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Standard Administrative and Operating Procedures (SAOP) PART 1 UNHAS SOUTH SUDAN

RECORD OF REVISION

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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 SOUTH SUDAN 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 12-50 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:

- 12-18 seats: Cessna Caravan, Dornier 228-
- 19 seats: MI-8
- 35-50 seats: 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 respond to both urgent and regular needs effectively and efficiently. 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 via the booking hub 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.

UNHAS staff and contracted aircrew will do their best to meet users' needs, but for safety reasons, it is their responsibility and obligation to refuse any cargo or passengers not complying with the applicable rules and regulations. No passenger or cargo is authorized to board any aircraft without being properly manifested. To do so is in breach the aforementioned regulations and could result in the suspension of the Air Carrier's Air Operator Certificate (AOC).

Users are reminded that there are various safety, technical and contractual reasons that determine when an aircraft is fully loaded – notwithstanding apparent empty space and / or seats. The aircraft crew and UNHAS staff's word, in this respect, is final.

The WFP Chartered aircraft , under UNHAS management, provide air transport support to all eligible agencies and organizations engaged in humanitarian and/or development activities in South Sudan. These aircraft will be performing regular passenger services but are also available for emergency evacuations, medical evacuations, relocation of staff, dedicated special charter flights and interagency missions at the request of individual organizations or the humanitarian community as a whole.

Professional operating criteria contribute to safe and reliable operations thus allowing all credited humanitarian organization to transport their staff and supplies with minimum delay and maximum safety.

Special (unscheduled) flights may be performed for the User Organizations on a full cost recovery, based on aircraft availability. Emergency evacuations and relocation of staff requested through the office of the Humanitarian Coordinator / Designated Official will be financed through the United Nations Development Programme (UNDP) and medical evacuations will be covered by the requesting User Organization on a full cost recovery basis. The UNHAS office in Bamako is responsible for invoicing and monitoring of the financial situation of the service.

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.

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 User Group Committee meets on a monthly basis at one of the primary operational hubs; Juba, Bor, or Rumbek; or at another location designated by the users. Meetings may also be conducted online when necessary.

For each meeting, UNHAS is responsible for sending invitations, setting the agenda, preparing the minutes, and sharing them with users.

UNHAS oversees all aspects of aircraft operations and keeps the UGC informed of any technical, legal, or contractual limitations that may affect services.

A strong and collaborative relationship between the UGC and UNHAS is essential. While the UGC defines operational requirements, UNHAS manages the implementation—determining the "how," "who," and "when." Together, both parties work constructively to address and resolve any issues related to bookings and customer service.

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 SC's decision, United Nations Office for the Coordination of Humanitarian Affairs (OCHA) decides on eligibility of the agency to use UNHAS decides on eligibility of the agency to use UNHAS.

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).
- Introductory letter from OCHA verifying type of Organization's activities;
- Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services (Annex 1);
- UNHAS Financial Conditions for the Provision of Air Transport Service (Annex 2);
- UNHAS Focal Point Assignment Form (Annex 3).

OCHA may require the user organization to submit the following documents:

- ⇒ A brief summary of activities.
- ⇒ Sources of funding.
- ⇒ Key focal points.
- ⇒ Areas of operation.
- ⇒ Original RRC registration certificate.
- ⇒ Proof of affiliation with one or more clusters and/or an NGO Forum certificate (UN Agencies and Embassies are exempted).

After reviewing the submitted documents, OCHA will either approve or reject the requesting organization.

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.

UNHAS is not permitted to carry individuals who do not meet the established eligibility criteria. In accordance with these requirements, the following categories of passengers are not eligible for transport on UNHAS flights:

- Family members and/or dependents of humanitarian staff.
- Uniformed personnel or individuals wearing military camouflage or uniforms.
- Passengers transporting live animals, pets, or potted plants.
- Passengers under the age of 18.

Exception: User organizations may request transport for passengers under the age of 18 strictly in the context of family reunification or refugee movement. UNHAS will only process such requests if the booking is made by an organization whose official mandate includes family reunification or refugee support operations within South Sudan.

It is the responsibility of the agency focal point or the individual passenger to verify that all ticket details are accurate and consistent with the traveler's identification documents, agency identification card, or Letter of Introduction. This includes, but is not limited to: name, identification number, date of travel, and routing.

As outlined in the Standard Terms and Conditions of Service for the Provision of United Nations Humanitarian Air Services, eligible User Organizations may request the extension of UNHAS services to non-staff individuals—such as government officials and implementing partners—who are directly involved in project implementation. In such cases, the sponsoring User Organization is fully responsible for:

- Verifying and ensuring the eligibility of the sponsored passenger(s),
- Covering the cost of transportation for these passengers.

Acceptance of such passengers is conditional upon the submission of a Letter of Introduction in the standard UNHAS format, duly signed and stamped by the Head of Agency or Officer-in-Charge. Travel is subject to seat availability.

