



LOGISTICS CLUSTER

STANDARD OPERATING PROCEDURES



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**NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT
OFFICE OF CIVIL DEFENSE**

Camp General Emilio Aguinaldo, Quezon City

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Republic of the Philippines
National Disaster Risk Reduction and Management Council

**Logistics Cluster
Operations Manual**

Version 4
As of 2021

FOREWORD



One of the primary functions of the National Disaster Risk Reduction and Management Council, or NDRRMC, as the agency with overall policymaking, coordination, integration, monitoring, and evaluation roles focusing on DRRM, is to provide a well-coordinated disaster response. As we move forward, while experiencing and learning that disasters are increasing in scope, magnitude, frequency, and complexities, the NDRRMC's primary task in disaster response to ensure that all affected populations are quickly provided with life-saving commodities is now seen as more critical than ever. In order to achieve this, a unified approach and coordinated emergency logistics management are required.

Disaster logistics management, which is defined as the management of information, transportation, and storage of goods in a disaster area, is a crucial component of disaster response. The primary goal of disaster logistics is to ensure that emergency resources and rescue services are delivered to affected areas on time. As outlined in the National Disaster Response Plan, which was developed by the NDRRMC to streamline national and regional disaster response efforts, the Logistics Cluster was established and mandated to provide efficient and effective strategic logistics services for all clusters deployed by the National Response Cluster in disaster-affected areas in terms of mobility, warehousing, and supply.

This first-ever document shall guide the country's joint efforts in the coming years, giving premium to the whole-of-society approach, to develop capacities to better manage humanitarian logistics in the Philippines. The Logistics Cluster Standard Operating Procedures could be used as a reference at every level to accelerate efforts to streamline humanitarian logistics and achieve our planned outcomes. The NDRRMC remains committed to assisting all stakeholders with the implementation of this document to garner optimal outcomes.

I hope that the Standard Operating Procedures will prove to be a valuable tool in facilitating the work of all concerned.

I would also like to take this opportunity to congratulate OCD and the Logistics Cluster member agencies for developing this guideline that will be helpful in managing the sufficient and constant supply chain of humanitarian aid commodities.

A handwritten signature in black ink, appearing to read 'Delfin N. Lorenzana'.

DELFIN N. LORENZANA

Secretary of National Defense
Chairperson, NDRRMC

MESSAGE

With the Office of Civil Defense (OCD) as Logistics Cluster lead, it is heartwarming to present and introduce our Logistics Cluster Standard Operating Procedures (SOP), the fruit of efforts of the Cluster members. This document is intended to simplify and standardize the work required for NDRRMC's emergency logistics management and operations in order to efficiently deliver humanitarian aid to areas affected by disasters.

We have already raced against the clock during emergencies so many times now and it will not end anytime soon. This document will be a substantial addition to our knowledge toolbox, one of the key references for us to deliver a more coordinated and efficient humanitarian response as we drive our goods and services as well as that of other Clusters' to our stakeholders especially to the geographically isolated areas during disaster.

As part of this effort, the cluster has developed the coordination workflow and operational protocols for each logistics sub-clusters, namely: i.) Transportation, ii.) Warehousing, iii.) Supplies and Inventory, and iv.) Infrastructure and Utilities. More so, this SOP encompasses operational concepts and mechanisms involving our partners from the private sector and international bodies such as the ASEAN and the UN.

The SOP aims to promote quality and meet stakeholder's satisfaction through consistent implementation of these processes and procedures. It will also serve as a reference for logistics managers of the regional, provincial, city and municipal emergency operations centers of the disaster risk reduction and management councils. Therefore, the implementation of the SOP needs to be re-enforced at all levels.

Finally, the OCD is grateful to all the institutions and individuals who contributed their time, effort and expertise to the development of this document, to the men and women of the DSWD, DOTr, DPWH, DOE, NFA, AFP, PNP, BFP, LWUA, PCG, PRC, PDRF, and WFP Philippines.




UNDERSECRETARY RICARDO B. JALAD
Executive Director, NDRRMC
Administrator, OCD

MESSAGE

With the ever-evolving landscape of DRRM, the importance of an effective, efficient, and well-coordinated logistics management system cannot be understated. As hazards grow stronger and hit the country more frequently, disaster managers should be able to match the demand for an immediate delivery relief, with a swift, accurate, and fully functional logistics system. The success of disaster response relies heavily on the strength of humanitarian supply chain which serves as the backbone of the entire operations.

In this respect, the Office of Civil Defense proudly presents the Logistics Standard Operating Procedures. It encompasses strategies, protocols, and mechanisms that key actors of NDRRMC and its development partners execute in times of disasters. It captures the intricacies of humanitarian logistics in the Philippine setting and provides a bird's eye view on how processes are undertaken in consonance with the various tools used by the NDRRMC.

This document is the product of numerous consultations made by OCD in order to capture all crucial information on our logistics management procedures. We hope that the concepts captured here will be able to withstand the test of time and can be utilized by future disaster response in the national, as well as in the regional and local levels.

Lastly, I would like to express my heartfelt appreciation to those who have made the completion of this document possible. This instrument is a testament of your passion and zeal to help our fellow Filipinos in times of disasters. With these said, I offer you my warmest congratulations and most profound gratitude.

Mabuhay po tayong lahat!



ASEC BERNARDO RAFAELITO R ALEJANDRO IV, CESO IV, MNSA
Civil Defense Deputy Administrator for Operations

A handwritten signature in black ink, appearing to be 'ASEC BERNARDO RAFAELITO R ALEJANDRO IV', written over the printed name and title.

ACKNOWLEDGEMENT

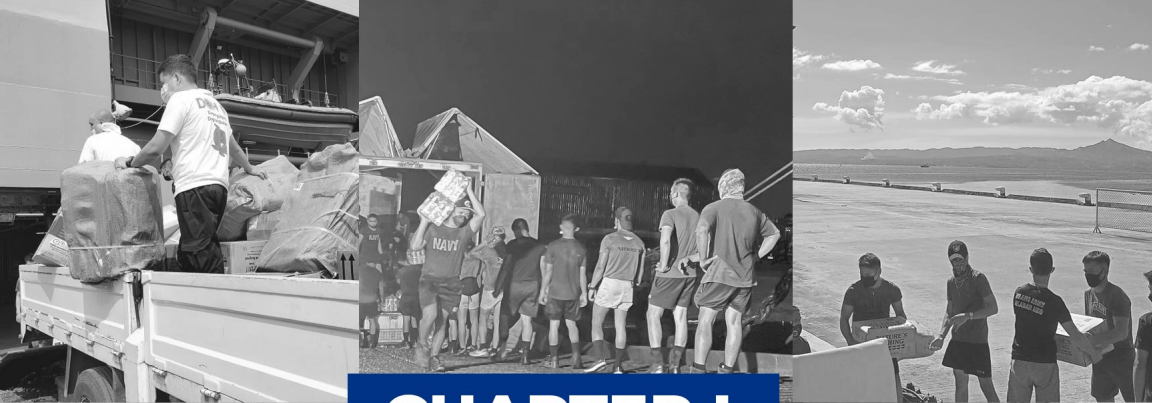
The creation of the **Logistics Cluster Standard Operating Procedures** was conceptualized in 2017 with OCD leading the march and supported by the members of the Cluster. From then up to the approval of the SOP in 2022, the members of the Logistics Cluster have been very active in ensuring that this document will be as comprehensive as possible, fitting to the current trends of Philippine humanitarian logistics landscape and flexible enough to be relevant for future disaster response operations. Gratitude is owed to the women and men of the NDRRMC Member Agencies and its partners from both the private sector and international humanitarian organizations, for sharing their expertise, knowledge, talent, and vast experience. Their indispensable contribution has been instrumental to the completion of this document and no words will be sufficient enough to appreciate the value of their contribution. The deepest heartfelt appreciation is extended to the following:

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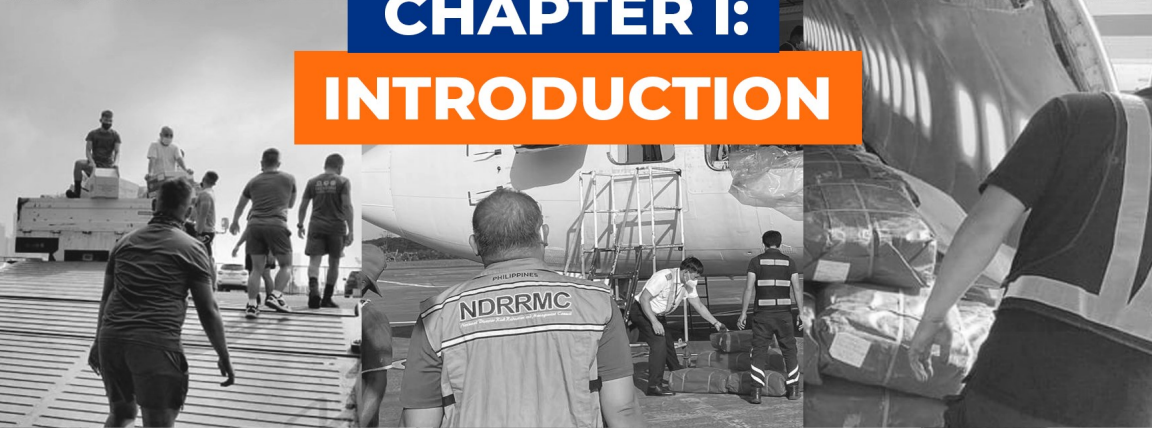
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CHAPTER I: INTRODUCTION



Background and Rationale

The proper management of disasters diminishes the associated risks of the catastrophe. Methods of disaster management vary among government agencies. However, the common denominator is the need for organized and collaborated efforts, and timely logistics support and services.

The staggering effects of previous natural disasters such as Super Typhoon YOLANDA in 2013, Super Typhoon LAWIN in 2016, and consequence management in human-induced disasters like Marawi Crisis saw the need for a bigger deployment of national government assets. These disasters that the country encountered have highlighted the need for a well-coordinated disaster response, specifically, logistical resources to support the needs of the humanitarian response operations. Such deployment must be prompt to efficiently and effectively deliver the government's response. Provision of quick, sufficient, and organized logistics response will save lives, and prevent further destruction of property and economic loss.

With the approval of the National Disaster Response Plan (NDRP) of the National Disaster Risk Reduction and Management Council (NDRRMC) for Hydro-Meteorological Hazards V.2, for Earthquake and Tsunami V.2, and Consequence Management for Terrorism Related Incidents V.1, last 25 January 2017 by the Secretary of National Defense and Chairperson, NDRRMC, disaster response has been given priority to ensure the timely, effective, and coordinated response by the National Government including all its instrumentalities in the event of disasters. The NDRPs highlighted the need for a coordinated logistics management that will cater not only the affected population in general, but also for the service providers and for the field responders.

Thus, the Logistics Cluster (LC) was established under the guidance of the NDRP, focusing on the specific disaster response logistics operations before, during, and after disaster. The plan is to organize all technical experts of the NDRRMC members agencies including private and volunteer partners and counterparts to address the three (3)

thematic areas of DRRM; Preparedness, Response and Early Recovery, and Rehabilitation and Recovery.

The existing need for a harmonized approach to emergency logistics management has paved way to the development of the Logistics Cluster Standard Operating Procedures by the NDRRMC through the Office of Civil Defense (OCD), being the Lead Agency of the Logistics Cluster. This document provides direction to all Government Organizations, Non-Government Organizations, Private Partners, and Volunteer Groups recognized by the National Council involved in disaster risk reduction, specifically in disaster preparedness, disaster response and early recovery, and rehabilitation and recovery.

Objectives

In general, The Logistics Cluster is mandated to provide an efficient and effective strategic emergency logistics service to all National Response Clusters and their deployed assets. Further, the Cluster is tasked to encourage regular information sharing among all stakeholders and other partners on logistics and supply chain issues and concerns present on the ground.

The Cluster also formulates, updates, implements, and monitors logistical policies, plans, programs, and procedures that will harmonize the logistics activities of each responding agency and Response Cluster in times of disasters.

In view of this, the Logistics Cluster has created the Logistics Cluster Standard Operating Procedures (SOP) in order to achieve the required objectives of Cluster member agencies. This document gears the NDRRMC to operationalize the emergency logistics management of the NDRRMC, to deliver humanitarian aid to areas affected by disasters and to ensure that the victims can quickly recover.

The objectives of the Logistics Cluster SOP are as follows:

- a. Develop a set of standards and processes that promote efficiency in logistics management in preparation for, in the event of, and after the effects of a disaster;
- b. Provide clear guidelines on the management, deployment, and operationalization of logistics response at the strategic and operational level;
- c. Serve as basis for joint logistics operations, making full use of established coordination mechanisms and applying theories and concepts developed by the NDRRMC relative to disaster management; and
- d. Harmonize the efforts of NDRRMC member agencies when it comes to disaster response, taking on a whole-of-nation approach towards emergency logistics and strengthening partnerships between the government, private sector, and international humanitarian organizations.

Scope, Extent, and Limitation

This SOP will cover and will only be limited to the following:

1. This document addresses the use of the resources of the Logistics Cluster member agencies in all phases of disasters and other national emergencies, as well as mobilization in times of peace.
2. This document will not include agency-level procedures and protocols currently implemented at the respective NDRRMC Logistics Cluster Member Agencies. This document, in all intents and purposes, is not intended to promote abrupt changes to organizational logistics processes. It can, however, be used as reference for the calibration of agency processes concerning inter-agency collaboration related to emergency logistics management.
3. This document covers the use of logistics assets such as, but not limited to; transportation, engineering and heavy equipment, storage and warehousing facilities of the different members of the government, private and volunteer organizations – as well as other volunteer assets that may be available.
4. This document is primarily intended for use of the NDRRMC Logistics Cluster, and therefore should be cascaded down to the Regional, Provincial, City and Municipal Emergency Operations Centers (EOC) of the Disaster Risk Reduction and Management Councils in support of the Logistics Cluster/Sectors in disaster affected areas.
5. The SOP will not cover the procedures on the provision of logistics assistance the Philippines may extend to other countries affected by disasters.
6. The Logistics Cluster will abide by existing government policies for the entry, acceptance, and utilization of international humanitarian assistance such as the Philippine International Humanitarian Assistance Guidelines of 2017 and the Customs Modernization Act of 2016.

7. This SOP is generalized to be applicable for different types of disasters or emergencies. The procedures presented herein are applicable in times of preparedness and response and early recovery operations for hydro-meteorological and geologic hazards.
8. Seeing the complexity of response for human-induced incidents such as terrorism-related events and chemical, biological, radiologic, and nuclear (CBRN) incidents, logistics processes will need to be calibrated based on the advice of the NDRRMC Chairperson, Executive Director, and Vice-Chairperson for Response, prioritizing the safety and security of all personnel, assets, and resources of the Logistics Cluster.
9. The activities of Logistics Cluster may be extended in times of protracted relief operations up to rehabilitation operations, unless otherwise directed for cessation.

Status

1. The processes, procedures, and stipulations covered in this Logistics Cluster SOP have been agreed by the members of the Logistics Cluster member agencies. This can also be reviewed and updated based on the current operational environment and as appropriate in the future.
2. This SOP will not, in any way, affect the rights, obligations, or responsibilities of each Logistics Cluster member organizations or individual under the existing laws. This includes, but not limited to, the obligation to allow and facilitate rapid and unimpeded delivery of technical services, and facilitate their rapid utilization.
3. This SOP has been approved for implementation by Secretary Delfin N. Lorenzana, Chairperson, NDRRMC and Secretary of National Defense through the issuance of NDRRMC Resolution No. 8 s. 2022 dated 25 March 2022.

Key Terms and Definitions

The following terms are essential for establishing a common understanding of the terminologies used in this document.

1. **Administrative Control** - defined as the management over administrative and support tasks relative to the accomplishment of operational missions. It can include the authority to reorganize, train, and direct the resources that provide the resources for operational and tactical action.
2. **Cargo** – any goods, whether food or non-food items, equipment, supplies that are transported from one point to another using air, land, or sea modality.
3. **Carrier** – the person or legal entity that either owns the transport vehicle upon which the cargo is transported. The carrier also has the responsibility for the physical stewardship of the cargo from the origin to its destination.
4. **Cluster Approach** – aims to harmonize and strengthen the efforts of the identified agencies of the Philippine Government in providing assistance to affected population during disasters. These clusters will facilitate all coordination in the delivery of humanitarian and disaster response services.
5. **Consignee** – the person or legal entity that is duly authorized to receive cargos on the receiving end. For the purposes of this document, consignee can also be referred to as recipient and shall be responsible to accept the deliveries from the cargo shipper.
6. **Disaster Risk Reduction and Management (DRRM)** – As per RA 10121, it is the systematic process of using administrative directives, organizations, and operational skills and capacities to implement strategies, policies, and improved coping capacities in order to lessen the adverse impacts of hazards and the possibility of disaster. Prospective disaster risk reduction and management refers to risk reduction and management activities that address

and seek to avoid the development of new or increased disaster risks, especially if risk reduction policies are not put in place.

7. **Demurrage** – This refers to fees that accrue from cargo that has yet to receive customs clearance due to unfulfilled requirements. Demurrage fees greatly increase for frustrated cargo that are still not cleared for release.
8. **Emergency Operations Center (EOC)** – A designated facility that is staffed to undertake multi-stakeholder coordination, manage information, and mobilize resources in anticipation of and/or to support incident operations.
9. **Fire Safety Evaluation Clearance (FSEC)** – Is a prerequisite for the issuance of Building Permits.
10. **Fire Safety Inspection Certificate (FSIC)** – Is a certification issued by the Bureau of Fire Protection which serves as an assurance that a certain facility, structure or building/occupancy has been duly inspected and deemed compliant to Republic Act 9514 or the Fire Code of the Philippines. It is a prerequisite in the issuance of Occupancy Permits, Certificate of Annual Inspection and Permit to Operate by PEZA.
11. **General Message Form (GMF)** – As adopted from the Incident Command System, the GMF is a tool that shall transmit messages from the EOC to its intended recipient for the processing of requests, information sharing, or the transmission of any required action in relation to the NDRRMC emergency operations.
12. **Incident Command System (ICS)** – a standardized, on-scene, all hazard incident management concepts; allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.
13. **Incident Management Team (IMT)** – A team deployed by the National, Regional, or Local DRRMC trained in the concepts and

theories of ICS. IMTs are tasked to manage disaster response operations at the tactical level.

