SOMALIA LOGISTICS CLUSTER

Standard Operating Procedures (SOPs)

22 February 2012

SOPs for coastal vessel from Mombasa to Mogadishu

Overview

This document is an overview of the procedures for the coastal vessel service to Somalia, offered by the Logistics Cluster to all humanitarian actors, for the coordinated movement of humanitarian assistance to those affected by the crisis.

The objective of this service is to provide – in an efficient, coordinated manner – a service to ensure an uninterrupted supply chain of life-saving relief items to the affected population.

As provider of last resort, this service is not intended to replace the logistics capacities of other humanitarian organisations, but rather supplement them through the provision of a common service.

This service is offered for a limited period of time until 01 July 2012 and may be withdrawn earlier, in part or in full, for the following reasons:

- Changes in the situation on the ground;
- Gap analysis determines that service are no longer required;
- Funding constraints;
- Lack of access.

This document will be periodically updated to match the developing logistics environment and to meet operational needs. Please check for updates at: http://www.logcluster.org/ops/som11a

Only humanitarian cargo processed through the Logistics Cluster system will be accepted by the Logistics Cluster.

(1) Service Available – Provided by the Logistics Cluster

The following service will be made available:

Provision of sea transport from Mombasa Port in Kenya to Mogadishu Port in Somalia. Depending on needs/requests, sea transport could also be offered from/to other ports in support of the Somalia relief operation, e.g. to Bossaso and Berbera ports. The service will be offered approximately once a month for the transportation of life-saving relief items for the humanitarian community. Due to the unpredictable security situation in the region, the vessel will have international naval protection to ensure safe passage to and from Somalia.

(2) How to Access the Services

Individual requests for the movement of cargo are to be made using the Cargo Movement Request (CMR) form, available at http://www.logcluster.org/ops/som11a

For further information please refer to the Somalia Logistics Cluster Web page: http://www.logcluster.org/ops/som11a
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The point of contact for all enquires related to cargo and storage (including CMR submissions) is hornofafrica.cargo@logcluster.org

NOTE: Above mentioned forms are not to be modified by users.
Receipt of requests (CMRs) will be confirmed by return email and/or phone calls.
If during the review of requests result in any amendments, a copy of the amended request will be returned to the service user.
Service Users’ should inform on CMR if any single cargo item is heavier than 150 kg or if there are any cargo handling restrictions.
The service user will be informed by email and/or phone, if the request (CMR) has been accepted for further processing.
Requests are subject to the availability of cargo space and will be handled as per the priorities set by the Humanitarian Country Team.
CMRs will be processed in order of receipt. Late submission may lead to cargo being delayed to the next voyage.

(3) Overview of cargo movement process

After acceptance of the CMR by the Logistics Cluster, the service user will be advised on any changes to the sailing schedule and current estimated time of sailing.
Loading and discharge will be done by WFP, but shunting, customs clearance and storage are all Service Users’ responsibility at both loading and discharge port.
Any service user cancelling a confirmed CMR less than 8 days before estimated start of loading, will be fined for dead freight of their shipment at the following rates:
- Food items per mt: USD 70 (Mombasa – Mogadishu)
- Non-food-items per m³: USD 35 (Mombasa – Mogadishu)
- Any shipments between other ports will be calculated on a case-by-case basis and communicated to the user together with CMR acceptance and cancellation date.

Please see below the detailed step-by-step process with responsibilities.

<table>
<thead>
<tr>
<th>#</th>
<th>Actions</th>
<th>Responsibility</th>
<th>Time-frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Tentative schedule for next shipment and CMR deadline issued</td>
<td>Logistics Cluster</td>
<td>Based on need and vessel availability</td>
</tr>
<tr>
<td>2.</td>
<td>Cargo Movement Request (CMR) is submitted to the Logistics Cluster</td>
<td>Service User</td>
<td>At User’s discretion, but late submission might lead to rescheduling for next vessel.</td>
</tr>
<tr>
<td>3.</td>
<td>Review of CMR and acceptance/rejection communicated to service user, together with cancellation deadline</td>
<td>Logistics Cluster</td>
<td>3 days after CMR deadline</td>
</tr>
<tr>
<td>4.</td>
<td>Communication between Service Users and their respective Clearing and Forwarding (C&amp;F) Agents to ensure readiness of cargo.</td>
<td>Service Users, C&amp;F Agents</td>
<td>From the point of acceptance of CMRs to loading time.</td>
</tr>
<tr>
<td>5.</td>
<td>CMR with Cargo Readiness Date is forwarded to WFP focal point for stowage</td>
<td>Logistics Cluster</td>
<td>5 days before vessel berth at load port</td>
</tr>
</tbody>
</table>

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http://www.logcluster.org/ops/som11a
# Standard Operating Procedures (SOPs)

