

## Standard Operating Procedures (SOPs) Sea Passenger Transport

March 2018

### 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 Logistics Cluster also facilitates a passenger transport on the WFP-chartered vessel VOS Theia between Djibouti and Hodeidah. Both services are 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.

The Logistics Cluster also facilitates access to passenger transport on board the WFP-chartered VOS Theia travelling between Djibouti and Hodeidah, which also serves for emergency rescue and evacuation. Similarly to VOS Apollo, 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.

Bookings for both services are 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 INGO). 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

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- i) The Passenger Movement Request (PMR) is available on the Logistics Cluster website at: [www.logcluster.org/document/booking-form-passengerseatransport](http://www.logcluster.org/document/booking-form-passengerseatransport)
- ii) Any communications, requests, and **all documentation** related to these services should be sent to: [co\\_yem\\_passenger@wfp.org](mailto:co_yem_passenger@wfp.org)
- iii) All passengers are fully responsible to obtain their organisation security clearance. UN Passengers must obtain UNDSS security clearance (TRIP, MSCR, Conops) or any other security clearance required by their agency.
- 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 must declare all ICT equipment they carry on board. Some telecommunication hardware needs entry approval by relevant authorities in Djibouti, Aden and Hodeidah to obtain final EHOc clearance and approval to embark the vessel.
- vii) Passengers must comply with instructions and commands given by the Captain of the ship and/or the crew while on board.
- viii) From October 2017, to use the passenger service, organisations must comply with financial conditions for payment of booking fees and no-show penalties<sup>1</sup>. An agreement detailing the conditions must be signed with WFP before accessing the service; to obtain a copy of the agreement organisations can contact the Logistics Officer, whose contacts are at the bottom of this document.
- ix) Failure to respect any of the above requirements by any passenger will be reported to their respective organisation and the Logistics Cluster will not be held responsible.

## HOW TO ACCESS THE SEA PASSENGER TRANSPORT SERVICE TO AND FROM ADEN

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### A. TRANSPORT BOOKING

- Before submitting the booking, the requesting organisation must have signed and stamped the financial agreement and transmitted the deposit to WFP.
- Download the Passenger Movement Request Forms (PMR) on the Logistics Cluster website at the following link: [www.logcluster.org/document/booking-form-passenger-sea-transport](http://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 **only** to: [co\\_yem\\_passenger@wfp.org](mailto:co_yem_passenger@wfp.org)  
The submitted PMR must be accompanied by the following documents:
  - A copy of all passports (minimum six-month validity)
  - A copy of visa to Yemen
- **Additional provisions are in effect if the passenger is a national staff travelling out of Yemen. See Annex I for details.**
- Deadlines for booking are as following:
  - **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 they 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.

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<sup>1</sup> 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.

- 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, passengers are kindly requested to respect the cancellation procedure.
- Passengers who fail to submit the required documentation on time will not be accepted for travel.

## B. OVERNIGHT ACCOMMODATION BOOKING

Once in Aden, the vessel overnights in anchorage and moves to the berthing position during the day, after that, the vessel returns to its assigned anchorage position.

**Any accommodation request for Aden, even for passengers travelling via UNHAS, must be submitted via the PMR before the normal deadline (Thursdays at noon), specifying for how long the accommodation is required. Any request not submitted through the PMR will not be considered.**

In case of exceptional circumstances, requests for accommodation not previously featured in the PMR can be submitted - only and exclusively - to [co\\_yem\\_passenger@wfp.org](mailto:co_yem_passenger@wfp.org); the Logistics Cluster team will subsequently confirm whether the accommodation request has been accepted or not.

## C. AWAIT CONFIRMATION

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

## D. 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:
  - Ticket(s) and passport(s)
  - Visa to Yemen
- No illicit items are authorised on board at all times, such as alcohol, khat, weapons, antiques and any non-authorised items by the vessel Captain 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 the vessel Captain.
- Onward transport from the port is the responsibility of the traveller’s organisation.
- **Check in time in Djibouti:** unless otherwise communicated by the Logistics Cluster, check-in takes place at the Ethiopian gate at the old Djibouti Port from 15h00 to 15h30. **All passengers presenting for boarding after the communicated window will be refused and consider as no-show.**
- **NOTE:** Access to the port access is strictly restricted; the only way to enter is through the Logistics Cluster shuttle. While in the shuttle, all passengers are responsible for their luggage and other belongings; neither the Logistics

Cluster, nor the shipping agent will be responsible for any loss. **Anybody trying to access the port in any other way will be addressed immediately to the police/security office.**

## E. AFTER BOARDING

- **While on board**, the vessel Captain is the highest-level authority regardless of passenger grade or position. Any passenger not complying with the Vessel Captain requirements will be excluded from using the service again.
- **Debarkation in Djibouti:** The agent will accompany the passengers to the immigration office; passengers are not to go to the immigration office unaccompanied.

## HOW TO ACCESS THE SEA PASSENGER TRANSPORT SERVICE TO AND FROM HODEIDAH

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- Same rules and procedures as for the VOS Apollo apply to the passenger service to and from Hodeidah on the VOS Theia. However, the schedule differs and will be communicated regularly.

## PASSENGER REQUESTS:

[co\\_yem\\_passenger@wfp.org](mailto:co_yem_passenger@wfp.org)

## Contacts

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## ANNEX I

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From March 2018, additional provisions are in effect for Yemeni nationals wishing to use the sea passenger transport services.

All Yemeni nationals working with humanitarian organisations, either UN or NGOs, wishing to travel on board the WFP-chartered vessels VOS Apollo and VOS Theia, from Aden and Hodeidah respectively, are required to meet the following conditions and criteria:

1. They are listed in the payroll of the requesting humanitarian organisation and work for the Yemen office of said organisation;
2. They are travelling on an official mission;
3. The requesting organisation Focal Point will contact the Logistics Cluster to request a booking by submitting the following documents:
  - Passenger Movement Request (PMR), stating the purpose of travel, signed by the Head or Representative of the requesting organisation
  - A copy of the national passport
  - A copy of the UNLP (when applicable)
  - Work ID
  - Official letter with the endorsement from the Head/Representative of the requesting organisation for the journey of the national staff.

In addition, the following should be noted:

- Yemeni nationals working in international posts for UN agencies and International NGOs outside of Yemen are not allowed to use the sea passenger transport services.
- The Logistics Cluster will not consider any incomplete request.