14. **Intermodal** – Any form of transport that changes between two or more modes of transport. This change in transport modality is dependent on the transport requirement of the goods to be delivered and its destination.
15. **Inventory** – Any stored material, including both raw materials and finished goods. Also commonly referred to as stock.
16. **Key Players (Actors, Players, Responders, Enablers)** - This term is generally used in this paper as an organization, agency, individual, government, private or business that is involved in a HADR with other key players.
17. **Logistics** - The range of operational activities concerned with supply, handling, transportation and distribution of materials. Also applicable to the transportation of people.
18. **Logistics Cluster (LC)** – as defined in the National Disaster Response Plans, it is one of the sub-clusters of the National Response Cluster. The lead agency for the LC is the Office of Civil Defense (OCD). It will be responsible for coordinating the deployment and implementation of logistics management. It will be the provider of warehousing, transportation, services, supplies, and inventory for the identified Emergency Operations Centers (EOCs).
19. **Logistics Risk Assessment** - Assessment Tool used to identify hazards and potential risks that may cause harm or delay in the delivery of logistics services and identify alternatives or mitigation measures to ensure continuity of operations.
20. **National Logistics Assets** – any resources coming from national government agencies that are or will be deployed in support to regional or local logistics operations.
21. **Operational Protocol** - Defined in this document as a procedural process on how to systematically carry out disaster management

operations. It is the standard rule that governs all disaster management operators.

22. **Operational Control** - defined as the organization, delegation of tasks, and direct operations bestowed to a person, entity, or organization leading the emergency operation.
23. **Operations Center** – an operating facility to be established by the NDRRMC, DRRMC and LDRRMCs as required by RA 10121. It shall be operated and staffed on a twenty-four (24) hour basis. During emergencies, the Operations Center shall be activated into an “Emergency Operations Center.
24. **Petroleum, Oil, and Lubricant (POL)** – For this guideline, refers to all petroleum and all associated products used by transport vehicles and other logistics assets for the maintenance and sustainment of their intended functions.
25. **“Pull” Logistics** – Operationally defined as the movement of relief supplies to consumers/affected population based on their requirements and data from the affected area. Occurs when the situation on the ground is clearer and there is information presented among decision makers.
26. **“Push” Logistics** – Operationally defined as the movement of relief supplies to consumers/affected population without clarification on specific needs and current requirements. Usually occurs on the early onset of relief operations.
27. **Rapid Damage Assessment and Needs Analysis (RDANA)** – A disaster response mechanism that is used immediately in the early emergency phase to determine the extent of impacts and assess the priority needs of the communities.
28. **Relief Goods** – Refers to food and non-food items such as perishable and non-perishable items given to victims of disasters. These include, but are not limited to rice, food packs, hygiene materials, shelter materials, clothing, and other basic necessities in order to address humanitarian issues.

29. **Response Clusters** – Response Clusters are part of the NDRRMC’s strategic action on providing humanitarian assistance and disaster response services. These are organized groups of government agencies that are designated to undertake coordination functions at the strategic level to provide resource support for tactical response.
30. **Roll on/Roll off (RoRo)** - Any vessel that has capacity to transport vehicles from one port to another. This mostly refers to sea transportation and the accommodation of wheeled vehicles in ships in order to cross large bodies of water.
31. **Service Provider** – any contracted third-party entity that offers a certain logistics service. Service providers can either provide service for profit or pro-bono depending on the arrangement with the requesting entity.
32. **Shipper** – the person or legal entity that is sending the goods from the point of origin. For the purposes of this SOP, the shipper can also be referred to as the sender.
32. **Stockpiling** - The process of prior identification, availability and storage of supplies likely to be needed for disaster response, intended for augmentation and support to regional and local response and recovery operations.
33. **Supply Chain** – Operationally defined as the system of producing any wanted service, good, or material from the sourcing of items up to delivery to its intended destination. It lays out the aspects of the production process, including the activities involved at each stage, information that is being communicated, natural resources that are transformed into useful materials, human resources, and other components that go into the finished product or service.
34. **Warehouse** - Planned space for the storage and handling of goods and material. In general, warehouses are focal points for product and information flow between sources of supply and beneficiaries. However, in humanitarian supply chains, warehouses vary greatly in terms of their role and their characteristics.

Acronyms

A3	Deputy Chief of Staff for Air Operations, Philippine Air Force
AADMER	ASEAN Agreement on Disaster Management and Emergency Relief
ADCON	Administrative Control
AFP	Armed Forces of the Philippines
AFPCC	Armed Forces of the Philippines Command Center
AHA Centre	ASEAN Coordinating Centre for Humanitarian Assistance
AMS	ASEAN Member State
ASEAN	Association of Southeast Asian Nations
ATL	Authority to Load
BFP	Bureau of Fire Protection
BOC	Bureau of Customs
CAAP	Civil Aviation Authority of the Philippines
CBRN	Chemical, Biological, Radiological, Nuclear
CDRRMC	City Disaster Risk Reduction and Management Council
CG3	Deputy Chief of Staff for Operations, Philippine Coast Guard
CGAF	Coast Guard Aviation Force
DELSA	Disaster Emergency Logistics System for ASEAN
DICT	Department of Information and Communications Technology
DOE	Department of Energy
DOH	Department of Health
DOTR	Department of Transportation
DPWH	Department of Public Works and Highways
DRMB	Disaster Management Bureau, DSWD
DRRMC	Disaster Risk Reduction and Management Council
DSWD	Department of Social Welfare and Development
EOC	Emergency Operations Center
EEI	Essential Elements of Information
ETC	Emergency Telecommunications Cluster
FSEC	Fire Safety Evaluation Clearance
FSIC	Fire Safety Inspection Certificate

FNFI	Food and Non-Food Item
FFP	Family Food Pack
GMF	General Message Form
HCT	Humanitarian Country Team
IASC	Inter-Agency Standing Committee
IC	Incident Commander
ICS	Incident Command System
ICP	Incident Command Post
IMT	Incident Management Team
INGO	International Non-Government Organization
LAO	Law and Order
LC	Logistics Cluster
LCE	Local Chief Executive
LDRRMC	Local Disaster Risk Reduction and Management Council
LGU	Local Government Unit
LTFRB	Local Transportation Franchising and Regulatory Board
LOGS	Logistics
LogComm	Logistics Command, PCG
LRTA	Light Rail Transport Authority
LTO	Land Transportation Office
LWUA	Local Water Utilities Authority
MARINA	Maritime Industry Authority
MDRRMC	Municipal Disaster Risk Reduction and Management Council
MDM	Management of the Dead and Missing
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MSU	Mobile Storage Unit
N4	Deputy Chief of Staff for Sea Operations, Philippine Navy
NFA	National Food Authority
NEA	National Electrification Administration
NGCP	National Grid Corporation of the Philippines
NDRRMC	National Disaster Risk Reduction and Management Council
NDRRMO	National Disaster Risk Reduction and Management Operations Center
NFI	Non-Food Item
NLO	National Logistics Officer, AHA Centre
NRLMB	National Resource and Logistics Management Bureau, DSWD
NROC	National Resource Operations Center, DSWD
OCD	Office of Civil Defense

OJ3	Office of the Deputy Chief of Staff for Operations, OJ3, AFP
OJ4	Office of the Deputy Chief of Staff for Logistics, OJ4, AFP
OpCen	Operations Center
OPCON	Operational Control
OS	Operations Service, OCD
OSC	Operations Section Chief
PA	Philippine Army
PAF	Philippine Air Force
PIHA	Philippine International Humanitarian Assistance
PN	Philippine Navy
PNP	Philippine National Police
POL	Petroleum, Oil, and Lubricant
PPA	Philippine Ports Authority
PPE	Personal Protective Equipment
PDNA	Post Disaster Need Assessment
PDRF	Philippine Disaster Resilience Foundation
PIP	Philippine Institute of Petroleum
PDRRC	Provincial Disaster Risk Reduction and Management Council
PNR	Philippine National Railways
PRC	Philippine Red Cross
QRF	Quick Response Fund
RDANA	Rapid Damage Assessment and Needs Analysis
RDRRC	Regional Disaster Risk Reduction and Management Council
RDT	Rapid Deployment Team
ROCD	Response and Operational Coordination Division
RoRo	Roll on/Roll off
SASOP	Standard Operating Procedure for Regional Standby Arrangements and Coordination of Joint Disaster Relief and Emergency Response Operations
SDO	Staff Duty Officer
SitRep	Situation Report
SRR	Search, Rescue, and Retrieval
TOR	Terms of Reference
UN	United Nations
VDRC	Visayas Disaster Response Center, DSWD
VIP	Very Important Person
WFP	World Food Programme



CHAPTER II: PRINCIPLES



Logistics Core Principles

Logistics is the process of planning, implementing, and controlling the efficient, cost-effective flow and storage of goods and materials as well as related information, from the point of origin to the point of consumption for the purpose of meeting the end beneficiary's requirements. It is one activity of the end-to-end process of supply chain management. The goal of logistics management is to have the right amount of resource or input at the right time, getting it to the appropriate location in proper condition, and delivering it to the correct internal or external customer.

Relatedly, humanitarian logistics refers to the processes and systems involving the mobilization of people, resources, and expertise to help vulnerable communities affected by natural disasters and complex emergencies. It is crucial to the effectiveness and speed of relief operations and programs. These logistics systems are usually required to procure, store, and transport food, water, medicine, and other related supplies as well as human resources in preparation for, in response to, and for post-disaster operations.

Humanitarian Logistics is very different from Commercial Supply Chains mainly due to the different inherent characteristics of demand in each system. In the commercial supply chain, demand for the product is dependent on either the use of market forecasting techniques or as initiated by customers by ordering said commodities. Therefore, commercial supply chain managers use this predictability to eliminate any elements of uncertainty for efficiency and to cut down unnecessary additional waste of resources. However, the demand in humanitarian logistics is very uncertain because of the effects of the disaster, the location where it occurred, and the total number of people requiring assistance.

Humanitarian logistics are characterized by the following:

- a. Deals with unpredictable demand in terms of timing, geographic location, type and quantity of resources required;

- b. Short lead time and sudden changes in the demand of large amounts of a wide variety of products and services;
- c. High humanitarian stakes regarding timelines in the face of local and global media, and the high anticipatory attention of the recipients; and
- d. Lack of initial resources in terms of supply, human resource, technology, capacity, and funding.

As to any disasters, logistics management serves as the backbone of operations. For any logistics management to become effective, there are multiple factors that disaster managers have to consider in their planning and response actions. These factors could determine the success or failure of any logistics operations.



CHAPTER III:

PHILIPPINE

DISASTER RESPONSE



Relief Supplies Not For Sale

- 200 JARANG
- 1 PC. MESH/PLASTIC NET
- 1 PC. PLASTIC MAT
- 1 PC. SHAWAN

Relief Supplies Not For Sale

- 1 PC. JARANG
- 1 PC. MESH/PLASTIC NET
- 1 PC. PLASTIC MAT
- 1 PC. SHAWAN

Relief Supplies Not For Sale

- 200 JARANG
- 1 PC. MESH/PLASTIC NET
- 1 PC. PLASTIC MAT
- 1 PC. SHAWAN

Relief Supplies Not For Sale

- 1 PC. JARANG
- 1 PC. MESH/PLASTIC NET
- 1 PC. PLASTIC MAT
- 1 PC. SHAWAN

National Disaster Risk Reduction and Management Council (NDRRMC)

The National Disaster Risk Reduction & Management Council (NDRRMC), formerly known as National Disaster Coordinating Council (NDCC), is the highest organized and authorized body for Disaster Risk Reduction and Management (DRRM) in the Philippines. Established by virtue of Republic Act 10121 in 2010 which was enacted on 27 May 2010, the NDRRMC is composed of various government, non-government, civil sector and private sector organizations. The Council is headed by the Secretary of National Defense and administered by the Office of Civil Defense (OCD) which is a bureau under the said department.

In accordance to the NDRRM Framework, the NDRRMC aims to provide a comprehensive, all-hazards, multi-sectoral, inter-agency, and community-based approach to DRRM, and serves as the primary guide to the DRRM efforts of the country. With this, NDRRMC follows a pro-active approach to DRRM with the goal of increasing the Filipino's resilience in decreasing vulnerability.

The Council is chaired by the Secretary of National Defense, with four agencies serving as Vice-Chairperson for every DRRM Thematic Area.

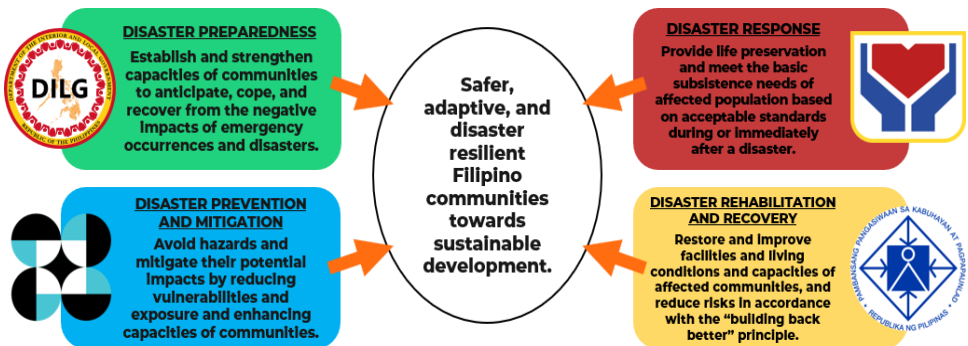


Figure 1. DRRM Thematic Areas with the NDRRMC Vice-Chairs

The Vice-Chairs of their respective thematic areas provides oversight on the creation of policies, integrates existing policies with new

innovations and strategies, and supervises the actions of in order to achieve the collective goal of the NDRRMC which is to achieve a safer, adaptive, and disaster resilient Filipino communities towards sustainable development.

NDRRMC Response Protocol

In the thematic area of Disaster Response, DSWD provides leadership and strategic guidance to the actions of the members of the NDRRMC. Focusing on consequence management and operational actions based on the effects of hazardous events, the Response Thematic Area aims to provide life preservation activities and meet the basic subsistence needs of the affected population based on acceptable standards during or immediately after a disaster.

Relative to this, NDRRMC divides disaster response management into three (3) phases: Pre-impact, Impact, and Post-Impact Phase. These phases dictate different actions from NDRRMC actors and stakeholders.

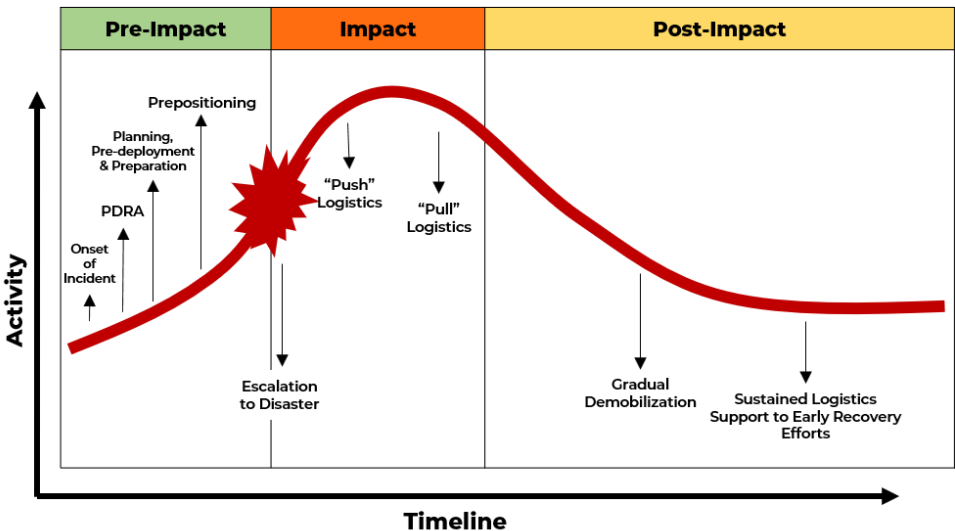


Figure 2. Disaster Response Timeline

In responding to disasters, NDRRMC performs specific key tasks in preparation for and the actual conduct of humanitarian response operations. These tasks are based on Council-accepted policies and tools that hinges on coordination and inter-agency collaboration.

In the Pre-Impact Phase, strategies and tactics are discussed and preparatory activities are conducted based on pre-conceived eventualities that may borne out of the effects of the hazard. Decisions that arise and are agreed during this phase are based on scientific evidence, sound reasoning, and within the bounds of existing government policies agency mandates.

In the Impact Phase, the hazardous event escalates to a disaster or has made substantial impact to the localities. During this time, the NDRRMC activates its response and contingency plans in order to address present humanitarian issues. In perspective of Humanitarian Logistics perspective, this phase is where the mobilization of goods and resources takes place. Logistics response is divided into two stages, which are:

Push Logistics: The movement of relief supplies to consumers/ affected population without clarification on specific needs and current requirements. Usually occurs on the early onset of relief operations where information on the areas affected are scarce. This serves as a stop-gap solution for responders by providing large quantities of relief aid to compensate for the lack of information on the needs on the people affected.

Pull Logistics: The movement of relief supplies to consumers/ affected population based on their requirements and data from the affected area. Occurs when the situation on the ground is clearer and there is information presented among decision makers.

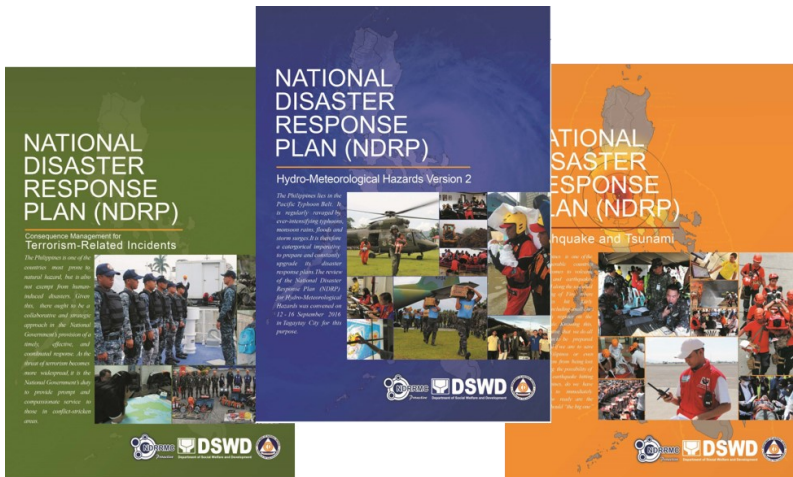
In the Post-Impact Phase, the disaster response operations gradually reduces as the focus of operations shifts to early recovery efforts and

its eventual transition to rehabilitation and full recovery. During this time, the logistics actions of the NDRRMC is concentrated in providing support to the early recovery programs initiated by the government agencies involved. Activities such as transportation of rehabilitation items (eg. shelter materials), debris clearing, and restoration of crucial lifelines are key activities conducted by the Cluster. Therefore, the logistics operations of the NDRRMC is focused in sustaining the intensity of support to the early recovery operations until such time that the affected community is ready to take charge on its logistics actions.

