

➔ **Supplies and Food Aid - Field Handbook (UNHCR, 1989, 296 p.)**

(introduction...)

List of Abbreviations

INTRODUCTION

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2. Organization of the Field Handbook

3. Global Application

4. Relations with the Host Government and Implementing Partners

5. UNHCR Guide to Supplies and Food Aid

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Emergency Needs






















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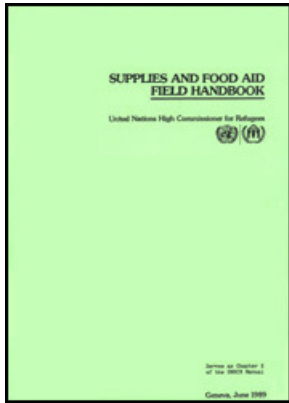
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 **List of Abbreviations**

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CHAPTER 2 - PROVISION OF FOOD AID

CHAPTER 3 - PURCHASING AND DONATIONS

CHAPTER 4 - RECEIPT OF SHIPMENTS

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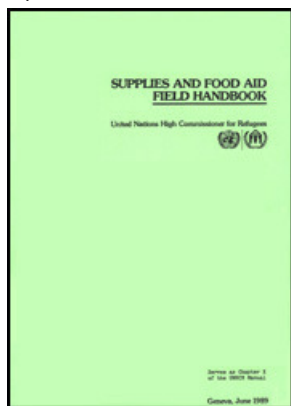
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United Nations High Commissioner for Refugees

Serves as Chapter X of the UNHCR Manual




















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CHAPTER 7 - STORAGE AND WAREHOUSING

7.1 The Importance of Proper Storage Facilities

7.1.1 Proper selection, supervision and control of in-country warehouses and storage facilities are responsibilities which cannot be left to the storekeeper alone. All UNHCR officials in the field must take an active role to ensure that refugee supplies and food aid are adequately protected until they can be used or distributed to the beneficiaries.

7.1.2 Storage facilities for supplies and food aid are located at key points in the area of operations. Supplies arriving in the country may be held in designated open storage or covered transit sheds pending port clearance. Warehouses are needed at each transshipment point or staging area. At the national level, goods are stored prior to allocation and transport to areas of need within the country. At the regional or district level, stocked items should be sufficient to meet planned needs for all refugees in the area, including buffer stocks of food and emergency items, in case of unexpected demand or a temporary disruption in the logistics system. Supplies for direct distribution to the refugees are allocated to camp warehouses or in-settlement stores, from which the goods are released to distribution centres on prescribed distribution days.

7.1.3 In the past, significant losses have been the direct result of poor planning or neglect, causing ineffective utilization of the resources provided by donors. Taking steps to improve facilities planning and warehousing practices can reduce, and even eliminate, damages attributable to:

- (a) spoilage caused by inadequate protection during inclement weather;**
- (b) poor warehousing practices and facilities;**

- (c) lack of proper security and supervision; or**
- (d) prolonged warehousing of supplies and food aid.**

7.1.4 At the national or regional level, UNHCR offices should maintain a central inventory of storage facilities currently used to hold UNHCR supplies and food aid. Review storage requirements at least annually, to assess anticipated needs and available facilities, and to make budgetary provisions for repairs, equipment and personnel. A record for each storage unit should indicate:

- (a) its location and capacity;**
- (b) a description which includes the type of building, its condition, number of staff, handling equipment and special facilities;**
- (c) security arrangements, key control and the location of spare keys;**
- (d) the implementing agency and the name of the contact person responsible for the warehouse; and**
- (e) the name of the Chief Storekeeper or other person in charge of the warehouse.**

7.1.5 The guidelines set out in this chapter establish standards for planning, controlling and monitoring all storage facilities which hold UNHCR-supplied material assistance. UNHCR officials in the field must encourage implementing partners and those with direct storage responsibilities to comply with these requirements:

- Ensure that the implementing partner and the Chief Storekeeper are both aware of their own, and each other's, responsibilities for safe-guarding the supplies entrusted to them.**
- Help the implementing partner to identify and provide adequate warehouse personnel.**
- Advise the storekeeper about good storage practices and meaningful record keeping.**
- Support the storekeeper in requesting necessary alterations, repairs and equipment.**
- Help to locate and supply all necessary assistance, equipment and chemicals for pest control operations.**
- Assist in identifying and explaining any losses or required disposals, including the removal of stocks which are no longer of use.**

7.1.6 Additional references which were used to develop these guidelines provide more detailed information and relevant instructions on storekeeping. Request copies of these manuals from SFAS or your nearest WFP Field Office:

(a) *Food Storage Manual*. 2nd edition, WFP. 1983. Although this manual deals principally with food storage, the information can be applied equally to non-food items. Useful details on storage structures, general storage practices, insects and mites found in stores, fumigation, and rodent behaviour and control are included in the text.

(b) *Food Storage: Handbook on good storage practice*, WFP, 1979. A simple, practical, well-illustrated book for storekeepers, it demonstrates the basic principles of stores receiving, handling, stacking, cleaning, inspection, disposal, accounting and record keeping.

7.2 Considerations in Planning Storage Requirements

7.2.1 Warehouses must provide proper secure storage, in terms of their capacity and the preservation of the quality and quantity of the items stored. Cool, dry storage facilities are optimal. Warmth and dampness encourage infestation and the growth of micro-organisms. Make every effort to prevent supplies and food aid from being exposed to sun, rain, humidity or high temperature. Open storage areas should not be used, except for very short periods for goods that will not be affected by exposure.

7.2.2 The necessary capacity of a proposed warehouse depends upon the number of refugees to be served and the quantity of goods to be stored and distributed. Make provision for anticipated reserve and buffer stocks, but avoid ordering and holding contingency supplies for indeterminate future needs. Consider consumption rates and shelf-life, and request supplies in manageable quantities.

7.2.3 The required storage area is directly related to the volume of goods, the storage plan, maximum storage height and admissible floor loading. Allow at least 20% over the required floor area for access and ventilation. For warehouses built on the ground, admissible floor loading may be 1,000 to 3,000 Kg/m², depending on the building specifications for floor strength. If there is a basement or other open space beneath the floor, floor loading may not exceed 500 to 800 Kg/m². Stacks of heavy items should never exceed two metres. Bagged commodities and bulky items may be stacked higher, but always ensure that floor loading is within acceptable limits for the particular warehouse facility. Stacks must never touch the walls or structural supports of the building.

7.2.4 Warehouse buildings should be conveniently located and provide protection from rain, flash floods, dampness, solar heating, rodents, insects and birds. A single large building is better than several small ones.

The warehouse must be secure against theft, with adequate fencing, lighting and security personnel. The area surrounding the warehouse should be cleared and raised, to provide good drainage and easy access. Provide a special storage area for small, high-value items, and a parking, marshalling and turning area adjacent to the warehouse, inside the fence, for trucks.

Chart 7.A: Determination of Warehouse Capacity Needs

Must Know:

Example:

* Refugee population to be served	Expected influx of 30,000 refugees
* Proposed distribution	One tent per family (average of 6 family members)
* Frequency of distribution	One time only.
* Period of required supply	Three months
* Unit volume/weight of goods	1 MT = 25 tents = 5 m ³
* Reserve supply	10%

Calculations:

$$\text{Quantity of tents to be stored} = \frac{30,000}{6} = 5,000 + 10\% = 5,500 \text{ tents}$$

$$\text{Volume of tents} = \frac{5,500}{25} \times 5 \text{ m}^3 = 1,100 \text{ m}^3$$

$$\text{At a height of 2 metres, floor area required} = \frac{1,100 \text{ m}^3}{2 \text{ m}} = 550 \text{ m}^2$$

$$\text{Check floor loading} = \frac{5,500 \text{ tents}}{25 \text{ tents/MT}} = 220 \text{ MT}$$

$$\frac{220 \text{ MT}}{550 \text{ m}^2} = 0.4 \text{ MT or } 400 \text{ Kg/m}^2 \text{ (acceptable)}$$

Allocate 550 m² + 20% for access and ventilation = 660 m² of floor space.

Chart 7.B: Weight/Volume Relationships of Common Relief Supplies

1 MT	Occupies	Number of Units
Grain	2 m ³	Depending on unit weight of bags.
Powdered Milk (bags or cartons)	3 m ³	Depending on unit weight of bags or cartons.
Edible Oil (200 litre drums)	1.5 m ³	Approximately 5 drums
(tins in cartons)	2 m ³	6 tins/25 Kg per carton or 40 cartons.
Medical Supplies	3 m ³	
Kitchen Utensils (35 to 50 Kg cartons)	4.5 m ³	20 to 30 cartons, depending on unit weight.
Blankets (compressed)	4-5 m ³	Approximately 700 heavy blankets.
Blankets (loose)	9 m ³	
Tents	4-5 m ³	Approximately 25 family ridge tents.

Special Storage Facilities

7.2.5 Medical supplies and drug shipments can contain a large number of small, highly valued and often restricted items with a limited shelf-life. A separate, secure storage area is necessary for controlled substances. Antibiotics and vaccines require temperature-controlled cold storage arrangements, with sufficient capacity and a reliable power source. Combustible items, such as alcohol and ether, must be stored separately, preferably in a cool, secure shed in the compound outside the main warehouse. Use special care in storing and handling these supplies, to prevent surpluses or supply failures, and to avoid costly losses. Develop procedures for controlling, preserving and releasing medical supplies and drugs in consultation with key medical personnel in the refugee programme.

7.2.6 Materials such as fuels, explosives, compressed gases, insecticides and other flammable, toxic or corrosive substances are considered hazardous. International regulations require special markings to identify the dangers inherent in these products. Apply basic common sense for proper storage:

- **Make all warehouse personnel aware of the particular hazards associated with dangerous goods.**
- **Follow warning instructions on the package label carefully.**

- Stack hazardous materials with due care, providing signs which prominently display their dangers and warnings to all those who have access to the storage area.**
- Store flammable substances separately, away from the main warehouse building. Do not permit smoking or open flames of any kind within 10 metres of the storage area. Keep fire extinguishers and sand buckets nearby.**
- Substances which vapourize easily, whether flammable or toxic, must be kept cool.**
- Never store chemicals such as fertilizers, pesticides or cement in a warehouse where foodstuffs are located.**

Storage Options

7.2.7 When storage space is required, examine all available options and weigh their suitability in terms of the criteria listed here. Borrow or rent existing facilities from the government, other UN agencies or international organizations, implementing partners or local commercial sources. Unconventional structures, such as schools, offices or vacant factories, may serve as potential warehouses. Negotiate repairs which may be necessary to the roof, doors, windows, floors, locks, lighting or fencing.

7.2.8 Where no suitable structures exist, consider building the necessary facilities. Construct a warehouse using local materials, such as corrugated iron sheets, wood, bamboo or thatch. For long-term operations and large capacity stores, pre-fabricated buildings can be purchased through SFAS at Headquarters and imported. Technical and managerial skills are needed for site supervision to ensure proper construction and installation of selected warehouse buildings.

7.2.9 For distribution centres in refugee camps, study the feasibility of constructing a multi-purpose building or integrating a secure storage room into other refugee community facilities, such as a school, workshop, office or feeding unit. Where goods may only be stored for a few days each month, the centre can be used for other purposes during its non-storage period, thereby becoming part of the social infrastructure within the camp.

7.2.10 Particularly for emergency or short-term storage, improvise needs using cargo containers, bulk storage containers, railway wagons, barges, ships' holds, tents or tarpaulins and dunnage. Take special precautions, however, because closed containers, railway wagons and barges may be subjected to severe solar heating if not shaded. Check barges and ships' holds to see that the bilge water level is kept low and hatch covers are leakproof. Erect tents only on a prepared raised surface, preferably gravel filled, and surrounded by ditches for

water drainage. Inside, place goods on dunnage, pallets or ground sheets, and cover stacks with plastic sheets for added protection.

Chart 7.C: Suitability of Available Warehouses

- 1. Sufficient capacity to meet forecast requirements for temporary or transit storage, reserve and buffer stocks.**
- 2. Good access by road, rail or water to facilitate receiving and issuing supplies. Consider upgrading access to permit supply movement during or immediately following periods of poor weather conditions, compared with additional capacity needed to store buffer stocks.**
- 3. Sufficient floor area to permit easy stock handling and access to all stacks for inspection, stock-taking, and insect and pest control.**
- 4. Sound construction, dry and well-ventilated. Leakproof roof. No broken windows. Doors should close securely with no gaps. Ventilation under the eaves, covered with metal mesh, reduces in-store temperature.**
- 5. Flat, solid floor with easy access for loading and unloading. Smooth, crack-free concrete floors are preferable, with rodent entry points cemented over to 100 mm thickness. If wooden floor, repair holes, fill gaps between floor boards, clean and treat space below floor with a suitable insecticide.**
- 6. Walls clean, and as smooth as possible. Whitewash them.**
- 7. Office space for warehouse supervisor, staff and warehouse records. Toilet and wash-up facilities. Regular garbage disposal.**
- 8. Special requirements (e.g., electricity) for cold rooms, freezers, storage of harmful substances.**
- 9. Lighting in building and surrounding area. Adequate electricity for 24-hour lighting preferable. Security fence at least 3 metres high, one (or more) watchmen.**
- 10. Building thoroughly cleaned before use, and at regular intervals.**
- 11. Repairs completed before use, or undertaken as soon as identified.**

Chart 7.D: Suggested Options for Permanent Storage Facilities in Refugee Camps*

*** Recommended in a report to UNHCR by Hendrikson Associerte Consultants GmbH, "Evaluation of the Food Storage Situation in Refugee Camps in Eastern Sudan", 1987.**

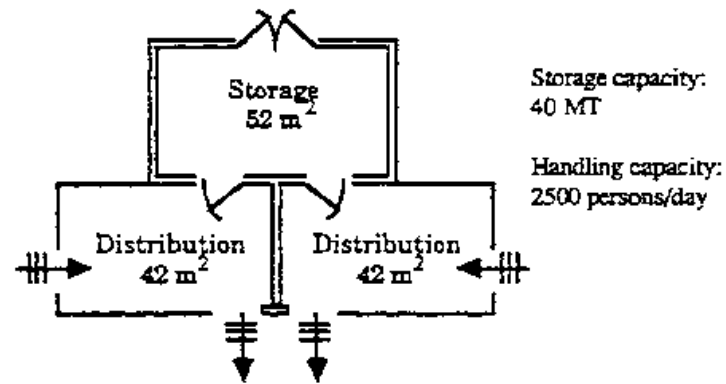


Diagram 1 - Purpose-built Camp Storage And Distribution Centre

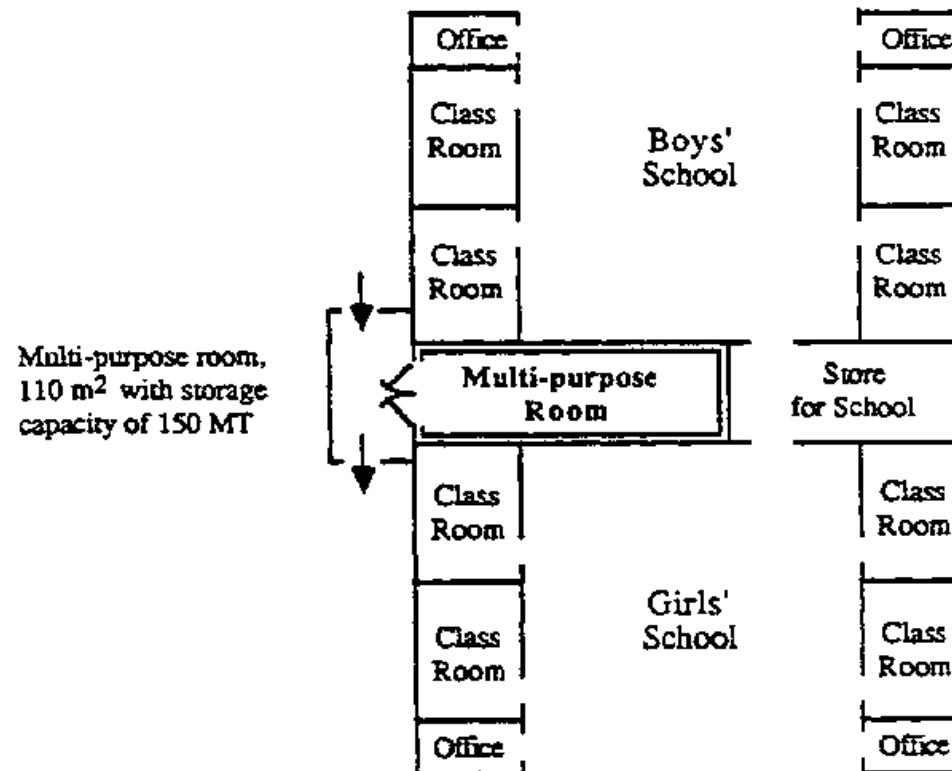


Diagram 2 - Example Of An Integrated Storage Facility (in a school)

7.3 Storekeeping Personnel, Equipment and Insurance

7.3.1 Select and appoint the best available personnel, and give them clearly defined job descriptions, responsibilities and instructions. Provide training in all major storage aspects.

7.3.2 Storekeepers must recognize their responsibility to take proper care of the goods entrusted to them, from the time of arrival to the time of issue. They must be managers, supervisors and inspectors, as well as record keepers.

7.3.3 Provide day and night security guards, and other personnel necessary for 24-hour protection of the warehouse and its contents.

7.3.4 To fulfil their duties effectively, warehouse personnel require planned working hours and shifts, prescribed standards for good job performance, and good office support, tools and equipment. Regular staff meetings are advised, to give instructions and exchange information on protection and quality assurance matters.

7.3.5 Provide adequate supplies and equipment, as follows:

- (a) sufficient quantities of forms, ledgers and other stationery to keep proper storage records;**
- (b) small tools for opening cases, such as hammers, pliers, crow-bars, steel cutters;**
- (c) spare sacks, needles and twine, and other small containers or cartons to repack supplies where packaging has been damaged;**
- (d) scales for weighing commodities, sieves of suitable sizes, and two-wheeled hand trolleys for moving supplies in the warehouse;**
- (e) brooms, dust pans, brushes, refuse bins for cleaning the warehouse and disposing of collected waste; and**
- (f) first aid kit, flashlight, fire extinguisher and other firefighting equipment, both inside and outside the storage building.**

7.3.6 Examine needs for power generators, and equipment such as forklifts and conveyors to handle large

quantities of supplies or heavy items. Get expert advice to help identify needs and develop specifications. Always overestimate the capacities required by at least 30 per cent. Particularly in large warehouses, where whole pallets must be shifted, a forklift may be essential. Consider The maximum height required and the type of power (petrol, diesel, electric) - in some cases, exhaust fumes must be avoided.

7.3.7 Use dunnage, or pallets, to raise supplies off the floor whenever possible. Dunnage is mandatory in stores lacking proper floors or where moisture can penetrate, and for all bagged foodstuffs to permit air circulation. If wood is available locally, place stored supplies on loose planks or build pallets; otherwise, use thick woven mats or plastic sheeting under the stacks. Pallets should be clean, level and free of projecting nails or splinters. If wooden pallets are not readily available, request SFAS at Headquarters to have suppliers state on Bills of Lading that pallets used on vessels should be delivered with the shipment to the consignee.

