

SAVING
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Standard Administrative and Operating Procedures (SAOP) PART 1

UNHAS SYRIA



AUGUST 2025

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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 SYRIA CONCEPT OF OPERATION

UNHAS Syria provides essential air transport services to the humanitarian aid community to connect Damascus with other parts of the country, where access to the beneficiaries is only possible by air due to vast distances and insecurity. Despite availability of local commercial airlines in Syria, many aid organisations are not authorised to use them.

UNHAS commenced operations in July 2020, upon request from the humanitarian community in Syria, with regular scheduled flights between Damascus and Qamishli. Aleppo was added to the schedule from 18 January 2021. UNHAS is seeking approval from the Government of Syria to expand services to Der Ezzor in order to improve humanitarian access in this area. The objective of UNHAS Syria is to ensure safe, reliable and sustainable air access to beneficiaries for the humanitarian community. UNHAS as well provides the required capacity for medical and security evacuation of humanitarian workers.

1.2.1 UNHAS Fleet

The current operational fleet consist of one aircraft CRJ-200 (50 seater) based in Damascus, Syria.

The CRJ-200 covers the route to Aleppo as domestic route and an ad hoc routes to Beirut, Lebanon and Amman, Jordan. *As of January 2025 routes to Qamishli (future route to Deir Ezzor) has been suspended until further notice.*

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 twice a year, however the requirement and frequency of meeting may vary based on actual needs and criticality. Nevertheless, considering the importance of SC for UNHAS governance.

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

User Group Committee meets monthly or as operationally required.

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

UNHAS will provide the UGC with details on bookings, schedules, clearance requirements, costs and other operational information.

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) would use the due diligence exercise on partner, to determine the eligibility of the agency to use UNHAS.

The initial list of humanitarian organisations registered as partners for Syria Humanitarian Response Plan (HRP) will be registered with UNHAS. Any other organisations, who may wish to use UNHAS will undergo the same due diligence by OCHA .

The following documents should be submitted to UNHAS by organisations:

- Introductory letter from OCHA verifying type of Organization's activities and eligibility.
- Banking Account details.
- 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 Booking Focal Point (BFP) Assignment Form (Annex 3).

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 Syria is not permitted to carry passengers who do not fulfil 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.

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 engaged in project's implementation. The User Organization shall be responsible for the eligibility of such passengers and for the cost of their transportation. Transportation of National Governmental personnel, involved in implementation of humanitarian projects, on UNHAS flights to be approved by HC on case by case basis,

after the concerned agency justifies the importance of the activity/trip in writing to HC. The booking shall be made through respective UN or INGO organization while UNHAS shall refrain from direct engagement with the National Governmental Institutions with possible exceptions granted to the General Authority for Civil Aviation (GACA)

Crew members of contracted air operators who travel for crew rotation purposes shall be carried free of charge being a core implementing partner and the actual operator of the service provided. Transportation of CAA inspectors on a mission on behalf of the Air Operators should be charged at the normal donors' subsidized rate

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:

First priority for the use of the air service is always given to cases of medical evacuation and security relocation along with cargo and personnel required for aircraft safety and operation.

Second priority, as a result of the need to support critical Inter-Agency Missions.

Third priority is for all regular passenger and light humanitarian cargo transport on a "first come, first served basis" within each category of passengers or cargo as established by the Steering committee. These priorities can change and are kept under constant review by the Steering committee. 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.

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.

For the same priority level, the priority will be assessed and approved by the CATO/ATO on a case-by-case basis.

Any Organization not covered by the direct priority list above may request to be accredited by a UN Organization and book a seat through that organization. In exceptional cases, organizations not accredited by a UN Organization may be allowed to avail of UNHAS aircraft upon a formal

request. The sole authority to such requests is the WFP Country Director (CD) or his/her designated officer-in-charge (OIC).

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 and it is also available online in the Humanitarian Booking Hub platform <https://humanitarianbooking.wfp.org/>

3.4 FIELD FOCAL POINTS

In some locations, UNHAS staff are not always present. In such cases, UNHAS in close coordination with the UGC appoints a Field Focal Point and an alternate Field Focal Points, typically representatives of the main user of the flights to the location.

The Field Focal Point is responsible for facilitating UNHAS flight operations, according to an established Terms of Reference (TOR) shared by UNHAS. The Field Focal Point 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 regulations, the presence of a Field Focal Point is compulsory. If no contact on the ground is obtained to confirm safety and security, the flight cannot be conducted.

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 should they have concerns, complaints, suggestions, or compliments through the following means:

Email: unhas.syria@wfp.org

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 on 26 November 2024, UNHAS SYRIA operates on partial cost recovery generating approximately 08% of funding requirements from cost recovery, with the remaining 92% coming from donors' contributions. The cost recovery rates are subject to change if endorsed by the SC.

Passengers and cargo costs are charged to UNHAS User Organizations based on actual utilization by each organization at different rates depending on the destination (see table below) and USD2.00 per kg for light humanitarian cargo to all destinations.

FROM	TO	FARE	REMARKS
Damascus	Aleppo	\$100	ONE WAY
Aleppo	Damascus	\$100	ONE WAY
Damascus	Qamishli	\$150	ONE WAY
Qamishli	Damascus	\$150	ONE WAY

Any excess baggage above the prescribed allowable weight (23 kg for checked luggage and up to 07 kg for cabin baggage) shall be charged at the cargo rate of USD2.00 per kg. However, it must be requested and approved in advance (the same deadlines as for bookings apply).

Full fare is chargeable when there is a no-show or a late cancellation (meaning that the notification was sent after 10:00 am on a working day prior to the date of the flight). For the flights on Sundays, the cancellation should be communicated to UNHAS by Friday, before 10:00 am. All notifications may be made online or communicated by the User Organization focal point to unhas.syria@wfp.org.

Special flights provided with the need of one specific user organization, are performed at full cost recovery subject to aircraft operational availability. When special flights are arranged for several User Organizations, movements shall be charged proportionally based on the number of occupied seats and or respective cargo's volume and weight or as agreed between User Organizations.

