



United Nations Humanitarian Air Service

Standard Administrative and Operating Procedures



Version 4.5 dated 05th July 2020

Country: Sudan

RECORDS OF REVISIONS

Please note that this SOP and its revisions are only distributed electronically.
 Every time a revision is distributed, the entire Manual’s digital file must be replaced by the new digital file

Revision Number	Date applicable	Edited by	Date distributed
Master	01-03-2012	UNHAS	
Rev 1 (partial revision)	28-04-2012	UNHAS Deputy Chief, Ops (Denys Saltanov)	29.04.2012
Rev 2 (complete issue of a new document)	01-06-2014	UNHAS Deputy Chief, Safety & Support (Leila Meliouh)	01.06.2014
Rev 3 (Partial revision)	01-04-2015	UNHAS Deputy Chief, Safety & Support (Leila Meliouh)	01.04.2015
Rev 4 (Full Review)	18.02.2018	UNHAS ATO, Sean Bruss	18.02.2018
Rev 4.1 (Partial Revision)	11.04.2018	UNHAS ATO, Sean Bruss	11.04.2018
Rev 4.2 (Partial Revision)	04.07.2018	UNHAS ATO, Sean Bruss	04.07.2018
Rev 4.3 (Partial Revision)	18.07.2018	UNHAS ATO, Sean Bruss	18.07.2018
Rev 4.4 (Partial Revision)	13.01.2019	UNHAS ATO, Sean Bruss	13.01.2019
Rev 4.5 (Partial Revision)	17.06.2019	UNHAS ATO, Sean Bruss	25.06.2019
Rev 4.6 (Partial Revision)	05.07.2020	UNHAS ATO, Sean Bruss	06.07.2020

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LIST OF ACRONYMS

A-ERP	Aviation Emergency Response Plan
AFO	Aviation Field Operation
ALARP	As Low As Reasonably Practicable
AMO	Air Movement Officer (WFP)
AOC Holder	Air Operator Certificate Holder
AOG	Aircraft on the Ground
AOIN	Air Operation Information Notice
ASU	Aviation Safety Unit
ATA	Actual Time of Arrival
ATC	Air Traffic Control
ATD	Actual Time of Departure
ATO	Air Transport Officer
ASU	WFP's Aviation Safety Unit
AVSEC	Aviation Security
CAA	Civil Aviation Authority
CASO	Chief Aviation Safety Officer
CATO	Chief Air Transport Officer
CD	Country Director (WFP)
CMR	Cargo Movement Request
CH	Chanel
DED	Deputy Executive Director (WFP)
DFS	UN Department of Field Services
DG	Dangerous Goods
DO	Designated Official
FOD	Foreign Object Damage
FT	Feet
EFMA	Electronic Flight Management System
ETA	Estimated Time of Arrival
FAO	Food & Agriculture Organization
GPU	Ground Power Unit
GPWS	Ground Proximity Warning System
HAC	Humanitarian Affair Committee
HC/RC	Humanitarian Coordinator/Resident Coordinator
HF	High Frequency
HQ	Headquarters
HR	Human Resources
ICAO	International Civil Aviation Organization
ICT	Information Communication Technology
IDP	Internally Displaced People

INGO	International Non-Government Organization
IATA	International Air Transport Association
KG	Kilogram
LZ	Landing Zone
MEDEVAC	Medical Evacuation
MEL	Minimum Equipment List
MoFA	Ministry of Foreign Affairs
MoU	Memorandum of Understanding
Mz	Mega Hertz
NGO	Non-Governmental Organization
NNGO	National Non-Government Organization
NOTAM	Notice to Airmen
PF	Pilot Flying
PIC	Pilot in Charge
PMR	Passenger Movement Request
PPMR	Personal Passenger Movement Request
PNF	Pilot Not Flying
RA	Resolution Advisory
RASO	Regional Aviation Safety Officer
SAOP	Standard Administrative and Operating Procedures
SAR	Search and Rescue
SARP	Standards and Recommended Practices (ICAO)
SECEVAC	Security Evacuation
SOP	Standard Operating Procedures
TCAS	Traffic Collision Avoidance System
UN	United Nations
USG	User Group
UNLP	United Nations Laissez- Passer
UNAVSTADS	UN Aviation Standards (for Peacekeeping and Humanitarian Air Transport Operations)
UNHAS	United Nations Humanitarian Air Service
UNFSO	United Nations Field Security Officer
VFR	Visual Flight Rules
VHF	Very High Frequency
VMC	Visual Meteorological Condition
VOR	Vehicle Off Road
WFP	The United Nations World Food Program

1. Introduction

Humanitarian and Development organizations have increasingly come to rely on air assets to provide urgent relief to disaster victims. Particularly so, is when surface transport is difficult or impossible due to insecurity and poor infrastructure. Long-lasting emergencies like in Sudan also require an ever-higher level of dedicated air support, not only to transport humanitarian and development workers to and from remote locations but deliver critical supplies like medical supplies to the affected population. The United Nations Humanitarian Air Service (UNHAS) managed by WFP provides such vital services to the humanitarian and development community. UNHAS bases its rules and procedures, staff qualification criteria, and aircraft chartering procedures on the United Nations Aviation Standards for Peacekeeping and Humanitarian Air Transport Operations (UN AVSTADS). The AVSTADS have been jointly agreed between the World Food Program and the Department of Peacekeeping Operations under International Civil Aviation Organization (ICAO) guidelines. In addition to these guidelines, UNHAS operates under many other legal, contractual, and safety obligations which these Standard Administrative and Operating Procedures (SAOP's) are designed to capture.

UNHAS Sudan was established in 2004 to serve and provide the humanitarian and development community in Sudan with safe and reliable air transport. UNHAS Sudan operations is fraught with challenges not only associated with sub-standard and hostile aviation environment but also security related issues. It has its main base in Khartoum with sub-offices in El Fasher, Nyala, Geneina, Ed Daein, Zalingei and Elobeid. An integrated system for administration and finance; communication; flight information; passenger and cargo services; medical and security evacuation; is in place.

The purpose of this SAOPs manual is to establish guidelines to facilitate safe, efficient and reliable air service to the humanitarian and development community in Sudan. In doing so, it will provide procedures for: administration and finance; operations; emergency; safety and security for the delivery of the service.

2. Administrative Procedures

2.1. General

User Group & Steering Committee.

UNHAS is managed by WFP on behalf of the humanitarian and development community. User Agencies engagement is through User Group Committee (UGC) and Customer satisfaction surveys.

User Group Committee (UGC)

A User Group Committee will be established and regular meetings will be scheduled and chaired by the UNHAS Chief Air Transport Officer (CATO) or his/her delegate. Members will be the representatives of the eligible user organizations of the Service.

The UGC will provide feedback to UNHAS on:

- Quality of the service;
- Required flight destinations;
- Future needs;
- Any other requirements,
-

UNHAS will provide the UGC with details on bookings, schedules, clearance requirements, costs and other operational information. The purpose of the UGC is to promote interests of users in the movement of passengers and cargo within the area of operations in order to fulfil the needs of the humanitarian community.

Steering Committee (SC)

The purpose of the SC is to review and provide overall guidance to the smooth running of UNHAS in the following areas:

- UNHAS funding modalities (cost recovery or free service); Use of air assets, priority of locations to be served and frequency of flight schedules;
- Host Government air transport policies vis-à-vis humanitarian air transport needs;
- Eligibility of organizations to use the air service, and
- Advocacy and resource mobilization to sustain the service.