7.3.8 Avoid allowing spilled grains or other waste to collect under the dunnage on the floor, where rodents can feed and insects can breed. Lift dunnage and pallets off the floor when cleaning.

7.3.9 Normally, The owner of the building is responsible for building insurance coverage - third party liability, fire, water damage, window breakage. The implementing partner assigned overall responsibility for the goods stored in the warehouse must provide insurance to cover the goods themselves against risks, including fire, theft with break and entry, damage due to natural causes and burst pipes. Please note that no insurance company will cover losses resulting from pilferage or contamination by pests; these losses can only be reduced through improved warehouse management and control.

Chart 7.E: Security and Safety Measures

- 1. Exercise strict control of keys.**
- 2. Restrict access to the storage area to authorized personnel only.**
- 3. Check vehicles leaving the warehouse compound.**
- 4. Prohibit smoking in the warehouse.**
- 5. Provide conveniently located firefighting equipment.**
- 6. Prescribe responsibilities and action in case of fire.**

Chart 7.F: Proposed Training Session for Storekeepers

Aim: To provide instruction to improve general storage practices and reduce the incidence of loss or damage to stored supplies and food aid.

Duration: 3 to 5 days.

Topics:

- Stock accounting/stock records
- Stores hygiene and security
- Stacking of commodities
- Stock control and rotation
- Inspection of warehouses and stored commodities
- Reporting requirements
- Rodent control
- Insect infestation control

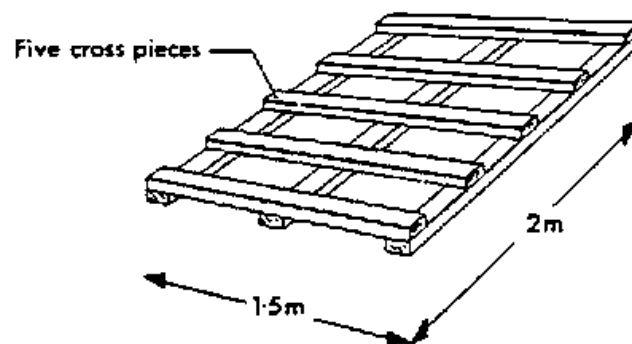
Training Materials:

- WFP [Food Storage Manual](#) and/or [Food Storage: Handbook on good storage practice](#).

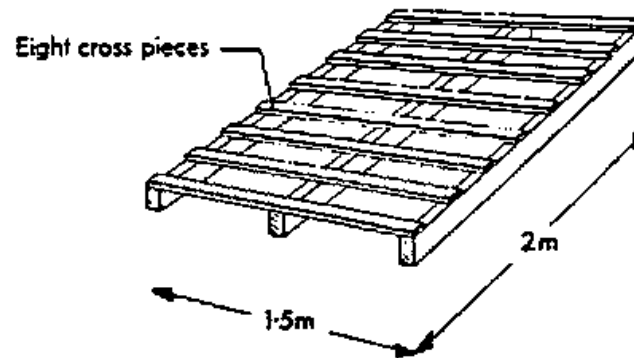
- Specimen forms for record keeping, stores inspection and reporting.
- Specimens and/or photographs of insect- and rat-damaged commodities and packaging.
- Examples of insecticides, sprayers, protective clothing, rat traps, baits, etc.
- Bag sampler, test sieve, magnifying lens, temperature probe, if detailed commodity inspections and technicalities to be discussed.

Chart 7.G: Two Designs for Simple and Effective Stacking Pallets*

* *As suggested in the WFP [Food Storage Manual](#), 2nd edition, 1983*



Type 1 - Use 5cm x 10cm board (laid flat) throughout



Type 2 - Use 5cm x 10cm boards (on edge) for runners and 2.5cm x 5cm strips (laid flat) for cross pieces

7.4 Good Storage Practices

7.4.1 Each storage facility requires a storage plan, to allocate sufficient space for goods before a consignment arrives. Ideally, the floor of the warehouse is laid out in a painted grid pattern, and marked in chalk each time to designate the area for each stack. In addition, maintain a chart of the storage plan, to identify available space at a glance and to locate stored supplies and their date of receipt easily.

7.4.2 Never store goods directly against walls, pipes, pillars, roof trusses or partitions because stacks place unacceptable stress on them, become inaccessible and are subject to dampness. Separate stacks using straight aisles at least one metre wide, to provide access for inspection, cleaning and loading. Keep foodstuffs well separated from other supplies to avoid damage from contamination. Store fuels, lubricants and other hazardous substances in a separate building or a designated, protected area outside the main warehouse.

7.4.3 Prepare a cleaning plan for the warehouse, comprising the tasks, timing and assigned staff duties. Include specific cleaning duties in the job description for each warehouse staff member, and follow up to ensure that the work is done thoroughly, as scheduled. Daily, remove all dirt, rubbish and small quantities of dirty spillage unfit for use, and destroy it by burning (well away from the warehouse) or through the garbage disposal system, if one exists.

7.4.4 Stack supplies and food commodities neatly on pallets placed on a clean floor. Pallets should never project beyond the bottom of the stack. Different items, different packages and consignments arriving at different times should be kept in different stacks. Build stacks carefully to ensure stability, maximize available space and facilitate stocktaking. With rectangular bags or boxes, the simplest method to «bond» the stack is to orient layers in different directions. This will prevent the stack from falling over.

7.4.5 Goods must be issued in the order in which they were received. Remember this when planning the stack layout, so that stacks placed earlier at the rear of the warehouse are easily accessible when it comes time to issue them.

7.4.6 Position stacks to benefit from available light and ventilation. Good natural or electrical lighting will make inspection easier. Ventilation and good air circulation is best for quality preservation in hot, dry climates. Do not obstruct ventilators.

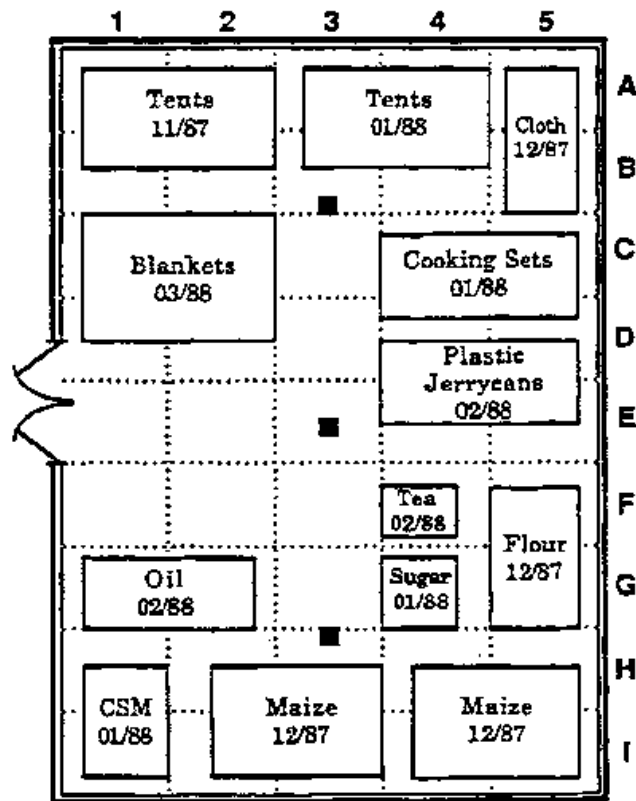
7.4.7 Limit stack heights to prevent excessive floor loading or pressure damage to the packaging or the contents, and to avoid excessive floor loading. Packages can be crushed or split by compacting caused by the weight of the packages piled above. Excessive weight on the floor may cause structural damage to the warehouse. Individual stack dimensions at the floor should not exceed 6 metres by 6 metres, to facilitate inspection and cleaning.

7.4.8 Stack packages in their upright position, especially those containing cans or bottles.

7.4.9 Stack damaged goods separately. Do not stack different types of damaged goods together. Repair or repack if possible. Issue these first if they are usable.

7.4.10 In tents or improvised shelters, never allow stacks to touch the fabric of the tent or the walls or roof of the shelter. In open areas, keep stacks away from the perimeter fence.

Chart 7.H: Example of a Warehouse Storage Plan



EXAMPLE OF A WAREHOUSE STORAGE PLAN

Storage Planning Technique:

1. Plan a grid layout, allocate space for each consignment and chalk floor for stacking.
2. Store food and non-food items separately.
3. Allow at least a one-metre space around stacks and between stacks, walls, pillars, beams or other obstructions.
4. Provide enough space to permit easy access to each stack for loading and unloading.
5. Store separate consignments of the same goods in separate stacks. Use FIFO principle when issuing supplies.

Chart 7.I: Recommended Warehouse Cleaning Plan

Before using the warehouse:

- **Thoroughly clean floors, walls, ceiling, partitions, support beams, windows, doors and frames. Treatment with Insecticide may be advised.**
- **Clear weeds and clean up rubbish In the area surrounding the warehouse building, to remove potential food sources for rodents and to eliminate places where insects may breed.**

Always clean any spillage promptly, especially foodstuffs and oil.

Each day, sweep the floor and dispose of the sweepings.

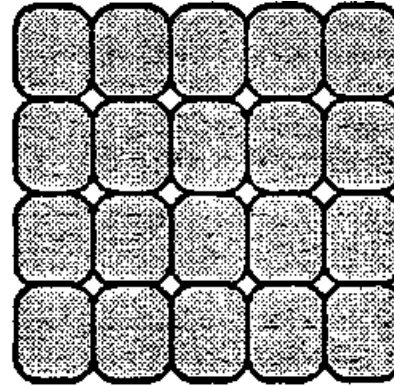
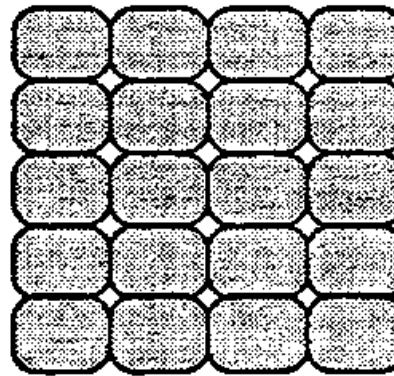
At the end of each week, clean the building walls and the sides of each stack. Clean up weeds and rubbish in the area surrounding the warehouse.

At the end of each month, clean the entire warehouse thoroughly, from top to bottom.

As scheduled for periodic cleaning:

- **Sweep the walls, stacks, and floor, wall/floor joints and all comers.**
- **Clean the roof beams and tops of the walls.**
- **Clean doors, frames and door channels.**
- **Clean in sequence, from top to bottom, and from the farthest point inside the warehouse towards the door(s).**
- **If walls and/or floors have been sprayed with insecticide, unnecessary or excessive brushing will remove it.**

Chart 7.J: Create Interlocking Layers to Bond Stacks for Stability

**1st Layer****2nd Layer**

Orient rectangular packages or bags in opposite directions in alternating layers

7.5 Warehouse Operations

7.5.1 The Chief Storekeeper in each storage facility must exercise due care in protecting and accounting for the supplies and food aid entrusted to him. The complexity of requirements will vary, depending upon the size of the facility, the nature of the goods in storage, its position in the logistics chain, and the reporting relationships for accountability. Basic operating standards and controls are, however, essential for good commodity management.

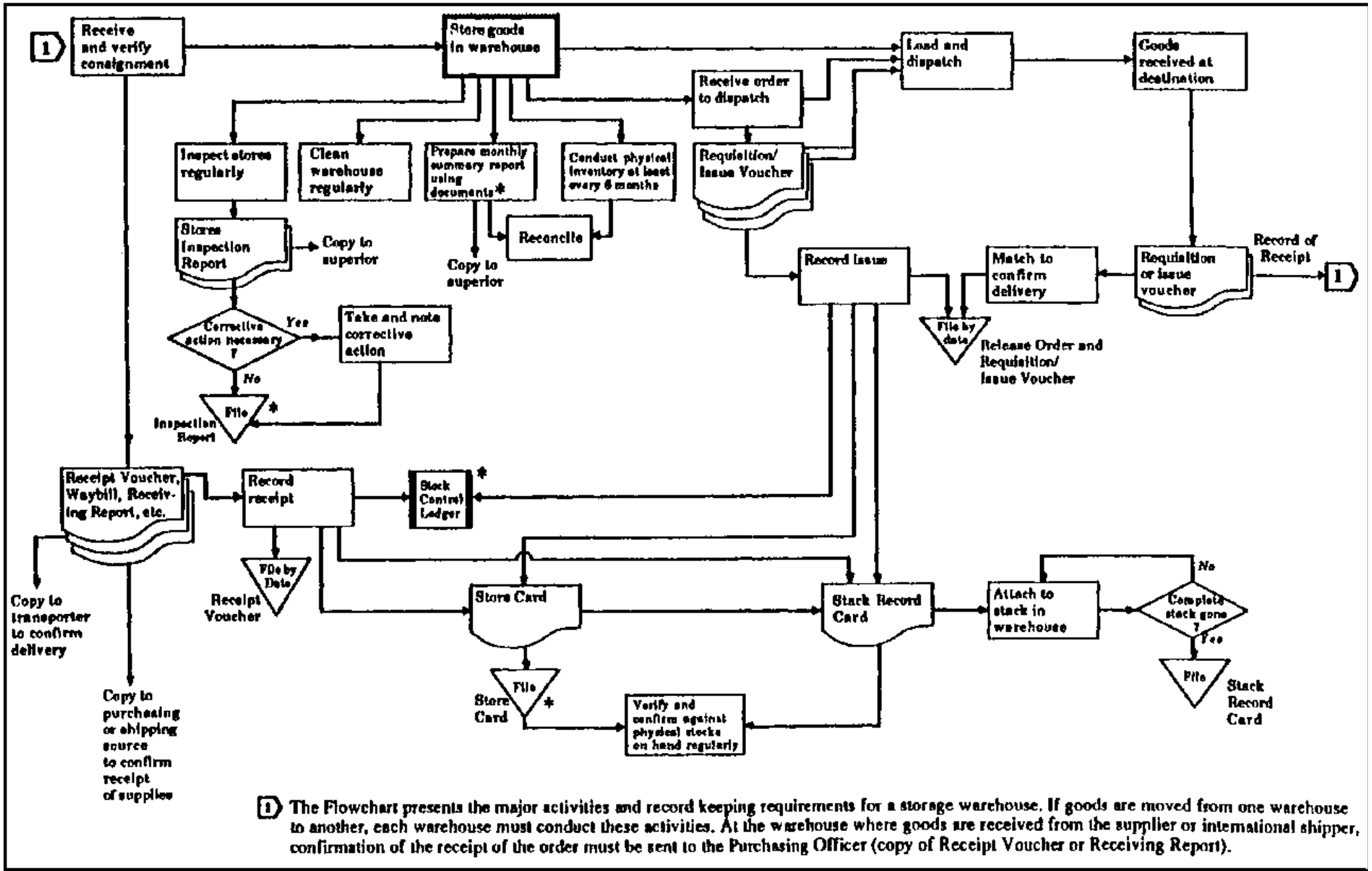
Stores Record Keeping

7.5.2 Maintain records of all incoming and outgoing stock, and stock on hand, and check them against physical stocks on a regular basis:

- The Stock Control Ledger provides a chronological picture of receipts and issues, source or destination, quantities and item descriptions. Each entry is cross-referenced to the corresponding official receipt/issue voucher, release authorization, truck waybill or other document which is kept on file to substantiate the action taken.**
- A Store Card (see Form SFAS/FH-7 in the Forms Annex) is established for each type of goods or commodity stored in the warehouse. All receipts and issues are recorded, providing a complete history for the item, and the current total balance on hand.**
- A Stack Record Card (see Form SFAS/FH-8 in the Forms Annex) is affixed to each stack in the warehouse, showing the receipt and any issues of the goods in the stack, and the balance on hand. The reverse side of the card may be used to record treatments administered to the goods in the stack.**
- A Stores Inspection Report (see Form SFAS/FH-9 in the Forms Annex) is completed each time the Chief Storekeeper inspects the warehouse.**

7.5.3 Each month, the Chief Storekeeper must submit a Monthly Summary Report to the person responsible for overall warehouse operations, including stock quantities on hand, and total receipts and issues during the month by type of goods. Any significant actions for the period are reported, such as pest control treatments, losses or repairs. Recommendations for required repairs, supply re-orders and other information are also made in this report.

Chart 7.K: Warehouse Operations Flowchart



WAREHOUSE OPERATIONS FLOWCHART

Chart 7.L: Record Keeping Procedures

- 1. Use Stock Control Ledgers, Store Cards and Stock Record Cards.**
- 2. Record all receipts, issues and balance on hand. Retain a copy of the receipt/issue voucher or waybill for verification.**
- 3. Record all inspections and pest control treatments.**
- 4. Verify records by conducting a physical stock count at least every six months.**
- 5. For any stocked item lost or disposed of, record the quantity, and an explanation of the loss or the reasons for disposal and the method.**
- 6. Submit a Monthly Summary to the senior official responsible for warehouse operations.**

Receiving, Handling and Issuing Stores

7.5.4 Ideally, larger warehouses should have separate doors and work areas for receiving and issuing supplies. This arrangement will eliminate any confusion and potential scheduling problems when these activities occur simultaneously.

7.5.5 Every consignment arriving at a warehouse must be counted and inspected carefully as the goods are being unloaded. Look for damaged packaging or commodities, and check for losses:

- (a) sacks with holes, or split bags;**
- (b) broken or partially open crates;**
- (c) dented, buckled or leaking drums or cans;**
- (d) signs of wetness or stains on the surface of bags or cartons; or**
- (e) signs of insect infestation.**

7.5.6 The quantities received should agree with those listed on the waybill, stores requisition or packing list. Where tampering is evident, carefully check the contents of packages for missing items. Weigh sample bags of bulk commodities to confirm unit weights. Take random samples of commodities to check for quality, when appropriate.

7.5.7 Record the number of units/weight of the goods received, and any amount which has been damaged or lost. Submit consignment receiving reports to the appropriate authority or agent, noting damage, shortage,

excess or non-conformance, quantities, conditions and any extenuating circumstances. Initiate insurance claims and follow up on claims documentation where necessary.

7.5.8 Instruct and supervise porters handling goods in the warehouse, to ensure that the goods are moved and stored efficiently with a minimum of damage. Never load or unload in the rain. Provide forklifts and/or conveyors, with trained operators, for large or heavy consignments. Use trolleys if these are available. Goods must not be dragged along the floor, dropped or thrown. Do not permit porters to use hooks which damage packaging and bags.

7.5.9 Only authorized officials may sign a written release order to issue supplies from storage. On receipt of a release order, the Chief Storekeeper confirms that the supplies are on-hand and supervises their turnover to the receiver's agent taking delivery. Stored goods are issued on a «first-in, first-out» - FIFO - basis, i.e., the stores received first are issued first because they have been stored for the longest period. This rule is applied consistently, except for usable damaged goods, which are always issued first, regardless when they arrived. Record the issue in the warehouse records.