For security evacuations carried out on scheduled flights, passengers will be charged at the nominal fee. However, security relocation requests by an individual organization will be charged at full cost recovery.

All medical evacuations on UNHAS regular flights will be invoiced on seat price basis and 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 cost recovery.

Charter cost payment should be made no later than 15 days after receiving the final invoice.

If the charter is not cancelled within the established

deadline (before 10:00 am on the working day prior to the date of flight), UNHAS may charge the user organization the costs associated with the preparation of the flight, such as repositioning of the aircraft, crew accommodation and others.

3.7 FINANCE PROCEDURES & ACCOUNT REGISTRATION

Once User Organization's registration process has been completed, UNHAS Finance Unit in Syria will create the Organization's customer account, which takes between five to ten working days. For this purpose, additional documents will be required as follows:

3.7.1.1 Certificate of registration issued by the Ministry.

3.7.1.2 Certificate of legal status issued by the Ministry

3.7.1.3 Fiscal attestation and Notary statutes

3.7.1.4 Bank account certificate

These documents, in addition the introductory OCHA letter, the Standard Terms and Conditions of Service signed by the user organization and the acceptance letter issued by UNHAS, will be required for the creation of a vendor/customer account in WINGS (WFP Information Network and Global Systems) which is linked to the e-FMA account.

An initial deposit of minimum of **USD\$500** must be made at the time of the account creation, before UNHAS would allow the newly registered organization to use its flight services. If the User organizations account balance goes below the minimum balance of **USD\$200** the account shall be inactivated with no access to the online booking portal.

UNHAS Finance Office is responsible for issuing monthly statements and monitoring of the financial situation of the service. Monthly statements are distributed by the 15th day of the following month, in addition UNHAS will provide interim customer statements with an updated account status upon request.

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 or deposit (note that cash deposits are not allowed) at the bank only to the one of following accounts:

The description of transfer must read: UNHAS / (Agency Name).

All proof of deposit and any finance query to be sent to **SYR.UNHASFinance@wfp.org**.

• MAIN ACCOUNT

BENEFICIARY NAME: WORLD FOOD PROGRAMME

BANK NAME: CITIBANK NA

BANK ADDRESS: CANADA SQUARE, CANARY WHARF, LONDON, E14 5LB, UK

USD ACCOUNT: 13321517

SORT CODE: 185008

SWIFT CODE: CITIGB2L

IBAN: GB43CITI18500813321517

BENEFICIARY ADDRESS: Via Cesare Giulio Viola 68, Parco dei Medici, 00148, Rome, Italy.

• SYRIAN BANK ACCOUNT / USD

Below bank accounts inside Syria in case you are unable to make payments outside of the country.

Account Holder: The United Nations World Food Program

Bank Name: Banque Bemo Saudi Fransi

Branch: Cham Hotel Branch

Account Number: 020104593740023054000

Account Currency: USD

Account Holder: The United Nations World Food Program

Bank Name: Ahli Trust Bank

Branch: Mazzeh Branch

Account Number: 035442-008-002-004-05

Account Currency: USD

Account Holder: The United Nations World Food Program

Bank Name: Baraka Bank

Branch: Mazzeh Branch

Account Number: 1013027001414840000

Account Currency: USD

Account Holder: The United Nations World Food Program

Bank Name: Bank of Syria and Overseas

Branch: Harika Branch

Account number: 1012872605738004

Account Currency: USD

- **SYRIAN BANK ACCOUNT / SYP**

Transfer funds in SYP only if you are unable to transfer USD. Payment will be recognized in USD using the UN exchange rate at the date of payment receipt.

Account Holder: The United Nations World Food Program
Bank Name: Banque Bemo Saudi Fransi
Branch: Cham Hotel Branch
Account Number: 020104593740013050000
Account Currency: SYP

Account Holder: The United Nations World Food Program
Bank Name: Ahli Trust Bank
Branch: Mazzeh Branch
Account Number: 035442-461-001-004-01
Account Currency: SYP

Account Holder: The United Nations World Food Program
Bank Name: Baraka Bank
Branch: Mazzeh Branch
Account Number: 1013017001414760000
Account Currency: SYP

Account Holder: The United Nations World Food Program
Bank Name: Bank of Syria and Overseas
Branch: Harika Branch
Account number: 1002852605738005
Account Currency: SYP

The name of your organization shall be mentioned under "reason for payment" and the scanned copy of the proof of payment sent by email or delivered to UNHAS finance office **SYR.UNHASFinance@wfp.org**.

Registered users shall pay in advance for all flights and services rendered by WFP/UNHAS, unless otherwise agreed. The prepayment may be received as:

- Advance payment for individual passenger and/or cargo movement.
- Lump-sum payment for a month or beyond on planned movements for both passenger and/or cargo.
- In all cases, prepayment is an estimate of expected movements.
- The final cost will be based on actual flights and services rendered.

The user organization may opt to maintain a fixed deposit on their account with WFP/UNHAS instead of prepayments. In this case, WFP/UNHAS will issue an invoice for the monthly costs incurred in lieu, with the monthly Balance Statement subject to the balance being positive. In the case of special individual agreements between WFP/UNHAS and the User Organization, the latter will be invoiced by the 15th of every month and shall arrange payment to WFP/UNHAS no later than 30 days from receipt

of the invoice. Disputes related to account statements or bookings should be raised no later than 30 days from the issuance date of the statement.

A second reminder will be sent after a month to those customers who have not responded and a third reminder after two months.

For the customers who opt for a refund, UNHAS will transfer their balances to their respective organization's bank account and for those customers without any response, These balances could remain as open items under customer accounts. Disputes related to account statements or bookings should be raised no later than 30 days from the issuance date of the statement.

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 deleted. When need arises for them to use UNHAS service, the customer may deposit funds and notify UNHAS. The updated staff list and Booking Focal Point (BFP) Assignment Form must be submitted prior to restart the online bookings.

