United Nations Humanitarian Air Service - UNHAS Afghanistan

Standard Administrative and Operating Procedures (SAOP) - PART 1
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2. INTRODUCTION

2.1 CONCEPT OF OPERATION

UNHAS Afghanistan fulfills the demand from the humanitarian community for transportation of their staff, partners and cargo involved in humanitarian and development activities in Afghanistan. Aircraft chartered by WFP Aviation under UNHAS management provides air transport to all eligible humanitarian organizations and their partners to all regions of Afghanistan. UNHAS provides both regular and special flights, which includes scheduled, charter, medevac, and security relocation flights for all its registered user organizations.

The aircraft have a monthly capacity of more than 3,000 passengers and 15,000 KG of light humanitarian cargo. The aircraft used in the operation includes airplanes and helicopter.

UNHAS operates flights on a "point to point" basis within Afghanistan and does not offer or facilitate transfer of passengers or their baggage to other flights outside the UNHAS system.

2.2 GENERAL PRINCIPLES

Aviation plays an important role in humanitarian operations around the world, especially in countries where overland transport is difficult or impossible due to insecurity, damaged or inadequate infrastructure, and challenging climatic conditions. Aviation allows the transport of humanitarian aid workers and humanitarian cargo to communities in some of the world’s most inaccessible places.

During the Fifth Session of the United Nations High Level Committee on Management (HLCM) held in New York from 12-13 June 2003, the World Food Programme (WFP) accepted the request of the Committee to take the responsibility for administering air transport services for UN agencies and NGOs involved in humanitarian activities.

2.3 AVIATION STANDARDS

The operation of aircraft is a potentially dangerous and costly undertaking, and it is essential that it is conducted in a reliable and cost-effective manner. UNHAS bases its rules and procedures, staff qualification criteria and aircraft chartering procedures on the “United Nations Aviation Standards for Peacekeeping and Humanitarian Air Operations” (UNAVSTADS). The UNAVSTADS have been developed by the Department of Peacekeeping Operations (DPKO)/Department of Field Support (DFS) and the World Food Programme (WFP) with the assistance of the International Civil Aviation Organization (ICAO).

In challenging and changing contexts, like conflict or disaster, the operational requirements and priorities invariably change over time and the operational response must adapt accordingly. Resultantly, air operations are inherently flexible and can be quickly adapted to meet these new situations and requirements. The operational structure and these procedures will be adaptable and responsive to new and/or changed needs. To this end, these procedures will remain under constant review and subject to amendment as required.

UNHAS receives permanent support from the WFP Aviation Service in the areas of staff recruitment, funds management, aircraft contracting and fleet management, internal quality assurance evaluations, safety related guidance and aviation training.

2.4 ADMINISTRATION OF SAOP

This SAOP has two parts and has been produced using WFP Aviation approved guidance and templates. UNHAS CATO is responsible for the contents and update of the SAOP.

Part 1 of the SAOP, which includes the principles and policies for the humanitarian air service in Afghanistan, will be presented to the User Group Committee (UGC) for review and inputs before sharing with the Steering Committee (SC) for its endorsement and subsequent implementation. Electronic copies of part 1 will be shared with members of the Steering Committee, Registered Users, relevant UNHAS staff, Contracted air operators, the WFP Country Director (CD) and with WFP Aviation.

Part 2 of the SAOP includes the technical part guiding UNHAS staff on management and operation of UNHAS activities in the country and is accepted by the WFP Chief Aviation.

For operational and technical guidance for the management and operation of the UNHAS air operation, UNHAS will further develop and maintain guidance and standardize the operational procedures, which are published in part 2 of the SAOP.

Temporary Revision. Urgent changes or updates to UNHAS guidance for staff and stakeholders will be issued in the form of Temporary Revisions (TR) under the authority of the head of UNHAS, which will be active until expired or included in the applicable controlled document as per the TR control sheet.

NOTE: The contents of the SAOP are applicable to all UNHAS staff, contracted operators and UNHAS users and it is mandatory to follow and comply with them.
2.5 RISK MANAGEMENT

UNHAS operates humanitarian flights providing vital air access for the humanitarian community within Afghanistan in a challenging and dynamic environment; therefore, UNHAS has a formal and systematic risk management process that incorporates data and information from as many sources as possible.

The design and implementation of the UNHAS risk management system considers the need of UNHAS and its users, the organizational set up, and environment. The implementation of the risk management processes assures that UNHAS can deliver on its mandate and reach the key results.

The goal of UNHAS risk management is to ensure that potential risks, effects of uncertainties on objectives, are identified, threats analyzed, and a risk assessment completed in order to establish the risk level, review controls, and to determine need of additional risk reductions measures/controls to reduce to risk level as low as reasonable practical.

The UNHAS risk management process has been updated in line with WFP and industry guidance, and the United Nations Department of Safety and Security Policy (UNDSS) on Security Risk Management (SRM). The aviation security risk assessment will be conducted with the support and knowledge of UNDSS in country of operation, and any objections to the assessed risk will be reviewed, and assessment reviewed and updated as applicable.

UNHAS will continuously assess and address the risk in all unit areas, such as strategic, management, reputational, operations, human resources, finance, safety, security, compliance, and contextual risks. The risk management system is further detailed in part 2 of the UNHAS SAOP.

3. UNHAS GOVERNANCE

UNHAS is managed by WFP on behalf of the whole humanitarian community. The interests of the humanitarian community are represented by the Steering Committee (SC) and the User Group Committee (UGC). While the SC is responsible for the principles and policies for the humanitarian air service in the Afghanistan, UNHAS management is responsible for all aspects of the operation of the air service. The SC and UGC will be updated and advised of technical, legal, and contractual limitations. It is vital that the UGC, SC and UNHAS work seamlessly together, whilst remaining within the boundaries of their respective roles. In short, the SC and UGC review and agree on the overall concept and framework of operations, while UNHAS implements and manages the air operation.

3.1 STEERING COMMITTEE

The Steering Committee (SC) serves as the UNHAS governing body, providing overall strategic and policy guidance and directives on the following areas:

- UNHAS policies, operational strategies, administrative policies, and administrative directives detailing eligibility to access the common service.
- Use of air transport resources and priority of locations, frequency vis-à-vis utilization.
- Review of host government air transport policies vis-à-vis humanitarian air transport requirements and activities.
- Eligibility of organizations to use UNHAS; and
- Funding modalities and advocacy for fundraising for the common service.

