WiFi Network: NETGEAR

#LogClusterGM

logcluster.org | f logcluster | 🐦 @logcluster

29 May

8:30-9:00 | *Coffee*

9:00-9:45 | NDMO & Civil Protection
9:45-10.15 | Management Support during Emergencies
10.15 - 10:30 | Training and Deployment in Emergencies
10:30-11:00 | *Coffee Break*
11:00-11:30 | World Humanitarian Summit
11:30-12:00 | Network Paper on Supply Chain
12:00-12:30 | Group discussions on WHS and ODI paper

12:30-13:30 | *Lunch Break*

13:30-14:00 | GLC Strategy Recap
14:00-14:30 | GLC Strategy next steps

14:30-15:00 | *Coffee Break*

15:00-15:30 | Cash & Markets - Recap
15:30-16:00 | E-Transfer Initiatives
16:00-16:30 | Closing Remarks

REFLECTION EXERCISES

1. Global Strategy post 2015

2. Involvement with NDMO/non-activated operations

3. TORs for Secondment System

4. World Humanitarian Summit

Professionalisation: Fleet Forum's fleet management support to organisations during emergencies

The best Fleet Manager does not know anything about vehicles

Paul Jansen, Logs Cluster Meeting, Lyon, 29 May 2015

Our mission and vision

Mission

Fleet Forum enables to save lives, planet and costs

Vision

Sustainable transport is the future license to operate

Our roles

We convene

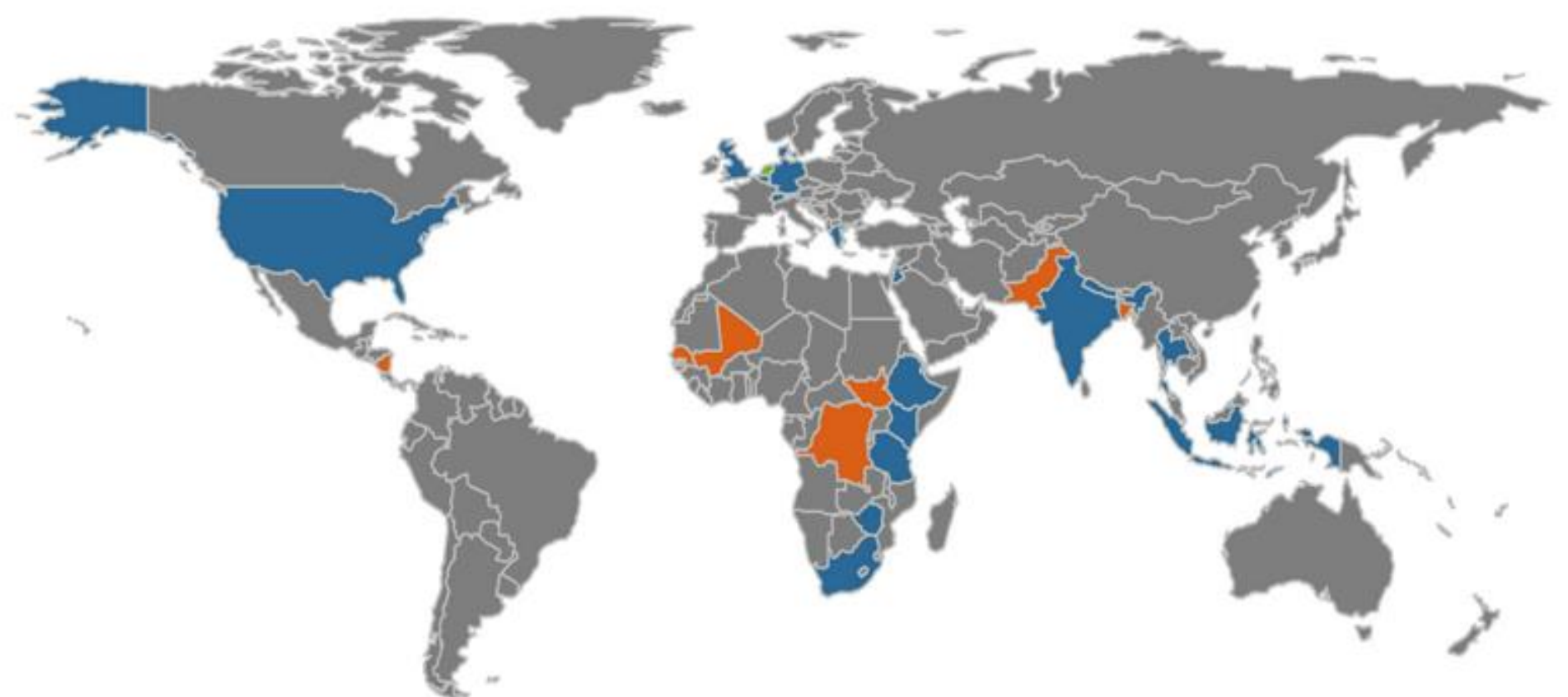## We provide solutions and tools

We provide leadership

