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.

In accordance with the Inter-Cluster Coordination Group (ICCG) prioritization process, the airlift services facilitated by the Logistics Cluster, with WFP acting as service provider in close collaboration with UNHAS, will be used for the transport of essential, life-saving items from Addis Ababa to Tigray. The prioritization of this cargo for airlift is led by the respective 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 The service may be withdrawn, for any of the following reasons: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 prioritized items 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. Service users are requested to send their list of cargo to be airlifted to their respective Cluster Coordinators prior to submitting it to the Logistics Cluster.

- Contact details for all Cluster Coordinators can be found online on the Ethiopia Humanitarian Response dedicated webpage, under each Cluster page.

Once partners are included in the prioritization lists for airlift of the prioritized Clusters, and the Clusters have agreed upon the cargo list and total tonnage for airlift, the partner should approach the relevant authorities to clear their cargo. For medical and nutrition items, the required clearances are received from Ministry of Health (MoH) and Ethiopia Disaster Risk Management Commissions (EDRMC) and National Intelligence and Security Service (NISS) clearance. The NISS clearance is obtained by the partner organisation focal person present at the airport once the cargo reaches the airport. Partners are required to receive the necessary 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:

- 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 detailed description of the cargo to be airlifted (including packing list, number of units, package, weight in kilograms, volume in cubic meters). The minimum required information is the number of packages, unit weight per packages, unit volume, total weight and total volume.

- A copy of the obtained clearances received by the partner: the Ministry of Health (MoH) clearance letter, and the Ethiopia Disaster Risk Management Commission (EDRMC) clearance letter.

**NOTE:** The Logistics Cluster airlifts the cargo reflected on the prioritization list received by the prioritized Clusters, as agreed by the Inter-Cluster Coordination Group (ICCG). If additional cargo is included on the SRF, the Logistics Cluster will proceed with airlifting of only what is reflected on the prioritization list, and will standby for the airlift of any additional cargo which may figure on the SRF until it is reflected on the prioritization list of the respective cluster. Additionally, implementation of all services is dependent on the partner confirming that the MoH, EDRMC, and NISS 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 prioritized Clusters share 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. So far, the clearance process for the nutrition and health items have been the following:
  
  - **1.** The partner organisation addresses an official, paper letter to Ministry of Health (MoH) requesting clearance for their cargo to airlift and include all relevant information on the cargo **(including packing list and weight of cargo).**
  
  - **2.** The Ministry of Health (MoH) clears and produces an official, paper letter which is issued in one copy which should be shared with Ethiopia Disaster Risk Management Commission (EDRMC). The partner organisation should keep a scan of this letter, for reference. The partner should pick up this letter, and bring it to EDRMC.
  
  - **3.** Ethiopia Disaster Risk Management Commission (EDRMC) clears the letter received by the Ministry of Health (MoH) and produces an official, paper letter which is issued in two copies: one is shared directly by EDRMC to National Intelligence and security Service (NISS).

  **NOTE:** Once the partner has received clearance from EDRMC, the scanned EDRMC clearance should be shared with the Logistics Cluster via ethiopia.logisticsclustercarg@wfp.org. This document is required to seek clearance for the flight, and will enable the Logistics Cluster to schedule a tentative date for the airlift.

  - **4.** NISS will stamp a coupon on the letter, and the partner organisation should pick up the documents from NISS.

  [https://logcluster.org/ops/eth20a](https://logcluster.org/ops/eth20a)
NOTE: When approaching NISS, the partner organisation should also specify that the two nominated focal persons who will be present at the airport require access to the restricted cargo area. This will enable the focal persons to access the area where their cargo will be checked by the relevant authorities.

5. When the focal persons from the partner organisation arrives at the airport with the cargo scheduled to airlift, they must carry the copies of the MoH letter, the EDRMC letter as well as the packing list of the cargo for airlift. The partner organisation focal person is required to go to the National Intelligence and Security Service (NISS) office at the airport, to receive the National Intelligence and Security Service (NISS) endorsement. Once the EDRMC letter is endorsed by NISS, the NISS focal person and the partner organisation focal person proceed to the final security checks of the cargo which are listed below under STEP 4.