The Steering Committee is chaired by the Humanitarian Coordinator (HC) and co-chaired by the WFP Afghanistan Country Director.

Members of the SC, as agreed by the SC include three representatives from UN agencies, two international and two national NGOs, and three donors. Senior members of the respective organization take a seat in the SC. If a member cannot participate, another person from their organization should be nominated in writing to the Chairperson to represent the organization. The Chairperson may invite other stakeholders as deemed necessary by her or him.

The minimum number of members required to constitute a quorum comprises two UN members, two NGO members, two donor representatives, the Chair, and one member of the Secretariat (UNHAS).

The SC meets twice per year; however, the requirement and frequency of the meeting may vary based on actual needs and criticality. UNHAS sends the invitation, proposes the agenda items, prepares the minutes, and shares with the SC accordingly.

UNHAS is responsible for all aspects of the operation of the aircraft (technical, safety, and security procedures) and will keep the SC advised of any contractual limitations, or other issues that may affect its capacity to deliver the humanitarian air service.

Decisions, by majority vote, of the SC will be communicated to the users through the registered user mailing lists of UNHAS and other appropriate channels.
3.2 USER GROUP COMMITTEE

The User Group Committee (UGC) is established, and regular meetings are scheduled and chaired by the UNHAS Chief Air Transport Officer or her/his delegate. Members are the representatives of the eligible user organizations of the service.

As a common service, UNHAS remains committed to work closely with all its registered users in order to meet humanitarian needs in a fair and transparent manner. The users group therefore is envisaged as a forum where registered users can share feedback and make suggestions how to bring the required improvement in the quality of services.

The members of the User Group represent the humanitarian community and should be inclusive of UN agencies, NGOs involved in the relief operation and donor community and their contractors or implementing partners. The Terms of Reference for the User Group is limited to quality of services offered and includes:

- Establishing priority of passenger and cargo on the UNHAS aircraft and ensuring compliance with WFP management and operational policies and procedures.
- Provide guidance on the destinations to be served and frequency of flights.
- Advise on upcoming transport peaks and needs of aircraft, to help fleet management process.
- Assuring compliance with established procedures for the safe and efficient handling of Passengers and cargo;
- Provide formal feedback to UNHAS on the common service performance.

The User Group should meet quarterly, or as necessary/required (whenever there is a need, depending on the prevailing operational needs on the ground or when there may be a significant change in the operation).

4. ADMINISTRATIVE PROCEDURES

4.1 ELIGIBILITY FOR REGISTRATION

Organizations and entities that have been duly registered with UNHAS in line with the current registration process are eligible to make bookings on UNHAS flights.

Registration with UNHAS is available to humanitarian agencies and organizations, such as UN agencies, NGOs, Diplomatic Missions, State Donors and certain organizations that are contracted and an implementing partner in humanitarian and development activities.

UNHAS and the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) reviews and agrees on eligibility of the NGOs and contractors to be registered as a user with UNHAS on behalf of the Steering Committee.

4.2 REGISTRATION PROCESS

To register with UNHAS, the following is required:

1. A letter of introduction of the applicant;
2. A completed application for registration; package will be provided after required document and information as per below has been provided and verified.
3. An NGO shall also submit:
   a. A recommendation letter from their donor/support agency stating and confirming the existence and status of the agency as a humanitarian or development organization based in Afghanistan (the donor agency can be any UN agencies, USAID, EC, EU, ECHO, SDC, AHF or any Embassies/donor countries based in Afghanistan).
   b. Recommendation letter from INL, US Embassy, State department or any other USAID departments shall be endorsed by the Director, Office of Humanitarian Assistance USAID, Afghanistan.
4. A contractor involved in humanitarian or development activities shall provide:
   a) a copy of the Company’s Certificate of Incorporation,
   c) An endorsement by the supporting donor/organization’s humanitarian focal point confirming the support of the registration requests, and certification it is solely for humanitarian or development work.
5. An eligibility review will be completed by UNHAS in coordination with OCHA for all NGO and contractor applicants, who have provided above required documents.
6. If found eligible, the applicant will be notified in writing of the decision. provided with, the “General Standard Terms and Conditions” and “Finance Terms and Conditions, which needs to be signed and returned to UNHAS.
Each non-UN and state user are responsible to submit the donor confirmation letter every year to confirm its eligibility. In case any organization is not active for one year, UNHAS will contact the organization to provide the reason for being not active and will renew or remove the user as applicable.

4.3 ELIGIBILITY FOR TRAVEL

The eligibility of passengers to travel on UNHAS flights will be the responsibility of each user organization submitting a request for travel through the organization’s focal point. UNHAS will consider any request for travel submitted by the designated User Organization’s focal point(s) as a valid request from this User Organization. UNHAS will verify each individual passenger’s eligibility to access UNHAS and relevance to the User Organization which authorized the request.

As stated in the Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services, UNHAS may be requested in writing by the registered eligible User Organizations to extend the right to use UNHAS services to non-staff members (including eligible government officials, implementing partners, consultant and staff dependent and Mahram) engaged in project’s implementation. Refer to section 4.5 and 5.18 for government official travel. The User Organization shall be responsible for such passengers per the UNHAS Standard Terms and conditions.

4.4 PASSENGER ELIGIBILITY

UNHAS Afghanistan supports registered organizations by transporting their personnel and light humanitarian cargo air transport services between locations within Afghanistan as per the published schedule and its hubs to more than 20 locations.

On exceptional basis, civil servants can be booked and sponsored through respective UNHAS registered users (UN, national and international NGOs, Embassies, Donors and contractors’ organizations), subject to confirmation of the humanitarian nature of their mission.

A passenger is only authorized to travel when her/his name is on the passenger manifest. No passenger will be authorized nor allowed to board a UNHAS aircraft without being properly manifested.

Journalist may fly with UNHAS provided that they:

- Are sponsored and booked through a diplomatic mission, UN agencies or an NGO.
- Are in possession of a press-card or letter of accreditation from the media they represent.

- Their mission must be related to the work of the sponsoring agency.

The sponsoring organization takes full accountability for the booking, in terms of security, behavior, and for the contribution per passenger transported as per the published rates, noting that in all cases, the journalists are paying the full airfares even if sponsored by an NGO.