Hence, the balances of those customers that has been transferred to the UNHAS Cost Recovery Account will remain there up to the closure of WFP-UNHAS Portfolio Budget Circle (next portfolio budget ends at 31st Dec 2025). Any customer who comes up to UNHAS to claim their amount within this period will be refunded.

Notwithstanding the above, UNHAS will annually request OCHA to review the list of user organizations and provide an updated list of the organizations active in Syria. Those who are no longer active will be deleted from the system.

3.7.2 ACCOUNT CLOSURE AND REFUND

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

- An initial notification is sent to UNHAS informing the intention to close the account. The notification must also include a request for an updated balance on the account.
- Upon receipt of the account balance, the customer decides whether to use the full remaining balance or request reimbursement.
- The customer 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 customer 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.

4. PASSENGER SERVICE

4.1 GENERAL

UNHAS Syria supports passenger and light humanitarian cargo air transport services between Damascus, Qamishli and Aleppo, as well as other locations in and ad-hoc ones in the region.

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 older than 2 years old 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 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.

The Booking Focal Points are responsible for providing UNHAS Customer Care service with an updated excel file and a signed copy of the user organization staff list eligible to travel every three months or whenever there are changes in the eligible staff. UNHAS reserves the right to

seek clarification and verification of passengers submitted by the designated BFP.

Each passenger is required to provide proof of identity at the check-in counter and before boarding the aircraft. Proof of identity includes national passport, UNLP or agency identification card.

The service may be extended, upon the request of the user, to non-staff passengers whose travel is relevant to humanitarian operations. Acceptance of such passengers is subjected to the approval by the CATO or ATO, after receiving a Letter of Introduction signed by the Head of user organization sponsoring the passenger.

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.

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 BOOKING FOCAL POINTS

Each User Organization is required to have a designated Booking Focal Point (BFP), 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.

In case there is a change of BFP or in the contact details, the form must be submitted again.

For the BFP(s) who have completed UNHAS online booking training, user name and password to access the online booking system will be provided.

4.4 PASSENGER BOOKING, CONFIRMATION AND CANCELLATION PROCEDURE

Each passenger booking request must be submitted online (UN Booking HUB) 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 Forms shall be submitted to UNHAS by email to unhas.syria@wfp.org at least **48 hours before the flight but not earlier than one month** in advance. Booking requests must include: the full name of the passenger as per her/his agency identification document. This should include middle names where applicable.

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

Please note that telephone bookings are not accepted.

In cases where none of the BFP are available, UNHAS may accept authorization from a delegated authority if there is written proof of the delegation of such authority. UNHAS reserves the right to reject any request form that is improperly completed.

In the case of booking of people under protection (ex. family reunification, protection of vulnerable people such as young boys, girls or women raped or movement of children, girls or women abducted who have been offered a safe relocation), the organization shall provide all the documents available correspondent to a special request. These bookings must be kept strictly confidential in order not to jeopardize the beneficiary and will be handled discretely. Necessary instructions might be provided regarding what should be done and who must be informed for each particular case.

A maximum of five (5) bookings per flight may be submitted by the same User Organization, seats are limited to maximum 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.

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.

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 via email to unhas.syria@wfp.org by the organization Focal Point. **Late passenger cancellations, as well as no-shows are charged according to the full cost recovery rate for the seat.**

If flights are cancelled by UNHAS and no suitable alternative flight is available on the same day, affected passengers are automatically shifted to the next available flight. Passengers wishing to make further changes or cancel their flights need to submit fresh booking or cancellation notifications. UNHAS does not provide meal vouchers or hotel accommodation for delayed, cancelled or diverted flights.

4.4.1 PASSENGER BOOKING UNDER AN EMERGENCY RESPONSE OPERATION

Due to the nature of the operations in some emergency contexts, it might be not possible to comply with the deadlines established before. As much flexibility as possible shall be exercised to address the specific needs of the operation, without affecting Flight Safety. Provisions should be made for standby passengers, "go-shows" (passengers showing up at the airport without a previous booking) booking amendments/cancellations and refunds, if adequately justifiable by the user. The acceptance of "go-shows" passengers in the flight is subject to the approval of the DCATO/ ATO after evaluating the reasons presented by the agency for the urgent travel and the seat availability.

However, user organizations are strongly encouraged to send their requests up to 14:00 of the day preceding the date of booked flight, to have enough time to prepare the correspondent documents and advise the crew accordingly.

Exceptions shall be made on critical situations and according to the circumstances (Medevacs, Bodevacs, Security reallocations, 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 physical ticket, and an introduction letter (if applicable);
- 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 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 checked luggage is twenty three **(23) kg** (up to 2 pieces), and up to seven **(7) kg** for cabin baggage (1 piece only).

In addition, users may book excess baggage up to **50 kg** at an extra cost of **USD\$2** per kg, irrespective of destination, depending on the capacity of the aircraft.

Excess luggage must be booked within the same deadlines as passenger bookings either Online (UN Booking HUB) or 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.

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.

4.7 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

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

4.7.2 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.

4.7.3 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 coordinate with 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. VIPs should be boarded last and assigned reserved seats.

4.8 MEDICAL REFERRALS

A medical referral is not a medical evacuation; however, a MEDEVAC FIT-TO-FLY form must be provided duly complete with Doctor's fit to fly statement and noting that this is a Medical Referral.

The flight cost will be charged to the requesting user organization account.



5. CARGO SERVICE

5.1 GENERAL

UNHAS Syria offers the light humanitarian cargo movement services (thru the Cargo Warehouse) 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. Cargo cost at **USD\$2 per kg**.

