Humanitarian Notification System

Hands-on training
• General Overview of rules and producers
• NLT platform user dashboard overview
• Creating Notification Request:
  • Land Movement request
  • Temporary Venue request
  • Air notification request
  • Sea notification request
  • Admin/Amendments
  • Permanent Notified List
The UNOCHA Humanitarian Notification process is a critical information-sharing tool between the humanitarian community in Yemen and the Evacuation and Humanitarian Operations Committee (EHOC) where they exchange information and planning in order to avoid potential hazards to humanitarian personnel.

This aims to ensure the safety and security of humanitarian premises, personnel, equipment and activities in Yemen.
General Overview of rules and producers

UNOCHA Deconfliction Information Flow

United Nations Agencies

International & National Organizations

Humanitarian Movement
Humanitarian cargo by sea
Humanitarian flights (Personnel & Cargo)
Permanent Secure Sites (No Strike List)
Temporary Venue

UNOCHA
Notification Liaison Team (Riyadh)

Kingdom of Saudi Arabia
Evacuation and Humanitarian Operations Committee (EHOC)

Notification to EHOC
Feedback from EHOC
Notification Liaison team

Head of Access and Humanitarian Notification System

Khalil Al Khalil

- NLT
  - Amani Abdul Ghani

- NLT
  - Aya Hijazi

- NLT
  - Aisha Raffay
UN, INGO, NGO submit the notification through the online platform.

OCHA NLT reviews notification, prepare cover letter and submit to EHOC through email.

EHOC processes and provides written response. Usually, EHOC takes 24 hours to finishing processing, unless the notification is an emergency.
The first point of contact in EHOC is the Ministry of Foreign Affairs representative.

The duty officer communicates any queries/issues to the MoFA representative. If the query is linked to ships/flights the duty officer should ask for the EHOC Ships / flights (GACA Rep) to liaise with regarding the query.
NLT works on a revolving duty officer schedule.

For example day 1 to day 7.

- One NLT member works to submit notification to EHOC. This person acts as the only channel for communicating to EHOC to make sure there is no miscommunication when relaying information to EHOC.

Each notification submitted to EHOC is numbered. UN notifications (i.e. NV #1234) have a separate numbering to INGO/NGO notifications (i.e. NG/1234).

The numbers are not automated to give the duty officer freedom when processing and submitting notifications to EHOC. Therefore, the duty officer acts as the focal point for assigning numbers to avoid duplication.
NLT working hours

- **Sunday to Thursday**
  - **Working Hours:** from 09:00 to 16:30 Riyadh Time
  - **Submission Hours:** from 09:00 to 15:00 Riyadh Time

- **Friday and Saturday**
  - **Working Hours:** from 09:00 to 13:00 Riyadh Time
  - **Submission Hours:** from 09:00 to 13:00 Riyadh Time

Evenings are for emergencies and following up with EHOC for their response on notifications.

- NLT needs a minimum of 1 hour to process your request before submitting it to EHOC, NLT will process notifications on a first come first served basis with respect to the 48 hrs rule.

- The NLT Duty officer is on call 24/7 for humanitarian partners and EHOC weekdays and weekends.
General Overview of rules and producers

EHOC Procedures for Processing Notifications

- All notifications should be submitted at least 50 hours in advance
- In an emergency case a notifications should be submitted at least 26 hours in advance - an email should be sent to NLT ahead of the submission of urgent notification and a proper justification should be added in Arabic to the MoFA form.
- Emergency cases include and not limited to (Accidents, life threatening cases, medical evacuation, RMM in Al Hudaydah governorate etc.)
- Information provided is treated confidentially and only shared with EHOC.
- Any changes to the movement must be submitted in a new notification forms, including the previous NV reference number and allow enough time for EHOC to process.
- Submission of notifications for the 48 hrs advance notification should be between 9am and 2pm as per EHOC’s requirement. Bearing in mind that DLT requires at least 1-2 hours to process and submit any notification.
General Overview of rules and producers