Fleet Forum's Presence Has Spread Internationally
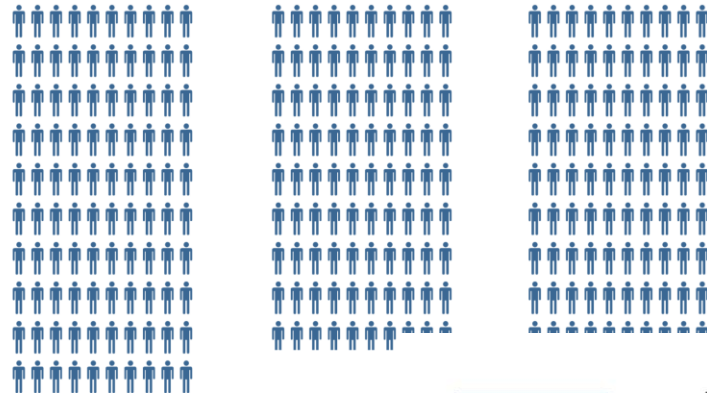
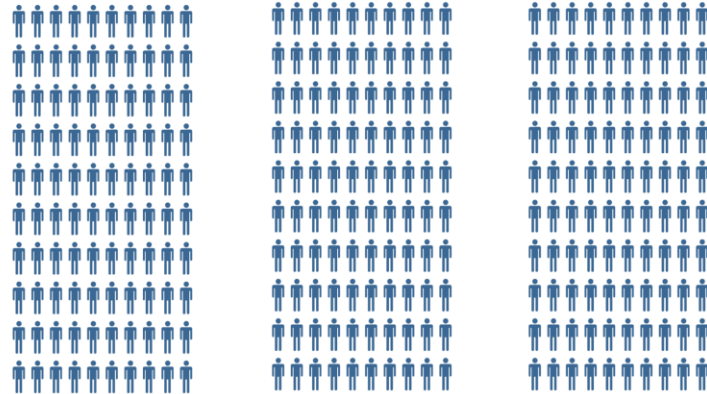2003 - 1 country
2013 - 20 countries
2014 - 27 countries

Fleet
Forum

Number Of Persons Engaged With Fleet Forum Has Grown Exponentially
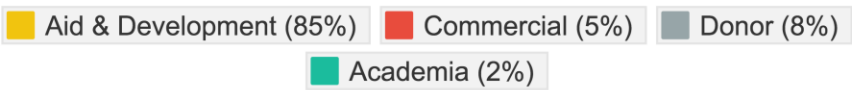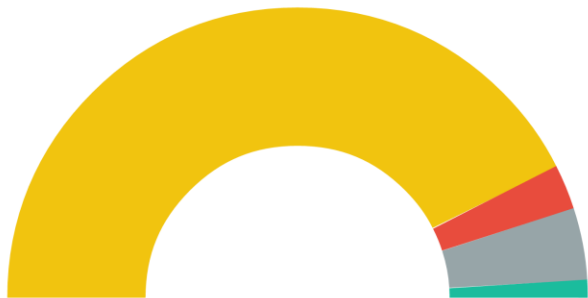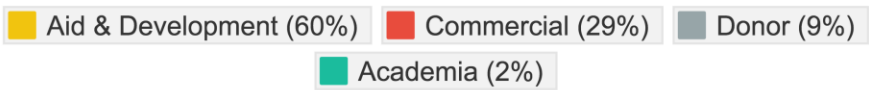
2003 - 40 persons

2014 - 4900 persons

*Every symbol represents 10 persons

Fleet Forum Is The Gathering Place For Different Stakeholders With A Common Goal

2003

- Aid & Development (85%)
- Commercial (5%)
- Donor (8%)
- Academia (2%)

2014

- Aid & Development (60%)
- Commercial (29%)
- Donor (9%)
- Academia (2%)

Organisations we work with

Walhalla
CITY LIMIT

Fleet Management

Is not about being able to procure a vehicle	but being able to operate a vehicle
is not about vehicles	but about delivering the transport support needed for succesful humanitarian assistance
Is not a standalone activity	but integrated in the overall operations / programme planning
Is not the guy allocating vehicles to users	but a profession

Value of Professional Fleet Management

- Support humanitarian assistance in emergencies:
  - More effective operations
  - Less programme disruption
- Reduce costs
- Increase safety
- Minimise environmental impact

