

## DISTRIBUTION OPERATIONAL GUIDANCE/TOOLKIT: 12. Managing the distribution

### Overview

Distribution sites can quickly become chaotic, crowded and potentially dangerous places for field staff and beneficiaries themselves. Careful planning can prevent such situations and help in addressing associated risks. Remember that **safety of staff and beneficiaries has priority**. »

(For setting up the distribution site, see [Setting up Distribution Site](#) entry.)

### General considerations

- The items are off-loaded and handled in a proper and safe way to protect them from sun, rain and wind.
- Know which materials need careful handling and make sure laborers wear boots and gloves as needed.
- Organize distribution in an orderly manner, men and women in different lines (if appropriate)
- Provide groups of vulnerable beneficiaries or with special needs - such as pregnant or lactating women, elderly, women and men with disabilities, girl and boy headed households- with a priority line and/or a 'safe passage'.
- Check the quantity of items at site against planned distribution quantities.
- Remaining items to be re-stocked must be reported
- Item lost or damaged must be reported
- In case of disturbances »
  - Remember that the safety of staff and beneficiaries has priority
  - Read the situation carefully, and report incidents to the field security focal person or distribution team leader, as well as the security officer.
  - In case of violence or an unsafe situation, stop the distribution and discuss later with local authorities and the beneficiary community to reschedule the distribution.
- Documentation of receipt:
  - Request the beneficiaries to present an identification document (as relevant) and the tokens/enrollment cards issued by IOM.
  - Tokens/enrollment cards should be checked against the distribution list and collected by a staff who is familiar with the stamp/signature on the tokens.
  - Beneficiaries must provide their signatures or thumb prints on the receiving form as their receipt of assistance.
- Prevention/mitigation of safety and security concerns: »
  - To know potential safety/security risks in the target community, conduct a security assessment before the distribution (See: [Relevant Assessment](#) entry) and take mitigation measures.
  - Engage with local authorities and the beneficiary community to support security and crowd control, as well as safeguard the materials.
  - Designate safety and security personnel to handle any issues (if possible, both male and female staff). If it is not possible to allocate dedicated staff, appoint the distribution team leader as the safety/security focal point.
  - Train all distribution staff in safety/security protocols.
  - Sensitize the beneficiaries with safety/security instructions, including the policy of no weapons, military, or police uniforms at the distribution site, and availability of complaints mechanisms and hotlines.

- In some locations, there are increasing tensions between displaced families and host communities. To mitigate the tension in the target community and reduce the likelihood of an insecure situation, consider extending the scope of assistance to broader categories of the affected population, namely: new and old IDPs, and host community families.

Resources	File Format	Language
<p><b><a href="#">Beneficiary Receiving Form</a></b>  <b>NOTE:</b> This form is commonly used by many IOM country missions for receiving signature or thumbprints when handing over the items to beneficiaries. At right-upper space, list names and number of items to be distributed to each HH. As well clarify variations for different HH size.  <i>(Modified from the version received from IOM Nigeria)</i></p>	Excel	EN

### Awareness raising during distribution

A distribution is a significant opportunity to share information. This may take the form of trainings on issues such as hygiene promotion and public health messaging, or how to use the distributed materials, or why vulnerable groups may get additional items. For example, train people in how to use tarpaulin so that it can last longer. <sup>4</sup>

See [Information, Education, and Communication Materials](#) entry for more details.

### Transportation support / Door-to-Door distribution

- Consider how the most vulnerable beneficiaries will travel to the distribution site and transport materials to their place.
- Wherever possible, support those with limited mobility or who feel vulnerable to transport items to their home.
- Alternatively, depending on the settings, consider providing cash grants for transportation to assist the most vulnerable or mobilizing community members or volunteers to support them.
- For those people who are unable to get to the distribution site (the elderly, women with infants, caretakers of children with disabilities, etc.), consider providing door-to-door transportation, or have them nominate a person to collect the goods. <sup>5</sup>

### After the distribution

- Ensure that the distribution point is left clean and free of trash
- Ensure that all laborers have been paid for their services and that the team; leader has all the necessary receipts and records of labor payments
- Draft a distribution report (see [Reporting / Information Management](#) entry)
- Report to the Cluster/Sector/Working Group the required data through the e specific reporting mechanism (see [Reporting / Information Management](#) entry)
- Ensure any feedback and outstanding complaints are resolved
- Hold a meeting with local authorities and partners to discuss some outstanding issues and share lessons learnt
- Conduct Post Distribution Monitoring (See: [Monitoring and Evaluation \(M&E\)](#) entry)

**Checklist: Equipment for the distribution team**

- Area map
- Distribution Site layout (if already available)
- Beneficiary Registration and Receiving Form
- List of persons with specific needs and groups at risks (to prioritize during the distribution)
- Information of Hotline for Complaints and Feedback Mechanism (Brochures to distribute, business/post card attached to each kit)
- Where available, and in coordination with protection and GBV related staff and actors, prepare information, education and communication (IEC) material on prevention, where to report and how to access
- Ropes, stakes, warning tape (for perimeter lining, screening equipment for security)
- Visibility items (IOM logoed plastic sheeting, flags, donor banners)
- Plastic Sheeting or Shading nets (for shading waiting area)
- Drinking water (for the team and beneficiaries)
- Safety equipment (e.g. gloves and rubber boots for handling hazardous goods, such as Corrugated Galvanized Iron (CGI) sheet)
- First aid kit
- Flash light
- Megaphone (for a large scale distribution)
- Means of communication (radio, mobile, or satellite phone where required).
- Whistle
- Camera
- **Audio-Visual Consent Forms** (beneficiaries should give their consent prior to have their pictures taken)

## Links

- [Audio-Visual Consent Form](#)

## References and Tools

- [Beneficiaries Receive Form](#)

## Other Entries in this Topic

- [DISTRIBUTION OPERATIONAL GUIDANCE/TOOLKIT: 2. Relevant Assessments](#)
- [DISTRIBUTION OPERATIONAL GUIDANCE/TOOLKIT: 14. Reporting / Information Management](#)

## Contacts

For more information, please contact the Shelter and Settlements Unit in Geneva: [ShelterSupport@iom.int](mailto:ShelterSupport@iom.int).

Please also find the contact information to the IOM Shelter Reference Group: [ShelterReferenceGroup@iom.int](mailto:ShelterReferenceGroup@iom.int).

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