For passengers lacking formal identification documents, a passport-size photograph must be affixed to the Letter of Introduction. This letter must also bear the agency's official stamp to validate and authenticate the document (refer to Annex4)

3.2 OPERATIONAL PRIORITIES

While UNHAS strives to accommodate all passenger and light humanitarian cargo transport requests, an established prioritization system is in place to ensure that emergency services and critical humanitarian needs are addressed effectively. The priority system is as follows:

- a. **First Priority**
Highest priority is given to medical evacuations and security relocations, as well as the transport of personnel and cargo essential for the safety and operation of the aircraft.
- b. **Second Priority**
This includes Inter-Agency Assessments and Emergency Response Missions. A dedicated procedure for prioritizing these missions is detailed in Section 7.1.
- c. **Third Priority**
Covers regular passenger transport and light humanitarian cargo on a first-come, first-served basis.
- d. **Fourth Priority**
Applies to special flights, which are non-scheduled flights requested by User Organizations for specific needs. These may include charters, high-level missions, donor visits, or other special engagements. Special flights are subject to full cost recovery and aircraft availability.

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.

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 on a regular basis.

3.4 FIELD FOCAL POINTS

In certain deep field locations where UNHAS personnel are not present, an Airfield Focal Point (AFP) and an alternate AFP are appointed by UNHAS in close coordination with the User Group Committee (UGC) and relevant User Agencies. These individuals are typically representatives

from the primary user agency operating in the location.

The AFP is responsible for facilitating UNHAS flight operations in accordance with the Terms of Reference (ToR) provided by UNHAS. Their role is critical to maintaining the safety, security, and efficiency of flight operations in remote locations.

Key responsibilities of the AFP include:

- Runway incursion prevention
- Ensuring the security of crew, passengers, aircraft, and cargo
- Managing crowd control
- Assisting with passenger and cargo check-in and screening
- Providing ground coordination for all UNHAS flight operations
- Executing any additional tasks as specified in the AFP ToR

UNHAS will provide necessary training and guidance to AFPs to ensure they are fully prepared to carry out their duties.

In the event of any occurrence or incident on the ground, the AFP must take immediate mitigating measures to manage the situation and report back to UNHAS without delay.

Important:

The presence of a trained and designated AFP is mandatory for all UNHAS flight operations.

No AFP = No Flight

All agencies and user organizations must participate in ensuring the availability of qualified and trained AFPs (including alternates) to support safe and secure flight operations to and from deep field locations. AFP procedures and responsibilities apply equally to passenger and cargo flights.

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.

Should they have concerns, complaints, suggestions, or compliments, please contact UNHAS South Sudan via unhas.southsudan@wfp.org or call the following phone numbers:

- **Cancellations:**+211 922 465 240
- **Medical and security evacuations:** +211 912 380 184
- **Any other inquiries:**+211 922 465 575

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 a partial cost-recovery basis, generating approximately 41% of its funding through cost recovery, with the remaining 59% covered by donor contributions.

Passenger and cargo charges are invoiced to UNHAS User Organizations based on actual utilization.

The standard one-way passenger ticket fares are as follows:

- **USD 320** per passenger for all User Organizations (excluding National NGOs)
- **USD 275** per passenger for National NGOs

These fares apply to all fixed-wing and helicopter destinations, regardless of aircraft type.

Cargo are charged at a flat rate of **USD 3.00** per kilogram, based on either actual weight or volumetric weight, whichever is higher.

Note: All cost recovery rates are subject to change upon approval by the UNHAS Steering Committee.

3.7 NO-SHOW AND CANCELLATION PROCEDURE

A No Show refers to a confirmed passenger who fails to appear for check-in on the scheduled flight.

Charges will apply in the event of a No Show or a late cancellation, which refers to any cancellation submitted after 10:00 AM on the working day prior to the flight date.

For Monday flights, cancellations can be made directly in the Booking Hub until 10:00 AM on Sunday. Alternatively, written cancellation requests may be submitted by the Agency Focal Point to the UNHAS Booking Office at unhas.southsudan@wfp.org. UNHAS will apply flexibility on a case-by-case basis for written cancellations received before 12:00 PM (noon) on Sunday.

Cancellations may be submitted either online through the Booking Hub or in writing via the designated Agency Focal Point.

No Show charges will be included in the monthly invoice and billed to the respective customer accounts. The applicable charges are

- **USD 384** per No Show for NGOs (National and International),
- **USD 500** per No Show for United Nations and other Organizations.

To avoid these charges, passengers must ensure that cancellation requests are submitted on time, in accordance with the stated deadlines.

3.8 FLIGHT CANCELLATION

In the event of a flight cancellation, passengers are required to immediately contact the UNHAS Booking Office to reconfirm their seats on the next available flight.

When a flight is cancelled by UNHAS due to weather, security, or operational reasons, passengers will be notified via email and/or text message. However, in some cases, unforeseen technical issues may prevent advance notification.

Please note that UNHAS does not cover accommodation or related expenses resulting from flight cancellations. These costs are the sole responsibility of the passenger under all circumstances.

3.9 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 five working weeks.

An initial deposit of minimum USD 5,000 must be made at the time of the account creation, before UNHAS would 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: ECOCSSJB

Currency: USD

Country: Juba, South Sudan

All payments made to the above account must include the name of the organization as the reference. Payments referencing individual staff members will not be recognized and will be disregarded.