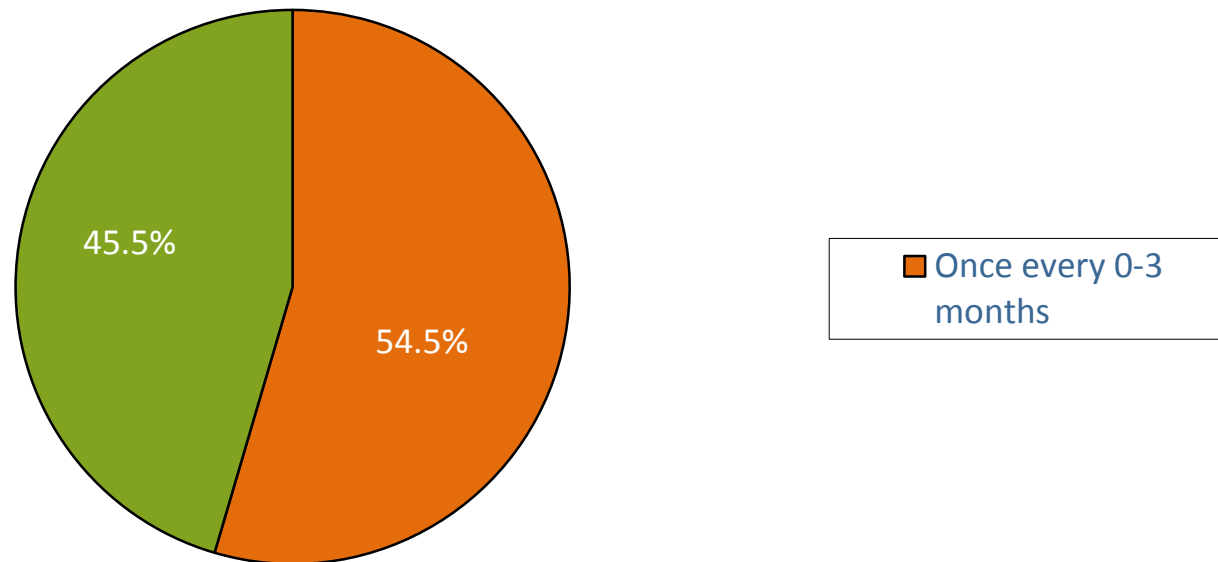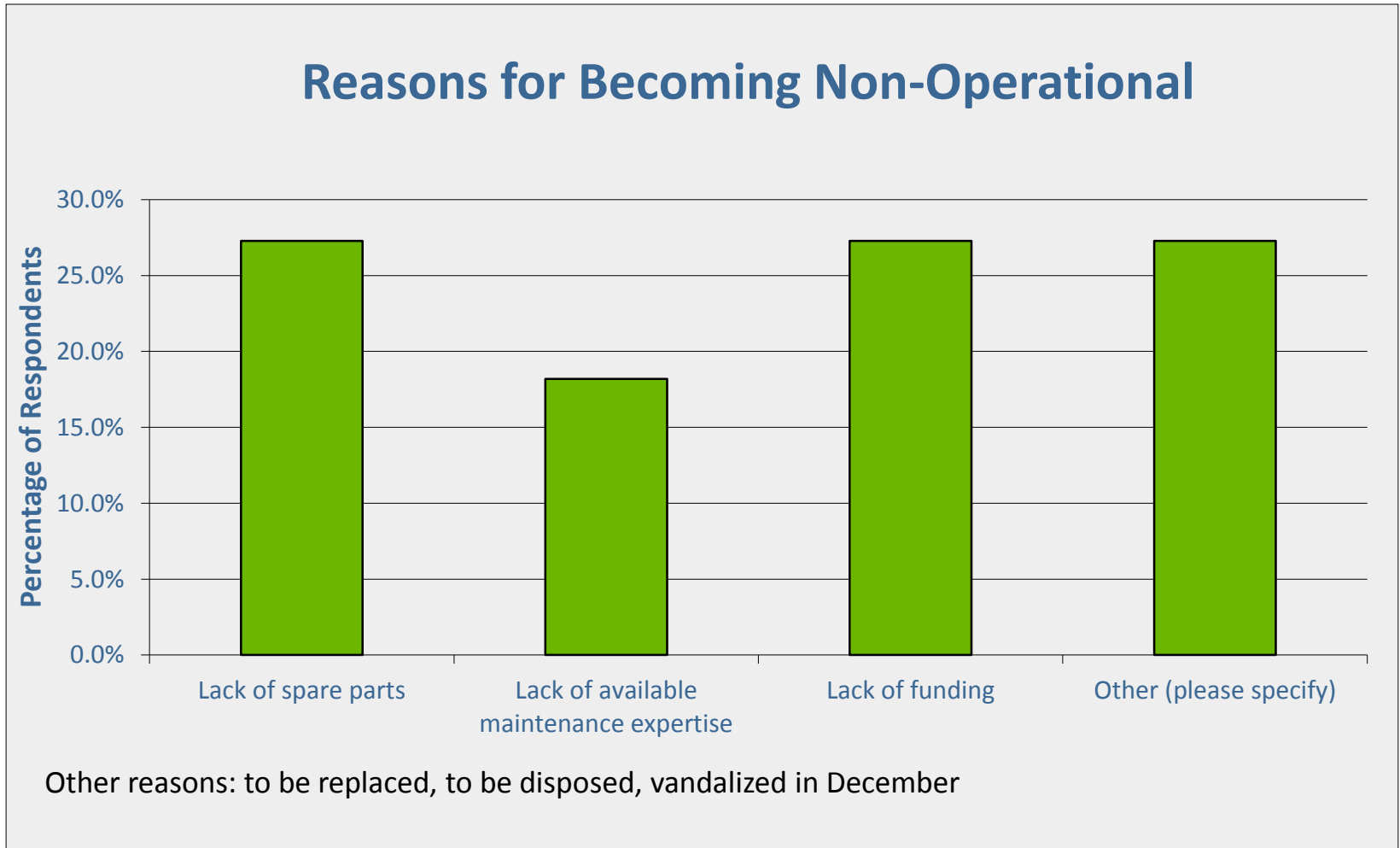# Fleet Maintenance and Repair in South Sudan

Survey Findings

55% say vehicles break down every 0-3 months

Average Frequency of Vehicle Breakdowns

45.5%

54.5%

■ Once every 0-3 months

Reasons for becoming non-operational vary per organization

Reasons for Becoming Non-Operational

A bar chart titled "Reasons for Becoming Non-Operational" with the y-axis labeled "Percentage of Respondents" ranging from 0.0% to 30.0%.

- Lack of spare parts: ~27%
- Lack of available maintenance expertise: ~18%
- Lack of funding: ~27%
- Other (please specify): ~27%

