LOGISTICS CLUSTER

Standard Operating Procedures (SOPs)

Hodeidah vessel accommodation

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 options for accommodation in the city of Hodeidah, the Logistics Cluster is facilitating access to an accommodation service on the WFP-chartered vessels VOS Theia and VOS Apollo, which also serve for emergency rescue and evacuation. The two vessels rotate on a regular basis to provide this service, which 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.

This service is planned to be available until 30 June 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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

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.

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

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

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

Passengers must comply with instructions and commands given by the Captain of the ship and/or the crew while on board.

Failure to respect any of the above requirements by any passenger will be reported to their respective organisation and WFP and the Logistics Cluster will not be held responsible.

The service is offered free-of-cost to users. However, service users are strongly encouraged to:

o Avoid double bookings with the common guesthouse in Hodeidah city;
o Cancel bookings at least 24 hours before the expected start date of accommodation.

Vessel Accommodation

The following service will be made available:

- Accommodation on the WFP-chartered vessels VOS Theia or VOS Apollo at Hodeidah port.

HOW TO ACCESS THE SERVICE

The VOS Theia and VOS Apollo passenger capacity is:

- Six cabins with four beds each (total capacity: 24 people).
- A shared bathroom with toilet and shower is attached to each cabin.
- Medical room available
- Included services: bed linen, security, electricity 24/7, catering, WiFi

Procedure

Note: Service users are required to begin the booking procedure four to five working days before the expected start date of accommodation.

1. Service user must submit a request to access Hodeidah port the focal point in the Resident Coordinator Office (RCO), Ayman Elsheikh (ayman.elsheikh@one.un.org).

    o Note Verbales to the Ministry of Foreign Affairs (MOFA) to authorize the port access will be consolidated by the RCO on a weekly basis. Organisations must send the staff list by 12:00 pm (noon) every Sunday. If organisations miss the Sunday deadline, staff names will automatically be included in the next NV the following week.

    o Clearance from MoFA is expected to be received by c.o.b Wednesday to enable time for mission / convoy planning. Once approval is received from MOFA, the RCO will share it with the service user and their organisation.

2. Service user can now initiate the booking on the WFP-managed [Humanitarian Booking Hub](#), active 24/7. Following the instructions on the website, the user service will find Hodeidah vessel accommodation option under the name "Accommodation Boat".

3. The following information will be needed:

    o Full name and position
    o Nationality
    o Agency
    o Period of stay

Note: While booking, service users must upload the following documents on the website in the "Attach Flight Ticket" section to ensure the booking can be validated:

- MOFA access approval
- Copy of UN Laissez Passer, or national passport if service user works for an INGO.
- Work ID
- Valid Yemeni visa

Due to the limitations of the system, all documents must be attached in **one scanned file**.

4. The booking will be confirmed when the service user receives the email. Confirmation will be granted based on space availability and receipt of necessary documents.

5. On a daily basis, all accommodation bookings will be extracted from the Booking Hub and shared with the relevant WFP staff, who will then communicate accordingly with the necessary entities in Hodeidah.

Note: For transport to and from the vessel in Hodeidah port, please refer to UNDSS guidelines available in the vessel profile on the [Humanitarian Booking Hub](#).

6. When boarding the vessel, please present to the vessel crew the following documents (passengers are required to bring and keep with themselves **at all times**):

   o Booking confirmation
   o Passport
   o Work ID

Note: 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.

Note: All passengers and luggage may be subject to security inspection by local authorities, by WFP designated security staff, or by the vessel Captain.

7. After boarding, 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.

CONTACTS

Ayman Elsheikh	*RC Office (Sana'a)*	ayman.elsheikh@one.un.org
Christophe Morard	*Logistics Cluster Coordinator (Sana'a)*	christophe.morard@wfp.org
Carlotta Negri	*Coordination Officer (Logistics Cluster - Sana'a)*	carlotta.negri@wfp.org
Saddam Ayed	*Admin Assistant (WFP – Hodeidah)*	saddam.ayed@wfp.org