Airlift Services

OVERVIEW

This document provides an overview of the airlift services to be made available through the Logistics Cluster in coordination with UNHAS, how humanitarian actors responding to the crisis in Northern Ethiopia may access these services, and the conditions under which these services are to be provided.

The objective of these services is to enable critical, essential, life-saving cargo to be transported from Addis Ababa to Tigray given the operational challenges faced by the inland transportation through the three inland humanitarian corridors into Tigray (Gondar, Kombolcha, Semera). 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. Access permitting, the following services will be coordinated at no cost to the user, depending on the availability of funds. Should the funding for air operations fall to a level that cannot sustain the cost of operations, any options for service provision through WFP (on a cost-recovery basis) will be communicated.

In accordance with the Inter-Cluster Coordination Group (ICCG) prioritization process, the airlift services provided by the Logistics Cluster in close collaboration with UNHAS, will be used for the transport of essential, life-saving medicines and nutritious foods from Addis Ababa to Tigray. The prioritization of this cargo for airlift is led by the Health and Nutrition Clusters respectively. The service may be withdrawn, for any of the following reasons:

- Opening of road corridors into Tigray Region
- 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 Logistics Cluster Ethiopia operations page.

KEY NOTES TO USERS

As agreed by the Inter-Cluster Coordination Group (ICCG), only life-saving medical items and nutrition items are prioritized for airlifting services facilitated through the Logistics Cluster. Partners are requested to approach the relevant Cluster to be included in the prioritization list for airlift before processing their request to the Logistics Cluster.

- For essential life-saving medical cargo, please contact Health Cluster: bmuraguri@who.int
- For essential life-saving nutrition cargo, please contact Nutrition Cluster: wgemeda@unicef.org

Once partners are included in respective prioritization lists, and the Clusters have agreed upon the requests cargo and tonnage for airlift, the partner should approach the relevant authorities to clear their cargo. For medical items, the required clearances include EDRMC and Ministry of Health (MoH). For nutritious items, the required clearance is from EDRMC. Partners are required to receive the clearances independently from the Logistics Cluster.

Once the above clearances are received by the partner, they are invited to submit the following documents to the Logistics Cluster by addressing an email to ethiopia.logisticsclustercargo@wfp.org, keeping unhas.ethiopia@wfp.org in copy:

https://logcluster.org/ops/eth20a
Standard Operating Procedures (SOP), Airlifts Addis Ababa-Tigray, 18 February 2022

- a Service Request Form with full details of their cargo to be airlifted, the volume (m³) and the weight (kg). For further guidance on how to fill an SRF, please refer to the Service Request Form User Instructions.
- Partners are also required to provide a details description of the cargo to be airlifted (including packing list, number of units, package, weight in kilograms, volume in cubic meters).
- A copy the obtained clearances received by the partner: EDRMC and Ministry of Health for Health items, and EDRMC clearance for Nutrition items.

NOTE: Any SRFs that are not reflected on the prioritization lists of the Health and Nutrition Clusters will not be accepted by the Logistics Cluster. Additionally, implementation of all services is dependent on the partner confirming all necessary clearances are received, this will affect schedules and access.

HOW TO ACCESS AIRLIFT SERVICES THROUGH THE LOGISTICS CLUSTER

STEP 1. Any eligible organisation wishing to airlift essential cargo through the Logistics Cluster should first coordinate with the prioritization mechanism put in place in accordance with the Inter-Cluster Coordination Group (ICCG) with relevant Clusters in order to be included in the prioritization lists.

NOTE: The Health Cluster and Nutrition Cluster shares the consolidated prioritization list with the Logistics Cluster. If the Logistics Cluster receives Service Request Forms for cargo to airlift not included in the prioritization lists, the Service Request Form will not be accepted.

STEP 2. Once included in the respective clusters’ prioritization lists, the partners are required to seek the necessary clearances from relevant authorities, independently from the Logistics Cluster. For Health items, the clearances required include Ethiopia Disaster Risk Management Commission (EDRMC) and Ministry of Health (MoH) clearance. For Nutrition items, the required clearance is EDRMC.

NOTE: Please note the required clearances may be subject to change. Kindly approach the Nutrition and Health Clusters for guidance on the latest updates regarding clearance requirements for the specific commodities. The partner is required to secure all necessary clearances independently from the Logistics Cluster, and only approaches the Logistics Cluster once the cargo for airlift is cleared.

STEP 3. Once the necessary clearances have been secured, the partner submits a completed Logistics Cluster Service Request Form (SRF). The SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point: ethiopia.logisticsclustercargo@wfp.org. The SRF must be submitted a minimum of 72 hours before they expect to have the cargo ready to load.

- A single SRF for the Airlift Service should include:
  - The affirmation section of the SRF must be completed with name of staff, designation, and date of request.
  - The amount of cargo (kg) per partner which was agreed under the respective prioritization list.
  - One date when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field).
  - Contact details of the recipient organization focal point in Tigray.
  - All dangerous goods/chemicals must be declared on the SRF with corresponding UN ID number, and the partner must submit a correctly completed IATA Dangerous Goods form when submitting the SRF. All dangerous goods must be packed in line with international regulations. Partners are required to fill in the Dangerous Goods Shippers Declaration Form.

