The purpose of this document is to give an overview of the procedures to be followed by UN agencies participating in cross-border operations from Turkey to Syria through the UN Security Council Resolutions (UNSCRs) 2165/2191/2258 approved crossings of Bab al-Hawa (BAH) - Cilvegozu and Bab al-Salam (BAS) – Oncupinar, and explains the procedures that apply before, during, and after transshipment of humanitarian supplies.

The document is divided into two main parts: Part 1 explains the process to be followed for regular transshipment via the two UNSCR-mandated hubs, and Part 2 outlines the special steps to be followed for ad-hoc and emergency transshipment operations which take place on short notice. Annexes on OCHA’s role in the Notification Process and a template of the Shipment Plan that Agencies submit to the Cluster, are available at the end of the document.

PART 1: Standard Operating Procedures for Transshipment Operations at Bab al-Salam and Bab al-Hawa hubs

The transshipment is conducted at Logistics Cluster hubs located inside Turkey. The Logistics Cluster provides the hubs as well as the handling services for the transshipment of humanitarian supplies from Turkish to Syrian trucks arranged by UN agencies.

The process below is subject to modifications and should be flexible to allow for new or modified circumstances that may arise during the course of the operation. Changes will be made when needed and updated versions of the SOPs will be published and circulated.

1. UN Actors involved in cross-border operations:

   - **Logistics Cluster**: Provides the facilities at the hubs (including guards), liaises with Turkish Customs, and ensures information sharing and coordination. Free to user labour is provided by the Logistics Cluster to transship cargo from the Turkish trucks to Syrian trucks. The Logistics Cluster is also responsible for facilitating Syrian Trucks movement between the border crossing and the hub. Logistics Cluster is also the focal point for communication for all parties including UN agencies, UN Monitoring Mechanism (UNMM) and UN Department of Safety and Security (UNDSS) before, during and after the shipments, for any inquiry related to shipments.
   - **UNMM**: Mandated by the Security Council to control/observe the transhipment operations at the hubs. It is obligatory that at least one UN monitor is present at the opening and closing of a truck and during the loading process. They also accompany the convoy of Syrian trucks back to the border when the loading is completed.
   - **OCHA**: Notifies the Syrian Government, the Turkish Government, and the relevant UN bodies regarding the planned cross-border operations. *(Please see Annex 1: Notification Process and OCHA’s role)*
   - **UNDSS**: Monitors the security situation.
   - **UN agencies**: Submit their shipment plans to the Logistics Cluster and are responsible for arranging both Syrian and Turkish trucks, and to ensure that customs clearance is arranged for their own supplies. On the day of transshipment, representatives from each UN agency involved in the operation should be onsite to observe the transshipment of their cargo.
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2. Week before the Day of Transshipment:
UN agencies provide the Logistics Cluster with a shipment plan with the below information on planned movements for the upcoming week(s). The template to submit shipment plans is structured accordingly (Please see Annex 2: Shipment Plan Template):

- Hub to be used (BAH or BAS);
- Approximate number of trucks expected to take part in transshipment operations at the hub (both Turkish and Syrian trucks);
- Type of cargo;
- Quantity (mt and m³);
- Tentative movement date;
- Destination (governorate, district, sub-district, community);
- Governorate and district level information is a must to issue a notification. (Sub-district and village and community level information is not for notification but tracking purposes);
- Number of targeted beneficiaries (information required for OCHA, the Logistics Cluster does not track this).

Each line in the notification should include the above information, not merged with other shipment data.

The final version of the notifications must be signed, stamped and submitted to Government of Syria and Government of Turkey (by OCHA) 48 hours prior to the first crossing date as indicated in the notification (these 48 hours must be working days both in Turkey and Syria).

Weekly Notification Calendar / Timelines

<table>
<thead>
<tr>
<th>Latest submission of shipment plan by the Logistics Cluster to OCHA</th>
<th>Earliest possible day on which the UN cargo can be transshipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday by 12:00 noon</td>
<td>Monday and onwards (following week)</td>
</tr>
<tr>
<td>Friday by 12:00 noon</td>
<td>Tuesday and onwards (following week)</td>
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</table>

N.B. – please note that the above table is the absolute latest cut-off time for submitting shipment plans each week. Agencies should aim to submit shipment plans well in advance.

- Requirements for Syrian trucks (monitored by Turkish authorities Customs officers):
  - Should not have more than 70 liters of fuel when crossing into Turkey.
  - Should have only one person (the driver) in the vehicle, meaning no passengers.
  - Should allow for the trailer to be closed once loaded. At both UN hubs, sealing is not required for Syrian trucks unless it is an exceptional case such as special/ad hoc transshipments where special procedures may apply (See Part 2).
  - Should be properly covered, meaning that the tarpaulin should be able to securely cover all the goods.
  - Must have a Syrian plate (and not a third country plate).