The SC shall be chaired by the Humanitarian Coordinator or the WFP Country Representative².

Membership of the SC shall comprise representatives from the UN, NGO community, Donor community and a representative from UNHAS who is the designated secretary.

A Representative from the Logistics Cluster may participate in the Steering Committee as an observer.

The SC shall make decisions on administrative and policy issues only. Decisions in respect of aircraft operational and safety issues shall be made solely by WFP/UNHAS based on its operations and safety guidelines.

The SC will usually meet quarterly unless there is an urgent need to review operational strategy, funding situation, and/or change in policy.

Decisions of the SC will be communicated to the users through the mailing list of UNHAS and/or other appropriate channels i.e. UG meetings, Logistic Cluster, NGO forum, etc.

Hub & Spokes.

UNHAS manages its operations from Khartoum as well as four Darfur Capitals: El Fasher, Nyala, Genaina, Ed Daein and South Kordofan, to maintain close coordination with its Users Agencies. With a mix fleet of fixed wing aircraft and Helicopters, it uses the hub and spokes system with the fixed wings usually flying between the hubs and the helicopters flying between hubs and deep field locations.

The size and composition of the aircraft fleet is kept under constant review, and is subject to adjustment should the humanitarian and development requirement, the operating conditions, or the funding situation change.

The working assumption is that the air operation will be closed once the humanitarian and development community's need for UNHAS air support ceases because either a safe, reliable and sufficient alternative commercial air service exists, or other less costly means of surface transport are able to meet the need.

2.2. Eligibility

The air service is intended for the use of the humanitarian and development community engaged in relief operations and operating with the agreement of the Government of Republic of Sudan. As such, all organizations registered with HAC are eligible to use the service after completing UNHAS Sudan user registration process.

Each eligible entity / agency is required to sign a Financial Conditions Form [Annex 10.1](#) with WFP and to fill out and submit the Focal Point Assignment form with three focal points [Annex10.16.](#), who will be authorized to approve booking requests, cancellations and payment on behalf of the entity/agency, with full names, titles, specimen signatures, e-mail addresses and other contact details.

Should it become necessary to define further, or limit those eligible to use the service, this would be done as advised by the User Group.

Notwithstanding the above, UNHAS is only permitted to carry passengers directly involved in United Nations or humanitarian and development operations implemented in Sudan. Any exception to this rule, appropriately justified, can only be authorized by the Steering Committee.

2.3. Priorities

Based on guidelines issued by the Steering Committee, UNHAS provides the service in accordance with the priority system. Within each priority category, space is accommodated on a **“first booked – first served”** practices. However, sudden rise in emergency demands is given the highest priority and may disrupt the regularity of the schedule. In this regard, the Steering Committee may re-adjust these priorities

as necessary. It is also important to note that the Steering Committee will give its priorities, but the Flight Tasking control of aircraft remains at all time with UNHAS.

First priority for the use of the air service is always given to Medical and Security Evacuation cases. **Priorities for passengers and cargo are specified below:**

2.3.1. Passengers

1. Medical Evacuation (MEDEVAC) and Security Evacuations (SECEVAC);
2. Certified aviation safety inspectors and accident investigators;
3. UNHAS and other personnel required for the safe, efficient, and effective execution of aircraft operations;
4. Accredited NGO's and UN agencies staff on duty travels, staff of Donor Community/ Diplomatic Missions on duty travel,
5. Other organizations recognized by UN and engaged in humanitarian and development aid projects, Government Departments directly working on humanitarian and development projects in and supported by United Nations. Journalists on mission covering the humanitarian and development work and any other personnel and/or organizations not listed above, on a seat available basis and with the due approval of Humanitarian Coordinators Office.
6. Accredited NGO's and UN agencies staff on private travels, staff of Donor Community/ Diplomatic Missions on private travel,

2.3.2. Cargo

1. Spare parts, aircraft consumables... etc. for AOG (Aircraft on Ground) operations in areas inaccessible by road.
2. Remainder as determined by the User Group, currently:
 - *Vaccines;*
 - *Shelter;*
 - *Food and seeds;*
 - *WASH equipment / stores;*
 - *Health equipment / supplies;*

2.4. UNHAS obligations

2.4.1. Flight Schedule

The UNHAS Office will establish a weekly flight schedule based on the requirements

communicated and expressed to the UNHAS representative during Steering Committee and the User Group meetings. This weekly flight schedule will be valid for the published period, which will generally be every quarter.

2.4.2. Delays and Cancelations

- WFP/UNHAS shall take all reasonable measures to ensure the transport of passengers and /or cargo as scheduled. Schedules are subject to change without notice due to weather, security and other operational conditions.
- WFP/UNHAS shall not accept responsibility for the delay, cancellation or disruption of flights for any reason.

2.4.3. Provision of Service

UNHAS is mandated to procure, on behalf of accredited users of the Humanitarian and development Community (“User Organization”), safe, reliable, economical and efficient air services (“Services”) for passengers and cargo to, from and inside the respective Country/Countries.

The Services provided are operated by independent operators (“Carriers”) contracted by WFP/UNHAS for the official business and purposes of the United Nations, and are not offered as commercial services or as services for the public. Services are provided in possibly hazardous conditions, including hostilities.

The User Organization shall express their requirements for Services through the User group, Customer Surveys or writing directly to Customer Service desk. All Services provided by WFP/UNHAS are governed by a Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Service (“Standard Terms and Conditions”), the Financial Conditions for the Provision of Air Transportation Services (“Financial Conditions”) and the Standard Administrative and Operating Procedures (“SAOPs”), which collectively form the General

Terms and Conditions of Services for the provision of United Nations Humanitarian Air Service.

The Financial Conditions (where applicable) and the SAOPs are provided in separate documents to User Organization.

2.4.4. Funding

Funding for the Services is provided by donors on a voluntary basis. Unavailability and/or shortage of funding may eventually lead to the cancellation of services or implementation of a full cost recovery or partial cost recovery in addition to donor funding. Where the service is terminated due to lack of funding, WFP shall not be held liable for such cancellation.

2.4.5. Customer Service

As part of service delivery and improvement strategy, UNHAS has a customer service help desk to collect direct feedback from the passengers and User agencies. The customer service desk: unhas.sudan@wfp.org which will allow users to provide their comments, compliments and complaints and expect timely response for such event/s.

2.5. UNHAS CHARGES

2.5.1. Nominal Booking Fee

As approved by the Steering Committee on 1 October 2008 a nominal booking fee is implemented as a partial cost recovery system, this will help UNHAS secure partially much needed funds.

The cost structure of the UNHAS operation will be reviewed at when required by the Steering Committee. The current passenger and cargo nominal booking fees are:

- One seat nominal booking fee for flights to/from Khartoum is charged at US\$200/seat each way.
- One seat nominal booking fee between inter-field locations is charged US\$100/seat each way
- One Kg of Cargo for flights is charged at US\$3 per Kg.
- MEDEVACs and SECEVACs flights are charged on a nominal booking fee basis on above mentioned charges.

For personal and approved family travels upon seat availability basis:

- One passenger nominal booking fee for flights between hubs is charged at 50% of approved regular booking fee.

