



United Nations Humanitarian Air Service (UNHAS)

Standard Administrative and Operating Procedures (SAOP)

South Sudan

Contents

0. ADMINISTRATIVE CONTROL	4
0.1 PREAMBLE.....	4
0.2 LANGUAGE AND LAYOUT	4
0.3 AMMENDMENTS, REVISION, AND DISTRIBUTIONS.....	4
0.3.1 Amendments and Temporary Challenge Notifications	4
0.3.1 Distribution.....	4
0.4 ISSUANCE DECLARATION	4
1. INTRODUCTION	5
1.1 GENERAL PRINCIPLES	5
1.2 UNHAS CONCEPT OF OPERATION	5
1.3 ADMINISTRATION OF SAOP	5
2. GOVERNANCE	6
2.1 GENERAL	6
2.2 STEERING COMMITTEE	6
2.3 USER GROUP COMMITTEE	6
3. ADMINISTRATIVE PROCEDURES	7-8
3.1 ELIGIBILITY	7
3.2 OPERATIONAL PRIORITIES	7
3.3 PROVISIONAL FLIGHT SCHEDULE	8
3.4 AIR FIELD FOCAL POINTS.....	8
3.5 CUSTOMER SERVICE.....	8
3.6 COST RECOVERY	8
3.7 FLIGHT CANCELLATION	8
3.8 FINANCE PROCEDURES.....	9
3.8.1 Account Closure and Refund	9
3.8.2 Dormant Account Policy.....	9
3.8.3 Contract air operators' account registration procedures.....	9
4. PASSENGER SERVICE.....	10-12
4.1 GENERAL	10
4.2 USER ORGANIZATION RESPONSIBILITIES	10
4.3 USER ORGANIZATION FOCAL POINTS	10
4.4 PASSENGER BOOKING, CONFIRMATION AND CANCELATION PROCEDURE	10-11
4.5 CHECK-IN PROCEDURES	11
4.6 PASSENGER LUGGAGE AND CARRY-ON BAGGAGE.....	11-12
4.6.1 LOST AND FOUND	12
4.6.2 CASH TRANSPORTATION.....	12
4.7 SPECIAL PASSENGERS.....	12
4.7.1 Pregnant Passengers	12
4.7.2 Infants.....	12
4.7.3 VIPs.....	13
4.8 PENALTY SYSTEM	13

5. CARGO SERVICE	14-15
5.1 GENERAL	14
5.2 CRITERIA FOR THE MOVEMENT OF CARGO	14
5.3 CARGO BOOKING, CONFIRMATION AND COLLECTION PROCEDURE	14
5.4 POUCH SERVICE	14
5.5 TRANSPORTATION OF DANGEROUS GOODS	15
5.6 TRANSPORTATION OF HUMAN SPECIMEN	15-6
5.7 TRANSPORTATION OF HUMAN REMAINS	16
5.8 TRANSPORTATION OF FIRE ARMS AND AMMUNITION	16
6. EVACUATIONS BY AIR	17
6.1 GENERAL PROCEDURES	17
6.2 MEDICAL EVACUATIONS	17
6.3 SECURITY RELOCATIONS	17
7. INTER-AGENCY MISSIONS AND SPECIAL FLIGHT	18
7.1 INTER-AGENCY MISSIONS	18
7.2 MISSION REQUESTS	18
7.3 GENERAL CONDITIONS	18
7.4 PASSENGER AND CARGO COORDINATION FOR INTER-AGENCY MISSIONS	18
7.5 SPECIAL FLIGHTS	18
8. ACRONYMS	19
9. LIST OF ANNEXES:	
ANNEX 1 – STANDARD T&C OF SERVICE	
ANNEX 2 – FINANCIAL CONDITIONS OF SERVICE	
ANNEX 3 – FOCAL POINT ASSIGNMENT FORM	
ANNEX 4 – INTRODUCTION LETTER	
ANNEX 5 – PASSENGER BOOKING REQUEST	
ANNEX 6 – CARGO MOVEMENT REQUEST	
ANNEX 7 – DG SHIPPERS DECLARATION	
ANNEX 8 – MEDICAL EVACUATION REQUEST	
ANNEX 9 – SPECIAL FLIGHT REQUEST	
ANNEX 10 – EXCESS WEIGHT AND CARGO	

0. ADMINISTRATIVE CONTROL

0.1 PREAMBLE

At the start of any aviation field operation, the Chief Air Transport Officer (CATO) drafts the Standard Administrative and Operating Procedures (SAOP). The SAOP establishes administrative and operational guidance and procedures. The purpose is to create a safe, efficient, and reliable air service for users. The SAOP is structured to consider the core areas: introduction, booking procedures and services, administrative procedures, operational procedures, etc. and refers to the **United Nations Humanitarian Air Service (UNHAS)**.

0.2 LANGUAGE AND LAYOUT

The universal language used within WFP's aviation activities is English, reflecting common practices in the aviation industry. This does not, however, supersede official UN language policy.

The SAOP is sub-divided into sections, which are supplemented by annexes. The annexes are living documents, updated and distributed. They are listed in Section 9 but are not included in this document. Definitions and acronyms used in the SAOP are defined in Section 8.

0.3 AMMENDMENTS, REVISION, AND DISTRIBUTIONS

0.3.1 AMENDMENTS AND TEMPORARY CHANGE NOTIFICATIONS

All amendments take the form of printed replacement pages and/or changes in the electronic version of the document. In order to indicate changes in revised parts of the SAOP, the amended fraction will be marked with a horizontal line. Each amendment is included in the amendment record. Revisions that may be urgently required will be promulgated through Temporary Change Notifications (e.g. decision memorandums, Ops Notices or Standard Operating Procedures, as applicable).

0.3.2 DISTRIBUTION

All registered users and WFP aviation staff can access the SAOP via the internet or on request from UNHAS.

The UNHAS CATO is the manager responsible for the SAOP. The contents of the SAOP is mandatory and applicable to all WFP personnel and all registered users. The CATO is responsible for ensuring that the SAOP is updated when necessary. SCOA QAU should be provided with digital copy of updated SAOP for filing purpose.

0.4 ISSUANCE DECLARATION

UNHAS South Sudan management know and understand the contents of the SAOP and will perform all their duties in accordance with this document.

UNHAS Chief Air Transport Officer, Geoffrey MWANGI

Signature:



Date: 12 April 2023

1. INTRODUCTION

1.1 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 and "other" activities not directly or specifically for peacekeeping. Thus, effective January 2004, WFP became the managing body of newly established United Nations Humanitarian Air Service (UNHAS).

