



## **Raise for Development and Humanitarian Aid (RDHA)**

### **Stock and Warehouse Management Procedures**

Effective stock and warehouse management is a vital logistical function at RDHA, ensuring efficiency, transparency, and accountability in handling aid and resources. We

are committed to implementing rigorous procedures and standards to ensure that the right supplies, in the correct quantities, arrive on time and in the best possible condition to beneficiaries. Our procedures are based on best practices in the humanitarian sector and are integrated within the organization's comprehensive internal control system.

## 1. Receiving and Inspection

This stage is the entry point for all materials into our warehouses and is carried out according to the following steps:

- **Document Verification:** Upon arrival of any shipment, it is immediately matched against shipping documents (such as purchase orders, supplier invoices, or delivery notes) to verify the accuracy of quantities, types, and specifications.
- **Quality and Quantity Inspection:** A thorough inspection of received materials is conducted to ensure their integrity, absence of damage or defects, and conformity to required specifications. Any discrepancies or damages are recorded in the receiving report.
- **Immediate Recording:** All received materials are immediately recorded in the organization's inventory management system to ensure real-time record updates.
- **Isolation of Non-Conforming Materials:** Any damaged or non-conforming materials are isolated in a designated area pending a decision on their disposition (return, replacement, disposal).

## 2. Storage and Organization

We aim to achieve maximum space efficiency while ensuring easy access and material protection:

- **Classification and Coding:** All materials are classified and coded systematically (e.g., using Stock Keeping Unit - SKU numbers) to facilitate their location and tracking.
- **Secure and Organized Storage:** Materials are stored in designated areas within the warehouse, considering the following factors:
  - **Safe Stacking:** Goods are stacked securely to prevent collapse or damage, adhering to weight and height limits.
  - **Stock Rotation:** "First In, First Out" (FIFO) or "First Expired, First Out" (FEFO) principles are applied for materials with expiry dates to ensure the oldest stock or that closest to expiry is used first, minimizing waste.
  - **Protection from Environmental Factors:** Measures are taken to protect inventory from humidity, dust, pests, and extreme temperatures.
  - **Easy Access:** Warehouses are organized to allow easy access to materials for inventory counts and issuance.
- **Physical Security:** Strict security procedures are implemented, including restricted access to warehouses, use of robust locks, surveillance cameras, and alarm systems to ensure protection against theft.

### 3. Inventory Tracking and Control

We utilize advanced systems to ensure the accuracy of inventory information:

- **Inventory Management System (IMS):** An electronic system is used to track all inventory movements (receipt, issuance, transfer, disposal) in real-time.
- **Cycle Counting and Annual Inventory:** Periodic cycle counts (counting small portions of inventory regularly) are conducted in addition to a comprehensive annual inventory to verify the accuracy of records against physical stock and identify any discrepancies.

- **Setting Inventory Levels:** Minimum and maximum inventory levels and reorder points are defined for each item to ensure material availability when needed and to avoid shortages or excessive stockpiling.
- **Management of Non-Usable Materials:** Damaged, expired, or obsolete materials are identified, isolated, and appropriate actions are taken for their safe and responsible disposal in accordance with environmental and health policies.

## 4. Issuing and Dispatch

Precise procedures are followed to ensure correct material disbursement:

- **Approved Release Requests:** No materials are released from the warehouse without an approved and signed release request from authorized personnel.
- **Safe Packaging:** Materials are appropriately packed and wrapped to ensure their safety during transport and distribution.
- **Shipping Documents:** Detailed shipping documents accompany each consignment, including a list of materials, quantities, delivery destination, and recipient details.
- **Delivery and Acknowledgment:** Delivery of materials to the correct recipient is confirmed, and an acknowledgment signature is obtained, ensuring full accountability.

## 5. Warehouse Safety and Security

The safety of staff and inventory is a top priority:

- **Occupational Safety Measures:** Occupational health and safety standards are applied to ensure a safe working environment for staff, including the provision of Personal Protective Equipment (PPE) and training on safe material handling.
- **Fire and Flood Prevention Systems:** Warehouses are equipped with effective fire alarm and suppression systems, and preventative measures against floods (such as elevated platforms) are taken.
- **Regular Maintenance:** Regular maintenance is performed on warehouses and equipment to ensure their efficient and safe operation.

## 6. Documentation and Reporting

- **Accurate Records:** Accurate and detailed records are maintained for all inventory movements, including receiving, issuance, inventory counts, and damage records.
- **Periodic Reports:** Periodic reports on inventory status, turnover rate, any losses or damages are prepared and submitted to senior management and relevant stakeholders to enable informed decision-making.