EHOC Procedures for Processing Notifications

- Humanitarian organizations are held accountable for providing correct up to date and accurate information.
- GPS coordinates will be provided under the following format: degrees / minutes / seconds. However, Decimal Degrees Longitude and Latitude is preferred.
- All vehicles must have the organization’s logo (roof marking) and clear plate numbers.
- EHOC will not provide acknowledgment for any night movement (All movement should between 6am to 6pm).
- Official letters to EHOC should be in English and Arabic copies.
- New I/NNGO should submit a one-pager summary of their organizations two weeks in advance of their first submission as per EHOC’s procedure.
User Name: demo-user
Password: d3m0
User Dashboard
User Dashboard
User Dashboard
User Dashboard
User Dashboard

5 Reading Agency Amendment

1 Agency - Postponed

1 Submitted to EMOC

1 Acknowledged

59 In Use

1 No time for EMOC to Process

4 Agency - Cancelled

21 Sent to OCHA
User Dashboard

[Dashboard image with categories and status indicators for user dashboard]

21 Sent to DLT
### User Dashboard

#### Notification #: Auto generated number

<table>
<thead>
<tr>
<th>Notification #</th>
<th>Request Type</th>
<th>Requested By</th>
<th>Requested Date</th>
<th>Purpose</th>
<th>Notes</th>
<th>EMOC Ref#</th>
<th>NV#</th>
<th>Last Update</th>
<th>Last Updated By</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>150</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 16:30</td>
<td>In Use</td>
<td></td>
<td>2019-1-12T10:25:40Z</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>146</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 16:50</td>
<td>In Use</td>
<td></td>
<td>2019-1-12T10:25:40Z</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
User Dashboard

Request Type:
View the type of request
*(Land Movement, Temporary Venue, Sea, Air, or Admin/Amendment)*
Requested By
View the requester account/agency
Requested Date
View the date of the request
**Purpose:** View the purpose of the request

<table>
<thead>
<tr>
<th>Notification #</th>
<th>Request Type</th>
<th>Requested By</th>
<th>Requested Date</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>464</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>26/11/2018 01:25:48</td>
<td></td>
</tr>
<tr>
<td>462</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 10:30:30</td>
<td></td>
</tr>
<tr>
<td>463</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 06:45:02</td>
<td></td>
</tr>
<tr>
<td>465</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 10:25:25</td>
<td></td>
</tr>
<tr>
<td>466</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 10:00:00</td>
<td></td>
</tr>
<tr>
<td>467</td>
<td>Temp Venue</td>
<td>demo-user</td>
<td>19/11/2018 10:00:00</td>
<td></td>
</tr>
<tr>
<td>468</td>
<td>Temp Venue</td>
<td>demo-user</td>
<td>19/11/2018 10:00:00</td>
<td></td>
</tr>
<tr>
<td>469</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 10:00:00</td>
<td></td>
</tr>
<tr>
<td>471</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 10:00:00</td>
<td></td>
</tr>
<tr>
<td>473</td>
<td>Land Movement</td>
<td>demo-user</td>
<td>19/11/2018 10:00:00</td>
<td></td>
</tr>
</tbody>
</table>

Notes, RHOC Ref, Not in Use, Last Updated, Status, Action
User Dashboard

EHOC Ref#
View ECHO reference number
NV#
Note Verbal
User Dashboard

Last Update
View the date of last edit proses

<table>
<thead>
<tr>
<th>Notification #</th>
<th>Request Type</th>
<th>Requested By</th>
<th>Requested Date</th>
<th>Purpose</th>
<th>Notes</th>
<th>EOD RefID</th>
<th>NVU</th>
<th>Last Update</th>
<th>Last Updated By</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
</table>
User Dashboard

Last Updated By

View the account/person updated the notification
User Dashboard

Status

View the statues of the notification

(in use, Submitted to DLT...etc.)
User Dashboard

Action

View menu list
Land Movement Notification
Land Notification Cover Page

NV #

Date of submission

Name of Agency/organization
Details of movement (i.e from Sanaa to Ibb on the 25th of April)

Amount of pages submitted with this notification.
Creating Notification Request

Temporary Venue
Venue Notification Cover Page

NV #

Date of submission

Name of Agency/organization and details of what city the venue is in and dates to be deconflicted.