NB: Unlike the commercial definition, Hub in this document will refer to locations with direct flight link to/from Khartoum notwithstanding that there might be no further connections from that hub. As such we have Nyala, El Fasher, El Geneina, El Obeid, Kadugli, Damazine, Kassala and Port Sudan

UNHAS operates its services from Sunday to Thursday except official UN holidays. Should emergency arise, medical or security evacuations supersede any schedule flights. In addition, UNHAS is on stand-by 24/7 for any emergency requests.

Any booking cancellation after 10:00 am the day prior to the flight and/or if the passenger does not report to the terminal for the timely check-in, such passenger will be considered as **No Show** and the nominal booking fee will be paid by the User Agency in full.

Full cost recovery is applicable for Charter flights, as and when requested by a duly registered organization. Flight is considered as a charter flight if the requested destination is not in the schedule or if the destination is not served on the requested date. Charter flight is a full cost recovery flight.

2.5.2. Additional Charges

Baggage allowance is 30 kg including carry-on baggage. Passenger/s with excess weight above the approved limit shall book for it in advance using the excess weight form. Excess baggage is charged 3US\$/kg. Please refer to Excess weight form in [annex 10.11](#)

2.6. Finance Procedures

After receiving all required forms and clearances from OCHA and HAC and signing of Financial conditions as indicated in the registration procedure, UNHAS finance unit in Khartoum will request WFP vendor master unit to create customer account for the agency. Once vendor unit set up the customer account in WINGS then Finance Unit will create a customer account in Electronic Flight Management Application (EFMA) for the client. The HAC clearance is not applicable for UN agencies, diplomatic missions, Embassies and donors.

UNHAS finance unit in Khartoum freezes and unfreezes customer accounts based on the customer daily balance in Electronic Flight Management Application System (EFMA).

An amount of USD 600 is set as minimum balance for all registered customers and account will be blocked for new booking, cargo and charter requests if the available balance is less than USD 600. Customer accounts will be reinstated once Finance Unit receives credit transfer into UNHAS account.

An initial deposit of US\$ 2,000 is required as one-time deposit for the account creation, before UNHAS can allow the customer to use its flight services. Any initial deposit below this amount will require the approval of the Head of UNHAS.

Bank Account in Khartoum, Sudan

Bank Account Name: WFP Emergency Operations

Account No. (USD): 65059274

Account No. (SDG): 65008138

Bank Name: Blue Nile Mashreg Bank

Private Banking Branch

P.O. Box 371

Khartoum, Sudan

SWIFT Code: BLNISDKH

Tel: +2491183 772720/772840/772881

Fax: +24911183772743

Or:

Citibank N.A.
Canada Square, Canary Wharf
London E14 5 LB, UK

Account details:

USD Account: 13321541
Sort Code 185008
SWIFT: CITIGB2L
IBAN: GB74CITI18500813321541

Beneficiary Name: World Food Programme

NOTE: Nominal booking fee of a ticket is deducted at the time of the booking to reflect the projected and actual balance at any given time. UNHAS Finance Unit in Khartoum will issue customer statements on monthly basis to the focal points appointed by Head/ Deputy Head of registered organizations. The statements reflect details of travels (Passenger, cargo, dedicated flight, corrections...etc.) as well as the actual balance, customers must make a written claim within 30 days if any wrong transactions is reflected in the monthly statement. UNHAS does not accept claim received after this timeframe.

Account balance reports are also made available to customers by UNHAS finance unit in Khartoum upon their requests.

2.7. Cost Recovery

2.7.1. Payments (this applies to charters only)

All passengers will be booked onto UNHAS chartered aircraft upon either submission a Passenger Movement Request (PMR) duly signed and stamped by the authorized person of the booking agency or through online booking into E-FMA booking software.

3. Passenger Service

3.1. General

UNHAS offers the following passenger movement services so long as demand and funding lasts:

The passenger service is offered based upon a Hub & Spoke concept, wherein Khartoum, El Fasher, El Geneina, El Obeid, Nyala are the Hubs. All deep field locations in the three Darfur States, all locations in South Kordofan and Blue Nile states are the “Spokes”. The Fixed wing aircraft primarily provide connections form Hub – Hub and the Helicopters and fixed wing airplanes based in the three Darfur Hubs, provide flights from the Hub to Spoke (remote locations in the respective Darfur state).

The service offered is as per the set priorities [section 2 \(administrative procedures\)](#)

No uniformed personnel will be allowed to board UNHAS chartered aircraft.

Notwithstanding the established priority criteria above, UNHAS is only permitted to carry passengers directly involved in humanitarian and development activities in Sudan. The service can be extended to staff members dependents as established in the section 3.10.

3.2. User Agency or Organization Responsibilities

3.2.1. Focal Point List

Each eligible entity/agency is required to fill out and submit to UNHAS the Focal Point Assignment Form with no more than two focal points, who will be authorized to make booking requests and cancellations on behalf of the entity/agency, with full names, titles, specimen signatures, email addresses and other contact details. Refer to [Annex 10.15](#) for the form to be used to send all required information concerning the organizations travel focal points.

The eligibility of passengers to travel on UNHAS flights will be the exclusive responsibility of each entity/agency and assigned approval for online booking. UNHAS will consider any booking for travel entered by the designated entity/agency's focal point(s) as a valid request from this entity/agency.

UNHAS reserves the right to seek clarification and verification of details on lists of passengers booked by entity/agency designated focal points.

3.2.2. Authorization

Only passenger booking requests coming from the organizations travel focal points will be accepted and processed.

For a passenger to be authorized to travel, his/her name must appear on the passenger manifest list. No passenger will be authorized to board UNHAS chartered aircraft without being properly manifested and issued a ticket as this is against aviation industry regulations. Passengers will be issued a boarding pass at departure point.

All required travel documents such as visa and/or security clearances are the sole responsibility of the traveler and his/her agency.

The Agency shall be responsible for ensuring that its passengers have appropriate travel documentation including Agency clearance for travel.

Entities/ agencies are requested to ensure that passengers booked and authorized to travel on UNHAS have appropriate travel clearances and travel permits when applicable. 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 because of breach of this requirement shall be paid by the passenger or charged to respective passenger's agency.

Individuals will be required to provide a valid proof of identity (Organization ID card) at check-in, and on boarding.

At locations without proper screening facilities, manual inspection of luggage may be carried out by UNHAS staff or representatives, and in any case UNHAS staff or representatives might require to open and inspect any item or piece of luggage, and reserve the right to accept/reject them for carriage. Passengers who do not comply with these procedures will be denied access to the flight.

3.3. Passenger Movement Request, Confirmation and Cancellation

All booking requests must be submitted through E-FMA online. However, if there is no access to the online booking or if the booking deadline has passed (Go Show) the Passenger movement request (PMR) must be completed in full, delivered to the UNHAS booking Office either by:

- a. Email to: UNHAS.SUDAN@WFP.ORG
- b. In person to the WFP/UNHAS booking office, Khartoum, PO Box 913, 653 Block 68, Arkawit, Khartoum Sudan. Additionally, the bookings can also be submitted in person at any field WFP/UNHAS Offices namely Fasher, Geneina, Nyala, Ed Daein, Elobeid or Zalengei.

3.3.1. Bookings through Passenger Movement Request (PMR)

The WFP/UNHAS Booking Office operating hours are:

Sunday – Thursday: 0800 – 1500hrs

Agency with no access to online booking will continue using the manual Passenger Movement Request form. The PMR [annex 10.7](#) must bear the official stamp of the requesting entity/agency, as well as the signature of one of the authorized focal points. PMR's must reach the UNHAS booking office as per the Booking deadlines, duly disbursed to all Users: bookings must be received at least 48 hours prior to departure date - but not earlier than 30 days prior planned date of travel. All bookings should be confirmed by the traveler on the day before the flight.