5.2 CRITERIA FOR MOVEMENT OF CARGO

Cargo priorities

1. Medical related cargo identified as urgent;
2. Aircraft safety and aircraft operating related cargo;
3. Other cargo categories as prioritized by the User Group:

Shelter, WASH equipment/stores, Health equipment/supplies and General 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 kg and 0.84m x 1.09m**;
- 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, not currently allowed on-board UNHAS Syria aircraft, 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 does not

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

The following applies:

- All requests to airlift cargo must be made to UNHAS two (2) 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 to UNHAS Office through e-mail to unhas.syria@wfp.org (with all MoFA, MoH, etc clearances);
- Booking confirmation for cargo can be obtained from the UNHAS Booking Office one (1) working day prior to the flight day (Once confirmed by Cargo Warehouse);
- Cargo booking e-ticket confirmation will be sent by UNHAS to the focal points one day before the flight takes place to ensure that users are able to collect their cargo from the respective Cargo Warehouses;
- All confirmed cargo must be (confirmed by the Cargo Warehouse), no later than two (2) hours before the manifested departure time;
- All incoming cargo shall be collected from Cargo Warehouse upon arrival.

5.4 POUCH SERVICE

As an addition to the cargo movement service, UNHAS Syria offers a pouch service to its users. Similar to a diplomatic pouch, the pouch is a light canvas bag that contains items addressed to specific individuals/users. Items are typically official documents and light-weight items, not exceeding three (3) kilograms and must ensure no more than 45cm x 32cm x 4cm. No valuables such as currency (money), contraband, restricted items, dangerous cargo, solid items or ornaments are to be placed in the pouches.

Anything in excess of three (3) 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.

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

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 are currently **not allowed to be transported by UNHAS Syria aircraft**.

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 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.

5.6 TRANSPORTATION OF HUMAN SPECIMEN

Human Specimen of less than 5kg weight, may be transported on UNHAS flights free of charge. No advance booking is required. Specimen boxes over 5kg 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.
- 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 is taken from a patient known or suspected to have a category B pathogen, such as COVID-19, 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 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/MoH Authority. 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 into UNHAS provisional flight schedule to the destination determined by the User Organization for further repatriation or hand-over of the body.

The consignee of the coffin and personal belongings of diseased person is the User Organization that has to arrange on its own onward body repatriation 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 flight only. Considering composition of the aircraft used by UNHAS, it is not allowed to transport human remains on one flight with any other passengers 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 reused;
- All human remains shipments must appropriately display the label "head" on the outer container to assist handlers in aircraft loading and offloading operations.

A copy of the following documents should be e-mailed to UNHAS as early as possible:

- Original copy of the Death Certificate
- Original Embalming Certificate (if applicable)
- Original copy of "Laissez-Passer for human remains"
- Copy of deceased person's passport (UNLP if applicable)
- Original copy of "Free from infection" certificate
- If the death was caused by contagious infection, then additional DG transportation requirements may be applicable (as per re- respective DG Class 6 packaging requirements)
- List of personal effects (and official possessions if any)

Bodevac request Form The certificates listed above must be issued/certified by appropriate local public authorities.

The user organization shall confirm that the coffin only contains the remains of the person named in the relevant documents (and such personal effects as are to be buried or cremated with the human remains).

The user organization shall deliver the coffin to the aircraft. Airport ramp access for special vehicles/people must be coordinated by UNDSS with the support of the UNHAS coordinator.

The user organization with the assistance of UNHAS will have to liaise with airport immigration/customs authorities for required clearing procedures at the origin point to make sure respective papers and passports have been stamped before flight departure. Upon aircraft arrival, a full set of the original documents accompanying the cargo has to be handed over to the consignee concerned user organization.

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 Pilot-in-Command.

5.8 TRANSPORTATION OF FIREARMS AND WEAPON

Transportation of firearms and weapons is generally not permitted on UNHAS flights. Some exceptions may be made for the transportation of VIP, who require to be accompanied by armoured close protection team, subject to HC's approval.

Therefore, WFP/UNHAS has in place a standard procedure for the carriage of firearms and ammunition in order to stay in compliance with ICAO, local CAA and other relevant aviation authorities regulations.

In order to obtain an exemption for the transportation of firearms in UNHAS Syria flights, the following procedure must be accomplished.

Before the flight:

The user organization or agency must declare the weapons in advance at the same moment of doing the flight booking, by sending an email to UNHAS.SYRIA@wfp.org at least 24 hours prior to the flight.

The request must be addressed to the CATO (or his/her delegated person in this area of concern, the Avsec Officer) and include the name of the Close Protection Team (CPT), type of weapon, serial number, quantity of ammunition and all related information.

On the day of the flight, if the request for exemption has been granted:

Before arriving at the terminal, Close protection team must ensure the firearm is unloaded and neutralized.

The firearm must be placed inside a security box, corroborating beforehand it is unloaded, the chamber clear and visible. The ammunitions/magazines to be placed in another box if possible.

At the check-in counter the CPT must confirm the firearm is in the safe mode. The "Firearms Declaration Form" and "Firearm Statutory Declaration" will be completed and signed.

UNHAS personnel will escort the CPT to the relevant airport authorities (customs/ airport police) to complete additional procedures when required.

The weapons will be cleared before boarding by UNHAS Aviation Security Focal Point, whichever is applicable.

The boxes will be carried to the aircraft by UNHAS personnel or by the CPT accompanied by UNHAS personnel. The crew can request to verify the content of the box without manipulating the firearm.

Upon arrival:

A crew member in charge of the cargo hold will give the firearm and the ammunition to the designated UNHAS personnel at the airport of arrival or to the airport security personnel. The CPT will collect their firearm (s) from security personnel at the terminal building. CPT will load his firearm outside the terminal, in a secure place.

Important notes related to firearm (s) transportation:

No CPT will be allowed to carry the firearm (s) while on board UNHAS flight.

Hand grenades, flares and any flammable materials will not be accepted on board UNHAS flights under any circumstances

For each CPT, a maximum of 5 kg of ammunition is authorized. For cross-border flights, authorization to travel with firearms should be sought from the relevant government offices by the user organization and presented to the Syria booking office together with the booking request.

