counts, and engaging with insurance companies for coverage. Document any losses or damages, pursuing reimbursement from service providers or insurers for item replacement. • Conduct rapid household needs assessments and distributions following the Shelter Cluster agreement and SOP guidelines. This involves submitting requests, assessment reports, beneficiary lists, and distribution plans. • Provide logistical support, including loading, offloading, and transportation of contingency stockpiles to designated warehouses or distribution points. • Organize and report Post-Distribution Monitoring (PDM) exercises, ensuring all requisite pipeline documentation is available and accessible.
Supporting Partner (in case the pipeline partner needs support)	<ul style="list-style-type: none"> • Perform rapid household needs assessments to identify affected population requirements accurately. • Submit detailed requests, including assessment reports, beneficiary lists, and distribution plans, adhering to Shelter Cluster guidelines and SOP. • Facilitate or assist in the distribution of contingency supplies upon approval from the Shelter Cluster, ensuring compliance with SOP guidelines. • Organize or contribute to Post-Distribution Monitoring (PDM) exercises whenever feasible, ensuring the availability of essential pipeline documentation.

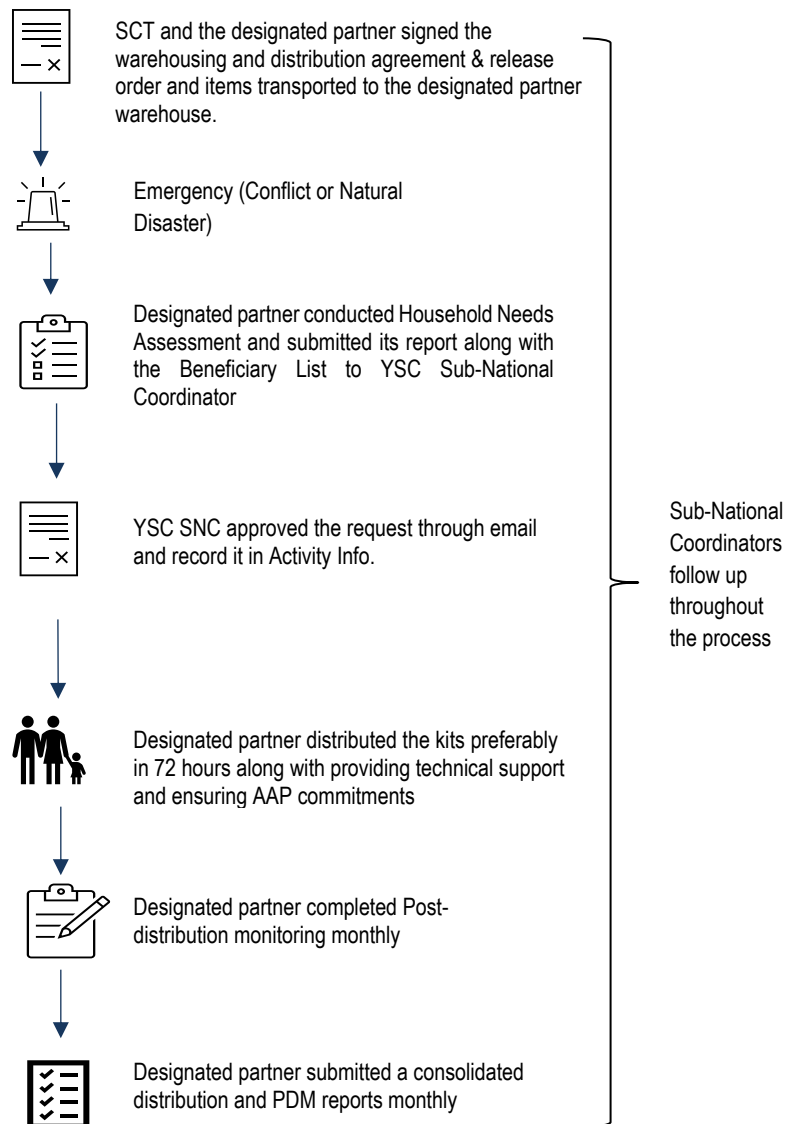
General Guide

- The Common Pipeline is accessible to active and reliable operational Shelter Cluster (SC) members with prior experience distributing similar items.
- The distribution of Non-Food Items (NFI), Shelter Repair Kits (SRK), or installation of Emergency Shelter Kits (ESK) should be carried out directly to vulnerable families by the YSC pipeline/supporting partner.
- Distribution banners and associated documents should prominently feature the logos of the YSC, pipeline partner, and supporting partner (if involved).
- In the event of safety/security-related suspensions in warehousing services or any incidents, the pipeline/supporting partner must immediately report these to the YSC coordination team. Additionally, prompt follow-up with the insurance company is necessary to recover lost items. A comprehensive incident report must be shared within 48 hours.

Annex II: Fast-tracked Release Process for Small & Urgent Requests

The Shelter Cluster Common Pipeline has introduced an exceptional procedure allowing the release of up to 50 NFI kits, ESKs, and/or Shelter repair kits to be pre-warehoused at designated partners in specific governorates and issued a [warehousing and distribution agreement](#). This procedure is aimed at addressing the needs of small numbers of vulnerable families affected by events like flooding, fire incidents, or evictions.

This exceptional protocol will be activated in governorates experiencing a rise in individual cases requiring urgent assistance. The YSC Sub-National Coordinator (YSC SNC) has the authority to approve the release and distribution of the kits reflected in the agreement upon receipt of the essential supporting documents outlined at the beginning of this document, ensuring swift and efficient assistance to those in need during critical situations.



 <https://sheltercluster.org/response/yemen>

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