



LOGISTICS CLUSTER GLOBAL MEETING

NOTE FOR THE RECORD

9 - 11 APRIL 2019 | Hosted by the
International Humanitarian City (IHC)

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LOGISTICS CLUSTER GLOBAL MEETING

9 TO 11 APRIL 2019

HOSTED BY IHC

BACKGROUND

The Logistics Cluster Global Meetings (GLM) are held twice a year and bring together Logistics Cluster partners and senior logisticians from humanitarian organisations at the global level. These meetings are a forum for strategic discussions and provide an opportunity to discuss relevant Logistics Cluster operations, collect feedback from partner organisations on Logistics Cluster performance, and present new initiatives and projects relevant to the field of humanitarian logistics.

INTRODUCTION TO THE NOTE FOR THE RECORD (NfR)

This Logistics Cluster Global Meeting involved the participation of 41 attendees from a total of 32 organisations. The meeting agenda was developed based on feedback from previous meetings. The theme of the meeting was “Access.” The meeting was facilitated through presentations and discussions by a variety of partners and humanitarian stakeholders, and included sessions focused on the theme, access including physical, security and administrative constraints, the private sector and an update on the Logistics Cluster Strategy Implementation Plan.

This NfR is organised to reflect the discussions as they took place during the Global Meeting in Dubai and aims to summarise the key discussion points and actions going forward. Additional meeting documents, including presentation slides, the participants list, and survey results are available at the website below.

GLM DUBAI: <https://logcluster.org/global-meeting/global-meeting-dubai-2019>

GLOBAL MEETING ACTION POINTS

- SAG to share revised Terms of Reference for the SAG and for the Working Groups with partners for endorsement
- Partners to volunteer to support the development of the strategy implementation plan for the remaining three goals in the strategy
- Include a breakdown of activity costs, including the amount of funds spent on training in future finance update presentations

GLOBAL MEETING AGENDA

Day 1

Welcome and Introductions

Operational Update leading into the Meeting Theme (Administrative, Physical and Security Access)

BREAK

SAG Update

Working Groups Way Forward

ECHO Evaluation of Humanitarian Logistics

LUNCH

Theme Session - Physical Access

BREAK

Private Sector and LET Update

Day 2

Update from Lead Agency's Management

BREAK

Strategy Groupwork Session 1

SAG Vote

LUNCH

Strategy Groupwork Session 2

BREAK

Port Tour

Day 3

Presentation of Strategy Working Group results and next steps

Finance Update

BREAK

Theme Session - Administrative Access

LUNCH

Theme Session - Security Access

BREAK

Theme Wrap Up and discussion on future impacts

DAY ONE

PRESENTATION SLIDES DAY ONE

The presentations are available on the dedicated GLM website [here](#).

WELCOME AND INTRODUCTIONS

Giuseppe Saba, Executive Director of the International Humanitarian City (IHC) welcomed all participants to the 25th Global Logistics Cluster Meeting. He spoke of challenges faced in managing engagement between the humanitarian and commercial sector and how we as a humanitarian community learn more and benefit from the technological advances in the commercial sector. IHC have been working on innovations in technology such as the Humanitarian Logistics Databank which provides the humanitarian community with a common database for recording humanitarian aid stocks and flows, enhancing emergency preparedness and response.

Bruno Vandemeulebroecke, Deputy Global Logistics Cluster Coordinator, also welcomed participants to the meeting, thanking them for attending during this period of high operational demands and ongoing emergencies and highlighting the operational nature of the event. He encouraged peer-to-peer exchange especially related to the theme of the meeting - access - and applying this to the operational reality of humanitarian logistics. He provided a brief overview of the key agenda items and the intended outcomes of the meeting.

OPERATIONAL UPDATE LEADING INTO THE MEETING THEME

PRESENTED BY STEPHEN CAHILL (GLOBAL LOGISTICS CLUSTER) AND KATJA HILDEBRAND (CENTRAL AFRICAN REPUBLIC (CAR) LOGISTICS CLUSTER)

Stephen briefed participants on the ongoing response to Cyclone Idai in Mozambique. He highlighted the need for the response to remain agile considering the limited information at the onset of the emergency including that related to access constraints and logistics gaps. The support provided through partners, donors and the private sector was critical to enhancing the response and highlighted the collaborative nature of the Logistics Cluster. Support included airport handling equipment and rehabilitation of fuel distributions points to ensure access to Jet A1 fuel for helicopter operations.