The operation of aircraft of any kind is a costly and potentially dangerous undertaking, and it is essential that it is conducted in a safe 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).

Operating in accordance with these standards does not diminish UNHAS ability to flexibly respond: 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 must also remain flexible 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.

1.2 UNHAS CONCEPT OF OPERATION

South Sudan is a landlocked country, with limited infrastructure. Aviation has an important role to play in South Sudan humanitarian operations. Travelling on roads or water is difficult or impossible due to the security situation or damaged infrastructure.

Air transport is often the only transport solution. Aviation services are the only viable option to provide immediate humanitarian support to remote locations. UNHAS South Sudan is a response to the demand from the humanitarian community for transportation of staff and cargo involved in humanitarian operations in South Sudan.

The WFP Aviation chartered aircraft under UNHAS management

provide air transport support to all eligible humanitarian organizations responding to the South Sudan humanitarian crisis. The aircraft have seat capacity of 12 to 37 passengers, with a monthly capacity of more than 7,000 passengers and 100 metric tons (MT) of light humanitarian cargo. The aircraft used in the operation include:

- 10-19 seats: Cessna Caravan, Dornier 228-200
- 19 seats: MI-8T, MI-8MTV
- 25-37 seats: DHC-8-202, DHC-8-300, The aircraft are strategically positioned in a hub-and-spoke design, with the main base in Juba and hubs in Bor and Rumbek. This design allows UNHAS to effectively and efficiently respond to both urgent and regular needs. The aircraft and locations are constantly evaluated to ensure that UNHAS can respond to the priorities and needs of the humanitarian community.

The aircraft perform regular passenger and cargo services, and are also available for flights outside of the regular schedule, including security relocations and medical evacuations, charters, and dedicated flights for all eligible humanitarian organizations.

Professional operating criteria, including aviation standards, rules, and regulations, contribute to safe and reliable operations, thus allowing all eligible humanitarian organizations to transport their staff and supplies with minimum delay and maximum safety.

An integrated Electronic-Flight Management Application (TakeFlite) is in place to support administration, reservations, flight and financial planning, flight-following as well as operational monitoring. Through this application and the Performance Management Tool (PMT), UNHAS monitors the effective and efficient utilization of air assets to meet the air travel needs of the humanitarian community.

1.3 ADMINISTRATION OF SAOP

This SAOP has been produced by UNHAS Chief Air Transport Officer (CATO) using WFP Aviation approved template. UNHAS CATO is responsible for the contents and update of the SAOP.

Electronic copies of this document will be shared with the relevant UNHAS staff, with the operators' Project Manager, with the WFP Country Director (CD) and with WFP Aviation.

Electronic copy of the sections of the SAOP that are relevant for the customers, will be shared with the User Organizations registered with UNHAS.

The contents of the SAOP is mandatory and applicable to all UNHAS staff, contracted operators and UNHAS passengers.

2. GOVERNANCE

2.1 GENERAL

UNHAS is managed by WFP on behalf of humanitarian community as a whole. The interests of the humanitarian community are represented by a Steering Committee (SC) and a User Group Committee (UGC). UNHAS is responsible for all aspects of the operation of the aircraft, and keeps the SC and UGC advised of technical, legal, and contractual limitations. It is vital that the UGC, SC and UNHAS work seamlessly together, whilst remaining strictly within the boundaries of their own competence. In short, the SC and UGC decides on the requirements, and UNHAS decides the 'how, who and the when'.

2.2 STEERING COMMITTEE

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

- UNHAS 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;
- 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 Country Director.

Members of the SC include three representatives each from UN agencies, NGOs, and donors. Each Member is represented by the Head or Deputy of respective Organization. The Chairperson may invite other stakeholders as deemed necessary.

As per the established SC Terms of Reference (TOR), 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 on a quarterly basis in Juba, however the requirement and frequency of meeting may vary based on actual needs and criticality. Nevertheless, considering the importance of SC for UNHAS governance, not less than two SC meetings will be held in one calendar year. SC meeting can be done face-to-face or online.

2.3 USER GROUP COMMITTEE

The User Group Committee (UGC) is the body representing the registered User Organizations of UNHAS. The UGC serves as the main forum for the User Organizations to promote their interests,

indicate their needs and priorities for air movement, seek clarification on operational activities, etc.

Concretely, the duties of the UGC are specified in the below Terms of Reference (TOR) and are limited to administrative and scheduling decisions:

- Deciding on the destinations to be served;
- Ensuring compliance with established procedures for the safe and efficient handling of passengers and cargo;
- Ensuring the timely settlement of dues to WFP;
- Matters relating to the quality of service;
- Projected caseload in order to assist WFP to ensure the timely contracting/release of the appropriate aircraft;
- Assist UNHAS with fundraising efforts.

The User Group Committee is chaired by UNHAS CATO or his/her delegated person. Members of the UGC include representatives from UN agencies, NGOs, and donors.

The UGC meets on a monthly basis at one of the main operating areas, Juba or Rumbek, or at another location established by the users. Alternatively it can be done online.

For the record, UNHAS sends the invitation, sets the agenda, prepares the minutes, and shares with users.

UNHAS is responsible for all aspects of the operation of the aircraft and keeps the UGC advised of technical, legal, and/or contractual limitations.

It is vital that the UGC and UNHAS work together seamlessly, while remaining within the bounds of their competence. In short, the UGC determines the requirements and UNHAS organizes the "how, who, and when." In tandem, any issues regarding Bookings and Customer Service will be constructively addressed and resolved.

3. ADMINISTRATIVE PROCEDURES

3.1 ELIGIBILITY

UNHAS service is available only to humanitarian agencies or organizations engaged in humanitarian and/or development activities. Based on Steering Committee's decision, United Nations Office for the Coordination of Humanitarian Affairs (OCHA) decides on eligibility of the agency to use UNHAS.

UNHAS is not permitted to carry passengers who do not fulfill the eligibility requirements. Due to strict eligibility requirements, UNHAS is not permitted to carry the following passengers:

- Family members and/or dependents of humanitarian staff.
- Uniformed personnel or individuals wearing camouflage of military uniforms.
- Passengers are not allowed to carry live animals, pets or pot plants on UNHAS flights.
- Passengers under 18,

Exception: User organization can submit reservation for the transport of passengers under 18 in the context of family reunification or for refugees. UNHAS will only accept booking from Organizations who have in their mandate the responsibility of performing family reunification or support refugees' movement in South Sudan.