4.5 PASSENGER NOT ELIGIBLE

Due to UNHAS eligibility requirements and as per the humanitarian principles, UNHAS cannot transport the following passengers:

- Persons travel for private reasons.
- Persons not involved in humanitarian or development activities within Afghanistan.
- Uniformed personnel or individuals wearing military or police uniforms.
- High-ranking national (Afghan) politicians (President, Vice Presidents, Chief Executive, their deputies and staff, Ministers and Deputy Ministers), members of the parliament, Senators and judiciary (supreme court judges, attorney general office and prosecutors) as well as non-uniformed members of security services (Chief of Police, National Directorate of Security (NDS) staff, National Security Council Staff and military commanders) cannot be transported by UNHAS.
- Dependents of passengers from user organizations, such as children, are generally not eligible for travel but may be accepted by UNHAS management as Passengers with written justification from the user organization’s senior management (Country Director or his/her Deputy). The User Organization shall be responsible for such passengers as per the UNHAS Standard Terms and conditions.

4.6 COST RECOVERY

UNHAS Afghanistan operates on partial cost recovery, with the remaining funds coming from Donors’ contribution. The ratio will depend on the contributions committed by the donors.

For regular flights, the current cost recovery fees are separated into two categories, one fee structure is for registered NGOs’ staff members, and one for others, including UN, Embassies, Donors and contractors.

Special flights provided for the need of one specific user organization, are performed at full cost subject to aircraft operational availability.

The cost recovery rate is subject to change once endorsed by the Steering Committee.
4.7 OPERATIONAL PRIORITIES
UNHAS seeks to accommodate all passengers and light humanitarian cargo requests. In general, this is done on a “first come, first served” basis, however, an established priority system is in place to support emergency services and priority needs. As such, the priority system is as follows:

First priority for the use of the air service is always given to cases of medical evacuation and security relocation along with cargo and personnel required for aircraft safety and operation.
Second priority, if there are any agreed essential humanitarian missions related to interagency missions as endorsed by the Humanitarian Coordinator (HC) or the Humanitarian Access Group (HAG).
Third priority for all regular passenger and light humanitarian cargo transport on a “first come, first served basis.” Passengers have priority over cargo, unless deemed to be of essential nature, such as urgently needed medical supplies.
Fourth priority for all regular passenger and light humanitarian cargo transport on a “first come, first served basis.” Passengers have priority over cargo, unless deemed to be of essential nature, such as urgently needed medical supplies.

4.8 FINANCE PROCEDURES
Once User Organization's registration process has been completed, UNHAS Finance Unit will create Organization’s customer account, which takes between five to ten working days.
An initial deposit as established must be made at the time of the account creation, before UNHAS would allow the newly registered organization to use its flight services.
In order to keep the account active, the account balance must be above the minimum amount as established by UNHAS. If the balance is below minimum amount, the account will be automatically frozen, and no further bookings will be allowed until the minimum required amount of balance is restored.

UNHAS Finance Office will issue account statements twice per month for monitoring of the financial situation of the service. Invoices are being issued twice in a month, by 15th and 30th of each month.

Monthly payments shall be conducted in accordance to the UNHAS Financial Conditions for the provision of Air Transport Service. Payment shall be made by USD wire transfer only to the account as provided by UNHAS finance office.

4.9 ACCOUNT CLOSURE AND REFUND
Should a User Organization no longer require air services and wish to close their account, the following process will apply:

- A written notification from the user organizations' management is sent to UNHAS informing of the intent to close the account. The notification must also include a request for an updated balance on the account.
- Upon receipt of the account balance, the user decides whether to use the full remaining balance or request a reimbursement.
- The user issues a written notification to UNHAS with the decision either to be reimbursed or to use the balance, clearly stating the current balance.
- Should a user choose to be reimbursed, the notification must be written on company letterhead and include details of the remaining balance, full banking details of the account(s) to which refunds will be credited, and contact details, should additional information be required. The account closure and final reimbursement process usually takes a minimum period of two (2) weeks.

4.10 PAYMENT TERMS
Registered users shall pay for all WFP/UNHAS flights and services in advance, unless otherwise agreed.
Pre-payment is an estimate of expected movements. The final cost will be based on actual cost of the services. Statements will be shared with user organizations upon request.
The user organizations will be invoiced twice a month by the 15th and 30th of every month. Users shall arrange the payment to UNWFP/UNHAS no later than 15 days from receipt of the invoice. Any failure by the organization to honour its payment obligations stipulated herein within 30 (thirty) days from receipt of the invoice may result in blocked user account and denied bookings until full settlement of the outstanding amount.
5. PASSENGER SERVICE

5.1 CUSTOMER SERVICE

UNHAS is dedicated to delivering a quality service by professional and friendly staff for all its users and implementing partners. By continuously striving to meet customer expectations and requirements, UNHAS has designated staff in charge of customer service to ensure a high-level of customer care is maintained and procedures related to users’ rights and responsibilities are aligned to the UNHAS SAOP.

Moreover, UNHAS conducts online and hard copy surveys in order to get the feedback from the users (passengers, focal points and head or users’ organizations). The purpose of these surveys is to identify if there is any shortcoming, and ways for improvement and adjustment on timely manner in order to ensure quality service to the users effectively and efficiently.

Users can contact UNHAS for any flight information, booking guidelines and procedures on below email or phone numbers. unhas-afg.reservation@wfp.org and/or +93 (0) 706 004 283; +93 (0) 706 004 286 (24/7)

5.2 FLIGHT SCHEDULE

Regular Schedule: UNHAS establishes a weekly flight schedule based on demands communicated and expressed during the UGC and SC meetings. This flight schedule has an established validity date, adaptable and dependent on humanitarian activities on the ground and the prevailing security situation and with consideration of summer and winter conditions. The current schedule is shared with the User Organizations.

Daily: Based on aircraft availability, users demand, and operational restrictions, UNHAS will issue a provisional daily flight schedule (DFS) a working day before the planned flight operations.

5.3 USER RESPONSIBILITIES

User Organizations are requested to ensure that passengers booked and authorized to travel on UNHAS have appropriate travel clearances. All required travel documents such as permits/visa and/or security clearances, MOFA clearances, etc., are the sole responsibility of the traveler. Any fines, penalties, payments or expenditures incurred as a result of breach of this requirement shall be paid by the respective passenger’s User Organization.

User Organizations are responsible to ensure that their staff members/passengers meet UNHAS eligibility criteria: only passengers in possession of the organization valid photo identification card or an introduction letter, per UNHAS template, with recent clear photo are allowed to travel on UNHAS aircraft.