Other reasons: to be replaced, to be disposed, vandalized in December

50% say average downtime is 0-5 days

Average Downtime of Vehicles Due to Maintenance and Repair Since 2013

- 0 to 5 days — 50.0%
- 5 to 10 days — 10.0%
- 11 to 20 days
- 21 to 30 days
- More than 30 days — 20.0%
- We don't calculate downtime — 20.0%
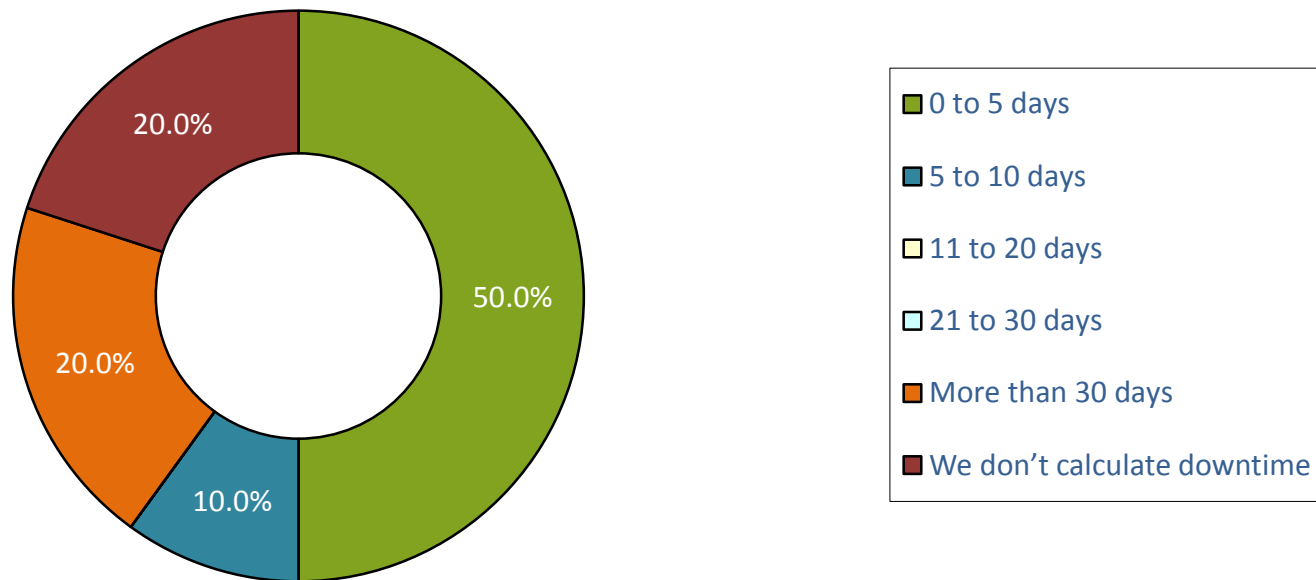
Discussion

- What are the issues related to fleet management in emergencies?

- What are your needs related to fleet management?

Some examples

- Solutions and tools
  - Fleet Management Standards (assessment)
  - Reporting fomats
  - Data gathering for benchmarking
  - Training
  - Fleet Management Risk Assessment
  - Driver Risk Assessment
- Leadership
  - consultancy
- Convening
  - Bringing organisations to work together

The Logistics Cluster NDMO and Civil Protection

LOGISTICS CLUSTER OPERATIONS 2014-2015
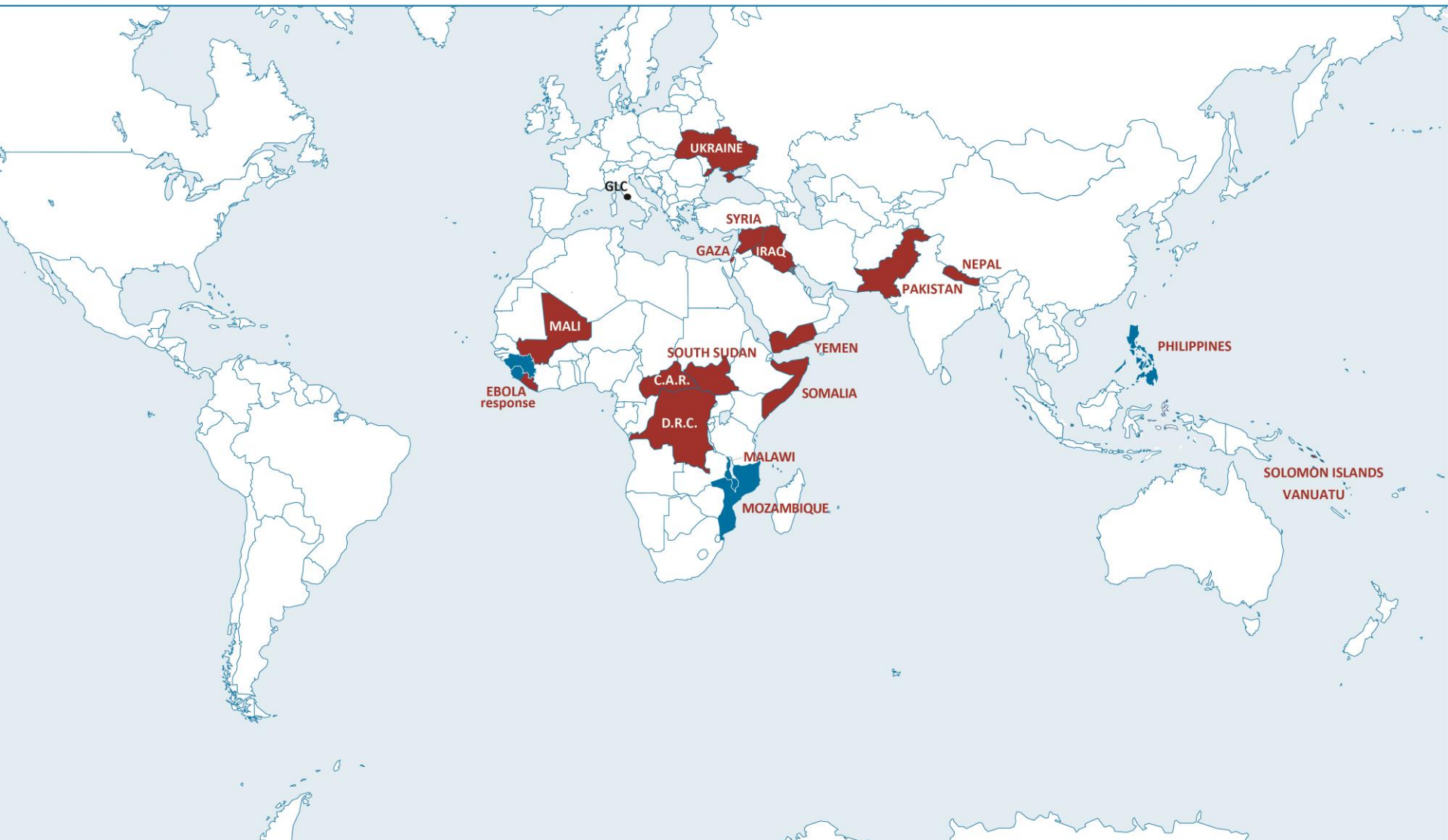
OPERATIONS: 2014 - 2015

