Standard Operating Procedures (SOPs)
Warehousing, Transport and Logistics Services
25 August 2015

OVERVIEW
This document provides an overview of how to access the logistics services made available by the Logistics Cluster to all humanitarian actors responding to the crisis in Yemen.

The objective of these services is to enable responding organisations to establish an uninterrupted supply chain that supports the delivery of humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of other organisations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

The Logistics Cluster plans to provide these services until 31 December 2015, with the possibility of further extension should situation in Yemen persist. The services may be withdrawn before this date in part or in full, for any of the following reasons:

- Changes in the situation on the ground;
- No longer an agreed upon/identified need;
- Funding constraints.

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.

STORAGE AND TRANSPORT SERVICES
The Logistics Cluster will provide services to the humanitarian community for cargo storage (including handling and reporting) and transport.

- **Storage** and **transport** will be made available on a free-to-user basis. This will include cargo consolidation and tracking of partners’ items.

- For **storage**, the amount of space and length of time available may change according to level of usage and needs. The Requesting Organisation (RO) should check availability of storage at a minimum of 48 hours in advance and is encouraged to contact the Logistics Cluster as early as possible. Contact details are available on the operations page at: www.logcluster.org

- **In Djibouti**, in-transit customs facilitation of humanitarian relief cargo destined to Yemen, its storage and sea or air transport to Yemen is made available. Warehouse space in Djibouti is located in the free zone (1,650 m² storage capacity) and at the airport (640 m² storage capacity).
  - In addition to the submitted Service Request Form (SRF) as explained in the below How to request storage or transport services section, additional documents are required for in-transit customs facilitation. The ‘In-transit customs snapshot – Djibouti hub’ provides the detailed procedures and documentation required: http://www.logcluster.org/document/djibouti-transit-customs-snapshot.

- **Inside Yemen**, access and security permitting, **storage capacity** will continue to be made available in Aden (640m²), Hodeidah (640m²) and Sana’a (640m²).
Once the security situation improves in Yemen, the Logistics Cluster will facilitate the augmentation of storage and warehouse facilities in key locations and make it available to humanitarian partners for temporary storage, based on identified gaps and clearly expressed needs from the humanitarian community.

- **Overland transport** inside Yemen will be facilitated based on the availability of transport capacity, access, security and permissions. The Logistics Cluster service includes obtaining the necessary permissions for the movement of cargo inside Yemen on behalf of the requesting organisation.
- The facilitation of transport can be requested for cargo in storage in Aden, Hodeidah or Sana’a or the collection can be requested from the warehouse of the requesting organisation, based on the availability of transport capacity, access, security and permissions.
- For transport requests from Djibouti to destinations in Yemen that require overland transport, in addition to sea or air transport to Yemen, only one SRF is required. It is the responsibility of the requesting organisation to conduct all customs clearance procedures in Yemen and provide additional information for overland transport.
  - The destinations available for overland transport can vary, depending on the availability of transport capacity, the amount of transport requests, the type of priorities for cargo set by the Humanitarian Country team, security and permissions. Based on submitted transport requests, the Logistics Cluster will verify within 24 hours upon receipt of a SRF if the service can be provided. For a general indication of access constraints in Yemen, an access constraints map is regularly updated, based on the availability of information and published at: [www.logcluster.org/ops/yem10a](http://www.logcluster.org/ops/yem10a).
- The overland transport service is not intended to compete with the local transport market. Organisations are encouraged to identify a commercial transporter, if possible before approaching the Logistics Cluster. Note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organisation. Organisations are also responsible for loading of the trucks at the point of origin (if different from the Logistics Cluster warehouse). Offloading at the final destination is also to be organized by the requesting organisation.

### How to request storage or transport services

- The Requesting Organisation (RO) must submit a Service Request Form (SRF) ([http://www.logcluster.org/document/service-request-srf](http://www.logcluster.org/document/service-request-srf)) 72 hours in advance by email to yemen.clustercargo@wfp.org. Exceptions can only be made in case of lifesaving nature and are approved at the discretion of the Logistics Cluster Coordinator.
- The SRF must be submitted as Excel file, and without alterations to the file format.
- **One SRF is required per storage or transport request, indicating on the form the type of service required.**
  - **A single storage request can have only:**
    - One Storage Location
    - One requesting organisation (RO)
    - One date when cargo will be ready to enter the storage location.
    - One date by which all cargo will be removed from the storage location.
    - One collection address, if the RO is asking the Logistics Cluster to arrange collection of the cargo.
  - **A single transport request can have only:**
    - One point of origin (where cargo is handed over by the RO for services to begin);
    - One destination (where cargo will be delivered to the RO or another organisation specified by the RO);
    - One RO, or “Consignor”;

[www.logcluster.org/ops/yem10a](http://www.logcluster.org/ops/yem10a)
- One organisation who will receive cargo at the specified destination, or “Consignee”;
- One date when cargo will be ready for transport.

