Introduction

Since March 2015, commercial air carriers have suspended their regular air operations to Yemen. This has drastically limited the prospects for humanitarian organisations to airlift cargo into Yemen.

To fill this gap, WFP as lead agency of the Logistics Cluster, has established a regular airlift service to augment cargo importations into Yemen and to provide a fast and efficient delivery of emergency relief cargo.

The following information and procedures should be used for all requests for airlift.

1- **Light cargo transport on board UNHAS passenger plane**

Light cargo transport is a service provided and coordinated by UNHAS from Djibouti to Aden and Sana’a on regularly scheduled passenger flights for the airlift of maximum 500 kg/3.5 m³. The service is not available on UNHAS flights from Amman.

Requests for this service are made directly to UNHAS by contacting UNHAS.Yemen@wfp.org


2- **Logistics Cluster Combined Chartered Airlifts**

For humanitarian cargo requiring airlift, requests are accommodated through the combined charter airlift service from Djibouti to Sana’a facilitated by the Logistics Cluster on the basis of the funding and pipeline situation.

Procedure

**Submission of Service Request Form (SRF) to the Logistics Cluster**

- SRFs are available at: www.logcluster.org/document/logistics-cluster-service-request-form-srf
- All SRFs are to be submitted to Yemen.ClusterCargo@wfp.org
- A single SRF for the Air Transport Service can have only:
  - **One location** where the cargo will be handed over for service(s) to begin (in the “FROM” field)
    - Note: the Logistics Cluster does not provide ground transport services in Djibouti and therefore for requests ex. Djibouti the location should be Djibouti Ambouli International Airport.
    - If requesting onward transport once cargo is delivered to Sana’a El Rahaba International Airport, a separate SRF must be submitted to Yemen.ClusterCargo@wfp.org for the additional service.
  - **One date** when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field)
    - This information is critical to ensure that the cargo will be customs cleared and ready for loading on the specified date. Failure to communicate this information will result in rejection of the SRF.
  - **One entry point** into Yemen: Sana'a El Rahaba International Airport (in the “TO” field)
- All items with special handling (i.e. Cold Chain) or which are dangerous goods must be separated by line item in the SRF and indicated in the item description the specific handling requirements.

**NOTE: General instructions for completing the SRF can be found at:**

www.logcluster.org/sites/default/files/documents/srf_instructions_3
• All Service Users must provide their organisation’s Purchase Order (PO) Number(s) for the cargo (in the “Consignor Reference” field).

• Service Users are required to provide contact details for their Clearing & Forwarding Agent in Djibouti on the SRF in the “Clearing Agent” fields (including: agent/company name, telephone number, contact name, and e-mail address).
  o Note: Clearing Agent in Yemen and Notifying Party upon arrival at Sana’a International Airport is also required and should be submitted in the body of the email when submitting the SRF as this will also be required prior to airlift.

• Copies of the following should be submitted with the SRF:
  o Detailed Packing List
  o Non-Commercial Invoice
  o AWB or B/L for cargo delivered to Djibouti

• The Logistics Cluster will confirm receipt of the SRF within 48 hours, and will either:
  o request additional clarification or documentation required;
  o or, will register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.

  **NOTE:** At this point no commitment has been made to provide the service as requested.

• The Logistics Cluster will review all “New” SRFs within 72 hours, and will either:
  o request additional clarification or documentation; will “Accept” the SRF;
  o or will communicate the reason why the service cannot be provided at this time and give the Service User the option to “Cancel” or place the SRF “On-Hold”.

**Additional Required Documentation:**

• In addition to the above documents which are to be submitted with the SRF, the following will be required a minimum of 72 hours prior to the loading date for the aircraft. However, service users are requested to submit the documents as soon as possible to avoid delays. This includes:
  o **Distribution Plan** which must include: commodity type, total weight, total volume, total value, programme and/or locality where they will be distributed, and the ETA date in Yemen.
  o This can be submitted in the format of a letter, on organization’s letterhead, signed and stamped or in another format with the above information included – an itemized distribution plan is not required.
  o **Import Authorization:** for medical or regulated goods.
  o **Dangerous Goods Certificate:** any boxes which are labelled as DG and are not accompanied by a DG certificate will not be loaded onto the aircraft.

• **Delivery to airport:**
  o Service Users are responsible for the transportation of their cargo to the customs-bonded cargo area of Djibouti Airport. Service Users are responsible for ensuring their customs clearing agent is liaising with the airport authorities to complete this process in a timely manner.
The required time of cargo delivery will be shared bilaterally, with all regular cargo (ie. not requiring cold chain or temperature control) to be in place no later than 48h prior to the departure time of the aircraft.

The Focal Point for the combined airlifts is the Logistics Cluster Logistics Officer in Djibouti.

