

SAVING
LIVES
CHANGING
LIVES



WFP-led and co-led Clusters

June 2019

Foreword



The cluster approach was introduced to ensure that there is predictable leadership and accountability in all main sectors or areas of humanitarian response and to strengthen system-wide preparedness and technical capacity to respond to humanitarian emergencies.

In recognition of its operational expertise, research and use of innovative tools, WFP has been appointed by the Inter-Agency Standing Committee (IASC) to lead the Emergency Telecommunications and Logistics Clusters and co-lead with the Food and Agricultural Organization of the United Nations (FAO) the Food Security Cluster.

Being a cluster lead is a privilege. It is a testament of WFP's commitment to partnership and contribution to collective outcomes. It is a recognition of WFP's ability to bring different actors together and optimize humanitarian response in the most difficult operating environments.

But being a cluster lead is also a responsibility. Responsibility to provide thought leadership. Responsibility to leverage WFP's strength for a greater good. The responsibility to share our strength with partners as they share theirs with us so we can provide the right assistance, to the right people at the right time.

Responding efficiently to emergencies is therefore only possible through partnerships, coordination and close cooperation where all stakeholders – be they humanitarian agencies, NGOs, governments or private sector operators – contribute their unique expertise and know-how towards saving lives and achieving Zero Hunger by 2030.

Finally, in light of the UN Reform, the clusters will need to continue adapting their way of working to preserve agility in increasingly challenging operating environment, deliver on their mandates and maintain the trust of the people we serve.

A handwritten signature in black ink, appearing to read 'Margot van der Velden'.

Margot van der Velden
DIRECTOR OF EMERGENCIES

Wfp-led and co-led Cluster Presence

- Logistics Cluster
- Emergency Telecommunications Cluster
- Food Security Cluster



The designations employed and the presentation of material on this map do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

Dotted line represents approximately the Line of Control in Jammu and Kashmir agreed upon by India and Pakistan. The final status of Jammu and Kashmir has not yet been agreed upon by the parties.

Final boundary between the Republic of Sudan and the Republic of South Sudan has not yet been determined.



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/EmergencyTelecommunicationsCluster



EMERGENCY TELECOMMUNICATIONS
— CLUSTER —

Emergency Telecommunications Cluster

In humanitarian emergencies, communication equals information, connection, and life

WHO WE ARE

Communications technology has completely changed the way people live, connect and find information; it is also changing the way they are impacted by and respond to emergencies. Mandated by the Inter-Agency Standing Committee (IASC) and under the leadership of the World Food Programme, the ETC is a global network of humanitarian, government and private sector organizations working together to provide shared communications services and technology solutions during humanitarian emergencies.

Since 2005, the ETC has responded to over 40 humanitarian crises around the world. In 2018 alone, the ETC was active in 9 emergencies, supporting over 50 humanitarian organizations as well as strengthening emergency preparedness in 9 high risk countries.

The ETC is evolving from being primarily a service provider to becoming a broker, facilitator and convenor of technology in emergency responses. The cluster works with local, national and regional stakeholders to help ensure countries have the right processes and technology solutions in place and are ready to be deployed when disaster strikes. Increasingly, the ETC also extends its services, when possible, to affected communities during emergencies, providing access to information, power solutions and connectivity.

WHAT WE DELIVER

COORDINATION & INFORMATION MANAGEMENT

Collaborate and coordinate with governments, humanitarian and private sector partners to assess needs, priorities and plan an IT response. Collect, analyse and disseminate information with key stakeholders to support informed decision-making.

SECURITY COMMUNICATIONS

Deploy and maintain security communications networks and systems to ensure humanitarians can operate safely in remote and challenging contexts.

ENHANCED ENERGY AND CONNECTIVITY

Provide reliable, consistent and timely power solutions and high-speed Internet to the response community while managing cybersecurity risks.



ETC partners responding in San Sauveur, Dominica 2017

Credit: WFP / Marianela Gonzalez

SERVICES FOR COMMUNITIES (S4C)

When possible, extend connectivity, power solutions and IT applications to enable affected communities to communicate, access information and help them in their recovery efforts.