7.5.10 A Stores Requisition/Issue Voucher (see Form SFAS/FH-10 in the Forms Annex) is prepared in three copies for each release order, with the receiver's agent signing to acknowledge receipt of the goods. Two copies accompany the issued consignment to their destination, while the original is filed with the release order. The receiver's agent obtains the signature of the receiver at the destination, returning one copy to the warehouse for matching with the original Stores Requisition/Issue Voucher to confirm final delivery.

7.5.11 At least semi-annually, and quarterly if possible, conduct a physical inventory of all supplies and food aid in the warehouse to verify that the quantities on hand agree with the quantities shown on the Store Cards and Stack Record Cards. Report any shortages to the senior official responsible for warehouse operations, and investigate the reasons for these shortages. Do not delete quantities from the stores records without proper authority to do so.

Stores Inspection

7.5.12 The Chief Storekeeper must inspect the storage area, the warehouse building and the storage stacks weekly. Examine stored items carefully and take prompt corrective action to protect supplies and prevent losses. Storage conditions and retention periods for various kinds of refugee supplies are shown in Annex XXVI. Complete a Stores Inspection Report (see Form SFAS/FH-9 in the Forms Annex), indicating all actions required to repair structural damages or to control commodity damage, and follow up to confirm and record the action taken.

Chart 7.M: Stores Inspection - What to Look for

Building and Area Inspection

- **Roof leakage or signs of flooding.**
- **Broken windows or ventilators.**
- **Badly fitted or damaged doors.**
- **Cracked walls or floors.**
- **Dirty or dusty interior.**
- **Signs of rodent entry.**
- **Damaged fences.**
- **Broken or burnt out lights.**
- **Inoperative or missing equipment.**
- **Presence of trash, discarded items.**

Stores Inspection

- **Look for spilled commodities.**
- **Look between bags or packages in the stack, along seams, for signs of insects (webs, cocoons, etc.) or rodent damage.**
- **Look around the stack base and under pallets for signs of insects or rodents (e.g., nests, droppings).**
- **Look for water damage, mould, caking, discolouration, stained bags or packaging leaks.**
- **Examine stacks for damaged items mixed in with regular stock. Check that damaged goods are stacked separately in the warehouse.**
- **Check expiry dates on items with limited shelf life.**
- **In stored grain stacks, lift the top bag and feel the bag underneath for heating, which can indicate germination or infestation in the stack.**
- **Look for swelling or rusting cans.**
- **Flying insects are usually a sign of heavy infestation - sample foodstuffs as necessary and examine other stacked supplies more thoroughly.**

- **Watch for signs of theft.**

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Check in dark places using a good flashlight.

Remember to inspect the outside of the warehouse building and the surrounding area.

For additional tips on stores inspection, see Annex XXVI.

7.6 Stores Infestation and Pest Control

7.6.1 To ensure that the material assistance provided ultimately reaches the intended beneficiaries, in the quality and quantity supplied, stored goods must be protected against pest infestation. In addition to other damages caused by excessive moisture or high temperature, birds, rodents and insects damage as much as 10 per cent of stored cereals on a worldwide average; this figure can be as high as 20 to 30 per cent in sub-tropical regions, especially when foodstuffs are stored over long periods. To reduce potential losses, susceptible foodstuffs should *never* be stored longer than four months. While their danger to food is obvious, pests also damage fabrics (tents, blankets, cloth, etc.) and the packaging of other items.

7.6.2 Inspect warehouses and stored items carefully on a regular basis. Watch for signs of infestation. Consider sampling foodstuffs periodically. Separate infested stocks immediately from stocks in good condition. Consult with local experts in WFP, the government agriculture department and commercial fumigators. Also, refer to the *WFP Food Storage Manual*, which provides detailed explanations and descriptions of pest infestation symptoms and pest control measures.

7.6.3 Rats, mice and birds destroy packaging, consume foodstuffs and contaminate stored items with their excrement. In particular, rats and mice are carriers of diseases such as leptospirosis, amoebiasis, certain forms of typhus and, through their parasites, they can spread plague. The best way to prevent infestation is to improve the state of the warehouse and the surrounding area. Eliminate places where they can gain access to the building, and where rodents can breed or feed. Traps and poisonous rodent bait can also be placed inside the warehouse, but use poison with extreme caution if other animals or children are in the area, and do not permit poison to come in contact with foodstuffs.

7.6.4 Employ both preventive and curative measures to kill insects at all stages of their development - eggs, larvae, chrysalis, adult. At the same time, remember that the processes applied must not damage the commodities themselves, nor present any risk to those engaged in pest control or to the beneficiaries who will

later receive the goods.

7.6.5 Chemical methods of pest control have the most widespread use today. Their purpose is two-fold:

**(a) to prevent insect damage by eliminating any possibility of infestation in foodstuffs or warehouses;
and**

(b) to fight infestation by reaching and killing as much of the insect population as possible.

7.6.6 The choice of the optimum pest control product, dosage and method of application is crucial. This decision should be based on previous experience, or left to an expert. Pest control advisors should demonstrate knowledge of current methods, techniques and products for pest control, particularly when selecting chemicals which may be extremely dangerous if not properly applied. Pending treatment, chemicals for pest control must be kept in a separate locked store. The pest control team should be trained to use protective clothing and to employ safe application techniques before administering any treatment.

7.6.7 For prevention, commodities are often sprayed during bagging or loading operations. Suppliers should indicate when this has been done, specifying the type of product used, the date of the last treatment, and the duration of the protection. This information is helpful for warehouse personnel when planning future treatments.

7.6.8 Warehouses can be sprayed to prevent infestation. Treatment should only be applied to clean surfaces, however, as dust absorbs the products used. As a curative measure, warehouses may also be treated to kill insects, but this has no lasting effect because the insecticide must make contact with the insects to kill them. Apply the treatment at a time when the insects are most active, usually just before nightfall. Foodstuffs exposed to insecticide sprays should not be consumed for several weeks.

7.6.9 Fumigation of bulk foodstuffs is frequently used to eliminate insects at all stages in their development. The active phase of the insecticide can penetrate and destroy insects inside the stacks. Fumigation must take place in a closed and preferably airtight space. Penetration cannot be fully guaranteed, however, and infested bags in the middle of a large stack may remain unaffected. Following treatment, the gas is usually eliminated spontaneously after a few days of good ventilation. Too frequent treatment is not recommended, and other measures should be employed subsequently to prevent reinfestation.

7.6.10 Where the evidence indicates that treatment is necessary, supplies and food aid should be fumigated at the main or district warehouse, before being dispersed to numerous other locations in smaller consignments. The shipping of infested supplies demonstrates poor commodity management in the first place. The scheduling

of pest control treatments at numerous sites is significantly more difficult than treating the supplies at one main location.

Chart 7.N: Sampling Technique

- 1. Take samples from all four sides and the top of a stack of bagged commodities using a bag sampler. Samples should form an Imaginary "W" mark on the surface of the stack. Remove about five bags at random from the top surface to collect samples from deeper layers as well.**
- 2. Weigh the samples.**
- 3. Sieve the entire sample from the stack slowly, allowing insects and grain to pass through.**
- 4. Count the number of insects and identify them.**
- 5. Express the number of insects per Kg.**

For example: If a 5.42 Kg total sample was found to contain 8 insects, the number of insects per Kg equals $8/5.42$, or 1.48 insects per Kg (which indicates heavy infestation).

Chart 7.O: Signs of Insect Infestation

Infestation	Building Inspection	Stores Inspection	Sampling Inspection
None	None or few Insects found on walls, floors, beams or any equipment In the building.	No signs of Insects found in the course of a thorough search of the stack.	No insects found after sieving many samples from different parts of the stack.
Light	Insects found regularly, Individually or In twos or threes In the course of a prolonged search.	Small numbers of insects occurring irregularly.	Insects not obvious in samples before sieving. No more than one insect per 3 Kg sample, or 10 insects per sack of 70 Kg.
Medium	Insects occurring regularly and frequently, often in aggregations, but nowhere so obvious as to draw attention to them.	Insects obvious, occurring regularly, perhaps in small aggregations.	Insects obvious in samples before sieving. No more than two insects per 3 Kg sample.
Heavv	Insects obvious immediatelv on	Insects Immediatelv obvious. crawling	Insects in considerable numbers

	commencing inspection, crawling actively up walls, etc.	actively on the outside of the stack, on top or on the floor around the base.	obvious in samples before sieving. Between two and ten insects sieved from a 3 Kg sample.
Very Heavy	Insects present in exceptional numbers.	Insects so numerous and active that a rustling sound can be heard inside the stack. A thick band of Insects or cast skins around the base or on top of the stack.	Insects obvious before and after sieving in very large numbers.

Chart 7.P: Preparing for a Pest Control Treatment

- 1. Clean the warehouse and storage stacks thoroughly before spraying or fumigation. Stacks must have enough space all around them to permit treatment.**
- 2. Prevent possible leakage to the outdoors by sealing windows, ventilators and doors.**
- 3. Instruct all people not involved in the treatment application to stay well away from the treatment area.**
- 4. Display warning notices prominently during treatment.**
- 5. Obey all instructions of the pest control team leader.**

7.7 Disposal of Supplies and Food Aid

7.7.1 Arrange for the disposal of unusable, spoiled or damaged supplies and food aid held in storage as soon as possible. Seek proper authority and advice, however, before proceeding.

7.7.2 Separate spoiled or damaged goods and foodstuffs from usable supplies, to avoid further damage. Store them in another place, pending disposal. Infested commodities should be treated promptly. The storekeeper continues to be responsible for these supplies until their final disposition, and due care is needed to prevent further deterioration, pilferage or contamination of other stores.

7.7.3 Other possible reasons for disposing of supplies and food aid provided by UNHCR may include:

- The size or status of the local refugee population has changed, making the provision of requested assistance redundant or excessive.**
- Supplies or food aid has been provided which is unacceptable for use by the local refugee population.**

- **In-kind contributions have been especially requested for sale locally, to generate local currency for other refugee assistance purposes.**
- **The programme or project for which the assistance was intended has been terminated.**

7.7.4 For stored goods which are no longer required or damaged beyond repair or use, the Chief Storekeeper must prepare a written report, detailing the items, quantity, condition and recommended action. In the case of food stocks, consult with local health authorities to determine suitable disposal action. Obtain expeditious agreement and approval from the relevant project management or UNHCR authority. Consider the following options or required actions:

- **Identify the costs, parts or expertise necessary to repair damaged goods or to fumigate foodstuffs.**
- **Sell stocks which are unusable for refugees in the local market or donate them to welfare or community institutions.**
- **Have food tested because it may be suitable for animal food, even if it is not usable for human consumption.**
- **Prepare a submission to the UNHCR Property Survey Board at Headquarters (see Annex XXV) for goods belonging to UNHCR and obtain their approval before proceeding.**
- **Before disposing of donated items, confirm the proposed action with the donor, through the geographic desk and FRS at Headquarters for UNHCR donations.**
- **Where food is completely unusable, recommend burning or burying the supplies (in the presence of a UNHCR official). Use caution if it is buried, because local people may try to recover the food for themselves, ignoring the potential health hazard. Buried food can be made more unusable by covering it with waste oil or other liquid. If food is destroyed, obtain a certificate of destruction to confirm and record the action.**

7.7.5 Make every effort to recover some or all of a loss through sale or exchange. To establish a value for the goods, conduct a survey of the local market. When approved for sale or exchange, advertise in the local newspapers or hold an auction, and apply the principles of competitive bidding. The contract for disposition must include the nature, quality and condition of the goods, the quantity, the price or value, and the conditions of delivery, contract fulfillment or terms of payment. Goods are usually sold «as is, where is», meaning that the buyer accepts the condition of the goods at the time of purchase, and is responsible for promptly removing

the goods from their pre-sale storage location.

7.7.6 When selling spoiled food as animal fodder, be circumspect about the highest price. The primary objective is to ensure that the food is used exclusively for animal consumption, and not to maximize returns from the sale. For this reason, examine the highest bid. Does the potential buyer own animals? Is there any possibility that the food could find its way to the local markets, or into the diet of the local people who would be unaware of the hazards? The buyer must hold UNHCR harmless against any claims arising from the use of the food.

7.7.7 Deposit any cash acquired from sale or exchange in a special account. Subsequent use of these funds must comply with the conditions set out in the agreement on disposal action by all project management and UNHCR authorities concerned. Report the balance in the special account and any use of the funds on a regular basis to the UNHCR Branch Office, together with other periodic financial reports. The UNHCR Branch Office is responsible for forwarding this information to the geographic desk at Headquarters.

7.7.8 On completion of disposal, the Chief Storekeeper may delete the goods and the amounts from the warehouse records. The senior official responsible for warehouse operations should also maintain a complete file on each disposal, including copies of all relevant reports, correspondence, approvals, certificates and contracts of sale or exchange.

7.8 Disposal of Packaging Materials

7.8.1 The materials used to package consignments of refugee supplies and food aid -sacks, cartons, crates, cans, plastic bottles and steel drums - have a residual value and alternate uses once they are empty. They should not be neglected, discarded, or left to be pilfered in some unused corner. Store them properly, so that they retain their value and do not simply accommodate insects, rats or mice. Stack them neatly, on dunnage if appropriate, in a separate, specified storage area.

7.8.2 Guidelines and procedures for the disposal of packaging materials must be established on a country-by-country basis, in consideration of the following alternatives:

- Distribute them to the refugees for household use.**
- Supply them to the commodity management staff for repacking of damaged packages or other storage purposes.**
- Sell them and use the sales proceeds to enhance the refugee programme.**

7.8.3 The use of funds generated from the sale of packaging materials can reduce the hard currency requirements for local refugee projects or provide additional projects to alleviate the refugee burden on the host country. For smaller assistance programmes, if any saleable packaging is available, the proceeds may be used as petty cash for needed items, such as pencils, account books or warehouse stationery supplies. In larger programmes, the proceeds can be an important source of funds which may be used to improve the commodity management system by providing staff training, purchasing local storage or transportation insurance, improving storage facilities, or supplying useful handling equipment. Other possibilities may be suggested. Establish a special project for the use of sales proceeds, and obtain approval through the geographic desk at Headquarters.

7.8.4 Basic controls and accountability for packaging materials must be instituted in parallel with other aspects of the commodity management system. The complexity of the packaging materials component depends upon their quantity, utility and value. Since many of the reusable containers result from the distribution of food commodities, and a significant portion of refugee food is provided by WFP, close collaboration with this organization, as well as concerned implementing partners, is necessary.

7.8.5 Where packaging from donors is being considered for alternate use, try to «cancel» any donor label affixed to the sacks or containers before disposition, perhaps with a painted «X». Refugees or buyers may trade the packaging in the marketplace; they will reappear full of local commodities, for sale. Sacks full of local maize marked «Gift of the European Community» can create a wrong impression among journalists and others strolling through the local marketplace!

7.8.6 All commodity management staff and storage personnel must follow prescribed procedures for accounting, control and disposal of packaging materials. If all or part of the packaging is disposed of centrally, arrange to return empty containers on vehicles which have delivered new supplies from the central facility.

7.8.7 Revenue generated from the sale of packaging materials and its subsequent use must be accounted for separately, with reports submitted periodically to all concerned implementing partners and organizations, including the UNHCR geographic desk at Headquarters.

Chart 7.Q: Alternate Use of Packaging Materials: Assessment and Control

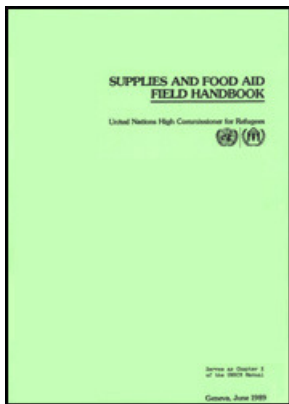
1. What types of packaging materials are received? In what approximate quantities?

2. Where are they "emptied"? That is, where do the packaging materials become available for alternate use? In what quantities?

3. **What potential use can be made of the packaging materials at their available location? Must they be moved to another location? How?**
4. **For distribution to the refugees, what availability/eligibility criteria apply?**
5. **For repacking of goods in damaged containers, what criteria apply? Where are the materials needed?**
6. **For the sale of packaging materials:**
 - **Who is responsible? Where?**
 - **What is the sales procedure?**
 - **How are the sales proceeds accounted for?**
 - **Who decides on the use of sales proceeds?**
 - **What procedures apply to the use of the sales proceeds?**
7. **How is the use of packaging materials accounted for, controlled, monitored and reported?**



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CHAPTER 8 - DISTRIBUTION AND END-USE

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 *(introduction...)*

 **Chart 8.A: Takeover Certificate - Information Requirements**

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 *(introduction...)*

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CHAPTER 8 - DISTRIBUTION AND END-USE

8.1 Turnover to Implementing Partners

8.1.1 Supplies and food aid rarely remain under the direct control of UNHCR throughout the supply process until their distribution to the beneficiaries. A variety of operational arrangements with UNHCR's implementing partners are used to meet refugee needs for material assistance.

8.1.2 Aside from food and household goods, many of the supplies that UNHCR provides are not distributed to the refugees themselves. An almost endless list of materials and equipment are used in projects designed to promote interim self-reliance among the refugees and to improve their health and well-being. Examples are pumping equipment to provide reliable, potable water supplies, agricultural equipment, cement for the construction of latrines, storage and other buildings, and books and educational materials for refugee schools.

8.1.3 At some point in the supply process, goods (and sometimes even the money to buy the goods) are turned over to a UNHCR implementing partner, who assumes responsibility to provide and use the goods for the purposes prescribed in the relevant project agreement. This formal turnover must be documented and substantiated.

8.1.4 A generic name for this documentation is a Takeover Certificate. It must indicate the nature, condition and quantity of the goods, the name of the implementing partner receiving the goods, the date and their intended purpose. It provides documentary evidence should questions concerning the custody of the goods arise at a later date. The Takeover Certificate can have many forms:

(a) a Bill of Lading, endorsed to an implementing partner prior to the arrival of a consignment, with a signed and annotated copy returned to UNHCR following port clearance;

(b) a release order, authorized by a designated UNHCR official, instructing the responsible storekeeper to turn over specified supplies for a named purpose to an implementing partner. The storekeeper endorses the release order which is also signed by an official of the implementing agency to acknowledge receipt; or

(c) a Receipt Voucher, Stores Requisition or transport waybill which the implementing partner signs to acknowledge receipt of the goods listed on the document.

8.1.5 Retain the Takeover Certificate to match with subsequent reports from the implementing partner on the final use or disposition of the supplies. These reports may include distribution reports, inventories of non-expendable property, equipment installation reports or periodic progress and project reports. This follow-up facilitates UNHCR's distribution reporting and end-use evaluation, to enhance accountability within the supply system and with our donors.

Chart 8.A: Takeover Certificate - Information Requirements

WHO ...	(name of the organization and representative) turned over ...
WHAT ...	(description of the goods, exact quantity and condition) ...
TO WHOM ...	(name of receiving organization and representative) ...
WHEN ...	(date and time) ...
WHERE and HOW ...	(circumstances/location) ...
WHY ...	(for what purpose) ... and
SIGNED BY ...	(representatives of both the delivering and the receiving organizations)

8.2 Distribution to the Refugees

8.2.1 Distribution of food, blankets, cooking utensils and other domestic items to the beneficiaries takes place from in-settlement stores, ration shops or distribution centres, usually located right in the refugee camps. Camp administrators, under the direction of UNHCR's implementing partners, supervise the distribution. Proper control, monitoring and reporting procedures must be instituted to ensure that the refugees are not short-changed.