To keep the account active, a minimum balance of USD 1,000 must be maintained at all times. If the balance falls below this threshold, the account will be automatically frozen, and no further bookings will be allowed until the minimum required balance is restored.

3.9.1 ACCOUNT CLOSURE AND REFUND

If a User Organization no longer requires UNHAS air services and wishes to close its account, the following procedure must be followed:

1. Notification of Intent

The organization must send an initial written notification to UNHAS, stating its intention to close the account. This notification must also include a request for the updated account balance.

2. Confirmation of Action

Upon receiving the updated balance, the organization must submit a second written notification to UNHAS confirming one of the following:

- Request for reimbursement of the remaining balance, or
- Intention to utilize the remaining balance for future bookings.

The current account balance must be clearly stated in this communication.

3. Reimbursement Request (if applicable) If reimbursement is requested, the organization must:

- Submit the request on official company letterhead
- Include the exact remaining balance
- Provide full banking details of the account(s) to receive the refund
- Include relevant contact details for follow-up communication

4. Processing Timeline The account closure and final reimbursement process usually takes a **minimum of two**

weeks from the date all required documentation is received.

3.9.2 DORMANT ACCOUNT POLICY

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

To ensure compliance and proper account management, the following procedure applies:

1. Regular Monitoring

UNHAS will monitor customer accounts on a regular basis and compile a list of those that have been inactive for six months or more.

2. Initial Contact

UNHAS will contact these customers and request that they either:

- Resume use of UNHAS services immediately, or
- Request a refund of the remaining balance in their account.

3. Reminder Schedule

- A second reminder will be sent one month after the initial communication if no response is received.
- A third and final reminder will be sent two months after the initial contact if there is still no response.

4. Response and Action

- If the customer responds, UNHAS will transfer the remaining balance to the organization's designated bank account.
- If no response is received after the third reminder, UNHAS will transfer the balance to its Cost Recovery Account.

5. Account Status

Regardless of whether the funds are refunded or transferred, the customer's account will not be closed. Should the organization wish to resume the use of UNHAS services in the future, they may deposit new funds into the account and proceed with flight bookings.

4. PASSENGER SERVICE

4.1 GENERAL

UNHAS South Sudan supports passenger and light humanitarian cargo air transport services between Juba and its hubs to more 60 locations.

A weekly provisional flight schedule is in place and shared on a regular basis to 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 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 a 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 traveler. 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. 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 (3) Focal Points. The Focal Point(s) must provide UNHAS with full names, titles, specimen signatures, e-mail addresses, and other contact details for record keeping. Focal Points/users will ensure that the passengers they book have valid travel documents.

4.4 PASSENGER BOOKING, CONFIRMATION AND CANCELLATION PROCEDURE

All passenger booking requests must be submitted exclusively online via the UN Humanitarian Booking Hub (UN Booking HUB) by the registered agency focal point. Only designated focal points who have been pre-registered on the platform are authorized to submit booking requests.

Requests submitted via email or any other method will not be accepted, with the exception of travel date changes for late bookings. In such cases, the initial booking must still be made online, but a request to adjust the travel date may be communicated to UNHAS by email.

Access the UN Booking Hub here: <https://unbooking.org/en/secure/office/facilities/locations/2523/>

Booking requests must be submitted at least 48 hours

before the flight but no earlier than one month in advance. Each request must include the passenger's full name as per their agency identification document, including 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 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.

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

Please note that telephone bookings, changes or cancellations are not accepted.

A maximum of *five (5) 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 a confirmation of booking submission via an automated response from the UN Booking Hub. However, flight confirmation is issued by UNHAS one day prior to departure, in the form of an E-Ticket, which is sent to the email addresses provided in the focal point registration form and during the online booking process. Tickets are valid only for the named individual and may not be exchanged, transferred, or traded. It is the responsibility of the passenger or the agency to ensure the passenger is listed on the flight manifest.

Passenger cancellations are possible no later than 24 hours prior to the departure (10:00 on the last working day preceding the date of booked flight). This may be done online or communicated in writing to the UNHAS Customer Service by the Focal Point unhas.southsudan@wfp.org . Late passenger cancellations, as well as no-shows are charged according to UNHAS No-show procedures.

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 punctuality, maximize aircraft utilization, and ultimately ensure safe

and secure operations. UNHAS requests all users and passengers to follow the instructions from UNHAS staff, agents, and aircraft crew. The following applies:

- Passengers must carry a valid photo identification card from their user agency, their electronic 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) hour prior to the manifested departure time. UNHAS staff have strict instructions not to check-in any passengers arriving after that time;
- "Standby" passengers will be allocated seats 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 baggage 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 BAGGAGE AND CARRY-ON BAGGAGE

Due to aircraft configuration and performance limitations, the maximum baggage allowance per passenger is 20 kg (two pieces) for checked baggage and 5 kg (one piece) for cabin baggage.

In addition, passengers may book excess baggage of up to 25 kg (two pieces) at a rate of USD 3 per kilogram, regardless of destination. Excess baggage must be booked online only via the UN Booking Hub at the time of passenger booking and is accepted only for personal use.