Booking deadlines for Khartoum offices:

TO TRAVEL ON	BOOK LATEST ON
Sunday	Wednesday (by 10:00)
Monday	Thursday (by 10:00 AM)
Tuesday	Sunday (by 10:00 AM)
Wednesday	Monday (by 10:00 AM)
Thursday	Tuesday (by 10:00 AM)

Booking deadlines for Khartoum: 48 hours deadline imposed by Government authorities through the Humanitarian Agency Commission (HAC) and Military Intelligence (MI) for the flight manifest and passenger's approval.

Booking Acceptance

For booking acceptance, the following must be observed, the received PMR, must be clearly and dully filled, stamped and signed by the agency focal point, the UNHAS staff prior to accepting the PMR shall verify the following:

1. Registration of the agency with UNHAS.
2. Confirm focal point name, signature and stamp against the signatory form submitted during the time of the account opening.
3. Agency Account status.
4. Consistency of the flight date & route requested with UNHAS flights schedule.
5. Completion of the booking information.
6. Adherence to bookings deadlines.

A maximum of 5 bookings per flight may be submitted by the same Agency or NGO at the UNHAS Office. Therefore, seats are normally limited to 5 per agency per flight. Any additional seats will be booked on a standby basis. Should there be a special need for additional seats above the 5 per agency; a request in writing with justification must be forwarded to UNHAS at time of booking. The request must be signed as received and dated by the UNHAS booking staff.

Acceptance of above seat limit booking is at the discretion of Chief Air Transport Officer discretion or his/her deputies.

NOTE: Booking requests will not be accepted over the telephone.

Receipt of booking forms:

UNHAS appointed staff member follows on the booking with another reply discussing in the process all the Booking details and finally confirming processing of the booking form.

Booking Confirmation:

One day prior to departure, UNHAS staff might be approached via email, in-order to confirm the flight to the focal Point, accordingly the following Information need to be addressed:

1. The passenger Estimated Departure & arrival times.
2. Check-In time.
3. The current terminal for departure & arrival.
4. In case of any flight connections, the focal point /passenger should be alerted about Stopovers & connection times.

In any case an E-ticket is sent on the email addresses provided on the PMR

E-ticketing:

When passengers add their email on the online booking and/or PMR, they will receive an e-ticket along with confirmation of their booking for the flight.

The focal point will always receive an automatic copy of the e-ticket.

UNHAS will provide confirmation of booking with booking reference number, one day prior to the flight and not later than 14:00hrs. Agencies will be advised accordingly for passengers/cargo put on waiting list.

- Tickets are valid only for named person and shall not be exchanged or traded. It is the responsibility of passengers or agency to confirm passengers are manifested and to collect passenger tickets.
- In case of limited seat availability on a particular flight, UNHAS reserves the right to confirm booking for a maximum of five passengers from the same agency/entity.
- Passengers not listed on the manifest will not be authorized to travel.
- People in transit prior to travelling on UNHAS and not able to print their e-ticket should contact UNHAS booking office by email (during working hours) to request a copy of their e-ticket to be available at the checking-in counter. Passenger with smart phone or tablets can use on screen e-ticket in lieu of hardcopy e-ticket.

Rebooking and Cancellations:

Cancellation of confirmed bookings must be received by UNHAS by 10:00hrs on the working day, prior to travel date in writing. No cancellations after 10:00 will be accepted and the passenger will be considered as No Show and agency will be charged for the full booking fee accordingly.

In case of bookings cancellations/amendments the staff member should make sure that all changes are on time & in writing using the booking form submitted either as hard copy or via UNHAS E-mail.

UNHAS reserves the right to cancel any scheduled flight and will inform concerned passengers as early as possible. All affected booking will be automatically moved to the next available flight. If the Agency requires to change the date of flight or cancel the booking, UNHAS staff shall be properly notified otherwise, the booking will be considered valid. UNHAS does not provide meal vouchers or hotel accommodation for delayed or cancelled flights.

NOTE: Passengers and agency travel focal points are to provide their mobile numbers on the booking request.

3.3.2. Bookings done through UNHAS booking office

Bookings Acceptance:

At UNHAS booking office, the agencies focal points should be able to present 2 copies of signed & stamped booking forms which need to be checked on the following points, same procedure as mentioned in [section 3.3.1](#) shall be followed

Receipt of booking forms:

The booking office staff stamps & signs both copies for receipt. One copy shall be returned to the focal Point whereas the other original one is to be kept with the staff member for further processing.

Re-booking and Cancellations:

In case of bookings cancellations/amendments, the focal point is requested to present his booking copy which clearly indicating the change required & endorsed by the authorized signature.

The staff member should also make sure that all changes required are on time. Having confirmed that, he or she follows the below steps: 1. Stamps & signs on the amended request.

2. Photocopy the booking form

3. One copy is returned to the focal point & the other is to be kept for further processing.

The same process as in the above paragraph will be followed for the booking confirmation and e-ticketing.

3.3.3. Bookings through E-FMA link

The on-line booking is the recommended booking practice by UNHAS. The Online Booking screen can be accessed from the following site, for both Requesting a booking and/or Manager Focal Point Access <https://apps3.tflite.com/takeflitepublicwfp>

AGENT/CUSTOMER PASSENGER making Booking Request

Use the above link to load the online booking screen. This screen will enable the user to make a Booking Request, following the guidelines below.

1. Select the 'Country' and your Agency from the drop-down box and click continue
2. Select the 'From' & 'Too' locations as well as the intended date of travel.
3. Complete the booking details, including:
 - a. Title,
 - b. Initial
 - c. Surname
 - d. Nationality
4. Click on the add passenger tab, accept the 'Terms and Conditions', and click on 'Create Request'

FOCAL POINT MANAGERS

The site used for Creating Requests is also opened so FOCAL point managers can login to get to their manager's screen functions as detailed below.

For the FOCAL Point to work for a Manager, they must login with the credentials created in 'Setting up Agent FOCAL Point' discussed previously.

Once the booking has been approved, this booking will automatically appear in Takeflight Ops manager with a unique booking number for onward assignment to a flight. This is completed by the WFP Team. For an agency manager to modify a booking request for a passenger, the booking request must be status pending. To modify an approved/declined booking to be pending, click undo (only available up to 24 hours before a flight departs). A manager should click on the booking number link highlighted below to modify from, to and date

Booking confirmations for passengers will be sent by e-mail to the passenger and to the Agency travel focal point, using the e-ticket from the E-FMA booking system.

Points to remember:

- Tickets are valid only for named person and shall not be exchanged or traded.
- In case of limited seat availability on a flight, UNHAS reserves the right to confirm booking for a maximum of five passengers from the same agency/entity, unless otherwise authorized by the Chief Air Transport Officer.

UNHAS reserves the right to cancel any scheduled flight and will inform concerned passengers as early as possible. Those cancellations are generally due to either adverse weather conditions, flight clearances or other operational reasons. All affected booking will be automatically moved to the next available flight. If the Agency requires to change the date of flight or cancel the booking, UNHAS staff shall be properly notified. Otherwise, the booking will be considered valid.