8.2.2 When all other phases in the logistics operation are adequately controlled, distribution provides the final

opportunity for abuses to occur, so that the refugees may not benefit fully from the material assistance provided. Shortages can be concealed by underscooping. Goods can be subject to inequitable distribution, hoarding or diversion by refugee leaders.

8.2.3 Refugee awareness of their entitlements and the methods used to distribute commodities make the refugees themselves part of the distribution control system. Encourage the formation of refugee committees to monitor each distribution. Both UNHCR and WFP field officers should also monitor distributions carefully, to watch for irregularities and to verify the quality and the quantity of the household goods and food rations being distributed and the methodology employed.

Chart 8.B: Factors Affecting Distribution Effectiveness and Efficiency

- **Unreliable demographic data or inadequate registration system for the beneficiaries.**
- **Ineffective distribution methodology. For example, when distribution is to refugee group leaders, rations actually reaching individuals are unknown.**
- **Uncoordinated storage and distribution areas.**
- **Poor security, failure to provide fenced storage and distribution centres.**
- **Irregular or unreliable supplies of rations.**
- **Supplies unsuitable for refugee needs or culturally unacceptable.**
- **Cultural and social pressures within the refugee group itself, including threats to personal security.**
- **Intense local pressure on national distribution staff, especially those residing in or near the camps, affecting quality of service, degree of trust and ease of working relationships.**
- **Lack of sufficient and experienced international monitoring staff, with proper transportation and convenient living accommodations.**
- **Lack of day-to-day liaison and cooperation between responsible authorities.**
- **Lack of properly documented controls and reporting requirements.**

Distribution Centres

8.2.4 Proper distribution of food and other relief items requires:

- (a) a reasonable number of refugees served by each distribution centre to permit safe Storage of commodities and proper control over each distribution;**
- (b) adequate, well maintained and secure storage to hold the supplies at the distribution site;**
- (c) standardized measures and weigh scales, properly used by distribution staff; and**
- (d) distribution staff who are trained in the principles and practice of distribution.**

8.2.5 Distribution centres should have two separate areas:

- (a) a secure, enclosed, sheltered storage area with sufficient capacity to hold supplies received in the camp for several days pending distribution. Staff must apply standard warehousing rules, especially those concerning cleanliness, security, stacking and record keeping; and**
- (b) a distribution area through which the beneficiaries pass in an orderly fashion.**

8.2.6 Reserve or buffer stocks may have to be stored in the camp or nearby, for periods when the area is inaccessible, during the rainy season or the winter months. These needs should be anticipated during the logistics planning phase. See Chapter 5, *Field Logistics Operations*, and Chapter 7, *Storage and Warehousing*.

8.2.7 Equip distribution centres with scales to weigh commodities and to spot-check distributed food rations. Food rations, though calculated by weight, are often distributed by volume using pre-measured scoops. Level scoops are better than scoops with graduated markings, to ensure equal rations for all. For some refugee groups, «heaped» measures are more culturally acceptable, as evidence of a full measure. WFP has been instrumental in several countries, providing labelled scoops of the proper size.

8.2.8 Encourage cooperation between field monitoring staff, distribution workers, camp administrators and refugee leaders to schedule distributions, to inform refugees of their entitlements, to distribute equitable quantities and to provide an orderly flow of people through the distribution centre. Train distribution workers in proper scooping techniques and the use of weigh scales.

Distribution Methodology

8.2.9 Food rations must be regularly distributed in sufficient quantities to provide or supplement a nutritionally balanced diet for the refugee recipients and their families. The distribution of other relief goods

and household items should be based on clearly established criteria to ensure equitable treatment of all the refugees involved.

8.2.10 Plan each distribution in advance and establish target quantities for each distribution centre. Taking into account what is available and where it is located, prescribe per capita quantities and commodities or items to be distributed on the next scheduled distribution date. Based on the refugee population served by each distribution centre, calculate delivery quantities and timing. Total tonnages are converted into units - bags, cartons and drums - and entered on stock issue vouchers and transport waybills for each destination.

8.2.11 Adjustments to the established food ration scale are sometimes necessary because of unevenness or lateness of shipment arrivals. When stocks on hand are insufficient for planned distributions, consider borrowing available local stocks from the government or other international organizations, to be replaced promptly on arrival of an imminent shipment.

8.2.12 Distribution controls must be assured to prove the eligibility of the people presenting themselves to receive material assistance and to avoid duplicate distribution to the same individuals. In ongoing refugee situations, registered refugees are often issued ration cards, which they present at each distribution. Less sophisticated methods which are no less effective, especially for emergency situations or in the initial stages of a refugee operation, include marking the refugees with skin dye, issuing and then collecting tokens or coupons, or physically separating those who are waiting for assistance from those who have already received it.

8.2.13 Overdistribution, within reasonable limits, is better than underdistribution. For example, recipients whose food rations exceed their needs, in moderation, can trade these excesses locally for other food and domestic needs, such as fruits, vegetables, meat and clothing.

8.2.14 One way to reduce food losses, increase consumption and make stocks easier to monitor is to provide limited, more frequent rations. A regular 10-day ration is smaller to handle logistically and refugees are not as likely to sell or hoard supplies. Overconsumption is not a critical problem because distribution is more frequent. Increased frequency also permits greater flexibility in adjusting ration sizes to compensate for delayed shipments. Scarce commodities can be used to best effect because they can be included periodically in more frequent smaller rations, rather than waiting until enough is on hand for larger, less frequent distribution. Because of the smaller quantities involved, the time taken for each distribution to the refugees is also reduced.

Chart 8.C: Distribution Options

- **Direct to family heads or individual refugees, the most effective method to assure equitable distribution.**
- **Indirect to representatives of refugee groups (block or tribal leaders) for redistribution within the group. This works effectively only if refugee leaders are strong and honest.**
- **Centralized, where all commodities are distributed at one place in the camp.**
- **Decentralized, where there are several distribution centres located in the camp.**
- **Fixed distribution times, when rations are distributed on a particular date between specified hours. Always allow enough time, as early in the day as possible, to complete the planned distribution in an orderly fashion.**
- **Open distribution times, when refugees can collect rations at any suitable time over a fairly long period.**

Distribution centre staff should be selected objectively, paid, follow prescribed distribution procedures, and be subject to monitoring and disciplinary measures.

Providing cooked food or prepackaged, mixed ration packs is expensive.

Chart 8.D: Accountability of Distribution Staff

- 1. The quantity of commodities on hand in the distribution centre should closely match the requirements of the beneficiaries.**
- 2. The refugees should know what their entitlements are and how they are measured.**
- 3. Refugees should have a ration card or other documentary proof of entitlement. The distribution worker must record the card number, punch the card or enter the amount in the refugee's passbook. Spot-check individual refugees after collection.**
- 4. Tokens or coupons may be issued to the refugees, which are surrendered to distribution staff in exchange for a particular item or quantity of commodities. At the end, distribution staff must have enough tokens or coupons to equal the amounts distributed. Tokens and coupons are subject to stringent security, both before they are given to the refugees and after they are retrieved.**

5. All refugees served by any one distribution worker should receive a standard quantity. An independent count of the number of beneficiaries can be reconciled with the total amount distributed.

Distribution Reporting

8.2.15 To ensure control over the distribution system, distribution staff receiving supplies and commodities and overseeing their distribution must be accountable to the project authority who dispatched the goods in the first place. Recorded outflows from one segment of responsibility in the logistics and distribution system must equal recorded inflows into the next segment of responsibility, over equivalent time periods.

Accountability is achieved through regular reports of supplies received and issued, deliveries to the refugee camps, distributions to the refugees and balances on hand at each store's location.

8.2.16 Distribution staff must record the outflow of rations in distribution ledgers. After each distribution, each distribution centre must submit a report to the project authority. UNHCR and WFP, if appropriate. These reports can be used to compare planned targets with actual results achieved. They also provide statistics for donors, sponsors, governments and other interested parties on the amounts of relief goods received, delivered and distributed to the beneficiaries.

Chart 8.E: Information to be Included in a Distribution Report

- 1. Name and location of the distribution centre.**
- 2. Commodities and amounts (units and weights) on hand after the previous distribution.**
- 3. Commodities and amounts (units and weights) received.**
- 4. Commodities and amounts distributed.**
- 5. Number of beneficiaries.**
- 6. Distribution date(s).**
- 7. Balances on hand (if any).**
- 8. Signature of the person preparing the report and certifying that the information included is correct.**

Supplementary Feeding Centres

8.2.17 For supply purposes, supplementary feeding centres must report regularly, to outline receipts, utilization and balances on hand, the numbers being fed, the distribution frequency and the composition of the feeding mix. Stocks can be replenished based on this information.

8.3 Identifying the Beneficiaries

8.3.1 To distribute commodities to individuals or groups, once or repeatedly, these individuals must be easily and reliably identifiable. Authorities, refugee leaders or family heads may falsely increase the number of beneficiaries. Refugees may register several times in the same camp, or in several different camps. Leaders or others may register refugees who do not exist. Local people may also register as refugees, or otherwise obtain material assistance intended for the needy refugees.

8.3.2 Initial fear of uncertain or inadequate quantities of refugee supplies is an important cause for the refugees to attempt to increase their numbers. Resolve this problem right away, or the ongoing excessive supply will be used for personal gain or benefit. Cooperation and understanding between the refugee leaders and project authorities will alleviate uncertainties. Document a comprehensive picture of leadership, family structure, cultural factors and economic exchange in the refugee camps. Define an acceptable distribution system as soon as possible and get agreement from the authorities in charge and the refugees themselves.

8.3.3 Ideally, individual refugees possess identity documents containing a photograph and linked to separate records of age, sex, physical characteristics and their location in the refugee camp. Ration cards for individuals or families should be reflected, by number, in the identity documents, or combined in one document. Provide distribution staff with a list of the numbers of valid ration cards. Arrangements are necessary to update the lists, and to issue documents to new arrivals, to cancel lost documents and to retrieve and cancel documents belonging to refugees who leave the area.

8.3.4 The overall number of beneficiaries can be an issue of some dispute. Planning figures, census figures and working figures may all be different. Figures may not be adjusted periodically to take into account new arrivals, births, deaths or departures from the camp. Overstating refugee numbers affects a programme's credibility with UNHCR's donors. Obtain agreement from national authorities to confirm the number of refugees, using demographic sampling techniques or registration methods selected by UNHCR. Apply the same method to identify the refugees throughout the affected area.

8.4 Distribution Day

8.4.1 Commodities and relief supplies may be held in a main camp storage area or they may have previously been delivered to each distribution centre, depending on local security conditions and facilities. Early on the

day of distribution, staff physically confirm that the total amounts of each commodity on hand agree with those listed on the Commodity Allocation List, and are sufficient for the established per capita allocation or ration and the agreed population of recipients served by each distribution centre. Check that ration measures for each food commodity are on hand and in sound condition. Separate relief items and food commodities by type at each distribution point, arranged in an orderly sequence.

8.4.2 Family heads or their representatives bring their own containers and queue up next to the distribution centre. A controlled area with a restricted entrance and exit is best. The refugees pass in an orderly fashion along the distribution sequence, first having ration cards or other means of identifying eligibility checked and quantity entitlements recorded. Food rations are scooped or dipped in measured tins from commodity sacks or drums, and emptied into the refugees' containers. Other relief items are distributed according to prescribed criteria. The quantities and rations (number of scoops) may be posted so the refugees know their entitlements.

8.4.3 On completion of the distribution, any quantities remaining are confirmed and recorded. The difference between these amounts and the original quantities received in the distribution centre are compared with the number and quantity issued to the refugees. Any shortage or overage is explained in the distribution report submitted to the project authority.

8.4.4 Non-food items or special commodities to which every refugee is not entitled to on a per capita basis require stated special distribution criteria, established by the project authority prior to distribution.

8.4.5 Extraordinary issues between scheduled distributions for new arrivals or other special cases require the written approval of the project authority.

Chart 8.F: Mass Distribution and Crowd Control

If you must count, register or distribute relief items or food commodities to large numbers of people, here are some helpful tips:

- 1. Plan for success, initially choosing an area and a population where the exercise is likely to work. Start small, and increase the scale as you gain experience.**
- 2. Cooperate with local officials and refugee leaders, listening to their ideas whenever possible and gaining their respect and agreement for the methods used.**
- 3. Hire staff under contract, with specified duties for which they are paid, and make them subject to**

disciplinary action. Provide a simple manual which explains the methodology to be used.

4. Designate one person in authority, with responsibility for the overall exercise. Make sure everyone knows who is in charge, that the person is always visible and has an interpreter nearby.

5. Provide effective communications to the staff, refugees and their leaders to understand what you intend to do and how. Use personal radios and public address systems or megaphones if available.

6. Define the working area carefully, identifying the boundaries of the group or groups involved, and keeping people seated to cause less confusion during the proceedings. Keep animals, brought to carry away the distributed supplies, well away from the area, for reasons of hygiene and order.

7. Make special provisions, allocating separate areas (preferably shaded) for the elderly, the disabled, children and other "at risk" groups. Keep their waiting time to a minimum and have medical personnel on hand.

8. Provide crowd control personnel positioned throughout the assembly area. These should be civilian personnel who are easily recognized - provide hats, uniforms, whistles, as appropriate. There must be no weapons at or near the working area.

9. Supply sufficient quantities for the distribution. People will wait more calmly if they know there is enough for everyone. Always keep a reserve stock aside to deal with unexpected demand.

10. Speed is essential. Begin early when it is cool. Do not keep people waiting longer than is necessary.

11. Deal with potential problems. Things do go wrong, but it is usually best to finish once you have started. Control the perimeter. Keep people seated and stop temporarily when isolated individuals or small groups cause problems. If trouble is likely, distribute off the backs of vehicles, and be prepared to move if disorder does arise. Make sure registration and distribution documents are kept safely.

8.5 Monitoring Distribution

8.5.1 The ultimate measure of distribution effectiveness is how much the goods distributed contribute to the well-being of the individual refugees. This is difficult to assess directly. Relevant performance indicators must be identified, which can be more easily monitored and quantified.

8.5.2 Two methods to assess distribution effectiveness are commonly used:

(a) *System Monitoring* checks that the internal controls in the system are strong enough. Develop a checklist of system controls for monitoring staff to examine - types of control forms in use and their purpose, proper job descriptions and written procedures for distribution staff, adequate division of responsibilities, appropriate equipment on hand to carry out assigned tasks, and possible system weaknesses. This method is especially useful for large programmes where the number of monitoring staff is limited.

(b) *Field Monitoring* provides first-hand information, by conducting commodity control checks, inspecting commodity quality and observing distributions to refugees. At least some field visits should be unannounced. Checks include an examination of Commodity Allocation Lists, distribution ledgers, refugee registration and ration documents, and other forms to confirm their completeness, accuracy and authenticity. Pay special attention to actual weights where commodities are recorded in units, and check weigh scales for accuracy. Sample commodities for quality testing, or conduct a visual inspection by opening all or a sample batch of the supplies.

8.5.3 Monitoring staff should be honest, perceptive, inquisitive and persistent. They must be diplomatic, sensitive listeners who also have the ability to influence and convince people through discussion. They require a basic knowledge of nutrition, inventory control and distribution methodologies, preferably gained from prior experience in a similar operation.

8.5.4 Monitoring staff should be paid and employed under a firm contract which contains a detailed job description. Regular meetings involving monitoring staff and supervisory personnel provide a forum to discuss problems and encourage suggestions. Avoid hiring refugees as monitoring staff as they will be subjected to ongoing community pressures which may become unbearable. National staff may also be subjected to pressure, but usually to a lesser extent. Supervisors must be sensitive to these pressures and attempt to alleviate them. It is also necessary for international staff to monitor the monitors, to verify that their sampling and measuring techniques are suitable and their observations thorough.

Chart 8.G: Distribution Monitoring Objectives

- 1. To check that individual refugee families receive the correct quantity and quality of material assistance.**
- 2. To check that all relief items and food commodities received are distributed to the refugees.**
- 3. To confirm that logistics and distribution staff are following procedures.**
- 4. To ensure that the procedures in use give good control, that they prevent irregularities and allow accurate**

tracking of refugee supplies and their distribution.

8.6 UNHCR Distribution Reports

8.6.1 UNHCR is accountable to its donors for the resources they provide. How can we expect them to keep on giving, sometimes in the millions of dollars, if we fail to acknowledge their contribution and do not provide the reports they have requested?

8.6.2 Having established proper controls for the safeguarding of supplies and food aid in the host country, UNHCR Field Programme Officers must monitor the release and distribution of goods to ensure that assistance reaches the intended beneficiaries. Submit timely, informative reports to the geographic desk at Headquarters concerning the refugees and the end-use of the supplies and food aid provided.

8.6.3 For specific earmarked contributions, the reporting requirements are normally indicated on the CAF, a copy of which is sent to the UNHCR consignee field office. Comply with these stated reporting requirements by completing and forwarding UNHCR Distribution Reports (see Annex XXVII) to Headquarters. For longer-term projects, or where assistance has not been fully utilized by the requested reporting date, submit interim reports. FRS, with the support of the geographic desk and SFAS, ensures that UNHCR Distribution Reports received from the field are transmitted to the relevant donors.

8.6.4 All material assistance and food aid supplied, whether through an earmarked donation or from another source, should be the subject of a final report to Headquarters. In addition to the information on use and beneficiaries required by donors, include comments on the suitability of the goods for their intended purpose and any problems, such as those which may be encountered due to improper packing or labelling. Such feedback is most useful, both in the field and at Headquarters, to allow all concerned to learn from previous experience, to find better solutions, and to avoid similar situations in the future.