Extra baggage brought to the airport without prior booking will be accepted only if space is available. If the volume or weight of pre-booked baggage exceeds the aircraft's load limitations, passengers must arrange their own transportation on the next available UNHAS flight, as determined by UNHAS. UNHAS does not provide storage, handling, or onward transportation services.

If a passenger is carrying unplanned or unexpected extra baggage beyond the 25 kg pre-booked limit or beyond what was already approved, UNHAS may exceptionally accept up to 10 kg additional weight at check-in, subject to aircraft space availability and operational feasibility. The following conditions must be met:

- a) The passenger's organization has provided prior blanket approval for staff to use this exception when necessary;
- b) At the airport, the passenger completes and signs the Excess Weight Form at check-in;
- c) The baggage is accepted only if aircraft space is available, considering both passenger load and planned cargo payload for that flight.

Organizations that do not authorize their staff to transport excess baggage must inform UNHAS in advance and in writing. In such cases, no excess baggage will be accepted at check-in, even if space is available.

UNHAS accepts no liability for baggage loss or damage, including unsuitably packed, perishable, fragile, or damaged baggage. UNHAS is also not responsible for minor external damage to baggage (e.g. scratches, stains, or dents). In the event of baggage misrouting, UNHAS will make every reasonable effort to trace and return the baggage to the passenger free of charge..

4.6.1 LOST AND FOUND

UNHAS strives to deliver all checked baggage safely and on time. While UNHAS does not take responsibility for unclaimed baggage, efforts will be made to contact owners if baggage contains identifiable contact details (name, address, and phone number).

Passengers are encouraged to:

- Label their baggage with a name and contact number.
- Attach contact details to electronic devices (e.g., laptops) to assist in recovery.

Reporting Lost Items:

- Before Leaving the Aerodrome: Passengers should inform UNHAS staff or AFP immediately if they realize they have left an important item onboard.
- After Leaving the Aerodrome: The Organization's Focal Point must contact the UNHAS Booking Office as soon as possible, providing:
- Passengers are required to provide a detailed description of the item, including the flight route and baggage tag number (if applicable)

UNHAS will attempt to locate the item and coordinate collection. The Focal Point will be notified via email and phone if the item is found. If an item is not recovered within 30 days, it is unlikely to have been turned in.

Storage & Disposal of Lost Property:

- All lost and unclaimed property will be registered and stored for 90 days.
- If no claim is made within this period or no request for extended storage is received, the items will be transferred to the WFP Country Office for disposal.
- Once transferred, items cannot be retrieved as they will be handled in accordance with environmental protection policies.

Perishable Items:

Unclaimed perishable goods and food items will be discarded after 48 hours.

4.6.2 CASH TRANSPORTATION

While UNHAS does not explicitly prohibit the transportation of cash on its flights, it strongly discourages this practice due to potential security risks at transit locations, including deep-field stations and major international airports in South Sudan.

Guidelines for Transporting Cash on UNHAS Flights:

- Agencies are advised to engage professional cash transport service providers rather than carrying cash on UNHAS flights.
- If transporting cash is unavoidable, it is the agency's responsibility to obtain all necessary authorizations from the relevant Government of South Sudan (GOSS) institutions.

- The transportation of cash on UNHAS flights is strictly limited to humanitarian agency use and must not involve third parties. Cash must be securely packed in a concealed bag or box and must not be visibly exposed.
- The maximum allowable weight for transported cash remains 25 kg (5 kg permitted in carry-on baggage and 20 kg permitted as checked baggage)
- Cash will not be booked or accepted at the counter as excess baggage.

Agencies must ensure full compliance with these guidelines to mitigate security risks and avoid operational disruptions.

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 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

Pregnant passengers are generally allowed to travel by air until 36 weeks of pregnancy, though specific conditions may vary depending on the operating air carrier, in accordance with its Operations Manual (OM).

A medical clearance (fit-to-fly certificate) is mandatory in the following cases:

- When the passenger is beyond 28 weeks pregnant, or
- When the passenger is travelling for medical reasons, regardless of pregnancy stage.

The medical certificate must:

- Be issued no more than 10 days prior to travel,
- Be submitted during the booking process, and
- Be presented again at check-in.

If a valid medical clearance is not presented at check-in, the passenger may be denied boarding.

For additional information or clarification, pregnant passengers are advised to contact the UNHAS Booking Office through their designated agency focal point.

4.7.2 INFANTS

Staff passengers traveling with an infant (aged 7 days to under 2 years) on a UNHAS flight must obtain a Letter of Introduction signed and stamped by the Head of Agency. This letter must be presented during both the booking and check-in processes, along with the infant's Birth Certificate or any other relevant identification document.

Each staff passenger may travel with only one infant. The infant will not be allocated a seat but must be included in the passenger manifest. At check-in, the infant's identity will be verified using a Birth Certificate or ID card (if available), and the accompanying adult must present proof of authorized guardianship.

Passengers traveling with infants are entitled to an additional 10 kg of free baggage allowance. In cases involving twins or more than one infant, the agency must assign an additional staff member on the same flight to accompany the second infant throughout all flight phases.

Priority boarding and disembarkation will be granted to passengers traveling with infants. Cost recovery is waived for infants, and all infant-related handling procedures will follow the respective air carrier's Operations Manual (OM).