National Disaster Response Plan

The National Disaster Response Plan (NDRP) is the National Government's strategic action plan in providing response assistance for managing the consequences of hydro-meteorological, earthquake and tsunami, and terrorism related incidents. It aims to ensure the timely, effective, and coordinated response by the National Government including its instrumentalities by providing support assistance to the areas that will be affected by a disaster.

The NDRP leverages on a “whole of nation” approach to disaster response. It promotes active participation of key government agencies, non-government organizations, private sectors, volunteer groups, and other response operations key actors. It outlines the process and mechanisms to facilitate a coordinated response by the national and/or local level department and agencies. It makes full use of the available resources from the said sectors and coordinates their actions to better respond according to their respective capacity and capability.



Response Cluster System

The NDRRMC Response Clusters were created to organize the efforts of government agencies, humanitarian organizations, faith-based organizations, private and civil society organizations, including volunteers during disaster response operations. Mirrored after the United Nations (UN) cluster system, the NDRRMC response cluster is the disaggregation of the national government agencies' operational and technical capabilities, grouping them in separate clusters based on their common expertise to provide a harmonized, unified effort in providing emergency relief and solving humanitarian issues on the ground in times of disasters.

Clusters are tasked in solving a specific concern in the disaster response operation, implementing a whole-of-nation approach and enabling the full participation of concerned government agencies and external agencies in responding to a specific effect of a disaster.

Modeled after the UN Cluster System, the Philippine Cluster Approach groups together the existing capacities of disaster response stakeholders to address specific humanitarian issues on the ground. Currently, the NDRRMC has established eleven (11) Response Clusters that effectively functions during disaster response operations, as shown:

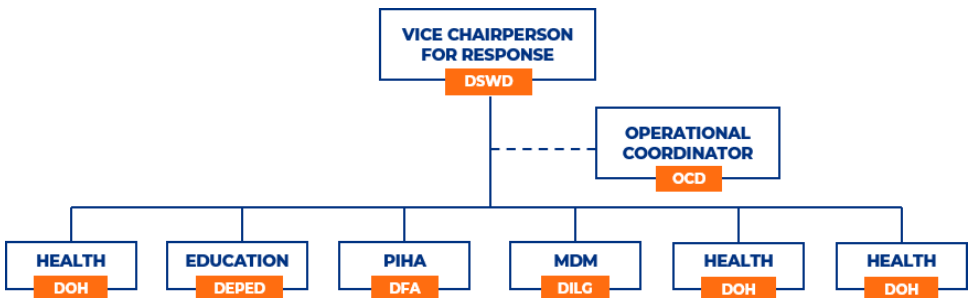


Figure 3. NDRRMC Response Clusters

DSWD, being the Vice-Chairperson for Response, activates and calls upon the Response Clusters members to perform their mandate in preparation for, or in the event of a disaster. OCD serves as the Operational Coordinator and Secretariat of the Response Clusters, which facilitates the coordination, and supports the mobilization of resources and information management including communications for the Response Clusters.

As the backbone and service provider for responders and humanitarian workers, the Cluster approach gives special attention and priority to humanitarian logistics. For this, the Logistics Cluster was created and was tasked to ensure swift and appropriate logistics intervention to support the operations of the members of the response clusters.

Logistics Cluster

As stated in the National Disaster Response Plan (NDRP), the Logistics Cluster is tasked to provide efficient and effective strategic logistics services for all clusters deployed by the National Response Cluster in disaster affected areas in terms of mobility, warehousing, supplies and inventory management, and restoration of basic lifelines. The Cluster is also tasked to formulate, update, implement, and monitor policies, plans, and programs pertaining to logistics that will promote a systematic and collaborative approach to disaster response.

The Cluster is composed of key government agencies and bureaus, private sector, and international humanitarian organizations specialized and heavily involved in emergency logistics and the humanitarian supply chain. The Cluster Organization are as follows:

Lead: Office of Civil Defense (OCD)

Members: Department of Social Welfare and Development (DSWD)

Department of Public Works and Highways (DPWH)

Department of Energy (DOE)

Department of Transportation (DOTr)

Philippine Coast Guard (PCG)

Civil Aviation Authority of the Philippines (CAAP)

Land Transportation Office (LTO)

Land Transportation Franchising & Regulatory Board (LTFRB)

Philippine Ports Authority (PPA)

Maritime Industry Authority (MARINA)

Light Rail Transit Authority (LRTA)

Armed Forces of the Philippines (AFP)

Philippine Army

Philippine Navy

Philippine Air Force

Philippine National Police (PNP)

Bureau of Fire Protection (BFP)

National Food Authority
 Local Water Utilities Administration (LWUA)
 Philippine Red Cross (PRC)
 Philippine Disaster Resilience Foundation (PDRF)
 World Food Programme – Philippines

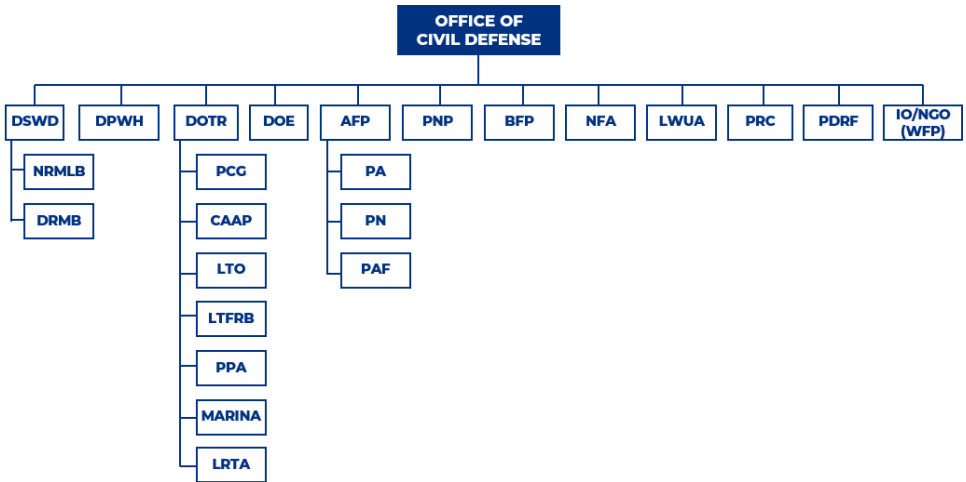


Figure 4. Logistics Cluster Organizational Structure

The Logistics Cluster and its members can be mobilized and deployed as part of the Rapid Deployment Team (RDT) of the N/R/P/M/CDRRMC or independently based on the level of response operations. All movement should be provided at the instruction of the Chairperson or Executive Director of NDRRMC and/or Chairpersons, R/P/M/CDRRMC or with the consent of the Affected LGUs.

The Logistics Cluster employs the resources and personnel of its members for the accomplishment of its task to support the operations of the NDRRMC Member Agencies.

The Cluster focuses on four pillars of emergency logistics, namely; transportation, supplies and inventory, warehousing, and infrastructure and utilities.

The **Transportation Sub-Cluster** is tasked to provide swift, efficient,

and effective transportation services to other clusters and relevant stakeholders for their transportation requirements to expedite the delivery of needed resources, such as relief goods, food and non-food items, personnel, and equipment using air, land, and sea channels.

The **Supplies and Inventory Sub-Cluster** is tasked to provide assistance on the tracking, management, and monitoring of valuable and finite response supplies and inventory. The sub-cluster promotes effective inventory management and provision of operational support materials such as fuel, communication equipment, generators, and other support items for responders and disaster aid workers.

The **Warehousing Sub-cluster** maintains and updates a list of available warehouses and provides assistance in the provision of appropriate warehouses and storage facilities that might be needed for the processing and safekeeping of relief goods, materials, and equipment for different clusters to ensure the serviceability of their assets.

Lastly, **the Infrastructure and Utilities Sub-Cluster** is tasked to provide swift restoration assistance to basic lifelines damaged by disasters, such as water, power, communication, and road accessibility to affected areas.

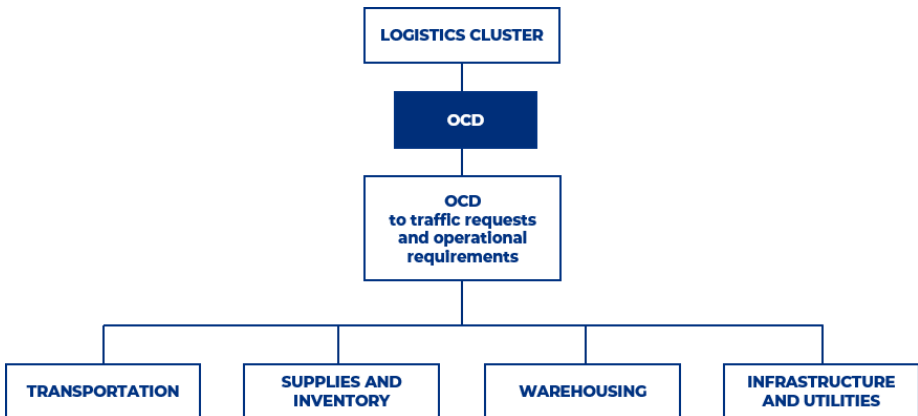


Figure 5. Logistics Sub-Clusters under the Logistics Cluster

The Office of Civil Defense (OCD) was tasked to take the lead in the NDRRMC's logistics operations as head of the Logistics Cluster. As such, OCD coordinates the logistics operations in order to synchronize the logistics efforts of all concerned logistics key players and prevent unnecessary duplication of effort. On its activation, the Logistics Cluster will perform to provide efficient and effective emergency logistics for all clusters who are deploying their assets, personnel, and services in disaster affected areas.

All actions of the Cluster remain as the overall responsibility of OCD being the lead agency of the Logistics Cluster. The Cluster is supported by partner private organizations, civil-society organizations, and international government and non-government organizations.

Role of the Office of Civil Defense (OCD)

Aside from serving as the implementing arm and secretariat of the National Council, the Office of Civil Defense (OCD) through the Response and Operational Coordination Division (ROCD) of the Operations Service leads the NDRRMC Logistics Cluster. As such, OCD is tasked to ensure the organization and synchronicity of the actions performed by the Cluster.

In preparation for the effects, in response to, and for the restoration and rehabilitation of areas affected by disasters, OCD is tasked to perform the following functions:

A. Pre-Disaster Phase

- i. Prepares database of all Logistics Cluster assets, equipment, resources, and focal persons (List of personnel, trainings, inventory of equipment, current activities/plans);
- ii. Implementation of capability development programs (organizational enhancement, training, procurement of equipment)
- iii. Conducts Logistics Risk Assessment;
- iv. Provides standards for common logistics management equipment and procedures that includes agreements, Memorandum of Understanding (MOU), Memorandum of Agreements (MOAs) as part of the short to long term actions;
- v. Tests logistics equipment and systems;
- vi. Prepares Terms for Reference (TOR) for possible deployment;
- vii. Identifies safe Emergency Operations Centers (EOCs), Incident Command Posts (ICPs) and/or areas in coordination with Rapid Damage Assessment and Needs Analysis (RDANA) Teams, Local DRRMCs, and Local Chief Executive (LCEs);
- viii. Coordinate with the private sector and international

humanitarian organizations involved in logistics operations for possible disaster response.

B. Disaster Response Phase

- i. Takes part in the RDANA missions;
- ii. Provides logistical support around and within the main operational area;
- iii. Installs and maintains logistics management systems between Clusters and individuals independent from national or local public services;
- iv. Provides a logistics directory services containing the contact information of the different key players in disaster areas;
- v. Conducts logistics management operations and activities as needed;
- vi. Dispatches Logistics teams or personnel as per instruction from the Logistics Cluster;
- vii. Coordinates with the deployed teams on ground for updates and operational requirements;
- viii. Consolidates all activities conducted by the Logistics Cluster member agencies and submits a consolidated report to the NDRRMC Cluster Coordinator

C. Post Disaster Phase

- i. Coordinates the preparation of documentation for the Logistics Cluster requirements, lesson learned, and best practices;
- ii. Deactivate all emergency logistics management operations as soon as full resumption of all lifelines is achieved.
- iii. Prepares and conducts debriefing and accomplishment report.
- iv. Continues implementation of capability development programs (organizational enhancement, training, procurement of equipment)

Part of OCD's responsibility as lead of the Logistics Cluster is to ensure the continuous capacity building and improvement of NDRRMC's

logistics operations. As such, OCD shall be responsible in the development of doctrines/policies, facilitate the conduct of capacity building and training activities, procurement of operational support materials for responders, and establishment of National and Regional logistics facilities in coordination with the concerned National and Regional DRRMC council members.

In addition to this, the deployment and mobilization of personnel from the National and Regional Logistics Clusters will fall under the authority of OCD upon approval of the Response Cluster and/or Chairperson, N/RDRRMC. Relatedly, Personnel from the OCD Operations Service should be part of the team and if possible, serve as the Team Leader. The OCD personnel will also bear the responsibility to be the coordinator between the National/Regional and Local Logistics Cluster.



CHAPTER IV:

KEY OPERATIONAL CONCEPTS



General Principles

As guiding principle for the NDRRMC Logistics management operations, the following are the standard operational concepts adhered by the Logistics Cluster:

1. Upon orders by the NDRRMC, DSWD as the Vice-Chairperson for Response, the Logistics Cluster will take the lead in the conduct of operations, establishment, monitoring, and management of logistics coordination systems which will focus on the four (4) pillars of emergency logistics that will provide logistics assistance in disaster affected areas. The same principle shall also apply for the Regional DRRMCs.
2. At the provincial, municipal, and barangays levels, the leadership in the conduct of logistics missions of the Response Clusters shall be determined by the Local DRRMCs (either its Responsible Official or its Incident Management Team) as mandated in, Section 1, Rule 11 IRR of RA 10121, “The LDRRMCs shall take the lead in preparing for, responding to, and recovering from the impacts of disasters.”
3. Logistics Cluster Operations shall be conducted through coordinated operations with other support agencies, local, and international volunteers in coordination with the N/R/P/M/CDRRMC. This aims to establish an organized and orchestrated deployment of assets, equipment, and personnel to the affected areas and information sharing from the national level down to the local and vice versa during disaster response operations.
4. The Logistics Cluster aims to support the accomplishment of the mission of other Response Clusters or other member agencies and support/partner organizations by employing its national, regional, and local teams from the N/R/P/M/CDRRMC member agencies, volunteer groups and private partners with support from the NDRRMC.

5. Based on the assessment results of PDRA and/or RDANA, the logistics operations are dependent on the immediate identification of needed resources and location of EOCs and/or ICPs at the disaster affected areas.
6. Aside from the above- mentioned concepts, the employment of the Logistics Cluster and its assets shall be guided by the following standards:
 - a. Mobilization and deployment of Logistics Cluster assets and resources must be upon orders by the Chairperson or Executive Director, NDRRMC based on the context of the National State of Calamity, and/or the Vice-Chairperson for Response;
 - b. The Regional and Local logistics assets of the affected areas were exhausted, or the effects of the disasters overwhelmed their capacity to respond to logistics concerns.
7. Logistics Cluster implementing and operational partners, members of civil society organizations and other similar institutions are expected to adhere to these core principles and are encouraged to adopt these guidelines.
8. Other government agencies, private institutions and volunteer organizations may also provide logistics support to EOCs and ICPs when requested by OCD or the NDRRMC.
9. The committed assets deployed on the ground will be under the operational control of affected or host DRRMCs. Consequently, maintenance of such equipment will be the responsibility of the affected or host DRRMC.
10. In the event wherein the Logistics Cluster will deploy representatives on the ground who will serve as the official liaison or representative of the Cluster, said personnel will undertake and reconcile actions in coordination with the Logistics Cluster as the need arises. This will enable the

linkages of EOCs and ICPs with the other responders' group on the ground during disaster operations.

11. The Logistics Cluster assets should be seen as complement to the existing disaster response resources in order to provide specific support to specific requirements, in response to the acknowledged logistical gap between disaster needs.
12. It will be OCD's responsibility to ensure that all logistics requirements required of the Cluster are accomplished. Relatedly, all members of the Logistics Cluster are tasked to provide the logistics services in support of the disaster response operations, ensuring the safety, welfare, integrity, and condition of the resources, assets, property, and personnel accounted to the Cluster. Therefore, OCD enjoins all Cluster Members to prioritize the accomplishment of the required tasks and ensure the highest quality of logistics service for all stakeholders.

Triggers for Activation of the Logistics Cluster

Any of the following conditions may trigger the activation and deployment of the Logistics Cluster as part of the Response Cluster of the NDRRMC or as an independent group under the Emergency Operations Center in an affected area:

- a. Declaration of a National State of Calamity
- b. Declaration of a Local State of Calamity which would require the simultaneous deployment of multiple National Logistics Assets in the affected areas;
- c. Request from RDRRMC Chairperson or any regional member agency;
- d. Request, written or verbal, for assistance, augmentation and other form of support from the local DRRMC Chairperson/s or any member thereof, to the NDRRMC or through its member agencies;
- e. Request, written or verbal, for assistance from any local government official to the NDRRMC or through its member agencies;
- f. RDANA Report/s from the Councils at all/any levels;
- g. No contact/non-communication at any time from within six (6) to eight (8) hours in areas affected and/or suspected to be severely affected;
- h. Degree of devastation as depicted in Pre-Disaster Risk Assessment (PDRA) and as reported by more than one media reports; and
- i. As directed by the NDRRMC Chairperson or the NDRRMC Executive Director or their counterparts at the local level.

Triggers for Deactivation of the Logistics Cluster

Any of the following condition may trigger the deactivation or demobilization of the Logistics Cluster:

- a. Full resumption of all lifelines on the areas affected by the disaster based on situational reports;
- b. Decreasing to no request for logistics assistance from the Response Clusters or affected RDRRMC/s and LDRRMC/s for the whole duration of activation of the NDRRMC Response Clusters;
- c. Transition to Early Recovery Phase as signified by the conduct of Post Disaster Needs Assessment (PDNA);
- d. Deactivation of the Logistics Cluster as directed by the Vice-Chairperson for Response and/or Executive Director, NDRRMC; and
- e. Deactivation of the National Response Cluster as directed by the Vice-Chairperson for Response and/or Executive Director, NDRRMC;

Deployment of Logistics Cluster Personnel

Should the Logistics Cluster be required to deploy its personnel to a disaster area as logistics coordinator or as augmentation support to the Local Logistics Cluster, the following should be adhered to:

1. The deployed personnel are tasked to provide leadership in terms of planning, coordination, and processing logistics requests while in the base of operations, under the guidance of the affected city/municipal/provincial Emergency Operations Center (EOC). In turn, the deployed personnel will provide logistics support and liaison services under the auspices of the Logistics Cluster to the Response Clusters.
2. Said personnel are also tasked (1) to provide local support in terms of transportation of relief items, manpower, and relief services from point of origin/supply source to the point of destination/deployment, (2) to give warehousing services to augment available space to store goods in an affected area, (3) to assist in the updating of inventory of supplies for monitoring and tracking of resources withdrawn and stored in key warehouse facilities, and (4) to provide augmentative services in restoring and repairing major lifelines, such as road clearing and reconstruction, power, water and communication restoration.
3. The logistics deployment team will compose of both human and facilities that are organized to address the process of planning, implementing and controlling the efficient, effective flow of goods, storage, services and related information from the point of origin to the point of consumption for the purpose of addressing to victim requirements. These resources will be deployed to the Regional or Local DRRMC depending on the requirements of the operation.
4. There is no defined number of personnel who will be deployed as the National Logistics Cluster representative at the tactical

level. The personnel and equipment requirement will be dependent on the requirement of the requesting DRRMC or as directed by the Chairperson, Executive Director, or Vice-Chair for Response of the NDRRMC.