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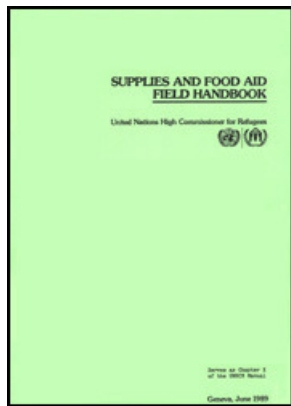
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Annex I - Packaging Standards for International Shipments*

Annex II - Inspection Services

Annex III - Incoterms (International Commercial Terms)



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ANNEXES TO THE FIELD HANDBOOK

Annex I - Packaging Standards for International Shipments*

*** Some information presented here has been extracted from the UNHCR Guide to In-Kind Contributions for Refugee Emergencies, and the Handbook for Donors of the ICRC.**

	<u>Requirements</u>	<u>Remarks</u>
INNER PACKAGING	Packaging must be moisture/vapour-proof, made of heavy duty plastic or metal, preferably reclosable, without sharp edges and sealed with the air removed.	Tins and cans must be accompanied by opening devices.
OUTER PACKAGING	No glass, cellophane or paper packets may be used. Unless requested In "sets" or "kits", any one package contains only one product and only one standard size of that product. All packages In a consignment should be the same size. FRAGILE labels should not be required. Use partitions to strengthen packing and add filling material (wood shavings, straw, shredded paper, bubbled plastic) to ensure solid, full container. To be handled by one person, maximum weight recommended is: carton or box = 25 Kg (55 lbs) bundle or sack = 50 Kg (110 lbs) Loose items should never be packed in sacks. Bales and bundles should be compressed and banded. Outer packing should be lined with plastic, or heavy waterproof bitumen paper. All packaging should be closed or lidded and bound with strapping. Small or lightweight packages may be packed in a larger receptacle or stacked, sealed and banded on pallets. Pallets are made of good quality wood, of the size and type to fit transport and loading equipment used, wrapped with plastic shrink-wrap or sheeting and strapped effectively. Woven polvester strapping may be used and is	Desiccators may also be advisable. Sets or kits packed together should contain diagramatic packing slips and instructions. Manual stacking probably means handlers will walk on stacked packages. Packages must be stackable to a height of 3 metres. Compressed packages are stackable. Cardboard absorbs humidity, as well as water. Only cartons under 10 Kg may be bound with packing tape. Avoid light, tossable packages. Each pallet must carry proper identifying marks and include a packing slip to itemize the goods on the pallet. Steel bands may rust and require special tools for

AIR FREIGHT
PACKING

often preferable to steel bands.
Plywood boxes are recommended, with metal reinforced edges and corners and moisture-proof lining.

or

Triple corrugated cartons may be used, which are weatherproof-treated, lined, stapled and steel strapped.

SEA FREIGHT
PACKING

Seaworthy, quality wooden crates are made from slats of wood, with a moisture resistant lining, strapped with steel bands. Four carrying slings should be attached.

CONTAINERIZED
CARGO

- 20 ft - approximate capacity 28 m³ holding 18 MT

- 40 ft - approximate capacity 60 m³ holding 30 MT

COMMODITY
PACKING

Milk powder and enriched products are packed in 4-ply paper sacks, with plastic inner sack, not exceeding 25 Kg.

Legumes and grains are packed in jute outer sacks, with cotton inner sack, usually not exceeding 50 Kg.

Grains may be packed in woven polypropylene or cotton/polypropylene-blend sacks, with cotton inner sack.

Edible oil is packed in 100- or 200-litre steel or heavy-gauge plastic drums.

Blankets and clothing are compressed in bales or bundles, covered with waterproof material and banded.

removal.

Unit weight should not exceed 70 Kg.

Crates are recommended for heavy articles, such as generators weighing up to 200 Kg. Do not position slats so that pieces of the contents can be removed through the spaces between the slats.

Containers are lockable, and non-returnable containers may be kept at field locations for ongoing secure storage.

Hazardous products are packed according to transport regulations.

Hazardous products include pesticides, explosives, corrosive liquids, compressed gases, flammable substances and other chemicals.

Annex II - Inspection Services

General Inspection of Consignments

Pre-shipment Verification • Inspect items for compliance with requirements stated in the supply contract or Purchase Order, both in nature and quantity.

- Examine supplier's documentation for compliance with stated contractual obligations in format, invoicing, certificates of origin, test or analysis results, etc.
- Confirm that packing, labelling and shipping marks comply with contracted requirements or, if not specified, are appropriate for the particular goods, methods of transport/handling and destination.

Pre-shipment Inspection • Witness all final performance and acceptance tests specified in the supply contract, including review of the test apparatus certification:

- Finished products must comply with latest approved drawings and specifications.
- Packing and marking must meet stated requirements or, if not specified, are appropriate.

Specific and Technical Inspections

Inspection of Work in Progress • During visits of a frequency appropriate to the nature of the supply contract or, exceptionally, on a resident basis, monitor the manufacturing process to ensure that products will likely meet prescribed quality standards, inspections and tests, within the contracted delivery period.

Verification of Materials • Verify the chemical/mechanical properties of materials and components against supply contract specifications by reviewing material certificates and the supplier's traceability system. As required, witness representative tests.

Verification of In-Process Tests • Witness selected tests, and review other test records, performed during the manufacturing process to prove material integrity and performance, including accuracy of testing methods and apparatus.

Witness Final Tests • Witness final performance testing to confirm product complies with contract requirements, supplier's offer or recognized standards.

Inspection of • Examine finished product for contract compliance, check any variations found and their acceptability

Inspection of Finished Product

- Examine finished product for contract compliance, check any variations found and their acceptability, and review product finish and appearance.

Packing and Marking Inspection

- Verify that packing and marking comply with contract requirements or, if not specified, are appropriate to the goods, methods of transport, expected handling and destination (see details below).

Inspection and Supervision of Loading and UnloadingLoading point:

- Inspect cargo holds of vessels/carriers before loading.
- Inspect quantity to certify quantity supplied conforms to quantity contracted.
- Visually appraise quality of bulk or bagged goods, conduct sampling and analysis before and during loading.
- Survey loading/handling operations.

Unloading point:

- Survey unloading/handling operations.
- Inspect quantity by count and/or weighing, and quality visually or by sampling and analysis, if required.
- Inspect cargo holds of vessels/carriers to confirm complete consignment has been unloaded.

Packing Inspection

- Confirm appropriate packing methods and materials are used, always assuming goods will be exposed to rain, high humidity, condensation, high temperatures, mould, dust, sea water spray and rough handling:
 - For packaging standards for international shipments, refer to Annex I of this Handbook.
 - For bulk goods, consumables and capital equipment, UNHCR reserves the right to waive size prescriptions and/or accept supplier's standard export packages.

Marking Inspection

- Verify accuracy, adequacy and durability of shipping marks and labels:
 - Shipping marks must strictly comply with instructions in the supply contract.
 - Seaworthy cases, cartons or containers are marked with stencils using waterproof ink.
 - Markings are clearly legible, their size determined by the size of the case.
 - All packages must bear special handling information, warnings and special labels, as required under the rules and regulations governing the acceptance of cargo for sea, rail, road or air transport.
 - Dangerous or combustible cargo is packed separately, adhering to the strictest safety measures and requirements.

Annex III - Incoterms (International Commercial Terms)

Incoterms are published by the International Chamber of Commerce (ICC) in cooperation with the United Nations, to provide a set of international rules for the interpretation of the terms used in international trade contracts.

These international rules standardize local trade practices by explaining, for each of the terms, the transfer of the essential rights and obligations of the seller and buyer: the transfer of liability and the transfer of risks. Thus, the Incoterms define the moment and the place where the liability of the seller ends and that of the buyer begins.

To clarify a frequent misunderstanding about the Incoterms: they deal exclusively with the relationship between the buyer and the seller. They do not deal at all with the contract of carriage although, of course, the buyer and the seller base the contract of carriage on their contract of sale.

INCOTERMS AND STANDARD ABBREVIATIONS*

*** The abbreviations in three letters given for each Incoterm are a standard reference agreed upon by the ICC and the Economic Commission for Europe of the United Nations.**

The 14 Incoterms are:

EXW Ex-Works... (ex factory, ex mill, ex plantation, ex warehouse, etc.).

Means that the seller's only responsibility is to make the goods available at his premises. In particular he is not responsible for loading the goods in the vehicle provided by the buyer, unless otherwise agreed. The buyer bears the full cost and risk involved in bringing the goods from there to the desired destination. This term thus represents the minimum obligation for the seller.

FRC Free Carrier... (named point).

Designed to meet the requirements of modern transport, particularly such "multimodal" transport as container or "roll on-roll off" traffic by trailers and ferries. It is based on the same main principle as FOB except that the seller fulfills his obligations when he delivers the goods into the custody of the carrier at the named point. If no precise point can be mentioned at the time of the contract of sale, the parties should refer to the place or range where the carrier should take the goods into his charge. The risk of loss of or damage to the goods is transferred from seller to buyer at that time and not at the ship's rail. "Carrier" means any person by whom or in whose name a contract of

carriage by road, rail, air, sea or a combination of modes has been made. When the seller has to furnish a Bill of Lading, waybill or carrier's receipt, he duly fulfills this obligation by presenting such a document issued by a person so defined.

FOB Free On Board... (named port of shipment).

The seller must place the goods on board a ship or other carrier at the port of shipment named in the sales contract. The risk of loss of or damage to the goods is transferred from the seller to the buyer when the goods pass the ship's rail.

FOA FOB Airport... (named airport of departure).

Based on the same main principle as the ordinary FOB term. The seller fulfills his obligations by delivering the goods to the air carrier at the airport of departure. The risk of loss of or damage to the goods is transferred from the seller to the buyer when the goods have been so delivered.

FOR Free On Rail or Free On Truck... (named departure point).

or

FOT These terms are synonymous with each other and with FOB, but are normally used only when the goods are to be carried by rail.

FAS Free Alongside Ship... (named port of shipment).

Under this term the seller's obligations are fulfilled when the goods have been placed alongside the ship on the quay or in lighters. This means that the buyer has to bear all costs and risks of loss of or damage to the goods from that moment. It should be noted that, unlike FOB, the present term requires the buyer to clear the goods for export.

CFR Cost and Freight... (named port of destination).

or

C&F Means the seller must pay the costs and freight necessary to bring the goods to the named destination, but the risk of loss of or damage to the goods, as well as of any cost increases, is transferred from the seller to the buyer when the goods pass the ship's rail in the port of shipment. The buyer must purchase shipping insurance against the risk of loss or damage.

CIF Cost, Insurance and Freight... (named port of destination).

This term is basically the same as C&F but with the addition that the seller has to procure shipping insurance against the risk of loss of or damage to the goods during the carriage. The seller contracts with the insurer, pays the insurance premium and provides the buyer with an insurance certificate. Caution: insurance coverage under these terms is limited.

OCP Freight/Carriage Paid to... (named point of destination).

Like C&F, this term means that the seller pays the freight for the carriage of the goods to the named destination. However, the risk of loss of or damage to the goods, as well as of any cost increases, is transferred from the seller to the buyer when the goods have been delivered into the custody of the first carrier and not at the ship's rail. It can be used for all modes of transport including multimodal operations and container or roll on-roll off traffic by trailers and ferries. When the seller has to furnish a Bill of Lading, waybill or carrier's receipt, he duly fulfills this obligation by presenting such a document issued by the person with whom he has contracted for carriage to the named destination.

CIP Freight/Carriage and Insurance Paid to... (named point of destination).

This term is the same as OCP but with the addition that the seller has to procure transport insurer against the risk of loss of or damage to the goods during the carriage. The seller contracts with the insurer and pays the insurance premium.

EXS Ex Ship... (named port of destination).

Means that the seller shall make the goods available to the buyer on board the ship at the destination named in the sales contract. The seller has to bear the full cost and risk involved in bringing the goods there.

EXQ Ex Quay.

Means that the seller makes the goods available to the buyer on the quay at the destination named in the sales contract. The seller has to bear the full cost and risk involved in bringing the goods there.

There are two "Ex Quay" contracts in use, namely "Ex Quay (duty paid)", and "Ex Quay (duties on buyer's account)" in which the liability to clear the goods for import are to be met by the buyer instead of by the seller. Parties are recommended always to use the full descriptions of these terms, or else there may be uncertainty as to who is responsible for clearing the goods for import.

DAF Delivered At Frontier... (named place of delivery at frontier).

Means that the seller's obligations are fulfilled when the goods have arrived at the frontier - but before "the customs border" of the country named in the sales contract. Used primarily when goods are to be carried by rail or road but it may be used irrespective of the mode of transport.

DDP Delivered Duty Paid... (named place of destination in the country of importation).

While EXW signifies the seller's minimum obligation, the term "Delivered Duty Paid" when followed by words naming the buyer's premises, denotes the other extreme -the seller's maximum obligation. The term "Delivered Duty Paid" may be used irrespective of the mode of transport.

Annex IV - Contribution Advice Form - Example

OFFICE OF THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES

Contribution Advice Form (KIND)

ACTIVITY: 1987 Extra Budgetary Food/OTF		
NO.	DATE	
6843	1 DEC 87	(1) Finance/Treasury (1) Programming and Co-ordination (1) Fund Raising (1) Registry
765	GFR	(1) Africa Desk IV (1) Europe & Nth America Desk II **(2) Supplies & Food Aid Services (2) Ms von Buchwald (1) BO Bonn (1) BO Mogadishu (1) Reg chron

**** **KIND** ****

DONOR The Government of Germany (Federal Republic of)
PLEDGE US\$ 750,000 (US\$ 750,000)

SUPPORTING DOCUMENTS

- 1. Cable to Federal Ministry for Economic Cooperation (19 Oct 87)**
- 2. Cable from Federal Ministry for Economic Cooperation (26 Oct 87)**

REPORTING REQUIREMENTS

- 1. Telex on delivery stating dates, quantities received and condition of goods.**
- 2. Distribution report: final report due: 30 Apr 88.**

REMARKS**1. DESCRIPTION OF GOODS: 5,000 at yellow maize as follows:**

	US\$
- value of maize at US\$ 120 per mt as per WFP price list	600,000
- International TX at 25% of value	150,000
	TOTAL 750,000

2. Donor's earmarking: for SOMALIA.**3. This consignment will be shipped as follows:**

- 3,000 mt shipped to Mogadishu**
- 2,000 mt shipped to Berbera**

4. Equivalent to DMK 1,237,500 (Rate: 1.65)**Annex V - Checklist for Donor Contributions**

Refer to the CAF, Purchase Order or supplier contract, shipping notification, shipping documents, inspection reports, insurance certificate and relevant UNHCR reports to confirm the following details for each contribution, in-kind or in cash.

1. Details of Contribution:

Donor _____

Item/Commodity

Quantity _____
 Nutritional value _____
 Shelf-life _____
 Intended _____
 Beneficiaries _____

2. Value of Contribution:

Cost of goods _____
 Freight _____
 Insurance/inspection _____
 Handling charges _____
 TOTAL VALUE _____
 Source of Valuation _____

3. Date and place of purchase order:
 (cash contributions)

4. Delivery: Terms
 Schedule
 Modalities

Shipping documents

5. Transfer of ownership to UNHCR:

When?
 Where?

6. Responsibilities for:

Insurance
 Inspection

Port clearance and handling

Storage
Inland transport

7. Turnover to implementing partner:

To whom?
When?
Where?

8. Losses or spoilage:

Cause
Insurance claim filed
Value of loss
Outcome

9. Receiving Report to SFAS:

10. Takeover Certificate:

11. Distribution Report:

Required when?
Received from implementing partner
Submitted to Headquarters

12. Remarks/other information:

Annex VI - EC Taking-Over Certificate

The undersigned: _____
(name, forename, business name)

acting on behalf of the recipient (or on behalf of the Commission, as the case may be):

certifies that delivery has been taken of the goods listed below:

- _____
- place and date of taking-over: _____
 - products: _____
 - tonnage or weight accepted (net, gross or gross for net): _____
 - number _____ at _____ kg/net: _____
 - port of shipment: _____
 - name of vessel: _____
 - date of shipment or making available (if free-at-port-of-shipment, see Article 13 (3) of the Regulation): _____
 - port of landing: _____
 - final destination: _____
 - means of overland transport: _____
 - date of supply if free at port of landing or, free at destination (see Articles 14 (8) and 15 (4) of the Regulation): _____

The quality of the goods delivered is in accordance with that laid down in the notice of invitation to tender.

Comments or reservations: _____

Annex VII - Purchase Authorization

NATIONS UNIES
 HAUT COMMISSARIAT
 POUR LES RÉFUGIÉS



UNITED NATIONS
 HIGH COMMISSIONER
 FOR REFUGEES

MEMORANDUM

A - TO: Head, Supplies & Food Aid Service

DE - FROM: *

THROUGH: PMS (for deferred expenditure)

NOTRE - OUR REF:

OBJET - SUBJECT: PURCHASE AUTHORIZATION

RECEIVED SFAS	
CLEARED FCS	
ENTERED SFAS	
PA NUMBER	

DATE:

1. You are authorized to purchase and arrange delivery of the following goods/services. Requirements should be clearly specified and a copy of the field request attached.

Specifications / description	SFAS catalogue reference (if applicable)	Quantity	US\$ allocation per item

Total amount allocated including freight: _____

2. Number and location of beneficiaries:
3. Desired date of arrival at port of discharge:
(to be completed by Desk)
4. Estimated date of shipping:
(to be completed by SFAS)
5. The supplies and services listed on this request are properly chargeable to the following allotment, the available balance of which is sufficient to cover the cost thereof:

Project/MOD No. _____ CAF No. _____

Allotment account No. _____

6. The Letter of instruction establishing the project was signed on _____ and the project implementation period is from _____ to _____. It is/is not envisaged to extend the project

7. There are/not specific donor requirements pertaining to the use of funds.**

8. Shipping instructions

(a) Consignee: (if other than UNHCR, mail/street address in full and telephone / telex numbers required.)

(b) Port of discharge:

(c) Final destination:

(d) Shipping marks:

(e) If air shipment required, justification to be attached.

1. Original for Purchasing Officer

*Authorizing Officer, Service, Office code ** Specify if any.

HCR/AST/BDI/Rev. 5

PURCHASE AUTHORIZATION

Annex VIII - Quotation Request - Example

QUOTATION REQUEST - QR/02052/00001

BICYCLES FOR TANZANIA

THE OFFICE OF THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES, GENEVA, SWITZERLAND,

INVITES YOUR FIRM OFFER FOR THE FOLLOWING:**ITEM(S):****BICYCLE (ADULT MALE)****QUANTITY = 6**

UNIT OF MEASURE = EACH SINGLE GEAR WITH 26 x 1.75 WHEELS FITTED WITH BALLON TYRES, 22 IN. FRAME, BACK PEDALLING BRAKE, FRONT STEEL RIM OPERATED BRAKE, KICKSTAND, TOOLBAG WITH SPANNER, TYRE LEVERS AND PUNCTURE REPAIR KIT, RUSTLESS SPOKES, STEEL BOTTOM BRACKET COMPLETE WITH BALL BEARINGS, REFLECTOR PEDALS, FULL METAL GEAR CASE, CHAIN GUARD, DYNAMO LIGHTING SET, MOUNTED PUMP, REAR CARRIER RACK AND ASSEMBLED FOR HEAVY DUTY USE.