Number of pages submitted with this notification.
MAKE SURE BEFORE YOU SUBMIT

Land Movement

- The MoFA form is duly filled
- The District and governorate must be added clearly in the route in MoFA and indicating the governorate and the districts in the corresponding box
- Indicate the type of cargo if any with the weight and the corresponding unit.
- Information in the MoFA form matches the ones in the movement table and the map.
- Times are corresponding to the actual movement, and make sure not to use the exact time as arrival and departure times for the same location.
- GPS coordinate should be in DDS format
- Make sure you add the participants – drivers should be listed too.
- Time between any two legs of any movements should not exceed 72 hrs.
- Coordinates from and to or between locations in the convoy movement table should not be the same and arrival/departure time related to a certain location shouldn’t be the same.
- The plate numbers and the roof marking match the ones in the uploaded pictures
- Upload clear picture of the plate number and roof markings, make sure that the pictures have unique names in your folders before uploading.
- Choose the correct purpose.
- In use notifications will expire in 24 hrs from initiation

Temporary Venue

- Indicate the actual location of the venue to be notified – not your location.
- Indicate the correct venue type – office, community center, university, government office, open area… etc.
- State the correct purpose for the notification and it should match the family of the purpose you have chosen when initiating the notification.
- Dates must match between forms
- Name of the location, districts and governorate should match between forms.
- Maximum period for a venue notification exclusively for distribution centers and staff residences, offices and guesthouses is 3 months which can be renewed – for any other locations it should reflect the actual period the location would be used for a humanitarian activity, if some flexibility is required, make sure to send an email to NLT to explain and a maximum of 2 weeks can be facilitated.
- Locations requiring a longer period, can be added to the PNS provided that the location use falls under the locations that can be added to the PNS – NLT can be approached for guidance at any point.
- In use notifications will expire in 24 hrs from initiation
Creating Notification Request

Admin/Amendments & Permanent Notification
• The Permanent Notified List (PNS) is an index of permanently notified humanitarian sites in Yemen managed by OCHA and acknowledged by EHOC.

• Notifications to add / remove sites on the PNS can be sent to the NLT through the online platform. The NLT List is shared with EHOC once every 2 weeks.

• To add a new site/s, partners must visit the web page below to download the Permanent Notified List (PNS) List excel and fill it in with the required details: [https://www.humanitarianresponse.info/en/operations/yemen/deconfliction](https://www.humanitarianresponse.info/en/operations/yemen/deconfliction)

• To remove a site/s, partners must submit excel sheet showing only the site/s to be removed with red highlight.

• At the end of the second week (Wednesday), NLT compiles all the new sites updates submitted by partners to be added in Permanent Notified List excel sheet and then NLT shares it with the IMU to create the KML file

**The submission to EHOC should have:**

• Permanent Notified List in Excel sheet format

• KML File

• Note Verbale: COVER PAGE + MOFA DOC

• Submission to EHOC is on Thursdays of the second week. Once acknowledged by EHOC, the NLT will change the status of notification on NLT Platform to “Acknowledged”.
Permanent Notified List Notification

**NV #**

**Date of submission**

The date when the Permanent Notified List with the new sites will be effective from. (Usually 48 hours in advance)

**Number of pages submitted with this notification.**
Creating Notification Request

Air & Sea Notification
Sea Notification Cover Page

Name of Agency/organization and details of the ship, i.e. Name of the ship, route, ship details, cargo details, IMO number, excepted date of departure and arrival.

Number of pages submitted with this notification.