Should any new organization wish to have access to UNHAS, the following documents should be submitted to UNHAS:

- A valid certificate obtained from the South Sudan Relief and Rehabilitation Commission (RRC) to be provided by the requesting user organization. (RRC Certificate will not be required for UN agencies, diplomatic and faith-based organizations).
- Once registered with RRC, the requesting user organization provides OCHA with the following documents: a brief summary of activities, sources of funding, key focal points, areas of operation and the original certificate from RRC.
- Upon receiving the documents, OCHA will approve or reject the requesting user organization.
- Following OCHA's approval, the requesting user will submit the following information to the UNHAS Office in Juba: valid RRC certificate; OCHA clearance; a completed UNHAS registration form; Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services (Annex 1); Introductory letter from OCHA verifying type of Organization's activities and the letter of introduction should be on an official agency letterhead; UNHAS Financial Conditions for the Provision of Air Transport Service (Annex 2); a list of all staff members and for NGOs only, an NGO agency profile.
- UNHAS will review the documents and if the requesting user meets all the requirements, UNHAS will create an

account. Creating an account takes between three to four weeks.

- Once the user is registered, the user is required to deposit a minimum advance of at least US\$ 5,000 made by cheque or bank transfer in line with the UNHAS financial conditions.
- UNHAS Focal Point Assignment Form (Annex 3).

Refer to section 3.8 for finance procedures.

The eligibility of passengers to travel on UNHAS flights will be exclusive responsibility of each User Organization submitting a request for travel.

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. Nevertheless, UNHAS will verify each individual passenger's eligibility to access UNHAS and relevance to the User Organization which authorized the request.

It is the responsibility of the agency focal point or passenger to verify his/her ticket and make sure that details are correct and match with travel documents, agency ID or Letter of introduction i.e. name, ID number, date of travel, routing, etc. As stated in the Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services, UNHAS may be requested by eligible User Organizations to extend the right to use UNHAS services to non-staff members (including government officials and implementing partners) engaged in project's implementation. The User Organization shall be responsible for the eligibility of such passengers and for the cost of their transportation.

Acceptance of such passengers is subject to the provision, in a standard format, of a Letter of Introduction signed and stamped by the Head of Agency (or Officer-in-Charge), sponsoring the passenger and subject to seat availability. The requesting agency assumes responsibility for sponsored passengers.

Passengers without identification documentations, shall have their passport size photograph affixed to the introduction letter stamped with the agency's rubber stamp to authenticate the document (Annex 4).

3.2 OPERATIONAL PRIORITIES

UNHAS seeks to accommodate all passengers and light humanitarian cargo requests, however, an established priority system is in place in order to support emergency services and priority needs. As such, the priority system is as follows:

- a. 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.
- b. Second priority is given to Inter-Agency Assessments and

Response Missions. A procedure is in place for the prioritization of these missions (7.1).

- c. UNHAS *third* priority is for **all regular passenger and light humanitarian cargo** transport on a “first come, first served basis.” Passengers have priority over cargo, unless cargo is deemed to be of life-saving nature, such as urgently needed medical supplies. Cargo priorities vary depending on the changing humanitarian needs in affected area and are determined by UNHAS and the User Group.
- d. *Fourth* priority is for **special flights**. Special flights refer to flights that occur outside of the regular schedule and are requested on behalf of User Organizations to be used at their discretion. Examples include charters, high-level missions, donor visits, etc. Special flights are performed on a full cost recovery and are subject to the availability of an aircraft.

3.3 PROVISIONAL FLIGHT SCHEDULE

UNHAS establishes a provisional flight schedule on the basis of the requirements communicated and expressed during the UGC and SC meetings. This flight schedule has an established validity period, adaptable and dependent on humanitarian activities on the ground and the prevailing security situation. The schedule is shared with the User Organizations every time when it's new revision is issued.

3.4 AIRFIELD FOCAL POINT (AFP)

In some deep field locations UNHAS staff is not present. In such cases UNHAS, in close coordination with the UGC and the respective Agencies, appoints an Airfield Focal Point and an alternate AFPs, typically representatives of the main user agency of the flights to the location.

The AFP is responsible for facilitating UNHAS flight operations, according to an established Terms of Reference (TOR) shared by UNHAS.

UNHAS will provide trainings for the AFPs as applicable and will guide/support them accordingly. The AFP plays a critical role in facilitating UNHAS operations while maintaining an acceptable level of safety and security. Proper measures must be taken in order to perform safe and secure flights.

According to UNHAS procedures, the presence of a AFP is compulsory. If no contact on the ground is established to assure safety and security of UNHAS operations, no flights may be conducted to that destination.

All agencies/users should be involved in provision of adequate and trained AFPs (alternate AFPs), which are necessary to perform safe and secure UNHAS flights to/from the deep field locations. AFP should assist crew members to conduct specific activities on the ground, including runway incursion prevention, security (crew, passengers, aircraft and cargo), crowd control, passenger and cargo check-in and screening as well as other duties as stated in AFP TOR.

When an occurrence/incident happens in the field the AFP should

take immediate mitigating measures in order to improve the situation and to provide immediate feedback to UNHAS. Procedures and rules applicable to AFPs should be enforced for both cargo and passenger flights. NO Airfield Focal Point = NO flight.

3.5 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.

Users are encouraged to contact unhas.southsudan@wfp.org or call on +211 922 465 575/ +211 912 380 184/ +211 922 465 240 should they have concerns, complaints, suggestions, or compliments. Moreover, participation in UNHAS surveys and passenger feedback supports UNHAS in improving and raising the standards for increased customer satisfaction.

3.6 COST RECOVERY

As approved by the Steering Committee, UNHAS South Sudan operates on partial cost recovery generating approximately 55% of funding requirements from cost recovery, with the remaining 45% coming from Donors' contribution.

Passengers and costs are charged to UNHAS User Organizations on the basis of actual utilization by each Organization at the flat rate of US\$ 275 per passenger for all fixed-wing and helicopter destinations and regardless of aircraft utilized and US\$ 3 per kilogram (kg) for light humanitarian cargo to all destinations. The cargo rate, regardless of aircraft utilized being US\$ 3 per kilogram (kg) or volumetric weight whichever is the higher, for light humanitarian cargo to all destinations.

Note: Volumetric weight equivalent being volume of the cargo in cubic centimeters divided by 6000.

Passenger cancellations are possible no later than 24 hours prior to the departure (in case it falls on weekend– the cancellation should be done or requested 10:00am 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 (unhas.southsudan@wfp.org) by the Agency Focal Point.

Late passenger cancellations and no-shows are charged the nominal fee.

