

## Standard Operating Procedures (SOPs)

### Warehousing

01 November 2016

#### OVERVIEW

Logistics Cluster's partners had initially requested an interagency storage space in Dahuk and Erbil, in the Kurdistan Region of Iraq, and in Baghdad in support of their relief operations and contingency plans. Located on the main supply route from Turkey to Baghdad, Dahuk and Erbil represent two strategic locations for temporary storage. Starting from August 2015, additional storage capacity has been made available in Baghdad to cover the needs of Logistics Cluster partners operating in central and southern areas.

Following the humanitarian planning exercise started in July 2016 in preparation of the Mosul offensive, the Logistics Cluster has been expanding its storage capacity across the country to address main gaps and potential needs in the areas identified for population displacement.

(Refer to **Mosul Concept of Operations**: <http://www.logcluster.org/document/concept-operations-mosul-13-october-2016>.)

Currently Common Storage Services are available in Dahuk (2,773 m<sup>2</sup>), Erbil (5,400 m<sup>2</sup>), Tikrit (2,400 m<sup>2</sup>), Baghdad (2,000 m<sup>2</sup>), Bardarash (1,200 m<sup>2</sup>), and Owainat (640 m<sup>2</sup>) for use by humanitarian organisations. In addition to that, Mobile Storage Units (MSUs) have been deployed to be used as common storage in, or in close vicinity of, the IDP camps and emergency sites. At present, MSUs have been erected in Hasansham (640 m<sup>2</sup>) and Jad'ah (320 m<sup>2</sup>), and will soon be available in additional sites (Qayyarah Airstrip and Hajj Ali). All facilities will be run by partner organisations on behalf of the Logistics Cluster to support emergency distribution.

If partners are in need of extra storage capacity in a different location, requests should be sent to the Logistics Cluster which will facilitate it through the network of partners to find available assets to be shared. The Logistics Cluster can also support partners by loaning MSUs if and when the situation allows and the storage capacity gap is highlighted in certain areas of the country.

To request the use of these assets to store items, organizations must follow the following procedure.

This document provides an overview on how to access the logistics services offered by the Logistics Cluster to all humanitarian actors responding to the humanitarian crisis in Iraq.

The objective of these services is to provide efficient and coordinated storage services, to ensure an uninterrupted supply chain of humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of other organizations, nor are they meant to compete with the commercial warehousing market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

The Logistics Cluster provides these services on a free to user basis, while the emergency situation in Iraq persists and an identified need continues to be present. 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;
- If there is no longer a perceived need for prioritisation, facilitation or/and coordination;
- Funding constraints.

*This document will be updated as the situation evolves and operational requirements develop. Updated versions will be sent to the User Group via email. Please also see Annex 1 (Storage Request Flowchart, pg.3), and Annex 2 (Conditions of Services, pg.4).*

## Key notes to users regarding Service Requests Forms (SRFs)

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- Cargo requiring special handling must have its own SRF form. This is to ensure clarity regarding exactly which cargo requires specialized handling. Depending on the request and the availability of resources, the Logistics Cluster will inform partners as to whether or not cargo requiring special handling can be accepted. The Logistics Cluster does not plan to provide cold chain storage or controlled temperature warehouse facilities.
- Each organization requesting storage services must fill out an SRF; each incoming request must be accompanied by an SRF (<http://www.logcluster.org/document/service-request-form-6>).
- A filled-in Release Order Form (RLO) must be completed and sent to the Logistics Cluster to request goods to be dispatched from the warehouse (<http://www.logcluster.org/document/release-order-form-6>).
- Only SRFs which have been correctly and fully completed will be accepted; SRFs which are not correctly completed will be rejected.
- All SRFs and RLOs should be emailed (in Excel format, as well as the signed and stamped copy in pdf format) to [Iraq.ClusterCargo@wfp.org](mailto:Iraq.ClusterCargo@wfp.org).

## STORAGE SERVICES

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The Logistics Cluster is currently providing warehouse space to humanitarian organizations for temporary cargo storage (including handling in/out) at no cost to the user.

The storage space provided is limited and designed to supplement the short term needs of requesting humanitarian organizations' own capacities, rather than replacing them, until more permanent solutions have been found. The space available and the time it is available may change according to the level of usage and needs. Requesting organizations should check availability well in advance with the Logistics Cluster. Space is provided for temporary storage only and organizations must take all necessary measures for the removal of their cargo within the allocated time.

Cargo may only be stored for up to 30 days; after this time has elapsed, organizations must remove their cargo or contact the Logistics Cluster to provide evidence of the need for extension, including plans for distribution/removal.