4.7.3 VIPs

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

The organization sponsoring the VIP must coordinate with UNHAS staff in advance to communicate any specific travel requirements, such as the use of a VIP lounge or special assistance. The Pilot in Command (PIC) and flight crew will be informed when a VIP is scheduled to travel on board.

To ensure smooth coordination, advance notice of the VIP's itinerary must be provided to UNHAS. VIP passengers are to be given priority at check-in, during boarding, and upon arrival. They should be boarded last and assigned reserved seating.

User Agencies are encouraged to assign dedicated staff to assist with the check-in and overall travel process for VIPs, ensuring a smooth and dignified experience.

4.7.4 TRANSPORT OF GOVERNMENT OFFICIALS

Organizations booking flights for government officials must complete the booking process online and attach a Letter of Introduction signed by the Head of the Agency and endorsed by the Relief and Rehabilitation Commission (RRC). Additionally, they must submit a copy of a valid professional ID card that has been stamped and authenticated by the RRC.

However, certain high-ranking government officials are exempt from submitting their work identity cards, provided they present either an official national passport or a diplomatic passport along with a Letter of Introduction from the agency sponsoring their travel. These exempted officials include:

- Governors and Deputy Governors
- Government Ministers and Deputy Ministers
- Heads and Deputy Heads of Commissions
- Undersecretaries

These exemptions are granted to facilitate official travel while maintaining the necessary verification and approval processes.

4.7.5 NON EMPLOYEE BOOKING

UNHAS services may be extended, upon request from a user organization, to non-employee passengers whose travel is directly relevant to humanitarian or development operations. The acceptance of such passengers is subject to the following provisions:

- Introduction Letter : signed by the Head of the Organization sponsoring the passenger, the letter must clearly detail the purpose of travel and its direct relevance to humanitarian operations. It should explicitly outline how the travel of the sponsored individual contributes to ongoing or planned humanitarian activities, establish the necessity of their presence in the specified location, and provide a rationale for their engagement in humanitarian efforts.
- Submission of an online booking request as a non-employee.
- A copy of a valid photo identity card.

Approval of these requests is subject to seat availability. The requesting user organization assumes full responsibility for the sponsored passengers and their staff members. Additionally, both the user organization and the traveling staff member or sponsored individual must comply with all UNHAS procedures and regulations.

4.7.6 PASSENGERS WITH DISABILITIES AND ACCESSIBILITY NEEDS

In line with WFP's commitment to promoting disability inclusion across all its activities, WFP Aviation is dedicated to ensuring that the rights and needs of passengers with disabilities are respected. This will be achieved through the efficient and consistent implementation of accessibility measures for passengers with disabilities and those with additional specific needs.

However, due to operational constraints in the environment where UNHAS South Sudan operates, the service does not have dedicated equipment or specialized staff to assist passengers with disabilities. Therefore, the following guidelines should be observed:

- Passengers who are not self-supporting must travel with a companion (care attendant) who can assist them as needed. However, passengers with disabilities who can independently manage their personal needs may travel alone. The care attendant must be able to provide necessary support, including assistance with boarding and disembarking.
- Passengers with disabilities who request assistance or require additional time should be given the opportunity to pre-board separately (before all other passengers) and disembark at their convenience (either before or after other passengers). This approach enhances dignity, reduces stress, and improves efficiency for both the passengers and the aircraft operator.
- Passengers with specific needs, such as those requiring a wheelchair or those with visual or hearing impairments should be allowed to board first and disembark last to ensure a smooth and safe transition.

4.8 PENALTY SYSTEM

UNHAS maintains a zero-tolerance policy for disruptive, non-compliant, or unsafe passenger behavior. All passengers are expected to adhere to the rules and procedures outlined in this SOP, including UNHAS check-in procedures, instructions from flight and ground crew, national aviation regulations, and applicable public health protocols (e.g., mask-wearing, social distancing, hand sanitization during pandemics such as COVID-19).

In the event that a passenger engages in any of the following violations, immediate action will be taken:

Violations include but are not limited to:

- Carrying prohibited items, including firearms (or replicas/parts), ammunition, knives, weapons, undeclared dangerous goods, or explosive/incendiary materials.
- Evading check-in procedures or screening protocols at departure points.
- Failing to present original identification documents used at the time of booking.
- Participating directly or indirectly in any form of fraudulent activity involving the use of UNHAS services.
- Exhibiting unruly behavior, verbal abuse, or explicit conduct toward UNHAS staff, crew, ground/ramp personnel, or airport authorities.
- Being under the influence of alcohol or other substances that compromise personal or flight safety.
- Possessing or using fraudulent, altered, or misrepresented travel or identity documents.
- Breaching any part of the UN Standards of Conduct for the International Civil Service (ICSC), the Agency's Code of Conduct, or UNHAS Operational Procedures and Standards at any stage of the journey (check-in, pre-flight, in-flight, or upon arrival).

Consequences for Violations:

The passenger and/or their organization may be called for a hearing with UNHAS management and may receive a formal warning letter, depending on the nature and severity of the incident.