Any re-booking on a successive UNHAS flight will require the submission by the Agency/Organization travel focal point of a new request or an email request.

Late passenger cancellations, these are cancellations after 10:00 AM local time on the last working day preceding the date of travel, as well as no-shows, will be penalized at 100% loss of paid booking fee. UNHAS does not provide meal vouchers or hotel accommodation for delayed or cancelled flights.

Passengers and agency travel focal points are to provide their mobile numbers on the booking request.

Attenuating circumstances might apply to enable the Agency not to be penalized by this late cancellation policy. Each request to waive the late cancellation policy will be made in writing by the Head of the Agency to the Chief UNHAS who will report on all waivers at the UNHAS Board of Directors.

UNHAS staff shall have the right to honor or reject booking requests. Each rejection shall be documented and the Agency's designated focal point duly informed as well as discussed upon during the UNHAS Board of Directors meetings.

3.4. Booking of Infants

UNHAS booking staff shall accept Infants under the age of 2 under the following conditions:

1. Infants under 2 years of age may travel with UNHAS free of charge, the following procedure is to be followed:
2. Infants under 2 years of age shall only be travelling with their guardian, they will be travelling on the parent's lap,
3. Infants are not entitled to a seat on their own,
4. Booking request shall be submitted dully filled with all necessary details pertaining to the mother as well as the name of the infant
5. A birth certificate detailing name of the Infant, name of the mother, and date of birth,
6. Infants are required to have a ticket on their own,
7. UNHAS booking staff will verify the booking details against the birth certificate and confirm that the request is for a 2-year-old infant,
8. Name of the mother and or father written on the booking request, is to be crossed checked against the birth certificate,

Procedure for acceptance at the check in counter:

1. Infant must be present at the time of the checking in,
2. Original Birth certificate is to be presented to the checking in staff and date of birth to be confirmed with the guardian,
3. In case of any doubt on the infant age, refer to Air ops ATO on duty,

3.5. Booking of Pregnant women / Special needs passengers

UNHAS is required to follow the operating procedures of its air operators which may vary from an air operator to another, to book a pregnant woman, Special needs passengers, kindly contact UNHAS booking office.

3.6. Transportation of Animals

As a rule, UNHAS cannot accept live animals or pets on board its chartered aircraft. If it is within the contracted air carriers SOP, exceptions can be made with the agreement of both UNHAS and the PIC of the aircraft if an adequate cage or container is used for the animal and an air-conditioned compartment is available, either in cargo compartment or in cabin, segregated from passengers. Requirements for International travel (Movement of animals on domestic routes is prohibited)

- 1- Identification for the animal to be transported (passport)
- 2- Medical certificate
- 3- Vaccination certificate

4- Lockable cage with observable materials

The above applied for export & import, whilst import of pets is postponded due to covid-19.

3.7. Booking of Dedicated/charter Flights

3.7.1. Full Charter (Dedicated) Flights

To charter a flight, an official request in writing no less than 5 days from date of flight from the agency/NGO, should be submitted to one of the booking main channels mentioned above or by contacting directly the UNHAS Management/UNHAS officer in charge, when an agreement is reached between the agency and the service provider, a charter request form, signed and stamped, shall be Submitted from the agency requesting the charter flight reflecting: date, route and names of the travelers. The assigned booking office staff member uses the charter request form to enter the flight details/passenger names into the E-FMA.

Single agency request for a mission out of flying schedule will be conducted on a full cost recovery basis subject to operational conditions. UNHAS will also make the aircraft available for full charter flights if requested by an eligible organization.

UNHAS may participate in a special mission requested by other agencies on a full cost recovery basis, provided that UNHAS principle of neutrality is not compromised.

Please contact the UNHAS Duty Officer with your charter request on:

E-mail: unhas.sudan@wfp.org

Land line: +249-912002000

Mobile: +249-900060006

Note: Full charter flights according to client requirements will be given priority at times when the aircraft is not in use for scheduled flights considering least possible interruption of the established flight schedule or, in case of urgent travel requirements, will be tasked to ensure an at least as possible disruption to the scheduled UNHAS air transport service.

3.7.2. Exemption of Firearms transportation

As part of its humanitarian duties, UNHAS is not allowed to carry weapons and soldiers in uniform. ICAO on its annexes 17/18 and Doc 9284 considers a weapon as dangerous goods.

Munitions of war are not allowed on, under any condition, aboard UNHAS flight.

“.. any weapons, ammunitions, or article containing any explosive or any noxious liquid, gas or thing which is designed or made for use in warfare or against persons are classified as “munitions of war”....”

However, as part of the close protection some V.I.P passengers need to be protected by armed PSD's (Personal Security Device, commonly known as bodyguards) during their travel.

It is therefore important for WFP/UNHAS to put in place a standard procedure for the carriage of the weapons in order to stay in compliance with ICAO rules and the local authorities. Users are requested to contact UNHAS Operations if PSD's are traveling on V.I.P flights

NOTE: Charter flights cannot be booked via the E-FMA link, they can only be addressed personally at the UNHAS counter or through email by contacting the UNHAS booking office

3.7.3. Interagency mission

Interagency missions are missions comprised of representatives of several agencies. Interagency missions will be conducted by UNHAS on a nominal booking fee basis subject to operational availability, the below is to be noted:

- Single agency request for a mission out of flying schedule will be conducted on a full cost recovery basis subject to operational conditions.
- In exceptional cases, an UNHAS User may request for the medical evacuation of a non-staff member that will be undertaken by UNHAS on a full cost recovery basis. In this case, the requesting agency shall confirm that the patient is a civilian, has a doctor's signed Fit-to Fly statement and the agency has an agreement with the government on evacuation of civilians; UNHAS shall not be involved in the evacuations of combatants or any other mission that will compromise its neutrality.
- UNHAS may participate in a special mission requested by other agencies on a full cost recovery basis, provided that UNHAS principle of neutrality is not compromised.
- Interagency humanitarian cargo may be delivered by UNHAS on a nominal booking fee basis subject to operational availability.
- Any request from a single agency for cargo transportation to a location outside the approved flight schedule, will be conducted on a full cost recovery basis.

3.8. Check-in Procedures

Either UNHAS representatives, or an agency air field coordinator (for the deep field locations) will receive, certify, disembark and handle passengers, their baggage and all cargo at the destination.

Individuals will be required to provide proof of identity (UNLP or valid employing organization photo ID card), their flight ticket, at check-in, and upon boarding. Passengers are recommended to carry photocopies of the relevant pages of their passports/ID's.

All required travel documents such as visa and/or security clearances are the sole responsibility of the traveler.

Arrival and departure times are subject to change at short notice due to the difficult operating environment. UNHAS staff will try as far as possible to immediately inform the Agency's designated focal point of such change/s

If a delay of more than 60 minute is foreseen, UNHAS booking offices will inform the passengers by text messages and will inform the agency focal points by email.

To maintain punctuality and hence maximize aircraft utilization, as well as for safety reasons, it is essential that passengers comply strictly with these check-in procedures, and follow all instructions from UNHAS staff, Agents and aircraft crews.

Agency/Organization travel focal points will be informed during the travel booking process of the check-in time and exact check-in location for their staff requested travel. The travel focal points are to send these travel details to their travelling staff.

The check-in counter will close 40 minutes prior to the estimated departure time and passenger will be denied check-in and considered as **NO SHOW** after this time.

