

Standard Operating Procedures For the Management of Shelter Cluster Prepositioned Stocks in DRC Warehouses *Amendment No.01/Feb.2020*

PURPOSE AND SCOPE

This Standard Operating Procedures (SOP) outlines procedures for the management of prepositioned Emergency Shelter kits (ESK) and Non-Food Items (NFI) kits at DRC's warehouses to support the SC response in Yemen. Shelter Cluster (SC) members are expected to carefully read this document and comply with the SOP.

The SOP has been amended and will be considered valid from the date of signature by both parties, SC and DRC, in continuity with the previous SOP.

The service of warehousing, releasing, and transporting SC prepositioned stocks will continue to be available until March 31, 2020¹ and it could be extended upon agreement between SC and DRC. It may be withdrawn before this date, with one month of notice, for any of the following reasons:

1. Due to security concerns.
2. Upon request from the Shelter Cluster or donors to suspend the services.
3. Depletion or unavailability of sufficient stocks of ESKs/NFI kits.

REQUIREMENTS AND PROCEDURES

The Shelter Cluster Team (SCT) will decide to release the items based on the below minimum requirements and procedures in-line with the humanitarian principles:

- Proven needs/gaps with no other existing capacity to cover them and operational analysis of risks conducted aiming to ensure that the distributions will be in-line with the SC guidelines and strategy. SC common pipeline should be used only as a Last Resort for emergency response/distributions. This requires appropriate coordination on the ground with the relevant Sub-National Cluster Coordinators (SNCCs) and the humanitarian organizations to ensure no other member has stocks in the area/nearby areas or planning to address the identified needs.
- Only active operational SC members can apply for the prepositioned stocks.
- Documents required for the request of SC prepositioned stocks:
 1. Needs assessment report stating clearly the number of families in need of NFI kits and/or ESKs, vulnerability, etc.
 2. Beneficiaries list including the type of assistance required
- Prepositioned stocks should be distributed within one week upon the delivery to the destination (warehouse or distribution point) and not to be stored in another warehouse unless otherwise agreed with SC.
- Distributions of stock will be monitored through the relevant SNCCs.
- It is the responsibility of the SC member receiving the kits to conduct a Post Distribution Monitoring (PDM).
- Shifting the items from one location to another is not allowed, unless if agreed with/endorsed in writing by the SCT at the National level supported with justification and needs assessment.
- The NFI distribution or ESKs installation must be done directly by the SC member receiving the kits, or through other arrangement agreed with the SCT.
- SC member receiving the kits must commit to report the intended distribution through the 4Ws of the SC by listing in the Column 'donor' the SC common pipeline as the origin of the items.
- The distribution banner should be cleared by the SCT at National and/or Sub-National.

¹ Extension of funding to be confirmed by OFDA

- Separate SC agreement and RO must be submitted for each request and each location.
- Requests must be submitted to DRC through SCT at National and/or Sub-National levels at least seven (7) working days prior to the proposed delivery date, as DRC needs two to three working days before the dispatch date for the cargo clearance and De-confliction, and another two days to dispatch and deliver the goods to the final destination.

REQUEST/RELEASE PROCESS

- SC member submits a formal request to the relevant SNCC through email, clearly indicating the number of NFI kits or ESKs required and attach the needs assessment report and beneficiaries list as described above. It is preferable to provide photos or videos as well.
- SNCC provides brief information on the request for the approval of the SCT at the National level through an online google sheet (*Link shared with SNCCs*) if the SC member proven to have the necessary capacity and access.
- Once the request approved by the SCT at National level, SNCC informs the SC member and follows up to receive the following documents:
 1. SC agreement signed and stamped by the SC member
 2. Release Order (RO) received from DRC also filled, signed, and stamped by the SC member. A full and accurate description of the goods must be provided in the “Item Description” section of the RO.
 3. Distribution Plan
 4. Other necessary information i.e., delivery point/address and name of the recipient.
- SNCC in consultation with the SCT at the National level endorses the documents and submits them to the SCT at the National level for approval.
- National Cluster returns the duly signed documents to the SNCC, who forward the approved agreement and RO in PDF format along with the address of delivery location and name of the recipient to the designated DRC email address: hpf.warehouses@drcyemen.org.
- The subject of the email should be Request to release and deliver (number/ type of kits) to (Location and governorate) for (Name of SC member).
- Upon reception of SC agreement and RO, DRC will acknowledge and register the request and confirm the stock availability via email within one day (24 hours) from the reception of the official request.
- DRC plans and schedules the release and delivery of ESKs and/or NFI kits in consultation with the SNCC and SC member.
- DRC warehouse management confirms/informs the expected time of arrival (ETA) to the receiving SC member.
- DRC arranges transportation and delivers ESKs and/or NFI kits to the agreed location.