PREPAREDNESS SERVICES

Work with governments and local stakeholders to strengthen IT infrastructure, processes and plans before disaster strikes for optimal outcome.

CAPACITY BUILDING

Conduct ongoing training and simulations for ETC partners and responders to ensure personnel have the right skills, knowledge and are mentally ready to deploy in the next emergency.

DRONE COORDINATION

Ensure a safe and coordinated use of drone technology in support of ETC operations.

PARTNERSHIPS FOR A CHANGING HUMANITARIAN LANDSCAPE

The ETC calls on the support of diverse partnerships and is comprised of 28 global partners. Our partners are trained, equipped and ready to deploy within 48hrs of an emergency. The humanitarian landscape is adapting to increasingly complex and protracted emergencies that demand the attention of additional responders; partners may support the implementation of the ETC's work with in-kind donations, shared resources and through strategic inputs to the activities taking place in the host country of an ETC operation.

At the global level, the ETC works with its network of partners, governments and the private sector to develop and strengthen strategic initiatives and advocate for a coordinated IT response. At the local level, the ETC coordinates and collaborates with local government authorities, NGOs, mobile network operators (MNOs) and Internet service providers (ISPs) in countries where the ETC is active. These local partnerships ensure the cluster implements sustainable technology solutions rooted in local context before, during and after a disaster.

In 2017, the ETC adopted a new partnership model to simplify processes and ensure the cluster could leverage a range of different partnerships with the right organizations including leading edge technology companies and humanitarian NGOs. Our network of partners supports a resilient and principled communications experience for humanitarian responders, citizens and governments and facilitates the delivery of humanitarian aid.



Humanitarians using ETS internet in North East Nigeria, 2018

Credit: WFP / Erika Iglesias

AT A GLANCE IN 2018

- Supported over 50 humanitarian organizations in 9 emergencies;
- Strengthened IT emergency preparedness in 9 high risk countries;
- Signed donation agreements with 7 Satellite Operators as part of the Crisis Connectivity Charter;
- 5 large-scale training courses conducted for 178 participants from 40+ organisations
- 91% of users satisfied with ETC services

ETC SERVICES



COORDINATION & INFORMATION
MANAGEMENT



SECURITY COMMUNICATIONS



ENHANCED ENERGY AND CONNECTIVITY



SERVICES FOR COMMUNITIES (S4C)



PREPAREDNESS SERVICES



CAPACITY BUILDING



DRONE COORDINATION



@FScluster



FOOD SECURITY CLUSTER

Strengthening Humanitarian Response

Food Security Cluster

Coordinating the food security response in humanitarian crises

STRUCTURE AND OBJECTIVES

The Food Security Cluster (FSC) became operational in April 2011 as the 11th Global Cluster of the Inter Agency Standing Committee (IASC) and has been established to coordinate the food security response during major emergencies, addressing issues of food availability, accessibility, utilization and stability.

The FSC is led jointly by WFP and FAO and represents a global partnership of 63 organizations including UN agencies, NGOs, donors and the International Red Cross and Red Crescent movement.

The overall objective of the FSC is to ensure that specific food security needs of individuals and/or communities which are at risk or have been affected by humanitarian crises (whether sudden onset or protracted) are met.

Appropriate standards, indicators and cross-cutting issues are taken into account both in planning and implementation of response, to ensure that the most vulnerable among affected groups of people are identified and targeted.

Effective coordination of humanitarian response, in both sudden onset disasters and protracted crises, is achieved through national and regional cluster/sector systems as well as inter-cluster coordination to ensure a holistic approach.

ROLES AND RESPONSIBILITIES OF THE FOOD SECURITY CLUSTER

The FSC coordinates country level food security response plans with NGOs, the Red Cross and Red Crescent Movement, FAO, WFP, other UN organizations, Governments and Donors during humanitarian crises.

At country level, the cluster/sector coordination team should be composed at least of one FSC Coordinator and one Information Manager Officer (IMO). The FSC is primarily responsible for ensuring there are no gaps and duplications in response, that information and analysis is available to all partners for informed decision making, and advocating on behalf of partners for resources and other strategic matters (i.e. access issues). The FSC is also responsible to facilitate all partners in the preparation of the country level Humanitarian Needs Overview (HNO) and the Humanitarian Response Plan (HRP) for the food security cluster with standards technical and operational procedures. The FSC provides necessary information to co-lead agencies to be appropriately represented at the HCT.