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 if endorsed by the Steering Committee.

3.7 FLIGHT CANCELLATION

Whenever a flight is cancelled, passengers should immediately contact the UNHAS Booking Office to reconfirm the seats for the next available flight.

When UNHAS cancels a flight due to weather, security, or operational reasons, an e-mail and/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.

3.8 FINANCE PROCEDURES

Once User Organization's registration process has been completed, UNHAS Finance Unit in JUBA will create Organization's customer account, which takes between three to four weeks.

An initial deposit of minimum US\$ 5,000 must be made at the time of the account creation, before UNHAS allow the newly registered organization to use its flight services.

UNHAS Finance Office is responsible for issuing of monthly statements and monitoring of the financial situation of the service. Monthly statements are distributed by the 15th day of the following month. Monthly payments shall be conducted in accordance with 'UNHAS Financial Conditions for the provision of Air Transport Service' (Annex 2), payment shall be made by USD wire transfer only to the following account (please note that cash deposits are not allowed):

Beneficiary Name: World Food Programme Juba Sub Imprest.

Bank Name: ECOBANK

Account Number: 6940024769

Swift Code: ECOCSJB

Currency: USD

Country: Juba, South Sudan

In order to keep the account active, the account balance must be above US\$ 1,000.

In the event that the balance is below US\$ 1,000 the account will be automatically frozen and no further bookings will be allowed until the minimum required amount of balance is restored.

3.8.1 ACCOUNT CLOSURE AND REFUND

Should a User Organization no longer require air services and wish to close their account, the following procedure applies:

- An initial notification 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.
- 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 weeks.

3.8.2 DORMANT ACCOUNT POLICY

In accordance with WFP corporate policy, dormant accounts outstanding for more than six months increase the organization's liabilities as it is a risk and audit observation.

- UNHAS will monitor the customer accounts on a regular basis and prepare a list of those customers whose accounts have been inactive for six months or more.
- UNHAS will correspond with these customers to either start using the services immediately or ask UNHAS to refund the balances under their account.
- A second reminder will be sent after a month to those customers who have not responded and a third reminder after two months.
- For those customers who respond, UNHAS will transfer their balances to their respective organization's bank account and for those customers without any response, UNHAS will transfer the balances to its Cost Recovery Account. However, it is to be noted that though funds are refunded or transferred to the UNHAS Cost Recovery Account, the customer's account will not be closed. When the need arises for them to use UNHAS service, they may again deposit funds and start the bookings.
- Following the third reminder UNHAS will transfer their balances to their respective organization's bank account. However, it is to be noted that though funds are refunded, the customer's account will not be closed.

3.8.3 CONTRACTED AIR OPERATORS' ACCOUNT

REGISTRATION PROCEDURES

For operators' crew/staff travelling or cargo transported on UNHAS aircraft, TakeFlite account should be registered as per below registration process:

- Send a free format letter on the company letterhead requesting UNHAS to open an account to enable crew/staff, serving UNHAS contracted aircraft, movement within RoSS on following email: unhasjuba.finance@wfp.org.
- Attach to the email a signed Financial Conditions Form (Annex 2).
- Attach to the mail a completed Signatory Form.
- Payment terms for operators: The cost (ref. to cost recovery) will be applied for crew rotation purposes or other operation-related reasons and require occupying a passenger seat on UNHAS flight. Same is applicable to any Operators' cargo which need to be transported on UNHAS flights. UNHAS will share the statement with the Operator on a monthly basis and the correspondent amount will be directly deduct from the vendor.

4. PASSENGER SERVICE

4.1 GENERAL

UNHAS South Sudan supports passenger and light humanitarian cargo air transport services to more than 60 locations in South Sudan.

A weekly provisional flight schedule is in place and shared periodically with UNHAS users as described in Section 3.3. UNHAS operates flights strictly on a "point to point" basis. UNHAS therefore does 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.

As per the eligibility requirements (Section 3.1), UNHAS only transports passengers directly involved in humanitarian and development activities. Notwithstanding from above, UNHAS may be requested by eligible User Organizations to extend the right to use UNHAS services to non-staff members (including government officials and implementing partners) engaged in project's implementation.

UNHAS is not permitted to carry passengers who do not fulfil the eligibility requirements, e.g. family members and/or dependents of humanitarian staff, uniformed personnel or individuals wearing camouflage of military uniforms. Lastly, no live animals or pets are accepted on board.

A passenger is only authorized to travel when her/his name is on the passenger manifest. In accordance with ICAO and aviation industry regulations, no passenger will be authorized nor allowed to board UNHAS aircraft without being properly manifested.

4.2 USER ORGANIZATIONS 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 traveller. Any fines, penalties, payments or expenditures incurred as a result of breach of this requirement shall be paid by the passenger or charged to the respective passenger's User Organization.

User Organizations are responsible to ensure that their staff members (passengers) meet UNHAS eligibility criteria: only staff members (passengers) in possession of the user's identification card or an introduction letter (Annex 4) 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 agency photo identification card. The service may be extended, upon request of the user, to non-staff passengers whose travel is relevant to humanitarian operations. Acceptance of such passengers is subject to the provision of an introduction letter signed by the Head of User Organization sponsoring the passenger and subject to seat availability. The

requesting User Organization is responsible for such passengers and their staff members.

The user and the traveling staff member or sponsored individual are responsible for compliance with UNHAS procedures. Examples of non-compliance include: attempting to book an ineligible passenger, impersonating a booked passenger, attempting to bring firearms onto a UNHAS flight, refusing to follow the standard check-in and passenger screening procedures, failing to show a valid agency identification card and/or appropriately signed introduction letter, when applicable. In cases where procedures have been disregarded or not complied with, the UNHAS compliance control system will be applied.

4.3 USER ORGANIZATIONS 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 Focal Points. The User Organization must provide UNHAS with full names, titles, specimen signatures, e-mail addresses, and other contact details of the Focal Point(s) for record keeping. Focal Point/users will ensure that the passengers they book have valid travel documents.

4.4 PASSENGER BOOKING, CONFIRMATION AND CANCELLATION PROCEDURE

Each passenger booking request shall be submitted online or using Passenger Booking Request Form (Booking Form) (Annex 5). Booking Forms must be completed in full, signed and stamped by one of the three pre-notified authorised signatories per agency.

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

It is the sole responsibility of the Focal Point and/or the passenger to verify that all information on the Booking Form is correct. Errors or any mismatch in names/IDs should be advised as soon as possible prior the flight date. Failure to rectify errors or any mismatch will result a No Show on the flight date.