Date of submission
Air Notification Cover Page

**NV #**

**Date of submission**

**Name of Agency/organization and details of the flight, i.e day and date of the flight, route in city names, aircraft details, ICAO route, cargo details, ETD/ETA**

**Number of pages submitted with this notification.**
Air Medical evacuation

1. Initiate an Air notification via the platform with a purpose of (Emergency; medevac..)
2. Upload the following documents.
   a. Note Verbal in Arabic and English addressed to EHOC
   b. Medical Report
   c. UNLP or (National passport + ID)
   d. GACA form duly filled – Please note that route should be in ICAO and it would be best to add the estimated flight schedule – can be downloaded from https://www.humanitarianresponse.info/en/operations/yemen/deconfliction

3. Fill in the MoFA form (Dates, route in ICAO and IATA, add that this is a med evac in one of the empty boxes in ARABIC) and fill in the A/C details as noted in the forms

To be able to fill in the MOFA and the GACA forms, you will need to have the following details
   a. Flight/ Air ambulance itinerary
   b. Flight times.
   c. A/C details; type, call sign and registration.

Ideally submissions are subject to the 48 hrs/24 hrs window, but we can see the possibility of submitting in less if need be.
In case of Sea or Land Medevac, follow the standard procedure for sea and land movement, but make sure to upload the following documents as well;

a. Note Verbal in Arabic and English addressed to EHOC
b. Medical Report
MAKE SURE BEFORE YOU SUBMIT

Vessel Notifications

• The MoFA form date should reflect the arrival date to the designated Yemen Ports.
• All vessels arriving to all Yemeni ports should be submitted for EHOC clearance
• Indicate the departure and arrival ports
• Indicate the departure and arrival times.
• Make sure to add the cargo types and weight mentioning the weight unit.
• Make sure to upload all the documents as indicated in the platform interface.
• Make sure to add copies any pre-clearance approval if the item is subject to a pre-clearance process.
• The departure port must be the same as the last arrival port as indicated in the last 10 ports documents
• Vessel clearance is limited to a certain time and must be renewed before expiry if the vessel didn’t leave the port
• In use notifications will expire in 24 hrs from initiation

Air Notification

In the MoFA form

• The flight route must be indicated in 3 different ways;
  1. Route using airport names,
  2. Routes using the IATA codes,
  3. Routes using the ICAO code.
• Clearly state the cargo if cargo flight is being submitted, with the weight and unit - Make sure to add copies any pre-clearance approval if the item is subject to a pre-clearance process
• Indicate the total number of passengers
• Indicate the type of emergency if the notification is submitted less than 48 hrs in advance
• Add the estimated flight schedule

In the GACA form

• Add the correct information in the corresponding field.
• Make sure to add the route in ICAO codes only

Information in all forms must match

Make sure to upload a PDF and excel copy of the Manifest.
• In use notifications will expire in 24 hrs from initiation
IMPORTANT NOTES

Air Movements
• Once the flight clearance is received a flight schedule should be submitted via the platform as an admin notification stating the ETD and ETA for the entire flight route, one airport at a time.

Steps to uploading the schedule to the platform:

1. Obtain the flight schedule in Word document or a PDF file – make sure that the file has a reference to the NV number “flight schedule for NV#xxxx”
2. Log in the platform, choose new notification: admin notification
3. Choose the purpose: Flight ETD/ETA
4. Upload the document
5. Save and submit.

Vessel Movements – after receiving the vessel’s clearance.
All vessel must obtain an access permission before entering any of the west coast ports. i.e; Hudaydah, Saleef..etc from the coalition warship as well as exit permission before leaving the ports, in case of communication difficulties, the organization must approach NLT to secure the access/exit permission from EHOC
Instruction to use the copy feature

• Find the notification you would like to copy. On the “Actions” Column click on the gear wheel to get the list of options.

• Choose “Copy” from the available options.
*This is only available for Land, Temp venue and Ship.