- The SRF must specify the type of cargo to be stored or transported and indicate the correct weight and volume.
- Receipt of SRFs will be confirmed within 24 hours by email (this does not imply any obligation to provide services).
- The Logistics Cluster will review the SRF and request amendments to the SRF, if necessary. If in-transit customs clearance in Djibouti is requested, the requesting organisation has to follow the detailed procedures and documentation listed in the in-transit customs snapshot, available at: http://www.logcluster.org/document/djibouti-transit-customs-snapshot.
- Once the SRF is completed to the satisfaction of both parties the Logistics Cluster will “accept” the SRF and liaise directly with the RO to organise the receipt of supplies into the specified storage locations as indicated on the SRF.
- The RO must also provide a complete packing list detailing the cargo to be stored or provide the Logistics Cluster/Transporters with necessary documentation such as packing list, waybills, etc.
- When items are transported the RO or designated consignee must confirm receipt through signing the waybill, or issuing a Good Received Note (GRN).
- If the request falls outside the services provided by the Logistics Cluster (or are not available) the RO will be notified within 24 hours.
- The Logistics Cluster expects that all organisations have updated contact lists and points of contacts for dispatch and receiving of cargo in field locations.
- The RO must inform the Logistics Cluster of the time the cargo will be ready to be collected at the agreed upon location, if requested in the SRF.
- Cargo can be dispatched after it was received into storage inside Yemen in Aden, Hodeidah and Sana’a. Cargo to be transported can also be collected from the warehouse of the requesting organisation, based on the availability of transport capacity, access, security and permissions.

**How to release cargo from storage**

- The RO must submit the Release Order Form 24 hours in advance of the release of any cargo to the designated “Consignee” from the storage by email to yemen.clustercargo@wfp.org.
- The RO or designated “Consignee” confirms receipt of goods collected from the storage location, or delivered to them from the storage location through signing the waybill, or issuing a Goods Receive Note (GRN).

**Conditions of services**

- When providing services under the SOPs, the Logistics Cluster acts as agent for the service users. The Logistics Cluster assumes no responsibility for storage or transportation and/or for any loss or damage to the goods carried. The service users are responsible for making adequate arrangement for the insurance of their goods.
- For transport requests, final consignee, destination and contacts must be clearly indicated on the cargo and in the request as well as any special cargo handling requirement (dangerous goods, cold chain requirements, etc.)
- The Logistics Cluster warehouses and mobile storage facilities are made available to all organisations and agencies. However, they are not intended for longer term storage. This requires that organisations carefully manage their pipeline. To meet this requirement, organisations should prepare and provide a timetable or a schedule of intended shipments to the Logistics Cluster prior to submission of an actual request.

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• Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.

**Costs that may be incurred**

• Any additional or exceptional service provided by the Logistics Cluster, over and above the proposed services under these SOPs, will be charged to the service user. Examples of such costs are:
  - Truck detention charges may be incurred if no one is available to receive cargo delivered to final destinations, or due to delays in customs clearance;
  - Any demurrage costs may be incurred due to delays in presenting cargo by the service users or their agents;
  - Any other costs may be incurred due to circumstances beyond the control of WFP and/or the service providers.

**Liability**

• When providing services under the SOPs, the Logistic Cluster acts as an agent for the Service Users.
• The Logistics Cluster assumes no responsibility for any loss or damage to goods carried or stored under the SOPs.
• Service users are responsible for making adequate arrangements for the insurance of their goods.
• The Logistics Cluster undertakes the services in good faith and will ensure that the services are carried out with due diligence.

**Cargo packaging requirements**

• Organisations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation as detailed in the specific in-country SOPs.
• For transport requests, the final consignee, the destination and contacts must be clearly indicated on the cargo and also in the request as well as any special cargo handling requirement.

**Large and over-sized items**

• Large, long, over-sized etc. items will be handled according to available capacity.

**Hazardous goods and temperature-controlled items**

• The Logistics Cluster is not able to accept hazardous goods for transportation.
• In general, the Logistics Cluster does not usually offer temperature controlled transport or storage. However, requests could be considered on a case by case basis for the provision of such specific logistics services in country.