5. At least one (1) personnel from OCD will be part of the Logistics Cluster deployment, and shall serve as the team leader and liaison between the National and Local Logistics Cluster.
6. As a general rule, the deployed logistics team will serve as the resource provider at the local DRRMC and will have a direct link with the National Logistics Cluster who serves as the resource provider for the National Response Cluster.
7. The following conditions will serve as a trigger for the possible deployment of personnel from the National Logistics Cluster down to the affected local DRRMC:
 - 7.1. Activation of the Logistics Cluster;
 - 7.2. Verbal or written request of the affected LGU for the deployment of logistics technical experts coming from the NDRRMC who will provide support to the operations on the ground;
 - 7.3. Recommendation or request from the Chairperson of the Regional DRRMC, requesting augmentation either on their EOC or at the ground;
 - 7.4. Directive coming from either the NDRRMC Chairperson, Executive Director, or the Vice-Chair for Response.
8. The following are the procedures that the Logistics Cluster should undertake should there be deployment of personnel:

8.1. Pre-Mobilization

- 8.1.1. Upon confirmation of any one of the triggers and/or

categories, the Lead, Logistics Cluster calls for an emergency meeting with all concerned member agencies including the deployed personnel to discuss and determine the following:

- 8.1.1.1. Situation – based from the PDRA and other disaster response meetings and on initial information on the disaster or event preparedness, initial report of prepositioning, preparation of local response and projected developments in the emergency situation, including possible secondary risks.
 - 8.1.1.2. Mission Objectives - shall reflect the deployment terms of reference and include the specific objectives of the mission based on the direction of the Lead, Logistics Cluster and the estimate of the evolving emergency situation and LGU support requirements. The mission objectives shall indicate the main focus of the mission, the duration, main activities, areas to be covered, methodology, and form of daily outputs required.
- 8.1.2. The Lead, Logistics Cluster shall inform the concerned OCD Regional Office and local DRRMCs of its organization, TOR and deployment of logistics personnel in its operational area and advise the same of the support that needs to be extended to the team while on mission within its AOR.
- 8.1.3. The Lead, Logistics Cluster shall be in coordination with the concerned Response Clusters and OCD Regional Office(s), shall have the principal responsibility in organizing the conduct of the Logistics Management missions, and in ensuring that all arrangements are in place when the

deployment team/personnel arrive to the area of assignment:

- 8.1.3.1. Counterpart contact persons and details in areas to be deployed;
 - 8.1.3.2. Maps and other similar operational requirements;
 - 8.1.3.3. Transport arrangements (for air, land, or sea travel from Manila;
 - 8.1.3.4. Flight reservations and transport arrangements on ground (for missions requiring air travel and vehicles on the ground);
 - 8.1.3.5. Meals and accommodation in coordination with host DRRMC.
- 8.1.4. All costs related to the conduct of these missions for NDRRMC-member agency representatives shall be charged against their respective Quick Response Funds (QRF), such as but not limited to; travel arrangements, meals and accommodation, and incidental expenses.
- 8.1.5. Any additional support needed by the Logistics Cluster relative to the deployment of personnel may be requested through the OCD's QRF which shall be managed by the Executive Director, NDRRMC through Chief, Administrative and Financial Management Service, OCD.

8.2. Mobilization

- 8.2.1. Upon arrival in the disaster affected areas, the deployed Logistics Cluster personnel reports to the local DRRMC Chairperson and/or Incident Commander (IC) to discuss the team's TOR and how

best to achieve the team's mission objectives.

- 8.2.2. The Lead, Logistics Cluster shall closely monitor the deployment and consolidate, analyze, and evaluate daily reports submitted for submission to the National Disaster Response Cluster and the NDRRMC Emergency Operations Center.

8.3. Termination

- 8.3.1. The personnel deployed by the Logistics Cluster will coordinate with the Incident Commander or local Response Cluster Lead for the proper turnover of responsibilities.
- 8.3.2. The Logistics Cluster lead will facilitate the egress of the deployment team/deployed personnel.
- 8.3.3. Upon return, the Logistics Cluster will facilitate the conduct of a debriefing session at the NDRRMC EOC.
- 8.3.4. The deployed team shall submit an After Mission/ Debriefing Report to the Lead, Logistics Cluster highlighting what went well and identified areas for improvement in the conduct of future missions.

Costing and other Related Fund Requirements

1. The costs incurred for the deployment of any logistics assets, including personnel, equipment, and other resources shall not be shouldered by the affected LGU.
2. As agreed upon by the members of the Logistics Cluster, expenses to be incurred related to the accomplishment of the Cluster's mission, including the deployment of personnel, resources, and equipment, shall be shouldered by their sending agency's Quick Response Fund (QRF), or the requesting agency seeking assistance.
3. Decision-makers adopting to employ its logistics assets from the Logistics Cluster must consider the cost/benefit ratio of such operations compared to available alternatives. In principle, the cost involved in using such assets on disaster operations at local level should be covered by their respective funds other than those available for national disaster response activities.

Emergency Operations Center

The Emergency Operations Center (EOC) is a designated facility that is staffed to undertake multi-stakeholder coordination, manage information, and mobilize resources in anticipation of and/or to support operations. The EOC is a facility equipped with personnel and resources that serves as a repository of information and main hub for coordination to support the management of an incident or planned event. In this context, the EOC acts as the link between the Incident Management Teams (IMTs) and the Response Clusters.

Relative to this, the EOC is managed through the following five (5) main functions: Management, Operations, Planning, Logistics, and Finance and Administration. The structure of the NDRRMC EOC is as follows:

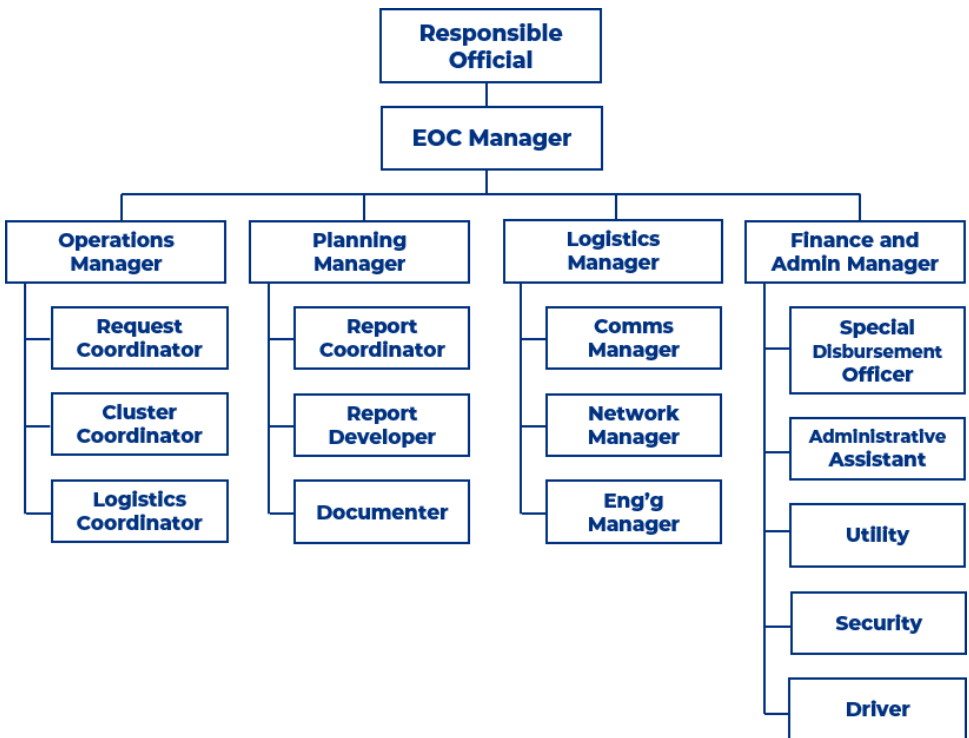


Figure 6. Emergency Operations Center Structure

Majority of the needed coordination for response operations fall in the Operations Management Section. The Response Clusters mainly coordinate through the Section, specifically through the Cluster Coordinator which handles and facilitates multi-stakeholder coordination in support of the emergency response.

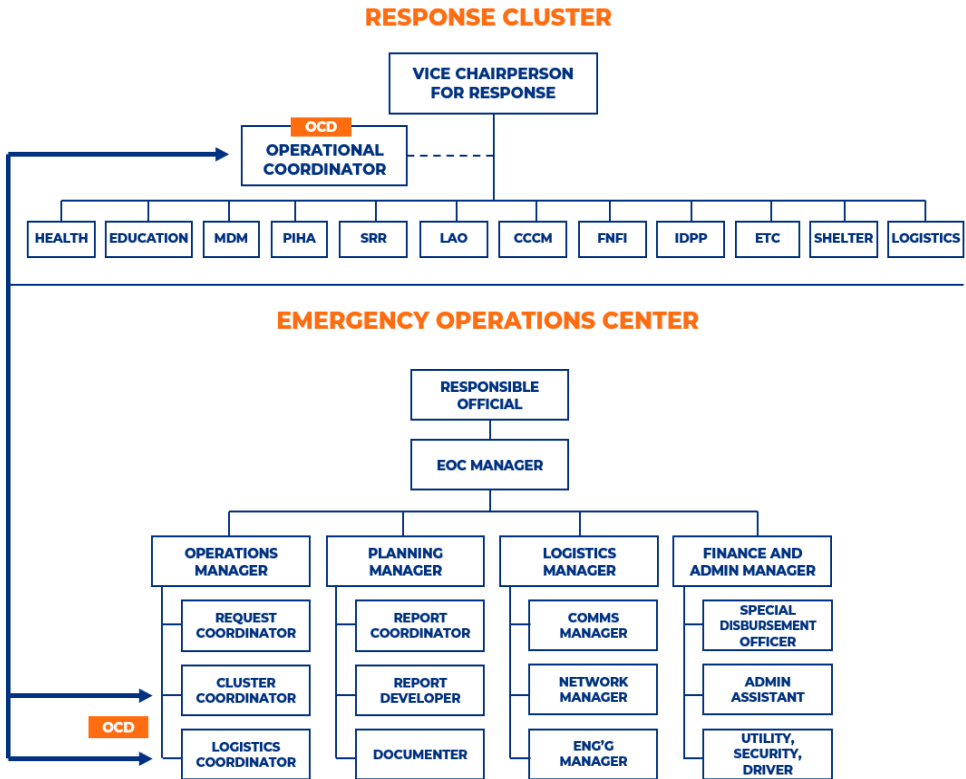


Figure 7. Interlink between the Response Clusters and the EOC

The Cluster Coordinator, which is OCD, relays information between the EOC and the Clusters. Relative to the Logistics Cluster, the following are the coordination process in connection with the EOC system:

1. All requests for logistics support will be coursed through the Logistics Cluster through the Operations Section Manager or its Cluster Coordinator.

2. The Logistics Cluster will coordinate with the duty Logistics Coordinator pertaining to arrangements of submitted logistics requirements.
3. Since OCD is both the EOC Logistics Coordinator and Logistics Cluster Head, role of duty personnel from the Response and Operational Coordination Division could be interchanged.
4. Logistics Cluster Head must always coordinate with the EOC Operations Manager and Cluster Coordinator for the submission of reports and/or other relevant information pertaining to the response operations.

Connectivity with Incident Management Team

For the provision of logistics support to deployed Incident Management Teams, the following guidelines are to be observed:

1. The logistics support operations required on the ground will depend on the identified needs of the IMTs.
2. IMTs will provide information pertaining to their operational requirements through the communication conducted between Incident Command Posts (ICPs) and the NDRRMC EOC.
3. All deployed assets at the area of disaster (tactical area) must be checked-in to the IMT and will fall under the management of the Operations Section Chief (OSC).
4. The deployed Logistics Cluster personnel on the ground will act as the resource provider for the EOCs and other extended ICPs, while the Logistics Cluster is the service provider for the Response Clusters.
5. Utilization of any deployed assets committed to the IMT will be the responsibility of the OSC. Related to this, IMTs will determine the deployment location of and dictate the flow of operations on the ground.
6. Any deployed National Logistics Cluster resources, personnel, and assets deployed at the regional or local DRRMC may be granted the status of operational control (OPCON) but the administrative control (ADCON) will retain to their respective mother units and/or offices.
7. IMTs will coordinate and provide reports of the actions performed by the logistics resources on the ground through their respective DRRMCs and a Situation Report will be submitted to the NDRRMC EOC for consolidation and reporting.
8. Demobilization of assets will be based on the recommendation of the IMT. However, should the NDRRMC declare the deactivation of the National Response Clusters, assets deployed by the National Logistics Cluster will be demobilized. Extension of deployment will be subject to approval by the sending agency.

Reporting Guidelines

As stipulated in the NDRRMC Memorandum No. 109, s. 2020 dated 10 December 2020, the Response Clusters are directed to adopt the streamlining of Disaster Reports for a more organized information management. Each cluster was tasked to provide information on the following:

- Daily Essential Elements of Information (EEI) which includes daily reporting of response accomplishments;
- Response Cluster Situation Report which covers cluster-specific activities and updates on their current tasks in the operations; and
- Response Cluster Presentation that shall be used to update relevant stakeholders and decision makers on the actions performed by each cluster.

Relative to the above, the following information are a part of the EEIs required from the Logistics Cluster:

1. Cumulative land, sea, and air assets committed (for all agencies, national level only)
2. Cumulative number of successful deliveries made (for land, sea, and air deliveries)

Further, as enumerated in the 2021 NDRRM Operations Center Standard Operating Procedures and Guidelines, the following logistics-related activities are to be reported and should also be part of the Logistics Cluster Situation Report:

Reportorial Requirement	Information Required	Reporting Agency
Issuance of Warning Information	<ul style="list-style-type: none">• Status of roads (tollways)• Status of railways	DOTR

Reportorial Requirement	Information Required	Reporting Agency
Monitoring of status of lifelines and affected sectors	<ul style="list-style-type: none"> Sea, air, land, and rail transportation 	DOTR and its attached agencies
	<ul style="list-style-type: none"> Power interruptions/outages Power restoration 	DOE and other partner agencies
	<ul style="list-style-type: none"> Water interruption Water restoration 	LWUA, MWSS, Local Water Districts
	<ul style="list-style-type: none"> Status of roads and bridges Emergency repairs and restoration of damaged infrastructure projects Road clearing operations 	DPWH and LGU Engineering Offices
Reports and data on the repositioning of resources and its strategic area for possible preparedness for response	Inventory of Assets <ul style="list-style-type: none"> Logistics Personnel Equipment Tools and Supplies Deployment of the following: <ul style="list-style-type: none"> Logistics Personnel Equipment Tools and Supplies Standby Funds 	All Logistics Cluster Member Agencies

Submission of information related to any other logistics activities are not discouraged and therefore should also be reported by the member agencies.

In this view, the following are recommended to be performed by the Logistics Cluster agencies for the accomplishment of the Logistics Cluster Situation Report:

1. All activities, information, and relevant actions performed by

each member agency are to be submitted to OCD for consolidation.

2. Being the lead agency, OCD shall prepare the final Logistics Cluster report and shall submit the final output to the NDRRMOC, capturing all submitted reports of its member agencies.

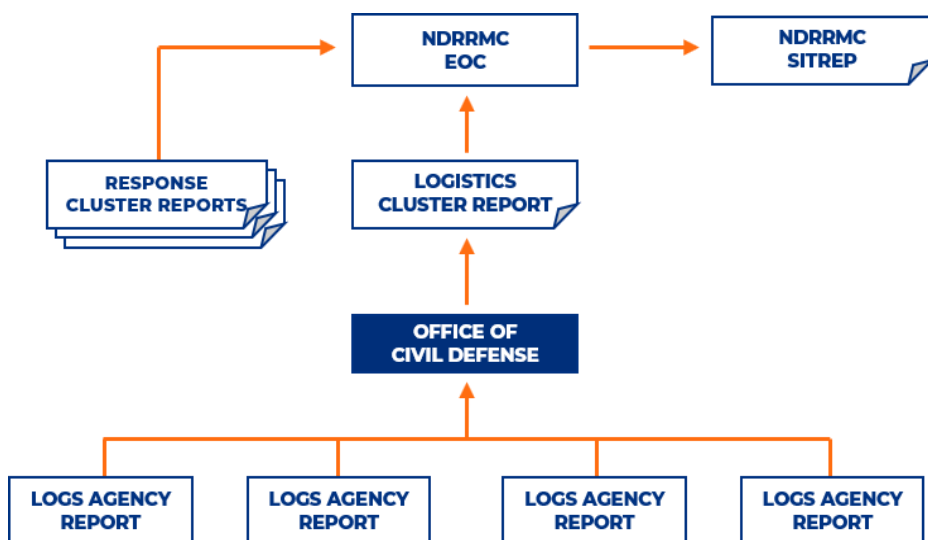


Figure 8. Logistics Cluster Reporting Mechanism

3. For uniformity of report submission, each agency is enjoined to use the Logistics Cluster Situation Report Template, prescribed by the NDRRM Operations Center. The Logistics Cluster Situation Report template covers the following:
 - Resource Summary for all deployed and available logistics assets
 - Actions Taken
 - Individual Agency/Organizational Accomplishments
 - Issues, Gaps, and Constraints

4. All Cluster members are requested to update their existing inventory of assets per disaster event on the Logistics Cluster Assets Database, with URL: <https://tinyurl.com/LogsCluster-DB>. Inventory of assets should be updated monthly by the Logistics Cluster Member Agencies
5. For information relating to the response resources deployed, the following information should be included:
 - Resource/Assets deployed (Personnel, Equipment, Vehicle)
 - Quantity
 - Area of Deployment
 - Date of Coverage
 - Contact Details
 - Activity/Activities Conducted
6. Based on all submitted reports, OCD shall prepare all presentation materials related to the Logistics Cluster actions conducted for the reporting period or as prescribed by the NDRRMC Chairperson, Executive Director, or Vice Chair for Response.
7. Submission of report shall depend on the advice of the Vice-Chairperson for Response or based on the frequency prescribed by the NDRRMOC which is every 8:00 AM or 5:00 PM.
8. As standard procedure, the Logistics Cluster will submit a Situation Report once daily for the duration of the Response Cluster activation.
9. The Cluster members shall follow the report submission schedule prescribed by the NDRRM Operations Center.