<table>
<thead>
<tr>
<th>Plan</th>
<th>Description</th>
<th>Location</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Loading advice is issued to Service Users and C&amp;F agents</td>
<td>WFP Mombasa</td>
<td>3 days before loading commences</td>
</tr>
<tr>
<td>7.</td>
<td>Communication (verbal) between C&amp;F agents and WFP Mombasa for coordination and operational fine-tuning</td>
<td>C&amp;F Agent and WFP Mombasa</td>
<td>Whenever required</td>
</tr>
<tr>
<td>8.</td>
<td>Clear the cargo at customs before it is presented to WFP and send confirmation of completion of customs clearance in writing to WFP Mombasa</td>
<td>Service User / C&amp;F Agent</td>
<td>Customs clearance has to be done at least 24 hours before presenting cargo to WFP for loading, cargo not customs cleared will be rejected for loading</td>
</tr>
<tr>
<td>9.</td>
<td>Final advice to C&amp;F agent on when cargo needs to be presented alongside vessel</td>
<td>WFP Mombasa</td>
<td>In case of last minute changes</td>
</tr>
<tr>
<td>10.</td>
<td>Delivery of cargo to quay-side. Cargo needs to be marked clearly with name of sender, consignee, destination and contents, with correct packing list to be attached to cargo items. When sending several consolidated packages (e.g. pallets), please number, i.e. 1/5, 2/5 etc.</td>
<td>Service User / C&amp;F Agent</td>
<td>As per stowage plan date</td>
</tr>
<tr>
<td>11.</td>
<td>Goods Received Note (GRN) is issued</td>
<td>WFP Mombasa</td>
<td>When cargo is alongside vessel</td>
</tr>
<tr>
<td>12.</td>
<td>GRN is signed by C&amp;F agent or Service User representative at load port. Scanned copy sent to WFP Shipping officer and Logistics cluster</td>
<td>Service User / C&amp;F Agent / WFP Mombasa</td>
<td>When cargo is alongside vessel</td>
</tr>
<tr>
<td>13.</td>
<td>The Bill of Lading (B/L) – Non-negotiable Cargo Receipt (NNCR) and superintendence (S./I.) report scan copies are sent to Nairobi office.</td>
<td>WFP Mombasa to WFP Nairobi office</td>
<td>When available</td>
</tr>
<tr>
<td>14.</td>
<td>Sailing and report on estimated time of arrival (ETA) to WFP Mogadishu / Service Users / Consignee</td>
<td>WFP Mombasa</td>
<td>Upon sailing</td>
</tr>
<tr>
<td>15.</td>
<td>Vessel discharged report and S./I. report</td>
<td>WFP Mogadishu</td>
<td>Same day of discharge</td>
</tr>
<tr>
<td>16.</td>
<td>GRN is issued by WFP at discharge port</td>
<td>WFP Mogadishu</td>
<td>When cargo is on the quayside.</td>
</tr>
<tr>
<td>17.</td>
<td>GRN is signed by C&amp;F agent or Consignee representative at discharge port. Scanned copy of GRN and S./I. report sent to WFP Shipping officer and Logistics cluster.</td>
<td>Service Users’ consignee / C&amp;F Agent / WFP Mogadishu</td>
<td>When cargo is on the quayside and being handed over to consignee</td>
</tr>
<tr>
<td>18.</td>
<td>Shunting, customs clearance and storage</td>
<td>Service Users’ consignee / C&amp;F Agent</td>
<td>Immediately after cargo is ready on quayside</td>
</tr>
<tr>
<td>19.</td>
<td>Any discrepancy between B/L and S.I. report is notified to WFP Nairobi and investigated</td>
<td>WFP Mogadishu</td>
<td>Immediately</td>
</tr>
</tbody>
</table>

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ANNEX 1

CONDITION OF SERVICES
When providing services under the SOPs, WFP, in its role as Logistics Cluster lead, acts as the agent for the service users. WFP assumes no responsibility for the transportation and/or for any loss or damage to the goods/items carried. Service users are responsible for making adequate arrangements for the insurance of their goods. WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence. WFP assumes no responsibility for amounts which cannot be recovered, but will extend their assistance to the Service Users / their Insurers with regard to any reasonable recovery action that they may contemplate at their own costs and risk.

COST
At the onset of the humanitarian response, WFP will, in its role of Logistics Cluster lead, provide the services at no cost to the service users. Any additional or exceptional service provided by the Logistics Cluster, over and above the proposed services under the SOPs (section 1) will be charged to the service user.

LIABILITY
When providing services under the SOPs, WFP act as agents for the Service Users. All contracts are entered into on behalf of the service users.
WFP and the Logistics Cluster assume no responsibility for any loss or damage to goods carried or stored under the SOPs.
Service users are responsible for making adequate arrangements for the insurance of their goods. WFP and the Logistics Cluster undertake the services in good faith and will ensure that the services are carried out with due diligence.

CARGO PACKAGING REQUIREMENTS
All cargo being delivered to the port loading area must be clearly marked with the consignee organisation’s name. Cargo in transit should be clearly marked.

LARGE AND OVER-SIZED ITEMS
Large, long, over-sized etc. items will be handled according to available capacity.

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS
The Logistics Cluster is not able to accept hazardous goods for transportation into Somalia. The Logistics Cluster is not in a position to offer temperature controlled transport and storage.

COSTS THAT MAY BE INCURRED
Any unexpected costs will be charged to the service user. Examples of such costs are:
Any demurrage costs and/or gang idle time incurred due to delays in presenting cargo by Service Users or their agents.
Any other costs incurred due to circumstances beyond the control of the Logistics Cluster/WFP and/or the Service Providers.

LOGISTICS CLUSTER CONTACT
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