NOTE: The Logistics Cluster can facilitate the transportation of the cargo from the partner warehouse to the airport. If the Service User requires storage services of the cargo for airlift prior to the airlift, it can indicate this in the Remarks section of the SRF.

https://logcluster.org/ops/eth20a
Standard Operating Procedures (SOP), Airlifts Addis Ababa-Tigray, 18 February 2022
Ethiopia

**NOTE:** Service Users are responsible for making adequate arrangements for the insurance of their cargo/supplies.

General instructions for completing the SRF can be found at: the Service Request Form User Instructions

The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either: request additional clarification or documentation required; or, will register the SRF as "New" in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User. All enquiries on the status of cargo should be checked online using the tracking number: http://rita.logcluster.org/rita2/public/track.htm

**NOTE:** At this point no commitment has been made to provide the service as requested. The Logistics Cluster will review all “New” SRFs within 24 hours and will “Accept” the SRF; or will 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”. Further inquiries regarding the consignment information should be sent to: ethiopia.logisticsclustercargo@wfp.org

**STEP 4.** The Logistics Cluster can transport the cargo for airlift at the airport 48 hours prior to departure. For all airport security checks, the Service User is required to have a focal person present on the premise. The cargo will then go through the following process:

- After cargo offloaded from the truck, it will pass through the x-ray machine
- The boxes might be opened for the Ethiopia Food and Drug Authority to inspect each box
- National Intelligence and Security Services and Airforce will inspect each box, the user agency representative must be present in all the process
- Once cargo pass the inspection process, the user agency must repack each box

**STEP 5.** The cleared cargo is handed over to UNHAS handling agent and loaded onto the aircraft.

**STEP 6.** Once the aircraft lands in Mekele, a focal person from the Service User organisation is present on ground for reception of the cargo.

The above process is summarized in the flowchart in Annex 1.

**LIMITATIONS AND CONDITIONS OF SERVICES**

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Ethiopia are eligible to use these services (“Service Users”).
- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) who have first coordinated with the relevant Health and Nutrition Clusters and have been identified as being prioritized for the airlift of their cargo, will have access to the airlift services. The Logistics Cluster will not accept Service Request Forms that are not reflected in the prioritization lists received by the Health and Nutrition Clusters.
- The prioritization mechanism has been established through the Inter Cluster Coordination Group (ICCG), and is led by OCHA, in agreements with all Clusters.
- In the prioritization mechanism established through the ICCG, it has been agreed that the Health and Nutrition Clusters are respectively leading the prioritization of health and nutrition items. The Logistics Cluster is acting as a facilitator in the access for airlifting services to the prioritized life-saving humanitarian cargo.
- When providing services under these SOP, WFP acts as agent for the service users/ requesting organisations. WFP assumes no responsibility for storage or transportation and/or any loss or damage to the goods carried. The service users

https://logcluster.org/ops/eth20a
are responsible for making adequate arrangements for the insurance of their goods. WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence.

- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team and the Inter-Cluster Coordination Group.
- The point of contact for airlifts in Ethiopia through the Logistics Cluster inquiries related to is: ethiopia.logisticsclustercargo@wfp.org
Standard Operating Procedures (SOP), Airlifts Addis Ababa-Tigray, 18 February 2022
Ethiopia

https://logcluster.org/ops/eth20a

**Steps Service User must take**

STEP 1: The Service User coordinates with the relevant prioritized Clusters to be included on the priority list of cargo that will access the airlift services through the Logistics Services: Health Cluster and Nutrition Cluster.

STEP 2: Once included on the priority list, and once the weight and volume allocated to the Service User is agreed upon by the relevant Clusters, the Service User seeks clearance from the relevant authorities.

STEP 3: Once the clearances are received, the Service User submits a ‘Service Request Form’ (SRF) with an authorised signature to the dedicated Logistics Cluster, with a copy of the required clearances received, and indicate whether the partner requires storage services in Addis Ababa, to [ethiopia.logisticsclustercargo@wfp.org](mailto:ethiopia.logisticsclustercargo@wfp.org).

The Logistics Cluster acknowledges receipt of the SRF and may contact you to resolve any queries related to it.

The Logistics Cluster coordinates with UNHAS using the SRF and clearances in order to schedule a tentative date for the airlift, which is then communicated to the Service User.

With the tentative scheduled date, the Service User approaches NISS for the final clearance. Once received, the Service User confirms to Logistics Cluster.

STEP 4: The Logistics Cluster or Service User to transports the cargo to the airport, 48 hours before planned departure.

The Service User focal person is present at the airport, as required, through all the security checks.

STEP 5: Once cargo is cleared, it is handed over to UNHAS for loading of the cargo on the aircraft.

Departure of the flight.

STEP 6: Reception of the cargo at the airport by a focal person of the user organisation, with the presence of the Logistics Cluster/UNHAS.

Reception and pickup of the cargo by the Service User.

**Steps Logistics Cluster will take**

**Steps UNHAS will take**