Booking requests must be made to UNHAS two working days in advance and not earlier than one month in advance of the intended date of flight through the online booking system or Passenger Booking Form (email to unhas.southsudan@wfp.org), Mondays to Thursdays (8:00 to 16:30) and Fridays (08:00 to 14:00).

Passenger booking requests for non-staff members shall be accompanied with dully signed and approved introduction letter.

Please note that telephone bookings are not accepted.

A maximum of five bookings per flight may be submitted by the same User Organization, seats are limited to maximum 5 per User Organization. Any additional seats are booked on stand-by basis and allocated subject to space availability. The User Organizations

will be advised accordingly for passengers/cargo put on waiting list.

Should there be a special need for additional seats above five per agency, a request in writing with justification shall be submitted to UNHAS at the time of booking. Final decision on additional seats provision is subject to UNHAS CATO decision and seats availability.

The focal point will automatically receive the confirmation of booking submission. However, UNHAS confirms the flight one day prior to departure by issuing and sending the E-Tickets to the emails provided in the focal point form, booking form and during online booking.

Tickets are valid only for named person and must not be exchanged or traded. It is the responsibility of passengers or agency to confirm passengers are manifested.

Passenger cancellations are possible no later than 24 hours prior to the departure (10:00am on the last working day preceding the date of booked flight). This may be done online or communicated in writing to the UNHAS Customer Service (unhas.southsudan@wfp.org) by the Focal Point.

Late passenger cancellations, as well as no-shows are charged according to full cost recovery rate.

It is the responsibility of the user to provide UNHAS with details of all passengers requiring special assistance, for example, passengers using a wheelchair, visually impaired, etc.

4.5 CHECK-IN PROCEDURES

It is essential that passengers strictly comply with the below check-in procedures in order to maintain flights on-time performance, 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 identification card from their user agency, their physical ticket, and an introduction letter (if applicable);
- Photocopies of Travel documents and laminated IDs copies are not acceptable. Where a staff member has an expired agency ID, he/she should provide a photo Letter of Introduction from the requesting Organization to justify his/her travel
- Under the responsibility of the user, passengers are required to check-in at airports served by UNHAS no later than one (1) hours 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 pending availability of space and according to their order of priority on the standby list;
- At the check-in counter, UNHAS staff will undertake a 100% identity check. Thus, last minute substitutions or passenger swaps are not permissible;
- 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, passenger screening may be conducted using metal detectors and/or a physical search. Baggage/cargo may be inspected manually by UNHAS staff or representatives. UNHAS staff or representatives reserve the right to open and inspect any item or piece of luggage and to accept or 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.

4.6 PASSENGER LUGGAGE AND CARRY-ON BAGGAGE

Due to aircraft configuration and performance, the maximum allowance for passenger luggage is 20 kg (2 pieces only) and 5 kg for cabin baggage per passenger (1 piece only).

In addition, users may book excess baggage up to 25 kg (2 pieces only) at an extra cost of USD 3 per kg, irrespective of destination.

Excess luggage must be booked within the same deadlines as passenger bookings using the Excess Weight and Cargo Form (Annex 10) and must be items for personal use only. In the event that the volume or weight of cargo limits carriage of pre-booked cargo, users are 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.

If a passenger is carrying unplanned/unexpected extra luggage weight - on top of 25 kgs allowance or more than any booked Excess Baggage - UNHAS may exceptionally accept it during check-in process, provided that passenger will complete the Excess Weight form. This form will only be processed at check-in and should cover for a maximum of 10 kg extra weight subject to space and the procedure will be as follows:

- a. The passenger's organization gives a prior blanket approval for its staff to use such privileges when necessary;
- b. At the airport, the passenger completes and signs the extra weight baggage form;
- c. The excess weight shall then be transported subject to aircraft space availability and also taking into consideration passenger and planned cargo payload for the flight .

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 luggage misrouting, UNHAS will take all possible efforts to identify luggage location and return it to the passenger as soon as possible free of charge.

4.6.1 LOST AND FOUND

UNHAS makes every effort to deliver all checked baggage to the destination undamaged and on time. Even though we take no responsibility for the loss of unclaimed baggage, we will attempt to contact any customer whose unclaimed, checked baggage contains a name, address and telephone number. For this reason, passengers are encouraged to place their contact information on the outside of their electronics, such as laptops, in case the item is left behind. As well as to add tags to identify their baggage including a contact number.

Furthermore, passengers that realize they left an important item onboard the plane, should notify UNHAS Staff or AFP before leaving the aerodrome so UNHAS can try to retrieve it. In the event passenger realizes about the missing baggage after leaving the aerodrome, Organization's Focal Point should contact UNHAS Booking Office ASAP, providing detailed information regarding the item (description/flight route/tag number). UNHAS will make every effort to locate the item and coordinate collection. Focal Point will be contacted via email and phone if the item is located (if the item was not located within 30 days from the time it was reported, it is not likely that it was turned in).

Lost Property In general: all lost and unclaimed property will be registered and stored for 90 days and if no claim or request for longer period storage in UNHAS received, the item(s) will be handed over to admin WFP CO for appropriate disposal/handling. The item(s) can no longer be traced as admin in WFP country office will be trashing the them considering environmental protection.

4.6.2 CASH TRANSPORTATION

UNHAS does not distinctively restrict cash transportation on UNHAS flights, however:

- UNHAS strongly discourages Users to transport cash on UNHAS flights due to possible issues with National Security in transit stops at deep field stations and even in big international airports within SS.
- For cash transportation Agencies are advised to seek support from specialized service providers.

In case cash still needs to be transported on UNHAS flight it is Agencies responsibility to get all relevant approvals form respective GOSS institutions.

In addition to this, transportation of cash in UNHAS flights is intended to be on behalf of the humanitarian community and not third parties.

4.7 SPECIAL PASSENGERS

UNHAS staff will provide 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 booking 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 of passengers report in the "remark" the type of special passengers.

4.7.1 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 mandatory that all pregnant passengers travelling for medical attention and/or beyond 28 weeks show proof of medical clearance to travel by air. A written medical clearance (fit-to-fly) can be obtained up to 10 days prior to travel and presented to UNHAS during

booking stage and during check in. Failure to present a fit to fly authorization may lead to denied check in. Pregnant passengers should consult UNHAS booking office, through their focal point for further guidance.

4.7.2: GOVERNMENT OFFICIALS BOOKING:

Organizations booking for government officials must provide following documents:

- Letter of Introduction signed by the Head of Mission of the user
- A flight booking request signed and approved by Relief and Rehabilitation Commission
- Booking form signed and approved by Relief and Rehabilitation Commission and a copy of a professional ID card still valid, stamped by Relief and Rehabilitation Commission.