Logistics Response Protocols to Public Health Emergencies

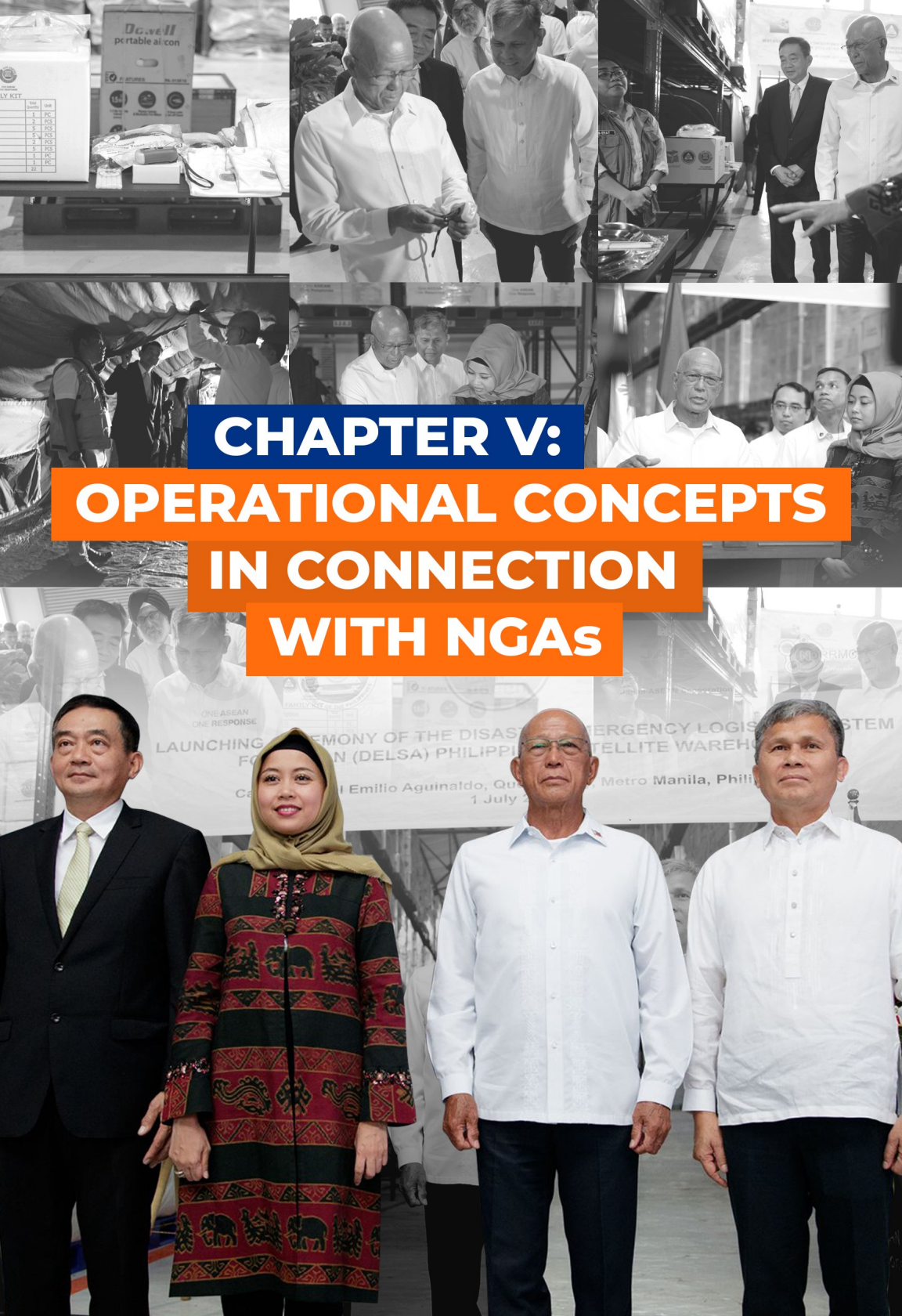
As defined by Republic Act 10121, disaster is defined as a serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources. Generally speaking, occurrence of dangerous events such as hydrometeorological events, earthquake, tsunami, and spread of infectious diseases to high-risk communities may lead to disasters.

In public health emergencies, logistics services are needed more than ever to sustain the medical emergency management provided by the National Government. Taking into consideration the risk that frontline healthcare workers and responders face during epidemics/pandemics, efficient and effective logistics management is paramount in order to secure not only the affected population, but most especially the responders and workers.

Taking into account the best practices and lessons learned from government pandemic response, these baseline strategies are identified to serve as general standards for medical logistics management conducted by the Logistics Cluster:

1. As a general rule, disaster management operations in response to public health and medical emergencies are led by the Department of Health (DOH). As such, DOH shall provide strategic guidance and leadership of the Response Cluster.
2. The lead function of the Logistics Cluster is to provide support to the medical logistics operations of the National Council or any competent entity designated by the President of the Philippines.
3. The core activities that shall be conducted by the Logistics Cluster are as follows:
 - a. Facilitate the delivery of protective gear, medical supplies and equipment, and other medical-related items from the

- Department of Health, Health Cluster, or partners of the NDRRMC responsible in providing medical services from point of origin to target destination.
- b. Dedicate appropriate transport vehicles, warehouse/storage facilities, and personnel exclusively for medical logistics operations.
 - c. Provide warehousing and storage support for the safekeeping of medical supplies and equipment, using available resources and infrastructures nationwide.
 - d. Support in the establishment, operationalization, and management of logistics hubs for swift movement and delivery of medical relief items.
 - e. Provide support in the sustainment of health or quarantine facilities, government or private healthcare establishments, or incident management infrastructures, as requested.
4. To ensure the safety and welfare of deployed personnel, the Logistics Cluster shall adhere to the health safety guidelines stipulated by the Department of Health or the Inter-Agency Task Force for the Management of Emerging Infectious Diseases.
 5. As default, the Logistics Cluster shall convene face-to-face, only if needed or in the absence of any web-based teleconferencing platform.
 6. In responding to multiple disaster events, assets detailed to the medical logistics operations shall only be pulled out as last resort.
 7. The identified protocols and flow of operations of the four Logistics sub-clusters as stipulated in this SOP shall still be observed and applied unless amended or superseded by the Logistic Cluster, as directed by the Head, Response Cluster.



CHAPTER V:

OPERATIONAL CONCEPTS IN CONNECTION WITH NGAs

Private Sector

As part of their respective mandate and Corporate Social Responsibilities (CSR), private organizations are encouraged to provide support services to the Logistics Cluster operations in coordination with the Philippine Disaster Resilience Organization, the country's major private sector vehicle and coordinator for disaster management through the provision of the following, if able:

1. Provide a single focal point within their respective organizations either national and/or local government authorities on behalf of EOCs for all means of communications.
2. Maintain a seamless interlink with the NDRRMC EOC at all times and ensure constant coordination with OCD and the members of the Cluster in order to address logistics needs.
3. Provide a directory service containing the contact information of their respective organizations in disaster areas implied in a specific humanitarian mission.
4. Conduct repair and maintenance activities as necessary, of their respective assets.
5. As needed, provide support in the mobilization of relief items via air, land, or sea channels.
6. Submit regular situation reports and status updates to the Logistics Cluster in order to maintain a clear operational picture and situational awareness during disaster operations.
7. Provide logistical support in warehouse management in the form of provision of warehouse equipment, availability of warehouse space, and networking of private logistics facilities.
8. Prepare the documentation as needed by the Logistics Cluster,

such as lesson learned, and best practices every after mobilization, be it an operation, training or any form of exercise.

As part of the above, the following should be observed by all private organizations involved in the NDRRMC Logistics response operations:

1. All enumerated support should always be in the best interest of the government and the disaster response operations.
2. NDRRMC and the Logistics Cluster shall remain unbiased and will not lean to support, endorse, or commercialize specific entities or private organizations.
3. Private companies who wish to provide logistics support during response operations will be endorsed to OCD for coordination.
4. Private organizations are encouraged to coordinate with OCD or any other government agency should they wish to donate or offer support to the logistics operations. However, responsibility for such will fall on the corresponding government agencies jurisdiction.
5. For paid services, all should be discussed first with OCD or to the concerned government agency, depending on the service/s to be purchased. Should the said service merits approval, said services will be processed and instructed for possible bidding or direct payment, in accordance to the stipulations of Republic Act 9184 or the Government Procurement Act.
6. Relative to the payment or acquisition of paid services, the Republic Act 9814 along with its Implementing Rules and Regulations or Resolutions issued by the Government Procurement Policy Board shall still apply.

IASC Logistics Cluster

To strengthen the country's response capacity, NDRRMC coordinates with the United Nations Humanitarian Country Team (HCT) to increase the national response threshold in the event wherein the government is overwhelmed by the effects of disasters.

Relatively, the HCT uses the Cluster Approach and tasked the World Food Programme (WFP) to lead the Inter-Agency Standing Committee (IASC) Logistics Cluster for international responders. WFP as lead, coordinates the logistics support to the government on behalf of the UN HCT and with other international partners for their support to the logistics operations of the NDRRMC. Ideally, WFP supports the NDRRMC in times wherein the government has declared a state of national calamity and/or there is a call for international assistance emanating from the Office of the President. However, this does not prohibit them from providing assistance with the Affected State Logistics Cluster requirements.

To further elaborate the roles and responsibilities and relationship of the NDRRMC Logistics Cluster and the UN Logistics Cluster, the following principles are applied:

1. The WFP will serve as the focal for all logistics management activities facilitated by the UN HCT and other international partners as to OCD for all logistics operations conducted by the NDRRMC.
2. WFP and OCD shall have regular coordinative activities in order to synchronize all response activities and calibrate based on the existing requirements. For effective ways to share critical information, task division, and operational planning in the disaster areas, the National Logistics Cluster will be parallel with the IASC Logistics Cluster (WFP) in accomplishing its mandated functions. This means, complementing actions is encouraged for its interoperability and commonality.

3. WFP to provide appropriate support in terms of transportation through the deployment of their transportation service providers and the provision of logistics equipment such as generators or mobile storage units if resources are available.
4. Though the IASC Logistics Cluster still adhere to the policy stipulated in the PIHA Guidelines stating that all in-country assets of INGOs are still considered international humanitarian assistance, the National Logistics Cluster will avail the services offered by the IASC Logistics Cluster provided that:
 - a. The National Logistics Cluster has exhausted all national resources for the delivery of essential logistics requirements;
 - b. There is an immediate need to perform the logistics missions that will require a large deployment of logistics assets; and
 - c. The use of IASC logistics assets was approved by the NDRRMC Chairperson, Executive Director or the Vice Chair for Response.

ASEAN Level

As stipulated in the ASEAN Agreement on Disaster Management and Emergency Relief (AADMER), the Association of Southeast Asian Nations (ASEAN) will facilitate the delivery and provision of assistance to countries within the ASEAN Region in order to achieve substantial reduction of disaster losses in lives and in the social, economic, and environmental assets of the ASEAN Member States (AMS). The AADMER also emphasizes the need to jointly respond to disasters or emergencies through concerted national efforts and intensified regional and international cooperation. In order to achieve this, ASEAN created the ASEAN Coordinating Centre for Humanitarian Assistance (AHA Centre). AHA Centre is tasked to facilitate the cooperation and coordination among the AMS and with relevant international government and non-government partners, promoting regional collaboration in disaster management.

Part of the initiatives of ASEAN to strengthen the logistics mechanism in the region is the creation of the Disaster Emergency Logistics System for ASEAN (DELSA). DELSA is a key mechanism that allows swift provision of relief items to ASEAN countries facing post-disaster emergency situations. DELSA was established to develop a regional relief item stockpile and support capacity enhancement of the AHA Centre among AMSs in emergency logistics operations. DELSA focuses on three main elements: regional emergency stock pile, institutional capacity building, and communication and awareness.

A DELSA Satellite Warehouse was established in the Philippines, located within Camp General Emilio Aguinaldo, Quezon City. In the event wherein the NDRRMC will require assistance from AHA Centre through the DELSA, the following are to be observed:

1. The Operations Service, OCD to constantly coordinate with AHA Centre through their National Logistics Officer to the Philippines for any logistics requests, processing of

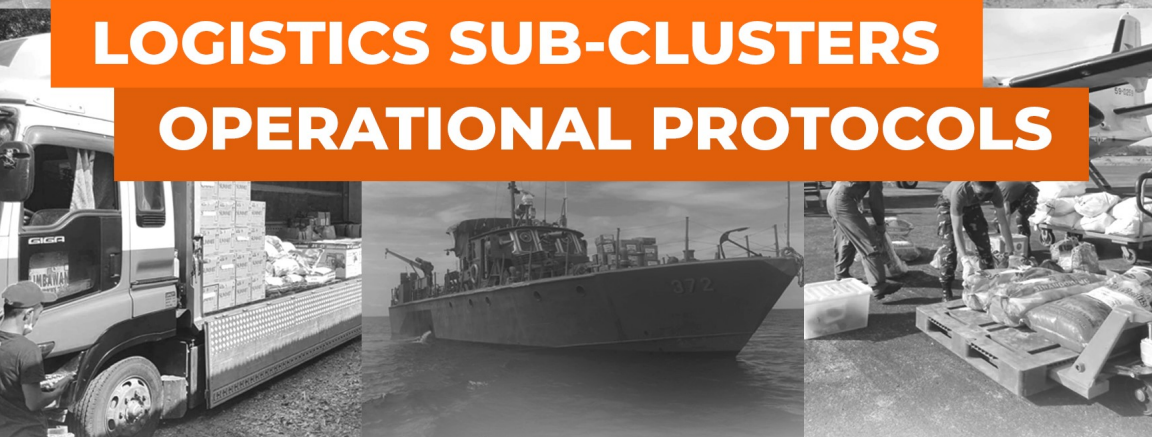
- requirements, and information sharing.
2. Requests for assistance should emanate from the Chairperson, NDRRMC, Executive Director, NDRRMC, or the Vice-Chairperson for Response.
 3. The processing of documentary requirements prescribed by the ASEAN Standard Operating Procedure for Regional Standby Arrangements and Coordination of Joint Disaster Relief and Emergency Response Operations (SASOP) such as the Request and Acceptance of Donation and Contractual Arrangement. Documentation of the donation shall also fall within OCD's responsibility.
 4. For use of warehouse space of DELSA, OCD as lead of the Cluster will submit a formal request to AHA Centre for their approval, depending on the availability of space. Should the request be approved, the National Logistics Officer will determine the allowable storage space for the use of NDRRMC as well as the warehouse planning.
 5. Use of any warehouse equipment shall be requested to the Executive Director, AHA Centre through the National Logistics Officer via letter request.
 6. The AHA Centre shall provide the operational logistical requirements of the ASEAN Emergency Response and Assessment Team (ERAT) deployed. The deployed ERAT shall coordinate with the NDRRMC and the Logistics Cluster for any needed and available logistics assets.



CHAPTER VI:

LOGISTICS SUB-CLUSTERS

OPERATIONAL PROTOCOLS



Transportation Sub-Cluster

I. RATIONALE

In anticipation of any disaster, during and post disaster, and in support to the Logistic Cluster, the Transportation Sub-Cluster was created to provide assistance to other clusters and relevant stakeholders for their transportation requirements to expedite the delivery of relief goods, such as food and non-food items, personnel, services, and other equipment from one point to another.

II. OBJECTIVES

To provide an efficient and effective transportation mechanism for the delivery of essential food and non-food items, equipment, personnel, services, and other resources requested by the Response Clusters from the point of origin up to the destination.

III. CONCEPT OF OPERATIONS

On activation, the Logistics Cluster through the Transportation Sub-Cluster shall provide reliable and cost-effective land, air, sea, rail or intermodal (combination of two or more) means of transportation to the Logistics Cluster before, during, and post disaster operation in order to expedite the delivery of personnel and relief items such as food and non-food, emergency rescue, and clearing equipment from one destination to the other.

IV. MEMBERSHIP

Roles and Responsibilities of each government agencies and other relevant stakeholders:

V. KEY OPERATIONAL CONCEPTS

- A. It shall be the prime responsibility of the shipper to secure and accompany their goods until its transport to the area and endorsed to the receiving party;
- B. The proposed use of assets that shall be tapped for logistics operations are:
 1. Government (Uniform, NGAs, GOCCs, SUCs, LGUs)
 2. Any non-government entity, and/or Commercial Services

(with payment or without cost on the part of the government)

- C. The cargo delivered by the carrier shall only be accepted by the designated consignee. In view of this, the shipper and the consignee should have clear coordination as to the delivery of assets from origin to destination.
- D. The designated carrier shall facilitate the loading of cargoes. The shipper will oversee and provide guidance as to the cargo loading scheme.
- E. For response operations in conflict areas, Government Military Assets shall be last used for transportation missions.
- F. The responsibility of securing documentary requirements for the delivery of cargo shall fall to the shipper and the carrier.
- G. Use of intermodal transportation will be used if necessary in order to deliver the cargo to its target destination.
- H. The consignee shall be responsible in checking the quality, quantity, and the particular details of the items received from the carrier. The consignee shall also organize and facilitate the unloading of cargo from the vessel.
- I. All members of the Logistics Cluster involved in the transportation of resources are tasked to ensure and prioritize the safety and welfare of any asset requested to be transported. As such, the members of the Cluster are tasked to ensure that all assets used for delivery and transportation missions are of the best physical condition and at optimal levels of functioning as to prevent any incidents occurring enroute.

VI. EXECUTION

The Logistics Cluster takes into account that the direction of the operations will be based on the information and requests provided by the other clusters, Vice Chair for Response, and the LDRRMCs of affected areas. The response operations is divided into three (3) phases: Pre-Disaster, During Disaster, and Post-Disaster.

a. Pre-Disaster Response Operation Phase

- i. Conduct inventory of resources and identify the prioritization of mobility assets to be used;
- ii. Conduct Transportation Sub-Cluster Coordination Meeting with its other members

- iii. Coordinate with other Response Cluster member agencies for planning, availability, and mobilization of appropriate logistics assets;
- iv. Ensure the creation of MOA/MOUs between government and private sector for the proper augmentation of needed logistics support;
- v. Facilitate administrative requirements for the mobilization and transport of resources; and
- vi. Ensure the readiness of the transportation equipment and assets

b. During Disaster Response Operation Phase

- i. Monitoring of the disaster response operations through the proper coordination of OCD-NDRRMC; and
- ii. Facilitation of the transportation assistance as directed by the Logistics Cluster and to any government entities in determining the most viable transportation networks to, from, and within the disaster area, as well as alternate means to move people and goods within the area affected by the disaster.
- iii. Coordination with private transport companies for the augmentation of transportation services;
- iv. Monitoring and report generation
- v. Ensure logistical support to transportation responders involved in the response operation.

c. Post-Disaster Response Operation Phase

- i. Ensure the availability of government transport services for the delivery of humanitarian aid to the affected areas;
- ii. Support in the demobilization of Response Cluster assets
- iii. Provide continuous transportation support required in the rehabilitation of areas affected by disasters.