PREPARATION AND DISPATCH

- Requested ESKs and/or NFI kits should be prepared for dispatch by DRC warehouse staff and transported to the Consignee/Recipient of the Requestor in a given location within two working days from the receipt of necessary clearances and De-confliction confirmation.
- The distance of dispatch is deemed within 100 km from DRC warehouse. Longer distances require consultation and approval of the SCT at the National level.
- Release Request/Order: (two copies in PDF format) to be checked by DRC warehouse management
 1. One copy remains at DRC warehouse.
 2. One copy to accompany goods to the delivery destination to be signed by the Consignee for the reception and returned to DRC warehouse through the truck driver.

- Waybill (One Original and three carbon copies) prepared and signed for authorization by DRC warehouse management to accompany the goods to the delivery destination. The table of content and specification of kits shall be attached to each Waybill.
 - One carbon copy (yellow) remains at the warehouse.
 - The original and two copies to accompany goods to the Consignee or Recipient, shall be signed by the Consignee to confirm the reception of the cargo, as follows:
 1. The Original (white) returns to DRC warehouse (via truck driver);
 2. One carbon copy (pink) remains with the Consignee;
 3. One carbon copy (green) for the truck driver (for invoicing transportation service costs).

INSURANCE AND LIABILITY

- Emergency Shelter and NFI stocks stored in DRC warehouse and in transit for delivery purposes through DRC authorized service providers are covered under DRC insurance policy.
- In case of any damage during the storage or transportation under DRC supervision, DRC will apply through the insurance provider for claim as applicable.

DRC will take care of the stock and land transportation insurances until the arrival of the cargo to the SC member/Consignee location. The signature of the Consignee on the Waybill shall handover the responsibility of goods conditions to the SC member receiving the kits. Thus Consignee is invited to check the goods in quantities and conditions.

REPORTING

- DRC conducts monthly full physical stock count and submit the reports to the SCT at National and/or Sub-National levels.
- DRC informs the SCT at the National level timely and not exceeding twelve hours if warehousing services are suspended due to safety/security concerns.
- The requesting SC member, upon approval of the release order, must comply with the requirements of the implementation agreement including submission of Final distribution report, Distribution List/Signing Sheet with signature or fingerprint of beneficiaries and PDM report within one month from the completion of distribution directly to the SC who will ensure appropriate documentation and archiving.

NOTE

- Warehouse Management and handling processes will be according to DRC standards ref. OH Volume on Warehouse & Inventory Mgmt. / DRC Dynamics.
- DRC has the right to reject requests that do not adhere to the above-outlined procedures in consultation with the Shelter Cluster.
- All the communications regarding the given request must remain in the same email thread for tracking records.
- The requests are deemed for Kits and not for single items, i.e. ESKs or NFI kits. SC member receiving the kits should be provided with the content of the kits, quantities, and specifications. This information shall be attached to each Waybill at the dispatch process.

FOCAL POINTS

- SCT at the National level: Cluster Coordinator and the Deputy Coordinator
- SCT at the Sub-National Level: Sub-National Cluster Coordinators and the Deputy SN Coordinators
- DRC: Country Emergency Manager and Supply Chain Specialist