Following category of passengers are exempted from submitting their work identity cards if they provide their official national passport or diplomatic passport accompanied with Letter of Introduction from agencies sponsoring their flight:

- Governors / Deputy Governors
- Government Ministers / Deputy Ministers
- Heads of Commissions / Deputy Heads of Commissions
- Undersecretaries.

4.7.3 INFANTS

Infant'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. The infant will not be allocated a seat; however, all infant travelers should be captured on the passenger manifest. Cost recovery will be waived for infants, and specific details for handling infants shall be as stipulated by air carriers' OM (Operation Manual).

A staff passenger who wishes to bring along her infant (up to two years) on an UNHAS flight should arrange in advance a Letter of Introduction signed and stamped by the Head of Agency. The letter should be provided during manual Booking and check-in processes. Only one infant per staff passenger is allowed.

Passengers traveling with infants shall have in their possession valid documents of the infant, Birth certificate OR any other relevant document. Such passengers will be given an additional Free Baggage Allowance of 10kgs. In a special case where a passenger has twins (more than one infant), the Agency should dedicate a second or additional staff member on the same flight to carry the additional infant (s) during all the phases of the flight.

4.7.4 HANDICAPPED AND DISABLED PASSENGERS

In accordance with WFP's commitment to promoting disability inclusion in all its activities, WFP Aviation will ensure that the rights and needs of passengers with disabilities are respected. This will be done through efficient and consistent implementation to ensure accessibility of passengers with disabilities and those with additional specific needs. However, the environment in which UNHAS South Sudan operates does not allow UNHAS to have dedicated equipment's and specialized staff to handle Persons with disabilities. Therefore, following guidelines should be followed:

- If a passenger is not self-supporting, he/she must travel with a companion (care attendant) who is able to perform functions on behalf of this passenger. Persons with disabilities but can fulfill their own personal needs may travel alone without a companion. The care attendant should be in position of providing required support in getting on and off aircraft.
- Persons with disabilities who self-identify as needing assistance or additional time should be offered the opportunity to separately pre-board (i.e. prior to all other passengers) and disembark (i.e. before or after all other passengers), as this is generally more dignified and less stressful for the person and more efficient for the aircraft operator.

4.7.5 VIPs

Passengers categorized as Very Important Persons (VIPs) include: royal family members, presidents, ministers of state, ambassadors, diplomats and senior representatives of UN agencies/international NGOs.

It is important for VIP's organization to inform UNHAS staff regarding specific requirements for travel (e.g. VIP lounge). The PIC and crew will be notified when VIPs are travelling on the aircraft. Advance notice should be sent to UNHAS staff to notify them of the VIP itinerary.

VIP passengers should be given priority status at check-in, during boarding and upon arrival. VIPs should be boarded last and assigned reserved seats.

User Agencies are encouraged to allocate dedicated staff to facilitate VIP passengers check-in and travel process.

4.8 PENALTY SYSTEM

In a situation where UNHAS encounters a scenario where a passenger perpetuates any of the following:

- Carriage of prohibited items (e.g. firearms including firearm replicas and firearm parts, ammunition, weapons, knives and cutting instruments, undeclared Dangerous Goods and explosive and incendiary materials),
- Disregards the check-in procedures and/or screening channels at the point of departure,
- Fails to provide the original identification document (s) under which the booking was done,
- Is found directly or indirectly involved in any fraudulent activity whatsoever through the use of the Service,
- Becomes unruly, uses verbal abuse, shows explicit behavior towards either UNHAS staff, Crew members, ground/ramp personnel and airport authorities,

- Is under intoxication of alcohol or any other substances that would jeopardize personal safety and flight safety,
- Is involved with any travel or identity document: that has been falsely made or altered in some material way by anyone other than a person or agency lawfully authorized to make or issue the travel or identity document; or that has been improperly issued or obtained through misrepresentation, corruption or duress or in any other unlawful manner; or that is being used by a person other than the rightful holder,
- Breaches one or all of the following during check-in, pre-flight, during flight and on arrival at destination aerodrome: UN Standards of Conduct for the International Civil Service (ICSC); Code of Conduct of the Agency; Operational Procedures and Standards of UNHAS; The passenger and/or the Organization is highly liable for any of the following penalties:
- Be called for a hearing with UNHAS Management, undergo scrutiny and finally be issued a warning letter based on the nature of the occurrence,
- Be suspended to use UNHAS and the Service for a determined period of time if a second occurrence is perpetuated by the passenger or the Organization,
- Be subjected to a scrutiny at the Steering Committee level whereby a decision will be made based on the severity of the violation,

Compliance: All passengers traveling with UNHAS flights are expected to comply with the provisions in this SAOP, UNHAS check-in procedures, instructions from crew, the National Aviation Regulations and any pandemic such as the latest Covid-19 protocols i.e. wearing mask, social distancing and hand sanitization.

Non-compliance: UNHAS has "Zero Tolerance" for Disruptive and unruly passengers. This include incapacitated passengers under the influence of alcohol, abusive passengers and passengers not complying with UNHAS check-in procedures and crew instructions. Such passengers will not be accepted to board the aircraft.

5. CARGO SERVICE

5.1 GENERAL

UNHAS South Sudan offers the cargo movement services between all locations included in the provisional flight schedule. The service is 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.

5.2 CRITERIA FOR MOVEMENT OF CARGO

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;
- 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 transported. 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 kilograms;
- All cargo is subject to inspection by UNHAS to ensure compliance with ICAO standards governing safe transport of Dangerous Goods by air;
- 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. Users are liable for any death, injury, or damage caused by such cargo;
- 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.

5.3 CARGO BOOKING, CONFIRMATION AND COLLECTION PROCEDURE

According to UNHAS prioritization (Section 3.2), priority is given to passengers 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 must be made to UNHAS two working days in advance via a CMR and accompanied by the 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 through e-mail to: **southsudan.unhascargo@wfp.org**;
- Booking confirmation for cargo can be obtained from the UNHAS Booking Office one working day prior to the flight day;
- Cargo booking E-Ticket will be distributed by UNHAS to the focal points one day before the flight takes place to ensure that users are able to meet the UNHAS aircraft and collect their cargo;
- All confirmed cargo must be delivered to the UNHAS Cargo Booking Office no later than one working day prior 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.

5.4 POUCH SERVICE

While pouch procedures are as below, but this service is discontinued/suspended due to no requirements, when the needs arise and approved by UGM/SC, UNHAS will apply/reinstate the procedures.

