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DanChurchAid Logistics Manual  
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# INTRODUCTION

This Logistics Manual is designed to assist in the understanding of DCA logistics policies and procedures and to enable logistics staff to set up well functioning logistics systems that works in assisting and supporting the humanitarian and development work that leads to successful programme and project delivery.

Logistics is a powerful tool that can save both DCA and DCA Partners time and money. Logistics can be defined as “ the detailed coordination of a complex operation involving many people, facilities or supplies” or more simply ensuring that the right quantity, quality of people, facilities or supplies are available at the right time and in the right place.

It is how you make current operations work better. In other words, you can consider logistics activities as the operational component of supply chain management, including quantification, procurement, inventory management, transportation, fleet management, data collection, reporting, etc. Supply chain management includes both the logistics activities and the coordination and collaboration of staff levels and functions. The supply chain includes global manufacturers and supply and demand dynamics, but logistics tends to focus more on specific tasks within a particular programme system. Logistics is the part of the supply chain management that plans, implements, and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirement.

Logistics management is an integrating function, which coordinates and optimizes all logistics activities, as well as integrating logistics activities with other functions such as finance and information technology. Information is the engine that drives the logistics cycle; without information, the logistics system cannot run smoothly.

If you have any questions, do not hesitate to contact ProLog at DCA HQ via the helpdesk at [logmanual@dca.dk](mailto:logmanual@dca.dk).

## **Objective**

The objective of these guidelines is to provide DCA operations worldwide with a better understanding of logistics procedures and to have better and more structured procedures. It sets out to increase the capacity of staff to ensure proper accountability, efficiency and effectiveness with focus on possible savings in resources.

The majority of the guidelines described in this manual are brief descriptions covering specifics such as the aim and the time of the relevant actions. The document is a living document open to recommendations and suggestions and will be circulated to DCA offices worldwide.

The manual provides clear instructions as to what procedures should be followed, and what annexes are to be used. The table of contents is a list indicating in which part of the manual each guideline can be found. Annexes and guidelines can only be adapted and changed to suit local context with prior approval from the ProLog Department at DCA HQ.

The use of manual is mandatory in all DCA HMA Operations worldwide.

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# 1 ASSET AND INVENTORY MANAGEMENT

The DCA Asset and Inventory Overview is a list of assets owned by DCA or its donors. If one or more of the following criteria is fulfilled, items and equipment are defined as being a fixed asset:

## 1.1 TYPE OF ASSETS

### Fixed Assets

Fixed Assets are items that have a working life of years. The financial procedures spread their cost over their likely working life:

Example:

Generators

Vehicles

Detectors and PPE

Household and Office Equipment

- An item with a monetary value (a purchase price of EUR 100 and above) with a serial number. Donor classification of assets may vary from these classifications and have a higher monetary threshold.
- An item with an estimated lifespan of more than one year with a serial number.
- Critical item: the loss or theft of which would have a major effect on the capability of the project/organisation to meet its operational objectives. Tents and PPE for classification purposes will be classified as assets.

### Project Assets

Project Assets are assets bought for a certain project on donor contracts and may be liable to be returned to the donor on completion of the programme which can be both attractive and fixed assets.

### Attractive Assets

Example:

Mobile Phones

Compasses

GPS

Digital Cameras

Tablets

- Attractive item: items that do not meet either of the criteria above but because of general desirability and therefore the potential for loss, it is considered necessary to provide additional accountability, e.g. compasses, GPS, mobile phones, etc.

## 1.2 INVENTORY ITEMS

All items over EUR 50 that do not meet the above criteria such as office furniture, household furniture, garden furniture, water filters, kitchen furniture, cool boxes, camping equipment for HMA operational teams batteries for solar systems etc., will be classified as inventory items and as such be added to the Inventory Overview.

### 1.3 PLANNING

Before purchasing assets, the programme/project management team should clarify any additional donor (e.g. purchasing or disposal) or country specific requirements for both the management and tracking of assets.

Asset planning is a key activity, as this will affect the tracking, management and disposal process. This planning should be a joint responsibility shared between programme, logistics and finance at management level.

Assets need proper management, tracking and disposal and careful consideration should be given to specifications, quantity and quality of assets, to ensure value for money as well as longevity and the procurement of assets that are fit for purpose for the programme.

### 1.4 REGISTRATION AND TRACKING OF ASSETS AND INVENTORY ITEMS

It is the responsibility of the Procurement and Logistics Unit and the Finance Unit to keep an updated Asset and Inventory Overview containing at a minimum the following information (See Table below) **Asset and Inventory Overview Annex 1.01**

All Asset and Inventory Items, whether owned by DCA or Donors should be registered into the Overview immediately on receipt from the supplier or from Copenhagen. This procedure and registration process should include receiving the assets as per the normal stock management procedures. Assets should not be distributed to users before they are entered into the overview and tagged. Please see section below on Asset and Inventory Tagging.

Requirement	Information Required - Example
Date of Purchase / Arrival	Date of Purchase or Date of Arrival at Programme Site. Date should be written as 12-03-2017 to be Admin compatible. Should be based on the DCA Goods Received Note (GRN)
Purchase Order/Purchase Request Form/ Gift Certificate No.	Purchase Order/Purchase Request Form / Gift Certificate No. PO: 1 BNG 0001 GC: 1123
Old Asset/ Inventory Number	Asset Number before simplified numbering system CAR/BANG/EU/24/1
New Asset / Inventory Number	CAR 0001
Product Group	<b>Communications</b> for all Satellite Phones, Mobile Phones, VHF and HF radios
	<b>IT</b> for all Laptops, Desktops, LED Screens, Internet Equipment, Printers, Photocopiers, etc.
	<b>Office/Household Furniture</b> – Desks, Tables, Chairs, Beds, Filing Cabinets, Shelves
	<b>Office/Household Equipment</b> – Fans, Cookers, Fridges, Water Dispensers, Air Conditioners, Water Heaters
	<b>Generators</b> – for all generators
	<b>Vehicles</b> – Cars, Trucks, Motorbikes, Boats
	<b>Cameras</b> – all photographic equipment
	<b>Detectors</b> – all equipment that detects mines, ordnance
	<b>GPS</b> – all global positioning equipment
	<b>Exploders</b> – all equipment used in the demolition process, ohmmeters, firing cable
	<b>Medical Equipment</b> – all equipment used for medical purposes
	<b>Camping Equipment</b> – Tents, cooking equipment, fridges, camp chairs, beds etc.

	<b>Field Equipment</b> – Megaphones, compasses
Item Brand	This should be the actual manufacturer of the item such as: Toyota, HP, Ebinger, Lenovo, Garmin, etc.
Serial / Chassis No./ VIN (Not Applicable to Inventory Items)	Serial number or Chassis number on the asset. For Vehicles this will be the VIN (Vehicle Identification Number)
Description	This should be a clear description of the item including Model such as: Laptop Probook 640, Satellite Phone XT- PRO, Landcruiser 13 Seater etc.
Registration No:	Vehicles, Motorbikes, Trucks and Boats only
Mobile/ Generator No: Not Mandatory	Useful to use column when programme has multiple vehicles and generators
Year of Manufacture	Actual year item was manufactured or if not on item date of arrival in the programme.
Currency	USD (US Dollar) EUR (Euro) Danish Kroner (DKK) or local currencies such as XAF (Central African Franc)
Amount	Should be entered using the Danish system 12.000,00 using 1000 separator and two decimal places
Donor	UNMAS, CHF, UNHCR, DANIDA etc.
Location	Location in country such as Bamako, Bangui, Juba or Stock if in the store/warehouse.
User	Position and Name of User such as Joe Bloggs PM
Maconomy No:	1010770-11 etc.
Voucher No.	Number based on Finance Voucher such as : BB0001253 etc.
Comments	Item comes with battery charger and spare battery
Condition	Only one of the below options should be entered and only the description in Bold Font. Such as <b>Operational</b>
	<b>Operational</b> – working assets
	<b>Damaged/Operational</b> – damaged assets that can still be used
	<b>Repair Needed</b> – assets that require repairs
	<b>Unserviceable</b> – assets that can no longer be used
	<b>Lost/ Missing</b> -asset has been lost or is currently missing
	<b>Stolen</b> -asset has been stolen
	<b>Sold</b> - asset has been sold
Tagged	When items have been tagged this column should be completed with date item was tagged.

The Asset and Inventory Overview master copy must be uploaded into in ADMIND, a database developed by DCA ProLog. When internet connection is poor, the asset list function in ADMIND has an offline “working draft”. When vouchers are entered into Maconomy (which is the Financial software mainly used by Finance Unit) and/or an item is moved between projects, the Finance Unit needs to coordinate closely with the Procurement and Logistics Unit to ensure that the correct value and donor is entered/updated in the Asset and Inventory Overview..

A monthly update of all new Assets and Inventory Items should be sent with the monthly logistics and procurement reports. In the event that the Internet is too slow or the programme has issues with accessing Admind the list of new Assets and Inventory Items will be uploaded by an HQ member of the ProLog staff.

#### 1.4.1 Asset and inventory tagging

All Assets and Inventory items should be tagged with a simple sequential number:

Example for South Sudan HMA: SSHMA0001, SSHMA 0002

Example for South Sudan CO: SSCO0001, SSCO0002

The Asset and Inventory Item should be tagged using a label printer or other suitable device that can print a label/tag that will last the lifespan of the asset or inventory item. Users should tag in such a place that the label / tag is easily visible, but not in such a place where the label/tag is liable to wear and tear or be open to being damaged.

When tagging items such as Satellite phones/Mobile phones, VHF Handsets, GPS, etc., tag/label inside the unit next to the serial number if possible. Do not tag/label on the battery or on the removable casing as these may become detached or be replaced. With laptops and tablets tag/label in an area of the item that is not prone to wear by repetitive use by the user, away from the keyboard area.

When tagging/labelling wipe the area you are placing the tag/label with an alcohol based cleaner to remove dirt and grease prior to attaching the tag/label, adhesiveness of the tag/label.

#### **1.4.2 Asset and inventory contracts annex 1.02**

Asset and Inventory Contracts should be completed for all Asset and Inventory items issued to an individual or to an Operational Team. The user being issued with the assets or inventory items should sign next to each asset being issued. Both the issuer (ProLog Officer) and receiver should sign. Two copies should be made; one original copy for ProLog and one photocopy for the receiver. The original copy should be filed in the asset contract file in the ProLog Office. The Asset and Inventory Overviews should then be updated in the User column.

On return of an asset or inventory item, the asset contract should be signed and dated with details of the receiver and date the asset was returned. The user of the asset must ensure all assets they have been issued are returned when no longer required or at the termination of their contract. The user may be held accountable if they cannot show documentation confirming their assets have been returned.

## **1.5 ASSET AND INVENTORY MONITORING**

Regular monthly physical spot checks should be carried out by both ProLog staff and members of the SMT (Senior Management Team) on randomly chosen items to verify that items are present in the programme and that the items are with the correct user and in the correct location. Any discrepancies or missing items need to be recorded in the overview.

#### **Annual physical check**

At a minimum of once a year, a total physical check of all items on the Asset and Inventory Overview must be carried out. The purpose of the physical check is the monitoring of the items belonging to a project which makes it possible to detect differences between information entered regarding the items in the records and the actual state of items and whether or not they are physically present in the programme. The check should ideally be planned when teams are standing down for leave, and all equipment is in or about to enter the stores for cleaning, maintenance and stocktaking. The Finance Unit has the responsibility for the physical check together with the Logistics Unit, and HQ should be notified of annual timings for the physical stock check.

All missing items should be recorded on Annex 1.05 (see below) and entered into the Asset overview as missing.

#### **Damaged, stolen, Missing and lost assets**

If an asset is identified as damaged, stolen, missing or lost, it should be identified as such on the asset overview and a report has to be completed. The report must be completed by the staff member in possession of the item when stolen, damaged or lost. The report should be submitted to the ProLog Officer explaining how the item came to be stolen, missing, lost or damaged and must subsequently be approved by the Programme Manager and kept on file.

Refer to **Annex 1.05 Damaged/Missing/Stolen and Lost Item Reporting Form**.

Only the ADMIND administrators in ProLog HQ have the right to remove assets from the asset and inventory overviews when they have been lost, stolen or sold. A consolidated list of lost, stolen or sold assets and inventory

items must therefore be submitted to the ProLog administrator following the annual physical stock take and on an ad hoc basis, if deemed necessary.

However, lost, stolen or sold assets and inventory items remain on the asset list in ADMIND. The default report does not include lost, stolen or sold items unless specifically selected.

## 1.6 DISPOSAL OF ASSETS

This procedure applies to the disposal of assets common to all DCA units including HMA, such as computers, office equipment, detectors, communication equipment, vehicles etc. Assets are identified for disposal based on the following criteria:

- Asset lifespan and depreciation. Asset depreciation according to donors can range between 3-5 years for fixed assets, in an ideal situation. Invariably the reality in many country programmes is that the depreciation and asset lifespan will be a substantially longer period.
- Donor requirements
- Requirements by local authorities and host governments – dependent on whether items were originally acquired on a tax-free basis.

Please remember, all purchased and acquired assets have a useful lifespan and value, but when the assets are no longer useful for a DCA unit, the asset may still have value to other units or individuals within the DCA programme.

### Disposal priority

When disposing of assets and inventory items which are no longer used in operations by the programme or are unserviceable, the disposal priority should be based on the following:

- As directed by the Donor if a requirement of funding terms
- Transfer of ownership to other DCA projects
- Donate to other NGOs
- Donate to Civil or Local Authority
- Sell
- Destroy where deemed a health, safety or security risk.

Before any assets are considered for disposal any restriction on their disposal such as donor requirements, must be identified and followed. In some cases, it may be appropriate to approach the Donor and seek permission to vary these requirements, which should be obtained in writing.

### Disposal plan

All assets and inventory items must be documented on the **Asset and Inventory Disposal Authorisation Annex 1.03** to be completed by the in country ProLog Unit.

Approval and sign off must be obtained from Copenhagen HQ, Finance Unit, PM/CD or Unit Administrator. A disposal plan and disposal committee should be drawn up and put in place prior to the disposal process taking place.

If Donor policies do not apply, assets will then be offered to other DCA programmes. The **Asset and Inventory Disposal Certificate Annex 1.04**, should be used in all the below procedures.

For items originally acquired on a tax free or duty free basis, the appropriate government authority must grant approval before items can be disposed of.

#### Transfer of Assets to other DCA Programmes or Units

Assets offered to other DCA unit/programmes. The offer will be valid for 30 days. Any unit/programme that has an interest in the asset may directly contact the offering unit who will provide a more detailed description, location and availability. Cost effectiveness of transfer to other DCA Country programmes should be taken into account prior to any decision on this action being taken. Export/Import duties, etc., should be considered.

#### **Disposal of Assets to outside parties**

Disposal of assets to outside parties after the 30 day validity offer, must be by public auction or by invitation to submit sealed bids. The disposal procedure required should be based on the value and type of item to be disposed of. Items of a higher value and technical specification (vehicles, generators, detectors) will require a more formal disposal procedure than low value items.

In the event of an auction on DCA property, an authorized ProLog Officer should conduct the auction and a representative from the Finance Department should be in attendance to issue a cash receipt.

All items sold to outside parties must be paid for in full before they are handed over to the successful bidder.

In the event of items being offered for sale by invitation to submit sealed bids, all bids must be opened on the prescribed date and time, in the presence of the disposal committee. The ProLog Unit is responsible for the sale and for notifying the successful bidder and for obtaining full payment for the goods, within the set time frame.

#### **Disposal of Assets to DCA staff**

In the event that assets are not sold during the above process, interested staff from the programme may bid on the asset for personal use during a recommended 15 day period.

A reserve price should be established, equal to prices considered to be obtainable on the local market, for items being sold to DCA staff. Staff should submit sealed bids/offers for the items. The disposal committee will carry out the selection of the winning bid as described in the previous section A % deposit should be paid immediately and the remaining balance should be paid with seven days.

#### **Donation of Assets to Local Partners**

If, after the recommended 45 days, the items listed have not been sold, consider contacting a local partner that accepts equipment donations. If the asset is donated to anyone other than a HMA/CO unit or its project staff, obtain a signed donation form that proves the donation date, by who, to whom, the asset register, etc.

All funds generated out of sales of items will be used to offset costs against the procurement of new or replacement items.

#### **Disposal of Dual purpose equipment and waste materials**

Assets of some units within DCA projects such as HMA may include dual purpose equipment that may not be appropriate for the procedures above. Assets such as medicine, medical equipment, PPE and de-mining equipment, explosives and or related equipment may need to be disposed of through the National Demining Authority or National Health Authority in the case of medical equipment. Any disposal of unserviceable equipment such as PPE should be accompanied with a letter informing the receiver that the equipment is unserviceable and state that DCA takes no responsibility or will not be liable in the event the equipment is used for demining operations.

All DCA computers must have the hard drives removed prior to disposal. See IT policy on Disposal of Computers.

Disposal of batteries, waste engine oils, tyres, vehicle scrap, etc., must follow the requirements of the National law for their safe disposal. The fact that no such legislation exists does not exempt the programme management from using proper methods of disposal for such items. A safe disposal method will need to be organized by the programme management to ensure the local population and environment are not harmed by the disposal of these materials.

## 1.7 ASSET AND INVENTORY MANAGEMENT DOCUMENTATION

1.01 – Asset and Inventory Management Overview	Used to work offline when access to Admind is not available. To be sent as monthly logistics report.	Mandatory for HMA Programmes
1.02 – Asset and Inventory Contract	To be completed for all assets/inventory items issued to a user or operational team.	Mandatory for HMA Programmes
1.03 – Asset and Inventory Disposal Authorisation	To be completed and signed off for all assets/inventory items for disposal	Mandatory for HMA Programmes
1.04 – Asset and Inventory Disposal Certificate	To be completed and signed off for all assets/ inventory items being sold, transferred or donated to other DCA programmes, NGOs, buyers or organisations	Mandatory for HMA Programmes
1.05 – Damaged/Lost/Stolen/Asset / Inventory Reporting Form	To be completed for all assets that are damaged/lost or stolen.	Mandatory for HMA Programmes

## 2 WAREHOUSE AND STOCK MANAGEMENT

The correct warehouse and stock management system can help to optimize stock and storage organisation, improve inventory management, and reduce costs. The following guidelines represent the minimum requirements and can be adapted on a needs basis, operational set up and/or local context.

Warehouse and stock involves the planning, receipt, storage and movement of goods to intermediate storage locations or final destinations. There may be multiple levels of warehousing. These may include a central warehouse, a regional warehouse (serviced by the central warehouse) and a field warehouse (serviced by the regional warehouse).

### 2.1 SELECTION OF A WAREHOUSE / STORE

Selecting a suitable warehouse/store is important for stock control, maintaining stock integrity, security, health and safety. The criteria below provide a guide to selecting a warehouse/store, however there may be additional criteria that need to be considered based on the country of operation and security context.

**Main criteria for selecting a warehouse or store site are:**

Infrastructure	Fenced and secure compound with good internal and external lighting. Dry, level floors, capable of supporting heavy weights Sound roof, walls, ventilation, drainage and weatherproofing. Shelving availability. Open access for Vehicles, Loading Bays
Security	Gates, doors and windows to be lockable and well fitted, preferably of sufficient strength to resist unplanned entries. Guard Room or Hut attached. Entrance Gate and Exit Gate
Location	All season access for heavy vehicles. Proximity to Office or Project Sites. Not in Proximity to high security risk areas or potential geographical hazards. (IDP camps, Flood Plains)
Services	Water, Sanitation and electricity available.
Cleanliness	Absence of rodents and other pests, birds etc.
Size	Storage Planning should be accurate to ensure that floor space is sufficient. Calculate through put (stock flow) to ensure adequate floor space is available.
If Renting Space in a shared warehouse check additionally on the following	
Security	Is there 24 Hrs. Security, Visitors Book, Fire Extinguishers

#### Insufficient Storage Capacity

In situations where there is no permanent warehouse or warehouse capacity is insufficient, it may be necessary to store goods in the following ways:

- RUBB halls – usually only used by the UN due to expense involved. A large tent like structure.
- Containers – 20 or 40 Foot Sea Containers can make secure storage units and can be fitted out with shelving. In hot climates, containers need to be shaded and fitted with a cooling system to reduce temperatures inside the containers. A simple pitched grass roof or similar can also reduce internal temperatures
- Permanent structures – Commercial warehouses, selected room within an office building
- Semi-permanent structures- Tents, etc.