- NOTE: Please note the required clearances may be subject to change, and may vary depending on the product category. 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 with the Ministry of Health (MoH) and the Ethiopia Disaster Risk Management Commission (EDRMC). The final National Intelligence and Security Service (NISS) clearance will be done once the partner organisation focal person and the cargo for airlift is at Bole Airport.

STEP 3. Once the Ministry of Health (MoH) and the Ethiopia Disaster Risk Management (EDRMC) 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. The partner also shares a scanned copy of the MoH and EDRMC clearances for the cargo to airlift with the Logistics Cluster.

- 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.
  - Unless the cargo is already stored in the Logistics Cluster warehouse and cleared: One date when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field).
  - Contact details of the receiving organization focal points at Addis Ababa airport and at final destination (Mekele airport) This can be included in the Remarks section.
  - All dangerous goods/chemicals must obtain separate clearances and have separate requirements. Additionally, they must be declared on the SRF with corresponding UN ID number, and the partner must submit a correctly completed IATA Dangerous Goods form filled by a certified person 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, this should be indicated in the Service Request Form (SRF) by detailing that the origin location is the Logistics Cluster Kality Warehouse. If the Service User requires storage services of the cargo airlifted to Mekele, this should be indicated in the SRF by detailing that the final destination is the Logistics Cluster Warehouse in Mekele. If the Service User requires transport services of the cargo for airlift prior to airlift, this should be indicated in the SRF by detailing that the origin location is the partner warehouse in Addis Ababa.

NOTE: The 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 https://logcluster.org/ops/eth20a
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: https://rita.logcluster.org/public/track.htm

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 partner organisation is required to have two focal persons present on the premise and should be always carrying the original copy of the MoH, EDRMC clearances and the NISS coupon received. This person should be able to answer to questions from the authorities relating to the cargo for airlift. The contact details of these persons are communicated by the Service User organisation to the Logistics Cluster by including them on the Service Request Form, in the Remarks section. 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
- Once the cargo has passed the scanner, it is in the restricted area. The National Intelligence and Security Service (NISS) and Airforce will inspect each box, the user agency representatives must be present in all the process.
- Once cargo pass the inspection process, the user agency must repack each box, with the support of the Logistics Cluster staff on the ground.

  NOTE: The overall inspection process and the repacking falls under the responsibility of the Service User. The Logistics Cluster acts as a support in the process.

Once this process is completed, the cargo is considered to have received the National Intelligence and Security Service (NISS) clearance.

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

STEP 6. Once the aircraft takes off, the Logistics Cluster contacts the Service User organisation both at Addis Ababa and Mekele level, to inform of the Estimated Time of Arrival (ETA). The Service User organisation arranges for the focal person, who is the consignee, to be present on ground at the Mekele Airport for reception of the cargo. The focal person should have the following ready in order to collect the cargo:

- packing list of the items onboard the flight/ SRF details can also work. This is required by the customs at the airport.
- ID card that confirms the recipient is a legal staff from the organization
- Ready truck to transport the cargo from the airport to final destination.
- The Service User focal person will be handed a cargo manifest to sign upon reception of the cargo, to confirm the handing over of the cargo airlifted.

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 prioritized 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 prioritized Clusters.

- The prioritization mechanism has been established through the Inter Cluster Coordination Group (ICCG), and is chaired by OCHA, and endorsed by the Humanitarian Country Team (HCT).

- In the prioritization mechanism established through the ICCG, prioritized Cluster are determined. 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, the Logistics Cluster acts as agent for the service users/ requesting organisations and WFP as service provider of last resort. WFP assumes no responsibility for storage or transportation and/ or any loss or damage to the goods carried. The service users are responsible for making adequate arrangements for the insurance of their goods.

- The point of contact for airlifts in Ethiopia through the Logistics Cluster inquiries related to is: ethiopia.logisticsclustercargo@wfp.org

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

**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

**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: relevant Ministry first, followed by Ethiopia Disaster Risk Management Commission (EDRMC).

**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)

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

**STEP 5:** The Service User shares the EDRMC clearance with the Logistics Cluster. This will enable the Logistics Cluster and UNHAS to seek clearance for the flight and schedule a tentative date for the airlift.

**STEP 6:** 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.**

https://logcluster.org/ops/etn.zua