

# Building Air Logistics Preparedness

A ten-step guide for nonprofits sending humanitarian aid supplies in emergencies





# Learning Outcomes

- Increased awareness of key requirements when moving humanitarian supplies by air;
- Enhanced understanding of the specific responsibilities of nonprofit organizations seeking to transport humanitarian cargo;
- Identify practical steps that organizations can take to increase preparedness to move humanitarian supplies by air, including actions that can be taken in advance of an emergency.

# About this project

- Following the 2017 Hurricane Season, we saw an opportunity to improve supply chain coordination and preparedness.
- We interviewed 17 people from 15 humanitarian aid agencies and air carriers active in emergency response.
- Gathering best practices, logistical challenges, and gaps in knowledge, we worked with an expert consultant to compile this guide.

# Goals of this guide

- Streamline the work of Airlink and nonprofit partner response staff, and reduce costs;
- Reduce delays in obtaining approval to activate appropriate air assets;
- Minimize risks in accepting products that cannot be transported by air;
- Minimize the duplication of activities and potentially wasted resources;
- Improve the management of aviation donor offers at the time of a disaster response;
- Remove bottlenecks at receiving air hubs/warehouses caused by the sending of unsolicited items;
- Improve the packaging and labeling of cargo and reduce losses



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# Step 1: Prepare a Cargo Movement Request

- **What you need:** An overview of contents, timeline for shipment readiness, origin and destination, consignee, approximate weight, volume, pallet count.
- **Why this helps:** By accurately forecasting needs for airlift, Airlink can more quickly bring together donated and discounted airlift.



 Request Help

### Cargo Information

Declared Value 

Weight (Kilograms)

Cargo Contains Hazardous Materials?

Cubic Volume

Target Ship Date

Is your organization a "known shipper"?

Shipment Contents

Cargo is Palletized?

Origin Airport

Destination Airport


Name of Shipper


Name of Consignee

Name of Customs Broker

Key Point of Contact for Cargo Shipment

Additional Comments

 Save and Go to Upload Documents

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# Step 2: Ensure Dangerous Goods Compliance



- Be mindful of common items in emergency response that fall into the various categories of dangerous goods – bug spray, hand sanitizer, bleach, rubbing alcohol, lithium-ion batteries.
- Early notification is key.
- Additional documentation is required:
  - Dangerous Goods Notification
  - Notification to Captain manifest (NOTOC)
  - Material Safety Data Sheet (MSDS)



## Step 3: Ensure Correct Labeling and Packing



- All cargo must be palletized and shrink-wrapped, unless otherwise indicated.
- Contents on the pallet should be in boxes or cartons to withstand shipment.
- DG requires special packaging and labeling
- Airlink-provided placards and other labeling must be visible on two sides of every pallet.



## Step 4: Correctly insure your shipment

- Consider the value of your cargo, the conditions at the destination, and requirements any donors may have for insurance.
- Consult with your underwriter or in-house legal counsel if you have any doubts regarding insurance needs.
- Airlink employs a freight forwarder that may make recommendations for your specific needs, but Airlink cannot make recommendations to you directly.



## Step 5: Comply with customs regulations

- The customs process varies from country to country.
- Understand the availability of expedited customs clearance and duty/tax-free waivers.
- Be prepared to pay applicable duties and taxes at the time of pick-up.
- Be aware of embargoed items prior to shipment.



## Step 6: Specify the correct Incoterm

- The majority of humanitarian shipments will use the Incoterm DAP (Delivered at Place), meaning freight forwarder carries responsibility for the shipment from pick-up at origin into the import country, usually to the airport.
- This incoterm is already specified in Airlink's standard deed of acceptance (template available).

### What is an incoterm?

International Commercial Terms are a series of pre-defined commercial terms published by the International Chamber of Commerce (ICC) relating to international commercial law.

# Step 7: Prepare Cargo Documentation

## What you need:

- ☐ Shipper's Letter of Instruction
- ☐ Packing List
- ☐ Skid Data Sheet
- ☐ Non-commercial Invoice
- ☐ Letter of Donation
- ☐ Deed of Acceptance
- ☐ Signed limit of liability waiver

## Why is this required?

- Cargo cannot be cleared for shipment by Airlink or any air carrier without this paperwork.
- Your consignee cannot receive an airway bill (AWB) and prepare for pick-up in a timely manner.

## Specialized Documentation

### Country-Specific:

- ☐ Certificate of Origin (COO)

### Pharmaceuticals:

- ☐ Certificate of Analysis
- ☐ Good Manufacturing Practices Certification

### Food Aid:

- ☐ Health certificate
- ☐ Phytosanitary certificate



## Step 8: Obtain Cost Estimates

- **What you need:** Cost estimates or master service agreements with first- and last-mile transportation companies to deliver and pick-up your shipment
- **Why this helps:** Being ready with transportation to the airhead and from the destination ensures sending your cargo is a streamlined process.



## Step 9: Understand Your Liability

- Ensuring your cargo is properly labeled, packed, and delivered on time will mitigate risks associated with damage to and delay or loss of cargo.
- Giving the air carrier as much time as possible to process your shipment ensures pallets do not get left behind in busy warehouses.
- Airlink and air operations coordinators more broadly do not have the ability to ensure the accuracy or completeness of information presented in track-and-trace systems.





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# Step 10: Dispatch Your Cargo for Airlift

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# Sending a chartered aircraft

Responding to a no-notice event in the LAC region



## Day 2

- Outreach to partners to determine cargo airlift needs

## Day 4

- Announce date of charter (tentative)
- Announce additional ferry flights, where possible

## Day 6-7

- Coordinate ongoing pax movement
- Coordinate delivery of shipments to interim warehouse
- Share ERT report
- Host coordination calls, as needed

## Day 9

- Deliver cargo to airline
- Issue AWBs to NGOs participating in charter

## Day 1

- Activate passenger transportation conops
- Engage regional coordinating entities
- Initial outreach for partners' passenger needs and general information

## Day 3

- Deploy Emergency Response Team
- Identify air head and activate long-haul cargo airlift conops
- Host coordination call

## Day 5

- Collect paperwork from NGOs participating in charter
- Coordinate delivery of shipments to interim warehouse
- Share first report from ERT
- Host coordination call

## Day 8

- Process cargo at interim warehouse
- Host coordination calls, as needed
- Make determination re: need for further charter flights





# Getting Ready for Response

- **Joint and Multilateral Communications and Planning:**
  - Regular check-ins between Airlink and partners
  - Early identification of in-country partners and potential consignees (where needed)
  - Familiarization with Airlink's new online platform
- **Staff Training:**
  - Simulations, tabletop exercises, and in-person training activities
  - Chartered Institute of Logistics and Transport's Certification in Humanitarian Logistics
- **Airlink's Readiness Initiatives:**
  - Regional Response Plans (Webinars & multilateral commitments)
  - Building a relief supply "go list"
  - Continuing commitment to staff education



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## Questions & Comments