

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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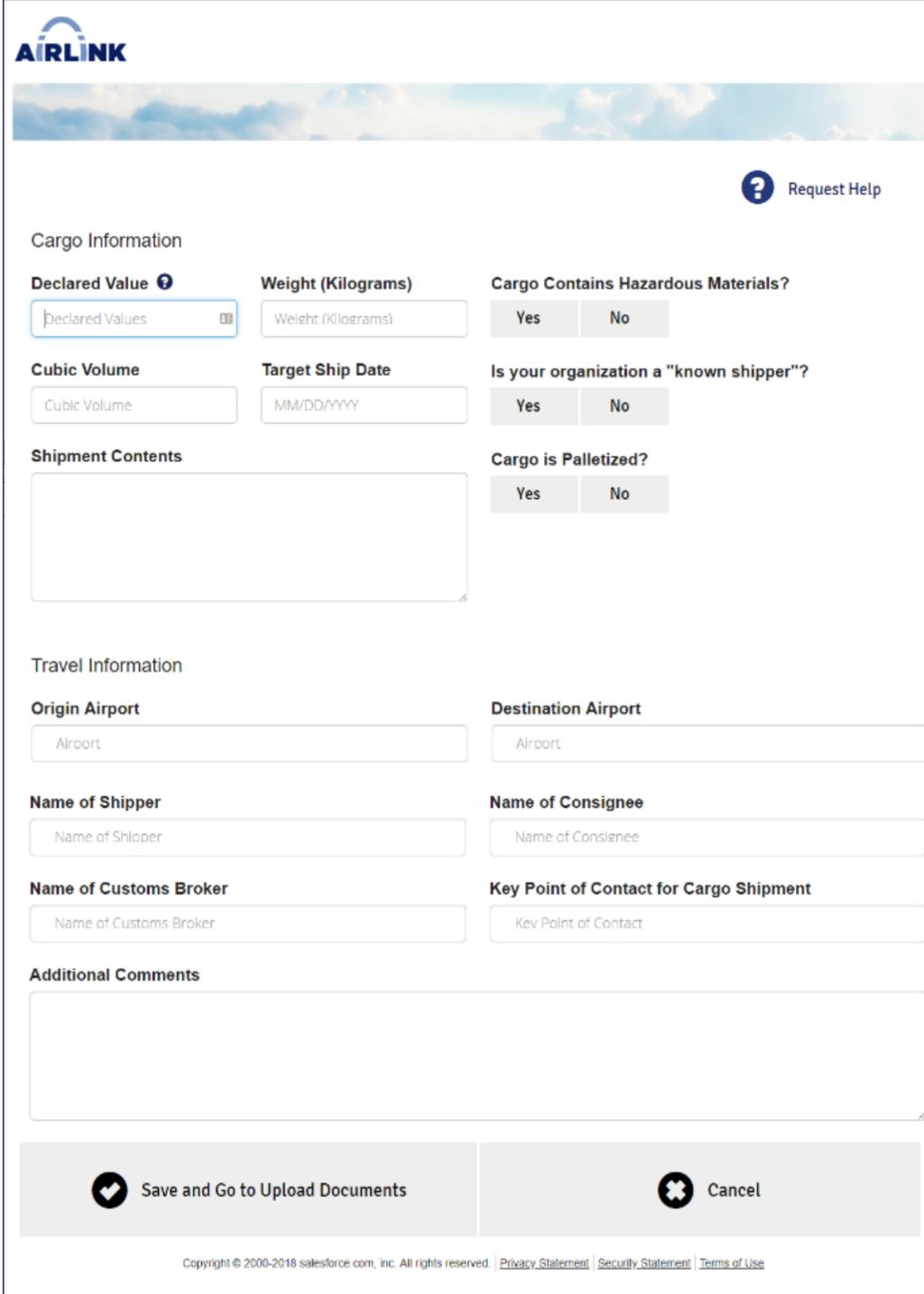
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Step 1: Prepare a Cargo Movement Request

- **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.



The screenshot shows the Airlink web interface for creating a cargo movement request. At the top left is the Airlink logo, and at the top right is a 'Request Help' button. The form is organized into several sections:

- Cargo Information:** Includes fields for 'Declared Value' (with a dropdown arrow), 'Weight (Kilograms)' (with a dropdown arrow), 'Cubic Volume' (with a dropdown arrow), and 'Target Ship Date' (with a date picker). There are also two sets of radio buttons: 'Cargo Contains Hazardous Materials?' (Yes/No) and 'Is your organization a "known shipper"?' (Yes/No).
- Shipment Contents:** A large text area for describing the cargo.
- Travel Information:** Includes 'Origin Airport' and 'Destination Airport' (both with dropdown arrows), 'Name of Shipper' and 'Name of Consignee' (both with dropdown arrows), 'Name of Customs Broker' (with a dropdown arrow), and 'Key Point of Contact for Cargo Shipment' (with a dropdown arrow).
- Additional Comments:** A large text area for providing extra details.

At the bottom of the form are two buttons: 'Save and Go to Upload Documents' (with a checkmark icon) and 'Cancel' (with an X icon). Below the buttons is a copyright notice: 'Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | [Privacy Statement](#) | [Security Statement](#) | [Terms of Use](#)'.

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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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