- In addition, it may be acceptable for some stock (jerry cans, fuel drums, wheelbarrows, corrugated sheeting, timber, boards, etc.) to be stored outside for short periods. In situations where it is decided to store outside, the following risks should be considered, e.g. theft and potential dust and rain damage.

## 2.2 STOCK CONTROL

The management of the inventory in the supply chain involves managing the physical quantities as well as the costing of the goods as they flow through the supply chain. Regardless of value and lifespan, stock relates to all items that are kept in the warehouse/store or other storage locations, e.g. stationary, IT accessories, printer paper, uniforms, tools, metal detectors, etc.

Stock has a monetary value and therefore needs to be controlled, documented, accounted for and reported on to DCA, Donors and local stakeholders. Lack of proper stock controls will result in losses that affect DCA programmes and project impact, as well as potential accountability to beneficiaries.

Stock management systems are mandatory in all HMA country programmes to meet DCA's obligations to Donors. Good stock management will give the programme the ability to cross-reference documentation and physical stock with stock movement and reporting.

The main objectives of stock management are:

- To maintain an economically optimal stock level
- To ensure efficient stock movement and maintain stock records
- To minimize losses through theft, mishandling, expiry and deterioration
- To ensure effective use of storage space.
- To avoid storage of unrequired or inappropriate materials
- To reduce levels of slow moving materials
- To facilitate timely delivery to projects.

Stock management in the supply chain follows the sequence below:

- Request for new stock from warehouse / stores to head office
- Head office issues purchase orders to the vendor
- Vendor delivers the goods
- Warehouse / store receives the goods
- Warehouse / store stocks and distributes goods to other field stores
- Stores receive the goods
- Goods are distributed to different operation sites within the country.

### Rotation of Stock

When storing perishable items, such as seeds, foodstuffs, medicines, etc., set up a system whereby the stock is rotated on (FIFO) First in First Out basis. FIFO refers to the first unit that arrived in the stock inventory as the first one to be distributed. Older stock is therefore distributed first, reducing the risk of waste due to deterioration or exceeding shelf life / expiry date.

Items that have deteriorated or exceeded their shelf life/expiry date should be safely disposed of and not sold or given away, especially if they are harmful to animals or humans.

In addition to (FIFO) there is (LIFO) Last In First Out basis. LIFO considers the last unit arriving in the stock inventory as the first one to be issued.

### Storage of Stock

There are several ways of storing stock, but above all, it should be stored in orderly and safe fashion to ensure quality control, limit damage, allow easy access, identification and counting.

### Storage Types

Always store goods or items so they do not contact directly with the walls or floor of the store. This will prevent friction or water damage in the event of water running down walls or spilling onto floors due to heavy rainfall or low level flooding of the storage area.

### Loose Storage

Items are stored on pallets or directly on the floor of the store (e.g. portable generators, tyres and rims).

### Bin Storage

Bins are used to store particular items that do not stack such as trowels, screws, bolts, nuts and washers and is a good method of storing large quantities of small items in a compact area. Bins can be cardboard boxes, plastic or metal buckets, plastic containers etc. and will usually be stored on shelving.

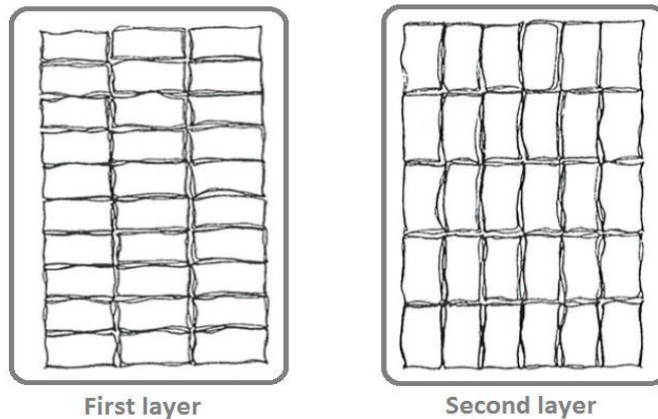
### Shelved Storage

Shelves or racks can be used for the storage of bins or other larger items. Heavy items should be stored on the lower shelves and lighter items on the upper shelves. The weight of stored items should be appropriate for the type of shelving. Shelves should be securely attached to walls. Freestanding shelving should be securely built to reduce risk of collapse under load.

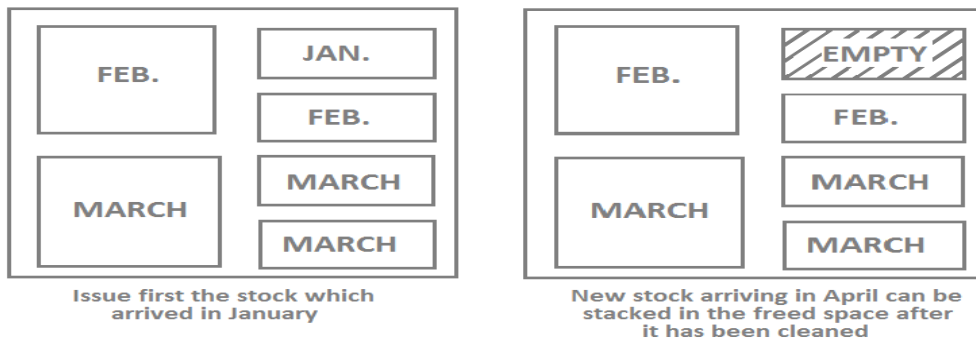
### Stacked Storage

Effective measures should be taken at all times to prevent the collapse of stacked items. When any item is stacked above a height of 2 metres, a safe means of access to the stack should be provided, e.g. using portable ladder or stacking sacks to form steps. Items should be stacked on pallets.

When a person has to work on stacked cargoes, attention should be drawn to whether stacks are firmly secured. If stacks are unstable, they should be re-arranged and properly arranged before being stepped on. To provide a safe stack during the stacking of bagged cargoes, bags should be cross-stacked with particular attention being given to those bags forming the corner of the stack. The figure below explains how this should be done



**Storing of non-durable goods:** Non-durable goods are purchased either for immediate use or to be kept for a short time span. Generally, the life span of non-durable goods varies from a few days to a number of years. Some examples of such goods are food, cement, seeds and fuel. Controls should be in place to ensure the oldest are used first, however, only if they are still before expiry date. Items, which have an early expiry date, should be stored closer to the store doors. In this way, stock gets out quicker and easier. The below figure illustrates this method:



### 2.2.1 Guidelines for Storing types of equipment and items

Equipment / Items	Storage Information
Foods, Seeds and Medical Items	<p>Keep as cool as possible 10-15 degrees C</p> <p>Store for short periods especially when optimum conditions cannot be provided (days or weeks).</p> <p>Use a "first in, first out" (FIFO) system, so no goods are stored for long periods.</p> <p>Record expiry dates, batch numbers if applicable, on the stock cards and on the packaging of the goods.</p> <p>Keep items dry, do not store against walls.</p> <p>Good hygiene and pest control is essential. In particular:</p> <p>Sweep up spillages daily, leave space to walk around the edge of the stacked goods to allow for inspection of rodent droppings</p>
Medicines and Medical Items	<p>Keep as cool as possible 10-15 degrees C, see manufacturers recommendations.</p> <p>Use a "first in, first out" (FIFO) system, so no goods are stored for long periods.</p> <p>Record expiry dates, batch numbers if applicable, on the stock cards and on the packaging of the goods.</p> <p>Keep items dry, do not store against walls.</p>
Operational Equipment Tents, Detectors, PPE, and Communication Equipment	<p>Keep in a cool and dry storage facility. Ensure all items with batteries have the batteries removed before storage to stop corrosion of terminals. Ensure all items are clean and dry before storing to ensure items such as, tents, PPE and detector cases do not rot. Do not store electronic items in containers that are subject to temperatures over 30 degrees C. to avoid damage to electrical components.</p>
Explosives	See HMA SOPs

## 2.3 STOCK MOVEMENT

### 2.3.1 Goods Received Note (GRN) Annex 4.01

Goods can be received at the following locations and the same procedures apply to all:

- Offices
- Project Sites
- Warehouses or storage facilities

For every Purchase Request Form or Purchase Order completed (HMA) the following steps must be taken when goods and services are received:

**Step 1:** Ensure a quality check is completed. For goods or services that are of a technical nature the requester or technical expert should assist in checking the quality of goods and services received.

**Step 2:** complete a Goods Received Note and ensure physical quantities delivered match documentation from the supplier's delivery documentation. Ensure suppliers name is entered on the GRN and Serial Number of any Asset purchased.

**Step 3:** Sign off on supplier's documentation and keep copy of documentation.

**In the event items are damaged or are missing**, this information should be written on the GRN (& GDN) and signed for by the supplier.

**Step 4:** The damaged or missing items should also be highlighted on the supplier's documentation.

**Step 5:** Update the Stock Card with the date, quantity of goods that have arrived, name of the supplier, and reference number of GRN, PO or PRF. Create new Stock Card if no existing one.

**Step 6:** Update Stock Report Annex 4.04

**Step 7:** File GRN in Procurement File and GRN File

**ALL GRNs must have two copies produced from the original. The Original should be sent to Finance, one copy should be filed in the relevant donor file and one copy in the GRN file for stock management purposes.**

### 2.3.2 Stock Requests Annex 4.05

Goods can be requested from the following locations and the same procedure apply to all

- Warehouse or storage facilities

For every Stock Request completed the following steps must be taken when goods are issued by ProLogs and received by the Requestor:

**Step 1:** Requestor ensures that the item is in stock by checking the Stock Report Annex 4.04

**Step 2:** Requestor completes an authorised Stock Request.

**Step 3:** ProLogs receives Stock Request and enters sequential number

**Step 3:** ProLogs issues goods.

**Step 4:** Requestor receives, checks and signs for goods, damaged or unissued items should be highlighted on the documentation.

**Step 5:** Update the Stock Card with the date, quantity of goods that have been issued name of the receiver.

**Step 6:** Update Stock Report

**Step 7:** File in Stock Request file for stock management purposes

### 2.3.3 Waybills Annex 4.06

Goods can be dispatched from the following locations and the same procedures apply to all:

- Offices
- Between Project Sites
- Warehouses or storage facilities
- Supplier

For every Waybill completed, the following steps must be taken when goods are issued by ProLogs and received by the Requestor:

**Step 1:** Check quality of goods being dispatched

**Step 2:** Complete Waybill and ensure the quantity of goods are correct against Stock Request if being supplied from Stock.

**Step 3:** Update Stock Card with Waybill number

**Step 4:** Confirm receipt at delivery point by signing Waybill and sending copy to ProLog staff at location goods were issued.

**Step 5:** File in Waybill file for stock management purposes

### 2.3.4 Stock Control Systems

Stock control systems ensure that warehouses are appropriately stocked. Too much stock means that some perishable goods may not be distributed and may pass their expiry date requiring the goods to be disposed of. If

there are insufficient goods in stock, stocks may run out. If this happens, it may have a significant impact on the entire programme.

Stock control systems can include various aspects of reordering and controlling the amount of stock on the shelves. Typical and important features of a stock control system include the:

### **2.3.5 Stock Report Annex 4.04**

This is a report on movement of stock, used for monitoring stock levels and predicting when to reorder. The stock report should be completed as and when items of stock are received or dispatched from stock. Stock Reports should be compiled on a monthly basis and must be sent to all programme staff, to be used as a reference to stocks available and for completing Stock Requests.

The Stock Report will list the following information for each item in stock:

- Expiry Date – for Medical, seed stocks etc.
- Part Number – for vehicle, generator spare parts
- Opening Balance of items in stock at the time of the last stock report
- Quantity received
- Quantity issued
- Total quantity in stock or balance
- Minimum stock level
- Unit Cost
- Total Cost

The Stock Report should be discussed with the Programme Manager, operational, project managers, and team leaders to establish:

- Stock consumption by the projects, operations
- Stock levels needed to complete activities
- Requirements for reordering or ordering stock
- Non-usage of stock and possible disposal plans.

### **2.3.6 Stock Card - Annex 4.03**

To ensure all goods purchased for a DCA programme go where they are intended, they must be registered using, as a minimum, a stock card system where all daily ins and outs of the warehouse are recorded on an actual A4 card (printed on both sides) or sheet of paper. Cards are preferable to sheets of A4 paper as they are more durable.

They can too be labelled differently by using stock codes (e.g. AGR-DCA-078) or separated inside the store in the form of stacks. Using the Maconomy project code and Maconomy task in the registration process also makes a clear link to a particular project. Some items recorded on the asset list will also appear on the inventory list, e.g. a handheld GPS that appears on the asset list must also be registered in the stock system and its movement recorded. Completed stock cards need to be filed in the programme files. As with the asset list, an annual inventory check must be carried out.

The Logistics Officer is in charge of making sure that, all Stock Cards at the warehouse are up to date, and that the actual figure on the Stock Cards reflects the actual number of items on the shelves. Each item should have a separate Stock Card. Once a Stock Card is completed, (both sides have been filled) it should be kept in the file next to the new card for the particular item. All Stock Cards must be properly filed in the Stock File and kept in the ProLog office.

The Stock Card will list the following information for each item:

- Stock Card number – each item will have its own number
- Unit
- Item Code
- Unit of distribution
- Re-order level

- Opening Balance
- Donor
- Project Code

For every movement of an item on the Stock Card the following steps must be taken when goods are received or issued by ProLogs:

**Step 1:** Enter details for a new Item with information as listed above.

**Step 2:** Enter line number

**Step 3:** Enter Date

**Step 4:** Enter quantity either for received stock or quantity being dispatched

**Step 5:** Enter GRN, PO or PRF number for stock received or Stock Request/Waybill number for dispatched stock.

**Step 6:** Enter Supplier name for stock being received or destination for stock being dispatched (location, team or programme)

**Step 7:** Update Stock report with data from stock card.

### **2.3.7 Stock Reconciliation Annex 4.07**

This document is used to check whether the information presented in the stock report is accurate, by carrying out a physical stock count of the items in stock. It highlights discrepancies in stock, and allows management to confirm that correct stock control procedures are in place and being followed.

Stock reconciliations should be implemented on a regular monthly basis for a 5-10 percent of the items in stock chosen at random and at least once a year covering all items in stock.

For each stock item based on each stock card, the stock reconciliation should list:

- Quantity in stock based on stock card and stock report
- Quantity in stock based on physical count
- The discrepancy between the two figures
- Reasons and comments for the discrepancy

When finding a discrepancy on either the count or reconciliation it should be highlighted on the stock card and stock reconciliation document.

The senior manager carrying out the stock reconciliation should sign the stock card, the agreed figure should then be entered in the Stock Card, and Stock Report updated.

### **Inspections of Stock**

Inspections should ensure that:










- All cluttered and poorly arranged areas are identified
- Any dangerous stacking of materials is identified and rectified
- Items that are obsolete or no longer needed are removed
- Blocked aisle ways are cleared
- Broken containers and damaged materials are replaced or repaired
- Materials gathering dust/rust from disuse are identified and appropriate action taken
- Spills, leaks and hazardous materials not properly stored are dealt with
- Overflowing bins and containers and overcrowded shelves are identified and appropriate action taken.

## **2.4 HANDLING DANGEROUS AND HAZARDOUS GOODS**

People working within the Logistics Unit should be able to:

- Identify and classify dangerous and hazardous goods and identify handling of procedures
- Select handling and storage techniques for dangerous goods.
- Demonstrate knowledge of handling dangerous goods for a specific workplace.
- Act in accordance with organizational SOP

The person handling these dangerous and hazardous goods should also have a detailed knowledge and understanding of international recognized Dangerous Goods Labels and their associated hazards. Examples of Dangerous Goods Labels are shown in the diagram below.

<p><b>Health Hazard</b></p> 	<p><b>Flammables</b></p> 	<p><b>Oxidizers</b></p> 
<p><b>Irritant</b></p> 	<p><b>Gasses Under Pressure</b></p> 	<p><b>Explosives</b></p> 
<p><b>Corrosives</b></p> 	<p><b>Environmental Toxicity</b></p> 	<p><b>Acute Toxicity</b></p> 

Since HMA operations normally involves dangerous and hazardous goods such as different types of explosives, detonators, det. cords, exploders, etc., the following criteria should be established before handling of dangerous/hazardous goods is authorised:

- Depending on the level of danger, goods must always be stored in a suitable place, well secured and away from offices, houses, other occupied buildings, etc.
- Safe handling procedures for different classes and characteristics of goods are identified in accordance with organisational requirements.
- Personal protective equipment (PPE) and emergency equipment are checked for compliance with organisational requirements.
- Load handling and shifting procedures are selected in accordance with organisational requirements and with the organisational SOP for this specific item.
- Safe handling procedures regarding handling and storage of dangerous goods are followed in accordance with organisational requirements and DCA HMA SOP.
- Co-storing precautions are implemented in accordance with organisational SOP.
- Any applicable documentation is completed in accordance with organisational SOP.

### Storing of Explosives

The term explosives refers to all items of an explosive nature including but not restricted to bulk explosives, detonators, detonating cord, safety-fuses, all types of ignite, ammunition, ordnance, ERW, etc.

For details on handling and transportation of explosives, please attend to the local SOP on storing explosives and refer to IMAS guidelines at [IMAS 10.50 Storage, Transportation and Handling of Explosives](#). Here you will find the specific national rules and regulations concerning storage, transportation and handling of explosives for each specific country.

## 2.5 WAREHOUSE /STORE HEALTH AND SAFETY

- Unauthorised access to the warehouse/store should be restricted at all times.
- No smoking allowed in or around the warehouse/store. No smoking signs should be clearly displayed.

- Fire extinguishers and sand buckets should be kept in strategic positions and clearly marked with a sign an explanation of the extinguisher type (ABC – Dry Powder, Foam, Water based)
- All warehouse/store staff should be trained in the operation and use of fire extinguishers.
- All stacked goods should be carefully stacked to a safe height to reduce collapse and injury or death.
- Store flammable and dangerous goods (fuels, lubricants, chlorine etc.) separately in a different location where possible.
- Ensure food and nonfood items are stored separately.
- Medical Equipment and consumables should be stored separately from other goods and consumables.
- All shelved goods should be stored with heaviest items on lower shelves, with lighter items on higher shelves.
- Routinely check the conditions of all stacks, racks and shelves, for safety
- Ensure that proper lifting and carrying procedures are followed by warehouse/store staff
- Ensure that protective clothing is available to staff handling stock in the warehouses/stores (gloves, overalls, face masks, work boots)
- Ensure that vehicles, generators and motorcycles are turned off during refueling
- Enforce safe driving within the compound, when vehicles are reversing to load and unload.
- Ensure store is kept clean and tidy and all spillages of lubricants, paints etc. are cleaned as soon as possible after spillage happens.

#### Health and Safety Equipment

- **Fire extinguishers** – each warehouse/store should a fire extinguisher close to the entrance. Staff should be proficient in the use of fire extinguishers. Fire extinguishers should be tested and serviced by an authorized service provider on an annual basis.
- **First Aid Kits** – A comprehensive First Aid Kit should be available at the warehouse/store all DCA warehouse/store staff should be able to carry out basic First Aid.

#### Signage

- Fire Extinguisher Signs
- First Aid Kit Signs
- No Smoking Signs
- Hazard Signs – for any hazardous goods.

## 2.6 WAREHOUSE AND STOCK DOCUMENTATION

Annexes	How to Apply	Comments
4.01 -Goods Received Note (GRN)	Internal DCA document used to record receipt of goods or services.	Mandatory for HMA Programmes
4.02 Items Taken from Stock	A document for recording single items taken from a small store such as stationary items pens, paper, files etc.	Mandatory for HMA Programmes
4.03 - Stock Card	A document that is kept for each item in stock, that records all movements of the item in and out of the warehouse/store, including references to Stock Requests, GRNs, Waybills, POs etc.	Mandatory for HMA Programmes
4.04 - Stock Report	Reports items and quantities in stock, including a monthly history of received and issued items and quantities, minimum levels and values of stock items. To be completed on a daily basis and sent as a report monthly.	Mandatory for HMA Programmes
4.05 Stock Request	A document for requesting the issue of goods or materials held in warehouse or store.	Mandatory for HMA Programmes
4.06 Waybill	A document used for recording good or materials transported from one named location to another named location.	Mandatory for HMA Programmes



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4.07 Stock Reconciliation	A document to record discrepancies in stock during stock checks and counts.	Mandatory for HMA Programmes
4.08 Packing List	A document to accompany transport of consignments.	Mandatory for HMA Programmes
4.09 Gift Certificate	A document to accompany transport of consignments.	Mandatory for HMA Programmes

## 3 FLEET MANAGEMENT

This section of the manual has been compiled for the specific purpose of establishing a uniform code of practice and conduct for all users, drivers and operators of the DCA Vehicle Fleet.