### How to request Storage

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- The requesting organization must fill in and submit a *Service Request Form (SRF)* to the Logistics Cluster, using the provided template at <http://www.logcluster.org/document/service-request-form-6>.
- On the SRF, the requesting organization must specify the type of cargo to be stored, the weight, the volume and the time period for which storage is requested. The requesting organization is requested to also attach a copy of the full packing list if available.
- Note: 48 hour's notice is required for all cargo storage requests (including incoming and outgoing requests). Exceptions can only be made in cases of a lifesaving nature and are approved at the discretion of the Logistics Cluster.
- All storage requests must be submitted using the Service Request Form (SRF), and must be sent in a Microsoft Excel file, from an approved agency contact to: [Iraq.ClusterCargo@wfp.org](mailto:Iraq.ClusterCargo@wfp.org).
  - **The original Excel format is required for the file upload into the Logistics Cluster tracking system.**
- The Logistics Cluster will review the submitted SRF and resolve any queries with the requesting organization:
  - If this necessitates an amendment to the submitted SRF, the Logistics Cluster will advise the requesting organization to provide an amended SRF;
  - If the SRF request falls outside the services provided by the Logistics Cluster (or if storage space is not available) the requesting organization will be notified that the submitted request cannot be fulfilled;
  - If the SRF falls within the services provided and space is available in the warehouse, the requestor will be notified that the submitted request has been accepted and a consignment number and tracking number will be issued.
- After receiving confirmation from the Logistics Cluster that the request has been accepted, the requesting organization must inform the Logistics Cluster 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 Cluster contact person to enable the incoming cargo to be guided to the Logistics Cluster's warehouse.

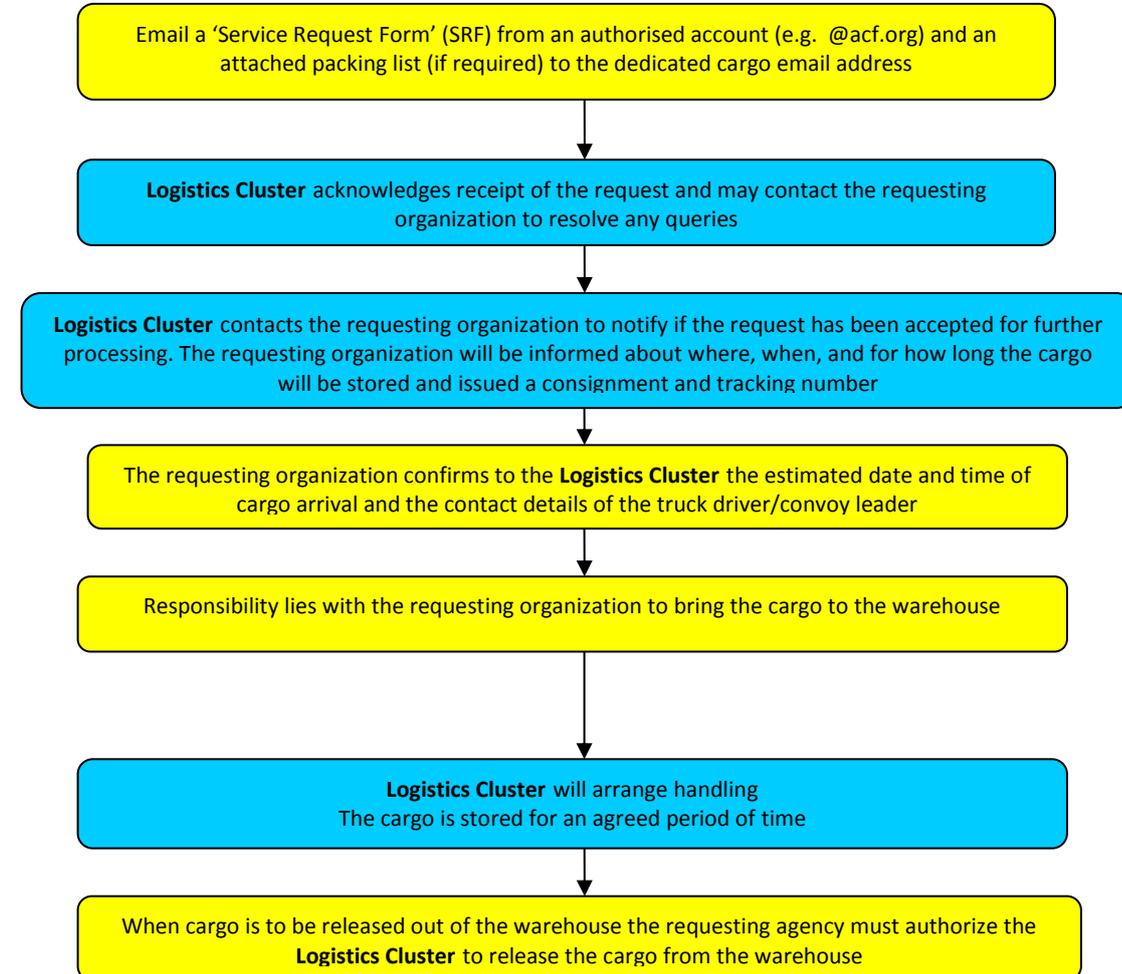
- The requesting organization must also provide the Logistics Cluster with the waybill numbers (and if possible copies of the waybills) for the consignment, as well as the vehicle number plate registration of the trucks on which the cargo will be delivered. Waybills/packing lists must accompany all cargo.
- Requesting organizations will bring their cargo to the Logistics Cluster warehouse at their own cost. Offloading and handling will be arranged and provided by the Logistics Cluster/WFP.
- The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system. The requesting organization can access information on their stored cargo by accessing the online tracking system at any time, using the consignment and tracking number provided at the time of acceptance of the SRF.
- Cargo will not be released from the warehouse unless the Logistics Cluster either receives a signed RLO from the consignor organization or a scanned copy attached to email from a known agency contact or implementing partner. The release request should indicate the number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available, including valid contact information. The Logistics Cluster will arrange dispatch and will confirm the release of the cargo.
- All enquiries on the status of cargo should be checked online using the tracking number provided: <http://rita.logcluster.org/rita/public/login.htm>
- Further inquiries regarding consignment information should be sent to: [Iraq.ClusterCargo@wfp.org](mailto:Iraq.ClusterCargo@wfp.org).