The focus of the work of the FSC is on strengthening country-level food security coordination systems along six core coordination functions: (i) support service delivery; (ii) inform the Humanitarian Coordinator/Humanitarian Country Team's strategic decision-making; (iii) plan and implement cluster strategies; (iv) monitor and evaluate performance; (v) build national capacity in preparedness and contingency planning; and (vi) support robust advocacy.

SUPPORT FROM HQ



The global FSC Support Team in Rome engages in operational and surge support to national clusters/sector including demand driven capacity support missions, surge deployments in response to humanitarian crises and roster deployments to improve humanitarian food security delivery in country. These missions and deployments assist in strengthening accountability and leadership of the country FSC, support coordinated quality programming, and enhance efficiency in the coordination of country level responses.

The Support Team also provides assistance to the country-level clusters/sector in several areas such as: capacity

development including training and development of tools, guidelines and quality programming; information management including management of relevant data; compilation of lessons learned and good practices; technical guidance through four Working Groups should indicate the name of the groups at the global level; and common advocacy strategy with partners.

The global FSC Support Team is composed of FAO, WFP and INGO staff and is advised by a Strategic Advisory Group (SAG). The global FSC coordinator, who coordinates this unit, is jointly and equally supervised by the Directors of Emergency of FAO and WFP.

OPERATIONAL OVERVIEW

In 2018, FSC maintained active cluster presence in some 30 countries with more than 80 deployed staff. The FSC is responsible to support 110 million people in need and targets 74 million people. The FSC also represents the largest percentage (34%) of funding required by any other cluster against the total requirements from the HRP, 3 Refugee Response Plans (RRP) and other appeals.



Caption TBA

Credit: Food Security Cluster



The cluster also runs regular trainings aimed at targeting already deployed staff and new candidates, including but not limited to: CC and IMO trainings, CC/IMO retreats, IPC trainings, E-learning courses and other technical trainings in English and French. In 2018, more than 200 participants were trained.

To strengthen effectiveness of food security coordination systems at the country level, in 2018 the global Support Team staff provided support with surge and support missions as part of humanitarian response to major emergencies, namely the South Sudan, Bangladesh, Syria, North Eastern Nigeria, Yemen. At the same time, continued support was ensured for other long-running crises such as Democratic Republic of Congo, Central African Republic, Afghanistan, and Somalia.



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**LOGISTICS
CLUSTER**

The Logistics Cluster

A community of partners working as one

WFP: A LEADER IN HUMANITARIAN LOGISTICS

The Logistics Cluster is a service cluster, supporting the humanitarian community to ensure critical aid gets to where it is needed. The role of the Logistics Cluster is to provide coordination of logistics activities of the humanitarian response and information management to support operational decision-making throughout the response cycle. Where gaps in the logistics infrastructure have been identified, the Logistics Cluster also facilitates access for the humanitarian responders to a range of logistics services including air, sea and overland transport as well as warehousing.

A COMMUNITY OF PARTNERS WORKING AS ONE

Above all, the Logistics Cluster is a community of partners. In 2018 the cluster worked with more than 600 partner organisations across the humanitarian sector from large UN agencies and INGOs to national organisations, academia, private sector and governments. Together, partners work to overcome logistics constraints, and develop and share best practices and solutions.

Teamwork between partners is at the core of the Logistics Cluster. The strength of the cluster approach lies in the humanitarian community working together - sharing resources, information and tools to achieve more, and ensure that humanitarian aid gets from A to B, including to hard-to-reach locations, in the most efficient and effective way possible.



HQ SUPPORT

In WFP HQ in Rome a dedicated, professional and experienced team makes up the Global Logistics Cluster, which primarily oversees cluster operations and provides direct field support. The Global Logistics Cluster also acts as a thought leader on upcoming humanitarian logistics trends, elaborates needs-based and adapted training content, develops new methodologies, and performs as a broker between the humanitarian logistics sector, the private sector, and the academic sector. In this broker role, the Global Logistics Cluster provides a bridge between humanitarian logistics and academia whilst simultaneously working to ensure that private sector partners have an impact on the entire humanitarian logistics response.