VANUATU

BACKGROUND:

➤ CATEGORY 5 CYCLONE

➤ SEVERE DAMAGE

➤ NDMO LED LOGISTICS CLUSTER

GLOBAL LOGISTICS CLUSTER SUPPORT:

➤ PACIFIC CLUSTER ACITVATION

➤ CLUSTER COORDINATOR

➤ IM OFFICER

➤ AIR AND SEA CARGO TRANSPORT SERVICES

➤ FUNDING

➤ POST OPERATION SUPPORT

PHILIPPINES

BACKGROUND:

➤ TYPHOON HAGUPIT

➤ GOVERNMENT LED RESPONSE

➤ NO SUPPORT REQUESTED

GLOBAL LOGISTICS CLUSTER SUPPORT:

➤ STAFF SUPPORT TO WFP COUNTRY OFFICE

➤ FACILITATION OF LET SUPPORT

OPERATIONS: 2014 - 2015

MOZAMBIQUE

BACKGROUND:

➢ FLOODING IN CENTRAL / NORTHERN MOZAMBIQUE

➢ GOVERNMENT CO-LED LOGISTICS CLUSTER

➢ REQUEST FOR SUPPORT FROM HCT

GLOBAL LOGISTICS CLUSTER SUPPORT:

➢ IM OFFICER

➢ FUNDING

➢ AIR AND LAND TRANSPORT SERVICES

MALAWI

BACKGROUND:

➢ FLOODING IN 15 OUT OF 28 DISTRICTS

➢ GOVERNMENT CO-LED LOGISTICS CLUSTER

➢ REQUEST FOR SUPPORT FROM HCT

GLOBAL LOGISTICS CLUSTER SUPPORT:

➢ CLUSTER COORDINATOR

➢ IM OFFICER

➢ FUNDING

➢ AIR, WATER AND LAND TRANSPORTATION SERVICES

➢ UNDAC DEPLOYMENT

KEY AREAS OF COLLABORATION

IMPLICATIONS OF INVOLVEMENT

ADDITIONAL RESOURCE REQUIREMENTS

LIMITED CONTROL

LIMITATIONS ON ACTIVITIES

PRINCIPLES / PROCEDURES

ACCOUNTABILITY TO PARTNERS, GOVERNMENT, DONORS

OWNERSHIP

WAY FORWARD…?