The contents aim is to promote a knowledge, understanding and best practice essential to Fleet Management, with the ultimate aim of attaining optimum fleet utilization, cost efficiency and a reduction in the potential misuse of fleet assets. The DCA fleet consists of a range of assets, comprising of vehicles, motorcycles, trailers, generators, mobile plant and civil engineering equipment, etc. Practical application of the guidelines, in conjunction with the specific procedures/policies/instructions issued by the Operational Units and Programme Managers/ Country Directors, will if enforced prolong the service life of assets, reduce the need for unnecessary repairs and maintenance and minimize the risk of vehicle damage and accidents through negligence and bad practice.

### **Drivers and Vehicle Allocation**

Only DCA staff members authorized by the Country Director or PM may drive DCA vehicles.

All authorized drivers must have:

A valid local or international Driver's License. All employees must report any licenses or certifications that have expired, been revoked or suspended to the Logistics / Fleet Officer and/or PM/CD.

Passed a DCA driving test, carried out by the Logistics/Fleet Officer or an appointed logistics officer. **Driving Test**

**Daily Checks Wheel change Annex 2.01**

Signed the **Driving and Vehicle Regulations (HMA) Annex 2.06**

Written authorization to drive from the Country Director or PM

Whilst it is an established fact that vehicles with a dedicated driver are more likely to be better cared for, and that bad driving techniques can be more easily identified and corrected, this will not always be a viable option in DCA programmes.

Where possible such as for HMA Operational teams a dedicated driver should be put in place for a designated vehicle.

All drivers should be made aware of the importance of vehicle care and maintenance, road safety, general security and courtesy to other road users both other drivers, pedestrians, local wildlife and domestic animals.

Where possible vehicles and drivers outside of HMA Operations should not be assigned to set units or persons. Where possible The Logistics/Fleet Officer should carry out transport planning. At times, the demand for transport may exceed the size of the vehicle fleet available. In this case, the Logistics/Fleet Officer and/or the ProLog Manager/ PM/CD will decide on how to prioritise the demand. In periods of peak demand, it may be possible to rent vehicles, travel by taxi or to compensate national staff for use of their own vehicles/public transport, if this will alleviate the situation.

When renting vehicles with or without a driver refer to **Annex 2.14 Vehicle Rental Contract with Driver and Annex 2.15 Vehicle Rental Contract without a Driver**. These documents need to be completed in conjunction with The Purchase Order and Supply Contract.

### 3.1 LOGISTICS /FLEET OFFICER

The Logistics/Fleet Officer is responsible for the day-to-day management of the vehicle fleet, and ensuring regular service, maintenance, administration and monthly reporting is carried out on all assets in the fleet. Day to day management of Operational vehicles and assets is the responsibility of the Operational Manager and Technical Advisors for HMA teams.

The Logistics/ Fleet Officer should be selected where possible on mechanical aptitude, knowledge of vehicle assets, management experience, and organizational skills.

**Logistics/ Fleet Officer duties are to:**

- Ensure safe operations (use of seatbelts, adherence to national traffic regulations. speed limits, daily checks are carried out) by drivers/ operators.
- Establish and maintain schedules for servicing and maintenance.
- Ensure that fleet requirements for the programme are met.
- Compile Monthly Reports on the fleet and upload into Admind. (Fuel consumption, Kms/Hrs operated, Servicing and Maintenance carried out)
- Ensure appropriate provision of servicing facilities and management of spare parts.
- Evaluate cost for hire vehicles and the local procurement of vehicles.
- Evaluate all DCA drivers both National and International and mechanics (where applicable).
- Carry out random inspections of all fleet assets.
- Instruct and demonstrate safe fleet asset use to all DCA staff.
- Ensure all DCA staff using fleet assets are aware of policies and procedures and train staff in the use of DCA Fleet documentation.

### 3.2 VEHICLE FLEET AND GENERATOR SPECIFICATIONS

The planning process for vehicles involves the decision as to whether vehicles should be rented (short-term projects, unregistered projects etc.) or purchased. Before this decision can be taken, it is important to determine vehicle needs, and the specifications that will address such needs.

It is recommended that vehicles be replaced after covering 150,000 kms or 5 years of use, whichever occurs sooner. It is recommended that generators between 20 – 100 KVA are replaced after 20,000 hours or 5 years of use whichever occurs sooner.

Each country programme should aim to standardize the vehicles, generators and equipment in their fleet, to reduce and simplify the costs of maintenance. See the DCA Equipment Catalogue.

When selecting a vehicle, the following criteria should be considered to determine specifications:

General	Where will vehicle be used: in town, tarmac or rural roads, off road conditions What will be transported, goods, equipment, people. Heavy or light loads. Availability of spares, fuel type readily available, diesel, petrol. Compatibility with existing fleet, servicing, maintenance, parts and tools Donor requirements (e.g. rules on origin, nationality, manufacturer) Lead times for purchasing International or Local Purchase Cost of shipping
Vehicle Categories	Type: saloon car, mini bus, pick up, ambulance, small truck, truck. Motor bike, quad bike, speedboat 2 or 4-wheel drive Diesel or petrol, engine capacity Extra equipment: VHF and HF radio, air conditioning, roof rack, bull bar, extra fuel tank, extra battery, winch, first aid kit, recovery kit, spares kit, extra rims and tyres, mines protection.
Vehicle Purchasing	Consider compatibility with existing fleet Purchase basic non-extravagant models Obtain comparative prices The number and types of vehicles should be kept to minimum required for project requirements Review need for new vehicles or whether second-hand are available in good condition locally

	Warranty and after sales services in country Certified dealerships in country
Vehicle Rental	Short term projects Insufficient budget/funds Difficulty in purchasing or transporting vehicles to project area Insecure environments, looting, hijacking of vehicles common. Hire vehicles for transport of goods owner responsible for all costs Medium term contracts where the owner takes care of all costs such as driver, insurance, servicing

When selecting a generator, the following criteria should be considered to determine specifications

General	Where will the generator be used in hot, dusty, tropical climates or temperate climates? Office or Guesthouse, large or small compound. Noise pollution What loads will the generator be required to run, number of A/Cs, IT equipment (laptops, desktops, printers, internet server, photocopiers), household equipment, fridges, cookers, water coolers, fans, televisions, water heaters, kettles, lighting. water pumps. Load calculation needs to be carried out. <b>See table load calculations</b> How many hours a day will the generate run per day/week/month/year Availability of spares, fuel type readily available, diesel, petrol. Compatibility with existing generators, servicing, maintenance, parts and tools Donor requirements (e.g. rules on origin, nationality, manufacturer) Lead times for purchasing International or Local Purchase Cost of shipping
Generator Categories	Type: Silent runner with canopy, or without canopy, turbo or non-turbocharged 3 phase or single phase Integral fuel tank or separate tank Water or air cooled Diesel or petrol, engine capacity Spares Kit required.
Generator Purchasing	Consider compatibility with existing generators Obtain comparative prices Review need for new generators or whether second-hand are available in good condition locally Warranty and after sales services in country Certified dealerships in country
Generator Rental	Short term projects Insufficient budget/funds Difficulty in purchasing or transporting generator to project area Insecure environments, looting, high jacking of generators common. Hire vehicles for transport of goods owner responsible for all costs Medium term contracts where the owner takes care of all costs such as servicing, maintenance, day-to-day operations.

### 3.3 LOAD CALCULATIONS FOR GENERATOR SELECTION

To calculate the total energy requirements, add up the kW used by each appliance in the office or guesthouse. These are given in watts (1000 watts = 1 Kw) or BTU.

Below is a table of kW consumption in commonly used appliances. Not all appliances will be used at one time. Estimate the average and add 30%

Appliance	kW per Unit
A/C 6000 BTU	1,0
A/C 9000 BTU	1.5
A/C 12000 BTU	1.8
A/C 15000 BTU	2.1
A/C 18000 BTU	2.5
A/C 25000 BTU	4.0
Fan	0.1
10 lamps	1.0
Halogen Spot Light	0.5
Desktop Computer	0.5
Printer	0.4
Laptop	0.1
Voltage stabiliser	1.1
Large Photocopier	1.9
Small Photocopier	0.8
Battery Charger	0.2
Fridge	0.5
Television	0.5
Fridge Freezer	1.0
Electric Iron	1.6
Water heater	2.8
Electric Cooker/Oven	2.0
Toaster	1.0
Washing Machine	2.5
Vacuum	1.4
Kettle	2.0

#### Vehicle Insurance and National requirements

All DCA vehicles must be insured, preferably in country using a national insurance provider. Insurance should meet the minimum legal requirements, usually third-party liability only. For further information on insurance requirements contact the ProLog department in Copenhagen.

All DCA vehicles must meet the minimum requirements for licensing, insurance and certification of roadworthiness according to both local and national country law. It is the responsibility of the Country Director/ Programme Manager or their delegated staff member to ensure all vehicles comply.

### 3.4 VEHICLE EQUIPMENT AND DOCUMENTATION

All vehicles should have as a minimum the following equipment and documentation at all times for both legal and security requirements,

#### Documents

Copies of all documents required below should be kept in a file in the vehicle. All original documents should be kept in a vehicle file in the office.

- All legally required documentation (Safety Certificate, MOT, etc.)
- Insurance documentation
- Pre-departure Vehicle Checklist Annex 2.17
- Vehicle Log sheet x 2
- Staff Contact List Annex 6.07

- Driving and Vehicle Regulations
- Vehicle Defect Report
- Service and Repair Report (Including Quotations and Invoices – Office File Only)
- Vehicle Accident/ Incident Reporting Form
- Vehicle Inventory
- List of VHF and HF call signs (HMA only)

#### **Minimum Equipment**

- Standard Vehicle Tool Kit
- First Aid Kit
- Warning Triangle
- Fire Extinguisher

#### **Advanced Equipment**

- Advanced Vehicle Toolkit
- Heavy Duty Gloves for vehicles fitted with winches
- Jump Leads
- HF and VHF Radios
- 2<sup>nd</sup> Spare wheel and Tyre
- Vehicle Recovery Kit
- Hibernation Kit – Food, water, blankets, torch and batteries

All equipment in the vehicle that is non–standard including the standard toolkit and jack should be recorded on the **Vehicle Inventory Annex 2.09**. The designated driver of the vehicle should sign the inventory and a signed copy should be kept in the vehicle file with a second copy kept in the Office vehicle files.

#### **3.4.1 Vehicle, Motorbike and Generator Log sheets**

All DCA vehicles (Including DCA Rental Vehicles) **must at all times** use the DCA vehicle log sheet to facilitate accurate reports on the vehicle. **Please refer to Annex 2.03 Vehicles Log sheet, Motorbike Log sheet Annex 2.05. In addition, Generator Log Sheet Annex 2.04** Vehicle/Motorbike and Generator Log sheets are used to record information on the use made of each vehicle/motorbike/generator (use of fuel and purpose of vehicles use). Drivers/ Operators are responsible for the day-to-day completion of the log sheet and submitting on a monthly basis to the responsible for Logistics/Fleet Officer. The log sheet to be submitted at the end of the working day on the last day of the month and a new log sheet issued. Log sheets run from the 1<sup>st</sup> day to the last day of the month.

The Log sheet must record the following information:

- Location
- Team or Department
- Vehicle Registration
- Mobile/Generator No.
- Vehicle/ Generator Type
- Drivers Name
- Kms/Hrs. Last Service
- Kms/Hrs. Next Service
- Period logbooks runs from – to.
- Date
- Time
- Locations (travelling to/from)
- Purpose of trip
- Kms/ Hrs. count at beginning and end of trip/ running time
- Kms/Hrs. count when refueling
- Quantity Liters of fuel filled
- Cost of fuel received
- Name and signature of person authorising trip

- Signature of the driver/operator

The Logistics/Fleet Officer responsible for Fleet management must ensure that all authorized drivers/operators understand how to complete the log sheet and that it is up-dated on a daily basis and handed in at the end of each month.

Log sheets will be kept for at least seven years. Log sheets will then be disposed of through shredding/burning.

### 3.4.2 Vehicle Report

Vehicle / Motorcycle / Generator report must be produced on a monthly basis using the information from the following documents

- Log sheet – will supply usage, distance travelled and fuel taken
- Service and Repair Report - will supply costs for services and repairs carried out
- Fuel Stock Management Overview – will supply fuel costs and liters taken and should be cross-referenced against log sheets and fuel vouchers.

For HMA programmes the data obtained from the above reports will be entered into the **Vehicle Excel spreadsheet Admind Annex 2.11**, which will then be uploaded into Admind. Please follow instructions in Admind User Manual for uploading Annex 2.11 into Admind.

### 3.4.3 Fleet Management Report Admind

Admind will automatically produce an overall running cost for each or all vehicles which can be used as a management tool, for examining and comparing fuel consumption figures as a means of detecting poor driving standards, reliability of vehicles and the detection of fuel fraud as examples. The report will be the main source of vehicle management data and it is important that it is completed on a regular monthly basis and shared with both country programme management as well as HQ programme management.

Mobile Running Costs Single – which will produce a report on a single vehicle, covering a specific month or multiple months

Or

Mobile Running Cost All – which will produce a report on all vehicles in the fleet, covering a specific month or multiple months.

These summary reports will indicate the following data:

- Mobile No.
- Model
- Kms Start
- Kms End
- Total Kms
- Fuel in Liters
- Average Fuel Consumption per 100 Liters
- Average Fuel Cost per liter
- Fuel Costs
- Repair and Servicing Costs
- Total Costs including fuel and repair and servicing

Admind will also record the following information, which is available as a print out if required:

- Parts replaced including Part Number
- Cost of and quantity of parts replaced
- Date and Kms when parts were replaced
- Vehicle service schedule
- Last service completed

A copy of the summary report should be printed out, filed in the vehicle file on a monthly basis, and will be part of the monthly Fleet Management Report.

#### 3.4.4 Regulations for Drivers of DCA Vehicles and DCA Rental Vehicles, Annex 2.06

Any DCA staff member driving or using any type of DCA vehicle (including rental vehicles) must adhere to the following rules and regulations as a minimum. These regulations should be amended to suit the programme needs:

- Only personnel issued with DCA driving authorisation may drive a DCA vehicle. Any staff member found driving without DCA driving authorisation will be disciplined with either a written warning or dismissal.
- Drivers are responsible for daily vehicle checks before departure
- Drivers are responsible for ensuring all passengers in front and rear seats wear seatbelts where fitted. This is mandatory and the driver should not move the vehicle until all passengers are wearing seatbelts.
- Motorcyclists and passengers must wear crash helmets, gloves and strong shoes or boots. Helmets should carry a recognized safety certification.
- Vehicles should not be overloaded and weights or cargo and passenger numbers must adhere to recommended guidelines provided by vehicle manufacturer...
- Cellular Phones and handheld devices such as GPS must be operated via a hands-free system or while the vehicle is stationary. In the event the driver needs to use a mobile phone, he/she should find a safe place to park before using the phone.
- Use of HF and VHF and other related mission essential equipment vehicles will be governed by each DCA country programme policy.
- Driving under the influence of drugs or alcohol is a serious disciplinary offence, which will result in dismissal.
- Smoking and use of other tobacco products is prohibited in any DCA owned or rented vehicle.
- All vehicles should carry a First Aid Kit, vehicle fire extinguisher, 1 x-warning triangle and a copy of the necessary documents including vehicle insurance and registration.
- Use the vehicle preparation checklist to ensure all essential documents are up-to-date and equipment is in working order at all times.
- All National speed limits and traffic regulations **MUST** be followed at all times. Know and understand the national driving law and practices.
- When driving in towns, villages or inhabited areas, extreme caution **MUST** be taken. Speeds should be kept to the National speed limit or lower, when children, animals or large crowds of people are observed.
- Speeds of vehicles should be reduced to the road and weather conditions.
- Drivers should have both hands on the steering wheel when driving. Driving one handed and palming the steering wheel when manoeuvring the vehicle is not an acceptable driving technique.
- Drivers should engage low gears and utilise 4 Wheel drive when negotiating steep off road inclines and declines.
- Drivers exceeding the speed limit may be disciplined either with a verbal or written warning.
- All speeding and traffic violation fines are to be paid by the driver. DCA will not be liable for payment of the fines.
- No passengers may be carried in the back of pickups.
- No unauthorised passengers may be carried in DCA vehicles; this includes all military and other armed personnel.
- No weapons are to be carried in the vehicle.
- Driving after dark is not permitted outside of towns and cities unless in an emergency or with written authorisation of the Programme Manager.
- Travel **restrictions must be observed** in accordance with security guidelines, including restrictions on travel after dark and lone travel.



- Any DCA driver involved in an accident will report the accident immediately to their Line Manager, PM and to the Fleet Manager/ Responsible and when relevant to Local Police. **He/she will not admit liability** in any accident involving a third party until a full investigation has taken place. The responsible driver will cover any costs incurred through liability admitted by a DCA driver before an investigation has taken place.
- In the case of a vehicle accident that does not allow for the journey to continue, the driver and passengers should immediately carryout the following:
  - Take necessary measures to prevent any danger to other vehicles or traffic
  - Place a warning triangle behind the vehicle and warn other traffic.
  - Call necessary emergency services in the event of injuries to DCA staff or third parties.
  - If safe to do so extinguish any fires on or in the vehicle
  - If carrying explosive follow XXXX and DCA SOPs
  - In the event of an accident or incident, a full written Accident/ Incident Report must be submitted within 24 hours.
- Any DCA driver involved in an accident, which after investigation reveals that due care was not taken or that the accident was a result of speeding or careless driving, will be disciplined, with either a final written warning or percentage of the repair costs to be decided upon by the Programme Manager or dismissal.
- All drivers are responsible for their respective vehicles, and are responsible for the safe loading of equipment and goods and should assist with the unloading of equipment and goods.
- All drivers are responsible to ensure that Periodical Services are performed in due time. He/she must contact his/her line manager at least a week before the vehicle is due to be serviced in order for a mechanic to be arranged to perform the service.
- The driver is responsible for keeping the vehicle fully fueled. The vehicle should not be parked overnight with less than half a tank of fuel.
- The driver is responsible for keeping the vehicle clean, inside and out and reporting any mechanical issues to their line manager.
- All drivers must drive slowly when approaching checkpoints along the route and turn the radio or music off when speaking with checkpoint personnel. Interior vehicles lights should be switched on when approaching checkpoints at night.
- Ensure the vehicle is safe and secure at all times whilst in his/her custody.

### Accidents and Theft

A vehicle accident is defined as any accident involving a DCA vehicle which causes damage to the vehicle or to property, or which results injury, either to DCA staff or others.

In the event of accident, the senior manager (PM, Operational Manager, Technical Advisor or ProLog Manager) should investigate the scene of the accident immediately, if possible and safe to do so. **Vehicle Accident / Incident Report Annex 2.10.** The report and investigation should be completed as soon as possible after the accident and no later than 24 hours after the accident. Where possible, photos should be taken of the vehicle or vehicles involved, road conditions and any other evidence deemed necessary. Copies of the report should be forwarded to the PM, CD and PC in Copenhagen if required.

The accident investigation should establish the following:

- Basic facts
- Circumstances
- Potential consequences
- Underlying causes
- Corrective action to be taken

All drivers must be aware of local procedures to follow in the event of an accident as detailed in the security SOPs. Drivers should never risk their safety or the safety of staff in an attempt to avoid a vehicle being stolen.

In the event of an accident, drivers or any able staff members on the scene must follow the Regulations as above in **Annex 2.06**

### **Preventative Maintenance and Servicing of Vehicles**

Vehicle maintenance and servicing is the responsibility of the DCA programme ProLog Unit, a specific individual should be assigned to the role of Logistics/Fleet Officer.