YOUR OFFER MUST CLEARLY STATE AND INCLUDE THE FOLLOWING:

- FIRM UNIT PRICES EX-WORKS.**
- FIRM TOTAL FOB (NAME PORT).**
- FIRM TOTAL C+F DAR ES SALAAM. TANZANIA BY SEA/LAND TERMS.**
- PRICES SHOULD BE NET AFTER DEDUCTION OF DISCOUNTS.**
- FIRM DELIVERY DATE - TIME BEING OF THE ESSENCE.**
- DEFECTS LIABILITY AND GUARANTEE PERIOD.**
- DETAILED SPECIFICATIONS. SHOULD YOUR SPECIFICATIONS DIFFER FROM THAT CALLED FOR, PLEASE PROVIDE DETAILS.**
- PLACE OF MANUFACTURE AND POINT(S) OF ORIGIN.**
- TYPE OF PACKING, GROSS AND NET WEIGHTS, CUBIC DIMENSIONS.**
- MONTHLY SETTLEMENT TERMS AND DISCOUNTS (TERMS OF PAYMENT).**
- SHIPPING DOCUMENTATION (WHERE REQUIRED) TO BE SENT BY SELLER VIA COURIER TO CONSIGNEE WITHIN THREE WORKING DAYS OF SHIPMENT.**

INFORMATION FOR BIDDERS:

- 1. ALTERNATIVES TO REQUESTED SPECIFICATIONS MAY BE CONSIDERED.**
- 2. ITEMS ARE REQUIRED FOR DELIVERY TO TANZANIA NOT LATER THAN 30/04/88.**
- 3. INSURANCE WILL BE EFFECTED BY UNHCR.**
- 4. INSPECTION MAY BE APPLICABLE AND WILL BE ADVISED AT TIME OF PURCHASE AND ARRANGED BY UNHCR.**
- 5. UNHCR RESERVES THE RIGHT TO ACCEPT THE WHOLE OR PART OF YOUR OFFER. THE LOWEST TENDER NEED NOT BE ACCEPTED.**

SAMPLES/DESCRIPTIVE PAMPHLETS:

DESCRIPTIVE MATERIAL SHOULD BE ADDRESSED AS FOLLOWS AND RECEIVED BY CLOSING:

**'QR/02052/00001' - BICYCLES FOR TANZANIA
UNHCR SUPPLIES AND FOOD AID SERVICE
P.O. BOX 2500
CH-1211 GENEVA 2 DEPOT
SWITZERLAND.**

VALIDITY:

YOUR QUOTATION SHOULD REMAIN VALID UNTIL 31 MARCH 1988, DURING WHICH PERIOD A PURCHASE ORDER, IF PLACED, WILL BE ACCEPTED BY YOU.

OFFER:

OFFERS MUST BE TRANSMITTED LATEST BY 26 FEBRUARY 1988 16.00 HRS GMT AND SHOULD BE ADDRESSED TO:

**'UNHCR SUPPLIES AND FOOD AID SERVICE'
'QR/02052/00001' - BICYCLES FOR TANZANIA**

AND SENT VIA TELEX NO. 289506 HCR CH.

**OFFERS NOT ADDRESSED AS SUCH CANNOT BE CONSIDERED.
PLEASE ACKNOWLEDGE RECEIPT OF THIS ENQUIRY AND INDICATE YOUR INTENT TO BID.**

OUR TELEPHONE NO.:

- UNHCR: (022) 39.81.11
- DIRECT LINE: (022) 39.84.32

**THANK YOU AND REGARDS.
UNHCR, SUPPLIES AND FOOD AID SERVICE.
GENEVA, 15 FEBRUARY 1988**

NOTE: For purposes of confidentiality, the name(s) of the supplier(s) have been omitted in this example.

Annex IX - Tabulation of Bids

(Form has been photoreduced for reproduction. Actual size is 30 cm × 29.5 cm.)

**BUDGET US\$:
(CIF)**

NAME OF SUPPLIER									
QUOTATION REFERENCE AND DATE									
Description of Items	Quantity	US\$ Unit Pr.	US\$ Total	US\$ Unit Pr.	US\$ Total	US\$ Unit Pr.	US\$ Total	US\$ Unit Pr.	US\$ Total
FOB TOTAL US DOLLARS									

FREIGHT CHARGES US DOLLARS				
C+F TOTAL US DOLLARS				
INSURANCE ESTIMATE US DOLLARS				
INSPECTION ESTIMATE US DOLLARS				
GRAND TOTAL CIF US DOLLARS				
CURRENCY OF QUOTE				
RATE OF EXCHANGE				
SHIPPING TERMS (**)				
COUNTRY OF ORIGIN (ITEMS)				
WEIGHT ESTIMATED				
VOLUME ESTIMATED				
DELIVERY PROMISED (FOB)				
ARRIVAL DATE SITE ESTIMATED				
TERMS OF PAYMENT				
OTD VALIDITY DATE				
MEETS UNHCR REQUIRED SPECIFICATIONS				
Delivery required site	Over/Under Budget	APPROVALS (WHERE REQUIRED):		DATE:
RECOMMENDED VENDOR _____		PURCHASING OFFICER:	_____	_____
		DESK:	_____	_____
		SPSO/HEAD SFAS:	_____	_____
REASON _____		TSS (IF APPLICABLE)	_____	_____
		CONTACTS COMMITTEE:	_____	_____
		PREPARED AND SUBMITTED		
		BY:		DATE: _____

(*) INDICATE CURRENCY

() INDICATE IF EW, FAS, FOB, CIF, C+F, ETC**

UNHCR SUPPLIES AND FOOD AID SERVICE

PROJECT NO: COUNTRY QUOTATION REQUEST (QR) NUMBER:

NAME OF SUPPLIER									
QUOTATION REFERENCE AND DATE									
Description of Items	Quantity	US\$ Unit Pr.	US\$ Total	US\$ Unit Pr.	US\$ Total	US\$ Unit Pr.	US\$ Total	US\$ Unit Pr.	US\$ Total

Annex X - Purchase Order

**NATIONS UNIES
HAUT COMMISSARIAT POUR LES REFUGIES**



**UNITED NATIONS
HIGH COMMISSIONER FOR REFUGEES**

P.O.Box 2500
1211 Geneva 2 Depot

 Telegrammes : HICDMREF
 Telex : 289506 HCR CH
 Telephone : (022) 731.81.11
 Telefax : (022) 731.95.44

IMPORTANT
 All shipments
 All invoices
 All correspondence
MUST SHOW THIS NUMBER



PURCHASE ORDER
No. Date

To: (Vendor)		Ship to: (Consignee)			
Vendor Reference:		UNHCR Reference/Project:			
PLEASE SUPPLY THE FOLLOWING GOODS AND/OR SERVICES SUBJECT TO THE UNHCR GENERAL CONDITIONS SHOWN OVERLEAF, ANY SPECIAL CONDITIONS STATED AND IN ACCORDANCE WITH OUR TELEXED PURCHASE ORDER ALREADY TRANSMITTED ON		Shipping Marks:			
Delivery Terms:		Shipping Terms:		Payment Terms:	
Item	Goods and/or Services	Quantity	Unit	Unit Price	Amount

marks	
<p>GENERAL INSTRUCTIONS</p> <p>Please retain this original and return the copy duly signed and dated as evidence of your acceptance of this order.</p> <p>Please indicate clearly your bank account, name and address on all your invoices.</p>	
<p><i>1. ORIGINAL - to be retained by VENDOR</i></p>	<p>OFFICE OF THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES</p> <p>Signature : _____</p> <p>Mr. B. Johansson Head Supplies and Food Aid Service</p>

Purchase Order

GENERAL CONDITIONS

I. ACKNOWLEDGEMENT

A duplicate of the Purchase Order is attached and marked "ACKNOWLEDGEMENT COPY". Please detach sign and date the Acknowledgement Copy and return by registered mail to the UNHCR Supplies and Food Aid Service Palais des Nations, CH-1211 Geneva 10, Switzerland.

II. ACCEPTANCE

No Purchase Order shall become effective and no contract shall exist until UNHCR has received from the Vendor written acceptance of the conditions which govern this Purchase Order either on the acknowledgement copy or by a telexed acceptance to be subsequently confirmed by a return of the acknowledgement copy, duly signed by the Vendor.

III. TAX EXEMPTION

The Vendor's price shall reflect any tax exemption to which the United Nations and/or the UNHCR are entitled by reason of the immunities which they enjoy. If it is subsequently determined that any taxes which have been included in the price are not required to be paid, or if having been paid, any such taxes are subject to refunding, the UNHCR shall deduct the amount from the contract price.

IV. DISCOUNT

Time in connexion with any cash discounts offered will be computed from the date of receipt by the UNHCR of full documentation as specified by the purchase order and/or annex there to

V. WARRANTY

The Vendor warrants the goods furnished under this Purchase Order to be free from defects in workmanship or materials. This Warranty is without prejudice to any further guarantees that the Vendor provides to Purchasers, such guarantees shall apply to the goods subject of this Purchase Order.

VI. INSPECTION

The duly accredited representatives of the UNHCR shall have the right to inspect the goods called for under this Purchase Order at Vendor's stores, during manufacture, in the ports or places of shipment, and the Vendor shall provide all facilities for such inspection. UNHCR may issue a written waiver of inspection at its discretion. Any inspection earned out by representatives of the UNHCR or any waiver thereof shall not prejudice the implementation of other relevant provisions of this Purchase Order concerning obligations subscribed by the Vendor, such as warranty or specifications.

VII. PACKING

The Vendor shall pack the goods with new sound materials and with every care, in accordance with the normal commercial standards of export packing for the type of goods specified here in. Such packing materials used must be adequate to safeguard the goods while in transit. The Vendor shall be responsible for any damage or loss which can be shown to have resulted from faulty or inadequate packing

VIII. EXPORT LICENCE

The Purchase Order is subject to the obtaining of any export licence or other governmental authorization which may be required. It shall be the responsibility of the Vendor to obtain such licence or authorization, but the UNHCR will use its best endeavours to assist. In the event of refusal thereof, the Purchase Order will be annulled and all claims between me parties automatically waived

IX. FORCE MAJEURE

Force Majeure as used herein shall mean acts of God, laws or regulations, industrial disturbances, acts of me public enemy, civil disturbances, explosions end any other similar cause of equivalent force not caused by, nor within me control of, either party and which neither party is able to overcome As soon as possible after the occurence of the force majeure, and within not more than fifteen days, the Vendor shall give notice and full particulars m writing to the UNHCR of such force majeure, if the Vendor is thereby rendered unable, wholly or in part, to perform his obligations and meet his responsibilities under this Purchase Order. The UNHCR shall then have the right to terminate the Purchase Order by giving in writing seven days notice of termination to the Vendor.

X. DEFAULT

In case of default by the Vendor, including but not limited to failure or refusal to make deliveries within me limit specified, the UNHCR may procure the goods or services from other sources and hold the Vendor responsible for any excess cost occasioned thereby. Furthermore, the UNHCR may by written notice terminate the right Of the Vendor to proceed with deliveries or such part or parts thereof as to which there has been default.

XI. REJECTION

In the case of goods purchased on the basis of specifications, the UNHCR shall have the right to reject the goods or any part thereof if they do not conform to specifications.

XII. DISPUTES - ARBITRATION

Any claim or controversy arising out of or relating to this or any contract resulting herefrom, or to the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the rules governing arbitration as set out by the United Nations Commission on International Trade Law, as at present in force, subject to such modification as the parties may agree in writing The parties agree to be bound by any

arbitration award rendered in accordance with this paragraph as the final adjudication of any such claim or controversy.

XIII. PRIVILEGES AND IMMUNITIES

Nothing contained in this Purchase Order shall be deemed a waiver, express or implied, of any privilege or immunity which the United Nations High Commissioner for Refugees may enjoy, whether pursuant to the Convention on Privileges or Immunities of the United Nations or any other convention or agreement.

XIV. ASSIGNMENT

The Vendor shall not assign, transfer, pledge or make other disposition of this Purchase Order or any part thereof or of any of the Vendor's rights, claims or obligations under this Contract except with the prior written consent of the UNHCR.

XV. BANKRUPTCY

Should the Vendor be adjudged bankrupt, or should the Vendor make a general assignment for the benefit of its creditors, or should a receiver be appointed on account of the Vendor's insolvency, the UNHCR may under the terms of this Purchase Order, terminate this Purchase Order forthwith by giving the Vendor written notice of such termination.

XVI. ADVERTISING

Unless authorized in writing by the UNHCR, ma Vendor shall not advertise or otherwise make public the fact that he is a supplier to me UNHCR and/or the United Nations, or use the name, emblem or official seal of the UNHCR and/or of the United Nations or any abbreviation of the name of the UNHCR and/or the United Nations for advertising purposes or for any other purposes.

XVII. AMENDMENTS

No changes in or modifications to this Contract shall be valid unless mutually agreed between both parties and confirmed by an official amendment.

XVIII. NOTICE

Service of any notice shall be deemed to be good if sent by registered mail, telex or by cable to the addresses of both parties, set out in the heading of this Purchase Order.

Annex XI - Letter of Regret - Example

**United Nations High Commissioner For Refugees
Palais des Nations
CH-1211 Geneva 10**

**tlx: 289506 HCR CH
tel: 31.02.61**

Geneva, 27 May 1987

**QR: 00656/00002
DIESEL DRIVEN PUMP UNITS AND WORKSHOP FOR IRAN.**

Dear Sirs

We thank you for your response to the above request, but regret to inform you that we did not select your offer on this occasion. We look forward, however, to further business co-operation with you in the future.

**Thank you and regards
UNHCR Supplies and Food Aid Service**

Annex XII - Shipping Advice Telex - Example

TO : UNHCR SUDAN
OUR REF : HCR/SFAS/88S/2113

PURCHASE ORDER : PO/01506 - SHIPMENT 01F
TITLE : TOYOTA HJ60 AND BJ75 FOR SUDAN
PROJECT : HAM-71590-641-0-627
VESSEL/FLIGHT : 'MEIJIN'
BL/AWB NO : NYK-3852
DEPARTED FROM : NAGOYA, JAPAN 29/02/88
ETA : PORT SUDAN 27/03/88
INSURED FROM : NAGOYA
TO : PORT SUDAN

DOCUMENTS COURIERED BY SUPPLIER**KINDLY CONFIRM DATE DOCUMENTS RECEIVED****UPON ARRIVAL GOODS AT PORT SUDAN****KINDLY TELEX SFAS ARRIVAL DATE AND WHETHER GOODS RECEIVED IN GOOD ORDER****PLS REPLY TO UNHCR SFAS. TELEX: 289506 HCR CH
ATTENTION OF GILDA SEBASTIAN****Annex XIII - Shipping/Insurance Advice and Receiving Report - Example****UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES
Supplies & Food Aid Service****SHIPPING / INSURANCE ADVICE**

To : UNHCR Branch Office in the Sudan
From : Supplies and Food Aid Service *G. Sebastian* Date : 25/07/88

This is to inform you that the following shipment has been effected. The procedure to be followed when taking delivery of goods is contained in IDI/86/86-FOM/73/86.

PO/02171 - 01 F**EDIBLE OIL FOR EASTERN SUDAN**

Packing : 5635 CARTONS IN SEVEN 20-FT CONTAINERS
Value C+F : 83982.77 US\$
Value insured : 92381.00 US\$ (110% C+F)
Project : 87/TF/SUD/LS/001

Supplier : SCHLUETER AND MAACK

GERMANY, (FED. REP. OF)

Vessel : 'VICTORIA BAY'
 E.T.D. : 11/07/88 From : ROTTERDAM
 E.T.A. : 01/08/88 To : PORT SUDAN
 Insured : Rotterdam to Port Sudan
 :

B/L - AWB : 9011051
 Consignee : UNHCR BRANCH OFFICE KHARTOUM, SUDAN
 Shipping Marks : UNHCR REPRESENTATIVE IN THE SUDAN
 86-87/TF/SUD/LS/1 DR/02544 PO/02171
 SPR-390 EDIBLE OIL FOR EASTERN SUDAN

CC : Satawiriya
 Doan Van Hay
 SFAS Chrn
 Sebastian
 Registry (2)
 Powell

RECEIVING REPORT

To UNHCR Geneva, Attention Supplies and Food Aid Service

From : _____

Date : __/__/__ Signature : _____

This is to certify that the above shipment has been received by the Field Office on __/__/__

() With loss/damage/shortlanding

() With no loss

Description of damage/lost goods with an estimated value of damages/loss

Shipping/Insurance Advice and Receiving Report - Example

Annex XIV - Transmittal of Shipping Documents - Memorandum

NATIONS UNIES

UNITED NATIONS





MEMORANDUM

Date: _____

Ref: _____

TO: (receiving agent)**FROM: (UNHCR consignee)**

REFERENCE: Project No.: _____ Vessel/Carrier: _____

PO/CAF No.: _____ ETA: _____

Description of the Goods: _____

Please find attached the following shipping documents for the above consignment:

- **Original Bill of Lading/Air waybill**
- **Commercial Invoice**
- **Packing and Weight List**
- **Certificate of Origin**
- **Inspection Certificate/Certificate of Analysis**
- **Customs Exemption Certificate**
- **Other _____**

Upon arrival of the goods at (port/airport), please oversee discharge, clearance and port handling. Notify this office immediately of the exact time/date of arrival, the date(s) of discharge of the cargo, its apparent condition, any losses or damage and where these occurred.

In the case of break-bulk shipments, please arrange a survey on discharge and on release of the cargo. For containerized shipments, kindly note the seal number and conduct a survey when the container is opened.


Please notify us in advance of the date and place when the goods will be ready for release/collection by the

implementing partner concerned.

In every case of damage or loss, a survey report of the shipment is needed, and you are requested to file a Protest Letter with the carrier and obtain a Shortlanding Certificate.

Your invoice for these services must be accompanied or preceded by your written report of goods/quantities discharged and cleared from the port, and any events or irregularities which occurred during the receiving operation. Where required, please supply survey reports, Shortlanding Certificates, a copy of the Protest Letter, and any replies or related correspondence or documentation.

Annex XV - Bill of Lading - Example

Shipper TOYOTA MOTOR CORPORATION		(Forwarding Agency) KINSHO SOKO LNYU			
Consignee THE UNHCR CHARGE DE MISSION D.F.C.C. BUILDING, NO. 73/5 GRALLE ROAD COLOMBO SRI LANKA TEL. 54.98.44		B/L No. YCO-200			
Notify Party 1) UNHCR COLOMBO, TLX ZZ857 HOR C 2) UNHCR HQ GENEVA, ATT. C. BLESSING, TLX ZB9506 HOR CH		<div style="border: 1px solid black; padding: 5px; text-align: center;"> DUPLICATE </div> <div style="text-align: center; margin-top: 20px;">  <h1 style="margin: 0;">Y.S. LINE</h1> <p style="margin: 0;">(YAMASHITA-SHINNIHON STEAMSHIP CO., LTD.)</p> <h2 style="margin: 0;">BILL OF LADING</h2> </div> <p style="font-size: small; margin-top: 10px;"> Present on board the yacht or package and its contents shall be numbered, measured, weighed and counted, unless otherwise indicated herein, or its quantity or content as shown on this Bill of Lading, in the part of delivery signed herein under each other part or part as indicated in particular hereby or in case thereof in the vessel and always duly got and have been taken effect in all stages and quantities of their port receipt, and there to be delivered or relinquished in presence of all charge parties. </p> <p style="font-size: x-small; margin-top: 5px;"> Weight, measure, marks, numbers, quality, contents and value if mentioned in this Bill of Lading are as far as practical taken from the tally and are not necessarily guaranteed and agreed in. The signing of this Bill of Lading is not to be construed as such an agreement. </p> <p style="font-size: x-small; margin-top: 5px;"> In signing this Bill of Lading, the master, owner and charterer of the yacht, and the holder of this Bill of Lading shall be bound by all its conditions, exceptions and limitations appearing on the face and back hereof, whether written, typed, stamped, printed or otherwise incorporated, in full or if they were of record by oral stipulation, express, assignment or holder notwithstanding the fact of signing or purporting to the contrary. </p> <p style="font-size: x-small; margin-top: 5px;"> In witness whereof, the undersigned, on behalf of Yamashita-Shinnyon Steamship Co., Ltd., the Master and the owner of the Vessel, has signed the number of original Bills of Lading stated herein, all of the same tenor and date, one of which being authenticated, the same to stand as such. (Words of Bill of Lading reversed on back hereof) </p>			
(Local Vessel) (From)					
Ocean Vessel GOLDEN ISLAND	Voy. No. 03			Port of Loading YOKOHAMA, JAPAN	
Port of Discharge COLOMBO	Port of Transhipment to			Feed dimensions (for the shipper's reference only)	
Marks & Numbers	No. of P'kgs. or Units	Kind of Packages or Units; Description of Goods	Gross Weight	Measurement	

TOYOTA VEHICLES

9,600 KISS.