He reported that the major hinderance to the response was access to critical information including the locations of affected populations and the status of key access routes. Telecommunications were also an issue with internet services not functioning sufficiently to use email, so responders instead relied on WhatsApp. The lack of connectivity also impacted the function of the Logistics Cluster road access survey application. These concerns created challenges for the Logistics Cluster to consolidate and share information to ensure informed decision making.

Katja Hildebrand, Logistics Cluster Coordinator in CAR, provided an update on the Logistics Cluster response in-country. There is a very high level of partner engagement in CAR with partners chairing working group meetings in the field and providing common logistics services. Physical access remains

the biggest constraint, but the impact of this varies between different partners. Due to high levels of insecurity, UN organisations are required to travel with military escorts, however NGOs travel without military escort giving them more independence and neutrality, while leaving them susceptible to violence and security concerns at the same time. Katja also highlighted the challenges behind identifying and securing the support of a Logistics Cluster co-lead in CAR with potential co-lead organisations facing challenges in identifying suitable staff and having the resources available to be able to commit to the co-lead role.

UPDATE FROM THE STRATEGIC ADVISORY GROUP (SAG)

PRESENTED BY SUSAN HODGSON AND FABRICE PERROT (NGO REPRESENTATIVES), AND DIDIER MERCKX (ECHO)

SAG members Sue Hodgson, Didier Merckx and Fabrice Perrot provided a brief update on the activities of the SAG since the last Global Meeting held in Rome. A revision of the SAG's Terms of Reference (ToR) is ongoing with the aim of clarifying its mandate and responsibilities. These will be shared with Logistics Cluster partners for endorsement once finalised. In addition, considering the need for greater guidance on the expectations of working groups and greater support from the SAG, work has also been undertaken to develop ToRs for the working groups. Partners will also be consulted on these once finalised.

ACTION POINT: SAG to share revised Terms of Reference for the SAG and for the Working Groups with partners for endorsement

ECHO EVALUATION OF HUMANITARIAN LOGISTICS

PRESENTED BY DIDIER MERCKX (ECHO)

The recently published "Evaluation of Transport and Logistics in the European Commission's Civil Protection and Humanitarian Aid Operations, 2013-2017" was the first evaluation of its kind undertaken by ECHO. It set out to raise the profile of logistics within ECHO as well as highlight humanitarian logistics concerns within the wider humanitarian community. Since 2010, ECHO funding for humanitarian logistics has reduced and funding has been spread across fewer partners. It was advised that moving forward, ECHO plans to map logistics challenges within ECHO country strategies to allow for more funding of logistics-specific projects. However, ECHO will require partners who receive funding to meet higher standards in their logistics programmatic activities and demonstrate strategic project planning capabilities. Partners were also encouraged to apply for logistics funding through the ECHO Humanitarian Implementation Plan (HiP). At field level, partners can reach out to the in-country ECHO representative (Technical Assistant) for more information on the HiP and how logistics proposals, including for preparedness activities, can be submitted.

As a follow up to the evaluation, ECHO will develop and design an action plan to track the recommendations made through the evaluation. There is also a need to consult and coordinate more as a community on overcoming some of the needs and challenges presented in the evaluation (e.g. professionalisation of humanitarian logistics staffing).

THEME SESSION – PHYSICAL ACCESS

PRESENTED BY JOHN LEEVES (DIRECTOR, TOKIN AND TAYLOR)

This session presented the opportunities for technological advances in disaster infrastructure mapping which are currently utilised in the private sector. John highlighted how in the initial stages of an emergency, access to facts and updated information is critical to the response. Using a variety of mapping techniques through access to aerial and satellite imagery and geological survey data, Tonkin and Taylor provide support to governments and national disaster management authorities to provide rapid mapping of damaged infrastructure following natural disasters and areas at high risk of landslides.

PRIVATE SECTOR PARTNERSHIPS AND LOGISTICS EMERGENCY TEAMS (LET)

PRESENTED BY BRUNO VANDEMEULEBROECKE (GLOBAL LOGISTICS CLUSTER) AND KATE WILLOUGHBY (HEAD OF GROUP SUSTAINABILITY AND IMPACT, DP WORLD)

For humanitarian logistics, engagement with the private sector can bring significant added value including knowledge, assets, local expertise and a local network which can be leveraged through the Logistics Cluster to support all partners. As highlighted through the previous session, the private sector has access to information such as customs guidance which is key to greater efficiency in humanitarian responses. Currently, the Global Logistics Cluster has leveraged support from a number of private sector partners such as DHL who provide support for capacity building, and through the Logistics Emergency Teams (LET) partnership which is comprised of DP World, Agility, UPS and Maersk.