Programme and Operational Teams should request designated drivers of vehicles to contact the Logistics/Fleet Officer for all servicing, repairs, and breakdown assistance requests. When a DCA vehicle is inoperable, the driver shall call the Logistics/Fleet Officer to arrange for towing or on-site repairs or for the transportation of the driver and any passengers to a safe location.

### **Daily Checks**

Should be carried out before starting a journey and is the responsibility of the driver. **Annex 2.02 Daily Vehicle Check**

- Fuel- Fuel tank full, sufficient for the planned journey, or based on Operational SOPs. Jerry cans for fuel if necessary.
- No discernible fuel leaks.
- Engine Oil -Oil level at, or just below, full level with vehicle on level ground
- Coolant- between minimum and maximum marks in the expansion tank.
- Screen washer fluid topped up.
- Battery- connections and holding bracket(s) are secure
- Lights -All lights and indicators function, including interior lights
- Tyres and Rims -Wheel nuts. Tyre pressure, tread depth, tyre damage, especially sidewalls, uneven wear. Spare tyre(s).
- Horn - Working
- Tools and Equipment -Jack, wheel spanner, first aid kit, seat belts, small tool kit, essential spares (e.g. fan belt), shovel, tow rope, cargo straps, warning triangles, etc.
- Hydraulic brake fluid and clutch fluid; Brakes and clutch work
- Doors can be locked. Windows are clean and can be opened and closed. Wipers and washers work.
- Required copies of vehicle documents are in the vehicle or with the driver
- Oil pressure and battery charging lights come on when ignition switch turned on but go off when engine running

Daily checks and knowledge of the vehicle's maintenance history will enable the driver to alert the Fleet/ Logistics Officer to alert the workshop or Service Supplier of problems early, using the **Vehicle Defects/Faults Report Annex 2.08** and have timely repairs or adjustments performed.

The exterior of the vehicles and engine bay should be washed and, the interior and the windows cleaned as often as required. The DCA facility may not have the capacity to wash vehicles. In this case, commercial car washes can be used to perform this service.

### **Servicing and Maintenance**

It is the responsibility of the Logistics/Fleet Officer with input from the designated drivers to ensure that vehicles are regularly serviced within the designated service period for the vehicle as recommended by the manufacturer.

The next service period for all vehicle should be entered on the Vehicle Log sheet and a sticker should be placed on the dashboard in view of the driver stating the next service period.

In programmes with large vehicle fleets, it is recommended that a vehicle service board is kept updated with the next scheduled maintenance in the ProLog Office. Planning and co-ordination of vehicle usage and servicing can be carried out based on the service interval.

**Vehicle/Motorbike/Generator Monthly Repair and Service Costs Annex 2.07** – All servicing and repair costs should be recorded on this document when itemised quotations and invoices are not supplied by the local workshop or supplier. Where DCA has its own mechanic in the programme, the mechanic or Logistics/Fleet Officer should complete this document with all parts, lubricants and works carried out on the vehicle to be entered into the vehicle excel spreadsheet in Admind. All vehicles operated remotely and not directly supervised by the Logistics/Fleet Officer must complete this document for all works and services carried out on a monthly basis. The document should be returned at the end of each month to the Logistics/ Fleet Officer.

Where climatic or geographical conditions are more severe, the service intervals should be reduced.

Recommended service intervals for a Toyota Landcruiser or Hilux for various conditions:

- Good conditions – Tarmac main roads, good secondary roads, 4 WD only used occasionally, average speeds 70-80kmh, good quality oil, fuel and lubricants : **Service every 5000 kms**
- Poor conditions – Driving on potholed tarmac, secondary roads and tracks with mud, dust, corrugations, ruts and potholes with deep water, high frequency of 4 WD use, average speeds of less than 50 kmh, medium quality, oil, fuels and lubricants. **Service every 3000 kms.**
- Very poor conditions – rough tracks and terrain, heavy mud, dust ruts and deep-water, 4WD use very high frequency, speeds very slow with frequent use of low gears, poor quality of oils, fuels and lubricants. **Service every 2000 kms.**

Recommended service intervals for a 12-100 KVA generator

- Good conditions – temperate climate, little dust -good quality oil, fuel and lubricants : **Service every 500 hrs**
- Poor conditions – tropical climate, high temperatures, dusty and sandy- medium quality, oil, fuels and lubricants. **Service every 250 hrs.**
- Very poor conditions – tropical climate, high temperatures, dusty and sandy- low quality of oils, fuels and lubricants. **Service every 150 – 200 hrs.**

Servicing can be carried out by a DCA mechanic and workshop, commercial workshops or other INGOs workshops.

#### Example of a 2000/3000/5000kms Service Schedule for a Toyota Landcruiser

Owner		Plate	
Date in	Make Model		Vin No
KM	Mechanic		Completed
Item	Task		Y/N
1	Check all lights		
2	Check dashboard lights and controls		
3	Check function of wipers and condition of wiper blades		
4	Check & fill washer fluid		
5	Check operation of screen washers		
6	Check function of hand brake		
7	Check function of foot brake		
8	Check operation of all door locks lubricate as necessary		
9	Lubricate door hinges		
10	Check battery terminals for security/damage		
11	Check battery for terminal wear/damage		

12	Check battery tray & clamps for wear/security	
13	Check condition/adjustment of engine drive belts	
14	Check condition of pulleys and belt idlers/adjusters	
15	Check all fluid levels in engine bay	
16	Check for water/fuel or fluid leaks	
17	Change engine oil	
18	Change engine oil filter	
19	Check air filter, clean or replace as required	
21	Change Fuel Filter	
22	Check radiator security/damage	
23	Check all air and water hoses for damage / security	
24	Check for transmission oil leaks	
25	Check transmission drive lines for wear/security	
26	Visual check of brake pads and linings	
27	Visual check of hubs for leakage	
28	Jack up front & rear axle and check swivel bearings/wheel bearings for play and wear	
29	Check all tie rod ends for wear/security	
30	Check tyres for wear/cuts/ Correct pressure	
31	Tighten wheels to correct torque	
32	Check f/tyres for uneven wear. Check alignment if uneven	
33	If front tyre wear is uneven check alignment	
34	Check wheel alignment if steering tie rods have been disturbed/replaced	
35	Grease all lubrication points	
36	Wash and clean the vehicle	

### Selecting a Commercial Vehicle Workshop or Operating a DCA Workshop

Setting up a DCA workshop requires a high initial investment and is only cost effective for large fleets (more than 10 vehicles) or where reliable servicing is not available.

For a small operation (10 vehicles or less), an experienced mechanic with a well-stocked toolkit and additional specialized equipment, should be sufficient to carry out minor and medium repairs.

When selecting a commercial vehicle workshop/supplier the following criteria should be taken into account:

- Is the supplier a genuine Toyota or other brand of vehicle Authorised Dealer
- Is the company Tax-Registered
- Are the mechanics and workshop manager accredited mechanics with qualifications, can they produce certification.
- Are other INGOs, Government authorities, local commercial companies using the workshop
- Does the workshop have insurance against third party damage, liability insurance
- Is the workshop well organized and clean, hard surfaces to work on, covered areas for protection from rain, sun and dust
- Do workshop mechanics have overalls and safety equipment such as boots, safety glasses etc.

- Does the workshop have good quality operational equipment (hoists, pits, jacks, tyre fitting equipment, workshop tools, welding equipment etc.?)
- Security of the workshop premises
- Spare parts stock of the workshop – availability of spares, genuine spares for vehicle type being operated by DCA
- Is the workshop willing to use spare parts from the DCA stock
- Does the workshop have stock of good quality lubricants
- Does the workshop give a guarantee on spare parts and work carried out...?
- Does the workshop give itemized quotations and itemized invoices
- Distance from office or operational area
- Will the workshop carry out emergency repairs and be available to carry out roadside maintenance.

### 3.5 SPARES PARTS AND LUBRICANTS

Setting up a spare parts and lubricants store may require a high initial investment, both in the cost of the parts and lubricants as well as the costs of a secure unit and racking.

If the programme has a large fleet and spares are difficult to purchase locally and need to be imported, it may be pertinent to establish a spare parts store to reduce lead times. Ensure that spares are genuine and to ensure that the fleet remains operational.

A stock of spare parts and lubricants is only of use when a trained mechanic employed by DCA can fit the parts or when a local workshop has agreed to fit the parts during vehicle servicing.

#### **Purchasing Spare Parts:**

When purchasing spare parts, it is important to ensure the following considerations are taken into account:

- Correct part numbers and specifications should be supplied either to the supplier or to the DCA ProLog department. Part numbers should be taken from the old part or from the manufacturer's catalogue.
- The vehicle make, model, VIN (Vehicle Identification Number) and year of manufacture should be supplied.
- Ensure that where possible genuine parts are purchased and supplied to the programme. There are many non-genuine parts in circulation, fitting of these parts to vehicles may cause serious damage to the vehicle or premature wear in the case of brake pads, brake shoes, bearings, shock absorbers, etc.
- When purchasing spare parts ensure that there are sufficient stocks of fast moving consumables (oil, air and fuel filters, brake shoes and pads, timing belts etc.) and that slow moving parts especially those that are infrequently changed or replaced are not overstocked (gearboxes, differentials, prop shafts, fuel pumps, starter motors etc.)

#### **Storage of Spare Parts and Lubricants**

Ensure that the same procedures that apply to stock management applies to spare parts and lubricants

- Spare parts and lubricants should not be controlled by the DCA mechanic if there is one in place
- Where possible store spare parts separately from operational equipment and other programme equipment
- Spare parts are usually high value and should be stored securely with regular inventories carried out.
- Lubricants are flammable and should be stored accordingly

**Fuel Storage**

Where fuel supplies are not readily available or fuel supplies are intermittent fuel stocks should be put in place to ensure sufficient fuel is available for the fleet operations.

Ensure that fuel storage is well managed and controlled and that the same procedures that apply to stock management applies to fuel. Diesel, petrol, gas and kerosene must be stored securely to reduce the risk of theft and storage should take into account Health and Safety issues relating to both the risks of fire and explosion hazards and the risk to staff handling the fuel.

Methods of storage and delivery of fuel:

- Ensure a clean storage area, to reduce risk of fire and fuel contamination
- Ensure petrol is stored separately from diesel and clearly marked to reduce the risk of fuel becoming mixed up with the wrong fuel being delivered to vehicles
- Petrol is highly inflammable and should be stored away from residential buildings in compounds.
- Ensure No Smoking signs are clearly displayed
- Store in metal 200 Liter drums or in purpose-built fuel tanks
- Tanks should be vented with breather pipes and taps should be locked.
- Shade tanks and barrels to reduce evaporation and to protect from sun
- When delivering fuel use a metered pump preferably with an inline fuel filter to reduce water and other contamination.
- Ensure storage areas are secured with fencing and lockable gates
- Ensure sufficient fire prevention systems are in place, sand buckets and fire extinguishers.

When issuing fuel from DCA fuel stocks a Fuel Request Voucher Annex 2.12 should be used.

All fuel issued from DCA stocks and issued by service/fuel stations that do not send a monthly itemised bill should be recorded on the Fuel Stocks and Management Overview **Annex 2.13**

### 3.6 FLEET MANAGEMENT ADMINISTRATION

All files should be put in place for each individual vehicle/motorcycle/generator in the programme and be kept in the ProLog office Filing system. The file should contain the following documentation:

- Completed monthly log sheets
- Copies of all service and maintenance documentation including invoices and quotations.
- Copies of insurance, safety certificates
- Copy of the registration documents
- Copy of the vehicle inventory

### 3.6.1 Fleet Management Documentation

Annexes	How to Apply	Comments
2.01 – Driving Test Daily Checks and Wheel Change	To be applied as part of the test for new drivers.	Mandatory for HMA Programmes
2.02 – Daily Vehicle Checs	To be applied to all DCA vehicles prior to drivers starting vehicles on a daily basis.	Mandatory for HMA Programmes
2.03 – Vehicles Log Sheet	To be completed for all DCA vehicles (including rental) and is a record of all fuel received and kms driven on a monthly basis. Information to be entered monthly into Admind	Mandatory for HMA Programmes
2.04 - Generator Log Sheet	To be applied to all DCA generators, used to record information on their use, records all fuel received and hours operated on a monthly basis.	Mandatory for HMA Programmes
2.05 – Motorbike Log Sheets	Motorbike Log sheet used to record information on use of DCA motorbikes and is a record of all fuel received and kms driven on a monthly basis.	Mandatory for HMA Programmes
2.06 – HMA Driving and Vehicle Regulations	Regulations for driving and vehicle use, needs to be adapted to individual country programmes and signed by all drivers.	Mandatory for HMA Programmes
2.07 – Vehicle/Motorbike/Generator Monthly Repair and Service Costs	To be completed for all vehicles, motorbikes and generators to record all service and maintenance carried out on a monthly basis.	Mandatory for HMA Programmes
2.08 – Vehicle Defects/Faults Report	To be completed for all defects on vehicle and sent to Logistics/Fleet Officer to send to Mechanic/Workshop/Service Provider	Mandatory for HMA Programmes
2.09 – Vehicle Inventory	To be completed for all equipment in the vehicle and signed by designated driver.	Mandatory for HMA Programmes
2.10 – Vehicle Accident/Incident Report	To be completed to record any accident or incident relating to the vehicle.	Mandatory for HMA Programmes
2.11 – Admind Vehicle Excel Spreadsheet Template (HMA)	An individual spreadsheet for each vehicle, generator, motorbike etc. that records, driving, fuel, service and maintenance data that can be uploaded into Admind	Mandatory for HMA Programmes
2.12 - Fuel Request Voucher	To be completed for all diesel and petrol taken from stocks	Mandatory for HMA Programmes
2-13 – Fuel Stocks and Management Overview	To be completed for all fuel delivered or issued from stock and fuel received from filling stations. Diesel and Petrol	Mandatory for HMA Programmes
2.14 – Vehicle Rental Contract with Driver	To be completed when renting a vehicle with a driver in conjunction with a Purchase Order.	Mandatory for HMA Programmes
2.15- Vehicle Rental Contract without Driver	To be completed when renting a vehicle without a driver in conjunction with a Supply Contract	Mandatory for HMA Programmes
2.16 – Vehicle Register Admind (HMA)	To be completed with details of all vehicles, motorbikes and generators in programme, including long-term rental vehicles and uploaded into Admind.	Mandatory for HMA Programmes
2.17 – Pre Departure Vehicle Checklist	To be checked when carrying out vehicle movements outside of city limits involving base to base long distance travel	Mandatory for HMA Programmes
2.18 – Boat Log Sheet	To be completed for all DCA boats powered by engines	Mandatory for HMA Programmes

## 4 THE PROLOG / LOGISTICS OFFICER

The primary function of the ProLog/Logistics Officer is to provide logistical support to DCA operations both at the C O /coordination office level as well as on the ground in different locations within the specific country. Teamwork and the ability to follow directives are necessary for success within this position since providing logistical support to field staff and programme administration is a daily responsibility of the ProLog/ Logistics Officer. The ProLog/ Logistics Officer is responsible for coordinating and managing, inventory and asset management, stock management, fleet management and transportation of both personnel and supplies. Procurement related activities and the training and capacity building of other logistical and DCA programme staff in DCA Logistics policies and procedures may also be part of the role dependent on the size of the country programme.

In smaller programmes, it may be the case that the ProLog/ Logistics Officer is the sole responsible for ProLogs and will be responsible for all day-to-day procurement and logistics. In larger programmes, it may be the case that there are dedicated positions for Logistics Officers, Fleet Officers, Procurement Officers and Warehouse Officers/ Store persons. A person in this position requires the ability to be well organized, flexible, a problem solver and have exemplary communication skills. Technical knowledge, attention to detail and a hand on approach are also valuable skills for this position. Daily schedules vary widely, and work activities are diverse.

The Logistics Unit and ProLog /Logistics Officer may be required to cover part or all of the responsibilities listed below:

### **Procurement**

- Play an active role in logistics and procurement of emergency items
- When required, give feedback on prices
- Undertake procurement of administrative property and various kinds of expendable supplies necessary for the smooth functioning of the DCA office by foreseeing needs, proposing solutions and conducting tendering procedures
- Ensure that all purchases are completed on time
- Be ready to prepare Project Bid Advertisements, Bidding Documents, Evaluation Reports, Requests for Proposals for Consulting Services, Draft Contracts and all other procurement cycle activity documents.
- Assist in the formulation, development and periodic update of the Procurement Plan
- Provide procurement related information and assist in updating the Annual Work Plan, Progress Reports and Interim Financial Reports
- Be fully familiarized with DCA's Procurement Rules and Regulations
- Implement and manage all types of tender procedures, obtain quotations, place orders/contracts with suppliers/candidates as per DCA Procurement Manual
- Ensure that the DCA Procurement Manual Policy and procedures are being followed
- Maintain robust and transparent procurement records to comply with DCA procurement and financial regulations

### **Asset and Inventory Management**

- Ensure that all assets and inventory items necessary for the smooth functioning of DCA operations are secure, properly managed and maintained on a regular basis.
- Ensure all DCA documentation and policies and procedures are followed and ensure training is carried out with all staff using documentation.
- Ensure all assets are properly secured
- Submit monthly Asset and Inventory Overviews. HMA to update monthly in Admind.



**Stock Management**

- Ensure that all stocks and inventory items are managed safely and securely in stores and warehouses.
- Ensure stocks are issued and distributed in a timely manner and the stocks do not fall below minimum required levels.
- Ensure all DCA documentation and policies and procedures are followed and ensure training is carried out with all staff using documentation.
- Submit Monthly Stock Reports. HMA to update monthly in Admind.

**Fleet Management**

- Ensure that the vehicle fleet and generators are regularly maintained and that all vehicles and generators are operational.
- Ensure stocks of spare parts are managed effectively.
- Ensure vehicle and fuel use is recorded and reported.
- Ensure all DCA documentation and policies and procedures are followed and ensure training is carried out with all staff using documentation.
- Submit monthly Fleet Management Reports. HMA to update monthly in Admind.

**Customs Clearance and Importation of Goods and Supplies**

- Apply for and obtain tax/duty exemption from line ministries and customs
- Be able to clear goods from customs and prepare the relevant documents on time

**Administration and Reporting**

- Travel to the field and ensure that all DCA logistics related policies and procedures are being followed.
- Maintain the filing of documents concerning logistical and procurement matters according to the DCA filing structure
- Ensure that logistics on the ground is functioning smoothly
- When necessary/appropriate, make sure that DCA CO is updated on a monthly basis on the balance of goods shipped to the field
- Assists DCA HMA in the follow-up of inventory (physical inventory, registration, monthly reports)

## 5 TRANSPORTATION AND DISTRIBUTION PLANNING

Transportation can be defined as the means and equipment necessary for the movement of passengers or goods. Transportation Planning (TP) requires information, development of plans and policies, and recommended actions to best serve DCA's current and future transportation needs. The aim is to provide a safe, reliable, efficient, operation-focused transportation system that supports all modes of travel and promotes smart growth principles.

In some programme countries, local transportation is compromised by poor road and vehicle conditions, lack of quality land and air cargo/passenger companies. In some locations, travelling by road is impossible during rainy seasons or other harsh weather. Therefore, when planning procurement and receipt of goods, the Logistics Unit must be aware of all possible transportation options as well as the prevailing conditions, which are likely to make transport difficult or impossible.

Operations strategies that improve how efficiently people and goods move can often be implemented relatively quickly and economically.

There are various types of transportation modes:

- Groupage transport - Combining cargo from more than one supplier or owner. Also referred to as LCL (Less than Container Load)
- Truck transport
- Rail transport
- Container – ocean/sea transport
- Air transport
- Bulk

**Intelligent self-organised transport:** Intelligent self-organised transport is arranged on a needs basis by a variety of staff in all locations. The absence of a centralised transport management system calls for real-time practical solutions. Self-organised transport only requires staff being able to communicate with each other face to face or by phone/radio. DCA staff should only use official vehicles, and when this is not possible, the ProLog Officer should be responsible for the organisation of appropriate commercial transport.

Before departure, make sure that you inform the destination staff and that you maintain continuous communication with the base. If the journey is authorised, ensure that you get the latest security updates from your Security Focal Point or relevant authorities.

