
Yemen

Standard Operating Procedures (SOP), 27 November 2018

Standard Operating Procedures (SOPs) Sea Transport Services

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 2019, 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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

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

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

Cargo owners must submit proof to the Logistics Cluster that all pre-arrival approvals from the relevant authorities of the Yemeni entry point of choice have been granted, to facilitate the booking and shipping their cargo.

Personal Protective Equipment, armoured vehicles and all sorts of ICT & COM equipment/hardware are not eligible for cargo transport to Yemen without an official authorization from authorities in both Djibouti and Yemen. 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, Yemen and EHO before the cargo may be loaded.

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

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

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.

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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 Cargo Movements from Port of Djibouti (Djibouti) to Port of Hodeidah (Yemen)
- Sea Transport via dhow to any accessible port inside Yemen

HOW TO ACCESS THE SERVICES

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.
- A tentative schedule for 2018 is available at:
www.logcluster.org/document/yemen-vos-apollo-cargo-transport-schedule-2018
- 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 has installed two 20' refrigerated containers on board the VOS Apollo that may be used for transport of cold chain or temperature-controlled cargo.

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

Procedure

- Service users are required to submit a duly completed Logistics Cluster Service Request Form (SRF) minimum of seven (7) 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.

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- **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 included in a separate SRF, indicating 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>

- All Service Users can 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 “Cleared” customs status by the Djibouti customs authorities.
 - To obtain “Cleared” customs status for your cargo, please contact the Logistics Cluster to obtain the general list of Clearing and Forwarding agents in Djibouti.
 - 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
 - Distribution plan
 - Materials Safety Data Sheet must be submitted for chemicals, dangerous goods, liquids, etc.
- 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 User the option to “Cancel” or place the SRF “On-Hold”.

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- 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 48 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 updated in case of any changes to the tentative schedule, and of the time of berthing in Yemen.
- Service Users / cargo owners must inform **Clearing Agent in Aden** prior vessel departure ex. Djibouti to insure all arrangements 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: shipping documents (Non-negotiable sea waybills) will be shared only upon the safe loading of stated cargo on board in Djibouti.

SEA CARGO MOVEMENTS FROM PORT OF DJIBOUTI (DJIBOUTI) TO PORT OF HODEIDAH (YEMEN)

For Sea Cargo Movements from Djibouti to Hodeidah port, the Logistics Cluster shares space availability on the WFP-chartered vessel, VOS Theia.

As of December 2018, VOS Theia is dedicated to stay on standby outside Hodeidah to provide emergency passenger transport due to the volatile security situation. Kindly contact the Logistics Cluster team to have additional information. Meanwhile, sea cargo transport to Hodeidah can be arranged by dhow.

The VOS Theia 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 plans to install two refrigerated containers on board VOS Theia that may be used for transport of cold chain or temperature-controlled cargo.

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

Procedure

The same procedure as VOS Apollo applies, keeping into consideration that the cargo destination is **Port of Hodeidah** and that details of C&F agents in Hodeidah will have to be communicated to the Logistics Cluster in the body of email.

SEA TRANSPORT VIA DHOW TO ANY ACCESSIBLE PORT INSIDE YEMEN

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- The Logistics Cluster can facilitate sea transport to any accessible port in Yemen by dhow.
- Capacity of the dhow will be defined on the basis of the consolidated organisations' cargo for each voyage.
- The same procedure as VOS vessels apply, with cargo destination being either **Port of (insert name of port)** with details of C&F agents in each location communicated to the Logistics Cluster in the body of email.
- 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. Should there not be enough cargo to charter a dhow for the tentative scheduled date, departure of the dhow will be postponed until enough cargo is identified and consolidated.

Note: In case Service Users require cargo shunting and warehousing in Yemen, an additional SRF needs to be submitted. Please consult the Road Transport and Temporary Storage SOPs: [Standard Operating Procedures \(SOPs\) – Yemen: Transport & Temporary Storage – March 2018](#)