The LET partnership has gone through a shift in recent months to look more at providing in-kind logistics assistance to the Logistics Cluster in complex emergencies, not just natural disaster responses, reflecting the changing context of Logistics Cluster operations. Outside of emergencies, they are working to provide support at the local level in many countries through information collection, supporting capacity building activities, and assisting with preparedness measures such as updating Logistics Capacity Assessments. Partners were encouraged to share ideas with the Global Logistics Cluster on how best the LET could support them at the field level including through new training and information sharing opportunities as well secondment of skilled, technical personnel.

Through support from the German Government, the Global Logistics Cluster is currently carrying out a review of private partnerships and how these can be better utilised to support the Logistics Cluster community.

DAY TWO

PRESENTATION SLIDES DAY TWO

The presentations are available on the dedicated GLM website [here](#).

UPDATE FROM THE LEAD AGENCY

PRESENTED BY JAKOB KERN (DIRECTOR OF SUPPLY CHAIN DIVISION, WORLD FOOD PROGRAMME)

Following on from the session at the previous Global Meeting, Jakob Kern, Director of Supply Chain Division at WFP addressed the plenary to collect feedback from partners on the restructuring of the division and the subsequent extension of Stephen Cahill's responsibilities in overseeing Bilateral Service Provision and SOLVE in addition to the Logistics Cluster. Partners expressed that they had not seen a significant change so far but also agreed that it was too early to assess the impact on the Logistics Cluster. More time would be required to provide feedback on this.

Jakob also provided an overview of the logistics services that WFP provides to the humanitarian community in addition to regular WFP supply chain activities (food and non-food). Services including the United Nations Humanitarian Response Depot (UNHRD), Bilateral Service Provision and the Logistics Cluster. He noted how although the primary focus of the cluster is to ensure logistics coordination, the cluster is also highly operational as seen in Beira during the ongoing Cyclone Idai response.

Jakob noted that one key issue that needs to be strengthened is the activation (and deactivation) of the cluster and how we can make this a more inclusive decision among members of the humanitarian community. The decision on cluster activation/deactivation lies with the RC/HC and the humanitarian country team, who makes a proposal for activation to the ERC in NY. The ERC then consults with the IASC members before activation is decided. The WFP CD and WFP IASC Representative are part of the decision making. The WFP CD will advise the HC and the country team of feasibility and what WFP thinks however the decision does not lie with WFP alone.

Once the cluster is activated, the Concept of Operations is developed with partners based on identified needs, however Jakob also encouraged partners to engage in identifying partnerships for the provision of common services.

Questions were raised regarding the recent change to the Humanitarian Coordinator (HC)/Resident Coordinator (RC) roles and the impact this will have on Logistics Cluster activities. It was noted that following these changes, more decision-making power will be given to the HC/RC. In some cases the HCT and the WFP CD do not have the required information to be able to effectively advocate with the HC/RC to ensure that the decision made regarding activation accurately reflects the needs of the situation. Therefore, it is vital that the Logistics Cluster community collaborates to engage in information sharing and the decision-making process regarding a cluster activation/non-activation.

STRATEGY GROUPWORK SESSIONS

PRESENTED BY MEMBERS OF THE STRATEGY IMPLEMENTATION PLAN WORKING GROUP (MARTIJN BLANSJAAR, SUSAN HODGSON AND DORTE FRIIS)

In response to the findings of the review of the Global Logistics Cluster Strategy undertaken in 2018, a Working Group has been developing an Implementation Plan for the current strategy. The group has focused on Goal 3, Operations, and used the Global Meeting as a chance to gather input from partners on activities and outputs of this goal, which are key to the strategic outcome of a humanitarian logistics platform enabling global emergency response.

The participants discussed the proposed activities and outputs, their importance and feasibility, and roles and responsibilities. Furthermore, a session was held regarding the remaining goals in the strategy (Goal 1: Preparedness, Goal 2: Network and Advocate, and Goal 4: Learn and Drive best Practices), and partners were encouraged to volunteer to finalise the plan to be presented at the next Global Meeting.

ACTION POINT: Partners to volunteer to support the plan for the remaining three goals in the strategy

TOUR OF DUBAI PORT

Meeting participants were taken on a late-afternoon tour of Dubai Port, organised through DP World, providing an insight in traditional and high-tech port handling operations.