OCD shall ensure the accomplishment of the transportation mission of the cluster, whether using government assets or external service providers. The members of the Cluster involved in transportation shall ensure quality service in the delivery of assets, personnel, equipment, and response material.

All Clusters requesting for logistical support shall communicate their requests to the Cluster Lead through the NDRRMC OpCen. The designated focal persons of the Logistics Cluster shall:

- A. Determine the prioritization and identify assets to be used;**
- B. Coordinate with cluster member agencies the availability and mobilization of appropriate logistics assets;**
- C. Facilitate administrative requirements for the mobilization and transport of resources;**

For **Transportation** requests:

- Requesting agency or shipper shall submit to the Logistics Cluster a written request indicating detailed items with corresponding specifications (weight, volume, dimension) including the name and contact numbers of the receiving party/ies, then the Logistics Cluster shall forward the request to the Transportation Sub-Cluster;
- Prioritization shall be determined by the Logistics Cluster where the Transportation Sub-Cluster shall accelerate in providing transport needs based on the requirements in the affected area and/or based on the result of initial assessments and requests from the LGUs;
- Prioritization of transportation request shall be determined by the Logistics Cluster and shall be endorsed to the carrier who will perform the delivery operation.

VII. OPERATIONAL SCOPE AND LIMITATION

- I. All charges relative to the delivery of resources such as but not limited to: RoRo fees, port fees, toll fees, fines shall be charged against the shipper.
- II. The Logistics Cluster will not be held liable for any damage, loss, prior to the loading of cargo to the designated vessel.
- III. Should the cargo be delayed in ports due to failure in submitting the necessary documentation and failed to undergo the necessary process, the Logistics Cluster will not shoulder the demurrage, tax, or other port fees charged to the shipper and consignee.
- IV. Payment of hired service providers will be the responsibility of the shipper or the entity contracting the service. Related

- to this, any sustained damage to the vehicle of the service provider due to the driver's fault will not be shouldered by the shipper.
- V. Existing contracts between hired service providers and their contractor shall still apply.
 - VI. Hired service providers shall be responsible for the allowance of drivers, incidental fees, toll fees.
 - VII. Any charges against the carrier due to misconduct, traffic violation, or any related to this will not be covered by the Logistics Cluster.
 - VIII. Payment to any damage sustained by government vehicles delivering the cargo while in transit will be covered by the shipper.

Warehousing Sub-Cluster

I. RATIONALE

In anticipation of any disaster Response Operation, the Sub Cluster for Warehousing shall provide assistance to EOCs, IMTs, and other clusters for the logistical requirements.

II. OBJECTIVES

To conduct warehousing operations by providing space for the storage, processing and safekeeping of relief goods, supplies, materials and equipment of the different clusters to provide good and serviceable supplies needed for operations; to establish network of shared warehousing space and equipment to logistics cluster before, during, and post disaster Response Operation.

III. CONCEPT OF OPERATIONS

On activation, subcluster shall accomplished the warehousing response operations into three (3) phases namely: Pre-Disaster, During and Post-Disaster

Phase I – Pre-Disaster Response Operation: During this period, the different government agencies who are involved in warehousing operation undertakes the following:

- a. Planning and coordination with other government agencies for available warehouses.
- b. Attend pre-deployment meetings;
- c. Identify list of warehouses and storage facilities and their corresponding locations (local and national).
 - c.1. Identify other agencies and organizations involved in warehousing operations.
 - c.2. Maintain a list of available warehouses for utilization during disaster response.
- d. Initiate the preparation of necessary documentations for their use. To include, the coordination with the BFP for the clearances of the identified warehouses such as the Fire Safety Evaluation Clearance (FSEC) and/or Fire Safety Inspection Certificate (FSIC) prior to its use.

- e. Prepare a Security Plan for different warehouse locations.

Phase II – During Disaster Response Operation: During this period, the different agencies involved in warehousing operations should conduct systematic and effective warehousing operations. Likewise the following activities:

- a. Validate the status of serviceability of the identified warehouse for utilization.
- b. Coordinate with other government agencies for the utilization of warehouses
- c. Conduct warehousing operations (Receive, Store and Dispatch)
- d. Provide updated data (list of supplies) for reference
- e. Maintain the facilities in coordination with the warehouse owner.
- f. Provide security to the identified warehouses and storage location whenever necessary in coordination with PNP and AFP.

Phase III – Post -Disaster Response Operation Phase: During this phase, warehouse and storage facilities should be fully operational and ready for future operations. The activities include:

- a. Provide after warehousing operations report (Post Operations Report) in all sub-clusters
- b. Provide recommendations to upgrade the operational level of utilized facilities

IV. MEMBERSHIP

NDRRMC member agencies that have warehouses/staging areas that can be utilize during the operations:

- Sea Network: BOC, DOTR-PPA, Philippine Coast Guard, MARINA
- Air Network: DOTR-CAAP, Philippine Air Force, BOC
- Land Network: DSWD, AFP, OCD, NFA, DA, DILG, PNP, BFP, DOH, DepEd, PRC, WFP, PDRF

V. EXECUTION

The **WAREHOUSING** sub-cluster shall perform the following tasks for each Disaster Response Operation Phase:

a. Pre-Disaster Response Operation

- i. Prepare and disseminate different criteria / standards necessary for warehouses selection for food and non-food items.
- ii. Mapping of available and existing warehouses for utilization;
- iii. Mapping of alternative structures which can serve as alternate warehouses;
- iv. Mapping of outdoor storage spaces;
- v. Ensure the integrity of the facilities (security and handling facilities)

b. During Disaster Response Operation

- i. Validate and identify the status readiness of all identified warehouses/outdoor spaces, in preparation for the receipt of goods;
- ii. Report to infrastructure and Utilities Sub Cluster the warehouses that has minimal damage for immediate repair; clearing for the outdoor storage areas for installation of Temporary Warehouse;
- iii. Implement security plan for the warehouse;
- iv. Request for the installation of supplies and necessary equipment;
- v. Ensure the integrity of the facilities (security and handling facilities)
- vi. Installation of mobile storage units (MSUs), temporary warehouse/staging areas or logistics hubs
- vii. Ensure close coordination to PNP and AFP for security plan.

c. Post-Disaster Response Operation

- i. Maintain the facilities and compound near the warehouse for future disaster operations;
- ii. Conduct monitoring and evaluate best practices and

identified areas for improvement in the conduct of future missions.

VI. OPERATIONAL SCOPE AND LIMITATION

- A. All items requested shall be stored at shared warehouse facilities will be managed by the designated Logistics Cluster focal who will serve as the Warehouse Manager.
- B. In the event of any circumstance that may occur outside the control of the Logistics Cluster focal, the Cluster will not be responsible for any damage, loss, or spoilage of any supplies.
- C. The Logistics Focal/Warehouse Manager will not be held liable should there be any identified damage, loss, or any defects on the items prior to its delivery to the joint warehouse. Preferably, agencies requesting storage should have focal persons present at the warehouse or monitoring the status of their stocks.
- D. Expiration of any food and non-food item stored in Logistics Cluster-manage warehouse will not be charged against OCD or the Logistics Cluster;
- E. For storage of items not withdrawn at ports, demurrage and handling fees will not be covered by OCD or the Logistics Cluster;
- F. Payment of operational expenses related to the rental of warehouse will fall upon the agency or entity utilizing the facility.

Supplies and Inventory Sub-Cluster

I. RATIONALE

In anticipation of any disaster, the Supplies and Inventory Sub-Cluster shall provide assistance to EOCs, IMT, and other sub-clusters for their logistical requirements such as fuel, family food packs, satellite phones, generator set, non-food items, among others during and post-disaster response operations.

II. OBJECTIVES

To provide a reliable inventory of DRRM resources and supplies and support for the speed deployment and management of necessary supplies and inventories to other logistics sub-cluster before, during and post-disaster response operations. Further, the Sub-Cluster aims to maintain a stockpile of available food and non-food items and ensure the availability of supplies.

III. CONCEPT OF OPERATIONS

On activation from the Logistics Cluster, the Supplies and Inventory sub-cluster shall activate its internal group that shall monitor the stockpile of the following:

- a. **Health, Sanitation & Safety** – hygiene kits, medicines, Personal Protective Equipment (PPE), portable toilets, tents, etc.
- b. **Food Items** – Family Food Packs (FFP)
- c. **Fuel** – petroleum products such as diesel, gasoline, kerosene
- d. **Equipment** – generator sets, water filtration system, solar panel, and appropriate heavy engineering equipment, etc.

IV. MEMBERSHIP

- a. Office of Civil Defense (OCD)
- b. Department of Energy (DOE)
- c. Department of Social Welfare and Development (DSWD)
- d. Department of Health (DOH)
- e. Department of Public Works and Highways (DPWH)
- f. Philippine Disaster Resilience Foundation (PDRF)
- g. World Food Programme – Philippines

V. EXECUTION

a. Pre-Disaster Response Operations

- i. Orientation on disaster response operations for Supply and Inventory Sub-Cluster members
- ii. Regularly update the list of available resources and inventory.
- iii. Create a database for supply management
- iv. Ensure stockpiling of expendable supplies
- v. Ensure the serviceability of equipment

b. During Disaster Response Operations

- i. Attend the pre-deployment meeting with the Logistics Cluster and/or Response Cluster
- ii. Close coordination with other cluster members with regards to their requirements
- iii. Prioritization of Supplies and Inventory being requested by sub-clusters
- iv. Facilitate immediate processing of request and issuance for deployment of the necessary supplies.
- v. Convene internal meeting as necessary for the updating of inventory and mapping out of resources.
- vi. Coordinate with other stakeholders for further assistance.
- vii. Recommend the transport of food, equipment, fuel, etc. from supply point to destination, in coordination with the concerned member agencies.
- viii. Employ tracking system for supplies and inventory issued to subcluster.
- ix. Perform other tasks as necessary.

c. Post-Disaster Response Operations

- i. Replenish supplies and update inventories
- ii. Conduct after-action review
- iii. Oversee the return of borrowed equipment.
- iv. Maintain inventory of deployed equipment

For **Response Equipment – OCD:**

1. For the requests for non-food items, the Operations Service through the Response and Operational Coordination Division (ROCD) with the support of the Administrative and Financial

Management Service - General Service Division shall facilitate the deployment.

2. The OCD-General Services Division shall provide an updated list of stockpiles of NFIs, and shall be endorsed to the Food and Non-Food Items Cluster for consolidation.
3. All deployed non-food items lend to the OCD Regional Offices shall be maintained and monitored by the Supply Accountable Officer of the Region.
4. For fuel requirements, OCD shall facilitate the provision of POL to responders and deployable assets, chargeable against the Quick Response Fund, as long as there is available allocation.
5. Requests for Oil and Lubricant shall be charged against the Quick Response Fund subject to approval.

For **Food and Non-Food Items – DSWD:**

1. The National Resource and Logistics Management Bureau, DSWD shall prepare and maintain an updated inventory of all food and non-food items (FNFI) stockpiled at their warehouses nationwide;
2. The NRLMB also facilitates the replenishment of FNFI

For **Health Items – DOH:**

1. Through the Logistics Management Division, Supply Chain Management Office, prepare and maintains an inventory of health items currently stocked in all DOH warehouse
2. Inventory of disaster health items shall be monitored and maintained by DOH-HEMB.
3. For requests of distribution and withdrawal of medical relief items, requests should be coordinated to the Health Emergency Management Bureau, to be coordinated with LMD, SCMO.
4. For local response, HEMB to coordinate DOH Center Health Development for the availability of resources.

Infrastructure and Utilities Sub-Cluster

I. RATIONALE

In anticipation of any disaster response operation or during and post-disaster response operation, the Infrastructure and Utilities Sub-Cluster shall provide emergency restoration assistance of basic facilities in the impacted area.

II. OBJECTIVE

To ensure immediate response in the restoration of damaged basic facilities such as water, power, fuel, and road accessibility to affected areas.

III. CONCEPT OF OPERATIONS

On activation, the Infrastructure and Utilities Sub-Cluster Services shall provide immediate/emergency repair/restoration services for damaged lifeline facilities to ensure continuous supply of such services.

The sub-cluster shall organize three (3) teams, namely:

- a. **Road** – ensure that all roads are open/accessible to traffic;
- b. **Water** – ensure continuous supply of water; ensure restoration of water distribution facilities; and
- c. **Energy** – ensure continuous supply of electric power and operation oil facilities.

The Infrastructure and Utilities Sub-Cluster shall be activated simultaneously with the Logistics Cluster. Upon activation, all sub-cluster member agencies and identified partners shall ensure their attendance in sub-cluster meetings and provide the Sub-Cluster Lead with an updated list of available assets with its corresponding capacity that can be utilized by all the sub-clusters during disaster response operations.

The operation shall be divided into three (3) phases: **pre-disaster response operation, during disaster response operation, and post-disaster response operation.**

The Sub-Cluster Services shall designate focal person for each team (Road Accessibility, Energy, Water and Communication). The following are the roles and responsibilities of each sub cluster services member on each phase:

For **Road (Lead Agency – DPWH):**

- A. Pre-Disaster Phase
 - a. Update and submit an inventory of assets (equipment and manpower) to be utilized/deployed for response operations.
 - b. Update and submit inventory of available temporary bridge panels with complete accessories

- B. Disaster Response Phase
 - a. Continue to update and submit inventory of prepositioned assets.
 - b. Monitor/track deployed assets;
 - c. Installation of warning signs;
 - d. Provide asset support to other Logistics sub-clusters
 - e. Ensure availability and serviceability of equipment, operators for the duration of the response operations

- C. Post-Disaster Phase
 - a. Prepare post activity report of deployed resources;
 - b. Provide equipment for early recovery, as requested

For **Water (Lead Agency – LWUA, Support - BFP):**

- A. Pre-Disaster Response Operation Phase
 - a. Ensure availability of repair parts
 - b. Establish connection with water suppliers and different establishments (malls, supermarkets etc.)
 - c. Alert restoration teams for possible deployment
 - d. Ensure availability of water purification tablets
 - e. Ensure availability of mobile water treatment plant
 - f. Identification of alternative water resources
 - g. Ensure operability of emergency back-up equipment
 - h. Ensure at the minimum availability of potable water for drinking and cooking

- B. During Disaster Response Operation Phase
 - a. Perform emergency repair of damaged water system
 - b. Assess and gather information on the affected water facilities; and
 - c. Provide continuous updates on the status of the affected water facilities
 - d. Permit the BFP fire trucks to tap water from hydrants for distribution to affected areas

- C. Post-Disaster Response Operation Phase
 - a. Continuously monitor water supply
 - b. Conduct damaged and needs assessment
 - c. Rehabilitation of damaged facilities

For **Power (Lead Agency – DOE, Support – NGCP, NEA):**

- A. Pre-Disaster Response Operation Phase
 - a. Ensure continuous normal supply of electricity and prevent system deficiencies which can result in power outages;
 - b. Alert all electric industry stakeholders on the possible calamity; and
 - c. Implement pre-disaster mitigating measures such as establishment of buffer stock of materials and equipment for emergency response, vegetation management, etc.
 - d. Ensure compliance of energy stakeholders to business continuity plan, resiliency compliance plan and emergency response plan
 - e. Alert response units for possible deployment. The response units refers to the Task Force coming from within the Region and/or province where the affected Electric Cooperative/s is/are located as the 1st wave of Task Force and so on.
 - f. Ensure availability of contingency plans for transmission and distribution systems
 - g. Activate the Emergency Response Organization of the Electric Cooperatives to implement its respective Emergency Response Plan.

- B. During Disaster Response Operation Phase
 - a. Activates the 24/7 operation and command centers which monitors the situation of power and coordinates the actions to be/being undertaken in the areas of responsibility (i.e., franchise area for distribution utilities [DUs], area control centers and districts for the transmission sector, etc.);
 - b. Assess and gather information on the affected power facilities (e.g., generating plants, transmission and distribution lines, etc.); and
 - c. Provide continuous updates on the status of the affected power facilities

- C. Post-Disaster Response Operation Phase
 - a. Conduct final assessment of overall damages;
 - b. Prioritize the restoration of the identified vital installations;
 - c. Continue to disseminate information on the status of electric power in the affected area thru social media, press releases, etc.;
 - d. Reconstruct/rehabilitate immediately the damaged electric power structures and facilities once the situation normalizes; and
 - e. Activates Task Force Kapatid for the provision of assistance of other Distribution Utilities (DUs) not affected by the disaster.

For **Fuel Facilities (Lead Agency – DOE)**:

- A. Pre-disaster Response Operation phase:
 - a. Coordinate with oil companies to ensure there is enough fuel, oil, and lubricant inventory in the area prior to a disaster
 - b. Identify alternate source of fuel, oil and lubricants

- B. During Disaster Response Operation Phase
 - a. Upon activation of the Command and Operation Center, the DOE-OIMB shall monitor the situation of the oil supply in the impacted area with the help of the information provided by the oil companies.

- b. Seek help from the Law and Order Cluster in controlling the distribution of petroleum, oil, and lubricants (POL)
- C. Post-Disaster Response Operation Phase
 - a. DOE-OIMB shall closely coordinate with oil companies with regards to the operational status of their retail stations/ depots.
 - b. Seek help from Law and Order Cluster to provide security of the affected oil facilities (depots, retail stations, and terminals), transportation of fuel, equipment and personnel.
 - c. Address the Philippine Institute of Petroleum (PIP) concerns to other concerned government agencies such as speedy entry into and from the country of foreign experts and equipment necessary for oil facility rehabilitation and recovery; exemption from the truck ban, relaxation of maritime clearances for barges and tankers and the use of Authority to Load Form (ATL).