All communication should be channelled through the Logistics Cluster and all emails should be sent to: Yemen.ClusterCargo@wfp.org

**Special Cold Chain Operating Procedures:**

- Due to the limited cargo handling capacity at the Djibouti Airport as well as inevitable fluctuations in departure times of flights to Yemen, cold chain cargo requires special handling and delivery to the airport.
- The Logistics Officer will liaise directly with the service user regarding delivery times for cold chain items prior to the flight’s departure.
- All cold chain cargo/temperature controlled cargo must be delivered at least 24h prior to the flight and stored temporarily in the airport cold chain facilities.
- Cold chain cargo is loaded one hour prior to departure of the aircraft to maintain cold chain integrity. Therefore, if the cargo is not prepositioned at the airport at the specified time the cargo will not be loaded.

**Dangerous Goods:**

- For all dangerous or regulated goods, Service Users must flag the items on the SRF and provide all official permits or authorization importation approvals from the authorities.

**Arrival of goods in Sana’a:**

- Service Users are required to make all arrangements for receipt of their cargo in Yemen including: collection from Sana’a El Rahaba International Airport, customs clearance, and settling of all fees incurred for handling.
- If Service Users require cargo shunting and warehousing in Yemen, an additional separate SRF should be submitted. Please consult last section (‘Cargo offloading and Shunting Services’) of the Yemen SOPs: www.logcluster.org/document/standard-operating-procedures-sops-yemen-transport-temporary-storage-january-2017

**Documentation:**

- **Service Request Form**
  - The form must be submitted at least 10 days in advance of scheduled airlift date and filled out in full, including weight, volume, and value of the cargo.
  - Any and all special handling instructions for cargo must be included in the SRF.
- **Detailed Packing list**
  - The packing list must correspond exactly to the goods being shipped due to EHOC clearance procedures. Any discrepancies will result in the cargo being rejected on arrival.
  - For the same reason, the contents of palletised cargo must be itemized in case it is necessary to break the pallets for airlift.
- **Copy of the original B/L or AWB**
- **Non-commercial invoice**
Distribution plan

- All Service Users are required to submit a copy of the distribution plan for all cargo to be shipped 72 hours in advance of the ETD.
  - must include: commodity type, total weight, total volume, total value, programme and/or locality where they will be distributed, and the ETA date in Yemen.
  - This can be submitted in the format of a letter, on organization’s letterhead, signed and stamped or in another format with the above information included – an itemized distribution plan is not required.
  - Import authorization
  - It is required to have import authorization from the relevant Ministry or MoFA in order to facilitate customs clearance due to the substantial increase in activity at Sana’a airport and resulting issues.

- DG Certificate, if required.

- All documentation must be submitted to the Logistics Cluster a minimum of 72 hours before the airlift due to clearance procedures however service users are encouraged to send the documentation as soon as it is available to avoid last minute rejection of requested cargo.

Key Notes to Users:

i) Any communications, requests, and all documentation related to these services should be sent to: Yemen.ClusterCargo@wfp.org.

ii) Customs clearances required for Yemen will remain the responsibility of the Service Users in all cases.

iii) Customs clearance required for Djibouti will remain the responsibility of the Service Users in all cases.

iv) Insurance for the cargo will remain the responsibility of the Service User in all cases.

v) Implementation of all services is dependent on the security situation, this will affect schedules and access.

vi) Services will be provided in accordance with the priorities set by the Humanitarian Country Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Republic of Yemen are eligible to use these services (“Service Users”).
YEMEN
Airlifts Djibouti to Sana’a
July 2017

TIMELINE - OVERVIEW

Service users submits SRF with other relevant documents as per SOPs.

Logistics Cluster accepts SRF if the service can be provided at the current time; if not, SRF is either cancelled or put on hold in agreement with service user.

Service user delivers the cargo inside the Djibouti airport customs bonded area. Logistics Cluster receives the cargo and coordinate the loading of the aircraft.

Logistics Cluster confirms receipt of SRF. If all in order, SRF registered as "New"; if not, further exchanges with service users to finalize the request.

Service user prepares, packages & labels cargo according to packing list. Logistics Cluster inspects cargo & shares delivery time.

Within 48 hours
Within 72 hours
10 to 7 days before the flight
2 days before the flight

FLIGHT DAY
<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>After finalizing clearance &amp; receipt in custody</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERVICE USER</td>
<td>Submit all 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 of flight ETA</td>
<td>Yemen colleagues to sign incoming AWB &amp; send back to <a href="mailto:yemen.clustercargo@wfp.org">yemen.clustercargo@wfp.org</a></td>
</tr>
<tr>
<td>LOGISTICS CLUSTER</td>
<td>Acknowledge receipt of documentation, review it and share aircraft time and estimated departure date, if available.</td>
<td>Inspect cargo &amp; share delivery time</td>
<td>Receipt at airport and coordination of loading aircraft</td>
<td>Liaise with load master and share ETA. Supervise loading</td>
<td>Collect all signed AWB’s to complete airlift</td>
</tr>
</tbody>
</table>
| ADDITIONAL INFO | Necessary documentation:  
- Service Request Form  
- Detailed Packing list  
- Copy of the original B/L or AWB  
- Non-commercial invoice  
- Distribution plan  
- Import authorization  
- DG Certificate, if required | Packaging Regulations:  
- All items must be labeled with the following information:  
  - Agency Name  
  - Nr of Boxes (if palletised)  
  - Total Weight | See above for specific delivery procedures | | |