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

## ANNEX 1

### Storage Flowchart

A simplified summary of the usual steps involved in storage services is given in the flow chart below (this can be modified and adapted to a specific operation):



Steps Requesting and Receiving Organization must take



Steps **Logistics Cluster** will take

## ANNEX 2

### Conditions of services

- For all requests, consignor and consignee details and contacts must be clearly indicated physically on the cargo packaging as well as included in the initial SRF submitted to the Logistics Cluster. Additionally, any and all special cargo handling requirements (dangerous goods, cold chain requirements, etc.) must be included at the time of submitting the request.
- The Logistics Cluster warehouse will be made available to all humanitarian organisations and agencies participating in the humanitarian response in Iraq on a short term basis. Therefore, organisations must carefully manage their pipeline. Organisations should prepare and provide a timetable or a schedule of intended shipments to the Logistics Cluster prior to the submission of an SRF.
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.

### Process for submission of requests

- Requests for cargo storage are made to the Logistics Cluster office through a specific template, the Service Request Form (SRF), which includes details such as commodity, weight, volume, consignee, consignor, etc.
- The Logistics Cluster will review the requests and will clarify any queries with the service user. The service user will be informed by email or telephone if the request has been accepted for further processing.

### Costs that may be incurred

- Any additional or exceptional service provided by the Logistics Cluster, over and above the proposed services under these SOPs, will be charged to the service user under the provision of a Service Level Agreement. Examples of such costs are:
  - Any demurrage costs incurred due to delays in presenting cargo by the service users or their agents;
  - Any other costs incurred due to circumstances beyond the control of the Logistics Cluster and/or the service providers.

### Liability

- When providing services under the SOPs, the Logistics Cluster acts as an agent for the Service Users.
- The Logistics Cluster assumes no responsibility for any loss or damage to goods stored in the common warehousing.
- Service users are responsible for making adequate arrangements for the insurance of their goods.
- The Logistics Cluster undertakes the services in good faith and will ensure that the service is carried out with due diligence.

### Cargo packaging requirements

- Requesting organizations are responsible for ensuring their items have been packed in the appropriate transport container and are able to handle the physical requirements of the operational environment. The Logistics Cluster reserves the right to refuse cargo that has not been properly packed as improper packing can lead to reduced space for other organizations.

### Large and over-sized items

- Large, long, over-sized, etc. items will be handled according to available capacity. Organisations who are unsure if their cargo qualifies as “oversized” or organisations that have specific questions concerning capacity to support unloading, storage, or loading related to large items are requested to contact the Logistics Cluster at [Iraq.ClusterCargo@wfp.org](mailto:Iraq.ClusterCargo@wfp.org).

### Hazardous goods and temperature-controlled items

- The Logistics Cluster is able to accept hazardous goods on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting an SRF.
- In general, the Logistics Cluster does not usually offer temperature-controlled storage. However, requests would be considered on a case-by-case basis with organisations who have signed a Service Level Agreement with WFP for the provision of such specific logistics services in country.

### WFP contact

- All inquiries related to the Logistics Cluster services must be sent to [Iraq.ClusterCargo@wfp.org](mailto:Iraq.ClusterCargo@wfp.org).
- A full list of contact details for current Logistics Cluster Iraq staff is available on the website: <http://logcluster.org/ops/irq14a>.