Each passenger is required to provide proof of identity at the check-in counter and before boarding the aircraft. Proof of identity includes a UNLP or UN cards for UN passengers or the organization photo identification card or introduction letter for other organizations.

For embassy personnel, they must carry diplomatic passport or the embassy photo identification card.

In the interest of Aviation Security (AVSEC), UNHAS reserves the right to reject the traveller or request additional documentation as proof when and if required.

Passenger/s are not allowed to use their cell phone or take pictures or videos on the airside/ramp nor onboard UNHAS aircraft.

The user organization and the booked passenger are responsible for compliance with UNHAS procedures (refer to section 5.21), User Focal Points.

Each User Organization is required to have a designated Focal Point, an authorized person who makes booking requests or cancellations on behalf of the organization. Each User Organization is required to complete and submit the Focal Point Assignment Form (Annex 3) with no more than three (3) Focal Points. The Focal Point(s) must provide UNHAS with full names, titles, specimen signatures, e-mail addresses, and other contact details for record keeping.

The approved registered users must always send their booking focal points contacts details as per the UNHAS focal point standard format. This will enable UNHAS to update the contact details of the focal points in the booking system and database.

5.4 BOOKING PROCEDURE

Users, through their designated Focal Points, book passengers online. In cases where a user is not authorized to use the online booking platform, bookings are made by submitting the completed booking forms and accompanying documents to the UNHAS Booking Office.

Booking requests must be made to UNHAS two (2) working days in advance and not earlier than one month in advance of the intended date of flight through the online booking system.

The official bookings hours for UNHAS are Sunday through Thursday (08:00 - 15:30). Telephone bookings are not accepted. The user can also do booking for non-staff online under their organization name; shall include in the comment, as “dependent,” “Mahram” or “Non-agency staff,” etc. However, user must always send the required letter for any non-organization staff, who is being sponsored by a registered user.
5.5 MOVEMENT REQUEST FORM

Passenger Movement Request Form (PMRF) should be used for late booking and/or when the user is unable to process online booking because of the 48 hours (2) working days timeline (Online Booking closing Time). The PMRF must be duly completed/signed/stamped and sent by scan to: UNHAS-AFG.RESERVATION@WFP.ORG or delivered to UNHAS representatives in Kabul or its field stations.

Booking requests must include the full name of the passenger as per her/his agency identification document (Organization ID card). This should include middle names where applicable.

Booking confirmation can be obtained via phone from the UNHAS Booking Office or in person at the UNHAS Booking Office one (1) working day prior to the flight date.

5.6 UNHAS TICKETS

For all bookings, user Focal Points are requested to ensure that the appropriate tickets are collected or received by e-mail on the afternoon (14:00—15:30) one (1) working day prior to the date of travel. Tickets will be issued a day prior to the flight to all e-mail addresses correctly entered. Flights tickets for the weekend (Saturdays and Sundays) will be issued between 14:00 15:30 hours on Thursdays. Tickets are valid only for named person and shall not be exchanged.

5.7 EXCESS BAGGAGE

There is no charge for excess personal baggage; however, any excess baggage not pre-booked has stand-by priority.

To confirm excess baggage, it needs to be booked and charged as cargo; and booked within the same deadlines as passenger bookings using the Excess Weight and Cargo Form as provided by UNHAS (refer to section 6).

In the event that the volume or weight of cargo exceeds limits of carriage of pre-booked cargo, users will be required to make their own arrangements for transportation on the next available flight to be determined by UNHAS. UNHAS does not provide storage, handling, or transportation services.

5.8 LATE CANCELLATIONS

Cancellations which are not notified to UNHAS as per set booking procedures are considered as “no-show” and shall be charged to user organization at full ticket price.

5.9 REFUND

Refunds can only be made into an account of a user organization as cash refunds will not be possible. Any flights cancelled after 15:30 the day before the flight will be considered “no-show” and the full ticket price will be charged to the user organization. Passenger cancellations are possible no later than 24 hours prior to the departure (10:00 on the last working day preceding the date of booked flight). This may be done online or communicated in writing to the UNHAS Booking Office by the Focal Point: unhas-afg.reservation@wfp.org. Flight manifests for the weekend (Saturdays and Sundays) are closed on Thursdays, therefore, if there is any cancellation or reschedule of passengers, the passenger organization focal point must inform UNHAS in writing before 15:30 hours on Thursdays.

5.10 CHECK-IN PROCEDURES

It is essential that passengers comply with the below check-in procedures in order to maintain punctuality, maximize aircraft utilization, and ultimately ensure safe and secure operations. UNHAS requests all users and passengers to follow the instructions from UNHAS staff, agents, and aircraft crew. The following applies:

- Passengers must carry a valid photo organization identification card and/or an introduction letter with picture (if and when applicable) from their user agency, and their physical ticket.
- Under the responsibility of the user, passengers are required to check-in at airports served by UNHAS no later than one (1) hour prior to the manifested departure time. UNHAS staff have strict instructions not to check-in any passengers arriving after that time.
- “Standby” passengers will be allocated seats depending on availability of space and according to their order of priority on the standby list. The “standby” passenger ticket can be cancelled with no charges if there is no seat. However, in case he/she gets a confirmed seat and checked for the flight, cancellation will not be accepted.
- At the check-in counter, UNHAS staff will undertake a 100% identity check to confirm passengers vs. issued ticket.
- In case of discrepancies with passenger manifests held at the airfield where no WFP/UNHAS staff or their representatives are present, the manifest presented by the Pilot-in-Command (PIC) will be considered as the valid manifest.
• Passengers, baggage and cargo are subject to mandatory security screening at the airport of departure. At airports without proper security screening facilities, screening may be conducted using metal detectors and/or a physical search. Baggage/cargo may be inspected manually. UNHAS staff or representatives reserve the right to open and inspect any item or piece of luggage and to accept/reject it for carriage. Passengers who do not comply with these procedures will be denied access to the flight.

• In locations where convoys are used to reach the aircraft, passengers are required to liaise with the UNHAS Focal Point for information and guidance regarding established convoy procedures.

• Entry visa fees, security charges etc. where applicable are to be paid by the individual passenger/agency unless agreed otherwise.