5.9 TRANSPORTATION OF LIVE ANIMALS OR PETS

As a general rule, WFP/UNHAS does not accept live animals or pets on board its chartered aircraft. If it is within the contracted air carrier's SOP, exceptions can be made with the agreement of both UNHAS and the PIC of the aircraft, as long as the animal is caged as required by ICAO rules, and the place of storage in the aircraft is airconditioned. It is important to note that even if the air carrier's SOP permits such carriage, local restrictions may apply, including (but not limited to) mandatory permits and/or health certificates for the animal. It is the responsibility of the shipper to obtain all required documentation in respect of the transport and relevant local authorities should be contacted before transporting animals. All efforts should be made to handle the animal humanely during transport.



6. EVACUATIONS BY AIR

6.1 GENERAL PROCEDURES

Two forms of evacuations exist in the context of UNHAS Syria 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 Dee.adams@wfp.org, unhas.syria@wfp.org and syriaradio@undp.org. In addition, the UNHAS CATO or his/her Deputy can be reached 24 hrs /day, 7 days/week through phone: +963 965 011 827, +963 958 882 801.
- 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 AND CASUALTY EVACUATION

6.2.1 General Provisions

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 immediate further medical treatment that is not available at the field location.

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. 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.

Arranging for an ambulance, if required, at both departure and destination points.

Arranging any other form of assistance (e.g. wheelchair, medical team, onboard medical assistance, etc.) that may be required.

Contacting and providing a representative to pick up and assist the evacuee with immigration, health and other airport formalities that may be required.

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 cost recovery.

Unless exceptionally approved by the WFP CD (or his/her designated OIC), UNHAS does not provide MEDEVAC services for individuals outside their users. Upon formal approval from the UNHCR and ICRC representative, UNHAS may provide MEDEVAC services only to refugees and IDPs who fall under the mandate of UNHCR and ICRC.

Procedures for a casualty evacuation (CASEVAC) are the same as for a MEDEVAC outlined above. If the CASEVAC involves the transportation of a dead body, the organization shall be responsible for arranging a coffin (if it fits into the aircraft to be used) or a body-bag and follow the procedures established under the point 5.7 in this document ("Transportation of humans remains"). UNHAS does not accept transporting a dead body without such arrangements as it may pose health hazard to the crew.

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

6.2.2 Medevac Request Initiation

In all cases, the request for a MEDEVAC should be initiated by a recognized medical officer or paramedic. Only a medical doctor or authorized paramedic is authorized to determine whether a person requires air MEDEVAC and is fit for air transport. The order of preference for the initiation of a MEDEVAC is as follows:

If available, the request must be initiated by a UN-recognized medical officer.

Where there is no UN-recognized medical officer, the request may be initiated by the medical staff of a recognized NGO (preferably, an NGO belonging to UNHAS users' group).

In areas where there is no medical staff from any of the above categories, a medical officer from a recognized hospital/clinic may initiate the request.

Once the requirement for an air MEDEVAC has been established as per the above requirements, the head of the organization or the most senior staff at the field level will contact UNHAS (by email or by phone outside working hours) and address the request for the MEDEVAC to the CATO. The CATO (or his/her designated OIC) is the only person authorized to task an aircraft following a MEDEVAC request. Based on the information provided by the organization, the CATO or designated ATO will contact the crew for aircraft readiness and further dispatch.

The request must be preferably in English (for crew sharing

purposes who don't speak French) and include:

An online booking if the patient is on the organization staff list or a manual booking request (with associated documents) in the case of non-staff members or for the medical personnel accompanying the patient.

The MEDEVAC request form duly completed, readable and signed and stamped by both the medical officer and the organization representative.

In addition, indicate as many details of the patient as outlined in, but not restricted to, the questionnaire guideline below:

Identification of requester and contact details.

The name of the patient (s), nationality and organization.

Valid travel document, e.g. passport.

Where is the patient at present?

The pick-up point (name of the airfield and/or GPS coordinates) and drop-off location;

Contact details of the focal point at the pick-up location if different from the requester;

What is the nature of injury or illness? Confirm if it is contagious (mandatory for all MEDEVACS);

The state of the patient (s): conscious, bleeding, para-

lyzed, able to sit or must remain in a prone position, etc.;

Blood group.

Is the patient a sitting or lying case? (Stretcher required);

What is the doctor's opinion on air travel? Confirm the patient is fit to fly? (Mandatory for all MEDEVACS);

Is an altitude restriction required? (Common for head and/or chest injuries);

How many people are to be picked up?;

Who will accompany the patient? Is a MEDEVAC team required?

Airfield conditions? Is the airfield regularly accessed by UNHAS aircraft?;

Security of the landing area;

Additional information such as special equipment required on board the aircraft (to accommodate drip stands, chest drains and/or similar therapeutic devices).

The requested organization is fully responsible for the accuracy of statements made about the patient's condition.

6.2.3 Medevac Priority

The different priorities to completing the MEDEVAC request, are established as follows:

Priority 1—Urgent and Serious

Life-threatening conditions, loss of sight or loss of limb. These need immediate evacuation by air. Reaction time: 3 to 6 hours.

Priority 2—Urgent

The patient requires urgent surgical treatment but is in stable condition

Reaction time: 6 to 24 hours.

Priority 3: Normal Evacuation

The patient requires medical treatment, which is not urgent. Reaction time: depends on aircraft availability.

6.2.4 Medevac Flight

On the day of the flight, prior to the release the aircraft, UNHAS will contact the person whose contact details were provided as the field focal point at the pick-up location to confirm that all arrangements are in place for the transportation of the patient to the airport/ airstrip/helipad. In addition, an update on the status of the patient

(s) will be requested to make sure that no deterioration or change has occurred in the patient (s) situation which might affect the flight arrangements.

Once the aircraft takes off, UNHAS will communicate to the organization/field focal point the estimated time of arrival and likewise for the return flight. The organization must arrange all dispositions on arrival. If due to the emergency

nature of the MEDEVAC or CASEVAC flight, the organization fails to provide any of the required documents prior to the flight, this must be done as soon as possible to comply with the administrative procedure and for record purposes

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 flight 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 except for medical evacuations.