ACTIVATION PROCESS & FUNDING

OPERATIONS

PREPAREDNESS

REVIEW PROCESS	PROCEDURES	LCA'S
SPECIFIC FUNDING	LEADERSHIP	TRAINING
ENGAGEMENT THRESHOLD	TRANSITION	SUPPORT PACKAGE

TRAINING & DEPLOYMENT IN EMERGENCIES

LOGISTICS CLUSTER 2014-2015 STAFF SUPPORT

- 16 GLC STAFF DEPLOYED ACROSS 9 CLUSTER OPERATIONS

- DEPLOYED FOR EQUIVALENT OF 1500 DAYS / 4.2 YEARS

- 2 THW SECONDEES AT HQ - TOTAL OF 147 DAYS

- 4 STANDBY PARTNER (DFID, DRC, NRC, ACF) FIELD DEPLOYMENTS - TOTAL OF 510 DAYS

- 2 SECONDEES DEPLOYED IN THE FIELD FROM ACF AND WELTHUNGERHILFE

LOGISTICS CLUSTER 2014-2015 TRAINING

- **2 LOGISTICS CLUSTER INDUCTION TRAININGS HOSTED BY THW IN NEUHAUSEN**

- **1 LOGISTICS EMERGENCY TEAM (LET) TRAINING HOSTED BY MAERSK IN MANILA**
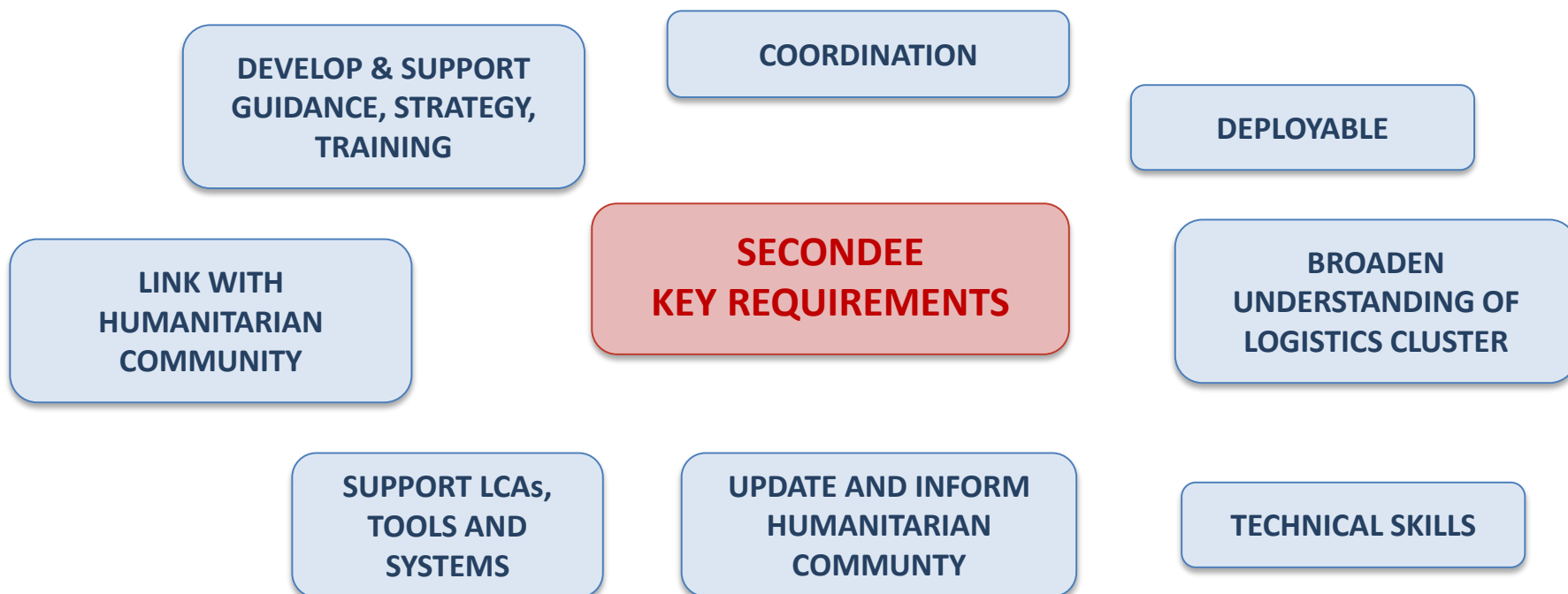
- **LOGISTICS RESPONSE TRAINING (LRT)**

STRATEGY 2013 – 2015 - GOAL 1: OPERATIONS

'ENSURE THE AVAILABILITY OF ADEQUATE SUPPORT FROM THE GLOBAL CELL'

DEVELOP A SECONDEE SYSTEM

➢ **MAINTAIN INTERAGENCY CHARACTER**

➢ **TECHNICAL EXPERTISE**

➢ **ADDRESS NEEDS OF PARTNERS**

- DEVELOP & SUPPORT GUIDANCE, STRATEGY, TRAINING
- COORDINATION
- DEPLOYABLE
- LINK WITH HUMANITARIAN COMMUNITY
- **SECONDEE KEY REQUIREMENTS**
- BROADEN UNDERSTANDING OF LOGISTICS CLUSTER
- SUPPORT LCAs, TOOLS AND SYSTEMS
- UPDATE AND INFORM HUMANITARIAN COMMUNTY
- TECHNICAL SKILLS

Thank you and bye for now!

COFFEE BREAK

Session will re-start at 11:00

WORLD HUMANITARIAN SUMMIT

NETWORK PAPER ON SUPPLY CHAIN

A DECADE OF HUMANITARIAN LOGISTICS, WHAT LIES AHEAD?

WFP, WV, HLA, LOGISTICS CLUSTER, ACF, ECHO, OCHA

SESSION OUTLINE

- Introduction and Purpose
- Chapter Summaries
  - History
  - Logistics, Markets, Cash
  - Supply Chain Optimisation
  - Common Logistics Services
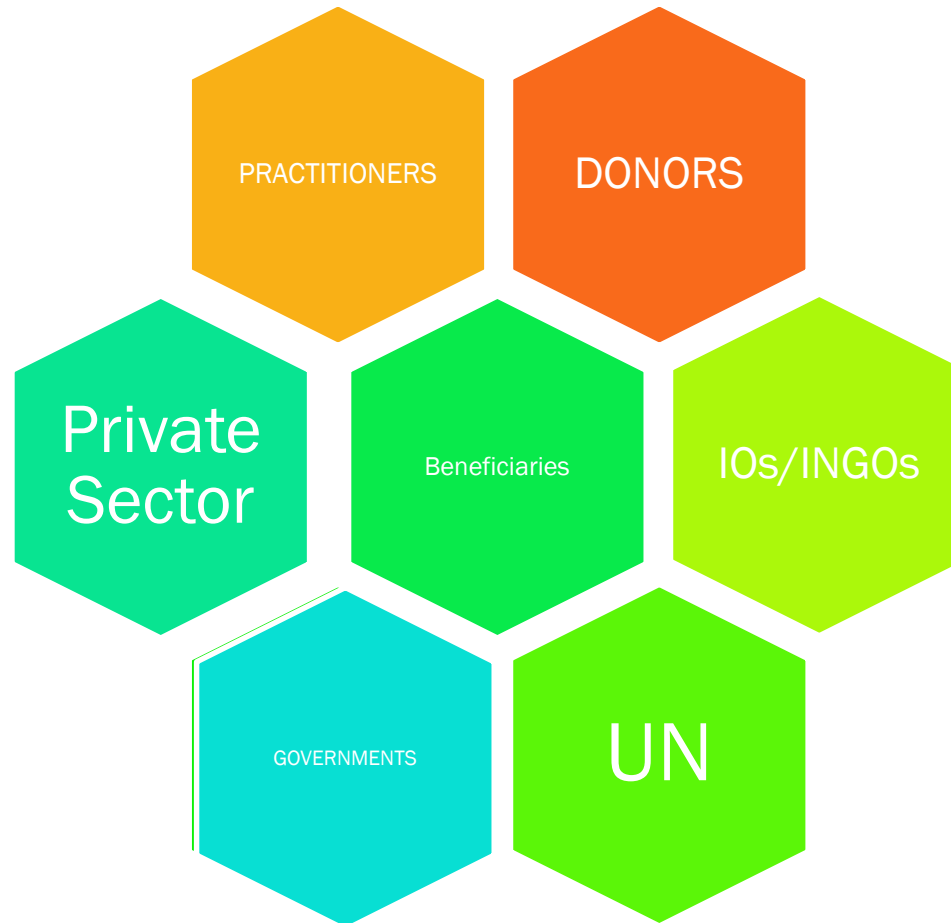 - Coordination
  - Investments
- Breakout Discussion→ We need your feedback!