5.11 LUGGAGE & CARRY-ON BAGGAGE

The maximum allowance for passenger luggage is twenty (20) kg including five (5) kg of hand carry for cabin baggage per passenger. In addition, users may book excess baggage at the published cargo rates.

UNHAS does not accept any liability for luggage loss or damage and no responsibility for unsuitably packed, perishable, damaged or fragile luggage or for minor damage to exterior of luggage (scratches, stains, dents etc.). In case of missing/delayed luggage, UNHAS will take all possible efforts to identify luggage location and return it to the passenger as soon as possible.

5.12 SPECIAL NEEDS PASSENGER

UNHAS staff will provide check-in, embarkation and disembarkation assistance to passengers with special needs. It is essential that the User Organization’s focal point notifies UNHAS of any prospective passenger with special needs at the time of reservation. Discussing, noting, and communicating these requirements to departure and arrival teams will enhance UNHAS ability to offer services that best meet the passenger’s needs. It is important that the booking requests for these categories indicates any special needs and requests in the “remark column” in the booking request for the type of needs for the passengers.

5.13 PREGNANT PASSENGERS

Usually, pregnant passengers can travel by air until 36 weeks of pregnancy. However, specific conditions to transport pregnant passengers will be in accordance with individual air carrier’s Operations Manual (OM). It is important that all pregnant passengers show proof of medical clearance to travel by air.

5.14 DEPENDENT TRAVEL

Dependent travel, children (below the age of 18 years old) and/or mahram (family member escorting female staff) can be authorized by the relevant agency requesting by letter to UNHAS and to be processed together with the booking request, which also requires the approval from UNHAS management. All dependents are subject to the same charges and rates as per the parent agency requesting the travel. A child younger than 2 years old is allowed to travel free of ticket cost.

A child’s identity shall be verified at the check in counter by means of birth certificate, or ID card if available. Adults accompanying infants shall show proof that they are authorized guardians for the travel.

All infant travellers should be booked as regular passengers and included in the passenger manifest; however, the infant will not be allocated a seat. Cost recovery will be waived for infants, and specific details for handling infants shall be as stipulated by air carriers’ OM.

5.15 VIP

Passengers categorized as Very Important Persons (VIPs) include: Principals of an organization, Royal family members, Ambassadors, Diplomats and senior representatives of UN agencies and NGOs. It is important for VIP’s organization to coordinate with UNHAS staff regarding specific requirements for travel, e.g. VIP lounge, close protection team, special boarding procedures, etc. The PIC and crew will be notified when VIP’s are travelling on the aircraft. VIPs should be boarded last and assigned reserved seats.

5.16 GOVERNMENT TRAVEL

Civil servants, excluding those in paragraph 4.5, travelling on UNHAS need to be in possession of a valid official government photo ID, in addition to a national identification document.

Staff employed by the Afghan Civil Aviation Authority (ACAA) on official duty are eligible for free travel on space availability basis once a request is made by the Head of ACAA or his designee and approved by the head of UNHAS.
5.17 SPONSORED TRAVEL

In the event a passenger has been sponsored by a registered UNHAS user organization, the sponsoring organization and passenger are responsible for compliance with UNHAS procedures.

Any non-agency staff (consultants, Mahram and/or any other staff on short term contract or mission), booked and sponsored by the UNHAS registered user, must have a “letter of introduction,” as per UNHAS template, with agency letter head, and signed by the head or deputy head of the agency with a clear and visible current photo attached and stamped on the letter.

All required documents, such as an agency identification, introduction letter, Afghanistan immigration documents, and security clearances are the responsibility of the passenger.

In the event of no picture attached to the letter, a scanned copy of a valid passport can be submitted along with the letter of introduction which substitute the picture; however, both the letter and the copy of the scanned passport have to be sent at the same time for UNHAS Management approval prior to the travel date. After approval from UNHAS Management, the passenger must present the approved copy of the letter at the check-in counter (without the approved letter, the passenger will be denied boarding). UNHAS will not accept any non-Organization personnel booking unless the above requirement is fully met and completed.

5.18 PERSONAL STAFF TRAVEL

Staff members of the registered users and their dependents can avail of UNHAS flights for personal travel to and from their duty station, for travel related to non-official reasons to locations where no suitable commercial air travel alternative is available. The request for Non-Official travel may only be considered to/from a duty station and shall be requested to UNHAS with the “letter of introduction” by the staff member’s head of the organization in country.

All bookings for Non-Official travel will be charged to the user organization at the NGO rate, and served on 2nd Priority, i.e. in the event of a booking received for duty travel, when the flight is fully booked, then the passenger confirmed for Non-Official travel would have to defer the travel until next available flight.

5.19 CLOSE PROTECTION TEAM (CPT)

UNHAS conducts its operation in accordance with the humanitarian principles, and does not transport weapons, people in uniforms, or members of State/non-State armed groups; therefore, as a general rule, the transportation of firearms, soldiers or police officers in humanitarian flights is not allowed.

Humanitarian passengers will not generally use armed escorts; however, there may be exceptional circumstances in which a principal of an organization/state is required to travel with a Close Protection Team/Diplomatic Protection Service – CPT/DPS to enable humanitarian action.

5.19.1 CONSIDERATIONS

Before deciding on such exceptions, the consequences and possible alternatives to the use of armed escorts shall be considered and an exception may be considered when the following criteria has been met as confirmed by the user:

- Humanitarian Need and Programme Criticality. The level of humanitarian need is such that the lack of humanitarian action, including not enabling the transport of a principal, would lead to unacceptable human suffering or delayed humanitarian intervention.

- The transport of essential personnel and relief supplies cannot be undertaken without the use of armed escorts.

- Sustainability. The use of an armed escort will not irreversibly compromise the humanitarian operating environment or the longer-term capacity of the organisation(s) to safely and effectively operate in the future. UNHAS has conducted an assessment to determine potential consequences of transporting armed escort; and has put in place all possible mitigation measures to reduce the likelihood and negative impact of such consequences.

- Information. Other passengers booked on the UNHAS flight will be informed of the presence of CPT/DPS. If passengers are concerned with traveling on the same plane as the armed escorts, they will be eligible for full refund or rebooking as requested.

- There will be a preference to use a dedicated (special) flight when use of armed escorts are required and justified as per above; only under exceptionally cases will CPTs be on regular UNHAS flights.

