

## Annex 10 : logistics and operations checklist and guidelines

### Organising and supporting movement of people

- Assign someone to co-ordinate deployment and international travel.
- Get clarity from IHART about possible international deployment and travel requirements.
- Get clarity about nature and length of deployment. Inquire about legal requirement such as work permit, tax system, entry requirements etc. if it is a long term deployment.
- Establish communication with appropriate authorities e.g. immigration or home office who may issue or advise on visa.
- Revise visitor pack with additional context specific information, e.g. credit card does not work, specific immunisation and health preparation.

### Management of procurement, storage and supply

- Determine procurement requirement immediately during assessment: specific items, quality, specification (be clear about government rules and regulations, seasonal dimension, risk factors).
- Decide mode of procurement: maintain good documentation for audit in case of exceptional mode of procurement such as arbitrary selection, cash purchase, etc.
- Prepare for customs clearance in the case of international procurement.
- Preserve sample and verify quality once supplied.
- Develop warehouse system, which should include security, safety and inventory.

### Communication and IT

- Determine requirements for communications equipment and set out an alternative plan if there is a threat to the existing system.
- Purchase additional communications equipment, if necessary. Make sure that they are budgeted for in the donor proposal.
- Prepare a list of staff of ActionAid and partners with their contact details; and circulate to all involved nationally and internationally in case of an emergency.
- Ensure that ActionAid system is protected from possible attack by virus, spy wares and spam, which can severely harm emergency work e.g. meeting donors' deadlines.

### Setting up office

- Rent adequate size of office for the needs – and consider convenience and security issues especially with women staff.
- Decide about office requirements: space, IT support, storage, parking, generators, photocopy, phone line, satellite, water machines etc.
- Assess security requirement: decide whether you recruit security or go for a company.
- Consider safety issues if you're setting up the office in earthquake-prone areas.
- Negotiate with landlord about all the possible uses of the office and local regulation.

### Management of vehicles and transportation

- Organise adequate vehicle for the size of response.
- Develop protocol of vehicle use and make sure everyone understand to avoid frustration.
- Recruit additional drivers as part of staff welfare – in case they require long duty.

### **Handling of cash and banking**

- Carefully analyse the donor contracts in relation to the handling of cash.
- Communicate with donors in advance if you can not comply with certain sections.
- In case of new country, certain banks require a letter from CEO authorising the team leader of the operation to open and maintain the account. Collect this letter as soon you decide to open an account.
- Quickly put together a policy and get approval about cash transactions including introducing a cash book.
- Decide bank signatory in terms of nature of staff movement (Sri Lanka – any two of three/four). Alternative signing arrangement.

### **Security and repartitions**

- Assign a security monitoring team immediately after an emergency. In the case of a large scale operation in a highly insecure area, you may even decide to recruit a dedicated security officer. S/he can maintain liaison with other agencies, partners and government.
- Make sure that national and international staff including partners are aware about security assessment
- Design a security communication system and alternative contingency plan. Often single communication channels help to ensure that everyone receives the information.
- Identify meeting points if security deteriorate.
- ActionAid office can book alternative air ticket for repartition once security reaches a certain level.
- Ensure that all staff use safety measures such as life jackets etc.
- Make sure that all international staff have up-to-date insurance coverage (Roger Ying is the focal person for this). For new staff, initiate the process as soon as possible. It should be applicable for vehicles.