In locations where UNHAS personnel are not present, the Agency shall be responsible for meeting its passengers and or cargo at the airport.

Check-in staff will undertake a 100% identity check, and issue boarding cards only to individuals named on the passenger manifest. Last minute substitutions or passenger swaps are not permissible.

Note: UNHAS staff to check [Annex 11.2](#) for additional guidance

3.9. Passenger Luggage and Carry-on-Baggage

Checked baggage allowance including hand baggage is 30 kg per person. Passengers may not use the unused allowances of others. Any excess baggage will be refused without further communication or owner refused to board. UNHAS requires that all checked baggage is clearly identifiable with your name and address and contact numbers. Failure to comply with this requirement will result in a significant delay in the delivery of your baggage should your baggage be misplaced.

While we allow one small piece of hand baggage (e.g. handbag or briefcase) weighing not more than 5kg, in some light aircraft not fitted with overhead cabin, this is not possible.

Please check with our check in staff to ensure your carry-on baggage is acceptable to the flight crew. UNHAS does not accept responsibility for unsuitably packed, perishable, damaged or fragile baggage or for minor damage to the exterior of baggage (e.g. scratches, stains, soiling, dents) resulting from normal wear and tear or for water damage to non-waterproof baggage.

Excess baggage must be approved by UNHAS at the time of the booking, and acceptance is subject to space availability. To request excess weight, kindly address the UNHAS SUDAN BOOKING OFFICE, who will in turn request further approval from ATO.

All baggage and cargo shall be subject to weighing, screening and search at all points of departure.

3.10. Special Travel not related to Humanitarian Development Work

The UNHAS Steering Committee on 3 October 2013 endorsed the proposal that: Private travel by staff of user organizations be allowed on UNHAS flights; and a reduced rate be given to them for their private travel with UNHAS. The committee had the consensus that staff members who prefer to use UNHAS for their private travel are to be encouraged, rather than using other options considered unsafe and unreliable.

It is in this light that the below procedure is put in place to ensure the effective introduction of this travel modality and reduced rate module into the existing procedures in place. These procedures that seek to mitigate the risk of abuse of use of this facility and eliminate the risk of loss of funds through the nominal fee charged will be closely monitored for subsequent review as and when required. You are encouraged to share with your staff accordingly.

1. **Definition:**

For the purposes of this exercise, personal travel is defined as any travel by a staff which is not for official duty payable by the agency but by personal staff.

2. **Eligibility:**

- 2.1. Staff member of a registered UNHAS User organization/ agency in possession of a valid organization / agency photo ID card is entitled to travel with UNHAS on a personal matter;
- 2.2. The service is provided to staff members only, **immediate family members are not allowed unless under conditions specified in section 8. 0**
- 2.3. All booking formalities shall be accomplished prior to travel in accordance with UNHAS regular booking deadlines.
- 2.4. Personal travel will be treated at lowest priority and final travel confirmation will be submitted to the passenger 24 hours before the flight after accommodating regular passenger bookings.

3. **Personal Travel Booking Fee:**

The booking fee will be charged at 50% of approved regular booking fee.

4. **Booking Procedure:**

- 4.1. The agency focal point shall submit an online booking with remarks in the comment section. Once the booking is made online and email is to be sent to the UNHAS Booking office with the booking reference number stating it is a personal booking.
- 4.2. Once paperwork has been verified, the agency will be debited for this travel and it's the responsibility of the agency to recover monies related to personal travel from the staff member;

4.3. UNHAS will provide joint monthly statements indicating personal travel and related staff member names for ease of reconciliation purposes.

5. **Check-in:**

5.1. Regular check-in procedure applies for personal staff travel;

5.2. Availability of a valid Agency Photo ID is mandatory - **National IDs and letters of introduction are supporting documents.**

Personal bookings are limited to 30kg luggage. Excess baggage must be approved by UNHAS at the time of the booking, and acceptance is subject to space availability. To request excess weight, kindly address the UNHAS SUDAN BOOKING OFFICE, who will in turn request further approval from ATO.

6. **Cancellation:**

6.1. The Regular 24 hours cancellation procedure applies for Personal Staff Travel for refund purposes;

6.2. In case of flight cancellation, 'Personal' booking will be shifted to the next available flight and passenger notified accordingly;

6.3. If passenger would like to cancel the flight, official written notification from the passenger to UNHAS is required.

7. **Refund:**

7.1. Once refund request is approved, Agency's account will be credited and the focal point will be notified to proceed with cash disbursement to the staff member.

8. **Definition of a family member:**

Spouse and their children as per Agency Human Resources records.

8.1 Family travel will be verified and booked through agency focal point to ensure point 7.1 above remains valid at all times. A introduction letter will be required at time of booking and check in for all Family travel.

8.2 Infants under 2 years when accompanied by their guardian will not be charged otherwise booking fee of US\$100 applies to each family member for one-way travel.

8.3 Booking fee will be charged to agency account and UNHAS will provide a monthly statement for reconciliation purposes.

NB: To ensure all agencies benefit from this personal travel and to reduce abuse of services, each agency shall be limited to 10% of its aggravated monthly average travel as both personal and/or family. If any Agency in need of more than the 10% quota, they can formally request to UNHAS with justification.

UNHAS will continue monitoring use this privilege and reporting back to the steering committee. Agency found to be abusing this service shall be issued with a warning letter. If no changes are noted within three consecutive months the privilege will be withdrawn

3.11. Conditions of Contract

UNHAS operates flights strictly on a "point to point" basis. We therefore do not offer, and cannot facilitate, transfer of passengers or their baggage to other flights, outside the UNHAS system. UNHAS assumes no responsibility for making connections and therefore will not be liable for any losses or expenses arising out of any failure to achieve a planned connection

All carriage is offered by WFP UNHAS chartered aircraft in accordance with the conditions of the contract as set below and conditions of the carriage as set in the passenger ticket subject to UN general conditions of carriage for passengers and baggage:

1. As used in this contract "ticket" means the document issued by carrier entitled "Confirmation" or "Itinerary/Receipt"; "carriage" is equivalent to "transportation"; "carrier" means respective airline and whose name appear on the ticket.
2. The contract limitations relating to liability established between the carrier and United Nations World Food Programme,
3. To the extent not in conflict with the foregoing, carriage and other services performed by carrier are subject to (i) provisions contained in the ticket, (ii) applicable tariffs and (iii) carrier's conditions of carriage and related regulations which are made part hereof and are available on application at the offices of carrier.
4. Carrier's name may be abbreviated. The agreed stopping places are those shown on the ticket as scheduled stopping places on the passenger's route.
5. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier for carriage and its agents, servants and representatives and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.
6. Checked baggage will be delivered to the bearer of the baggage identification tag.
7. Ticket is good for carriage as provided in the ticket, in carrier's tariffs, conditions of carriage and/or related regulations as specified by the carrier's conditions of carriage. Carrier may also refuse transportation to any person who has not made a booking and/or acquired a ticket in violation of applicable law or carrier's rules or regulations.
8. Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch but times shown on the ticket, in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft or may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.
9. Passenger shall comply with Government travel requirements, present exit, entry and other required documents and arrive at airport and boarding gate by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.

4. Movement of Cargo

4.1. Criteria for the Movement of Cargo

UNHAS offers the following cargo movement services so long as demand and funding lasts:

- Hub to Hub delivery. A service intended for transporting limited quantities of high priority or high value cargo, intended to take advantage of HUB – HUB connections with fixed wing aircraft.
- Hubs to Field Locations. Delivery of cargo to field locations with the help of STOL fixed wing airplanes and helicopters.