The authority to approve the use of UNHAS aircraft for security evacuations lies with the Designated Official (DO) or the UN Resident Coordinator (RC) through the Chief Air Transport Officer, UNHAS Syria. Based on available information, approval would be given for the relocation or evacuation of staff as necessary.

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

Accurate information is essential in order to launch an effective evacuation. Should there be a need for a security evacuation, a list containing the names of the staff to be evacuated (discriminating expatriates from nationals) and the name of the organization (s) requesting the evacuation, must be sent to UNHAS in advance.

At the moment of the evacuation, all means of communication must be maintained between stakeholders and UNHAS. A radio watch on HF will be continuously maintained by UNHAS staff in the field or the FFP. As the aircraft approaches the destination, contact with VHF will be established.



7. INTER-AGENCY MISSIONS AND SPECIAL

7.1 INTER-AGENCY MISSIONS

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

Inter-Cluster Working Group (ICWG)

Rapid Response Missions (ICRM)

Inter-Agency Rapid Needs Assessments (IRNA)

Humanitarian Country Team (HCT) Missions

Specifically, these missions are defined as missions prioritized by the above agencies based on no objection from the HCT.

Inter-agency mission requests shall be coordinated through the UNHAS booking office at least 72 hours before the date of the flight. Once the mission request has been endorsed by (insert the name), user organizations will have to submit booking requests accordingly with respective references to the mission. The requesting agency will be responsible for the coordination of security and administrative arrangements at the destination.

7.2 SPECIAL FLIGHTS

Should a User Organization require a special flight dedicated to the needs of specific organization, an official request in writing shall be submitted to UNHAS.Syria@wfp.org, at least five working days before date of the flight.

UNHAS will provide the User Organization with feedback containing the operational information about the flight (location accessibility, possible dates, maximum passenger numbers, baggage allowance etc.) and financial quotation.

Once all details have been agreed upon, the User Organization shall submit duly signed and stamped Special Flight Request Form (Annex 9) send to UNHAS.Syria@wfp.org.

Special flights dedicated to a user organization are subject to operational conditions and aircraft availability considering least possible interruption to the established flight schedule and are charged at full cost recovery.

The final invoice based on the actual hours flown will be provided by the 15th of the next month after the execution date of the special flight and the payment shall be done within the 15 following days.

In case of a cancellation, if the request is not cancelled within the established deadline (before 1000 hrs 2 working days prior to the date of flight), UNHAS may charge the User Organization the costs associated to the preparation of the flight, such as repositioning of the aircraft, crew accommodation and others.

8. ACRONYMS

DO	Designated Official
CASEVAC	Security Evacuation/ Relocation
CATO	Chief Air Transport Officer
CMR	Cargo Movement Request
CPT	Close Protection Team
HCLM	High Level Committee on Management
ICAO	International Civil Aviation Organization
MEDEVAC	Medical Evacuation
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
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

UNHAS CONTACTS

Dee Adams, UNHAS CATO,

Dee.adams@wfp.org

Donny Maulana, UNHAS ATO,

Donny.maulana@wfp.org

UNHAS Booking Focal Point,

UNHAS.Syria@wfp.org

UNHAS Finance Focal Point,

SYR.UNHASFinance@wfp.org

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

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

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

Funding for the Services is provided by donors on a voluntary basis. Unavailability and/or shortages of funding may eventually lead to the cancellation of services. WFP shall not take responsibility or be held liable for such cancellation.

The User Organization shall express their requirements for Services through the User group.

All Services provided by WFP/UNHAS are governed by the present Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services ("Standard Terms and Conditions"), the Financial Conditions for the Provision of Air Transportation Services ("Financial Conditions") and the Standard Administrative and Operating Procedures ("SAOPs"), which collectively form the **General Terms and Conditions of Services for the provision of United Nations Humanitarian Air Services** ("General Terms and Conditions of Services").

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

Article I. Passenger Authorization and Cargo Documentation

- a. The User Organization shall be fully responsible for ensuring that only authorized personnel with valid employment contract and security clearance are provided access to the Services.
- b. The Services may be extended, on the express request of the User Organization, to non-personnel passengers whose travel is relevant to the Humanitarian operations in the area. The User Organization shall be responsible for the eligibility of such passengers and for the cost of their transportation. Acceptance of these passengers by WFP/UNHAS will be subject to seats availability and the provision of a letter of indemnity signed by the employer of the non-personnel as provided in **Section 3** of the UNHAS Standard Administrative and Operating Procedures ("SAOP").
- c. The User Organization shall be responsible to follow the passenger and cargo documentation's procedures detailed in the respective Booking Procedures' paragraphs in the UNHAS SAOP.
- d. The User Organization shall ensure that all customs documentation for its cargo is in accordance with the applicable regulations.
- e. The User Organization shall be responsible for and shall indemnify WFP/UNHAS against any fines, taxes, duties including any other charges of a public nature which may be assessed by the competent authorities in connection with its passengers and/or cargo.

Article II. Transport of Passengers and Cargo

WFP/UNHAS shall transport the User Organization's passengers and cargo as manifested – subject to weather, security and other operational conditions.

Article III. Refusal and Limitation on Transport of Passengers and Cargo under Special Circumstances

- a. WFP/UNHAS shall have the right to refuse transportation of any passenger and/or cargo that does not satisfy ICAO/IATA safety requirements for the transportation of unsafe/dangerous cargo (content and packing) or which may compromise or jeopardise flight safety. Irrespective of the aforesaid, the final acceptance of passenger and/or cargo on-board the aircraft shall remain the sole discretion of the pilot.
- b. WFP/UNHAS shall have the right to honour or refuse any/all booking requests.

Article IV. Flight Schedule, Delay and Cancellation

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

Article V. Agent

- a. When providing Services, WFP/UNHAS shall be acting as agent for the User Organization and shall not act as Carrier.