As an addition to the cargo movement service, UNHAS South Sudan will be offering 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. 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). The item must be accompanied by a CMR from the requesting User Organization.

The service is not intended for valuables, like money. Each item UNHAS charges US\$ 3.00. per kilo and the minimum weight is charged at the price of 1Kg. The pouch service serves locations in South Sudan where UNHAS staff are located.

5.5 TRANSPORTATION OF 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.

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 Pilot In Command (PIC).

User Organizations wishing to move Dangerous Goods by air using UNHAS must take the following steps before submitting the CMR:

- Submit the Shipper's Declaration (Annex 7) specifying the type of dangerous goods, plus any available additional information as attachments to the CMR.
- Identify any dangerous articles or substances in accordance with ICAO regulations.
- Limit the quantity contained in each package to the maximum allowable.
- Use the correct type of packaging.
- Mark and label each package in accordance with the regulations.
- Provide full details of the Dangerous Cargo to the UNHAS booking office.
- Inspect each package for damage and/or leakage.

The following is an abbreviated list of some of the more commonly encountered Dangerous Goods. UNHAS may assist and consult the User Organizations upon request.

- 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.
- 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 dry batteries 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 Service.

5.6 TRANSPORTATION OF HUMAN SPECIMEN

Human Specimen of less than 5 kgs weight, may be transported on UNHAS flights. No advance booking is required. Specimen boxes over 5kgs are considered as cargo, hence regular cargo transportation procedure applies. Limitations and special packaging provisions shall apply:

- **UN 2814: Category A Infectious Substance.** Infectious substances in a form that, when exposure to it occurs, is capable of causing permanent disability, life-threatening or fatal disease in otherwise healthy humans or animals. For example a blood sample known or reasonably suspected to contain Ebola Virus.
- **UN 3373: Biological Substance, Category B.** The Infectious Substances that do not meet the criteria for inclusion in Category A. For example a blood sample taken from a patient known or suspected to have category B pathogen, such as Hepatitis B or HIV.
- **Exempt Patient Specimens.** Patient specimens for which there is minimal likelihood that pathogens are present. In determining whether a patient specimen has a minimal likelihood that pathogens are present, an element of professional judgment is required. For example a specimen other than those known or reasonably suspected to contain a category A infectious substance e.g. those sent for testing for Cholesterol (blood), diabetes (urine), bowel cancer (faecal), subject to professional judgment is made.
- Instances not subject to Dangerous Goods regulations. Substances, which do not contain infectious substances, or substances, which are unlikely to cause disease in humans; substances containing micro-organisms, which are non-pathogenic to humans; substances in a form that any present pathogens have been neutralized or inactivated such that they no longer pose a health risk; dried blood spots, collected by applying a drop of blood onto absorbent material, or faecal occult blood screening tests.

For UNHAS, such professional judgment is acceptable and sufficient

confirmation when done in the form of signed statement by WHO/MSF Doctor. If such statement is done, a specimen is considered falling under category 3 (exempt patient specimens), which require minimum special packaging and no additional DG paperwork for crew.

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

5.7 TRANSPORTATION OF 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 in the UNHAS provisional flight schedule to the destination determined by the User Organization for further repatriation or hand-over of the body. It is the responsibility of the requesting user organization to arrange for a coffin and personal belongings of deceased person as well as onward body repatriation after the flight or hand over to the relatives.

Considering sensitivity of the situation for next-of-kin, human remains transportation shall be done as promptly as possible. According to ICAO local authorities of the State of departure shall extend all necessary assistance in the repatriation of human remains to their countries of origin.

UNDSS provides guidance and all required support/coordination to the concerned User Organization.

Human remains may be transported on dedicated flights only. Considering composition/configuration of the aircraft used by UNHAS, transportation of human remains on the same flight with other passengers is not allowed except those declared by the concerned User Organization as accompanying the body.

The human remains should be placed in a coffin which complies with the following IATA standards for transportation of human remains by air:

- The remains must be packed in a hermetically sealed inner containment which may be constructed of a flexible material (body bag) or may be a rigid coffin of lead or zinc to prevent the escape of offensive odours or fluids;
- The inner containment must then be packed inside a metal or wooden coffin;
- The wooden or metal coffin may be protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its content is not apparent;
- Un-embalmed remains must be placed inside two sealed body bags;
- All shipping containers must be new and cannot be re-used;
- All human remains shipments must appropriately display

the label "head" on the outer container to assist handlers in aircraft loading and offloading operations.

- Original Embalming Certificate (if applicable);
- Original copy of "Laissez-Passer for human remains";
- List of personal effects (and official possessions if any).

The certificates listed above have to be issued/certified by appropriate local public authorities and copies e-mailed to UNHAS as early as possible.

The User Organization shall deliver the coffin to the aircraft. Airport ramp access for the special vehicles/people has to be coordinated with airport authorities by UNDSS and/or UNHAS.

The User Organization submitting above mentioned documents, confirms that the coffin only contains the remains of the person named in the relevant documents (and such personal effects are to be buried or cremated with the human remains).

The User Organization will have to liaise with airport immigration/custom authorities for required clearing procedures at the origin point to make sure respective papers and passport have been stamped before flight departure.

Human remains transportation is undertaken in accordance with the applicable conditions set forth in Carriers' regulations for human remains transportation and the final decision will remain on the Pilot-in-Command.

Upon aircraft arrival, full set of the original documents accompanying the cargo has to be handed over to the consignee-concerned User Organization.

UNHAS South Sudan does not transport human remains outside of the country.

5.8 TRANSPORTATION OF WEAPONS, FIREARMS AND AMMUNITION

Transportation of any kind of weapons, firearms and ammunition is generally not permitted on UNHAS flights. Some exceptions may be made for the transportation of VIP, who require to be accompanied by armed close protection team. In such cases special AVSEC procedures will be applicable. For the coordination of such cases UNHAS AVSEC office should be contacted in advance.

6. EVACUATIONS BY AIR

6.1 GENERAL PROCEDURES

Two forms of evacuations exist in the context of UNHAS South Sudan operation:

- Medical Evacuation (MEDEVAC);
- Security Relocation.

