Standard Operating Procedures (SOPs)
Sea Transport Services
August 2017

OVERVIEW

This document provides an overview of the logistics services to be 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.

The objective of these services is to enable responding humanitarian organisations to establish an uninterrupted supply chain that supports the delivery of 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.

These services are planned to be available until 31 December 2017, with the possibility of further extension. The services may be withdrawn before this date in part or in full, for any of the following reasons: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.

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.

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”). Sea transport service facilitated by the Logistics Cluster has ‘liner out’ terms. Please consult last section (‘Cargo offloading and shunting services’) of the Yemen SOPs: Standard Operating Procedures (SOPs) – Yemen: Transport & Temporary Storage - January 2017
SEA TRANSPORT SERVICES

The following services will be made available on a free-to-user basis:

- Sea Cargo Movements from Port of Djibouti (Djibouti) to Port of Aden (Yemen).
- Sea Transport via dhow to Hodeidah port and to other accessible ports inside Yemen.

HOW TO ACCESS SEA TRANSPORT SERVICES

1. Sea Cargo Movements from Port of Djibouti (Djibouti) to Port of Aden (Yemen)

For Sea Cargo Movements from Djibouti to Aden port, the Logistics Cluster shares space availability on the WFP chartered vessel, VOS Apollo. This vessel transports passengers and cargo on a weekly rotation, to Aden only, with the following schedule:

- ETD Djibouti on Sunday at 6 PM; ETA Aden Monday at 9 AM;
- ETD Aden on Wednesday at 4 PM; ETA Djibouti on Thursday at 6 AM.

The VOS Apollo’s cargo capacity is:

- 500 mt/750 m³ of loose cargo or thirty-two 20’ containers on the open cargo deck.
- 415V/32A/50-60 KHZ + 220V/32A/50-60KHZ plugs are available to transport six refrigerated containers.

40’ and 20’ containers can be accommodated; service users must contact the Logistics Cluster for specific configuration for containerised cargo at least one week in advance of requested loading date and procedures.

Note: The Logistics Cluster will be installing two 20’ refrigerated containers on board the VOS Apollo for an initial period of four months for the cholera response: one will be for items needing cold chain transport (2 – 8 °C), while the second will be for temperature-controlled items.

Note: Planning for dispatch and booking of cargo is dependent on consolidated needs, customs clearance status, and security situation.

Note: Personal Protective Equipment and all sorts of ICT & COM equipment/hardware are not eligible for cargo transport on board the VOS Apollo without an official authorization from authorities in both Djibouti and Aden. Service users interested in transporting this kind of cargo should liaise with relevant authorities to obtain not only an official import authorisation, but also cargo clearance from Djibouti and Aden before the cargo may be loaded on the vessel.

Procedure

- Service users are required to submit a duly completed Logistics Cluster Service Request Form (SRF) minimum of seven days before the expect departure date.
- SRFs are available at the following link: 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 Sea Transport Service can have only:
  - One location where the cargo will be handed over (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 Port.
  - 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: **Port of Aden** (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.
- Clearance Agent information in Djibouti must be included on the SRF and notifying party in Aden must be identified in the body of the email when submitting the request.

**Note:** General instructions for completing the SRF can be found on the Logistics Cluster website at the following link: [http://www.logcluster.org/document/service-request-form-instructions-3](http://www.logcluster.org/document/service-request-form-instructions-3)

- All Service Users must provide their organisations Purchased Order (PO) Number(s) for the cargo (in the “Consignor Reference” field).
- All Service users are required to make all necessary arrangements to receive and clear their cargo in Yemen including: transportation to the quayside to release the vessel without any further delays, customs clearance, any fees incurred for handling inside the port.
- Transport will only be planned from Djibouti to accommodate cargo that has been granted “In-Transit” customs status by the Djibouti customs authorities.
  - To obtain “In-Transit” customs status for your cargo, please consult the general list of Clearing and Forwarding agents in Djibouti: Djibouti Additional Service Providers
  - 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).
  - Clearing Agent details for Aden should be included in the body of the email when submitting the SRF.
- Copies of the following should be submitted with the SRF:
  - Detailed Packing List
  - Non-Commercial Invoice
  - AWB or B/L for cargo delivered to Djibouti
- The Logistics Cluster will confirm receipt of the SRF within 48 hours, and will either:
  - request additional clarification or documentation;
  - or, 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:
  - request additional clarification or documentation;
  - “Accept” the SRF and advise on loading date/time;
  - communicate the reason why the service cannot be provided at this time and give the Service Use the option to “Cancel” or place the SRF “On-Hold”.
- Service Users who have had their request for Sea Transport “Accepted” will be informed of the estimated time of berthing for the vessel in Djibouti 72 hours in advance, and are required to obtain export authorization, complete customs declaration formalities and provide confirmation of payment of port dues.
- Upon notification, all Service users will be required to confirm their cargo readiness, and share all necessary documentation (customs clearance and port dues).
- Service Users will be required to **deliver cargo to the Port of Djibouti** (or Djibouti Multipurpose Port for containerised cargo, as advised by the Logistics Cluster), to the correct berth quay, seaworthy cleared and ready to load; they will be informed of the quay locations, the estimated time of loading, and actual time of departure of the vessel from Djibouti **24 hours in advance**.

- Shipping documents (Bill of lading or sea waybills or NNCR) will be issued and shared with service users only upon safe and complete of cargo on board

- All Service Users will be regularly updated on the status of the vessel while at sea, including: estimated time of berthing in Yemen; any changes in the schedule; and confirmation of the actual time of berthing in Yemen.

- Service Users / cargo owners must inform **Clearing Agent in Aden** prior vessel departure ex. Djibouti to insure all arrangement are in place for timely cargo delivery upon arrival to Aden port and prior to scheduled departure, Logistics Cluster bears no legal, financial & operational accountability for not delivered cargo, which remains at receivers’ risk, account & responsibility.

**Note**: In case Service Users require cargo shunting and warehousing in Yemen, an additional SRF needs to be submitted. Please consult last section (‘Cargo offloading and Shunting Services’) of the Yemen SOPs: [Standard Operating Procedures (SOPs) – Yemen: Transport & Temporary Storage - January 2017](http://www.logcluster.org/ops/yem10a)

**Note**: shipping documents (Non-negotiable sea waybills) will be shared only upon the safe loading of stated cargo on board in Djibouti.

2. **Sea Transport via dhow to Hodeidah port and to other accessible ports inside Yemen**

- For Sea Transport from Djibouti to Hodeidah port as well as other accessible ports in Yemen, a dhow with up to 500 mt capacity (for non-containerised cargo only) can be chartered on an ad hoc basis.

- Users are requested to contact the Logistics Cluster at [Yemen.ClusterCargo@wfp.org](mailto:Yemen.ClusterCargo@wfp.org) to arrange this service and establish an estimated departure date as soon as information on requirements and pipeline is available.

- The Logistics Cluster will consolidate cargo on behalf of service users to maximize the full cargo capacity of the dhow for each rotation into Yemen.