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1 As staff may need to travel on days when commercial airlines are not operating, they may avail of UNHAS flights on these days.
5.19.2 PROCESS

- All inquiries in respect of firearms carriage should be directed 48 hours in advance to the UNHAS booking section, who will review with UNHAS AVSEC office for process to follow.
- A request should be made to Head of UNHAS in writing. If a request is granted, relevant authorities and air operator to be informed in timely manner.
- A complete list of weapons and ammunition details, such as name, quantity, type and specification must be confirmed to UNHAS in writing.

5.19.3 WEAPONS

The requestor will be advised of the UNHAS standard procedures that are applicable for Firearms to be transported on flights. Restrictions for carriage includes: no fragmentation/smoke grenades, or pyrotechnic munitions will be transported. All ammunition must be securely packed and not loose, and weapons to be transported in an unloaded state in a suitable container. Ammunition – Maximum allowed is 5 Kg. per close protection member (CPT), securely packed in original packaging or in a suitable container and must be in checked baggage without requiring DG acceptance.

6. CARGO SERVICE

UNHAS Afghanistan offers cargo movement services between all locations included in the provisional flight schedule. A service intended for limited quantities of high priority or high value light cargo, bearing in mind that due to capacity limitations, priority is given to passenger movement.

6.1 CRITERIA FOR MOVEMENT

All cargo is to be manifested and entered on a Cargo Manifest. Only cargo meeting the following conditions will be accepted:

- Cargo is for the sole use of the registered User Organization, or its activity in the field.
- Only cargo booked via a Cargo Movement Request (CMR) (Annex 6) and accompanied with the Packing List will be accepted. Cargo not conforming to the description, weight, and volumetric dimensions detailed on the CMR/Packing List will not be accepted;
- Poorly packed or poorly labelled cargo will not be accepted for transport. The proper packing and labelling of cargo is the responsibility of the User Organization;
- Unless cargo cannot be broken down, single packages shall not exceed 30 kg;
- The transportation of hazardous materials is standardized by the ICAO “Technical Instructions for the Safe Transport of Dangerous Goods by Air” (Section 5.5). Further information is available on demand from the UNHAS Office;
- UNHAS requires detailed information on any medical supplies presented for transportation;
- Rotten or smelly goods are not allowed on UNHAS flight. Examples include rotten fish or food items that may upset passengers on board.
- Notwithstanding from the fact that UNHAS will arrange maximum possible security for cargo storage and apply safety measures for cargo handling and transportation, neither WFP nor its agents are liable for any loss or damage to cargo or baggage during storage, loading or transportation;
- UNHAS will not accept any cargo from the locations where there is no proper x-ray screening equipment in-place without prior arrangements, including food and fruit. These locations/destinations currently include Lashkar Gah, Tarin kot, Ghazni, Sharana, Gardez, Khost, Chakhcharan, Lal Wa Sarjangal, Nili, Maimana, Qalai Naw, Nimroz, Sheberghan and Farah.

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6.2 BOOKING PROCEDURE

According to UNHAS prioritization, priority is given to passenger and priority cargo movement. As such, UNHAS may transport duly requested cargo within two to five working days from the date of submission unless cargo is deemed to be of life-saving nature, such as urgently needed medical supplies.

The following applies:

- All requests to airlift cargo should be made to UNHAS two (2) working days in advance via a CMR and accompanied by the Air Waybill and Packing List;
- The CMR must be completed, signed, and stamped by the Focal Point of the requesting User Organization. The CMR can be sent in person to UNHAS Office or through e-mail to: unhas-afg.reservation@wfp.org; this needs to be sent to the cargo section and their email.
- Booking confirmation for cargo can be obtained from the UNHAS Cargo Office one (1) working day prior to the flight day.
- All confirmed cargo must be delivered by the organization to the UNHAS Cargo Office no later than one (1) working day prior to departure, or to the airport/airstrip for other locations, no later than two (2) hours before the manifested departure time;
- All incoming cargo shall be collected from UNHAS immediately upon arrival.

6.3 POUCH SERVICE

As an addition to the cargo movement service, UNHAS offers a pouch service to its users. Similar to a diplomatic pouch, the pouch is a light canvas bag that contains items addressed to specific individuals/users. Items are typically official documents and light-weight items, not exceeding three kilograms, and is not intended for valuables, like money. Anything in excess of three kg should be sent as cargo, using the CMR procedure but will be subject to space availability and weight limitations for the particular flight.

The User Organization must ensure that the item is properly packed, sealed, and well-marked, indicating both the sender and receiver (including phone number).

For incoming pouches, the User Organization representative must collect their pouch from the UNHAS Office or agent at the receiving end and sign for it. No currency, restricted items and dangerous cargo/solid items/ornaments/etc. are to be placed in the pouches. The User Organizations are not authorized to submit any pouch or correspondence directly to crew members.

6.4 DANGEROUS GOODS

Dangerous goods are articles or substances capable of posing significant risk to health, safety, or property when transported by air. UNHAS rules, regulations, and procedures are based firmly on the regulations and guidelines issued by ICAO/IATA.

In the interest of passenger and crew safety and to prevent damage to the aircraft and/or other cargo, awareness of the risks associated with the transportation of hazardous goods is vital. The information contained in this section is extracted from the ICAO “Technical Instructions for the Safe Transport of Dangerous Goods by Air.” The final decision regarding transport of goods remains with the aircraft crew and ultimately, the PIC.

UNHAS Afghanistan does not accept Dangerous Goods for transportation, and UNHAS may assist and consult with the User Organizations upon request if the organization requires any clarification regarding request for cargo transportation.

The following is an abbreviated list of some of the more commonly encountered Dangerous Goods, which is not authorized for transportation on UNHAS flights:

- Fuel is DG flammable Class three, so it is not authorized to be transported as cargo together with passengers.
- Cylinders of compressed gas may not be transported by air unless as part of a life-saving oxygen breathing apparatus in certain limited medical circumstances, and then only under the supervision of aero-medical staff.
- Camping type stove, heaters and lamps containing flammable gas and/or liquids, and non-safety matches are prohibited.
- Any pressurized cylinder, full or empty. This includes cooking gas cylinders (propane, butane etc.).
- Various medical supplies, which may contain dangerous chemicals. Conditions apply.
- Pharmaceuticals which may contain dangerous chemicals, such as acids. Conditions apply.
- Photographic chemicals (i.e. darkroom chemicals).
- Refrigerators of the type containing toxic gases or dangerous liquids. Conditions apply.
- Repair kits containing dangerous materials (e.g. cellulose paints, organic peroxides etc.) Conditions apply.
- Some medical items for scientific research (e.g. unknown samples for testing may contain dangerous substances (Prohibited unless identified).
Toolboxes: may contain explosives, compressed flammable gases (e.g. butane cylinders). Conditions apply.