Some general rules apply to both types of evacuation:

- Duly requested medical evacuation and security relocation have priority over UNHAS regular schedule;
- Requests for medical evacuation and security relocation must be addressed to unhas.southsudan@wfp.org. In addition, the UNHAS CATO or his/her Deputy or designated Aviation Officer can be reached 24 hrs. /day, 7 days/week through phone and e-mail;
- Evacuations and relocations can only be undertaken according to flight rules and restrictions as applicable (i.e. VFR conditions, between sunrise and sunset, etc.). However, this regulation should not prevent any individual or agency to request for an evacuation or relocation should the need arise;
- This procedure is strictly for evacuation or relocation by air. All other means of evacuation or relocation by land and water are outside the scope of this procedure.

6.2 MEDICAL EVACUATION

Medical evacuations (MEDEVAC) refer to the evacuation of an individual on medical grounds from the field to the closest health centre 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.

Medical referral is not considered as MEDEVAC and therefore all passengers travelling for medical referral will be requested to follow normal booking procedure.

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 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.

The User Organizations may request for a medical evacuation (MEDEVAC) of their staff by submitting a Medical Evacuation Request Form (Annex 8) which includes properly filled and signed 'fit to fly' and 'free of contagious disease' statement that 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.

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

UNHAS does not perform medical evacuation outside of the country of operation.

6.3 SECURITY RELOCATION

Security relocations by air will only be approved following consultation at the WFP 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) or the NGO Security Forum. 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), UNDSS will make a decision based on information obtained from WFP or NGO Security Officers.

All area security relocations sanctioned and requested through UNDSS (NGO Forum Security Officer in coordination with UNDSS) will be charged at the nominal fee per passenger. When there is an aircraft on the ground or there is a scheduled flight in the location, passengers will be charged at the nominal fee. However, security relocation requests by an individual organization will be charged at full flight cost recovery.

Scenario 1: Relocation in a nationwide/regional/area crisis

- Individual organizations and/or OCHA will channel the request through UNDSS for UN staff and the NGO Forum for NGO staff.
- UNDSS and the NGO Forum will coordinate with the requesting user and OCHA and provide UNHAS with a list of evacuees.
- UNHAS will seek the approval of the WFP Country Director or designated official and launch the flight when all technical, safety, and security requirements are met.
- If the number of evacuees exceeds the available aircraft capacity, UNDSS in consultation with all stakeholders will carry out the prioritization and advise UNHAS. Where necessary, critical staff will be put on board the flight to replace staff that are being relocated in order to maintain minimal humanitarian activities at the location.

Scenario 2: Relocation involving an individual agency due to agency security concerns

- Individual users may request a security relocation directly to UNHAS in consultation with a Security Officer from the user, NGO Forum, or UNDSS.
- UNHAS will launch the flight when all technical, safety, and security conditions are met.

7. INTER-AGENCY MISSIONS AND SPECIAL FLIGHTS

7.1 INTER-AGENCY MISSIONS

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

- Inter Cluster Coordination Group (ICCG) Rapid Response Missions (ICRM)
- The Emergency Rapid Response Mechanism (ERRM)
- Inter-Agency Rapid Needs Assessments (IRNA)
- Humanitarian Country Team (HCT) Missions

Specifically, these missions are defined as missions prioritized by the ICCG on the basis of no objection from the HCT and communicated to UNHAS.

Inter-agency mission requests shall be coordinated through OCHA at least 72 hours before the date of flight.

Once mission request has been approved by Deputy Head of OCHA, User Organizations will have to submit booking requests accordingly with respective reference to the mission. OCHA will be responsible for coordination of security and administrative arrangements at destination.

7.2 MISSION REQUESTS

The ICCG UNHAS Focal Point will request for the above missions at least three working days prior to the intended flight date to enable UNHAS sufficient time to accommodate the request without disrupting the regular schedule.

UNHAS will release the detailed flight plan a day before the departure date, ensuring adherence to flight rules, security, and safety protocols as well as technical regulations before launching the flight.

7.3 GENERAL CONDITIONS

All Inter-Agency Missions (ICRM, ICCG, ERRM, IRNA, HCT) both on schedule and off schedule flights, will be charged the nominal fee.

In some cases, missions may involve a single agency responding on behalf of the humanitarian community. Irrespective of the number of users involved in the missions and on schedule or off schedule flights, the user(s) will be charged the nominal fee.

The UNHAS SAOP deadline for flight cancellations applies to all flight requests initiated, including Inter-Agency Missions. Cancellations of missions beyond the deadline will be charged as “no-show”.

Given that such missions address the priorities of the humanitarian community, the humanitarian community will subsidize interagency missions.

7.4 PASSENGER AND CARGO COORDINATION FOR INTER-AGENCY MISSIONS

1. UNHAS has an appointed Focal Point to coordinate with other stakeholders, including the Logistics Cluster, and requesting users to ensure coordinated passenger and cargo movement.

2. When requirement for inter-agency mission is related to cargo transportation only, the request should be handled by Logistic Cluster. When the requirement is related to passenger transportation (or combination of passengers and cargo) the respective requests will be handled by UNHAS. The ICCG Focal Point forwards the requests for ICRM, IRNA, HCT, etc. to the UNHAS along with completed Passenger Request form and Cargo Movement Request form.
3. The UNHAS Focal Point for coordination of inter-agency missions, in consultation with the Tasking Team, advises to the ICCG the date for the flight.
4. UNHAS will prioritize the mission based on mission criticality, without objection from the HCT.
5. When a request for a special mission flight conflicts with the UNHAS regular schedule, the process of prioritization is activated. UNHAS will deploy an aircraft with the least impact on the regular schedule.

7.5 SPECIAL 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 dully signed and stamped Special Flight Request Form (Annex 9).

8. ACRONYMS

AFP	Airfield Focal Point
AVSEC	Aviation Security
DO	Designated Official
CASEVAC	Security Evacuation/ Relocation
CATO	Chief Air Transport Officer
CMR	Cargo Movement Request
HCLM	High Level Committee on Management
ICAO	International Civil Aviation Organization
ICSC	International Civil Service Committee
MEDEVAC	Medical Evacuation
NGO	Non-governmental organization
OCHA	Office for the Coordination of Humanitarian Affairs
PMT	Performance Management Tool
PIC	Pilot-in-Command
RRC	Relief and Rehabilitation Commission
SAOP	Standard Administrative and Operating Procedures
SARP	ICAO Standards and Recommended Practices
SC	Steering Committee
TOR	Terms of Reference
UGC	User Group Committee
UN	United Nations
UNAVSTADS	United Nations Aviation Standards for peacekeeping and humanitarian air transport operations
UNDSS	United Nations Department of Safety and Security
UNHAS	United Nations Humanitarian Air Service
UNLP	United Nations Laissez-Passer
USD	United States Dollar
VFR	Visual Flight Rules
WFP	World Food Programme