• NOTE: The copy feature is not available for the following status: "In Use", "Pending Agency Amendment", and "N/A".
• The copy feature best works for Land and venue notifications

• After selecting the “Copy” option, the platform will prompt the user to confirm the selection, proceed by selecting “Yes”.
Instruction to use the copy feature

• Once confirmed, the platform will prompt the user to select the new start date of the movement (Which is same as creating a new notification).

If there no need click "Cancel" to cancel the procedure.
• Once the user clicks “OK”, the platform will create a new notification with a new Notification ID number, content from the previous request and with the new dates selected.

Please double check the information on both forms (Dates, convoy movement times, pictures, documents etc.) before submitting the notification.
Notification Statuses

- **Agency – Cancelled**
  - This is when a notification is canceled by the agency.

- **Agency – Postponed**
  - This is when the agency postpones the notification and will submit a new one for another time.

- **Acknowledged**
  - When EHOC finishes processing a notification and in their response the word that is used is acknowledged.

- **Pending**
  - When a notification submitted to EHOC for processing.

- **Returned**
  - This is the word used when a notification is processed by EHOC and they cannot finish the processing due to, for example, the notification being submitted late, incorrect coordinates etc.

- **EHOC System Down**
  - This could be when a notification is sent to EHOC but they couldn’t process due to a technical issue in their system.

- **No EHOC Response**
  - This is when a notification is submitted to EHOC but they have not provided any response or clearance to a ship or plane etc.

- **Was not Received by EHOC**
  - This is when a notification was sent by the NLT but EHOC states they have not received it.

- **N / A (Admin)**
  - Some notifications are submitted to EHOC without the expectation of a response.

- **No time for EHOC to Process**
  - Some notifications are submitted to EHOC without the expectation of a response.

- **No Agency Response**
  - Used when NLT doesn’t receive the correct notification after it has been sent back to the agency/organization to amend or fix an error.
EHOC provides one copy of acknowledgement pertaining all NV numbers of Land Movements, venue and PNS notifications and separate documents for vessel clearance and flight clearance.

**EX: Land, Venue, PNS acknowledgements**

**Ex: Vessel clearance**
Air Movement clearance is received in two parts;

**Air Clearance _ MoFA Form**

**Air clearance _ GACA Form**
Important notes on the pre-clearance mechanism

• Some Items are subject to a pre-clearance prior to importing such items to Yemen.
• Prohibited/Dual use items must receive a pre-clearance before shipping to Yemen whether the items are to be shipped on a Humanitarian vessel/aircraft or through a commercial agent.
• NLT will advise partner if the item would require a pre-clearance on a case by case basis. Partners are encouraged to send an email to all members of the NLT and the Head of Access unit for guidance.
• NLT/Access unit are solely in the capacity of providing such advice and guidance.
Submitting a pre-clearance notification

Pre-clearance notifications are submitted using the admin track with a purpose of “Admin Note Verbal to EHOC”

The following documents must be uploaded in the notification prior to submission:

1. Organization letter in Arabic and English addressed to EHOC indicating the port of entry and the main use for the items and the users
2. IRG approval of the item(s)
3. List of items
4. Serial number/chassis numbers if applicable
5. Pictures of the actual items

Documents must not be password protected so NLT would be able to process and submit to EHOC.

Preclearance notifications take time for EHOC to process and it can vary from weeks to months depending on the sensitivity of the item. If the preclearance is taking longer than anticipated, the organization is encouraged to submit a reminder letter in reference to original notification NV# addressed to EHOC.
• **User Guide link:**  

• **Links to tutorial videos:**
  - [https://decon.ochayemen.org/video/admin-nsl.html](https://decon.ochayemen.org/video/admin-nsl.html)

• **Drawing Routes:**  
  [https://decon.ochayemen.org/video/draw-route.html](https://decon.ochayemen.org/video/draw-route.html)

• **Uploading GPS Location:**  
Questions ??

Thank you!