- Detailed information of the Syrian trucks, (plate number, truck type, brand, color) and driver (name, ID number and phone number) need to be shared by the UN Agencies at least 24 hours prior to the operation with the Logistics Cluster who will transmit these details to the Turkish authorities and OCHA. Once this information is shared, trucks or drivers should not be changed (in case of changes, the Logistics Cluster should be informed immediately).

- UN agencies are responsible for the custom clearance of their shipments. The Logistics Cluster is not responsible for the custom clearance of the cargo to be transshipped.

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- Custom declarations and waybills should match the notification request made by the UN agency. Issued notifications do not substitute the requirement of compliance with customs regulations. Agencies are responsible to ensure their shipment is in compliance with customs regulations and consistent with the issued notification.

3. One day before the transshipment:

- The Logistics Cluster must be provided with details of staff and vehicles who want to access the hub during the transshipment day for security reasons. At least one staff member of the respective UN-agency must be present at the hub on the day of movement and must bring identification.

4. During the Day of Transshipment:

- The empty Syrian trucks (arriving from Syrian side) have to be ready for examination at the Syrian side of the Syria-Turkey border at 06:00 a.m.
- The custom brokers arranged by the UN agencies will gather the trucks and prioritise them to approach the Turkish gate.
- Syrian trucks should travel as a convoy/in groups when arriving from and going back to Syria. This movement is monitored by the customs officer, gendarmerie or police, UNMM, and the Logistics Cluster.
- At BAH, all empty Syrian trucks will be screened with an X-ray machine in the Turkish Custom area. This process takes between 10 minutes to 20 minutes per truck. (Maximum daily capacity of BAH for this specific operation is approximately 20 trucks).
- At BAH, all trucks need to pay Weighbridge fees (whether Turkish or Syrian). Payment is made by the transporter on the day. Payment is the responsibility of the UN agencies who are sending the cargo across to Syria. The service provider reserves the right to refuse weighing process, which is mandatory by Turkish Customs, should the weighbridge fee not be paid.
- From the Turkish Customs area, the Syrian truck convoy will be escorted to the hub by the Turkish Gendarmerie and the Logistics Cluster (in BAH, they are escorted first to the weighbridge).
- Copy of cargo manifests/waybills per truck should be provided to the UN monitoring team at the transshipment hubs.
- The transshipment operation takes place at the hubs. Free to user labour is provided by the Logistics Cluster to transship the cargo from Turkish to Syrian trucks.
- When the transshipment from Turkish to Syrian trucks is complete, the Syrian trucks need to be closed and tied. Although not a standard practice, Turkish Customs reserve the right to seal them, so truck drivers need to be ready with the appropriate rope and with trucks proper.
- Once the process is complete, the trucks are escorted in convoy by the UN Monitoring team, the security agencies and the Logistics Cluster to the border.
- On the way back, at the Turkish Customs, the loaded Syrian trucks go under a second screening process through the X-ray on a random basis with a ratio of average 25% of the total number of trucks.
- The entrance of the trucks to Syria marks the end of the operation for the day.

5. After the Day of transshipment:

- Each UN agency is responsible to inform the Logistics Cluster of any difference between the actual shipment and the original shipment plan (such as type of items loaded on trucks, location information, completion of the shipment with less trucks or more trucks etc). The Logistics Cluster communicates this information to OCHA for tracking purposes.

N.B

Procedure for Requesting the Turkish Customs to work on weekends or official holidays: In situations when the UN Agencies need to load or transship outside business hours of Turkish Customs: Each UN Agency is responsible to work

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with its customs broker to facilitate the request of Turkish Customs to work outside business hours. If this does not work for whatever reason, the UN Agency can make a written request to the Logistics Cluster requesting OCHA’s support. OCHA will liaise with the Turkish Government to explore solutions and facilitation.

Procedure for Returning of Bonded Trucks: In situations when UN Agencies have trucks departed from a bonded warehouse in Turkey (i.e. from Mersin to BAH) and would like them to return back to the warehouse before crossing into Syria: Each UN Agency is responsible to work with its customs broker to facilitate the return of bonded trucks from the customs in compliance with the Turkish customs regulations. In case approvals are not received from the authorities, the UN Agency can make a written request to the Logistics Cluster requesting OCHA’s support. OCHA will liaise with the Turkish Government to explore solutions and facilitation.

PART 2: Special/Ad hoc Transshipments

In general, the same procedures outlined in Part 1, apply to ad hoc transshipments, with the following special requirements:

1. Procedure for Emergency Notification Submission:
   In situations when UN Agencies plan a shipment that cannot comply with the agreed notification timelines (i.e. less than 48 hours’ notice). The procedure is as follows:
   - The respective UN agency’s Head of Office in Gaziantep must first obtain the approval from the Humanitarian Coordinator (HC) based in Damascus before a notification can be issued. The approval required is that the HC will sign a notification that a shipment can cross in period that is less then 48 hours. If the HC approves, OCHA will issue the notification as per normal procedures.
   - Once the approval from Damascus is received, the UN Agency informs the Logistics Cluster, and the Logistics Cluster in turn informs OCHA to process the notification.