Article VI. Liability

- a. WFP/UNHAS shall not assume responsibility for any casualty including but not limited to death, personal injury, disability, loss or damage to baggage or cargo arising out of the execution of UNHAS flights except as may be caused by the gross negligence or wilful misconduct of WFP/UNHAS and/or its officials.
- b. WFP/UNHAS shall ensure that any Charter Agreement entered with the Carrier provides that:
 - i. the Carrier has liability insurance of at least SDR 1,000,000.00, of which SDR 113,100.00, as a strict liability and immediate payment as in line with the Montreal Convention, for damages arising from the death or bodily injury of a passenger caused on board the aircraft or in the course of any of the operations of embarking or disembarking, with no possibility to exclude or limit such liability.
 - ii. the Carrier shall hold adequate liability insurance covering its liability under applicable air law conventions including third party liability and war risks.
- c. The User Organization shall be responsible for making adequate arrangements for the insurance of any passenger or cargo transported at its request. The User Organization shall be responsible for obtaining from the insurer an express waiver of their rights of action against WFP/UNHAS for any claim of whatever nature which may be brought in connection with the operation of the aircraft or the carriage of any person or cargo.
- d. The User Organization shall indemnify and hold harmless WFP/UNHAS and/or its officials against any claim of whatever nature which may be brought in connection with any death, personal injury, disability or any loss or damage arising out of the operation of the aircraft (including airdrop or similar activities) or the carriage of any person or cargo, except as may be caused by the gross negligence or wilful misconduct of WFP/UNHAS and/or its officials.

Article VII. Duration & Termination

- a. The General Terms and Conditions of Services shall be valid for the duration of the WFP/UNHAS operation from the date of the acceptance by the User Organization representative.
- b. WFP/UNHAS shall be entitled to exclude any User Organization from the services provided without prior written notice in the event of a material breach of the User Organization's essential obligations established in the General Terms and Conditions of Services, provided that the User Organization has been properly notified in writing of such breach and failed to cure it within 14 days of notification.

Article VIII. Dispute Resolution

- a. The General Terms and Conditions of Services shall be governed by the general principles of international commercial law, with the exclusion of any single national system of law.
- b. If the User Organization is a UN entity, any dispute, controversy or claim arising out of the interpretation or execution of the General Terms and Conditions of Services shall be settled by direct negotiations between the Parties. Failing resolution in this manner, the matter will be referred to the Executive Director of WFP and the Executive Head of the User Organization for decision.
- c. If the User Organization is not a UN entity, any dispute, controversy or claim arising out of the interpretation or execution of the General Terms and Conditions of Services that cannot be resolved by mutual agreement shall, at the request of either party, be settled by arbitration in accordance with the Arbitration Rules of the United Nations Commission on the International Trade Law (UNCITRAL), as at present in force. The place of arbitration shall be Rome and the language to be used in the arbitral proceeding shall be English. Any arbitration award rendered in accordance with the provisions provided herein shall be final and binding to the Parties.

Article IX. Privileges and Immunities

Nothing in the General Terms and Conditions of Services shall imply a waiver by the United Nations World Food Programme, UNHAS, ICAO, the United Nations or any of its Agencies or Organizations, of any privileges and immunities enjoyed by them pursuant to the 1946 Convention on the Privileges and Immunities of the United Nations, the 1947 Convention on the Privileges and Immunities of the Specialized Agencies, customary international law, other relevant international or national agreements, and under domestic law.



Financial Conditions for the Provision of Air Transportation Services

Between the United Nations World Food Programme and	In Country	Syria
<p>This document establishes the Financial Conditions for the provision of Air Transport Services by WFP/UNHAS ("Financial Conditions"), as referred to in the Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services ("Standard Terms and Conditions") and the Standard Administrative and Operating Procedures ("SAOPs").</p>		
1. TERMS OF PAYMENT		
<p>1.1 The User Organization shall pay in advance for all flights and services rendered by WFP/UNHAS unless otherwise agreed. The prepayment may be received as:</p> <ul style="list-style-type: none"> • Advance payment for individual passenger or cargo movements • Lump-sum payment for a month(s) planned movements for both passenger and cargo • Prepayment for Special Flight (s) <p>1.2 In each case, the prepayment will be an estimate of expected movements; final costs will be based on actual flights and services rendered and the statements will be shared with the User Organization.</p>		
2. ADDITIONAL CHARGES		
<p>2.1 Excess baggage charges Excess baggage shall be charged as stated in WFP/UNHAS SAOPs.</p> <p>2.2 Sharing of Special Flights charges When special flights are arranged for several User Organizations, movements shall be charged proportionally to each User Organization. The relevant charges shall be shared between User Organizations based on number of occupied seats or respective cargo's volume and weight by each User Organization or as agreed between User Organizations.</p> <p>2.3 Medical Evacuations The User Organization shall follow the procedures established in the SAOPs should medical evacuation be required. If a request cannot be accommodated on a scheduled WFP/UNHAS flight, WFP/UNHAS shall task a Special Flight for medical evacuation using the most appropriate air asset available at the time of request or procuring/deploying an additional air capacity, as appropriate. The User Organization shall bear all costs of such flight(s).</p> <p>2.4 Handling services On scheduled flights, no additional fee shall be charged for apron services, handling and loading facilities, equipment and staff to receive, handle and load/offload onto the aircraft</p>		
3. PREPAYMENT / DEPOSITS		
<p>The User Organization may opt to maintain a fixed deposit on account with WFP/UNHAS instead of prepayments. In this case, WFP/UNHAS will issue an invoice for the monthly costs incurred in lieu with the monthly Balance of Statement subject to the balance being positive.</p>		
4. INVOICING		
<p>4.1 In the case of special individual agreements between WFP/UNHAS and the User Organization, the User Organization will be invoiced by the 15th of every month and shall arrange payment to WFP/UNHAS no later than 30 (thirty) days from receipt of invoice.</p> <p>4.2 Any failure by the User Organization to honour its payment obligations stipulated herein within 30 (thirty) days from receipt of invoice may result in passengers and/or cargo being denied boarding until full settlement of any outstanding amounts.</p>		
5. LATE CANCELLATION, NO SHOWS, & NON-UTILISED SPECIAL FLIGHTS		
<p>Cancellations which are not notified to WFP/UNHAS in the conditions set forth in the Booking Procedures' correspondent paragraph in the SAOP and "No Shows" shall be charged to the User Organization at full ticket price. When special flights have been requested but not utilized, demurrage at a minimum guaranteed hour rate of applicable 2 block hours per day will be charged to the User Organization unless cancellation is made in writing at least 24 hours prior to the flight date.</p>		
6. OPERATIONAL CONDITIONS		
<p>Special Flights block hours for air-aborts or extended flights shall be due by the User Organization in all cases, including but not limited to unexpected changes in weather, air-safety or security conditions, at the point of departure, en-route or at destination.</p>		
7. FLIGHT COSTS AND PAYMENTS		
<p>(Describe the cost and payment breakdown for the operation in this paragraph. These costs should include operational fees, handling costs, fuel, management and administrative costs and safety oversight costs.) Further description of the flight costs is stated in WFP/UNHAS Standard Administrative and Operating Procedures ("SAOPs") as referred to in the Standard Terms and Conditions.</p>		
THE SIGNATORY WARRANTS THAT (S) HE IS AUTHORIZED TO SIGN THE PRESENT FINANCIAL CONDITIONS IN THESE TERMS		
SIGNED FOR AND ON BEHALF OF:	DATE:	
NAME:	SIGNATURE:	
POSITION WITHIN ORGANIZATION:		