In the case of a second offense, the passenger and/or organization may face temporary suspension from using UNHAS services.

For serious or repeated violations, the matter may be

escalated to the UNHAS Steering Committee for further review and decision, including possible long-term suspension or permanent denial of service.

Compliance Reminder:

All passengers must follow:

- The provisions outlined in this SOP
- UNHAS and air operator check-in and boarding procedures
- Crew instructions at all times
- National civil aviation rules and public safety measures, including health protocols during pandemics

Non-Compliance Notice:

UNHAS enforces a "Zero Tolerance" policy for:

- Disruptive or abusive behaviour
- Passengers under the influence of alcohol or drugs
- Failure to follow crew instructions or check-in procedures

Such passengers will be denied boarding without exception.

5. CARGO SERVICE

5.1 GENERAL

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

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 kgs;
- 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 policy (Section 3.2), priori-

ty is given to passenger movement and priority cargo, particularly items of life-saving nature, such as urgently needed medical supplies. Other cargo may be transported within two to five working days from the date of request submission.

To ensure efficient processing and transport of cargo, the following procedures apply:

- All cargo airlift requests must be submitted to UNHAS at least two (2) working days in advance, using a Cargo Movement Request (CMR) form, accompanied by a Packing List.
- The CMR must be completed, signed, and stamped by the Focal Point of the requesting User Organization, and submitted via email to: **southsudan.unhascargo@wfp.org**
- Booking confirmation for cargo will be issued by the UNHAS Booking Office one (1) working day before the flight.
- A cargo E-Ticket will be sent to the designated focal point one day before the flight, allowing user organizations to prepare for collection of the cargo upon arrival.
- All confirmed cargo must be:
 - Delivered to the UNHAS Cargo Booking Office no later than one working day prior to the flight, or
 - Delivered to the airport or airstrip (for other locations) no later than two (2) hours before the scheduled departure time.
- All incoming cargo must be collected immediately upon arrival at the destination. UNHAS does not provide storage facilities.
- Volumetric weight is calculated using the formula: $\text{Volume (cm}^3\text{)} \div 6,000$

5.4 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 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 authorised 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.

5.5 TRANSPORTATION OF HUMAN SPECIMEN

Human specimens weighing less than 5 kg may be transported on UNHAS flights without the need for advance booking. Specimen boxes exceeding 5 kg are classified as cargo and must follow the standard cargo transportation procedures. Specific limitations and special packaging requirements 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 specimens 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 absor-

bent 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.

5.6 TRANSPORTATION OF HUMAN REMAINS

Human UNHAS may transport human remains upon formal request from a User Organization. In this context, transportation of human remains refers to the air transport of deceased individuals from a location listed in the UNHAS provisional flight schedule to a destination determined by the User Organization for further repatriation or handover to next of kin.

It is the sole responsibility of the requesting User Organization to:

- Arrange for a suitable coffin and personal belongings of the deceased.
- Organize the onward repatriation of the body after the flight or ensure handover to relatives at the destination.
- Ensure all airport and customs clearance formalities are completed in advance, including the stamping of required documents and passports.

Given the sensitivity of such situations, UNHAS will make every effort to carry out the transportation of human remains as promptly as possible. In line with ICAO guidelines, the local authorities of the departure state are expected to provide assistance to support the repatriation process.

UNDSS will provide the necessary guidance and support, including coordination with airport authorities, to facilitate the process.

Human remains will be transported only on dedicated UNHAS flights. Due to aircraft configuration, no other passengers are permitted on board during such flights, except those explicitly declared as accompanying the deceased by the requesting User Organization.

The human remains must be contained and packed as follows, in accordance with IATA standards:

- Placed in a hermetically sealed inner container, which may be:

- A flexible body bag, or
- A rigid coffin made of lead or zinc to prevent leakage or odor.
- The inner containment must then be placed inside a metal or wooden coffin.
- The coffin should be further protected with outer packaging and covered with canvas or tarpaulin to obscure its contents.
- If the remains are not embalmed, they must be placed inside two sealed body bags.
- All shipping containers must be new and unused.
- The outer container must be clearly labeled "HEAD" to guide safe and respectful handling during loading and offloading.

The following documents must be submitted in advance via email to UNHAS and accompany the coffin:

- Original Embalming Certificate (if applicable)
- Original "Laissez-Passer for Human Remains"
- List of personal effects and official possessions, if any

All documents must be issued or certified by appropriate local public authorities. The User Organization submitting these documents confirms that the coffin contains only the remains of the named individual, along with any listed personal effects intended for burial or cremation.

The User Organization is responsible for delivering the coffin to the aircraft. Ramp access for vehicles or personnel involved in the process must be coordinated with airport authorities by UNDSS, with the support of the UNHAS team.

Upon arrival at the destination airstrip or airport, the full set of original documents must be handed over to the consignee (the receiving User Organization).

UNHAS South Sudan does not transport human remains outside the country. The final decision to accept and transport human remains rests with the Pilot-in-Command and is subject to the carrier's regulations and operational conditions.