DAY THREE

PRESENTATION SLIDES DAY THREE

The presentations are available on the dedicated GLM website [here](#).

OPENING OF DAY THREE

PRESENTED BY BRUNO VANDEMEULEBROECKE (GLOBAL LOGISTICS CLUSTER)

Bruno opened the third day of the meeting by advising that the new governmental organisation representative on the Strategic Advisory Group, as voted on by meeting attendees the previous day, would be Theo Lingens of the German Federal Agency for Technical Relief (THW).

He then provided an update on the next Logistics Cluster Global Meeting, advising that it will be jointly-hosted by GOAL and Concern in Dublin, Ireland in the last two weeks of September 2019, with exact dates to be advised in the near future. Participants were encouraged to share thematic and topic ideas for the next meeting.

Bruno reminded participants to share thoughts on how best the Logistics Cluster community can engage with the ECHO plan of action following their Humanitarian Logistics Evaluation. In addition, feedback is required from participants on the Working Group ToRs to be shared by the SAG in the coming weeks.

FINANCE UPDATE

PRESENTED BY STEPHEN CAHILL (GLOBAL LOGISTICS CLUSTER)

Stephen provided a brief update on Logistics Cluster finances. The Global Cluster team is facing a reduction in permanent positions from eight to seven in June as the CivMil post moves to another team. A key change from previous years is the almost equal expenditure on operations and preparedness activities (including training). For preparedness, a significant amount of resources has been spent on the initial set-up, including the development of the platform, however costs are expected to reduce in the coming period.

In relation to spending on Lessons Learned and advocacy, although this only makes up a small percentage of cluster funds, more Lessons Learned exercises will be undertaken each year and the Global Logistics Cluster is enhancing engagement with the private sector through a review. Partners requested a clearer breakdown of activity costs, including the amount of funds spent on training, to be included in future presentations.

ACTION POINT: Include a breakdown of activity costs, including the amount of funds spent on training in future finance update presentations

THEME SESSION - ADMINISTRATIVE ACCESS

PRESENTED BY LUCY STYLES (WFP), ISABELLE GRANGER (IFRC) AND VIRGINIE BOHL (OCHA)

Lucy opened the session by summarising two recent examples of humanitarian operations where administrative access issues have impacted on the effectiveness and efficiency of the response - Cox's Bazar, Bangladesh and the Sulawesi Earthquake and Tsunami, Indonesia.

Isabelle then provided an overview of the IFRC Disaster Law Programme (DLP), specifically discussing the common legal issues and barriers related to the importation of relief items (e.g. registration, transport, liability, taxes). Sectoral treaties on disaster response make provisions for assistance between states, but non-state actors such as NGOs normally face a large number of requirements to import relief items. Since 2005, Indonesia has been working to regulate humanitarian assistance through the ASEAN Coordinating Centre for Humanitarian Assistance (AHA Centre), a regional body through which all international response is coordinated. Participants discussed the complexities they face in terms of the need for registration versus trying to create a global presence with the capacity to operate in as many countries as possible.

In addition, there are generally no agreed upon standards for quality control of humanitarian assistance or any kind of formal certification, only voluntary guidelines. OCHA is now looking at how standards similar to those used in the private sector (e.g. ISO) could be applied to the humanitarian sector. This may assist in encouraging countries to accept support from organisations who already have documented their quality standard, potentially becoming a pre-qualification mechanism.

It was reiterated that the IFRC DLP is a long-term project and ensuring quality standards within the humanitarian sector is vital. This includes control mechanisms and standards, which the whole humanitarian community must try to push forward.

Virginie then presented on the various customs issues that can impact on an emergency response, and the range of initiatives and projects that are currently ongoing to mitigate these. She pointed to the low level of collaboration between key players, including ministries and customs authorities, as an issue which can cause delays therefore bringing these bodies together to share information and enhance the process is key. It was suggested that additional studies be conducted on the financial impact of regulations on humanitarian responses. Virginie provided examples of some previous studies such as those done by the NGO Forum and Customs Working Group on value chain analysis.

The session wrapped up with participants discussing the role and responsibility of OCHA in addressing administrative issues in-country as this can be unclear, sometimes due to the training of the Resident Coordinator.