Furthermore, the global support includes overall information management, together with the maintenance and updating of the Logistics Cluster website, the primary tool for sharing operational information and maintaining standards and consistency across operations, as well as deploying surge capacity.



The Logistics Cluster facilitated 81 flights to remote destinations in the first month of the Cyclone Idai Response

Logistics Cluster, Beira Airport

IN THE FIELD

At the onset of a crisis, the Global Logistics Cluster acts to conduct an immediate assessment of the situation to identify logistics needs and respond to official requests for cluster activation. Generally, a Logistics Cluster Coordinator and Information Management Officer will be deployed upon cluster activation.

The Logistics Cluster in-country organises and chairs coordination meetings to streamline activities, avoid duplication of efforts and ensure the optimal use of resources. The Logistics Cluster also collects and analyses operational information and develops high quality, timely, and accurate information products disseminated to stakeholders through dedicated mailing lists and a website renowned for the quality of its information.

In cases where local market capacity is exceeded or seriously impacted, WFP as lead agency of the Logistics Cluster may operate as a provider of last resort on behalf of the humanitarian community. These services cannot be in competition with a functioning commercial sector and are time-limited. Depending on the makeup of each in-country cluster, WFP does not always provide services – in fact, partners are encouraged to provide services where they have the capacity and expertise.

BUILDING A STRONGER RESPONSE

In-country, the Logistics Cluster works regularly to self-assess its relevance, its needs and its performance. This is achieved through regular coordination meetings, and by working together with partners to identify logistics gaps, exchange challenges and solutions, coordinate joint approaches and evaluate the Logistics Cluster's performance. Globally, the Logistics Cluster organises biannual meetings with senior logistics staff from UN agencies, NGOs, academics and donor agencies to address strategic operational issues. Overall, the Logistics Cluster aims to drive new ideas and innovative solutions to improve response capacity across each operational context.

Preparedness forms a key pillar of Global Logistics Cluster activities. As part of its strategy and mandate from the IASC, the cluster seeks to utilise its experience and expertise in complex operational environments and its wide network of partners to strengthen national supply chain resilience and promote a common methodology towards logistics preparedness globally. Between 2018 and 2021, the Global Logistics Cluster will be focusing on up to 24 at-risk countries, with a strategy centred on localisation, sustainability and stimulating long-term actions across policy, procedures

and capacity strengthening initiatives. Moreover, together with partners the Global Logistics Cluster is developing an innovative digital data tool, the Humanitarian Logistics Gateway. This system is aimed at connecting multiple information sources in one place to assist decision makers in their logistics planning.

The cluster also develops guidance materials and strengthens the humanitarian community's ability to respond through its [extensive training programme](#). With a curriculum spanning from induction trainings to advanced coordination trainings in simulation environments (including Logistics Response Team trainings, Training of Trainers, IM trainings, and Cluster Coordinator trainings) the primary objective of the programme is to enhance the capacity of the humanitarian community, in turn increasing the overall efficiency of humanitarian logistics operations.

Annually, the cluster commissions in-depth [Lessons Learned](#) exercises, ensuring accountability to the WFP Country Office, the Humanitarian Country Team, global partners, and donors. A core pillar of the Logistics Cluster strategy is to capture, share and implement Lessons Learned recommendations and experience, thereby enhancing information sharing and driving best practice for the most effective and efficient logistics response.

2018 HIGHLIGHTS



1,689

DEPLOYMENTS DAYS FROM GLOBAL LOGISTICS CLUSTER



1,411

INFORMATION UPDATES PUBLISHED



270

STAKEHOLDERS SUPPORTED WITH PREPAREDNESS ACTIVITIES



1,943

PEOPLE TRAINED

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Cover Photo:

Photos of WFP-led and co-led clusters' team members in an operational context.

Emergency Telecommunications Cluster | Food Security Cluster | Logistics Cluster