



Црвени крст Србије  
Red Cross of Serbia

## THE PROCEDURE FOR IMPORTING HUMANITARIAN AID

Dear Sir/Madame,

Thank you for your will to support the humanitarian work of the Red Cross of Serbia in its response to the humanitarian refugee and migrant crisis in Serbia.

Please see the provided detailed instructions concerning the delivery of humanitarian aid.

For all donated goods from abroad, the procedure is as follows:

It is necessary that the donor refers to the Red Cross of Serbia with the required documentation, certificate of donation/ declaration for export by the following email: [indep@redcross.org.rs](mailto:indep@redcross.org.rs)  
Contact telephone numbers: +381 11 30 32 125 ext.214, 215, 217.

It is needed that the following documents with the listed information are provided:

1. Certificate of donation with the following information:
  - The recipient of humanitarian aid - Red Cross of Serbia, Belgrade, Simina 19
  - Shipping address for donations will be obtained by contacting the Red Cross of Serbia
  - Specification of goods with the exact quantities (units of measurement, individual weight by article, total weight). The amount is measured by the type of article, not by box or bag.
  - Value of goods (every item and total),
  - Transport information (mode of transportation, vehicle plate number, type, capacity)
  - Specified border crossing and estimated time of departure and arrival at the Serbian border,
  - If legal persons are sending humanitarian aid on their own behalf, an invoice or statement claiming that the shipment is humanitarian aid with the list of goods inside must be submitted with the declaration for export.

2. Accompanying documents depending on the type of article

Goods sent as humanitarian aid are subject to necessary inspection by one of the relevant inspection services (sanitary, phytosanitary, veterinary) or require special approval from relevant Ministries (retrieved from: <http://www.carina.rs/en/Pages/HPCP.aspx>). For this reason it is necessary that, before sending the consignment, the Red Cross of Serbia receives the required documentation that should accompany the shipment, in addition to the certificate of donation. In accordance with the type of goods, the following documentation are necessary:

### FOOD

- Certificate of donation,
- Sanitary certificate,
- Phytosanitary certificate for food of plant origin,



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- Veterinary certificate for food of animal origin (based on the veterinary certificate, the Ministry of Agriculture issues the approval needed to start the importation of goods), and  
Information about the expiration date, that must be at least a year away.

#### WATER

- Certificate of donation,
- Sanitary certificate.

#### HYGIENIC ARTICLES

- Certificate of donation,
- Sanitary certificate.

#### TECHNICAL GOODS

- Certificate of donation,
- Attest (Document that is issued by relevant authorities or organizations based on the testing of the product which determines whether it meets the requirements in terms of quality),
- Instructions manual.

#### SECOND HAND CLOTHING

- Second hand (used) clothing may be the subject of donation only if it has been classified, disinfected and of extra quality (second hand clothes almost like new), as well as quality level one. (Explanation of the Customs Administration no. 148-II-353-02-5/3/2013 of 29.5.2013).
- An accompanying dry cleaning certificate is mandatory.

The forwarder company that performs customs clearance on behalf of the Red Cross of Serbia is LAVRA, company for international freight forwarding, trade and services. The contact person is Mr. Slobodan Korać, phone number +381 63 369 769 and +381 63 330 143, email address.

At the border, the driver should emphasize that the final destination of the goods is Belgrade, and that the recipient is the Red Cross of Serbia. The driver will then receive a document called "Customs shipping document" from the freight company at the border and customs will be done at the Customs terminal "Kvantaš" in Belgrade. Upon the arrival of the truck at the Customs terminal "Kvantaš" in Belgrade, Highway 158, the freight company LAVRA will implement the necessary procedure. Trucks, or other modes of transportation will be referred to the appropriate warehouse of the Red Cross of Serbia by the freight company upon completion of the customs procedure.



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It is necessary to keep in mind that the Red Cross of Serbia cannot receive the following items:

MEDICINE

medicines, medical resources, aids, apparatus and appliances, as well as adult diapers must be referred to the Ministry of Health. The Red Cross of Serbia is not authorized to receive this type of donation.

FOOD

- The Red Cross of Serbia cannot be the recipient of fresh and perishable foods since it does not possess necessary conditions for the reception and storage of these types of articles.

SECOND HAND SHOES

- Second hand shoes cannot be the subject of donations. According to Article 3 and 5 of the Ordinance on the content of documents to be submitted with the application for permission to import, export and transit waste, the import of second hand shoes is defined as follows: "As the owner of used shoes cannot disinfect them to extra quality, they are considered waste and as such cannot be imported into the Republic of Serbia for resale, or for humanitarian purposes".

The customs procedure and other information related to humanitarian aid can be found on the following website of the Ministry of Finance - Customs administration (<http://www.carina.rs/en/Pages/HPCP.aspx>).

Thank you for your understanding and help.

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## HUMANITARIAN AID FOR REFUGEES AND MIGRANTS: NEEDS FOR THE WINTER

### Food articles

- canned foods (with sanitary, phytosanitary, veterinary certificates, as needed and expiration date at least one year away)

tuna fish,  
sardines  
beef luncheon

- toast and biscuits
- only bottled still water, 0,5L

### Clothes

- new, warm winter clothes for adults (men and women) and children
- socks, underwear

### Daily individual hygiene package

Small soap - 15 gr  
Shower gel - 20ml  
Hotel package toothbrush and toothpaste  
Antiseptic gel for hand sanitizing - 50ml  
Wet tissues 15/1  
Band-aids (10/1)

### Food and hygiene needs for babies

Baby food - fruit 120gr  
Baby food - vegetable and chicken mix 128gr  
High-protein biscuit 120gr

Diapers (6/1)  
Baby wet wipes 40/1

### Other needs

Thermos, 0,5l - 1l  
Rescue Thermal Reflect Foil (dimensions 160 x 210cm)  
Raincoats (nylon)



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## NEEDS OF THE RED CROSS OF SERBIA

The Red Cross of Serbia is working at maximum capacity in order to provide the best assistance to migrants, refugees, but also to the local population whose humanitarian needs are very strong.

Red Cross local branches that, for a longer time period have and will have increased efforts in meeting the needs of refugees and migrants, are in need of support as follows:

- Metal container houses

to be used as an office space and storage space for daily amounts of goods necessary for distribution on defined localities. The places of distribution of humanitarian aid are displaced from the offices of Red Cross local branches, and it is necessary to have distribution points and to properly store humanitarian aid.

- Humanitarian aid distribution vehicles

that are of the utmost importance to Red Cross local branches that are the most burdened with the reception and assistance to refugees and migrants. There is a need for vehicles that can transport people and humanitarian aid in the amount of cca 1,5 t.

- Financial support for covering additional costs

- Hiring additional human resources to meet the necessity of working in three shifts.
- Coverage of additional operating costs, such as electricity, fuel, telephone bills, warehouse rent and needed equipment such as forklifts.
- Procurement of the most necessary additional office equipment (furniture, heaters) and technical equipment (computer, printer) in order to responsibly monitor the distribution of humanitarian aid and reporting to donors.