CHAPTER VII:

ANNEX



NDRRMC Resolution No. 8 s. 2022



REPUBLIC OF THE PHILIPPINES
NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL
National Disaster Risk Reduction and Management Center, Camp Aguinaldo, Quezon City, Philippines

NDRRMC RESOLUTION NO. 08, s. 2022

RESOLUTION RECOMMENDING THE ADOPTION OF THE LOGISTICS CLUSTER STANDARD OPERATING PROCEDURES

WHEREAS, Section 2(l) of Republic Act (RA) No. 10121, otherwise known as the "Philippine Disaster Risk Reduction and Management Act of 2010," provides that it shall be the policy of the State to recognize and strengthen the capacities of local government units (LGUs) and communities in mitigating and preparing for, responding to, and recovering from the impact of disasters;

WHEREAS, Section 5 of RA No. 10121 establishes the National Disaster Risk Reduction and Management Council (NDRRMC) headed by the Secretary of the Department of National Defense (DND) as Chairperson, with the Secretary of the Department of Social Welfare and Development (DSWD) as Vice Chairperson for Disaster Response, and the Office of Civil Defense (OCD) as the Executive Arm and Secretariat;

WHEREAS, Section 9(p) of RA No. 10121 specifies that the OCD is tasked to provide advice and technical assistance and assist in mobilizing necessary resources to increase the overall capacity of LGUs, specifically the low income and in high-risk areas;

WHEREAS, the National Disaster Response Plan (NDRP) of the NDRRMC, released in 2017, provides for clear leadership in the execution of disaster response activities through the organization of Response Clusters led by the DSWD. Among these Response Clusters is the Logistics Cluster led by the OCD;

WHEREAS, the Logistics Cluster Standard Operating Procedures (SOP) was created by the OCD in order to operationalize the emergency logistics management system of the NDRRMC to deliver humanitarian aid to areas affected by disasters and to ensure that affected communities receive timely and adequate assistance thereafter. The SOP is the consolidation of information, protocols, and strategies that aim to standardize the logistics operations within the NDRRMC, documenting existing policies as well as putting forward innovative solutions to address logistics constraints during disaster response operations;

WHEREAS, the Logistics Cluster SOP puts forward the following objectives:

- a. Develop a set of standards and processes that promote efficiency in logistics management in preparation for, in the event of, and after the effects of a disaster;
- b. Provide clear guidelines on the management, deployment, and operationalization of logistics response at the strategic and operational level;

NDRRMC Operations Center (+632) 8911-1406; 8912-2665; 8912-5668
Email: nstrmcc@occl.gov.ph
Websites: www.ndrrmc.gov.ph; www.ocd.gov.ph

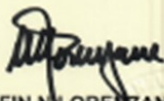
- c. Serve as basis for joint logistics operations, making full use of established coordination mechanisms and applying theories and concepts developed by the NDRRMC relative to disaster management; and
- d. Harmonize the efforts of the NDRRMC member agencies when it comes to disaster response, taking on a whole-of-nation approach towards emergency logistics and strengthening partnerships between the government, private sector, and international humanitarian organizations;

WHEREAS, during the devastation of Typhoon ODETTE in 2021, the OCD exercised its leadership in the Logistics Cluster in accordance with the provisional contents of the SOP. Further, lessons learned and best practices have been duly documented and incorporated in the draft SOP;

NOW, THEREFORE, the Council **RESOLVES**, as it hereby **RESOLVED**, to:

1. Adopt the Logistics Cluster SOP and its implementation under the leadership of OCD as head of the Logistics Cluster; and
2. Foster collaboration between OCD with the Department of Science and Technology (DOST) and other concerned technical agencies for the development of innovative tools and technologies for the enhancement of logistics operations.

Done this 15th day of March, 2022 at the Department of National Defense, Camp Aguinaldo, Quezon City.




DELFIN N. LORENZANA

Chairperson, National Disaster Risk Reduction and Management Council
Secretary, Department of National Defense



General Message Form

		NDRRMC EMERGENCY OPERATIONS CENTER GENERAL MESSAGE	
MESSAGE SUBJECT/TITLE:		DATE	CONTROL NO.:
[GEIST OF THE MESSAGE TO BE DELIVERED]		[DATE OF SUBMISSION]	NDRRMC - [YEAR] -[EVENT] - [MESSAGE NUMBER]
TO: [ADDRESSEE]			
FROM: [NAME OF SENDER, POSITION/DESIGNATION, AGENCY]			
MESSAGE / REQUEST DETAILS:			
[DETAILS OF THE MESSAGE/REQUEST/DIRECTIVE]			
APPROVED BY:		POSITION / TITLE	SIGNATURE
[NAME OF APPROVING ENTITY]		[POSITION OF APPROVING ENTITY]	[SIGNATURE]
<small>Note: This serves as an official document, as adapted from Incident Command System (ICS) Form 213.</small>			

Logistics Cluster Situation Report



REPUBLIC OF THE PHILIPPINES
NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL
 National Disaster Risk Reduction and Management Center, Camp Aguinaldo, Quezon City, Philippines

LOGISTICS CLUSTER

<NAME OF DISASTER/EVENT>

Situation Report No. _____

Date: _____

A. Cluster Details

LEAD AGENCY	
AGENCIES INVOLVED	
FOCAL PERSON	
CONTACT DETAILS	

B. Resources Summary

AGENCY	LAND ASSETS		SEA ASSETS		AIR ASSETS	
	DEPLOYED	AVAILABLE	DEPLOYED	AVAILABLE	DEPLOYED	AVAILABLE
TOTAL						

C. Accomplishment Summary

DATE DELIVERED	RECIPIENT (REGION / PROVINCE / MUNICIPALITY)	SOURCE	ITEMS DELIVERED	ASSETS USED

D. Individual Agency/Organization Accomplishments *(to be highlighted in NDRRM reports)*

[AGENCY 1]

-
-
-

[AGENCY 2]

-
-
-

[AGENCY 3]

-
-
-

E. Issues, Gaps & Constraints

-
-
-

Telefax: NDRRM Operations Center (+632) 8911-1406; 8912-2665; 8912-5668; Office of the Administrator (+632) 8912-2424

Email: ndrrmc@ocd.gov.ph

Websites: www.ocd.gov.ph; www.ndrrmc.gov.ph

NDRRMC Response Clusters Situation Report



REPUBLIC OF THE PHILIPPINES
NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL
National Disaster Risk Reduction and Management Center, Camp Aguinaldo, Quezon City, Philippines

DISASTER RESPONSE

I. DISASTER RESPONSE (In Cluster)

A. Food and Non-Food Items (F/NFIs)

1. DSWD

- The Disaster Response Management Bureau (DRMB) is on RED Alert Status and is closely coordinated with the concerned field offices for significant disaster response updates.
- DSWD-FO V DRMD team are activated and on-duty at DSWD-FO V Operations Center. DSWD-FO V is continuously monitoring weather updates and information. The Resource Operation Section ensures the availability of family food packs and non-food items as need arises.
- DSWD-FO VIII assigned staff to render duty at the FO VIII Operations Center over the weekend, including on-call duty officers who can be made to report when the situation requires. DSWD-FO VIII prepositioned Family Food Packs (FFPs) in Samar Island, Biliran and Southern Leyte which can be distributed immediately by the P/C/MATs to Local Government Units that need augmentation support.

B. Protection, Camp Coordination and Management (PCCM)

- 1. Lead**
- 2. Member**
- 3. Member**

C. HEALTH (WASH, Medical, Nutrition, and Medical Health/Psychosocial Services)

- 1. Lead**
- 2. Member**
- 3. Member**

D. Search, Rescue, and Retrieval (SRR)

- 1. Lead**
- 2. Member**
- 3. Member**

E. Logistics

1. Lead
2. Member
3. Member

F. Emergency Telecommunications

1. Lead
2. Member
3. Member

G. Education

1. Lead
2. Member
3. Member

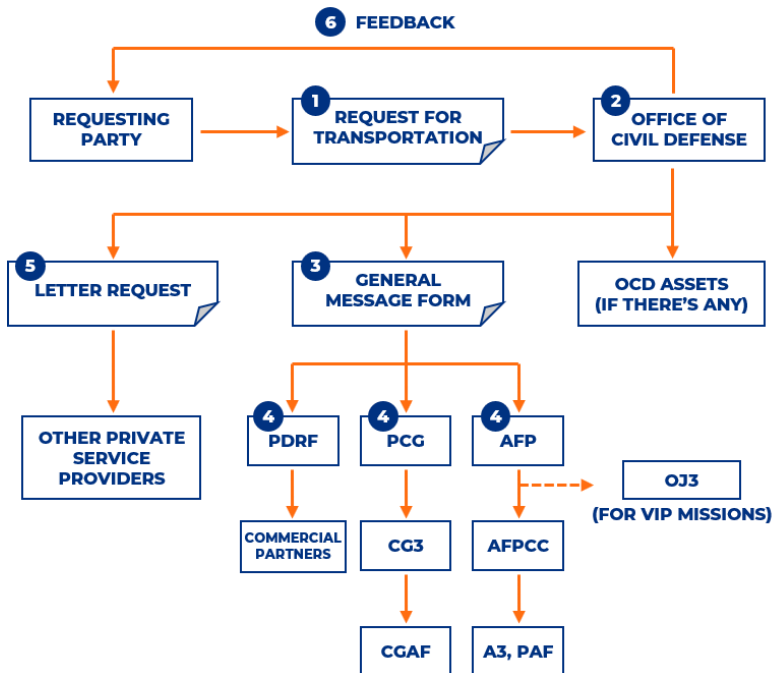
H. Clearing Operations

1. Lead
2. Member
3. Member

I. Damage Assessment and Needs Analysis

1. Lead
2. Member
3. Member

Processing of Transportation Request: AIR

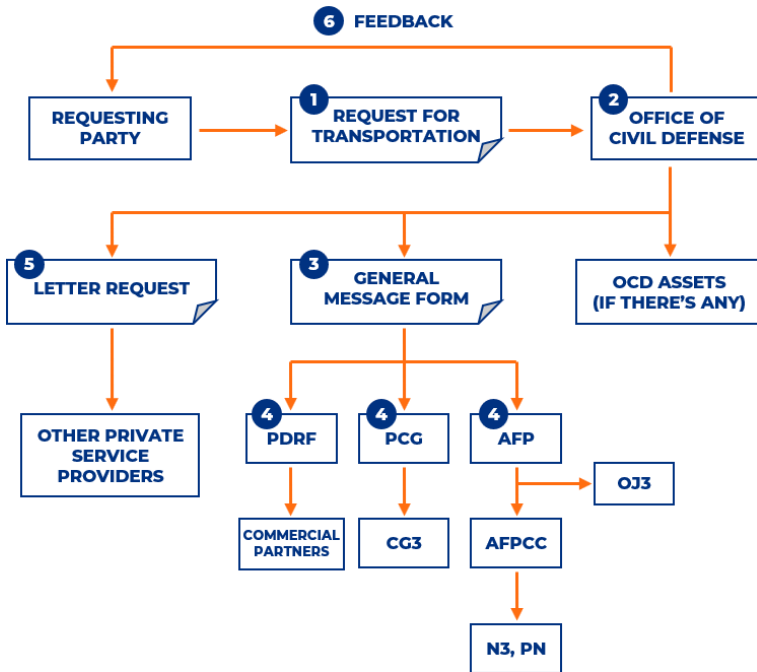


1. Requesting Party sends out a request (either verbal or written) to OCD.
2. OCD shall check first if it has available assets that could be used for this purpose.
3. If none, OCD through the Operations Service will prepare a General Message Form (GMF) signed by the Director, Operations Service and Manager, NDRRM Operations Center to be forwarded to concerned Logistics Cluster Member Agencies
4. GMF will be disseminated to the following capable Logistics Cluster Member Agencies:
 - a. For AFP:
 - i. Request will be sent to the AFP Command Center (AFPCC) and to the Office of the Deputy Chief of Staff for Operations, OJ3 for VIP requests.
 - ii. Directive to the Deputy Chief of Staff of Air Operations, A3, Philippine Air Force will emanate from either AFPCC

- or OJ3 for their appropriate action.
 - iii. A3, PAF or AFPCC/OJ3 to give feedback to OCD regarding approval/disapproval of request and other important details.
- b. For PCG:
- i. Request will be sent to the Deputy Chief of Staff for Operations, CG3 for their approval.
 - ii. Directive to the Coast Guard Aviation Force will emanate from CG3 for their appropriate action.
 - iii. CGAF to give feedback to OCD regarding approval/disapproval of request and other important details.
- c. For PDRF
- i. Request will be sent to the PDRF Emergency Operations Center through their Logistics Sector Focal.
 - ii. PDRF will coordinate with its partners from the private sector for the availability of air transportation assets for air delivery
 - iii. PDRF to coordinate with OCD regarding the availability of air assets and other important details.
5. Should there be no available air assets from the Logistics Cluster member agencies, OCD shall write a letter of request to external service providers that could accommodate the request.
6. OCD shall provide feedback to the requesting party regarding the status of their request and inform them of pertinent information and requirements for the accomplishment of their request.

The Logistics Cluster ensures to accommodate all requests and perform all transportation requests on the preferred time and without cost to the requesting party. Further, the Logistics Cluster ensures the safety and good condition of the items requested to be delivered.

Processing of Transportation Request: SEA



1. Requesting Party sends out a request (either verbal or written) to OCD.
2. OCD shall check first if it has available assets that could be used for this purpose.
3. If none, OCD through the Operations Service will prepare a General Message Form (GMF) signed by the Director, Operations Service and Manager, NDRRM Operations Center.
4. GMF will be disseminated to the following capable Logistics Cluster Member Agencies:
 - a. For AFP:
 - i. Request will be sent to the AFP Command Center (AFPC) and to the Office of the Deputy Chief of Staff for Operations, OJ3 for VIP requests.
 - ii. Directive to the Deputy Chief of Staff of Sea Operations, N3, Philippine Navy will emanate from either AFPC or OJ3 for their appropriate action.
 - iii. N3, PN or AFPC/OJ3 to give feedback to OCD

regarding approval/disapproval of request and other important details.

b. For PCG:

- i. Request will be sent to the Deputy Chief of Staff for Operations, CG3 for their approval.
- ii. CG3 will direct one of its stations or naval ships to prepare for sea voyage to accommodate said request.
- iii. CG3 to give feedback to OCD regarding approval/disapproval of request and other important details.

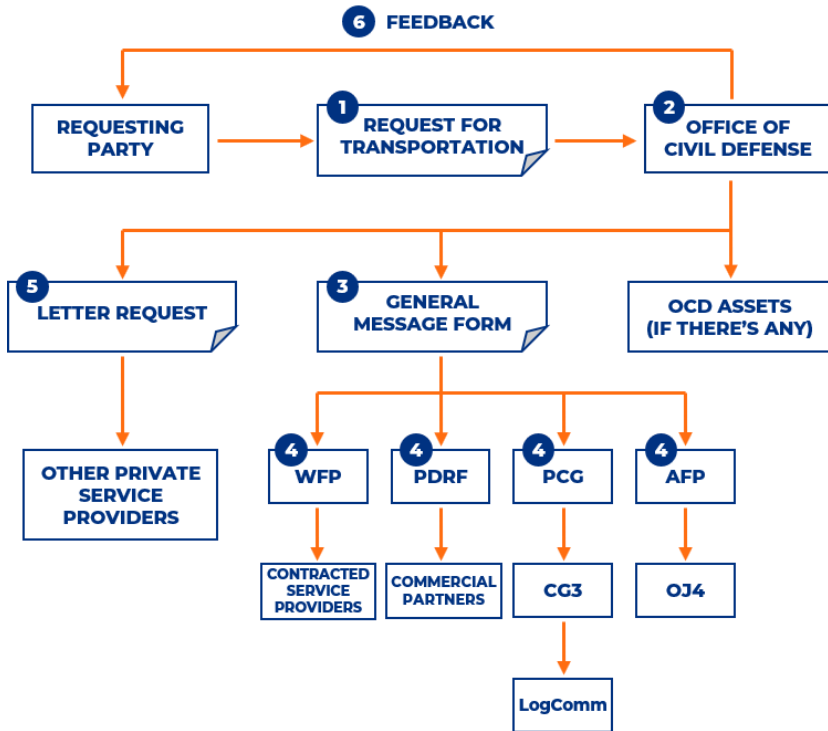
c. For PDRF

- i. Request will be sent to the PDRF Emergency Operations Center through their Logistics Sector Focal.
- ii. PDRF will coordinate with its partners from the private sector for the availability of sea transportation assets for sea cargo delivery.
- iii. PDRF to coordinate with OCD regarding the availability of naval assets and other important details.

5. Should there be no available naval assets from the Logistics Cluster member agencies, OCD shall write a letter of request to external service providers that could accommodate the request.
6. OCD shall provide feedback to the requesting party regarding the status of their request and inform them of pertinent information and requirements for the accomplishment of their request.

The Logistics Cluster ensures to accommodate all requests and perform all transportation requests on the preferred time and without cost to the requesting party. Further, the Logistics Cluster ensures the safety and good condition of the items requested to be delivered.

Processing of Transportation Request: LAND



1. Requesting Party sends out a request (either verbal or written) to OCD.
2. OCD shall check first if it has available assets that could be used for this purpose.
3. If none, OCD through the Operations Service will prepare a General Message Form (GMF) signed by the Director, Operations Service and Manager, NDRRM Operations Center.
4. GMF will be disseminated to the following capable Logistics Cluster Member Agencies:
 - a. For AFP:
 - i. Request will be sent to the Office of the Deputy Chief of Staff for Logistics, OJ4, AFP.
 - ii. OJ4 will direct its land transportation units for the availability of land transportation support needed.
 - iii. OJ4 to give feedback to OCD regarding approval/

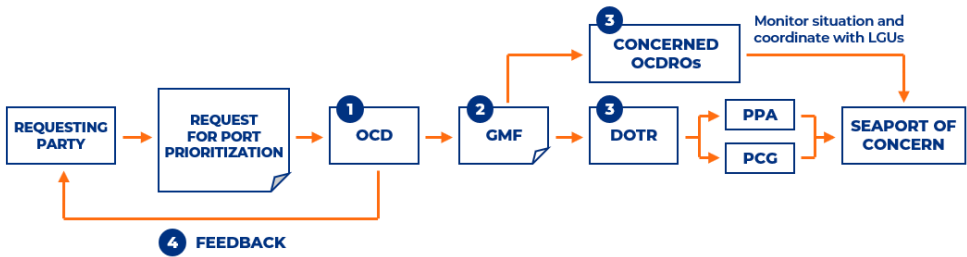
disapproval of request and other important details.

- b. For PCG:
 - i. Request will be sent to the Deputy Chief of Staff for Operations, CG3 for their approval.
 - ii. CG3 to direct PCG Logistics Command for the availability of land transportation assets.
 - iii. CG3 to give feedback to OCD regarding approval/disapproval of request and other important details.

 - c. For PDRF
 - i. Request will be sent to the PDRF Emergency Operations Center through their Logistics Sector Focal.
 - ii. PDRF will coordinate with its partners from the private sector for the availability of sea transportation assets for sea cargo delivery.
 - iii. PDRF to coordinate with OCD regarding the availability of naval assets and other important details.