111.876 M3

Particulars furnished by Merchant

UNION COLOMBO - SRI LANKA
 ES/EF/LKA/EM/001
 DR/02630 PO/02138
 C/NO. 2582-2587
 MADE IN JAPAN

6 UNITS

MODEL LH61RV-QPE... 6 UNITS

TEX-30910

TOTAL NUMBER OF PACKAGES
 OR UNITS (IN WORDS)

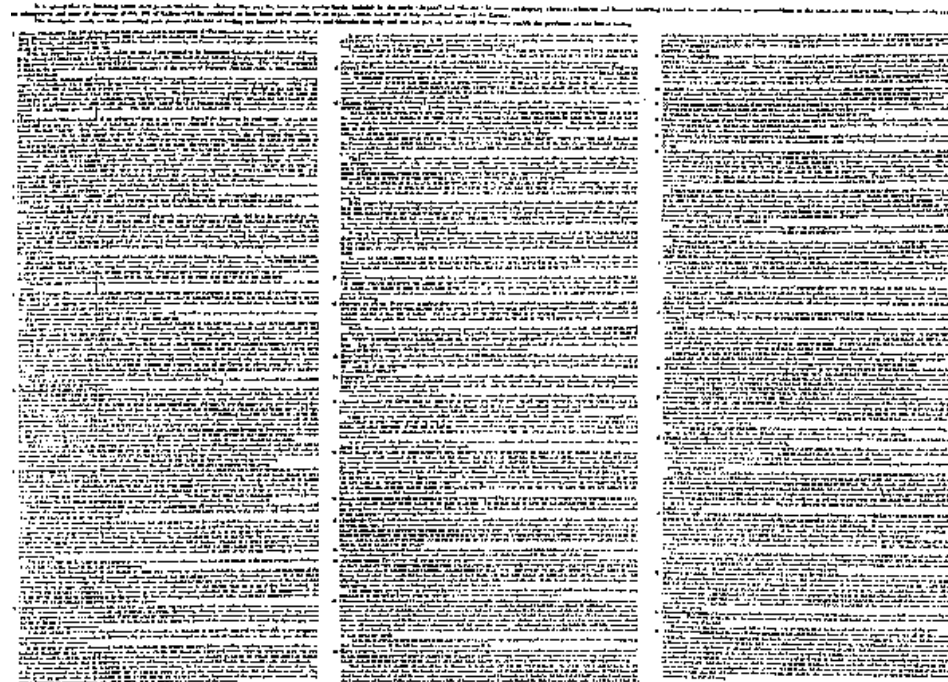
SIX (6) UNITS ONLY

FREIGHT & CHARGES		Revenue Tons	Rate	Per	Prepaid	Collect
<p>FREIGHT PREPAID FREIGHT AS ARRANGED</p>						
Ex. Rate @ ¥	Prepaid at	Payable at		Place of B(s)/L Issue		Dated
	NAGOYA	NAGOYA		NAGOYA		AUG 31 1988
	Total Prepaid in Yen	Number of Original B(s)/L		YAMASHITA-SHINNIHON STEAMSHIP CO., LTD.		
		THREE (3)				

C S
B / L

[Handwritten Signature]

BILL OF LADING - EXAMPLE



Figure

Annex XVI - Letter of Guarantee - Example

LETTER OF GUARANTEE

The undersigned state to be the consignees of:

(description of the goods, number of packages, and shipping marks)

shipped by: _____

in order and arrived per steamship: _____

on: _____ from: _____

In respect of the above goods properly endorsed Bills of Lading are not yet in their possession. Nevertheless they desire to take reception of the said goods. In consideration whereof they undertake to pay the freight, expenses, contribution in general average and any other amount which the consignee might be liable to pay under the Bill of Lading or contract of carriage. Moreover they undertake to hold harmless the master of the vessel, the carrier, the owners and their agents:

(name of the ship's agent)

against all injurious consequences of any nature whatsoever, which for them or one of them might result from the delivery of the goods to the undersigned. Whenever a claim in this respect would be made against them or one of them in or out of Court, by a third party, the undersigned hereby irrevocably authorize them or him to make at the expense and for the account of the undersigned - that is after consultation with the undersigned, insofar in the opinion of the party held responsible there are no objections to such course - any settlement with the third party which they deem advisable, without obligation to justify such settlement. Both the undersigned and the co-undersigned undertake, jointly and severally, that in the event one of the guaranteed parties is held liable in connection with the delivery of the said goods without Bills of Lading, they, at the first request in writing of the agent of the said vessel, will pay in cash, as security for their obligations entered into hereby, in the hands of a firstclass bank or banker at (named city) to be appointed by the said agents, an amount equal to the damage claimed from the guaranteed party, increased with ten per cent. Nonetheless the undersigned undertake to surrender the Bills of Lading, duly signed and endorsed.

Further the undersigned undertake to put the goods at the disposal of the agents of the said vessel at their first request - insofar the undersigned will yet have or can yet obtain possession of same - as soon as the said agents notify in writing that someone else than the undersigned, as regular holder of the Bill of Lading relating to the above goods has come forward as consignee.

In the event third parties, rightly or wrongly, might arrest any property of the guaranteed parties, as security for a claim referred to before, then the undersigned at the first request shall cause the goods to be released from arrest at their expense and for their account by providing security, and the guaranteed parties shall be indemnified for all damage caused by such arrest.

The co-undersigned: _____

waiving all privileges and exceptions accorded by (country) law to guarantors declare hereby to bind themselves as surety for and severally as co-debtor with the first undersigned for the true fulfilment of the obligations entered into by the first undersigned in favour of the guaranteed parties.

(Signature of UNHCR consignee and (Location and date of signing)

Co-signature of UNHCR receiving agent)

Annex XVII - Shipping Insurance Request

NATIONS UNIES

HAUT COMMISSARIAT POUR LES REFUGIES



UNITED NATIONS

HIGH COMMISSIONER FOR REFUGEES

SHIPPING INSURANCE REQUEST

Date: _____

To: Supplies and Food Aid Service
Attention: Shipping and Insurance Officer
cc. Geographic Desk
Consignee

From: Branch Office _____

Please provide shipping insurance for the following shipment. The cost of the insurance premium should be charged to: _____

The consignee will notify you directly on receipt of the shipment.

P/O

Project :
Item :
Packing :
C&F Value :
Supplier :

Vessel/Flight or Truck Number : / / From :

Departure Date : / / From:
 E.T.A. : / / To:
 Insured From :
 To :
 B/L, AWB or Truck Waybill Number :
 Consignee :
 Shipping Marks :

Annex XVIII - Protest Letter

REGISTERED

Date

PROTEST LETTER FOR LOSS AND/OR DAMAGE

Notice for claim concerning: _____

This is to inform you that upon taking delivery of the above-mentioned consignment, the following irregularities have been ascertained:

On behalf of UNHCR (when the letter is sent by a designated UNHCR agent) we hold you fully responsible and liable for the financial loss sustained and for all other expenses and/or consequences which may arise.

We shall revert to this matter indicating the time and place of a survey to assess the full extent of the loss and/or damage, to which you are invited to attend.

In the meantime we would appreciate your advising us (in English) how you propose to settle this matter.

Yours faithfully

TO: (Carrier's Agent)

Annex XIX - Survey Report - Example

Should any of the information called for in this report not be available, the reason for the omission should be stated

LLOYD'S SCHEDULE C



PO/1653

Report No.
PS/410/88

**STANDARD FORM OF
SURVEY REPORT (GOODS)
for use by LLOYD'S AGENTS and SUB-AGENTS only**

This report is issued for use in connection with the claim against the parties responsible, but does not imply that the loss is recoverable from Underwriters. This must depend upon the terms of the Policy of Insurance.

1.	(a) Name of consignee of goods is specified in annexed Schedule.	(a) The UNHCR Representative in Sudan - Khartoum
	(b) Name of applicant for survey (if not Consignee please specify relationship).	(b) Talab (...)
	(c) Name/Registration Number of Vessel/Aircraft/Conveyance from which goods discharged.	(c) "KHARTOUN"
	(d) Port/airport/place of discharge and date of arrival...	(d) Port Sudan on 7th, May, 1988
	(e) Date goods landed at port/airport/place of discharge...	(e) 10th, May, 1988
	(f) If transhipped, name/registration number of original carrying vessel/aircraft/conveyance and port/airport/place of transhipment.	(f) Not transhipped
	(Note - If goods lightered please give details under "Further remarks" on schedule.)	
2.	(a) In whose custody were the goods held between time of discharge and delivery to place where survey held?	(a) Consignees Agents
	(b) Where and what storage was afforded to the goods during this period.	(b) Facilities
3.	(a) Were goods transported by road or rail or by other means from port/airport/place of discharge to place where survey held?	(a) By Road Trucks
	(b) If so, give date of commencement of transit and date of arrival at place of survey.	(b) 10th. May. 1988

	(c) Give name of carrier for each transit	(c) Consignees transport
4.	(a) What records/receipts were issued at time of discharge and up to delivery to consignee and what exceptions if any were noted at each stage?	(a) See Sticker
	(b) Condition of goods when finally delivered ...	(b) See Schedule
	(c) If there was any delay in taking delivery of goods, state consignees reasons.	(c) No delay
5.	(a) If goods transported in container, please state type, number, marks and type of transit, e.g. LCL, FCL or house to house.	(a) Not applicable
	(b) Was container seen by surveyor before or after being de-stuffed?	(b) Not applicable
	(c) Was seal inspected by surveyor? (State number and condition.)	(c) Not applicable
	(d) If not seen, state by whom it was removed...	(d) Not applicable
	(e) Where and by whom was container de-stuffed? ...	(e) Not applicable
	(f) Condition of container and cargo at that time	(f) Not applicable
	Note - If not seen by surveyor state condition is reported by any other party, e.g. de-stuffing depot or consignee and name the party concerned	
6.	(a) Date of application for survey	(a) 28th, May, 1988
	(b) Date and place of survey...	(b) 25th, May, 1988 at Dein Geloud District
	(c) IS there was any delay in applying for survey, state consignees reasons.	(c) No delay
7.	(a) Description and condition of interior and exterior packing	(a) Bags
	(b) Was packing new or second-hand? ...	(b) New
	(c) Was packing customary?	(c) Customary
	Note - If in the surveyors opinion the packing was not adequate for this transit, give full explanation under "Further remarks".	
8.	(a) Description of loss/damage	(a) See Schedule
	(b) After examination, cause attributed by surveyor to...	(b) See Schedule
	(c) In ease of water damage, state whether salt water, freshwater or sweat, and whether salt water contamination test was carried out.	(c) See Schedule
9.	(a) Is Lloyd's agent aware of any casualty/accident suffered by the carrying vessel/aircraft/conveyance to which loss/damage found might be attributable?	(a) Not known

	(b) If so, give details ...	(b) Not applicable
	(c) Was a Master's Protest lodged or any other form of notification given to the appropriate Authorities?	(c) Not known
10.	(a) Have Bill of Lading/CMR/Air Waybill or other documents of carriage been inspected?	(a) Houston B/L NO., not sighted
	(If so, give date and number of bill and whether original or copy.)	
	(b) What is the reference therein to the conditions of goods?	(b) Not known
11.	Has the commercial invoice been inspected? (If so, give Invoice No., due and amount.)	Yes
12.	On the date of compromise of damage agreed with consignee or of disposal sale, the arrived sound market value amounted to (State whether duty paid or in Bond.)	Not applicable
13.	In the interest of all parties concerned, the damage has been assessed by way of compromise and a fair and reasonable allowance on arrived sound market value has been agreed amounting; to	Not applicable
14.	No compromise being agreed with consignee, the damaged goods were, with our approval, and the consent of me consignee, sold by public sale or private tender for account of the consignee. The proceeds, as per attached sales account, amounted to	Not applicable
15.	(a) Dudes payable on goods in a sound sue are	(a) Duty paid in full
	(b) In view of the loss/damage, has the consignee applied for a rebate of duty and with what result?	(b) No rebate of duty allowed
16.	(a) Has consignee given notice of loss/damage to or made a claim against ship/airline/railway, other carriers or bailees?	(a) Yes, to the steamship Agents
	(If not, what reason does consignee give)	
	(b) Date on which consignee states goods delivered into his custody.	(b) 10th, May, 1988
	(c) Date on which consignee gave notice of loss/damage or made a claim and to whom addressed.	(c) 22nd, May, 1988
	(d) Summary of reply if received ...	(d) "Liability repudiated"
	(e) Was a joint survey by carriers/bailees and consignee held? If so, on what date and where?	(e) No
	(f) Name of other surveyor(s) and by whom appointed	(f) No
17.	Rate of exchange on date of sale or agreement as to loss was	Rate to be checked

	(Local currency a currency of invoice)	with the Banks
18.	Name of surveyor appointed by the Lloyd's Agent. (Please state if surveyor is member of the Lloyd's Agent's staff.)	AHMED ZAKI RUSHDI, [...] OF LLOYD'S AGENTS STAFF

FURTHER REMARKS. Note: If there has been any delay in holding survey or in issuing this report, the reasons must be stated below.

Certified correct and approved and issued without prejudice and subject to the terms, conditions amount of the Policy of Insurance

PLACE Port Sudan

DATE 29th, May, 1988

The following fees have/have not been paid by the applicant for survey: -

(Delete whichever does not apply.)

Agency fee	LS. 160.000 ms
Surveyor's fee	
Expenses	LS. 20.000 ms
Administrative Charge	LS. 20.000 ms
Total	LS. 200.000 ms

Report No. PS/410/88

SCHEDULE

NOTE: It is the responsibility of the Assured to separate the damaged packages from the sound. In case of shortage. Lloyd's Agent should slate if possible, in addition to the following details, the invoiced and landed weights of the goods, and weight at the time of survey.

Marks and Numbers	No. of Packages	Description of Goods	Quantities Sound	Quantities Missing or Damaged
UNHCR/SUDAN VIA PORT SUDAN 87/TF/SUD/PD/2 DR/01968 PO/01653 C. A. F. 6550 6549	4850	Bags Corn Soya Milk Powder		
<p>NARRATIVE REPORT</p> <p>The Surveyor attended Consignees' warehouse at Tein Geloud District, west Port Sudan Town and 164 bags marked as above were produced to him which found badly burst torn, their contents exposed and short into varying degrees.</p>				

The Surveyor advised warehouse men in-charge to protect the contents of these 164 torn bags by putting each into a new sack.

The loss to contents of these 164 bags was estimated at 50% (fifty per cent) which considered to be fair and reasonable compensation.

57 (fifty seven) bags stated to be shortlanded, claim of which may be lodged against the Ship's Agents.

In the Surveyor's opinion the damage and loss were due to handling.

It should be noted that the Ship's Agents have issued the consignee delivery order to applicants on 2nd, May, 1988



Signature of Lloyd's Agents

Page No. 5

Report No. PS/410/88

Annex XX - Selection Criteria for Heavy Duty Vehicles

Consider each of the following criteria when identifying fleet vehicle needs in the field, and for selecting the most appropriate make and model. Each factor can be weighed in terms of its importance in a particular field situation.

Requirements Definition

What is to be carried? Bulk or packaged goods

Estimated weight

Stacking requirements

Stacking requirements

Perishables or other delicate goods

How much, how often?	Quantities per month Quantity per shipment Irregular quantities
Over what distance?	Long distance Short distance (distribution)
Where?	Flat areas or mountains Road/weather conditions Density of traffic Load limits - roads, bridges, ferries, etc.
Loading/unloading?	Access from side/rear High/low, fixed, removable, or drop-down sides Open or closed platform Load support structures Tarpaulin, ropes, with/without roof "bows" Cargo protection (climate, security) Auxiliary equipment (crane, elevator, tailboard) Cargo box security lock

Suitability of Potential Makes and Models

Size of vehicle:	Utility weight (load capacity) and total weight Number of axles Usable space - m ² and m ³ Overall dimensions of vehicle Suitability to operate with cargo trailer
------------------	--

Legal restrictions

Technical data:

Engine power: ratio HP/total weight = 6 for diesel engines, plus 15-20% more HP for poor roads or higher altitudes

Maximum torque and corresponding rpm

Proportion utility weight to total weight

Distance between axles, weight distribution

Weight per axle (legal load limits)

Ground clearance

Suitability for driving off-road

Four-wheel/front-wheel/rear-wheel drive

Type of cabin (seating, with/without bonnet)

Gears (number, synchronization)

Braking system

Size, number, type of tires

Suspension

Spoiler

Size and location of fuel tank

Lights

Mechanical and electrical connection for trailer

Colour and markings

Driver comfort:

Heating and ventilation

Air conditioning or electric fan

Seats, with arm-rests/head-rest

Power-assisted steering (necessary on all vehicles over 10 tons gross weight)

Access

View/mirrors

Radio

Bunk bed fitted into driver's cabin

Lockable box for personal items

Procurement and Maintenance Assessment

Purchasing
considerations:

Fleet standardization

Optional equipment

Expected expenditures for maintenance/repairs

Experience of other fleet operators

Test driving

Optimum time for purchase (delivery lead-time)

Purchase price and expected life span

Funds available

Operation and
maintenance:

Registration

Insurance

Class of driver's licence required

Fuel type, availability and consumption rate

Lubricants

Serviceability

Spare parts (availability, cost)

Qualification of workshops

Location of workshops

Annex XXI - Checklist for Receipt/Delivery of Vehicles

1. Purchasing/shipping details:

- Project Symbol/MOD
- P.O. Number
- Bill of Lading Number

- Date Discharged

- Ship's Agent
- Forwarding Agent
- Date Cleared from Port

2. Vehicle information:

- Vehicle make/model
- Engine number
- Chassis number
- Keys supplied (number of sets)
 - ignition
 - doors
 - fuel tank
 - spare wheel
 - other (specify)

3. Pre-delivery inspection:

- In accordance with manufacturer's specifications
- Performed by
- Date completed
- Comments/irregularities
- Claim for damages
- Install communications equipment

4. Vehicle markings:

- What? Where?
- Date completed

5. Vehicle registration:

- Registration number

• Registered to

• Date registered

- Original/copy registration supplied

6. Insurance coverage:

- Named Insured Insurance company
- Arranged by
- Type of coverage
- Effective date
- Expiry date
- Premiums paid by

7. Delivery of the vehicle:

- Delivered to
- Effected by whom? How?
- Date delivered
- Receipt acknowledged by whom?
- Keys delivered to whom?