Make sure that your vehicle is in good mechanical condition and has all the necessary tools and equipment that a vehicle requires prior to travel. Please refer to **Annex 2.17 for a Pre-Departure Vehicle Checklist** form. If a long journey is planned, especially in sparsely populated areas, travel in a convoy.

**NOTE:** It is vital to know the route you will use to reach your destination. If you are unsure, please make sure to use an updated map and get the latest updates from Mine Action Authority on the mine locations in the area. If you are still uncertain of the route and cannot get any reliable updates, postpone your trip.

### 5.1.1 Dispatch and Distribution of Stock

Before dispatching stock, be aware of what is to be transported to where. Be sure to prepare the required paperwork, load the goods correctly and to plan how the goods are to be offloaded at the receiving point. Not all locations have the same options and/or manpower to offload. Informing of the Estimated Time of Arrival (ETA) of the cargo is very important to enable the recipients to plan and prepare themselves and the store for receipt of the goods.

It is important that distribution (especially of Food Aid) is heavily controlled, and that there is a strict and careful planning process. The following issues should be taken into consideration:

- Maximum number of people that can receive the goods in one day?
- How many people per distribution team and how many teams?
- Have the distribution teams received adequate training?
- How will the stock be transported?
- Will the communities assist in unloading?
- How will you ensure that the distribution is orderly and safe?
- If the distribution will last more than one day, where will the stock be stored?
- For food commodities, how should each item be measured?
- What can go wrong, and how should potential challenges be handled?
- Remember: No guns are allowed at any time.
- Start early in the day to allow both the beneficiaries and the distribution teams to get home before dark.
- The individual's right to life with dignity should not be compromised during the process.
- Ensure the communities are fully informed of all aspects of the plan.
- Consult the local authorities who can:
  - Provide the distribution location
  - Share information with beneficiaries so that the correct recipients attend on the correct day
  - Assist with unloading
  - Assist in keeping order and security
  - Assist in identifying genuine versus fake beneficiaries

Please refer to the **Weekly Report (Distribution + Report) (Annex 5.01)**, **Monthly Distribution Report (Annex 5.02)** and **Distribution Sheet (Annex 5.03)**.

The Logistics Unit is responsible for transport, handling, storage and control of goods and equipment including Customs Clearance and VAT/Tax exemption, where applicable.

In order to move and/or handle goods in logistics operations, the responsible staff should establish the following essential information:

- **Identify the goods to be moved / handled:**  
Establish type, colour, quantity, size, weight, etc., of the goods concerned.
- **Use suitable handling methods to move the goods safely and correctly:**  
Correct lifting and handling techniques should be applied to all goods to be moved manually. Safe working systems/organisational procedures should be applied to goods being moved by mechanical or automated means.
- **Position and set down the goods in the required location:**  
Positioning and setting down should be carried out safely and without causing damage to goods, equipment or environment.
- **Place the goods so that they can be easily identified and accessed:**  
Identification could be, for example, by colour codes, bar codes, labelling, etc.

**Transportation and Distribution Planning Documents**

<b>Annexes</b>	<b>How to Apply</b>	<b>Comments</b>
5.01 – Weekly Report (Distribution + Report)	Complete this form on weekly basis (soft copy) and send to Programme Officer and Programme Coordinator	Mandatory for any distribution that happens In Refugee camps, IDP Camps, Various Communities, etc.
5.02 – Monthly Distribution Report	Complete summary of all Monthly Distribution (for one month only) and share with Senior Management and Back donor if required	Mandatory for any distribution that happens In Refugee camps, IDP Camps, Various Communities, etc.
5.03 – Distribution Sheet	Complete this form on daily basis when distributions are happening- Keep hard copies and insert later the same information on your electronic copy in your computer.	Mandatory for all distributions of all kinds happening in the Field, Communities, IDP and Refugee camps, etc
5.04 – Loss Report	Complete this form for any Lost or damaged goods or supplies and the details of how it happened and share it with your line manager/supervisor and if applicable with your back donor as well.	Mandatory for all distributions of all kinds happening in the Field, Communities, IDP and Refugee camps, etc

## 6 EQUIPMENT

Equipment users are required to:

- Ensure equipment is maintained
- Ensure equipment is never left unattended and is stored in a secure location
- Ensure that equipment is only used for official DCA purposes
- Ensure that equipment is only used by DCA employees
- Ensure that equipment is used for the purpose for which it is designed and in the manner for which it is intended
- Follow correct procedures to protect against the installation of unlicensed or malicious software (avoid opening email attachments from unknown sources)

It is the responsibility of the units to:

- Ensure that all employees are aware of all policies related to the use of all DCA equipment or resources
- Monitor usage of equipment and resources, where necessary

### Equipment Request

Equipment requests fall into three categories:

1. Equipment that already exists as a fixed asset or inventory item within the supply system
2. Equipment to be purchased from in country suppliers.
3. Equipment to be purchased from outside of the country through Copenhagen ProLog Unit or through International ProLog Officers.

To initiate category 1, the requestor completes the **Stock Request (Annex 4.05)**. See the step-by-step process in The Warehouse and Stock Management section of the manual.

To initiate category 2, the requestor completes the **Purchase Request Form (HMA) (Annex 3.02)**. The requestor needs to ensure that the item(s) to be purchased have been planned and budgeted for within a project/office plan or Procurement Plan. The requestor should ensure that sufficient detail is entered into the item description column along with all other technical specifications that are relevant to procurement. E.g. model, spare part code, brand, production year, serial number, etc.

The requestor should complete the Project and Task number columns, on the Purchase Request Form, as well as Unit, Quantity, Currency, Estimated Unit Cost and Estimated Total Cost. The requestor should obtain information from the Country ProLog and Finance Office if they are unsure of Unit Costs or Project and Task numbers.

When the Purchase Request Form is completed, it needs to be approved by the Unit Manager, the ProLog Staff Member then signs that the form has been received and the Finance Manager / Office Support Manager signs to approve that the items are budgeted for. For HMA programmes, the Programme Manager is required to authorise all purchases or expenditure over 1000 USD by signing the authorisation box on the form.

The ProLog Officer is responsible for ensuring that all forms are fully completed and signed and for entering the sequential PRF number on the form. All completed Purchase Request Forms are to be entered into the **Purchase Request Form Tracking (Annex 3.01)**.

Once the items have been purchased, the Actual Cost should be written for each item in the Actual Cost column. The completed PRF should then be filled in the Donor Procurement File.

To initiate category 3 complete the **Internal DCA Order Form (Annex 3.04)**. A completed signed copy of this document should be scanned through to the Copenhagen ProLog Unit.

To satisfy the requirements of the operational teams and to promote confidence in the supply system, equipment is to be issued only after the receipt of a Stock Request Form and a pre-issue inspection that ensures the equipment is:

- In a clean and serviceable condition.
- Complete with all sub-items and expendable materials to function correctly (manuals, cases, cables, batteries, chargers, etc.).
- Correctly packed for transport to prevent damage.

### Repairs TO Equipment

When repairs to equipment are required, a formal request for repairs needs to be completed by the User **Equipment Repair Form (Annex 1.06)** a list of all faults or damage to the equipment should be entered into the Equipment Repair Form along with details of Brand, Model, Year of Manufacture and Serial Number.

The ProLog Office will inspect the equipment and where possible will have the equipment repaired in country by a qualified technician or authorised service provider or supplier. Equipment that has been purchased through Copenhagen HQ such as Laptops and Detectors that cannot be repaired in country will either be sent back to Copenhagen HQ for repairs or be sent back directly to the supplier from whom the items were purchased for repair or replacement.

The in-country Finance Unit will be informed of the estimated cost of the repair, exchange or replacement of the equipment, to ensure funding is available prior to any decision or actions taking place. The ProLog Office will inform the user of the timeframe as to when the User is likely to receive the repaired equipment. If the equipment is not repairable, the ProLog Office will notify the User of what action is to be taken regarding replacement of the equipment. A decision on purchasing replacement equipment will need to be based on the availability of funding.

### Equipment related Documents

Annexes	How to Apply	Comments
1.06 – Equipment Repair Form	Complete for all equipment repairs and send to supplier with equipment for repair	Mandatory for HMA Programmes
3.02 – Purchase Request Form (HMA)	The initial document to be completed for any procurement of goods or services.	Mandatory for HMA Programmes
3.01 – Purchase Request Form Tracking (HMA)	All Purchase Requests to be entered into this document and sent out as a monthly report.	Mandatory for HMA Programmes
3.04 – Internal DCA Order Form	To be completed for all procurement required to be carried out through the Copenhagen ProLog Unit	Mandatory for HMA Programmes

## 7 INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

Effective communications linkages between operational and support staff, operational bases, field offices and headquarters are an essential requirement to run and maintain successful programme activities. Planning and assessing communication needs and strategy should be carried out in conjunction with the programme teams and should be carried out well in advance, of the commencement of programme activities.

Sourcing the correct type of communications equipment for the programme needs to be based on both local and international availability as well as National Government ICT rules and regulations for both the import and use of ICT equipment in country. National Governments may impose expensive registration charges per unit of communications equipment. Always check rules and regulations prior to purchasing equipment. The selection criteria should at a minimum allow for:

- Compatibility with other systems used by Aid Agencies, UN and Government agencies.
- Capability to communicate locally and internationally.
- Security requirements
- Standalone equipment that does not rely solely on local or national infrastructures.
- Equipment that is suitable for the proposed and for both climatic and geographic locations.

### Communications in Insecure Environments

There are some key points to remember about managing communications in insecure environments:

It is good practice, in insecure situations, for staff to have two independent means of communication (e.g. radio and satellite phone), so that if one fails communications will still be possible.

Avoid dependency on mobile phones only. Use of mobiles is fine, however in a crisis a cellular telephone system is particularly vulnerable to becoming over-loaded, damaged or switched off by the provider or the government.

Remember that no telecommunications are fully secure and government agencies, other security services and other players may monitor that information passed over systems. Care should be taken when sending sensitive information over all telecommunication systems.

### ICT Procedures

Ensure that:

- Required licenses, permits and written approvals are obtained before using any ICT equipment.
- ICT equipment is properly installed and programmed by a designated staff member, other agencies or external service providers
- ICT equipment is maintained, upgraded and tested on a regular basis
- All ICT equipment is registered and tracked on the asset overview
- An updated list of all phone numbers of staff and relevant agencies call signs and channel numbers are made available.
- DCA Country Office IT Policy is followed and all staff are aware of the policy.

### ICT equipment types used in the field may include:

- Local Internet Service Providers
- Satellite Communications – VSAT, BGAN, Thuraya, Iridium, Inmarsat
- Telephone Networks
- Radios Equipment HF(High Frequency) and VHF (Very High Frequency)

**Local Internet Service Providers (ISP)**

This is a company that provides internet services, including personal and business access to the internet. For a monthly fee, the service provider usually provides a software package, username, password and access phone number. Equipped with a modem you can then log on to the internet and browse the World Wide Web and USENET, and send and receive e-mail. For broadband access, you typically receive the broadband modem hardware or pay a monthly fee for the equipment that is added to your ISP account billing. In addition to serving individuals, ISPs also serve large company's networks to the Internet. ISPs themselves are connected to one another through Network Access Points (NAPPs). ISPs may also be called IAPs (Internet Access Providers) Initial set up cost and monthly running costs should be substantially lower than for the VSAT.

**Satellite Communications**

Satellite communications have extended the reach of aid agencies communications in the field, particularly as fixed and running costs have reduced. Satellite technology develops quickly and new solutions are appearing all the time.

**Very Small Aperture Terminal (VSAT)**

VSAT is a satellite ground station technology characterised by a relatively small satellite dish (less than 3m). There are a number of VSAT providers, generally operating on a regional basis. VSAT is increasingly used as a means of delivering broadband internet access to remote or rural locations that cannot get reliable internet access through local providers

This is a satellite communications system that serves users and needs a box that interfaces between the user's computer and an outside antenna with a transceiver. The transceiver receives or sends a signal to a satellite transponder in orbit. The satellite sends and receives signals from an earth station computer that acts as a hub for the system. Each end user is interconnected with the hub station via the satellite. For one end user to communicate with another, each transmission has to first go to the hub station, which retransmits it via the satellite to the other end user's VSAT. VSAT handles data, voice and video signals.

This equipment is appropriate for an established office in locations where other conventional means of connectivity are either not available or of very poor quality.

The cost of installation will vary from country to country, but an average installation cost is between USD 500 - 700, Hardware costs are between USD 4500 -5000, with a monthly connectivity cost of USD 800 -1000 per month. Costs for monthly connectivity will vary with number of users and bandwidth required.

**Thuraya** is a regional satellite service serving Europe, Africa and the Middle East working through authorised service providers. Thuraya handsets are popular with aid agencies because they are highly portable and have a dual mode that enables them to use both the Thuraya network and GSM mobile networks that have an agreement with Thuraya. Thurayas can also be used for data connectivity, although this is more costly and bandwidth is poor.

**Inmarsat** is an international telecommunications company that provides a range of satellite communications services. A system in use by aid agencies is the BGAN (Broadband Global Area Network) a mobile satellite service that connects to a laptop and provide internet access. BGANs are portable, reliable and offer good voice and data connections but are expensive to operate.

**Iridium** is an international company managing a global satellite network that handles voice and data communications via handheld units.

**Satellite Phone Procedures**

- **Satellite Phone Call Overview (Annex 6.01)** should be completed after all phone calls are made.
- Training should be carried out with all personnel using satellite phones prior to items being issued.
- Credit on satellite phones should be checked when issued.
- Batteries and chargers should be checked when issued.



- Asset Contracts should be issued when satellite phones are issued.

### **Telephone Networks**

Telephone networks are usually run by the government, or commercial vendors under licence from the government.

Fixed line networks are the most traditional of communication solutions, operating over a public network through metal wire or fibre optic. As well as voice communication, internet access is commonly provided through the same lines, either via a dial – up connection or on a dedicated line. Landlines are more reliable and cheaper to run than mobile communications although more expensive to install and maintain.

Mobile or cellular networks have expanded massively over the past decade, which has enabled developing countries to avoid fixed line networks. This is partly a question of the lower cost of setting up cell networks but also of their portability and flexibility, which included the capacity to transmit data. Mobile telephones transmit over electromagnetic waves through a network of fixed base stations or cells.

### **Radio Equipment**

Radio communications are still a key part of aid agencies communications, particularly in insecure environments. In an emergency response, radio communications are managed either by aid agencies or more frequently by the UN on behalf of the aid agency community. Licences for radio communications are usually issued by national governments, which may set restrictions on import and use.

### **High Frequency (HF)**

High Frequency (or short wave) is used for medium and long-range communications. HF radio waves are bounced from the lower atmosphere, so the longer the range of HF is offset by its vulnerability to atmospheric conditions, which can affect both transmission and reception. HF is relatively complex to set up and maintain and requires specialist knowledge, but its advantages include connecting to telephone networks and station to station calling. HF radios are usually either vehicle radios or base stations, with a range of several hundred kilometres or more. Codan is the standard HF system used by aid agencies and the UN.

### **Very High Frequency (VHF)**

VHF radio equipment has a more limited range than HF since it relies on line of sight; however, it is more reliable and less influenced by climatic conditions. The range of VHF can be increased by the use of repeater stations at strategic locations (normally on an elevation such as a hill or a tall building) where two VHF stations are visible for the repeater but not to each other.

VHF is generally used for voice communication, and requires less technical knowledge and expertise than HF to set up and manage. VHF radios are usually hand-held (typical range 2-5 km), mobile or vehicle mounted (up to a 20km range), or base stations with a roof mounted antenna (up to 50km range). Common brands used by aid agencies are Motorola, Icom and Yaesu.

#### **Simplex and Duplex VHF Radio**

Simplex means both stations use the same frequency for transmitting and receiving. Duplex is where there is a third station, a repeater station. It receives the incoming signal and simultaneously retransmits it on a different frequency. Duplex uses two frequencies, one to transmit and another to receive.

The advantage of using hand-held VHF radios are that they are compact and easily carried is that amongst others is that the hand-held radio gives the possibility to issue a number of staff with a portable radio. In addition, it makes it possible to issue two-way radio contact for staff residing in places with security concerns, thus being able to make contact 24 hours a day, if necessary.

VHF and HF radio equipment will often need programming by the UN (usually WFP) who will issue and programme frequencies, Cell call numbers and Call signs.

It is of the utmost importance that radio communication takes place according to internationally agreed procedures. Since safety and security guidelines should be followed at all times, please refer to your local SOP for Communication Procedures.

All staff operating radio equipment, as well as staff who might find themselves in a situation where they may have to conduct radio communication should be well trained in these procedures. A once-off lesson and a written hand-out is not enough. Role-play training should be conducted until such a time, as employees are fully familiar and confident with the use of the radio equipment and the correct communication procedures. Similarly, radio equipment users must be fully proficient in English which is the common language used for radio communication.

In addition to the above, employees operating the programme's radio base station should be trained in all procedures pertaining to any accident or incident, which their travelling colleagues may report on. In cases of emergency or reports of other issues, which need to be communicated immediately, they must be able to reach the PM or other management staff at all times and be aware of which local authorities and/or UN organizations, etc., to contact.

Each agency using radio communication must have its own agency call sign and based on this, each staff member/each job position will be assigned a call sign. If there is a UN presence in the country, usually (WFP) it will assign call signs, sell call numbers, issue frequencies and programme equipment for all agencies using radio communication. If this is not the case, agencies using radio communication would coordinate call signs amongst themselves or have call signs assigned by the authorities.

The call signs issued by UN agencies are often complicated and in areas where the UN may not be present, it may be possible to use a simpler procedure with for instance using an abbreviation of the agency's name, e.g. DCA Delta Charlie Alpha. The PM could be Delta Charlie Alpha 1. If a large number of staff members are in possession of radios, a system of units could be used, e.g. calling the Logistics Unit Manager Delta Charlie Alpha 3.1 and his/her next in command Delta Charlie Alpha 3.2, and so forth.

#### **HF and VHF Radio Procedures**

- Communications via HF and or VHF radios should be in English
- Prowords and phonetics must be used in multilingual environments to minimize miscommunication.
- Radio Operators should be recruited where the programme is highly dependent on HF and VHF radio communications.
- **Daily Radio and Communication Log Sheet (Annex 6.02)** should be put in place to record incoming and outgoing calls.
- Establish a country Radio Protocol/ Policy and ensure all users of radio equipment have appropriate training.
- Ensure copies of all permits for radio equipment are available in vehicles.
- Only use assigned and unique call signs to identify staff members, vehicles and locations on the radio.
- Use Annex 6.08 HF and VHF Call Signs and Frequencies to record all users, and vehicles call signs and sell call numbers.
- Do not use radio equipment at roadblocks or near military or police personnel.
- Remember radio communication is not private. Sensitive information and movements of money, supplies and vehicles should not be discussed openly and should be done using pre-arranged codes.

#### **Pronunciation of Figures. Annex 6.03**

When figures are transmitted, they should be pronounced as shown below. When misunderstanding is likely or dangerous, figures should be spoken digit-by-digit, preceded by the proword "FIGURES." This proword warns that figures follow immediately, to help distinguish them from other similarly pronounced words.

Numerical Pronunciations Annex 6.03	
Numeral	Spoken As
0	ZE-RO
1	WUN
2	TOO
3	TREE
4	FOW-ER
5	FIFE
6	SIX
7	SEV-EN
8	AIT
9	NIN-ER

**Radio Reception/ Signal Strength Responses. Annex 6.04**

Numerical Responses	Verbal Responses	Reception/ Signal Strength
1 on 5	Unreadable	Bad
2 on 5	Now and Then	Poor
3 on 5	With Difficulty	Fair
4 on 5	Readable	Good
5 on 5	Perfect	Excellent

**The International Phonetic Alphabet. Annex 6.05**

Phonetic Alphabet		
Letter	Phonetic Equivalent	Pronounced
A	Alpha	AL FAH
B	Bravo	BRAH VOH
C	Charlie	CHAR LEE or SHAR LEE
D	Delta	DELL TAH
E	Echo	ECK HO
F	Foxtrot	FOKS TROT
G	Golf	GOLF
H	Hotel	HOH TELL
I	India	IN DEE AH
J	Juliet	JEW LEE EET
K	Kilo	KEY LOH
L	Lima	LEE MAH
M	Mike	MIKE
N	November	NO VEM BER
O	Oscar	OSS CAH
P	Papa	PAH PAH
Q	Quebec	KEH BEC
R	Romeo	ROW ME OH
S	Sierra	SEE AIR RAH
T	Tango	TANG GO
U	Uniform	YOU NEE FORM
V	Victor	VIK TAH
W	Whisky	WISS KEY
X	X-ray	ECKS RAY
Y	Yankee	YANG KEY
Z	Zulu	ZOO LOO

**Standard Procedure Words (Prowords). Annex 6.06**

Below are a number of commonly used Prowords that can be used to clarify communications between DCA staff and other organisations.