UNHAS will accommodate cargo movement requests on base of availability.

Cargo will be accepted on a case by case basis pending aircraft capacity.

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

- a. Cargo for the sole use of agencies. No commercial cargo is allowed.
- b. Only cargo booked and confirmed via the Cargo Movement Request (CMR) will be accepted. Cargo not conforming to the description, weight, and volumetric dimensions detailed on the CMR, will not be accepted. Nor will poorly packed or poorly labelled cargo be transported. The proper packing and labelling of cargo is the responsibility of the consignor. All cargo is subject to inspection by WFP AFO staff to ensure compliance with these and all other relevant instructions.
- c. The transportation of hazardous materials is governed by international conventions. Brief guidance is at ([section 4.2](#)) below. Further information is available on demand from the WFP Aviation Office, Khartoum. Agencies are liable for any death, injury, or damage caused by such cargo.
- d. The Agency shall be responsible for providing consignments and pouches in appropriate packaging for air transport.
- e. WFP AFO requires detailed information on any medical supplies presented for transportation.
- f. Notwithstanding from the fact that WFP UNHAS will arrange maximum possible security of the cargo storages and apply safety procedures for loading and transportation of the received cargo, neither WFP nor its agents will be liable for any loss or damage to cargo or baggage during storage, loading or transportation.
- g. Agencies are responsible to clear the cargo with all the airport Authorities and to receive all applicable authorizations.
- h. Upon UNHAS notification on cargo delivery, agencies shall arrange for a prompt collection within 24 hours of the cargo arrival. Agency's representative shall check the cargo and sign the logbook conforming delivery.
- i. In times of emergencies UNHAS may be called upon for support transporting cash/money. Where a User agency is required to carry a considerable amount of money for humanitarian/development purposes, the following procedure shall be followed:
 - a. an authorization from designated authorities shall be received, copy shall be available for UNHAS files;
 - b. Appropriate host government authorities shall be properly notified, and approval in writing.

- c. Chief of UNHAS re acting in-charge will be notified.
- d. Pilot-in-Command shall be notified accordingly and UNHAS will plan the most direct flight to the destination

UNHAS shall treat money as a dangerous good as it may pose a considerable security risk especially while flying to deep field locations.

UNHAS reserves the rights to decline cargo or change the requested transport date (in coordination with the requesting agency) according to priorities specified [in section 2.3.2](#) or in case of any operational reason for rescheduling or declining.

UNHAS shall further on have the right to reject any cargo that does not satisfy ICAO (International Civil Aviation Organization) or IATA (International Air Transport Association) safety requirements for the transportation of hazardous/dangerous cargo (content and packing) or which may otherwise compromise or jeopardize flight safety. All cargo is flown at the discretion of the aircraft Pilot in Command (PIC).

4.2. Cargo Booking, Confirmation and Cancellation

4.2.1. Cargo Booking

The Agency shall submit to UNHAS Airport Offices a Cargo Movement Request (CMR) for required movement of cargo.

Such forms shall be duly completed, signed and stamped by a designated/authorized officer (focal point) of the Agency

The Cargo Movement Request Form shall be scanned and sent by electronic mail unhas.sudan@wfp.org or delivered in person to the Cargo Village Khartoum International Airport. Additionally, the bookings can also be submitted in person at the WFP/UNHAS Office in El Fasher, Geneina, El Daein, El Obeid, Zalingei or Nyala.

A copy of the Cargo Movement Request form (CMR) to be completed by all users wishing to use the service is added as annex to this document [Annex 10.9](#) Booking confirmations for cargo will be sent by e-mail to the Agency travel focal point

In locations where UNHAS personnel are not present, the Agency shall be responsible for meeting its cargo at the airport. All cargo is flown at discretion of the pilot in command.

It is the responsibility of the shipper to obtain all necessary clearance and provide approved shipping documents to UNHAS. Agencies should ensure that cargo shipments are properly packed, labelled and documented.

All cargo must comply with dangerous goods regulations as per section 4.4

4.3. Transportation of Dangerous Goods

Dangerous goods are articles or substances capable of posing significant risk to health, safety, or to property, when transported by air. UNHAS procedures are based firmly on the regulations and guidelines issued by International Civil Aviation Organization (ICAO) and International Airlines Transport Association (IATA). It is in both the operators' and WFP's best interests that all staff should be familiar with the regulations and with the categories of cargo considered dangerous.

Detailed guidance is contained in the ICAO publication 'Technical Instructions for the Safe Transport of Dangerous Goods by Air'.

In the interests of passenger and crew safety, and to prevent damage to 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 International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air.

Agencies / Organizations wishing to move Dangerous Goods by air using the UNHAS flight must take the following steps before submitting a CMR:

- a. Submit the shipper's declaration specifying the type of dangerous goods, plus any available additional information as attachments to the CMR.
- b. Identify any dangerous articles or substances in accordance with ICAO regulations.
- c. Limit the quantity contained in each package to the maximum allowable.
- d. Use the correct type of packaging according to DG regulations.
- e. Mark and label each package in accordance with the regulations.
- f. Provide full details of the Dangerous Cargo to the WFP AFO booking office.
- g. Inspect each package for damage and/or leakage.

NOTES TO REMEMBER: Due attention must be given to the strict adherence to these procedures by all personnel involved in preparing a consignment and booking it on a UNHAS chartered aircraft.

The final decision regarding the transport of goods remains with the Air Carrier and ultimately the PIC.

4.3.2. Brief examples of Dangerous Air Cargo

The following is a reduced list of some of the more commonly encountered dangerous goods. If consignors have any doubts or questions, they should be addressed to the UNHAS Office, 653 A block 68, Arkawit,

- a. Fuel 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.
- b. Camping type stove, heaters and lamps containing flammable gas and/or liquids, and non-safety matches are prohibited.
- c. Any pressurized cylinder, full or empty. This includes cooking gas cylinders (propane, butane etc).
- d. Various medical supplies, which may contain dangerous. Conditions apply.

- e. Pharmaceuticals which may contain dangerous chemicals, such as acids. Conditions apply.
- f. Photographic chemicals (i.e. darkroom chemicals).
- g. Refrigerators of the type containing toxic gases or dangerous liquids. Conditions apply.
- h. Repair kits containing dangerous materials. E.g. Cellulose paints, organic peroxides etc. Conditions apply.
- i. Some medical items for scientific research. E.g. Unknown samples for testing may contain dangerous substances (Prohibited unless identified).
- j. Toolboxes: may contain explosives, compressed flammable gases. e.g. Butane cylinders. Conditions apply.
- k. Motor vehicle or generator batteries. **Only dry** batteries can be accepted. Conditions apply.
- l. Any heat producing devices. E.g. certain battery-operated equipment such as underwater torches and soldering equipment can produce intense heat if accidentally activated.
- m. Any form of ammunition

Due attention must be given to the strict adherence to these procedures by all personnel involved in preparing a consignment and booking it on a UNHAS aircraft.

4.4. Pouch Service

As an adjunct to the Cargo Movement Service, WFP AFO offers a pouch service for entitled humanitarian organizations. During cargo transportation operations, some space will usually be made available for the transport of a pouch – a small lockable or sealable bag, about the size of a small briefcase.