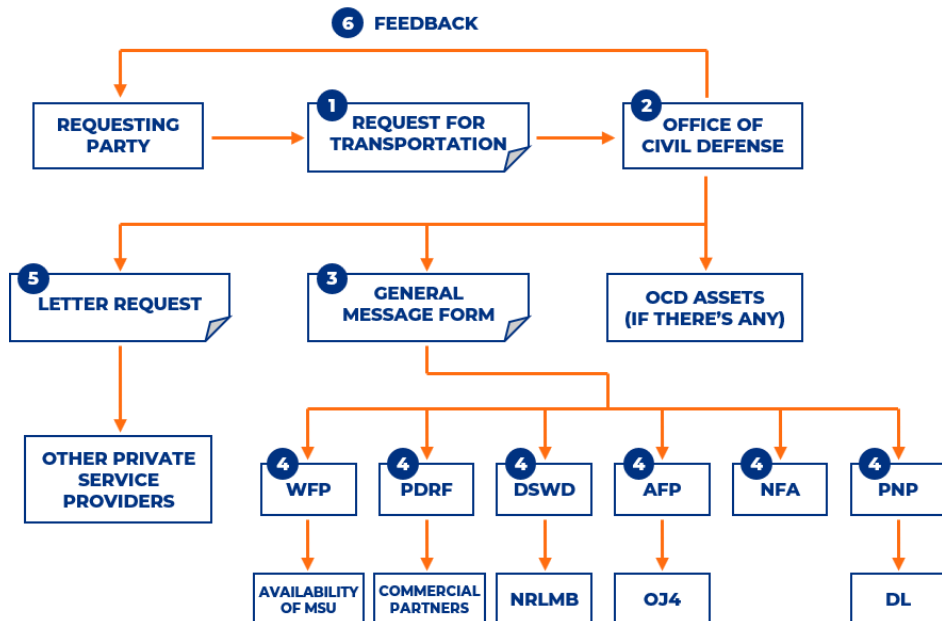
 - d. For WFP Philippines
 - i. Request will be sent attentioned to the Logistics and Supply Chain Officer of WFP Philippines for their appropriate action.
 - ii. WFP Philippines to employ contracted service providers for the delivery of requirements.
 - iii. WFP Philippines to coordinate with OCD regarding the availability of land assets and other important details.
5. Should there be no available land assets from the Logistics Cluster member agencies, OCD shall write a letter of request to external service providers that could accommodate the request.
6. OCD shall provide feedback to the requesting party regarding the status of their request and inform them of pertinent information and requirements for the accomplishment of their request.

Processing of Port Prioritization Requests



1. Requesting Party sends out a request (either verbal or written) to OCD for cargo vehicles requiring port prioritization.
2. OCD through the Operations Service shall prepare a General Message Form (GMF) signed by the Director, Operations Service and Manager, NDRRM Operations Center, forwarding the request to identified stakeholders
3. GMF will be disseminated to the following:
 - a. Department of Transportation (DOTR)
 - i. Request sent to the Office of the Secretary thru the Office of the Undersecretary for Administrative Service or the Office of the Assistant Secretary for Special Concerns.
 - ii. DOTR to transmit the request to the Philippine Ports Authority (PPA) and Philippine Coast Guard (PCG) to accommodate the prioritization requirements.
 - iii. PPA and PCG to monitor the status of stranded vehicles and passengers in congested ports of concern.
 - b. Office of Civil Defense Regional Office (OCDRO)
 - i. Concerned OCDROs to coordinate with concerned Local Governments to monitor the port operations of congested ports.
 - ii. Concerned OCDROs to coordinate with relevant port authorities to facilitate the prioritization of cargo vehicles..
 - iii. OCDROs to monitor the status of stranded vehicles and passengers in congested ports of concern.
4. OCD will provide feedback to the requesting party regarding the status of their request and inform them of pertinent information and requirements for the accomplishment of their request.

Processing of Warehousing and Storage Requests

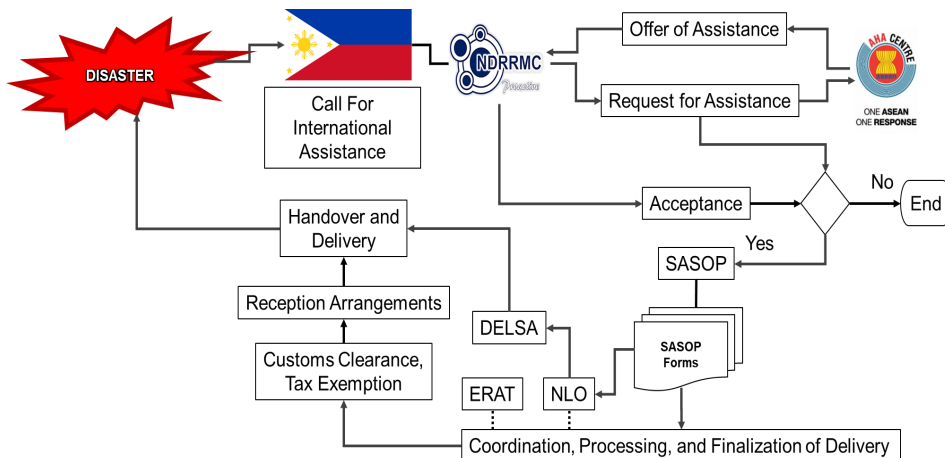


1. Requesting Party sends out a request (either verbal or written) to OCD.
2. OCD shall check first if it has available assets that could be used for this purpose.
3. If not, OCD through the Operations Service shall prepare a General Message Form (GMF) signed by the Director, Operations Service and Manager, NDRRM Operations Center
4. GMF will be disseminated to the following Logistics Cluster Member Agencies capable of providing available storage spaces or lots for the installation of logistics hubs:
 - a. For AFP:
 - i. Request will be sent to the Deputy Chief of Staff for Logistics, OJ4, AFP.
 - ii. OJ4 to coordinate with the AFP Logistics Command or to the different branch of service for the availability of warehouse spaces or lots within military camps nationwide.

- iii. OJ4 to give feedback to OCD regarding approval/disapproval of request and other important details.
 - b. For DSWD:
 - i. Request will be the National Resource and Logistics Management Bureau (NRLMB) for the accommodation of the request.
 - ii. NRLMB to coordinate with the National Resource Operations Center (NROC) in Pasay City, the Visayas Disaster Response Center (VDRC) in Pasay City or the different DSWD Field Offices for the availability of the request.
 - iii. DSWD to give feedback to OCD regarding approval/disapproval of request and other important details
 - c. For NFA:
 - i. Request will be sent to the General Manager, Grains and Marketing Division, NFA for the accommodation of the request
 - ii. NFA to coordinate with the different NFA warehouse units nationwide for the availability of warehouse space for response operations
 - d. For PDRF:
 - i. Request will be sent to the PDRF Emergency Operations Center through their Logistics Sector Focal
 - ii. PDRF will coordinate with its partners from the private sector for the availability of warehouse spaces or lots for the installation of Mobile Storage Units (MSUs)
 - iii. PDRF to coordinate with OCD regarding the availability of land assets and other important details.
 - e. For WFP Philippines:
 - i. Request will be sent attention to the Logistics and Supply Chain Officer of WFP Philippines for their appropriate action
 - ii. WFP Philippines to provide available MSUs to be installed at open lots available for use.
 - iii. WFP Philippines to coordinate with OCD regarding the

- availability of land assets and other important details.
- d. For PNP
 - i. Request will be sent to the Directorate for Logistics (DL), PNP
 - ii. DL to coordinate to LSS for the availability of warehouse spaces or lots within PNP camps nationwide
 - iii. DL to give feedback to OCD regarding approval/disapproval of request and other important details
 5. Should there be no available warehouse space from the Logistics Cluster member agencies, OCD shall write a letter of request to external service providers that could accommodate the request.
 6. OCD shall provide feedback to the requesting party regarding the status of their request and inform them of pertinent information and requirements for the accomplishment of their request.

Processing and Acceptance of Donation from ASEAN



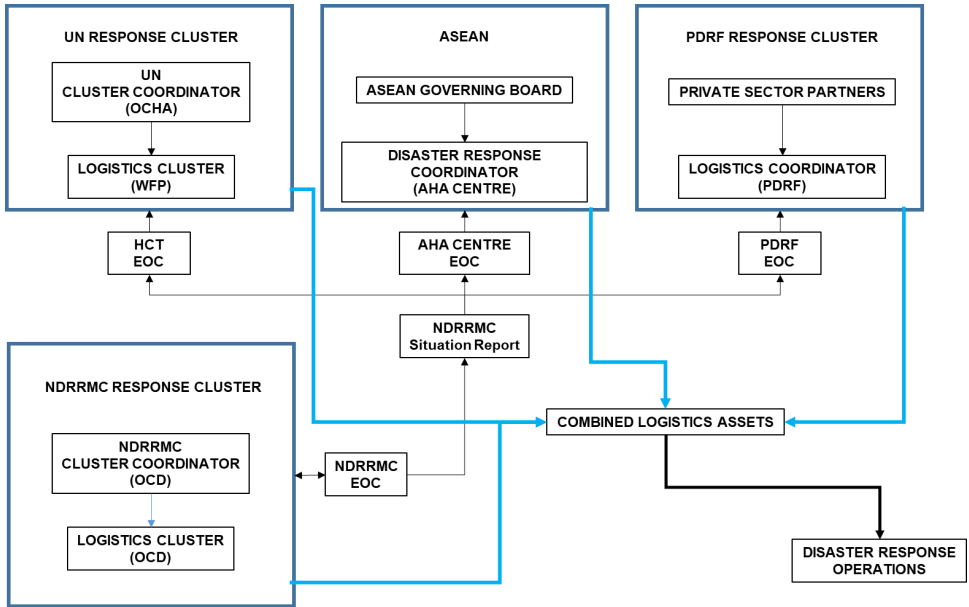
For **requested assistance**:

1. Upon the declaration of State of Calamity or call for international assistance, the Philippines will request augmentation from the ASEAN through AHA Centre
2. Upon confirmation that the assistance requested by the Philippines is accepted, both NDRRMC as the National Disaster Management Office (NDMO) and AHA Centre shall process the donation by accomplishing the SASOP Forms
3. NDRRMC shall facilitate the processing of customs clearance, tax exemption, and CIQ procedures for imported goods.
4. For items coming from DELSA, the National Logistics Coordinator to the Philippines or the AHA Centre Operations Center shall coordinate with OCD for the processing and finalization of delivery requirements.
5. NDRRMC and AHA Centre shall facilitate the reception arrangements and polish any last-minute requirements prior acceptance.
6. Once accepted, NDRRMC shall facilitate the delivery of cargo to the designated delivery site.

For **offered assistance**:

1. AHA Centre will offer assistance to the Philippines in support to the disaster response operation.
2. If the assistance to be provided by AHA Centre is accepted, NDRRMC shall process the required documentation and the approval of the Chairperson, NDRRMC.
3. NDRRMC shall facilitate the processing of customs clearance, tax exemption, and CIQ procedures for imported goods.
4. For items coming from DELSA, the National Logistics Coordinator to the Philippines or the AHA Centre Operations Center shall coordinate with OCD for the processing and finalization of delivery requirements.
5. NDRRMC and AHA Centre shall facilitate the reception arrangements and polish any last-minute requirements prior acceptance.
6. Once accepted, NDRRMC shall facilitate the delivery of cargo to the designated delivery site.

Coordination flow between Logistics Stakeholders



1. Information sharing must be ensured between NDRRMC and partners outside the government.
2. NDRRMC to release the official Situation Report regarding the disaster response operations
3. All EOCs and information management systems must be interconnected for commonality and improved operational picture.
4. All responsible organizations, entities, and agencies involved in logistics management must have full coordination for a unified logistics response.
5. The NDRRMC Logistics Cluster shall consolidate all available assets and take lead in the logistics management operations.

Summary of Agency Roles and Responsibilities in Logistics Response

LOGS CLUSTER AGENCY	TRANSPORTATION	WAREHOUSING	SUPPLIES AND INVENTORY	INFRASTRUCTURE AND UTILITIES
<p>OCD</p>	<ul style="list-style-type: none"> Coordinates transportation requests to available service providers. Assists in Regional coordination and transportation information management. 	<ul style="list-style-type: none"> Coordinates warehouse requests to service providers. Assists in Regional coordination and warehouse management. Provides available temporary warehouse/ storage facilities. 	<ul style="list-style-type: none"> Provides operational support materials and equipment (e.g. generator sets, responder tents, go bags). Provides petroleum, oil, and fuel for response vehicles. 	<ul style="list-style-type: none"> Coordinate with RDRMCs regarding status of power lines, water connection, and power lines in affected areas. Provide timely updates regarding status of lifelines. Coordinate requests for restoration with Logs Cluster.
<p>DSWD</p>		<ul style="list-style-type: none"> Provides the availability of DSWD warehouses in the Regions and LGUs for storage of food and non-food items. 	<ul style="list-style-type: none"> Assists in inventory management through the Food and Non-Food Items Cluster. Identify immediate logistics needs in evacuation centers and camps through the Camp Coordination and Camp Management Cluster. 	

<p style="text-align: center;">DOTR</p>	<ul style="list-style-type: none"> • Assist in the waiving of toll and port fees and duties. • Assist in the prioritization of responders in all ports and toll gates. • CAAP - Provide assistance in all related air travel operations. • LTFRB - Provides public transportation assets. • LTO - Conduct of vehicle inspection and escort operations. • PPA - Provide assistance in all related seaport. • MARINA - Provides emergency sealift requirements. • PNR - Provides rail transportation operations. 	<ul style="list-style-type: none"> • Use of open spaces in air and sea ports as location for the installation of MSUs, temporary warehouse, and/or staging areas. 		<ul style="list-style-type: none"> • Provide updates on the status of all major air and sea ports. • Ensure immediate serviceability of air and sea ports in the area.
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<p style="text-align: center;">DPWH</p>	<ul style="list-style-type: none"> • Provide transportation assets such as dump trucks, flatbed trucks, or forwarders for delivery operations. 		<ul style="list-style-type: none"> • Provide and monitor inventory of equipment. 	<ul style="list-style-type: none"> • Perform debris clearing and road restoration activities in affected areas. • Install warning signs and identification of alternate routes. • Update/submit/monitor prepositioned/deployed assets and temporary bridge panels with complete accessories.
<p style="text-align: center;">DOE</p>			<ul style="list-style-type: none"> • Provides petroleum, oil, and fuel for response vehicles. • Coordinates with service providers for the availability of generators and/or power lines for responders. 	<ul style="list-style-type: none"> • Coordinate with local cooperatives for the immediate restoration of power in affected areas. • Ensure and monitor fuel stock in areas affected.

<p>NFA</p>		<ul style="list-style-type: none"> • Provides the availability of NFA warehouses in the Regions and LGUs for storage of food items. 		
<p>AFP</p>	<ul style="list-style-type: none"> • Provides appropriate air, land, and sea transportation assets for the delivery of supplies and personnel. • Provides manpower for ground handling operations. • Provides escort during delivery missions. 	<ul style="list-style-type: none"> • Provides warehouses and storage facilities in military camps. • Availability of open spaces as venue for the installation of MSUs and/or staging areas in camps. • Provides security personnel in warehouses and staging areas. 		<ul style="list-style-type: none"> • Assist in debris clearing and road restoration activities. • Assist in the construction of infrastructure projects related to disaster response operations such as dredging, shoring, etc.

<p style="text-align: center;">PNP</p>	<ul style="list-style-type: none"> • Provides appropriate transportation assets for the delivery of supplies and personnel. • Provides manpower for ground handling operations. • Provides escort during delivery missions. 	<ul style="list-style-type: none"> • Availability of open spaces as venue for the installation of MSUs and/or staging areas in camps. • Provides security personnel in warehouses and staging areas. 		
<p style="text-align: center;">BFP</p>	<ul style="list-style-type: none"> • Provides manpower for ground handling and EOC operations. 	<ul style="list-style-type: none"> • Coordination with the BFP for the clearances (FSEC/FSIC) to all identified warehouses prior to use. • Complements with the PNP in the provision of security and safety. 		<ul style="list-style-type: none"> • Complements in the conduct of road flushing and road clearing operations.

<p style="text-align: center;">PCC</p>	<ul style="list-style-type: none"> • Provides appropriate air, land, and sea transportation assets for the delivery of supplies and personnel. • Provides manpower for ground handling operations. • Provides escort during delivery missions. 	<ul style="list-style-type: none"> • Coordination with port authorities for the use of warehouse space and/or open spaces in port yards. 		<ul style="list-style-type: none"> • Supports in the clearing of sea ports for immediate operations. • Ensure orderliness in sea ports.
<p style="text-align: center;">LWUA</p>				<ul style="list-style-type: none"> • Coordinate with local cooperatives for the immediate restoration of water lines in affected areas. • Ensure operationalization and serviceability of water sheds and other sources of water.

<p>PRC</p>		<ul style="list-style-type: none"> Assists in Regional coordination and warehouse management. Provides availability of temporary warehouse/storage facilities. 	<ul style="list-style-type: none"> Provides available supplies for responders. 	
<p>PDRF</p>	<ul style="list-style-type: none"> Contracting of commercial transportation assets for the delivery of supplies and equipment, as requested by the NDRRMC or Logistics Cluster. 	<ul style="list-style-type: none"> Provide availability of temporary warehouse/storage facilities. 	<ul style="list-style-type: none"> Provides availability of generator sets, fuel, and/or NFIs for responders. 	<ul style="list-style-type: none"> Coordinate with the private sector for the immediate restoration of commercial establishments and other service industries.
<p>WFP Philippines</p>	<ul style="list-style-type: none"> Contracting of commercial transportation assets for the delivery of supplies and equipment, as requested by the NDRRMC or Logistics Cluster. 	<ul style="list-style-type: none"> Provides mobile storage units for addressing warehouse requirements. 	<ul style="list-style-type: none"> Provides generator sets during response operations. 	

References

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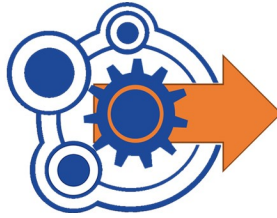
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The existing need for a harmonized approach to emergency logistics management has paved way to the development of the Logistics Cluster Standard Operating Procedures by the NDRRMC through the Office of Civil Defense (OCD), being the Lead Agency of the Logistics Cluster.

This document provides direction to all Government Organizations, Non-Government Organizations, Private Partners, and Volunteer Groups recognized by the National Council involved in disaster risk reduction, specifically in disaster preparedness, disaster response and early recovery, and rehabilitation and recovery.

