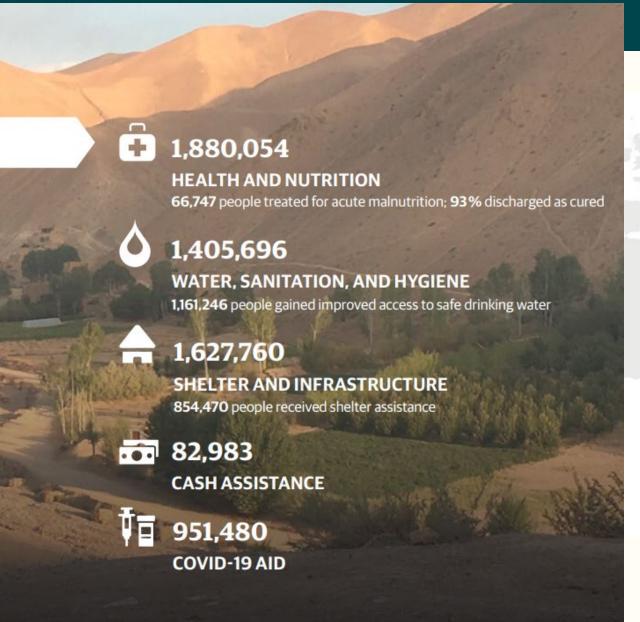


# IMPACT 2021

**3,362,158** PEOPLE ASSISTED

Afghanistan 116.171 Bangladesh 107,168 472,148 **DR** Congo Ethiopia 4,200 Honduras 18,109 Jordan 71,081 Lebanon 651,113 547,937 Madagascar 262,918 Somalia 534,807 South Sudan Sudan 43,292 Syria 450,087 83,127 Yemen

Amidst all the challenges Afghanistan faces, there is also breathtaking beauty.





### Experiences and challenges - Legal Framework

### Ongoing country of **Emergency situation** operation Usually not legally registered as INGO Legally registered as INGO Framework Familiar with importation process Unfamiliar with importation process Fairly stable project activities Constantly changing requirements Established relationship with officials Emergency decree's with blanket exemption for emergency related supplies not always issued Government transitions leading to delays due to vacant government positions Introduction of new requirements not entrenched in policy without reason and guidance Pharmaceutical importation: extensive sample testing or banning of essential medicines

### **Experiences and Challenges - Documentation**

# Ongoing country of operation

#### **Emergency situation**

- ✓ Fairly stable requests / documentation
- Experienced team on the ground

- Constantly changing documentation
- No experience with context
- ★ Proforma documents not matching final documents → start importation process from scratch
- Original waybills accompanying cargo lost (cargo arriving without original documents)
- Wrong INGO name indicated on the Waybill (mistake with supplier or transporter)
- Quantity or weight on Waybill not matching cargo as items got removed from plane the last minute



### Lessons Learned and Future Help

## Ongoing country of operation

#### **Emergency situation**



Preparedness (learn before disaster happens)

- Communication / Information sharing with other (I)NGOs via Logistics working groups (IMPACCT Working Group, Logistics Cluster, etc.) -> can this be government-supported?
- Single point of contact for disaster relief
- Daily relationship building to build trust and transparency → more formalized / digital process?
- Use of reputable and well connected forwarding agent with good standings in the government
- Digital website that facilitates the process through upload of documents → streamline further?
- Clear step-by-step guidance documentation (such as the IMPACCT bulletin)



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