8. Inventory and operational control:

- Vehicle recorded In inventory? Date
- Vehicle operating and maintenance record established? Date

9. Remarks/other relevant information:

Annex XXII - Rules for Drivers

A. Immediate dismissal may result from the following:

- 1. Drinking alcoholic beverages, being in a drunken state, showing characteristics of drug or other substance abuse, working without sleep or exhibiting any other behaviour which produces a physical condition not suitable for driving.**
- 2. Theft of any equipment, commodity or item carried in or on the vehicle.**
- 3. Gross negligence resulting in an accident causing damage or injury.**

B. Drivers must also obey the following rules and are subject to disciplinary action for failing to do so:

- 1. Perform daily and weekly vehicle checks and confirm compliance in the Vehicle Log Book. Report deficiencies as soon as possible to the fleet manager. Keep the inside and outside of the vehicle clean and in good order.**
- 2. Comply with all local traffic rules. No passenger or superior may authorize or order violations. In the case of an emergency, the driver alone may decide to disregard any rules (and be responsible for the consequences). Unless other lower limits are valid, maximum vehicle speed is limited as follows:**
 - in urban areas: 60 km/h**
 - on country roads: 80 km/h**
 - on highways: 120 km/h**
 - off-roads: 40 km/h**
- 3. Do not leave a vehicle unattended, unless it is parked or locked in a place considered to be safe under the given local circumstances. Drivers are not responsible for personal belongings or baggage of passengers left in the parked vehicle unless specifically requested to guard them.**
- 4. Refuel the vehicle in due time to avoid an empty fuel tank. Make sure that sufficient fuel reserves are carried on field trips.**
- 5. Inform the base fleet manager by the fastest means in case of breakdown, accident or other operating irregularities, to arrange repairs and to establish the necessary reports and documentation.**
- 6. Comply with regulation working hours. Unless more restrictive regulations apply locally, actual driving time per day may not exceed 10 hours, followed by a rest period of 6 hours minimum. Duty time other than actual driving time counts as 50% of driving time.**
- 7. Observe the periodic maintenance schedule for the vehicle. Inform the fleet manager in advance**

when maintenance is due, so that vehicle operations can be scheduled accordingly.

C. Safety rules are strongly recommended:

- 1. Safety belts should be worn at all times by the driver and any passenger(s) in the front seat. Use of seat belts in the rear seat is recommended.**
- 2. Passengers, other than staff members or persons authorized by the fleet manager, are not allowed on board the vehicle, except in an emergency.**
- 3. Loads on the roof rack of a light field vehicle should not exceed 50 kg for a long-wheelbase vehicle.**

D. Suggested local rules which may apply:

- 1. All vehicle occupants may require special clearance or permits to travel in vehicles.**
- 2. Additional safety precautions may be needed when vehicles park outside the office compound or in certain areas.**
- 3. Project or official vehicles should never be used for private commercial purposes. Carrying non-refugee goods or passengers should be prohibited.**
- 4. Local reporting procedures may include other requirements besides maintaining a Vehicle Log Book, such as signing take-over documents for assigned vehicles, completing Vehicle Checklists or submitting Vehicle Defects Reports.**
- 5. Special security instructions may be necessary in high-risk areas.**
- 6. Administrative procedures may apply to the acquisition of fuel and the authorization of maintenance and repairs.**

Annex XXIII - Drivers' Checklists for Vehicle Inspection and Cleaning

Daily:

- 1. Check tires visually for pressure and damage.**
- 2. Check auxiliary equipment - first aid kit, tool kit, spare tire(s), vehicle documents, fuel/water Jerrycans, flashlight, etc.**

- 3. Adjust wing and rear view mirrors.**
- 4. Check steering leeway.**
- 5. Check battery, if starter operation is slow.**
- 6. Check fuel level.**
- 7. Check handbrake.**
- 8. Check clutch leeway.**
- 9. Check oil pressure (meter or light).**
- 10. Check brakes within first 100 m. of driving.**
- 11. Remove dirt, paper, cigarette ashes from ashtrays, floor, etc.**
- 12. Clean the windshield, side and rear windows, mirrors, lights and reflectors.**

Enter "daily checks performed" in the Vehicle Log Book, and any findings. Report any losses, damage or needed repairs promptly to the fleet manager.

Weekly:

- 1. Check all lights - front regular, high beam, parking and turn-signal lights, rear running, brake, reverse and turn-signal lights, interior and instrument panel lights.**
- 2. Check brakes and brake fluid.**
- 3. Check radiator fluid level.**
- 4. Check engine oil level.**
- 5. Check windshield washer fluid level.**
- 6. Check hydraulic fluid level, if applicable.**
- 7. Check tires (profile, rim, pressure).**

- 8. Check spare tire(s) pressure.**
- 9. Inspect engine and chassis for any oil leaks or other irregularities.**
- 10. Check all door locks, window operation and windshield wipers.**
- 11. Check auxiliary equipment:**
 - contents of first aid kit, tool kit, fuel and water Jerrycans,
 - air conditioning,
 - locks and keys for fuel tank, spare wheels, water and fuel can holders,
 - radio (conduct two-way radio check),
 - and other equipment, such as a winch.
- 12. Wash and clean the vehicle exterior.**
- 13. Vacuum or sweep the interior, clean floor mats, seats, luggage and glove compartments.**
- 14. Clean the interior of all windows.**

Enter "weekly checks performed" in the Vehicle Log Book, and any findings. Report any losses, damage or needed repairs promptly to the fleet manager.

Annex XXIV - Vehicle Accident Report

GS.46

OFFICE DES NATIONS UNIES A GENEVE



UNITED NATIONS OFFICE AT GENEVA

CONSTAT D'ACCIDENT AUTOMOBILE - VEHICLE ACCIDENT REPORT
--

1. Bureau concerné – Originating Office: _____

2. Date et heure de l'accident – Date and time of accident: _____

2. Date et heure de l'accident - Date and time of accident: _____

3. Lieu, rue - Place: _____

4. Blessés (même légers) : rapport médical annexé
Injured (even slightly): medical report if attached

Nom - Name	Adresse - Address	Age
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

5. Chauffeur des Nations Unies : Nom _____
United Nations driver: Name

6. Chauffeur partie adverse : Nom _____
Driver of the other vehicle: Name

Adresse - Address _____

Permis de conduire - Driver licence: _____

7. Véhicule des Nations Unies - United Nations vehicle

Marque : _____ Châssis : _____ Immatriculation : _____
Mark: Serial: Plate number

8. Véhicule adverse - Other party vehicle

Marque : _____ Châssis : _____ Immatriculation : _____
Mark: Serial: Plate number:

9. Rapport de police^{*)}: établi le _____ par _____ à _____

Police report: _____ established on _____ by _____ at _____

***) s'il n'y a pas de rapport de police, veuillez en préciser les raisons
if there is no Police report please explain**

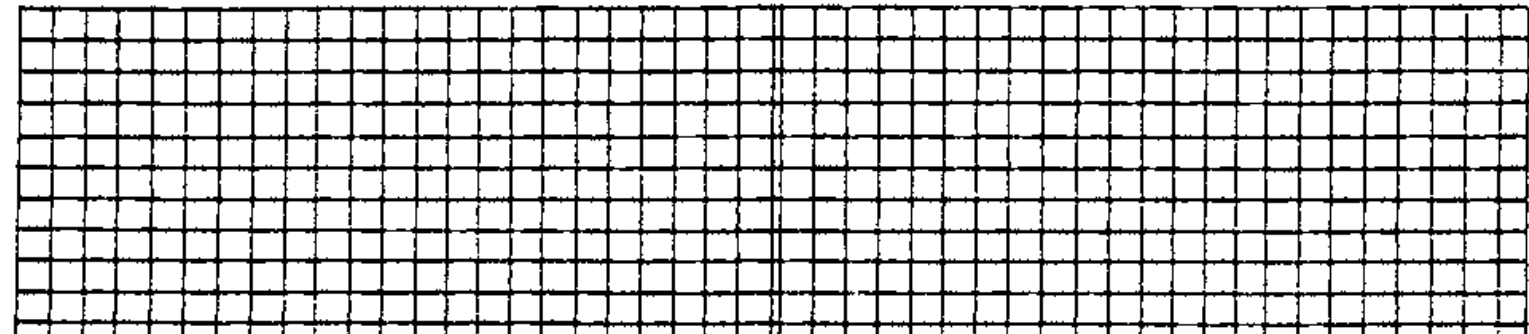
10. Assurance des Nations Unies : Cie _____ Police No _____
United Nations Insurance: Name _____ Policy No. _____

11. Assurance du véhicule adverse : Cie _____ Police No _____
Other Party Vehicle Insurance: Name _____ Policy No. _____

Vehicle Accident Report (a)

12. Détails de l'accident, conditions du trafic, route, signalisation, etc. . . .
Description of accident, road condition, weather condition, signs, etc. . . .

13. Croquis de l'accident : tracer les routes et les directions des véhicules au moment du choc, signaux, noms des rues, etc.
Diagram of accident showing roads and direction of travel of vehicles at point of impact. Include traffic signs, name of streets, etc. . . .





COMITE DE CONTROLE DU MATERIEL - PROPERTY SURVEY BOARD

1. Report et recommandation Case report and recommendation
 No. _____

2. Requêteur
 Originating office: _____

3. Quantité Quantity	4. Description	5. Identification	6. Année d'achat Year of purchase	7. Prix unitaire Unit value	8. Prix total Total value

9. Nature du cas à traiter : Nature of survey case:

Usagé Remplacement prévu Surplus Perte Dégâts Vol
 Wear Scheduled replacement Year of purchase Unit value Total value Damage Theft

Accident voiture Différence à l'inventaire Autres (spécifier) _____
 Vehicle accident Inventory discrepancy Other (specify)

10. Proposition : Recommended disposition:

Réparation Transfert Destruction Réemploi des pièces
 Repair Transfer Destruction Re-use of parts

Liquidation Vente Reprise Autres (spécifier) _____
 Discard Sale Trade in Other (specify)

11. Responsabilité financière proposée : Recommended financial responsibility:

Nations Unies Fonctionnaire Autres (spécifier) _____
 United Nations Staff member Other (specify)

12. Résumé du cas (si accident de voiture, veuillez compléter la formule GS.46)
 Summary of case: (If vehicle accident, please complete form GS.46)

Date : _____ Signature et titre : _____
 Signature and title: _____

**13. Recommendation du Bureau administratif de Genève ;
Recommendation of the Parent Office in Geneva:**

Date : _____

Signature et titre : _____
Signature and title:

**14. Recommendation du Comité de contrôle du matériel de la réunion du
Recommendation of Property Survey Board of the meeting on**

Procès-verbal No _____
Minutes No.

Date : _____

Secrétaire, Comité de contrôle du matériel _____
Secretary, Property Survey Board

GEN-12 (3-87)

1) ORIGINAL

GS.45 - Property Survey Board

OFFICE DES NATIONS UNIES A GENEVE



UNITED NATIONS OFFICE AT GENEVA

COMITE DE CONTROLE DU MATERIEL - PROPERTY SURVEY BOARD

INSTRUCTION FOR COMPLETING THE FORM

a) More than one item of property may be listed simultaneously on the same form provided that the nature of the cases, the recommended dispositions and the recommended financial responsibilities are the same for all items.

b) If space is insufficient in any section of the form, submit the required information as an annex attached to each copy of the form.

c) Any other attachments, such as police reports and statements of witnesses, may be submitted in original only, provided they are in English or French. Documents in other languages must be accompanied by a translation.

d) Where information requested is not applicable, insert in the space reserved for this purpose: N/A.

1. Case report No.: will be assigned by the Secretary of the Property Survey Board at Geneva.

2. Originating office: specify organization, unit (Division-Section) and location.

3. Quantity: indicate the number of items for disposition in each descriptive category.

4. Description: Give short description of the property (e.g. "typewriter, Remington Rand", "desk wood"; "automobile. Chevrolet, Biscayne 1969 Sedan, 80,000 km").

5. Identification: list identification number used in United Nations if such exists, and manufacturer's serial number (for vehicles, the chassis number).

6. Year of purchase: Indicate year property was purchased (i.e. received from vendor).

7. Unit value: if quantity is more than one, indicate unit cost at time of purchase, as shown in inventory records.

8. Total value: indicate total cost at time of purchase of the full quantity listed under Item 3, as shown in Inventory records.

9. Nature of survey cue: check appropriate box and elaborate as necessary under Section 12.

10. Recommended disposition:

10.1 Repair: give estimated cost of repair

10.2 Disposal: check appropriate box taking into account that:

DESTRUCTION: is limited to materials or property of special nature such as postage stamps, flags, ammunition, coding machines, etc...., the disposal of which necessitates their physical destruction.

DISCARD: is used for materials which can be thrown away, to all cases, full justification must be given in Section 12.

11. Recommended financial responsibility: check appropriate box to indicate who should bear the financial responsibility except in cases of wear, scheduled replacement or surplus). Additionally, in Section 12, explain reason for recommendation.

12. Summary of case: describe circumstances and, if applicable, give a summary of investigation as detailed below. Elaborate the recommendations to the extent necessary for complete clarity.

12.1 For vehicle accident case: please complete form GS.46 accurately. Specify under para. 17 the purpose of the journey indicating clearly whether or not it was for official business. Make recommendation as to fault and as to any financial assessment which should be made against a staff member or other party. In addition, the rationale underlying this recommendation should be presented.

12.2 For loss, theft or damage cases: provide full details in the case, summarizing the salient points made by persons, witnesses and investigators involved and indicating who was responsible, whether there was negligence and what effort was made to recover the lost or stolen property. Attach police report, signed statements of persons and any witnesses involved, whenever possible. Make recommendation as to fault and as to any financial assessment which should be made against a staff member or other party. In addition, the rationale underlying this recommendation should be presented.

12.3 For wear, surplus, replacement, inventory discrepancy or other cases: give a brief explanation to substantiate the recommendation for disposal. Where item is for SALE, state who will pay customs duties, if any. Whenever possible give estimate of amounts involved.

SUBMISSION OF FORMS

ORIGINATING OFFICES AWAY FROM GENEVA: should date, sign and forward completed form and attachments to their PARENT OFFICE at Geneva, while keeping copy No. 7.

ORIGINATING OFFICES AT GENEVA: should date, sign and submit the completed form directly to the Secretary of the Property Survey Board Geneva, while keeping copy No. 7.

13. Parent office at Geneva: should insert its recommendation and date, sign and submit the completed form to the Secretary, Geneva Property Survey Board, while keeping copy No. 6.

GEN-12 (3-87)

Annex XXVI - Inspection of Storage Conditions*

*** Adapted from ICRC Red Cross Cargo.**

<u>Item</u>	<u>What to Look For:</u>	<u>Storage Conditions:</u>	<u>Conservation Life in Humid Climate:</u>	<u>Remarks:</u>
Blankets and Clothing	Packaging, dampness; clothing should be clean	Dry, ventilated on pallets	Indefinite, if properly stored	Damp blankets and clothing must be dried immediately. Watch for moths.
Tents	Packaging, dampness	Dry, stacked, on pallets If possible	Indefinite, if properly stored	Damp patches must be dried promptly.
Fuel or Kerosene	Moisture-proof storage containers in clearly marked "no smoking or open flames" area	Fenced area or shed, locked, shaded, away from the main warehouse	Indefinite, if properly stored	Subterranean bulk storage tanks are best, but some fuel is stored in 200-litre drums.
Medicines	Well organized and secure storage, all Items with current shelf life	Dry, cool, ventilated and temperature controlled, if necessary, to preserve shelf life	Variable or a shown on label, under controlled conditions	Combustible items, such as alcohol and ether, must be stored separately, preferably outside main storage area.
Cereals	Grains dry, ungerminated, without impurities; flour dry and not lumpy to touch, sweet odour; maximum moisture content: 15%	Dry, cool, ventilated on pallets, relative humidity of the air: 70% maximum	Approximately 6 months	Check the moisture level, odour, live parasites.

Canned Products	Cans neither rusty nor bulging; cartons in good condition, no leakage, expiry date	Stack on pallets, if possible	6-12 months (see expiry date)	Distorted cans (bulging lids) or gases whistling out when a can is opened indicate the contents are inedible.
Powdered Milk in Bags	Dry, clean odour, ivory colour	Dry, cool, ventilated on pallets, shaded	8-10 months (full cream) 1 year (skim)	Milk powder sometimes becomes hard, but this does not alter its value, provided that its odour and colour do not change. DSM can be kept 2-3 years in the dark at about 15°C.
Crystallized Sugar	Dry, granulated, no clumps, shiny crystals	Dry, cool, ventilated on pallets, relative humidity of the air; 70% maximum	Several years	Sugar quickly absorbs humidity. Dry the sugar in loose layers. Damp sugar in blocks is fit for human consumption.

Annex XXVII - UNHCR Distribution Report

cc. Fund Raising Sect.
Desk Officer
Finance Officer
Branch Office

DISTRIBUTION REPORT
(for all contributions in kind)

TO: UNHCR Geneva, Attention Fund Raising Section^(a)
FROM: UNHCR Office in

(to be completed by UNHCR Geneva)

<u>REFERENCE</u>	
CAF NO: _____	SHIPPING ADVICE DATED: _____
DONOR: _____	PROJECT SYMBOL: _____
DESCRIPTION (PRODUCT, QUANTITY): _____	
Shipped from: _____	by vessel/flight: _____ on: _____

(to be completed by Branch Office)

<u>REPORT</u>

1. Shipment arrived _____ (port) on _____ (date) unloading completed _____ (date)

Net quantity received in acceptable condition:
(should be same amount as listed in Receiving Report) _____

2. Transported to:

<u>CAMPS</u>	<u>DATE STARTED</u>	<u>DATE COMPLETED</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Arranged by: _____ (Implementing agency) and completed on: _____ (date)

3. Distribution was effected by: _____ (Implementing Agency) and completed on: _____ (date)

Net quantity received on site(s) in acceptable condition: _____

4. Distribution method:

Distribution directly to refugees.

Used by Implementing Agencies (e.g. supp. feeding) on behalf of refugees.

Other (please describe) _____

(a) Please make a photocopy of this form for the Branch Office files when report is signed and ready for submission to UNHCR Geneva.

Distribution Report (a)

5. Distribution Frequency:

One time Daily Weekly Monthly

Other (please describe) _____

6. Quantities distributed:

<u>Distribution Site(s)</u>	<u>Beneficiaries</u>		<u>Ration (weight)</u>	<u>Period (no of days)</u>	<u>Quantity Distributed</u>
	<u>Type*</u>	<u>Number</u>			
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
				TOTAL:	_____

*e.g. all refugees, infants, etc.

7. Impact of contribution:

Essential Useless
 Supplementary Harmful (e.g. outdated medicine)

8. Comments:

Product was/was not familiar to beneficiaries
Product was/was not acceptable to beneficiaries

(If not, explain why: _____

Undue losses/delays: _____

Packing and storage problems: _____

Other: _____

Date: _____ **Name of UNHCR-Representative:** _____

Signature: _____

Distribution Report (b)