Motor vehicle or generator batteries. Only new (dry) acid batteries containing no acid can be accepted. Conditions apply.

Any heat producing devices (e.g. certain battery-operated equipment such as underwater torches and soldering equipment can produce intense heat if accidentally activated).

The procedures and regulations for the movement of dangerous goods must be strictly adhered to by all personnel involved in shipping dangerous goods and booking it on a UNHAS aircraft. Failure to abide by these restrictions will result in the user to be banned from UNHAS.

6.5 SPECIAL CARGO

6.5.1 VACCINATIONS

UNHAS can transport vaccinations that are not considered Dangerous Goods; however, the user agency is responsible for the proper packing and transportation of the vaccinations.

6.5.2 MEDICAL SUPPLIES

UNHAS can transport medical supplies such as lifesaving equipment. The requesting organization to provide detailed information of the cargo and also responsible for the proper packaging based on regulations. In addition to the CMR, Air Waybill to be provided by the organization.

6.5.3 HUMAN MEDICAL SPECIMEN

Human medical Specimen (of less than 5 kilogram weight, may be transported on UNHAS flights free of charge. Specimen boxes over 5kg are considered as cargo, hence regular cargo transportation procedure applies. Human specimen may fall under Dangerous Goods transportation regulations depending on nature of the specimen, meaning limitations and special packaging provisions shall apply as detailed in the ICAO technical instructions.

Further guidance on the classification and transportation of infectious substances and packaging instructions can be obtained from the national health authority and UNHAS Office.

6.5.4 HUMAN REMAINS

Human Remains may be transported by UNHAS upon request from the User Organization. In the context of this SAOP, transportation of human remains means transportation by air of human remains from the location included into UNHAS provisional flight schedule to the destination determined by the User Organization for further repatriation or hand-over of the body.

Further guidance on the transportation can be obtained from the UNHAS cargo Office.

6.5.5 FIREARMS AND WEAPON

UNHAS conducts its operation in accordance with the humanitarian principles, and does not transport arms, people in uniforms, or members of State/non-State armed groups; therefore, as a general rule, the transportation of firearms or soldiers in humanitarian flights is not allowed.

Exceptionally, the head of UNHAS can give prior authorization for certain categories of passengers to transport weapons on the flight, such as Close Protection Teams (CPT) under 5.19.

6.6 ANIMAL TRANSPORTATION

The IATA Live Animals Regulations (LAR) provides guidance for transporting animals by air in a safe, humane and cost-effective manner.

It includes requirements on the transport of live animals by air including requirements on handling, marking, labeling as well as documentation.

UNHAS does not transport animals. It may be allowed but under strict and exceptional cases.
7. EVACUATIONS BY AIR

7.1 GENERAL PROCEDURES

Two types of evacuations exist in the context of UNHAS Afghanistan operation, i.e. Medical Evacuation (MEDEVAC) and Security Relocation. Duly requested medical evacuation and security relocation have priority over UNHAS regular schedule.

Requests for medical evacuation and security relocation shall be addressed to:

UNHAS-AFG.RESERVATION@WFP.ORG

In addition, UNHAS can be reached 24/7 (24 hours, 7 days/week) +93 (0) 706 004 286.

7.2 MEDICAL EVACUATION

Medical evacuations (MEDEVAC) refer to the evacuation of an individual on medical grounds from the field to the closest health center or main operating base. Such an individual is considered to be under medical care; however, she/he is not in danger of losing life, limb, or eyesight but does require further medical treatment that is not available at the field location.

The User Organizations may request for a medical evacuation (MEDEVAC) of their staff by submitting a Medical Evacuation Request Form, as provided by UNHAS, which includes properly filled and signed ‘fit to fly’ and ‘free of contagious disease’ statement by a recognized hospital and medical doctor. The MEDEVAC form must be duly completed, signed and stamped. This form is mandatory for UNHAS to accept the MEDEVAC request. The requesting user is fully responsible for the accuracy of statements made about the patient’s conditions. The user is also fully responsible for the patient’s transportation to the aircraft at the airport/airfield of departure and from the aircraft upon arrival.

UNHAS aircraft do not carry special equipment to suit medical evacuations, nor are the aircraft crews trained or available to assist with the medical care of a patient during flight. The aircraft is not equipped as an air ambulance. Nevertheless, the aircraft can usually be configured with a stretcher.

Should the patient need to be transported together with any form of emergency medical life-saving equipment, all the rules of flight safety and the carriage of dangerous goods shall be observed. Irrespective of the emergency, normal safety standards must be followed and cannot be compromised.

All medical evacuations on UNHAS regular flights are charged the regular booking fee, whereas medical evacuations requested by an agency and requiring the deployment of an air asset are charged at full cost recovery.

7.3 SECURITY RELOCATION

Security relocations by air will only be approved following consultation at the WFP Afghanistan Country Director level and WFP Security. Any such flights will be coordinated by UNHAS in direct collaboration with the United Nations Department of Safety and Security (UNDSS) and/or the INSO. The security relocation flight must have a Security Officer on board except for locations where a Security Officer is on the ground or where the security situation has been assessed as acceptable. Such flights have priority over all flights with the exception of medical evacuations.

In all cases, a specific security assessment is performed to assess the level of risk associated with the requested flights. Where there is no Security Risk Assessment (SRA), UNHAS will make a decision based on information obtained from WFP Security, DSS, INSO Security Office and other sources.

All area security relocations sanctioned and requested through UNDSS (INSO Officer in coordination with UNDSS) will be charged at the regular fee per passenger on the regular flight schedule or when there is an aircraft on the ground in that particular location.

A security relocation requests by an individual organization without DSS endorsement will be charged at full cost recovery.

In case of the special flight (charter flight) requested by any UN agencies, the sponsoring agency must confirm to UNHAS in writing that the agency will provide the passenger list of the registered and eligible users as per the established procedures and will guarantee and confirm to UNHAS in writing that either the sponsoring agency or the eligible registered user organizations whom staff are evacuated will pay the total charter costs which will be shared proportionately according to the number of their passengers on the flight.
8. INTER-AGENCY & SPECIAL FLIGHTS

8.1 INTER-AGENCY MISSIONS

Flights for inter-agency missions refer to requested flights in support of the following:

Specifically, these missions are defined as missions prioritized by the Humanitarian Access Group (HAG) on the basis of no objection from the HCT.