5.7 TRANSPORTATION OF FIREARMS AND WEAPON

The transportation of firearms and weapons is generally prohibited on UNHAS flights. However, exceptions may be granted for VIPs accompanied by armed Close Protection Teams (CPT) or a Personal Security Detail (PSD), commonly known as bodyguards, subject to Steering Committee approval.

As part of its humanitarian mandate, UNHAS does not transport weapons or uniformed security personnel. ICAO Annexes 17-18 and Doc 9284 classify weapons, ammunition, explosives, and harmful substances intended for warfare as munitions of war and Dangerous Goods (DG), which are strictly prohibited on UNHAS flights unless an exemption is granted.

However, certain VIPs require armed protection. In such cases, an exemption may be authorized, subject to approval from UNHAS, the Operator, and the Government of South Sudan.

This exemption applies to hand-held firearms ("small arms") with Class 1 Division 1.4 (UN 0012/0014) ammunition.

When a CPT have to travel as part of their mission, the following procedure must be applied:

Minimum 24 Hours Before the Flight

- UNHAS Aviation Security (AVSEC) must be notified at least 24 hours in advance if a passenger will be carrying a weapon.
- The notification must include:
 - * Passenger's name
 - * Weapon type (make and model)
 - * Serial number
 - * Quantity of ammunition
- The organization, charterer, or passenger must obtain approval from the National Security Service (NSS) before the flight.

On the Day of the Flight

- Armed passengers will be escorted by UNHAS staff to the Military Intelligence Office for weapon verification and clearance.
- All weapons must be unloaded, with ammunition and magazines carried separately.
- Weapons and ammunition will be securely stored in

accordance with the Operator's security procedures, typically in the cargo hold of the aircraft.

- The CPT will be the last to board the flight.

Upon Arrival

- The crew member in charge of the cargo hold will provide the CPT with access to retrieve the weapon and ammunition.
- The CPT will wait outside the aircraft for the VIP

6. EVACUATIONS BY AIR

6.1 GENERAL PROCEDURES

Two forms of evacuations exist in the context of UNHAS South Sudan operations: Medical Evacuation (MEDEVAC) and Security Relocation and Evacuation

Medical evacuations refer to the air transport of individuals from field locations to the nearest appropriate medical facility or to Juba, when required medical care is unavailable at the patient's location. These evacuations may be urgent but are not necessarily limited to life-threatening cases.

Security relocations involve the air transport of humanitarian personnel from field locations within South Sudan to safer areas during security-related incidents. These operations are authorized following consultation with the WFP Country Director and WFP Security, and are coordinated with UNDSS (for UN staff) or the NGO Forum Security team (for NGO personnel).

Security relocation flights have operational priority second only to medical evacuations. A Security Officer must be on board such flights, unless a Security Officer is present at the destination or the location has been assessed as sufficiently safe.

All requests for MEDEVAC or Security Relocation must be submitted via email to:

- 24/7 Evacuation Hotline: **+211 912 380 184**
- Email: **unhas.southsudan@wfp.org**

UNHAS flights for medical evacuations and security relocations are conducted under Visual Flight Rules (VFR) and in accordance with airport operational restrictions. Flights are strictly limited to daylight hours and must be completed prior to sunset or before the official airport closing time, whichever comes first. In South Sudan, most airports and airstrips close before 16:30 (4:30 PM), and no evacuations will be authorized if the flight cannot be completed safely within these limits.

6.2 MEDICAL EVACUATION

To request a MEDEVAC, the user organization must submit an official request via email to unhas.southsudan@wfp.org and immediately follow up with a phone call to the 24/7 Evacuation Hotline. The MEDEVAC Request Form must be fully completed, signed, and stamped by both a licensed medical doctor and an authorized official of the requesting organization.

The medical certification must confirm the patient is fit to fly, indicate whether the patient must travel seated or lying down, confirm the patient is non-contagious, and specify their state of consciousness.

The requesting organization is responsible for:

- Providing ambulance services to and from the aircraft.
- Arranging a qualified medical escort, if required.
- Supplying any necessary medical or mobility equipment.

UNHAS aircraft are not air ambulances. Only basic stretcher configurations can be installed. There are no life-support systems or medically trained personnel on board. Any medical equipment classified as hazardous must comply with international aviation and dangerous goods transport standards. UNHAS does not conduct MEDEVAC operations beyond South Sudan.

MEDEVAC flights are costed as follows:

- Regular scheduled flights: Standard passenger rate.
- Special flights: Full cost-recovery, billed to the requesting organization.

6.3 SECURITY RELOCATION

Security relocations are distinct from security evacuations. A relocation involves movement within South Sudan to a safer area where operations can continue, while an evacuation involves departure from the country due to extreme insecurity. UNHAS only facilitates internal relocations. Evacuation outside South Sudan must be arranged separately.

Requests for security relocations must be submitted via email to unhas.southsudan@wfp.org and followed by a phone call to the 24/7 Evacuation Hotline. Requests should include the following:

- Full passenger names,
- Identification details, exact location (with GPS coordinates)
- Destination,
- A brief summary of the security situation,
- A designated focal point for coordination.

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 UNDSS (for UN staff) or the NGO Security Forum (for NGOs). The flight must include a Security Officer on board, unless one is stationed at the destination or the site is deemed secure. The final decision to operate any flight rests solely with the Pilot-in-Command.

