Standard Operating Procedures (SOPs)
Sea Passenger Transport
September 2017

OVERVIEW

This document provides an overview of the logistics services made available through the Logistics Cluster, how humanitarian actors responding to the crisis in the Republic of Yemen may access these services, and the conditions under which these services are to be provided.

Due to the limited access to the city of Aden via air, the Logistics Cluster is facilitating access to a weekly passenger transport between Djibouti and Aden on the WFP-chartered vessel VOS Apollo, which also serves for emergency rescue and evacuation. The service is intended exclusively for use by UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) recognised by OCHA and operating in Yemen.

Booking for this service is done on a first-come-first-served basis. Organisations using this service must register a designated Focal Point who will have to submit to the Logistics Cluster all booking requests on behalf of their organisations (UN agency or NGO). User organisations are requested to maintain the contact details of their focal point up to date, and to inform the Logistics Cluster of any changes.

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Yemen operations page (http://logcluster.org/ops/yem10a) and shared via the mailing list.

KEY NOTES TO USERS

i) The Focal Point Assignment Forms and Passenger Booking Forms are available on the Logistics Cluster website at the following link: www.logcluster.org/ops/yem10a.

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

iii) Each passenger is responsible to obtain UNDSS security clearance (for UN staff: TRIP, MSCR – Mission Security Clearance Request, Conops) or any other security clearance required by their organisation. Passengers without the proper security clearance will not be accepted for travel.

iv) Passengers are responsible to obtain the required medical clearance from their organisation.

v) Passengers are responsible for making the necessary administrative arrangements for immigration into Yemen.

vi) Passengers have to declare all ICT equipment they carry along. Some telecommunication hardware needs entry approval by both relevant authorities in Djibouti and Aden to obtain final EHOC clearance and approval to embark the vessel.

vii) From October 2017, passengers’ organizations will have to comply with financial conditions for payment of booking fees and no-show penalties1 to use the service.

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1 Booking requests are subject to a non-refundable USD 100 booking fee per leg. Late cancellations (cancellations received after cut-off time) and failure to present at check-in on the departure date are considered as “no-shows” and they are subject to a USD 250 penalty. 
http://www.logcluster.org/ops/yem10a
HOW TO ACCESS THE SEA PASSENGER TRANSPORT SERVICE

A. BOOKING

- Download the Passenger Movement Request Forms (PMR) at www.logcluster.org/document/booking-form-passenger-sea-transport
- The PMR must be completed and signed by each passenger, stamped by their organisation, and submitted together with the original excel version by the organisations’ Focal Point to: co_yem_passenger@wfp.org. The submitted PMR must be accompanied by the following documents:
  - A copy of all passports (minimum six-month validity)
  - Copy of visa to Yemen

  ➤ Djibouti to Aden: Passenger requests for the Sunday leg from Djibouti to Aden must be submitted no later than 12 p.m. (UTC +3) on Thursdays.
  ➤ Aden to Djibouti: Passenger bookings for the Wednesday leg from Aden to Djibouti must be submitted no later than 12 p.m. (UTC+3) on Tuesdays.
- After these deadlines, no changes can be made to the passenger lists as it will have been submitted for clearance: passenger details cannot be changed, alternate staff cannot replace staff already on the manifest, and potential standby passengers cannot be accepted at the gate.
- All cancellations must also be made before these times. Any cancellation received afterward will be considered as “no-show” and charged accordingly, as failure to cancel bookings in advance leads to other passengers being unable to travel. Therefore, passengers are requested to respect the cancellation procedure.
- Passengers who fail to submit the required documentation on time will not be accepted for travel.

B. AWAIT CONFIRMATION

- The Logistics Cluster will confirm the booking / space on the vessel at least 72 hours before departure.
- Logistics Cluster will confirm the voyage schedule based on received security clearance approximately 24 hours before departure.
- In case of changes to the schedule, all organisations’ focal points will be informed by email.

C. PRESENT FOR BOARDING

- Instructions for boarding the vessel will be communicated to passengers and focal points when the manifest is released, approximately 24 hours before departure.
- Passengers are required to bring and keep with themselves at all times the following documents:
  - Signed PMR and passport(s)
  - Visa to Yemen
  - Copy of security clearance
- No illicit items are authorised on board the vessel at any time. Passengers and organisations are responsible for not carrying or shipping items prohibited in Yemen and Djibouti according to the existing customs regulations of both countries and to UN regulations. Such items include, and are not limited to, alcohol, qat, weapons, antiques
and any non-authorised items by the Master Commander and the authorities. Prescription drugs must be accompanied with proper medical prescription.

- All passengers and luggage may be subject to security inspection by local authorities in both Djibouti and Aden, by WFP designated security staff, or by vessel master.

- Onward transport from the port is the responsibility of the traveller’s organisation.

**NOTE:** Once in Aden, the vessel overnights in anchorage and moves to the berthing position during the day, after which the vessel returns to its assigned anchorage position. If accommodation on the boat is required, please specify it when submitting the travel booking request.

**PASSENGER REQUESTS:** co_yem_passenger@wfp.org

**Contacts**

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