Inter-agency mission requests shall be coordinated through OCHA at least 72 hours before the date of flight. Once mission request has been endorsed by OCHA, User Organizations will have to submit booking requests accordingly with respective reference to the mission, and regular UN Rate per pax will be applicable for regular destinations.

8.2 SPECIAL/CHARTER FLIGHTS

Should the User Organization require a special flight dedicated to the needs of specific organization, an official request in writing shall be submitted to UNHAS booking office. UNHAS will provide the User Organization with the feedback containing the operational information about the flight (possible dates, max passenger number and baggage allowance etc.) and financial quotation. Once all details have been agreed upon, the User Organization shall submit duly signed and stamped Special Flight Request Form, including confirmation for covering the cost of the flight. The agency must provide the passengers full details (name, nationality and the organization name) in writing to UNHAS. In case there is any none-organization personnel, the sponsoring organization must provide letter as explained in section 4.3 and 5.18.
9. FAQ

(1) How much time in advance should users make reservations?
Reservations must be made at least **two (2) working days** in advance of passenger or cargo movement date (e.g. no later than 10:00 AM, two (2) days before the intended departure date). Online bookings that are made beyond this deadline are automatically cancelled.

(2) How should reservations be made?
Reservations are made using the UNHAS online booking platform for passenger travel. Passengers/agencies that are not registered with UNHAS and Government staff cannot be booked online. For these passengers and all cargo, a **Passenger Request Form** and a **Cargo Movement Request Form** must be completed, signed, and stamped by the designated/authorized officer from the requesting user. The Passenger Request Form must be sent to UNHAS by email (unhas-afg.reservation@wfp.org) or delivered in person to UNHAS Offices.

(3) How do I find out about the UNHAS flight schedule?
UNHAS publishes a weekly flight schedule, which is updated when revisions are required. The schedule is available at the UNHAS Booking Office, on request by e-mail, and shared on a regular basis with registered users. Users can also find the update schedule on the UNOCHA Humanitarian webpage:
https://www.humanitarianresponse.info/operations/afghanistan/

(4) How much luggage is a passenger allowed?
Each passenger is allowed up to one piece of cabin baggage, weighing up to five (5) kilos (Kg) and up to two pieces of check-in baggage, weighing up to a total of 20 kg (this includes hand carry baggage). Excess baggage can be requested and authorized, pending space availability. Excess baggage must be paid and booked using the **Cargo Movement Request Form**. Limitations on luggage/cargo are imposed for safety reasons.

(5) How do you know when a passenger is confirmed?
UNHAS sends passenger tickets through a designated user Focal Point or by e-mail to all contacts entered through the online booking platform. Booking confirmation for passengers and cargo can be obtained by calling the UNHAS Booking Office one (1) working day prior to the flight date.

(6) Should the passenger pick-up the tickets at the UNHAS booking office or at the airport/airfield?
UNHAS sends e-tickets to the organizations focal points by 15:30 the day prior to date of intended travel, except for flights on Saturday and Sundays, where the tickets will be sentn on Thursday by 15:30.

(7) At what time should the passenger check-in?
Passengers must report for check-in 90 minutes before the schedule departure time in Kabul and no later than one (1) hour before the scheduled departure time in the field. Confirmed passengers arriving after the check-in desk has closed will be considered as no-show passengers. Note that at Kabul International Airport, check-in opens at 07: 00 hours every day except Fridays and Saturdays.

(8) What happens if a flight is cancelled?
Passengers should immediately contact the UNHAS Booking Office by email to reconfirm the seats for the next available flight.

When UNHAS cancels a flight due to weather, security, or operational reasons, an e-mail or text message will be sent to all passengers. However, due to unforeseen technical problems, UNHAS may be unable to inform passengers in advance.

Accommodation and other related expenses are borne by the passenger and under no circumstance are paid for by UNHAS.

(9) How does a user request a special flight?
An official request in writing will be submitted by the user to UNHAS by email, stating the reason and all relevant details of the request. UNHAS reserves the right to approve or reject any special flight request. Special flight requests are assigned on a first-come, first-served basis, aircraft availability, and are subject to full cost recovery. In case of conflicting requests for the same date, the Chief Air Transport Officer (HEAD OF UNHAS) reserves the right to prioritize the requests.
(10) If an aircraft has free seats, why can’t you add passengers?

According to aviation regulations, no passenger is allowed to fly whose name is not duly manifested and does not hold a ticket bearing their name. This procedure is the same for any commercial flight. In exceptional cases, such as medical or security relocation, only the HEAD OF UNHAS can authorize a passenger to board the flight.

(11) Can a user replace the manifested passenger with another staff member?

Tickets are issued and valid only for the manifested passenger. Tickets cannot be exchanged or traded.

(12) Can weapons and ammunition be transported on UNHAS aircraft?

As a humanitarian service for the humanitarian community, WFP/UNHAS is not authorized to transport weapons and ammunition. Weapons and/or ammunition of any kind is not permitted.

10. ACRONYMS

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<td>DO</td>
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<td>CMR</td>
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<td>WFP</td>
<td>World Food Programme</td>
</tr>
</tbody>
</table>
11. FORMS

UNHAS Customer service unit will provide the users with the applicable form; UNHAS forms includes the ones listed below:

1. Standard Terms and Conditions of service
2. Financial Conditions of service
3. Focal Point Assignment Form
4. Introduction Letter
5. Passenger Booking Request
6. Cargo Movement Request
7. DG Shipper Declearation
8. Medical evacuation Request
9. Special/charter Request
10. Excess Weight and Cargo
11. Dependant Form

These forms are controlled and included in SAOP Part 2, Technical Instructions for the management and operation of the UNHAS services.

12. UNHAS Controlled Documents

The following documents are UNHAS controlled manual and documents, and available in the UNHAS main library as controlled by the Deputy Chief UNHAS.

3. Aviation Safety Program - ASP
5. Training Program - TP
6. Aviation Emergency Response Plan – A-ERP
7. Temporary Revisions – TR
8. Air Ops Information Notice – AOIN
9. Information Circular – Circular
10. Aviation Safety and Security Notices - ASSN