Pouches are intended for important official mail or documents. Pouches must be properly packed, locked, and/or sealed, and signed by the authorizing officer of the dispatching organization. They must be clearly addressed to a consignee and delivered to the **WFP/UNHAS Khartoum, 653 A block 68, Arkawit, Khartoum.**

Additionally, pouches from the field can be delivered to any UNHAS destination, handed over to the crew or any UNHAS staff. The maximum acceptable weight of a pouch is 3 kg. Anything more than 3 kg should be sent as cargo, using the CMR procedure. Annex 10.9

WFP/UNHAS cannot accept liability for the loss of, or damage to, pouches or their contents.

The dispatch of cash via the pouch is prohibited. Sending cash/money with UNHAS crew or staff is prohibited. UNHAS will not be liable for any loss of cash/money on UNHAS flight.

5. Evacuation Procedures

In support of the humanitarian and development actors in Sudan. UNHAS has the mandate to provide emergency, medical and security evacuations. This service/s are limited to Sudan

For security and medical evacuations, the UNHAS can be reached by phone 24 hrs. /day and 7 days/week at the following contacts:

- UNHAS Operations: +249 912532441
- UNHAS Bookings: +249 900060006

UNHAS aircraft are not equipped as air ambulances for medical evacuation. Nevertheless, stretchers can be accommodated in the aircraft. It will be the entire responsibility of the requesting entity/agency to ensure that all appropriate measures/equipment are taken / available for medical evacuation (e.g. ambulance at place of departure and destination, wheelchair, on board medical assistance, medical visas/paperwork, etc.)

5.1. Security Evacuations

The authority to approve the use of UNHAS aircraft for security evacuations lies with the Designated Official (DO) for Security, in the region it is the Humanitarian Coordinator who will decide if a relocation or evacuation is necessary. Accurate information is essential in order to launch an effective evacuation. The UN Security Officer should compile the following information and advise UNHAS; To protect UNHAS aircrew from flying into an unknown situation, as well as to ensure safety of the aircraft and passengers, UNDSS must give approval for evacuation/relocation missions. UNHAS will only proceed with the security evacuation upon receipt of green light from UNDSS security. A comprehensive security briefing should be given by DSS/WFP security officer to the ATO and crew for the required evacuation/relocation. The aircraft will only be released after a full briefing has been received and all safety aspects have been fully discussed and crew has accepted the flight.

The requesting agency should first pass information of events at their location to UNDSS security that will appraise the situation and advise UNHAS accordingly. Information given should include:

- - The prevailing security situation at the location where staff should be relocated/evacuated.
- - Agencies that require evacuation.
- Security Evacuation form (SECEVAC) must be dully filled and submitted to UNHAS, form is available under [Annex 10.14](#)
- - The number and names of international and national staff requiring evacuation.
- - Radio call sign and frequency of controlling agency at evacuation site.
- - Security and condition of airstrip/helipad.
- - Weather conditions.
- - Staff will be expected to have some reasonable identification.

- - Local notifications as applicable.
- - The priority for evacuation is for entitled staff, not equipment.
- -Personal baggage allowance is 15 Kg.

A continuous radio watch on HF is to be maintained by both the UN Security Officer and UNHAS in the field. Contact on VHF must be established when the aircraft approaches the field destination.

in some of the cases, UNHAS might not have the capacity to evacuate/relocate staff either due to the numbers involved or type of aircraft in which event UNDSS should coordinate with other applicable agencies (i.e. UNAMID)

CATO/ATO in consultation with the helicopter Captain will make decisions regarding the safety of the aircraft and the feasibility of the operation. ATO will release the aircraft only after UNDSS has confirmed that it deems the operation to be safe or within manageable risk. Captain has final authority.

It is important that either a UN Security Officer or a WFP Security Officer accompanies a relocation/evacuation mission. Those evacuated/ relocated will be taken to the nearest safe haven.

A continuous radio watch on HF or Thuraya is to be maintained by both the Security Officer and UNHAS in the field. Contact on VHF on the predetermined frequency/channel must be established between the pilot and the Security Focal Point (SFP) at the evacuation site when the aircraft approaches the field destination.

5.2. Medical Evacuations

In the context of these SAOP's Medical Evacuation (MEDEVAC) is taken to mean the evacuation of an individual on medical grounds from the field or from a Hub to the Main Operating Base. Onward evacuation out of country or elsewhere is beyond the scope of these SAOP's and is covered by each staff member's agency. For WFP those procedures are covered by the Memorandum dated 11th March 2003 (revised 9th July 2004), which is in turn based upon paragraph 409 of the FAO Manual.

UNHAS must also ensure that 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, are observed. There should be no lowering of normal safety standards simply because the flight is a MEDEVAC.

5.2.1. MEDEVAC Priorities

Transport of ill or injured people can only be done upon clearance from a trained physician and – if required – the patients should be accompanied by medical trained personnel (an MD, paramedic or at least a nurse).

Priority 1: Urgent and serious death or life condition. Immediate evacuation by air. Maximum reaction time 3 to 6 hours subject to clearances from authorities.

Priority 2: Urgent evacuation. Patient requires surgical treatment and is stable. Maximum reaction time 12 to 24 hours subject to clearances from authorities.

Priority 3: Evacuation. Patient requires medical treatment, which is not urgent. Maximum reaction time according to aircraft availability subject to clearances from authorities.

5.2.2. Initiation of the Request

According to the above priorities and explained for ease of reference. Organizations with access to the UNHAS may request a MEDEVAC for their staff. At the field level the senior person of the organization requesting the MEDEVAC should contact the UNHAS or in his/her absence the UN Security Officer. Medical Evacuation form to be submitted with a doctor's "fit to fly" statement Please note that UNHAS aircraft are not equipped as air ambulances, only UNHAS helicopters can be configured with a stretcher. However, the aircraft entry door is not wide enough for patient/s to enter the plane in horizontal position. MEDEVAC form is available in [Annex10.12](#)

Radio and communication procedures: The information must reach WFP Khartoum radio room operators (Call Sign – Foxtrot Kilo Base). The Head of UNHAS or his/her Deputy are the only persons authorized to task the aircraft however, in their absence, initial arrangements to prepare the aircraft may also coordinated by the United Nations Field Security Officer (UNFSO) in Khartoum. WFP radio operator will contact the pilots for aircraft readiness based on information provided by the field/sub-office. Note that UNFSO or any other agency are not authorized to task/launch the aircraft, only UNHAS can do this.

The requesting organization is fully responsible for the accuracy of statements made about the patient's conditions. Additionally, please note that the requester is also fully responsible for the patient's transportation to the aircraft at the airport of departure and from the aircraft upon arrival at destination.

MEDEVAC plans must be prepared according to the circumstances prevailing at each location. These plans should include;

- a. First contact person/s and alternates
- b. List of physicians available among the local community to be contacted and who will certify the need for the evacuation.
- c. Availability and dependability of local health facilities.
- d. Availability and location of a well-equipped first aid kit for a wide range of emergencies.
- e. List of all humanitarian and development workers and their blood group.

Agency is responsible for arranging of the following:

- a. ambulance if required at the disembarking destination,
- b. any other form of assistance (e.g. wheelchair), which may be required at disembarking destination,

c. To have a representative to assist with Immigration and Health formalities if required.

MEDEVAC cannot be initiate on-line; it must be routed through UNHAS booking office