THANKS TO OUR SPONSORS!!

PURPOSE & INTENT

Advocacy for improved humanitarian aid through placing logistics at the core of operations within the entire humanitarian system

40

STAKEHOLDERS

Humanitarian logistics emerged as a critical aspect of humanitarian response.

42

Greater engagement with beneficiaries through market supply chain assessments & program design means better results.

Optimise visible, end-to-end, integrated supply chains by involving beneficiaries in shaping how we meet demand.

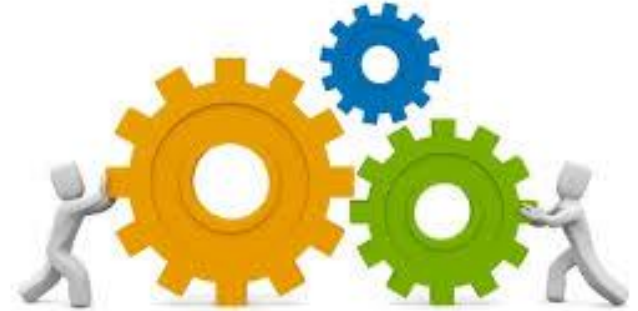Rationalize resources through greater use of shared services ensuring confidence in priority setting.

OR

Logistics as the cross-cutting entity to leverage greater coordination within, between and across humanitarian actors

46

Harness new funding mechanisms and advocate for long-term strategic investment in new technologies and new capabilities in logistics to generate positive change.

47

THANK YOU FOR YOUR PARTICIPATION!

Time for Discussion

Breakout to groups of 5 to brainstorm around takeaways from each chapter

Most important issue to be addressed

GROUP DISCUSSION ON WHS & ODI PAPER

LUNCH BREAK

Session will re-start at 13:30

GLC STRATEGY

Results showed that stakeholders overwhelmingly believed that the Global Logistics Cluster (GLC) has improved humanitarian logistics in emergencies;

The evaluation suggested that the GLC better-enabled participating organisations to have a greater effect on emergency affected populations and enhanced program delivery.

GLC STRATEGY RECAP & WAY FORWARD

2011-2012 Evaluation Overview

The Evaluation used Independent Joint Evaluation, Feedback from Participants at 2012 GLM and Risk Assessment Exercise to assess

- **effectiveness**
- **efficiency**
- **utilization**
- **results**
- **satisfaction**

products, services & activities at **global and field levels**.

First Logistics Cluster Evaluation

WHY?

Informed Strategy within goals of Ops, Accountability & Policy

HOW?

Conducted with key global partners and informants in the field

WHO?

UNICEF, WFP, Netherlands, & 200 survey informants

WHERE?

Global & Field Level

RESULTS: stakeholders found LC has **improved** humanitarian logistics in emergencies; whilst ability of the LC to apply lessons hindered by lack of systematic approaches, they found demonstrated **improvement over time**

RECOMMENDATIONS: operations, accountability & policy

3-YEAR STRATEGY

THE THREE PILLARS OF THE LOGISTICS CLUSTER STRATEGY 2013-2015

1

OPERATIONAL SUPPORT

Provide crucial operational services and information to support the humanitarian community.

2

ACCOUNTABILITY

Remain accountable to all stakeholders.

3

POLICY

Remain effectively engaged in policy development.

With 7 months left to go, where does the Logistics Cluster stand?

GOAL 1

OPERATIONAL SUPPORT
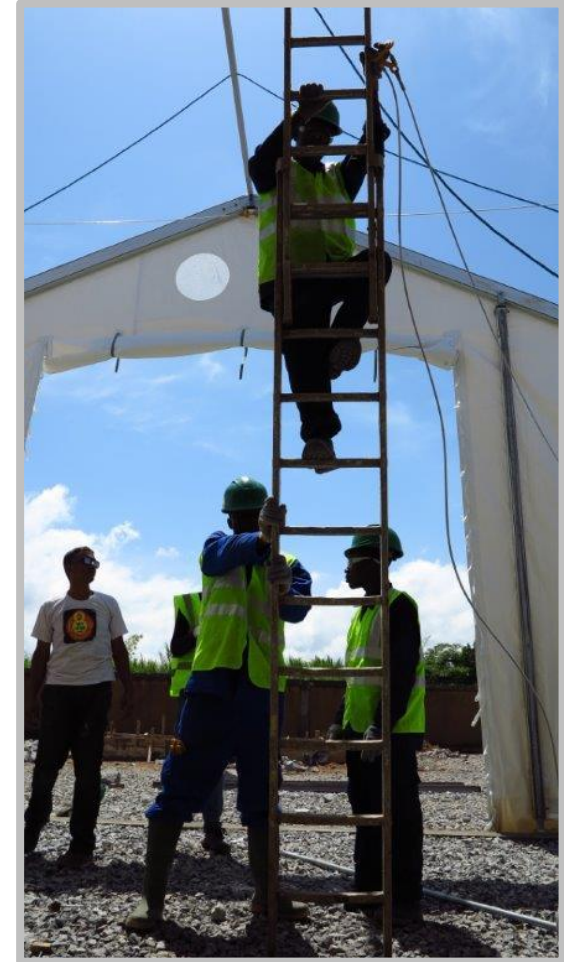
TIMELY DEPLOYMENT OF QUALIFIED STAFF
- Deployment Roster
- Field Handbook

AVAILABILITY OF SUPPORT FROM THE GLCSC
- Secondee System

TOOLS AND SERVICES TO REMAIN RELEVANT
- Logistics Operational Guide (LOG) Update
- Digital Logistics Capacity Assessment (D-LCA)
- Website

✔ Done   ♻ On-going   ⏻ Not Started

GOAL 1 (continued..)