<b>Proword</b>	<b>Definition</b>
<b>Acknowledge</b>	An instruction to the addressee that the message must be acknowledged
<b>Affirmative</b>	Yes, I understand the message
<b>Break- Break - Break</b>	I have an URGENT message, all other users standby and free up channel
<b>Break</b>	I hereby separate the text from other portions of the message
<b>Correct</b>	You are correct or what you have transmitted is correct
<b>Correction</b>	An error has been made in this transmission. Transmission will continue with the last word correctly transmitted
<b>Copy</b>	I have understood everything you sent
<b>Decimal</b>	To be used when transmitting numerals or numbers instead of Point
<b>Disregard Last or This Transmission</b>	This transmission is an error. Disregard it.
<b>Figures</b>	Numerals or Numbers follow
<b>Go Ahead</b>	I have finished speaking, now listening for a reply
<b>Good Copy</b>	I have received and understood everything
<b>I Read Back</b>	The following is my response to your instructions to read back
<b>I Read You</b>	Response to Radio Check
<b>I Say Again</b>	I am repeating transmission or portion transmitted
<b>I Spell</b>	I spell the next word phonetically
<b>Message Follows</b>	I have a formal message. Please write it down
<b>More to Follow</b>	Transmitting station has additional traffic for the receiving station
<b>Negative</b>	No
<b>Negative Copy</b>	Message NOT understood
<b>Out</b>	This is the end of my transmission to you and no answer is required or expected. (Since OVER and OUT have opposite meanings, they are never used together)
<b>Over</b>	This is the end of my transmission to you and a response is necessary. Go ahead; transmit
<b>Radio Check</b>	How do you read my transmission?
<b>Read Back</b>	Repeat this entire transmission back to me exactly as received
<b>Relay To</b>	Transmit this message to all addresses (or addresses immediately following this proword). The address component is mandatory when this proword is used
<b>Roger</b>	I have received your last transmission satisfactorily
<b>Say Again</b>	Repeat all of your last transmission. (Followed by identification date means "Repeat _____ (portion indication)"
<b>Send</b>	Go ahead with your transmission
<b>Send Message</b>	Go ahead. I am ready to copy.
<b>Speak Slower</b>	SPEAK SLOWER Your transmission is at too fast a speed. Reduce speed of transmission.
<b>Stand By</b>	Wait on this channel for further transmissions
<b>This Is</b>	This transmission is from the station whose designator immediately follows
<b>Unknown Station</b>	The identity of the station with which I am attempting to establish communication is unknown
<b>Wait</b>	I must pause for a few seconds
<b>Wait Out</b>	I must pause, will call again when ready
<b>Wrong</b>	Your last transmission was incorrect. The correct version is...

## 7.1 INFORMATION AND COMMUNICATIONS TECHNOLOGY DOCUMENTATION

Annexes	How to Apply	Comments
6.01 – Satellite Phone Call Overview	All outgoing calls and SMS to be recorded on this document	Mandatory for HMA Programmes
6.02 – Daily Radio and Communications Log Sheet	All incoming and outgoing Operational and Security Communications to be recorded on this document	Mandatory for HMA Programmes using Radio operators
6.03 – Numerical Pronunciations	To be used by all staff using communications equipment	
6.04 – Signal Strengths	To be used by all staff using communications equipment	
6.05 – The International Phonetic Alphabet	To be used by all staff using communications equipment and copies to be kept in all radio rooms and vehicles	Mandatory for HMA Programmes
6.06- Standard Procedure Words	To be used by all staff using communications equipment and copies to be kept in all radio rooms and vehicles	
6.07 – Staff Contact List	To be completed for all staff in the programme and kept in Offices, Guesthouses, Radio Rooms and Vehicles.	
6.08 – HF and VHF Call Signs and Frequencies	To be completed for all staff in the programme issued with VHF radios and all vehicles and kept in Offices, Guesthouses, Radio Rooms and Vehicles.	Mandatory for HMA Programmes using VHF and HF Equipment

### SECURITY MANAGEMENT

Security is increasingly becoming relevant for DCA internationally and locally. DCA competence and experience in security management in violent areas remains generally low. Each country and/or operation should have a security plan that will apply to all DCA staff and visitors to all DCA projects, providing risk analysis, as well as standard operating procedures (SOPs) for routine events and contingency plans for security incidents.

If a Logistics Officer is responsible for security, it is their duty to ensure that all DCA staff and visitors are kept informed of new security information, and visitors are briefed upon arrival at respective DCA offices. Considering the visitors' safety is paramount, and the Logistics Officer should maintain a constant communication with visitors.

Please refer to the relevant security guidelines/SOPs/Staff Handbook for further and more detailed information.

## 8 OTHER IMPORTANT INFORMATION

### 8.1 GOODS IN TRANSIT INSURANCE

Goods in Transit Insurance cover loss of or damage to goods while in transit. It also covers goods that are being stored during a journey or prior to transit. As per negotiation of terms, the policy may include protection during loading and unloading.

If importing or purchasing goods from abroad, use a courier or deliver your own goods. Goods in Transit Insurance is vital for protecting the goods or property for which you are responsible. This insurance can be used for goods being distributed in a DCA vehicle or by a third-party carrier, both domestically and abroad. Policies often specify the means of transport to be used. When purchasing items, please be aware of the INCOTERMS 2010. Depending on the incoterm, the buyer may not require insurance, e.g. INCOTERMS DDU, DAP or DDP. Furthermore, please remember DCA Standing Transport Insurance, which has been in place for some time.

### 8.2 CUSTOMS

The Logistics Unit of a programme takes care of customs clearance when goods arrive by international transport. Thus, the unit has to be aware of procedures and necessary documentation well in advance in order not to waste time on the process, which can be time consuming in itself.

The Logistics Unit should be aware of the possibilities for duty exemption for humanitarian agencies in the country of operation. Often, the United Nations or International NGOs have negotiated VAT and possibly tax exemption for imported goods for use by humanitarian agencies registered in the country. The Logistics Unit should know the procedures and documentation process, which can be used to process the Exemption Letter from the relevant authorities.

Normally, obtaining Tax Exemption is a time-consuming process and one should start the process well ahead of time (before the goods have arrived at the final destination). The purchasing party should make sure that all relevant documents are in place before the Exemption Process is initiated. Depending on the country of operation, there are a number of documents required for the Exemption Process. The most common ones are:

- Invoice
- Bill of Lading
- Air Waybill
- Packing List
- Gift Certificate (when applicable)
- NGO's registration certificate, etc.

If the programme does not have the capacity to process the Exemption Letters, an agent may be hired from a reputable clearing company who can expedite the process of obtaining an Exemption Letter from the line ministry.

Once an Exemption Letter is obtained, the next task is tracing the goods in the customs stores, clearing goods and receiving. Customs Units in some countries are not highly organised, especially in post-conflict states. If you do not follow up closely, you may end up losing goods. Due to poor and inadequate packing and tracing systems within the local customs unit, you sometimes have to dig your way through to your cargo. If you do not follow up closely, you might never get your goods out of the store.

## 9 INCOTERMS, ABBREVIATIONS AND GLOSSARY

Abbreviation	Full Term	Description
	Agreed Customs Value	A global system of valuation devised by The World Trade Organisation that sets agreed values for goods to avoid under invoicing of goods. Where a customs officer does not agree with the declared value of the goods for the purpose of duty calculation, they will uplift this in accordance with the ACV.
AWB	Air Waybill	Used for Air shipments and is evidence of a contract between the shipper and carrier and serves as A) receipt for the goods being shipped: B) dispatch note listing any special instructions: C) invoice evidencing freight charges: D) insurance certificate: E) Document for export, import and transit requirements: F) delivery receipt.
BAC	Battlefield Area Clearance	
BoL	Bill of Lading	An acknowledgement for the receipt of goods for shipment by sea, that also contains terms and conditions.
CFR	Cost and Freight	Supplier arranges and pays for shipment by sea only to a named port of destination.
CIF	Cost Insurance and Freight	Supplier arranges and pays for shipment by sea only and insurance to a named port of destination.
	Certificate of Origin	Statement indicating the country of origin of goods and materials sometimes required to be issued/endorsed by chambers of commerce and or embassies and high commissions.
CIP	Carriage and Insurance Paid	Paid where supplier arranges and pays for carriage by Air, Sea, Rail or Road and insurance to a named place of destination.
	Contingency Stocks	Stock held in anticipation of demand where there is a strong possibility of urgent need arising.
COSHH	Control of Substances Hazardous to Health	Regulations requiring that wherever there is potential for exposure to hazardous substances during the course of work, an assessment of risk is carried out.
CPT	Carriage Paid To	Supplier arranges and pays for carriage by Air, Sea, Rail or Road to a named place of destination
DAP	Delivered at Place	Supplier delivers when the goods are placed at the disposal of the buyer on the arriving means of transport ready for unloading at the named place of destination. Under DAP terms, the risk passes from seller to buyer from the point of destination mentioned in the contract of delivery.
DAT	Delivered at Terminal	Supplier delivers the goods, unloaded, at the named terminal. The supplier covers all the costs of transport (export fees, carriage, unloading from main carrier at destination port and destination port charges) and assumes all risk until arrival at the destination port or terminal.  The terminal can be a Port, Airport, or inland freight interchange, but must be a facility with the capability to receive the shipment. If the supplier is not able to organize unloading, they should consider shipping under DAP terms instead.
DCA	DanChurchAid	

DDP	Delivered Duty Paid	Supplier arranges and pays for carriage by Air, Sea, Rail or Road and pays the necessary duties, to a named place of destination.
DG	Dangerous Goods	
ECHO	European Commission for Humanitarian Aid and Civil Protection	
	End User Certificate	A certificate certifying the end use of the items that are being provided and are subject to export restriction and licensing.
EOD	Explosive Ordnance Disposal	
ERW	Explosive Remnants of War	
ETA	Estimated Time of Arrival	
ETD	Estimated Time of Departure	
ETS	Estimated Time of Shipment	
EXW	Ex Works	Supplier makes the goods available at the named place of their works for subsequent for subsequent shipment by Air, Sea, Rail or Road which is arranged by DCA.
FAS	Free Alongside Ship	Supplier makes the goods available alongside a ship at a named port of shipment for subsequent shipment by Sea only which is arranged by DCA.
FCA	Free Carrier	Supplier makes the goods available at a named place to a carrier for subsequent shipment by Air, Sea, Rail or Road which is arranged by DCA.
FOB	Free on Board	Supplier makes the goods available for loading onto the ship at the named port of shipment for subsequent shipment by Sea only which is arranged by DCA.
	Gift Certificate	A certificate issued by DCA that states that goods or materials supplied are a gift and not supplied for commercial profit or gain.
GPS	Global Positioning System	
GRN	Goods Received Note	An Internal document used for receiving goods that must be completed by a DCA ProLog staff member.
HF	High Frequency	Refers to radio equipment used for long distance transmissions.
HMA	Humanitarian Mine Action	
HQ	Headquarters	Refers to DCA Headquarters in Copenhagen
IATA	International Air Transport Association	
ICT	Information and Communication Technologies	ICT is an umbrella term that includes any communication device or application, encompassing: radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as videoconferencing and distance learning ...
IDF	Import Declaration Form	
IED	Improvised Explosive Device	A bomb constructed and deployed in ways other than in conventional military action. It may be constructed of conventional military



		explosives, such as an artillery round, attached to a detonating mechanism. <i>IEDs</i> are commonly used as roadside bombs.
IMAS	International Mine Action Services	
IOF	Internal DCA Order Form	Form used to request an International procurement from DCA HQ
INCOTERM	International Commercial Terms	<p>The Incoterms rules or International Commercial Terms are a series of pre-defined commercial terms published by the <a href="#">International Chamber of Commerce</a> (ICC) relating to <a href="#">international commercial law</a>. They are widely used in International <a href="#">commercial transactions</a> or <a href="#">procurement</a> processes as the use in international sales is encouraged by trade councils, courts and international lawyers. A series of three-letter trade terms related to common contractual sales practices, the Incoterms rules are intended primarily to clearly communicate the tasks, costs, and risks associated with the transportation and delivery of goods. Incoterms inform sales contract defining respective obligations, costs, and risks involved in the delivery of goods from the seller to the buyer. However, it does not constitute contract or govern law. Also, it does not define where titles transfer and does not address the price payable, currency or credit items.</p> <p>The Incoterms rules are accepted by governments, legal authorities, and practitioners worldwide for the interpretation of most commonly used terms in international trade. They are intended to reduce or remove altogether uncertainties arising from different interpretation of the rules in different countries. As such they are regularly incorporated into sales contracts<sup>1</sup> worldwide.</p>
ISP	Internet Service Provider	
	Inventory	List of items in a particular location
	Lead Time	The time it will take to obtain the goods, services or works from the time that the requirement is identified, or the time the supplier will take to supply from the time they receive the order.
	Logistician	A person with competence and experience to carry out logistics activities, either directly, or in support of the field activities of DCA and or its partners.
	Logistics	The establishment and support of operational capability in programmes, and the gathering together, transportation and distribution of goods to the right place at the right time with minimum risk and maximum value to the end user.
MOU	Memorandum of Understanding	
NGO	Non- Governmental Organisation	
	Packing List	A document included in or attached to, the individual packages of a consignment that lists the actual goods in the package.
PPE	Personal Protective Equipment	
ProLog	Procurement and Logistics	Procurement and Logistics Unit, DCA Headquarters Copenhagen
PRF	Purchase Request Form	Used by HMA as the start of the Procurement Process

RFQ	Request for Quotation	Enquiry from the buyer to a potential supplier to provide information giving details of an item available for purchase its price and its period of delivery, usually with the validity for acceptance within a fixed period.
	Shelf Life	The length of time that a purchased or stored item of a perishable good remains useable.
SOP	Standard Operating Procedures	
	Stock	Tangible goods, materials and assets held by DCA that are not specifically allocated for use, but held against planned demands and activities.
	Stock Card or Bin Card	A document that is kept for each item in storage that records amount of stock available in storage, by recording all movements of the item in and out of storage.
	Stock Levels	The maximum and minimum amounts of stock that need to be held to meet anticipated need and or take advantage of economies of scale, as well as the amount of stock which triggers action for replenishment and reorder action.
	Stock Reconciliation	The process of reconciling the physical stock against the records of receipt and issues, to identify and adjust any discrepancies.
	Stock Reports	Reports of the quantity of stock held including a history of receipts and issues.
	Stock Rotation	The process of ensuring that stock held for the longest period of time is issued first.
	Stock Request	A document requesting the issue of goods or materials held in stock from a warehouse or store.
UNMAS	United Nations Mine Action Service	
VAT	Value Added Tax	A tax paid by each supplier on the value that is added to any goods or services they are involved in. It is used as a way of spreading liability for charging and collecting tax at every stage through which goods and services pass to reach the end consumer or customer.
VHF	Very High Frequency	Refers to radio equipment used for line of sight short distance transmissions
	Waybill	A document which records the list of goods and materials which are being carried on a particular journey from named point to named point.

# 10 INDEX OF ANNEXES

Please note that all the Forms under these Annexes may only be modified or changed with prior approval from DCA ProLog HQ Copenhagen. The annexes can be found in the Logistics Manual 2<sup>nd</sup> edition folder on DCA Intra [LINK](#)

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(Country Name) Asset Management Overview

Month:

Line No.	Date of Purchase/ Arrival	PO/PRF/GC No.	Supplier	Asset No.	New Asset No.	Product Group	Item Name

Description	Year of Manufacture	Serial/ Chassis No.	Reg No.	Mobile/Gen No.	Currency	Amount

1.01: Asset and Inventory Management Overview

Donor	Location	User	Maconomy No.	Task No.	Voucher No.

**Operational** – working assets

**Damaged/Operational** – damaged assets that can still be used

**Repair Needed** – assets that require repairs

**Unserviceable** – assets that can no longer be used.

**Lost/ Missing** -asset has been lost

**Stolen** -asset has been stolen

**Sold** - asset has been sold

Condition	Checked	Tagged	Comments





# Asset and Inventory Contract

Asset Contract Number:  
**XX 000X**

**Terms of Contract:** This Asset Contract is to serve as a legal document between DCA (**Country Name**) and the DCA Employee for DCA Assets supplied, kept and used by the DCA Employee.

Line No.	Asset Number	Qty	Item brand	Item Description	Vehicle No./ Serial No.	Date Issued	Signature of Receiver	Date Returned	Signature of DCA Staff Receiving Returned Items
1									
2									
3									
4									
5									
6									

The Receiver does by their signing of this contract understand that the Materials / Assets mentioned in this contract are the sole property of DCA **XXXX** and are contracted to them only for the period DCA **XXXX** find necessary. It is contracted to them facilitating the receiver to perform their work and duties within the working hours of DCA. The Receiver further agrees that if their working contract with DCA **XXXX** is terminated by either side, DCA **XXXX** or the Employee, the Materials / Assets stated in this contract are to be returned to DCA **XXXX** before departure from the Program.

DCA Employee Issuing;

DCA Employee Receiving:

Date:

Date:

Position:

Position:

Name:

Name:

Signature:

Signature:



**(1)Owner's procedure: Prior of disposing any assets, it is critical that DCA staff refer to:**

**The rules and regulations of the local government, especially in programmes where existing government regulations require the donation to the government of items imported into the country free of duty.**

**The requirements of the funding body**

**(2)Refer to requirement for disposing asset process**

Country Programme

Copenhagen HQ

Pro/Log Authority's

Procurement Officer

Name:

Name:

Signature:

Signature:

Date:

Date:

Finance Manager Check:

Finance Coordinator

Name:

Name:

Signature:

Signature:

Date:

Date:

Authorization from Main authority in country PM:

Programme Coordinator:

Name:

Name:

Signature:

Signature:

Date:

Date:



## Asset / Inventory Item Disposal Certificate

**Donor Name:**

**Project Name:**

**Project Number:**

**Name of Beneficiary / Receptient :**

Please fill one form per recipient/ beneficiary

Item No.	DCA Asset/ Inventory Item Number	Item Name	Asset/ Inventory Item Description	Serial/ Chassis No.	Date of Disposal	Method of disposal - Transferred / Donated/ Sold/ Discarded	Remarks

These items have been inspected by the beneficiary and are transferred in the condition as seen.

DCA accepts no further liability for the items maintenance or service and does not provide any warrantee for the items.

All relevant manufacturers documentation and service records ( where applicable) have been passed to the recipient

Ownership of each item listed has been transferred

Total Sale Price if relevant.

**Signed on the behalf of the beneficiary / recipient**

**Name:**

**Position:**

**Date:**

**Signed on the behalf of DCA**

**Name:**

**Position:**

**Date:**

## Damaged / Stolen/ Lost Asset Reporting Form

This form must be completed by any DCA staff member issued with or responsible for DCA Assets, in the event the asset is damaged, stolen or lost and then sent to the Logistics Officer and Programme Manager in Country and the Programme Coordinator at DCA HQ as soon as reasonably possible following an incident.  
 You will be notified if any additional information of supporting documentation is required.

<b>Country Programme:</b>		<b>Incident location:</b>	
<b>Report completed by:</b>		<b>Position:</b>	
<b>Signed:</b>		<b>Date:</b>	

**Incident Details:**

<b>Date:</b>		<b>Time:</b>	
Please provide as much detail as possible about how the asset was lost/damaged/stolen:			

**Itemise Equipment loss:**  
 Please provide as much detail as possible for all items damaged / lost

Item Include Make/Model/Manufacturer	Purchase Value If known	Current Value If known	Date of Purchase Detail approximate age of item if not known

**Witnesses:**

<b>Was the event witnessed?</b>		<b>Name of witness:</b>	

**Action Taken by Line Manager/ Manager Responsible:**

What immediate action has been taken to prevent a similar incident and by whom?