THEME SESSION - SECURITY ACCESS

PRESENTED BY MELODY KNIGHT (NORWEGIAN REFUGEE COUNCIL), SOPHIE BARBEY (ICRC), CHRISTOPHE MORARD (YEMEN LOGISTICS CLUSTER) AND BRUNO VANDEMEULEBROECKE (DEPUTY GLOBAL LOGISTICS CLUSTER COORDINATOR).

Christophe kicked off the session by providing an overview of the security-related access concerns impacting the Logistics Cluster response in Yemen, where there are up to 80 airstrikes per day and 30 active frontlines in 11 governates. Staffing wise, due to the ongoing insecurity, there is a low

number of Logistics Cluster staff present in Yemen and there is also a lack of staff from the humanitarian community with decision-making power to attend cluster meetings.

Sophie presented on International Humanitarian Law (IHL) which regulates the provision of humanitarian relief, which is essential to relieve affected populations. The law works to ensure that impartial humanitarian organisations have the right to offer services and to carry out activities when humanitarian needs are not met by parties of conflicts. However, to ensure activities can be carried out, there is a need to be able to talk to parties of conflict and for them to allow safe passage of relief. In addition, organisations are required to be or be perceived as being impartial.

Melody presented on the experience and lessons learned from Norwegian Refugee Council (NRC) on how to deal with access issues related to security concerns. To improve negotiations for access, NRC encouraged partners to engage in adequate planning and analysis of the position of each stakeholder. Melody also highlighted the need to undertake capacity building and offer training opportunities in negotiation access but for this to be successful, the support of staff and managers involved in the training is key. Local context should be considered and there is a need to recognise the impact and risk on local staff when empowering them to become involved in access negotiations. The Global Logistics Cluster is working with NRC to incorporate their access negotiation training as a standard part of Logistics Cluster training. Finally, NRC highlighted the importance of documenting decisions, in particular in handovers, to ensure continuity and to guide staff taking over positions in the future. Participants were encouraged to access the online negotiation skills training NRC has made available on their website.

MEETING WRAP UP AND CLOSE

PRESENTED BY STEPHEN CAHILL AND BRUNO VANDEMEULEBROECKE (GLOBAL LOGISTICS CLUSTER)

Stephen and Bruno summarised the key take a ways from the meeting. Following the ECHO evaluation, engagement within organisations and with donors is key to raising the profile of logistics in the sector. In addition, the opportunities for learning from and engaging with the private sector are a critical step forward for humanitarian logistics.

Participants were reminded to share feedback on the restructuring of the division and subsequent extension of Stephen's responsibilities, and volunteers were requested to support work on goals 1,2 and 4 of the strategy implementation plan. Finally, participants were requested to notify the Global Logistics Cluster regarding whether they felt the finance update session is useful and should continue to be presented at future global meetings.

The meeting was then closed.

ATTENDANCE LIST

NAME	ORGANISATION
Alvaro Villanueva	Acción contra el Hambre
Adam Bailey	American Refugee Committee
JP Fisher	Americares
Katja Hildebrand	CAR Logistics Cluster
Martin Dalton	Concern Worldwide
Jason Connolly	DFID
Shani-Louise Foad	DP World
Kate Willoughby	DP World
Christian Gronnerod	DRC
Didier Merckx	ECHO
Rose van Steijn	Fleet Forum
Stephen Cahill	Global Logistics Cluster
Bruno Vandemeulebroecke	Global Logistics Cluster
Dorte Friis	Global Logistics Cluster
Caroline Emerson	GOAL
Cormac O'Sullivan	HELP Logistics
Isabelle Sechaud	ICRC
Sophie Barbey	ICRC
Juan Galvez	IFRC
Isabelle Granger	IFRC
Giuseppe Saba	IHC
Sarah-Jane More	IOM
Daniel Juzi	MAF
Erland Egiziano	MSF
Melody Knight	NRC
Virginie Bohl	OCHA
Martijn Blansjaar	Oxfam
Muhammad Tariq Muhmood	Pakistan National Disaster Management Authority
Sue Hodgson	Save the Children International
Sheona Grant	ShelterBox
Fabrice Perrot	Solidarités International
Theo Lingens	THW
John Leeves	Tonkin & Taylor
Eray Atay	Turkish Red Crescent
Lars Sommerlund	UNHCR
Stefano Peveri	UNHRD Dubai
Pablo Panadero	UNICEF
Jakob Kern	WFP
Lucy Styles	WFP
Fred Urlep	WHO
Christophe Morard	Yemen Logistics Cluster