OPERATIONAL SUPPORT

SUSTAINABLE FUNDING MODEL
- ♻ Advocacy Strategy
- ♻ Identify New/Alternative Funding Streams
- ✔ Develop & Maintain Standard Donor Briefings

BUILD & MAINTAIN TECHNICAL & RESPONSE CAPACITY
- ♻ Focus update of LCAs on at-risk Countries
- ⏻ Logistics Cluster Coordinator Training
- ✔ Regional Training for WFP Logistics Officers
- ♻ Technical Trainings for GLC Personnel

✔ Done   ♻ On-going   ⏻ Not Started

GOAL 2

ACCOUNTABILITY

SYSTEMATIC & RELIABLE COMMUNICATIONS WITH STAKEHOLDERS

✔ Standard End of Mission Reports

✔ Standard Performance Monitoring

⏻ Report on Value of Services Delivered by Op

⏻ Maintain Stakeholder Map

♻ Communications Strategy

♻ Multi-Language Key Documents

✔ Broader Inclusion of Stakeholders in GLM

✔ Done ♻ On-going ⏻ Not Started

GOAL 2 (continued...)

ACCOUNTABILITY

MEASURE THE PERFORMANCE OF THE CLUSTER

- Develop Key Performance Indicators (KPIs)
- Develop Lessons Learned Protocol
- Regular Surveys
- Develop Tools to Track Service Provision
- Conduct Regular Reviews of the Strategy
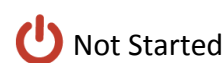
ENSURE STAKEHOLDER PARTICIPATION IN PROJECTS

- Establish Working Groups
- Regular Global Meetings

✔ Done   🔁 On-going   ⏻ Not Started

GOAL 3

POLICY

✔ Develop & Maintain Standard Briefings for WFP

🔄 Work with other Clusters on Inter-Cluster Policy

✔ Develop Official WFP Cluster Guidance

🔄 Develop WFP Logistics Guidance on Transitions from Cluster to Sector activities

✔ Develop the Function of the Civ-Mil Liaison Officer

✔ Done   🔄 On-going   ⏻ Not Started

Attendees at the 2012 Global Logistics Cluster Meeting in Schindellegi, Switzerland were asked to discuss the 2011-2012 evaluation recommendations and strategy

GLM Lyon 2015 Attendees to discuss the way forward….

GLC STRATEGY NEXT STEPS

Proposed Methodology for development of 2016-2018 Strategy

❑ **Initial steps, aims and goals feedback** from GLM Lyon 2015 Attendees

❑ **Survey shared** with stakeholders at the global and field level for feedback

❑ **Working Groups** held with key global partners dedicated to develop first draft of Strategy

❑ **Draft Strategy Shared** with partners for review and feedback

❑ **Draft strategy presented** at next GLM for feedback from partners

PROPOSED STRATEGY DEVELOPMENT TIMELINE

LOGISTICS CLUSTER GLOBAL MEETING

SURVEY RESULTS COMPLILED AND SHARED

INITIAL STRATEGY SHARED FOR REVIEW

EARLY JUNE 2015

SEPTEMBER 2015

OCTOBER 2015

28 & 29 MAY 2015

JULY 2015

SEPTEMBER 2015

SURVEY SHARED WITH PARTNERS TO GATHER FEEDBACK

DEDICATED MEETING TO DISCUSS AND DRAFT STRATEGY

PRESENT FINAL DRAFT LOGISTICS CLUSTER GLOBAL MEETING

Next steps…

METHODLOGY

➤ **AGREEMENT ON TIMELINE**

SURVEY FEEDBACK

➤ **SURVEY TO BE SHARED**

➤ **COMMITMENT FOR COMPLETION**

CONSULTATIONS

➤ **MONTHLY TELECONFERENCE**

➤ **DEDICATED WORKING GROUPS**

COFFEE BREAK

Session will re-start at 15:00

Cash & Markets

E-Transfer Initiatives

ACF

E-transfer programing: what next?

Logistics Cluster global Meeting, Lyon 2015

Alvaro Villanueva, ACF-Spain

Examples

-LMMS:

http://www.youtube.com/watch?v=iNS8OFE2s30

-KACHE:

https://www.powtoon.com/show/cHWgUF3v1qL/kache/

-SCOPE:

http://home.wfp.org/stellent/groups/public/documents/communications/wfp258555.pdf

-And many more…!

Challenges

- Scaling up
- Innovation funding too low
- Business model?
- Dominant design
- Adoption challenge
- Happy coexistance?

What lies ahead?

- Common data services platform?
- Interoperability of systems?
- Standards
- One card fits all?
- Non-profit entity to run sustainable model?
- Coordination: Agencies, donors, private sector

Thoughts…?

CLOSING REMARKS

Post Meeting Survey:
https://www.surveymonkey.com/s/glmlyon

END