Does the incident need further investigation to determine the underlying causes and corrective action?

What disciplinary action if any will be recommended to take against the employee concerned:

<b>Part 4 - Report close out</b>		
<b>Title</b>	<b>Signature</b>	<b>Date</b>
<b>Programme Manager</b>		
<b>HR Representative</b>		
<b>Line Manager</b>		



## Equipment Repair and Defect / Fault Report

Asset No:

Equipment Description:

Location:

Month:

Line No.	Defect/Fault Description	Date Reported	Reported By	Date Checked	Checked By	Comments

Approved for repair by:

Name:

Signature:

Date:



## New Driver Test on Daily Vehicle Check

Candidate's name: ..... Date: .....

	Item	Check	Review	Pass
1	Fuel	Fuel tank full or sufficient for the planned journey. Jerry cans for fuel if necessary. Fuel sedimentor and filter clear. No discernible fuel leaks.		
2	Engine oil	Oil level at, or just below, fill level with vehicle on level ground		
3	Other fluids	Coolant between minimum and maximum marks in the expansion tank. Screen washer fluid topped up.		
4	Battery	Battery connections and holding bracket(s) are secure		
5	Lights	All lights and indicators function, including interior lights		
6	Wheels & Tyres	Wheel nuts. Tyre tread depth, tyre damage, especially sidewalls, uneven wear. Spare tyre(s).		
7	Horn	Does the horn work?		
8	Tools and equipment	Jack, wheel spanner, first aid kit, seat belts, small tool kit, essential spares (e.g. fan belt), shovel, tow rope, cargo straps, warning triangles, etc.		
9	Brakes	Hydraulic brake oil; Brakes work		
10	Doors, windows & mirrors	Doors can be locked. Windows are clean and can be opened and closed. Wipers work.		
11	Vehicle documents	Required vehicle documents are in the vehicle or with the driver		
12	Start engine	Oil pressure and battery charging lights come on when ignition switch turned on but go off when engine running		

Assessor's name and status: .....

Organization: .....





## New Driver Test on Changing a Wheel

Candidate's name: ..... Date: .....

	Item	Check	Review	Pass
1	Immobilize Vehicle	Parking brake on. Everyone vacates the vehicle. Wheel chocks placed in appropriate positions.		
2	Position jack	Jack safely in level position		
3	Wheel nuts	Wheel nuts slackened		
4	Raise jack	Wheel lifted off the ground by raising the jack. Vehicle stability checked whilst jacking. Raised sufficiently to be able to fit spare wheel with fully inflated tyre.		
5	Remove wheel nuts	Wheel nuts removed and placed in secure place		
6	Remove wheel	Wheel carefully removed and placed safely to one side.		
7	Replace wheel	Spare wheel fitted in position and nuts screwed until wheel held securely in position		
8	Lower jack	Wheel lowered onto the ground and jack removed.		
9	Tighten nuts	Wheel nuts tightened		
10	Wheel & tools	Flat tyre collected and secured. Tools put safely away.		

Assessor's name and status: .....

Organization: .....



## New Driver Driving Test

Candidate's name: .....

Date: .....

	Item	Check	Review	Pass
1	Starting Engine	Did driver warm engine before engaging gears and commencing driving		
2	Use of Gears	Did driver use gears correctly		
3	Reversing	Did driver reverse in a controlled and accurate manner.		
4	Use of clutch	Did driver use clutch correctly.		
5	Use of mirrors	Did driver make use of mirrors		
6	Indicators	Did driver use indicators when required.		
7	Speed Limits	Did driver observe speed limits		
8	Traffic signs and traffic lights	Did driver observe traffic signs and traffic lights.		
9	Braking	Did driver brake smoothly and use brake effectively.		
10	Emergency Stop	Did the driver complete a controlled emergency stop effectively.		
11	Handbrake	Did the driver use the handbrake effectively when starting from a stationary position on a slope.		
12	Pedestrians	Did driver observe pedestrians and give them sufficient room when passing or crossing the road		
13	Other vehicles	Did driver observe other vehicles manoeuvres and give sufficient room when overtaking and when following behind.		
14	Driving	Did the driver drive with 2 hands on the wheel.		
15	Driving	Did the driver have full control of the vehicle at all times		
16	Seat Belts	Did the driver wear a seatbelt and request other passengers to wear a seatbelt		
17	Animals	Did the driver observe animals by the side of the road and vary the speed of the vehicle accordingly		
18	Driving	Did you feel confident with the driver		

19	Parking	Was the driver able to park the vehicle in a safe manner		
20	Road conditions	Did the driver drive at a speed suitable for the road conditions.		

Assessor's name and status: .....

Organization: .....



10	Doors, windows & mirrors	Doors can be locked. Windows are clean and can be opened and closed. Wipers and washers work.																																	
11	Vehicle documents	Required vehicle documents are in the vehicle or with the driver																																	
12	Start engine	Oil pressure and battery charging lights come on when ignition switch turned on but go off when engine running																																	
		Drivers Initials																																	

Checked By:

Name:

Position:

Date:





Date	Destinantion of Trip		Kms Reading		Time		KMS Travelled	Driver's Name	Trip Authorized by		Fuel Received Liters	Kms Reading when fuel tank filled /Kms at Service	Cost of Fuel in Currency
	From	To	Start	Finish	Out	Arrived			Name	Signature			
							<b>Total Kms</b>				<b>Total Fuel Liters</b>		

Checked by

Signature:

Name:

Date:

<b>Consumption Rate Km / Litre</b>	
------------------------------------	--













Date	Destinasion of Trip		Kms Reading		Time		Kms Travelled	Drivers Name	Fuel Received litre	Kms Reading when fuel tank filled/ Kms at Service	Cost of Fuel Currency
	From	To	Start	Finish	Out	Arrived					
					<b>Total Kms</b>			<b>Total Fuel</b>			

Checked by  
Signature:  
Name:  
Date:

**Consumption Rate Kms / Liter**



## HMA Driving and Vehicle Regulations

1. Only personnel issued with DCA driving authorisation may drive a DCA vehicle. Any staff member found driving without DCA driving authorisation will be disciplined with either a written warning or dismissal.
2. All drivers of DCA vehicles **MUST** provide a photocopy of their driving licence for the drivers file.
3. Under no circumstances may, DCA vehicles be used for personal benefit or use, unless prior written approval has been given by the Programme Manager. Any driver discovered using a DCA vehicle for personal use will be disciplined with a final written warning or dismissal.
4. DCA team contingency drivers will only drive in the event that the team driver is sick or otherwise unable to work. Vehicle movement in the field will be limited to necessary journeys only.
5. Daily checks of oil, water and fuel levels **MUST** be carried out each morning before starting the vehicle. VHF and HF Radios where fitted, lights, tyres, wheel nuts and signs of leakage should be checked daily.
6. All vehicles fitted with diesel engines **MUST** be warmed up prior to commencing driving. Warm up time should be a minimum of 3 minutes.
7. All vehicles should carry a First Aid Kit, vehicle fire extinguisher, 1 x warning triangle and a copy of the necessary documents including vehicle insurance and registration.
8. All National speed limits and traffic regulations **MUST**, be followed at all times. The speed for all DCA vehicles is a **Maximum of 100 Kph** on highways outside of the towns and cities unless traffic road signs indicate a lower speed.
9. When driving in towns, villages or inhabited areas, extreme caution **MUST** be taken. Speeds should be kept to the National speed limit or lower, when children, animals or large crowds of people are observed.
10. Speeds of vehicles should be reduced to the road a weather conditions.
11. Drivers should have both hands on the steering wheel when driving. Driving one handed and palming the steering wheel when manoeuvring the vehicle is not an acceptable driving technique.
12. Drivers should engage low gears and utilise 4 Wheel drive when negotiating steep off road inclines and declines.
13. Drivers exceeding the speed limit may be disciplined either with a verbal or written warning.
14. All speeding and traffic violation fines are to be paid by the driver. DCA will not be liable for payment of the fines.
15. The driver and **ALL passengers MUST wear seatbelts** at all times whilst driving in DCA vehicles, unless seat belts are not fitted in the vehicle. Drivers should **NOT** start driving until all passengers are wearing seat belts.
16. The passenger and load carrying capacity of the vehicle should not be exceeded at any time. Any fine relating to the vehicle capacity will be paid by the driver. No passengers may be carried in the back of pickups.
17. No unauthorised passengers may be carried in DCA vehicles, this includes all military and other armed personnel.
18. No weapons are to be carried in the vehicle.
19. Smoking is not allowed in DCA vehicles.
20. Driving under the influence of drugs or alcohol will result in immediate dismissal from DCA.
21. Drives may not use mobile phones (unless they have hands free devices fitted) whilst the vehicle is moving. In the event the driver needs to use a mobile phone, he/she should find a safe place to park before using the phone.
22. Driving after dark is not permitted outside of towns and cities unless in an emergency or with written authorisation of the Programme Manager.
23. Travel **restrictions must be observed** in accordance with security guidelines, including restrictions on travel after dark and lone travel.

24. Any DCA driver involved in an accident will report the accident immediately to their Line Manager, PM and to the Fleet Manager/ Responsible and when relevant to Local Police. **He/she will not admit liability** in any accident involving a third party until a full investigation has taken place. The responsible driver will cover any costs incurred through liability admitted by a DCA driver before an investigation has taken place.

In the case of a vehicle accident that does not allow for the journey to continue, the driver and passengers should immediately carryout the following:

- a. Take necessary measures to prevent any danger to other vehicles or traffic
- b. Place a warning triangle behind the vehicle and warn other traffic.
- c. Call necessary emergency services in the event of injuries to DCA staff or third parties.
- d. If safe to do so extinguish any fires on or in the vehicle
- e. If carrying explosive follow XXXX and DCA SOPs

In the event of an accident or incident a full written Accident Report must be submitted within 24 hours.

25. Any DCA driver involved in an accident, which after investigation reveals that due care was not taken or that the accident was a result of speeding or careless driving, will be disciplined, with either a final written warning or percentage of the repair costs to be decided upon by the Programme Manager or dismissal.
26. All drivers are responsible for their respective vehicles, and are responsible for the safe loading of equipment and goods and should assist with the unloading of equipment and goods.
27. All drivers are responsible to ensure that the Periodical Services are performed in due time. He/she must contact his/her line manager at least a week before the vehicle is due to be serviced in order for a mechanic to be arranged to perform the service.
28. The driver is responsible for keeping the vehicle fully fuelled. The vehicle should not be parked overnight with less than half a tank of fuel.
29. The driver is responsible for keeping the vehicle clean, inside and out and reporting any mechanical issues to their line manager.
30. All drivers must drive slowly when approaching checkpoints along the route and turn the radio or music off when speaking with checkpoint personnel. Interior vehicles lights should be switched on when approaching checkpoints at night.
31. Ensure the vehicle is safe and secure at all times whilst in his/her custody.

**It is Mandatory for ALL drivers/riders to daily update the Vehicle Log Book. Vehicle Log Books are to be finalised by the last working day of each month. The Monthly Logbook should be handed over to the Logistics Department for completion of the monthly vehicle report. New Monthly Vehicle Log Books will be issued on the last day of the month by the Logistics Department.**

I have read and understood the conditions of use above and confirm that I agree to abide by them.

Name:

Position:

Signature:

Date:







Monthly Defect / Fault Report

Vehicle Registration No:

Mobile No:

Month:

Line No.	Defect/Fault Description	Date Reported	Reported By	Date Checked	Checked By	Comments

Approved for repair by:

Name:

Signature:

Date:



## Vehicle Inventory

Mobile No:

Make and Model:

Registration Number:

Line No.	Item Description	Quantity	Units	Condition	Date Checked	Comments
1	First Aid Kit	1	Pcs			
2	Fire Extinguisher	1	Pcs			
3	Warning Triangle	1	Pcs			
4	Hi Lift Jack	1	Pcs			
5	Toyota Jack	1	Pcs			
6	Toyota Jack Handle	1	Pcs			
7	Toyota Wheel Spanner	1	Pcs			
8	Toyota Tool Roll	1	Pcs			
9	Heavy Duty Jump Leads	1	Set			
10	Heavy Duty Pulling Strap	1	Pcs			
11	Mobile HF Radio	1	Set			
12	Metal Whip Antenna	1	Pcs			
13	Nylon Coated Whip Antenna	1	Pcs			
14	Mobile VHF Radio	1	Set			
15	Winch	1	Pcs			
16	Winch Remote Control	1	Pcs			
17	Heavy Duty Gloves	1	Pair			
18	Tool Box	1	Pcs			
19	Screwdriver	0	Pcs			
20	Alen Key	9	Pcs			
21	12 Pcs Socket Set	1	Set			
22	3 Pcs Plier	1	Set			
23	Pcs Combination Wrench	9	Pcs			
24	Ball Hammer	1	Pcs			
25	24" Tyre Lever	1	Pcs			
26	Spare Tyres	2	Pcs			
27	Roof Rack	1	Pcs			
28	Shovel	1	Pcs			
29	Jerry Cans Metallic	1	Pcs			
30	Spinal Board Complete	1	Set			
31	Stretcher	1	Pcs			
32	Oxygen Bottle	1	Pcs			
33	Snow Chains	1	Set			

Received By:

Name:

Signature:

Date:

Updated

Checked By:

Name:

Signature:

Date:

## Vehicle Accident/ Incident Reporting Form

This form must be completed by the driver or person involved in an accident or incident and sent to the Fleet Officer and Programme Manager in Country and the Programme Coordinator at DCA HQ as soon as reasonably possible following an incident or accident resulting in the damage / loss of DCA assets.

You will be notified if any additional information of supporting documentation is required.

<b>Country Programme:</b>		<b>Accident/Incident location:</b>	
<b>Report completed by:</b>		<b>Position:</b>	
<b>Signed:</b>		<b>Date:</b>	

### Accident/Incident Details:

**Date:**

**Time:**

Please provide as much detail as possible about how the accident occurred, in case of RTAs include road conditions, approximate speed of all vehicles, number and names of passengers. Please also provide photos or a sketch map of the accident/incident scene.

### Itemise Equipment loss:

Please provide as much detail as possible for all items damaged / lost

<b>Item</b> Include Make/Model/Manufacturer	<b>Purchase Value</b> If known	<b>Current Value</b> If known	<b>Date of Purchase</b> Detail approximate age of item if not known

### DCA vehicle(s) involved if applicable:

**Vehicle Type:**

**Date:**

**Vehicle Plate no:**

**Driven by:**

**Usual base:**

**Position:**

### Detailed description of damage to DCA Vehicle:

To include approximate cost to repair/replace if known

Third Party vehicle(s) involved if applicable:			
Vehicle Type:		Position	
Vehicle Plate no:		Date	
Owned by, name:		Telephone number:	
Detailed description of damage to Third Party Vehicle			
To include approximate cost to repair/replace if known			

Other damage(s) involved:	
Please include details of any damage to property/livestock/equipment, including name of owner, extent of damage, approximate cost to repair/replace if known	

Casualties:			
No of casualties:		Was hospital treatment needed by any of the casualties?	
No of None DCA casualties:		No of DCA staff casualties:	
Please provide details of any injuries sustained as a result of the incident (to include passengers and pedestrians), details of condition and medical assistance provided			

Police Report:			
Reported to police?		Date reported:	
Police report available?		Police ref no:	
Police station name:		Police station address:	
Police station telephone:		Police Officer name:	

Witnesses:			
Was the event witnessed?		Name of witness:	

--

<b>Action Taken by Line Manager/ Manager Responsible:</b>	
What immediate action has been taken to prevent a similar incident and by whom?	
Does the incident need further investigation to determine the underlying causes and corrective action?	
What disciplinary action if any will be recommended to take against the employee concerned:	
<b>Name:</b>	
<b>Position:</b>	
<b>Signature:</b>	
<b>Date:</b>	







**Fuel Request Voucher**



No:

Vehicle/Moto/ Generator No.

Date:

Vehicle/Moto Registration No:

Fuel Type:

Kms / Hrs Fuel issued at:

Liters Issued:

Received By:

Issued By:

Name:

Name:

**Fuel Request Voucher**



No:

Vehicle/Moto/ Generator No.

Date:

Vehicle/Moto Registration No:

Fuel Type:

Kms / Hrs Fuel issued at:

Liters Issued:

Received By:

Issued By:

Name:

Name:

**Fuel Request Voucher**



No:

Vehicle/Moto/ Generator No.

Date:

Vehicle/Moto Registration No:

Fuel Type:

Kms / Hrs Fuel issued at:

Liters Issued:

Received By:

Issued By:

Name:

Name:





## Vehicle Rental Contract with Driver

**Contract No:** DCA XXXX

**Date:** dd/mm/yyyy

**Parties involved:**

DanChurch Aid (DCA) in (Country) whose office is at: (Address) represented by Mr/Mrs/Ms (Name) DCA (Country), (Position) (The Client) and Mr/Mrs/Ms (Name) (The Supplier) whose registered address is: xxxx

**Vehicle Details:**

Reg No. xxxx

Make: xxxx

Year of Registration: xxxx

Colour: xxxx

Kms on the date of signing the contract: xxxxx Kms

The following are the rental contract conditions

### CONDITIONS OF THE CONTRACT

1. The vehicle is to be rented with a qualified driver and the vehicle will be subject to a permissible mileage of xxxx km per month. Additional mileage costs will be xxxx (Currency) per xxxkm.
2. The vehicle is for the sole use of DCA and may not be used by the Supplier to carry out any other work during the rental period.
3. The rental vehicle will remain after the driver's working day has been completed in the car park at the Clients address and the Supplier's driver will hand the keys to the DCA Operation Manager prior to leaving the office.  
Rental period: xxxx months  
From: dd/mm/yyyy to: dd/mm/yyyy

The driver will be required to complete the Vehicle Logbook on a trip-by-trip, daily basis and record all fuel taken, and kilometers travelled.  
See Annex.1

4. The name of the driver and a copy of a valid driver's license is to be included on this contract.

Name: xxxx

Licence No: xxxx

Licence Type: xxxx

Date of Birth: dd/mm/yyyy

Phone No: xxxx

5. The cost of the rental is fixed at:

In figures xxxx (Currency) **per month**

In letters xxxx (Currency) **per month**

6. The cost of the rental includes:

The rental of the vehicle and all running costs including lubricants.  
The driver's salary, including all indemnification and charges provided for by employment legislation.  
All insurances and documentation required by (Country) Law.

7. The Client will pay for all fuel costs and the per diem for the driver during travel outside of (Location).

8. The Supplier of the vehicle shall carry out all servicing.

9. All service costs will be at The Owner's expense.  
The Client will inform the owner of the need for any repairs that are required...

10. The Supplier undertakes to meet all obligations relative to insurance, registration and haulage taxes, concerning the vehicle and the driver. All accident penalties and other incidents will be covered by the Supplier.  
The driver is responsible for any merchandise transported, in the event of damage or loss; he will reimburse the value of the merchandise determined by the Client.  
If no reimbursements made by the Supplier, the Client reserves the right to deduct the cost of damage to the merchandise from the price of the rental established in the present contract.

11. The vehicle will be at the Client's disposal 24 hours a day, 7 days a week. The driver will be available 6 days a week from Monday to Friday between the hours of 08.00 -18.00 hrs, plus an additional 2 hours, unless prior arrangements have been made for the driver to start earlier or end later or is involved on a road trip between (Location) and other cities.

12. The Client or representatives of the Client are authorised to drive the vehicle if required.

13. One day's immobilisation per month shall be provided for at the cost of the Client. (This day must be a Non-working day, Saturday or Sunday) for servicing and repairing the vehicle. If the servicing or repairs take more than one day, the Supplier undertakes to supply a vehicle of equivalent quality for the entire period of immobilisation, under the same conditions.

14. Should the Supplier fail to do so, the Client reserves the right to deduct from the price of the present contract the amount corresponding to the number of days for which the vehicle is immobilised.

15. In the event of a breakdown resulting from a technical defect, the Supplier undertakes to supply a vehicle of equivalent quality within 4 hours to the location of the breakdown and this vehicle should remain with DCA for the entire period of repair and under the same conditions, without any increase in price.  
The costs of all repairs and recovery are at the Suppliers expense.

