Since March 2015 commercial air carriers have suspended their regular air operations to Yemen. This has drastically limited humanitarian organisations in transporting cargo to Yemen by air.

The Logistics Cluster has therefore identified a need to establish regular airlift services to enhance access to Yemen and provide a fast and efficient service for emergency relief cargo.

The following information and procedures aim at structuring organisations requests for all future airlifts that fall under this regular service facilitated by the Logistics Cluster.

**Key Information**
- A regular airlift service facilitated by the Logistics Cluster will be offered at the end of each month and until July 2016. The Logistics Cluster announces the next flight rotation at the latest three weeks in advance.
- This regular airlift service facilitated by the Logistics Cluster is free of charge to the user as it is funded by the cluster.

**Terms**
- The regular airlift service only applies for urgent cargo that cannot be transported by sea, that require specific care, such as cold chain, or that is time sensitive, such as items with expiry dates.
- The Logistics Cluster will work and coordinate closely with the other clusters, the ICCM and the HCT to establish which cargo qualifies for airlift in case of uncertainty.
- To ensure the services are equally and fairly offered to all service users, the Logistics Cluster airlift will only accommodate a maximum 5 mt per organisation, per flight.
- All requests exceeding the maximum payload allocated to each partner (5 mt) will not be accepted. However, UNHAS/WFP can assist in chartering special flights to accommodate larger consignment on a cost recovery basis.
- The regular airlift service only applies to the route Djibouti - Sana’a, unless otherwise mentioned.

**Procedure**
- *Completion of Importation and In-transit Procedures:*
  - Cargo must be cleared of all importation, or in-transit processes, at the time of submitting the request.
- *Delivery to airport:*
  - Service users are responsible for the transportation of their cargo to the Djibouti airport until delivery inside the customs-bonded cargo area of the airport. Service users are responsible to ensure their customs clearing agent is liaising with the airport authorities to complete this process in a timely manner.
  - The timing of the delivery will be shared bilaterally, with all regular (non-cold chain) cargo to be delivered no later than 48h prior to the departure date.
- *Special Cold Chain Operating Procedures:*
  - Due to the limited cargo handling capacity at the Djibouti Airport, as well as the frequently changing window of time to operate flights to Yemen, a maximum of 2 mt of cold chain cargo can be delivered to the airport on the day of the flight. This procedure is reserved for temperature-controlled cargo. All cargo exceeding 2 mt will have to be delivered at least 24h prior to the flight and stored temporarily in the airport cold chain facilities.
- *Dangerous Goods:*
  - For all dangerous or sensitive goods, service users must provide all official and legal permit or authorization importation approvals from the authorities.
# Airlifts Djibouti to Sana’a

**(July 2016)**

## Timeline

<table>
<thead>
<tr>
<th>Timeline</th>
<th>No later than 10 days prior to the estimated flight date.</th>
<th>Between 10 days and 7 days prior to estimated flight date.</th>
<th>No later than 2 days prior to estimated flight date</th>
<th>Day of Flight</th>
<th>No later than 3 days after flight date.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service User</strong></td>
<td>Submit necessary documentation to <a href="mailto:yemen_clustercargo@wfp.org">yemen_clustercargo@wfp.org</a></td>
<td>Prepare, package &amp; label cargo (according to packing list)</td>
<td>Delivery inside airport customs bonded area</td>
<td>Notify colleagues in Yemen on ETA</td>
<td>Yemen colleagues to sign incoming AWB</td>
</tr>
<tr>
<td><strong>Logistics Cluster</strong></td>
<td>Review documentation and share aircraft time and estimated departure date</td>
<td>Inspect cargo &amp; share delivery time</td>
<td>Receipt at airport and coordinate temporary storage</td>
<td>Liaise with load master and share ETA</td>
<td>Collect all signed AWB’s to complete airlift</td>
</tr>
<tr>
<td><strong>Additional Info</strong></td>
<td>Necessary documentation:</td>
<td>Packing Regulations:</td>
<td></td>
<td>See above for specific delivery procedures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Detailed and accurate packing list (including weight and volume)</td>
<td>• Boxes/cartons/line units must be placed on EU standardized pallets, with the following dimensions: 120 cms x 80 cms</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>• Copy of the original B/L or AWB</td>
<td>• Pallets need to be wrapped in plastic sheets.</td>
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</tr>
<tr>
<td></td>
<td>• Details of the consignment to ensure the nature of the cargo (dangerous good, sensitive) is in compliance with IATA rules and regulations</td>
<td>• Pallets need to be labelled with the following information:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <a href="#">Service Request Form</a></td>
<td>o SRF Reference Number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cargo commercial invoice</td>
<td>o Agency Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Distribution plan</td>
<td>o Nr of Boxes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Total Weight</td>
<td></td>
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</tbody>
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**Yemen**

**Airports**

- **Sana’a Airport** 
- **Aden Airport**

**Key Contacts**

- **WFP Logistics Cluster**
- **Local Colleagues**

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**Notes**

- All cargo must comply with IATA rules and regulations.
- Ensure all documentation is up-to-date and accurate.
- Notify colleagues in Yemen on ETA for smooth coordination.
- Collect all signed AWB’s to complete airlift.
DISCLAIMER

• The Logistics Cluster shall not be held responsible for any cargo confiscated or blocked at the airport by the local or national authorities.

• The Logistics Cluster has the right to reject or postpone any cargo that is not matching the description on the packing list.

• Shall any additional expense occur due to non-compliance with any of the above dispositions or due to negligence, the service user will cover the cost.

• Service Request Forms can be found at http://www.logcluster.org/document/service-request-srf

• To be included in the distribution mailing list used to notify on these flights, please email: silvia.pontillo@wfp.org

CONTACTS:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
</tr>
</thead>
<tbody>
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