2. Special Operational Requirements
   - Syrian Trucks must be sealed before leaving the hub, by the UNMM Team.
   - Trucks should be sealable
   - A rope of approximately 25 m length to be provided per truck (by the transporter) to allow proper closure of cargo and sealing.

3. Overnight stay of the Syrian trucks in Turkey
   Applies to situations when the security, access or logistics parameters prevent the loaded Syrian trucks from crossing back into Syria on the same day of transshipment. The procedure is as follows:
   - It is the respective UN Agency responsibility to request their trucks to overnight.
   - The UN agency must communicate with the Logistics Cluster stating that an overnight stay is required for their trucks. Logistics Cluster contacts OCHA to inform about this request and asks liaison support with the Turkish authorities.
   - The approval and location for overnight stay of trucks will be determined by the Turkish authorities.
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ANNEX 1: NOTIFICATIONS PROCESS AND OCHA’S ROLE

NOTIFICATION PROCESS IN TURKEY UNDER SECURITY COUNCIL RESOLUTION 2165

Under the Resolution 2165, the United Nations (UN) and its implementing partners are required to notify the Government of Syria any cross border shipments of UN goods or personnel crossing. The Resolution further requires that the UN confirms the humanitarian nature of the goods being delivered. The following process reflects the notification to the Government of Syria that UN humanitarian supplies will enter Syria through Bab al-Salam and/or Bab al-Hawa from Turkey.

Logistics Cluster circulates a border crossing request form to UN organizations.

Request form filled.

UN, in consultation with the clusters/sectors, submit shipment request to Logistics Cluster.

Logistics Cluster compiles shipment information and submits to OCHA.

OCHA drafts Notification in English and Arabic and submits to Regional or Deputy Humanitarian Coordinator (RHC/DRHC) for their signature.

RHC/DRHC signs the Notification and sends it electronically to the Resident Coordinator of Syria (RC Syria).

RC Syria transmits the Notification electronically, via a Note Verbale, to the Government of Syria.

The Government of Syria receives the notification 48 hours in advance.

Note:
After the first notification, the Resolution further requires that the UN confirms the humanitarian nature of the goods being delivered. The later process is undertaken by a UN Monitoring Team independent from OCHA and RHC/DRHC. The UN Monitoring Team has its own operating procedures. The RHC/DRHC receives a copy of notification from the UN Monitoring Team.

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

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UN SCR 2165/2191 Cross Border UN Notification and Shipment Process from Turkey

**BEFORE**
- UN organisations submit shipment request to Logistics Cluster
- Logistics Cluster compiles shipment & submits to OCHA (minimum 72 hrs in advance of shipment)
- OCHA drafts Notification for RIC / DRHC signature in English & Arabic (48 hrs in advance of submission to GoS)
- RIC / DRHC signs the Notification and sends to the HC/RC Syria for submission to GoS (48 hrs in advance of a shipment)
- HC/RC Syria sends a more verbose and the Notification to the GoS
- Government of Turkey (GoT)
- Government of Syria (GoS)
- OCHA liaises with GoT, Customs & Syrian side when requested

**DURING**
- Logistics Cluster liaises with UN organisation logistics officers and GoT Customs at Border Crossing
- Turkish trucks arrive at UN Transshipment Hub
- Syrian trucks arrive, are loaded with humanitarian aid and depart the UN Hub to cross to Syria (UNMM monitors are present)
- UNMM and the Logistics Cluster accompany the trucks to the Turkish border crossing
- Logistics Cluster coordinates on shipment days with UNMM, agencies and GoT & GoS Customs at Border Crossings

**AFTER**
- UN Monitoring Team issues second Notification
- OCHA reviews all tracking the Logistics Cluster on a daily basis and from the UN Agencies on a monthly basis
- OCHA reports cross border shipments to NVBRC and to the humanitarian community and donors through Fact Sheets & Bulletins

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ANNEX 2: SHIPMENT TEMPLATE

<table>
<thead>
<tr>
<th>UN Agency</th>
<th>Type of Items</th>
<th>Quantity available for Shipment</th>
<th>Tentative Movement Date</th>
<th>Governorate</th>
<th>District</th>
<th>Approx # of Turkish Trucks</th>
<th>Approx # of Syrian Trucks</th>
<th>Total # of Beneficiaries (in individuals)*</th>
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*N.B – the final column in the table, ‘Total # of Beneficiaries (in individuals)’, is for OCHA. The Logistics Cluster does not track this.