16. Should the Supplier be unable to supply a vehicle as provided for in the cases specified in points 13 of the present contract, the Client will pay no rental for the days during which the vehicle is immobilised.

17. The owner undertakes to supply a vehicle in good condition (brakes, tyres, suspension, engine, chassis) and with the necessary equipment (Warning Triangle, Fire Extinguisher, Wheel Jack) necessary for minor interventions by the driver.

18. The Client has the right to drive in all areas of (Country) in the vehicle for work related issues.

19. Payment method. Payment monthly by cash on completion of each calendar month period. ).

20. The Supplier is required to supply the Client with a copy of the insurance contract and the vehicle registration documents. In addition, the Supplier is required to supply a (Company) checklist for the condition of both the interior and exterior of the car, which is to be agreed upon and signed for by both parties.
21. The Client reserves the right to terminate the contract without prior notice.
22. The Client may ask the Supplier for a change in driver if the latter does not conform to the organisation's internal regulations. In the case of the driver's, non-respect of these regulations, it may also lead to the termination of the present contract.

**DCA Programme Manager**

**Name:** xxxx

**Date:** dd/mm/yyyy

**Signature:**

**The Supplier**

**Name:** xxxx

**Date:** dd/mm/yyyy

**Signature:**



## Vehicle Rental Contract without Driver

**Contract No:** DCA XXXX

**Date:** dd/mm/yyyy

**Parties involved:**

DanChurch Aid (DCA) in (Country) whose office is at: (Address) represented by Mr/Mrs/Ms (Name) DCA (Country), (Position) (The Client) and Mr/Mrs/Ms (Name) (The Supplier) whose registered address is: xxxx

**Vehicle Details:**

Reg No. xxxx

Make: xxxx

Year of Registration: xxxx

Colour: xxxx

Kms on the date of signing the contract: xxxxx Kms

The following are the rental contract conditions

### CONDITIONS OF THE CONTRACT

1. The vehicle is to be rented without a driver and the vehicle will be subject to a permissible mileage of xxxx km per month. Additional mileage costs will be xxxx (Currency) per xxxxkm.

Rental period: xxxx months

From: dd/mm/yyyy to: dd/mm/yyyy

2. The cost of the rental is fixed at:

In figures xxxx (Currency) **per month**

In letters xxxx (Currency) **per month**

3. The cost of the rental includes:

The rental of the vehicle and all running costs (except fuel) including lubricants.

All insurances and documentation required by (Country) Law.

4. The Client will pay for all fuel costs.

5. The Supplier of the vehicle shall carry out all servicing.

6. All service costs will be at The Owner's expense.

The Client will inform the owner of the need for any repairs that are required...

7. The Supplier undertakes to meet all obligations relative to insurance, registration and haulage taxes, concerning the vehicle and the driver. All accident penalties and other incidents will covered by the Supplier.

8. The Client or representatives of the Client are authorised to drive the vehicle if required.
9. One day's immobilisation per month shall be provided for at the cost of the Client. (This day must be a Non-working day, Saturday or Sunday) for servicing and repairing the vehicle. If the servicing or repairs take more than one day, the Supplier undertakes to supply a vehicle of equivalent quality for the entire period of immobilisation, under the same conditions.
10. Should the Supplier fail to do so, the Client reserves the right to deduct from the price of the present contract the amount corresponding to the number of days for which the vehicle is immobilised.
11. In the event of a breakdown resulting from a technical defect, the Supplier undertakes to supply a vehicle of equivalent quality within 4 hours to the location of the breakdown and this vehicle should remain with DCA for the entire period of repair and under the same conditions, without any increase in price.  
The costs of all repairs and recovery are at the Suppliers expense.
12. Should the Supplier be unable to supply a vehicle as provided for in the cases specified in points 13 of the present contract, the Client will pay no rental for the days during which the vehicle is immobilised.
13. The owner undertakes to supply a vehicle in good condition (brakes, tyres, suspension, engine, chassis) and with the necessary equipment (Warning Triangle, Fire Extinguisher, Wheel Jack) necessary for minor interventions by the driver.
14. The Client has the right to drive in all areas of (Country) in the vehicle for work related issues.
15. Payment method. Payment monthly by (xxxxx) on completion of each calendar month period. .
16. The Supplier is required to supply the Client with a copy of the insurance contract and the vehicle registration documents. In addition, the Supplier is required to supply a (Company) checklist for the condition of both the interior and exterior of the car, which is to be agreed upon and signed for by both parties.
17. The Client reserves the right to terminate the contract without prior notice.

**DCA Programme Manager**

**Name:** xxxx

**Date:** dd/mm/yyyy

**Signature:**

**The Supplier**

**Name:** xxxx

**Date:** dd/mm/yyyy

**Signature:**



# (Country) Vehicle Register

Month:

Line No.	Mobile No.	Model	Year of Production	Chassis/ VIN No.	Engine No.	Reg. No.	Donor /Owner	Expiry of Insurance A	Expiry of Insurance B



Expiry Date of Registration Book	Expiry of Safety Certificate	Fire Extinguisher checked	Fuel Type Petrol/Diesel	Cost of Rental (Currency)	Location	Condition

2.16: Vehicle Register Admin (HMA)



## Pre Departure Vehicle Checklist

This checklist is for long distance trips outside of main cities and towns and into remote areas, that may involve off road driving.

Items to be Checked before Departure	Checked
<b>EQUIPMENT</b>	
First Aid Kit	
Fire Extinguisher	
Warning Triangle	
Hi Lift Jack - if required	
Standard Vehicle Jack	
Standard Jack Handle	
Standard Wheel Spanner	
Standard Tool Roll	
Heavy Duty Jump Leads - if required	
Heavy Duty Pulling Strap - if required	
Mobile HF Radio - Carry out Radio Check if fitted	
Mobile VHF Radio - Carry our Radio Check if fitted	
Winch -Check if Operational if fitted	
Winch Remote Control	
Heavy Duty Gloves	
Tool Box -if required	
Spare Tyres - check inflation and tread	
Snow Chains - if required	
Spade - if required	
Sandmats - if required	
Pick Axe - if required	
Satellite Phone with vehicle charger - if required	
Torch and spare batteries	
GPS - if required	
Spare Fuel in metal jerry cans - if required	
<b>Documentation</b>	
Vehicle Documents	
HF and VHF Call Signs and Frequency List - if required	
Staff Contact List	
Mission Order - if required	
Maps - if required	
<b>Additional Items</b>	
Drinking Water - sufficient for all staff in vehicle for 24 hours if travelling in remote areas	
Food - sufficient for all staff in vehicle for 24 hours if travelling in remote areas.	
Blankets if travelling in remote areas in cold climates	













## PURCHASE REQUEST FORM

PRF Reference No. \_\_\_\_\_

Location Required: \_\_\_\_\_

Date Items Required: \_\_\_\_\_

Item No	ITEM DESCRIPTION (technical details, make, model, ... etc)	Project No.	Task	Quantity	Unit	Currency	Estimated Unit Cost	Estimated Total Cost	Actual Cost
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
<b>Total estimated cost</b>									

REQUESTED BY:	APPROVAL UNIT MANAGER:	REQUEST RECEIVED BY:	BUDGET APPROVED BY:	AUTHORISATION:
NAME:	NAME:	NAME:	NAME:	NAME:
POSITION:	POSITION:	POSITION:	POSITION:	POSITION:
DATE:	DATE:	DATE:	DATE:	DATE:
SIGNATURE:	SIGNATURE:	SIGNATURE:	SIGNATURE:	SIGNATURE:





**Evaluation Grid for Quotations - DCA (Version 3)**

<b>PRODUCT CATEGORY:</b>	<b>Goods / Items</b>		
	<b>Quotation 1</b>	<b>Quotation 2</b>	<b>Quotation 3</b>
<b>Supplier Name:</b>			
<b>Time Frame for Delivery:</b>			
<b>Terms of Payment:</b>			
<b>Payment Method:</b>			
<b>Sound Supplier References or prior experice:</b>			
<b>Written Quotation, Verbal Qotation, Other</b>			
<b>Exchange rate to \$</b>			

Description of Items	Unit	Qty	Unit Price	Currency	Total Price	Unit Price	Currency	Total Price	Unit Price	Currency	Total Price
<b>GRAND TOTAL</b>					-	0,00		0		0	

<b>Chosen Supplier</b>	Mark 'X'
<b>Reasons for choosing supplier</b>	

<b>Approved by Procurement Committee</b>	
<b>Signature</b>	<b>Date:</b>
<b>Name</b>	<b>Position:</b>
<b>Signature</b>	<b>Date:</b>
<b>Name</b>	<b>Position:</b>
<b>Signature</b>	<b>Date:</b>
<b>Name</b>	<b>Position:</b>

## Annex GEN 3.4: DCA Internal Order Form

Date:

Form No:

Donor	Name and description of goods	Pcs.	Currency	Unit price	Total price

Please state all technical requirements or refer to a Standard product from Admind database.

Reference to Material Aid quotation:				
Mode of shipment	By air	By sea	By courier	Hand carriage
Place of delivery / ship to (Name airport or sea port – or full address of inland destination)				
<b>The following Consignee details for AWB or B/L: (Please fill in)</b>				
Company name:				
Address:				
City:				
Country:				
Phone no.:				
Contact person:				
<b>Documents required to follow the shipment: (Other than packing list, invoice, Gift Certificate, bill)</b>				
Description / name of document	No. of copies	No. of originals		
<b>Documents to be forward directly to you prior or upon shipment. (if only copies required it will be forwarded by fax.)</b>				
Description / name of document	No. of copies	No. of originals		

Requested by:

Name &amp; Title

Signature:

Authorised by:

Name &amp; Title

Signature:



# GOODS RECEIVED NOTE

GRN Reference No:

Location Received:

Received From:

Waybill Reference No:

Item No.	ITEM DESCRIPTION (technical details, make, model,...etc)	Part / Serial No.	Units	Qty	Stock Request/PO/PRF No.	Missing / Damaged Items
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

GOODS RECEIVED BY	CHECKED BY	TRANSPORTED /DELIVERED BY	MEANS OF DELIVERY
Name: Position: Date: Signature:	Name: Position: Date: Signature:	Name: Position: Date: Signature:	Vehicle Plate No: Commercial Transport: Air Transport: Hand Carried







**Stock Card Details**

Item: \_\_\_\_\_  
Unit: \_\_\_\_\_  
Item Code: \_\_\_\_\_

Unit of Distribution: \_\_\_\_\_  
Re-order Level: \_\_\_\_\_  
Opening Balance: \_\_\_\_\_  
Project Code: \_\_\_\_\_  
Donor: \_\_\_\_\_

<b>STOCK CARD</b>	
<b>No..</b>	
<b>Page Number</b> 1 of 1	<b>Stock Card Date:</b>

IN				OUT			
LINE No.	DATE	QTY IN	GRN/PO/PRF No.	QTY OUT	STOCK REQUEST / WAYBILL No.	SUPPLIER / DESTINATION	BALANCE



# Stock Report

Stock Report No:

Location:

Month:

Date From:

Line No	Product Group	Stock Item Description	Model	Part No.	Unit	Stock Card No.	Expiry Date
1							
2							
3							
4							
5							
6							





# STOCK REQUEST

SR Reference No. \_\_\_\_\_

Item No.	ITEM DESCRIPTION (technical details, make, model,...etc)	Part No/Stock Code	User	Unit	Qunatity Requested	Quantity Received
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
<b>REQUESTED BY</b>		<b>APPROVAL UNIT MANAGER*</b>		<b>ISSUED BY</b>		<b>RECEIVED BY</b>
Name:		Name:		Name:		Name:
Position:		Position:		Position:		Position:
Date:		Date:		Date:		Date:
Signature:		Signature:		Signature:		Signature:

# STOCK REQUEST

SR Reference No.

Item No.	ITEM DESCRIPTION (technical details, make, model,...etc)	Part No/Stock Code	User	Unit	Quantity Requested	Quantity Received
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

<b>REQUESTED BY</b>	<b>APPROVAL UNIT MANAGER*</b>	<b>ISSUED BY</b>	<b>RECEIVED BY</b>
Name:	Name:	Name:	Name:
Position:	Position:	Position:	Position:
Date:	Date:	Date:	Date:
Signature:	Signature:	Signature:	Signature:



# WAYBILL

Waybill Reference  
No:

Deliver To:

From:

Date Dispatched:

Item No.	ITEM DESCRIPTION (technical details, make, model,...etc)	Part / Serial No.	Units	Qty	Stock Request No.	Missing / Damaged Items
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

DISPATCHED BY	RECEIVED BY	MEANS OF DISPATCH	TRANSPORTED /DELIVERED BY
Name: Position: Date: Signature:	Name: Position: Date: Signature:	Vehicle Plate No: Road Transport: Air Transport: Hand Carried:	Name: Position: Date: Signature:



# STOCK RECONCILIATION

SRC Reference No.

Item No.	ITEM DESCRIPTION (technical details, make, model,...etc)	Part No/Serial No.	Unit	Quantity	Lost / Missing / Stolen	Comments
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
		<b>CHECKED BY</b>			<b>VERIFIED BY UNIT MANAGER</b>	
		Name:			Name:	
		Position:			Position:	
		Date:			Date:	
		Signature:			Signature:	



# Packing List

Packing List  
Reference No:

Deliver To:

From:

Date Dispatched:

Item No.	ITEM DESCRIPTION (technical details, make, model,...etc)	Units	Qty	Box No	Weight	Missing / Damaged Items
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

DISPATCHED BY	RECEIVED BY	MEANS OF DISPATCH	TRANSPORTED /DELIVERED BY
Name: Position: Date: Signature:	Name: Position: Date: Signature:	Vehicle Plate No: Road Transport: Air Transport: Hand Carried:	Name: Position: Date: Signature:

**Weekly Summary of activities**

**Date: / / / 20**

Location	Activity	Beneficiaries Reached								Quantity of Food/NFIs, etc distributed			
		< 5 Years		6 – 18 years		> 18 Years		Total		Sorghum/ Kg	Pulses/ Kg	V. Oil/ liters	Salt/ Kg
		M	F	M	F	M	F	M	F				
<b>Grand Total</b>													

Prepared By:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

# Monthly Distribution Report

Report Number: \_\_\_\_

Report Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Cooperating partner details

Cooperating Partner	Location	Project Number	Activity	Distribution Site			
Reporting Period From ..... To .....		LOU Number	Actual Number of Beneficiaries				
			Girls below 18	Boys below 18	Women	Men	Total

## Stock movements/stock details

Commodity	S.I. Number	Opening Stock		Receipts		Distributed		Food Returns		Losses		Closing Balance		Loss reasons
		Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	Net	Gross	

Comments:

## Certification

Issued by:		Received by:	
Title:		<b>Title: Head of Sub-Office</b>	
Signature:		Date	
	Date	Signature:	Date





# Loss Report

## CERTIFICATION OF WAREHOUSE LOSS

WAREHOUSE NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

S/I NUMBER	COMMODITY	PROJECT	QUANTITY IN MT/KG			LOSS NATURE	LOSS TYPE
			UNITS	NET	GROSS		

**PREPARED BY STORE KEEPER**

NAME: \_\_\_\_\_

SIGNATURE \_\_\_\_\_

**CERTIFIED BY HEAD STORE KEEPER**

NAME: \_\_\_\_\_

SIGNATURE \_\_\_\_\_



## Satellite Phone Call Overview

Location:

Month:

Satellite Phone Number:

Line No.	Name of Person Called	Organisation	Telephone Number Called	Date	Duration of Call	Name of Caller	Signature of Caller
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
24							
Total Call Time							



**Daily Radio and Communications Log Sheet**

Date:	Base Call Sign / Base Location:		Event or Text	
Time	Call Sign or Person / Team / Vehicle Number			
	From	To		
Radio Operators Name	Duty Start Time	Duty End Time	Signature of Radio Operator	

# **Numerical Pronunciations Annex 6.03**

<b>Numeral</b>	<b>Spoken As</b>
0	ZE-RO
1	WUN
2	TOO
3	TREE
4	FOW-ER
5	FIFE
6	SIX
7	SEV-EN
8	AIT
9	NIN-ER



## Annex 6.04 Signal Strengths

<b>Numerical Responses</b>	<b>Verbal Responses</b>	<b>Reception/ Signal Strength</b>
1 on 5	Unreadable	Bad
2 on 5	Now and Then	Poor
3 on 5	With Difficulty	Fair
4 on 5	Readable	Good
5 on 5	Perfect	Excellent

## The International Phonetic Alphabet. Annex 6.05

<b>Phonetic Alphabet</b>		
<b>Letter</b>	<b>Phonetic Equivalent</b>	<b>Pronounced</b>
A	Alpha	AL FAH
B	Bravo	BRAH VOH
C	Charlie	CHAR LEE or SHAR LEE
D	Delta	DELL TAH
E	Echo	ECK HO
F	Foxtrot	FOKS TROT
G	Golf	GOLF
H	Hotel	HOH TELL
I	India	IN DEE AH
J	Juliet	JEW LEE EET
K	Kilo	KEY LOH
L	Lima	LEE MAH
M	Mike	MIKE
N	November	NO VEM BER
O	Oscar	OSS CAH
P	Papa	PAH PAH
Q	Quebec	KEH BEC
R	Romeo	ROW ME OH
S	Sierra	SEE AIR RAH
T	Tango	TANG GO
U	Uniform	YOU NEE FORM
V	Victor	VIK TAH
W	Whisky	WISS KEY
X	X-ray	ECKS RAY
Y	Yankee	YANG KEY
Z	Zulu	ZOO LOO

## Standard Procedure Words (Prowords) Annex 6.06

Below are a number of commonly used Prowords that can be used to clarify communications between DCA staff and other organisations.

<b>Proword</b>	<b>Definition</b>
<b>Acknowledge</b>	An instruction to the addressee that the message must be acknowledged
<b>Affirmative</b>	Yes, I understand the message
<b>Break- Break - Break</b>	I have an URGENT message, all other users standby and free up channel
<b>Break</b>	I hereby separate the text from other portions of the message
<b>Correct</b>	You are correct or what you have transmitted is correct
<b>Correction</b>	An error has been made in this transmission. Transmission will continue with the last word correctly transmitted
<b>Copy</b>	I have understood everything you sent
<b>Decimal</b>	To be used when transmitting numerals or numbers instead of Point
<b>Disregard Last or This Transmission</b>	This transmission is an error. Disregard it.
<b>Figures</b>	Numerals or Numbers follow
<b>Go Ahead</b>	I have finished speaking, now listening for a reply
<b>Good Copy</b>	I have received and understood everything
<b>I Read Back</b>	The following is my response to your instructions to read back
<b>I Read You</b>	Response to Radio Check
<b>I Say Again</b>	I am repeating transmission or portion transmitted
<b>I Spell</b>	I spell the next word phonetically
<b>Message Follows</b>	I have a formal message. Please write it down
<b>More to Follow</b>	Transmitting station has additional traffic for the receiving station
<b>Negative</b>	No
<b>Negative Copy</b>	Message NOT understood
<b>Out</b>	This is the end of my transmission to you and no answer is required or expected. (Since OVER and OUT have opposite meanings, they are never used together)
<b>Over</b>	This is the end of my transmission to you and a response is necessary. Go ahead; transmit
<b>Radio Check</b>	How do you read my transmission?
<b>Read Back</b>	Repeat this entire transmission back to me exactly as received
<b>Relay To</b>	Transmit this message to all addresses (or addresses immediately following this proword). The address component is mandatory when this proword is used
<b>Roger</b>	I have received your last transmission satisfactorily
<b>Say Again</b>	Repeat all of your last transmission. (Followed by identification date means "Repeat _____ (portion indication)")
<b>Send</b>	Go ahead with your transmission
<b>Send Message</b>	Go ahead. I am ready to copy.
<b>Speak Slower</b>	SPEAK SLOWER Your transmission is at too fast a speed. Reduce speed of transmission.
<b>Stand By</b>	Wait on this channel for further transmissions
<b>This Is</b>	This transmission is from the station whose designator immediately follows
<b>Unknown Station</b>	The identity of the station with which I am attempting to establish communication is unknown
<b>Wait</b>	I must pause for a few seconds
<b>Wait Out</b>	I must pause, will call again when ready
<b>Wrong</b>	Your last transmission was incorrect. The correct version is...