A specific Security Risk Assessment (SRA) is required to evaluate the risk associated with the flight. Where there is no SRA, UNDSS will decide based on information obtained from WFP or NGO Security Officers.

For large-scale or multi-agency relocations, UNDSS or the NGO Forum Security team, supported by OCHA, will coordinate requests and compile a consolidated passenger list. If

demand exceeds aircraft capacity, UNDSS/NGO Forum will prioritize evacuees in consultation with the DO and stakeholders.

All area security relocations sanctioned and requested through UNDSS or the NGO Forum will be charged at the nominal fee per passenger. If a scheduled flight or aircraft is already present in the location, the nominal fee applies. However, relocation requests from individual organizations that require dedicated flights will be charged at full cost recovery.

Relocation flights will proceed only after WFP Country Director approval and if conditions are deemed operationally safe.

Security Relocation flights are costed as follows:

- Scheduled flights or coordinated multi-agency relocations sanctioned by UNDSS or NGO Forum :

Standard passenger rate.

- Special flights requested by a single organization:

Full cost-recovery.

- Relocations outside South Sudan:

Full cost-recovery basis.

MEDEVAC and Security Relocation services are available exclusively to humanitarian personnel and do not extend to dependents.

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 endorsed 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.

7.1.1 MISSION REQUESTS

The ICCG Focal Point must submit mission requests at least three working days before the intended flight date to allow UNHAS sufficient time to accommodate the request without disrupting the regular schedule.

UNHAS will release the detailed flight plan one day before departure, ensuring compliance with flight regulations, security, and safety protocols.

7.1.2 GENERAL CONDITIONS

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

In some cases, missions led by a single agency on behalf of the humanitarian community will also incur the nominal fee, regardless of the number of users or flight type.

The UNHAS SAOP cancellation deadline applies to all flight requests, including Inter-Agency Missions. Cancellations beyond this deadline will be charged as “no-show.”

As these missions address humanitarian priorities, the humanitarian community will subsidize them.

7.1.3 PASSENGER AND CARGO COORDINATION FOR INTER-AGENCY MISSIONS

- UNHAS has a designated Focal Point to coordinate with stakeholders, including the Logistics Cluster and

requesting users, to ensure streamlined passenger and cargo movement.

- Cargo-only requests should be handled by the Logistics Cluster, while requests involving passengers (or both passengers and cargo) will be managed by UNHAS. The ICCG Focal Point submits requests for ICRM, IRNA, HCT, etc., along with completed Passenger and Cargo Movement Request forms.
- The UNHAS Focal Point, in consultation with the Tasking Team, advises ICCG on the flight date.
- Mission priority will be determined based on criticality, with no objection from HCT.
- If a special mission conflicts with the regular UNHAS schedule, prioritization will be activated, and the aircraft with the least impact on regular operations will be deployed.

7.2 SPECIAL FLIGHTS

Flights arranged at the request of a single User Organization are considered special flights and are conducted on a full cost-recovery basis, subject to aircraft operational availability.

If a User Organization requires a dedicated special flight, a written request must be submitted to the UNHAS Booking Office. UNHAS will then provide a response outlining key operational details, including possible dates, maximum passenger capacity, baggage allowance, and a financial quotation.

Once all flight details are agreed upon, the User Organization must submit a duly signed and stamped Special Flight Request Form (Annex 9).

The User Organization is also responsible for arranging:

- Accommodation and rest facilities for the flight crew
- Security for the aircraft during ground time at the destination airfield

Payment for special flights is required in advance, unless the request is due to an emergency such as MEDEVAC (Medical Evacuation) in which case special arrangements may be made.

8. ACRONYMS

A-ERP	Aviation-Emergency Response Plan
AOB	Air Operator Certificate
AVSEC	Aviation Security
CD	Country Director
DO	Designated Official
CASEVAC	Security Evacuation/ Relocation
CATO	Chief Air Transport Officer
CMR	Cargo Movement Request
DG	Dangerous Goods
DHC	Deputy Humanitarian Coordinator
DPKO	Department of Peacekeeping Operations
DFS	Department of Field Support
HC	Humanitarian Coordinator
HCLM	High Level Committee on Management
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
MEDEVAC	Medical Evacuation
MGH	Minimum Guaranteed Hours
NGO	Non-governmental organization
OCHA	Office for the Coordination of Humanitarian Affairs
PMT	Performance Management Tool
PIC	Pilot-in-Command
SAOP	Standard Administrative and Operating Procedures
SARP	ICAO Standards and Recommended Practices
SC	Steering Committee
SRA	Security Risk Assessment
UGC	User Group Committee
UN	United Nations
UNAVSTADS	United Nations Aviation Standards for peacekeeping and humanitarian air transport operations
UNDP	United Nations Development Programme
UNDSS	United Nations Department of Safety and Security
UNHAS	United Nations Humanitarian Air Service
UNLP	United Nations Laissez-Passer
TOR	Terms of Reference
T&C	Terms & Conditions
USD	United States Dollar
VFR	Visual Flight Rules
VIP	Very Important Person
WFP	World Food Programme