Organization Signatory Introduction Form

would like to introduce the below staff members as the authorized/approving officers and/or focal points to process and handle all our official passenger bookings/cargo with UNHAS

GENERAL INFORMATION
(TO BE COMPLETED BY THE ORGANIZATION)

NAME/TITLE OF ORGANIZATION	BUSINESS ADDRESS	HEAD OF ORGANIZATION EMAIL ADDRESS	HEAD OF ORGANIZATION TELEPHONE NUMBERS

DETAILS FOR THE AUTHORIZED/FOCAL POINT SIGNATORIES TO APPROVE STAFF TRAVEL BOOKINGS/CONSIGNMENT OF CARGO

FOCAL POINT (PLEASE INCLUDE EXACT NAME AS SHOWING ON ID CARD)				
1	NAME:			
	EMAIL:			
	TELEPHONE:			
2	NAME:			
	EMAIL:			
	TELEPHONE:			
3	NAME:			
	EMAIL:			
	TELEPHONE:			

I, the Accountable Officer of the above mentioned organization, affirm that the Officers named above possess the delegated authority to authorize the consignment of the organization's cargo and the travel of staff directly employed by the organization on UNHAS aircraft and that such travel/consignment of cargo shall be in accordance with UNHAS rules and regulations currently in force.

NAME IN FULL OF HEAD OF ORGANIZATION:	STAMP
SIGNATURE:	
DATE:	

Agency Letter Head

LETTER OF INTRODUCTION

Date: _____

Dear UNHAS Syria Management,

The bearer of this letter has been booked to fly on UNHAS, but is not a staff member or in possession of an organisation ID Card. In line with the terms and conditions, and the UNHAS SAOP, I request the bearer to be accepted for travel:

Requesting Organization: _____

Passenger Full Name: _____

Traveller working for the following organization: _____

Position held in the organisation: _____

Reason of travel: _____

Type of ID (National, Passport, Etc.): _____

ID Number: _____

Date of Birth: _____

Contact Information (Phone/E-mail): _____

Flight Date(s): _____

Route: From: _____ To: _____ From: _____ To: _____

Should UNHAS wish to clarify the status of this traveller, kindly contact our Focal Point: -

Name: _____

Phone: _____

Head of Agency/Organisation/Mission Name:

Name and Title: _____

Signature: _____

NB: Agency stamp required

(All Fields are Mandatory)

Letter of Introduction 2020-v1



Passenger Booking Request Form

MULTIPLE PASSENGERS - SAME ROUTE; SAME DATE

COMPLETE IN BLOCK LETTERS ONLY. Forward by e-mail to UNHAS.SYRIA@WFP.ORG

THE BOOKING FORM, WHEN COMPLETED, IS TO BE FORWARDED / DELIVERED TO UNHAS AT LEAST TWO WORKING DAYS PRIOR TO THE DATE OF TRAVEL									
DATE OF FLIGHT:			CUSTOMER ACCOUNT NUMBER:			RECEIVED BY:			
DEPARTURE POINT:									
ARRIVAL POINT:									
TELEPHONE:			DATE:						
PASSENGER NAME	E-MAIL CONTACT	GENDER M/F	NATIONALITY	UN/NGO AGENCY NAME	TELEPHONE	ID DOC. NUMBER	BOOKING NUMBER	REMARKS	
PURPOSE OF TRAVEL									
PLEASE NOTE: A PASSENGER IS LIMITED TO 20KGS CHECKED LUGGAGE & 5KGS HAND LUGGAGE ON ALL UNHAS FLIGHTS									

IMPORTANT REMARKS:

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

2. The Services provided by WFP/UNHAS are governed by the "Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services" (Standard Terms and Conditions) and the Standard Administrative and Operating Procedures (SAOP), which collectively form the General Terms and Conditions of Services for the provision of United Nations Humanitarian Air Services. (Forwarded Terms and Conditions of Service).

3. The General Terms and Conditions of Services are incorporated by reference into the Electronic Ticket and could be requested from the User Organization's booking focal point.

4. The signatory confirms herewith that the applicant is an employee or associate of the agency/organization, certifies that his/her travel is strictly for important official duties only and accepts the General Terms and Conditions of Services.

5. In accordance with UN security policy all UN staff on official missions and/or travel must apply for and receive security clearance prior to undertaking said travel.

THE SIGNATORY CONFIRMS HERewith THAT THE APPLICANT IS AN EMPLOYEE OR ASSOCIATE OF THE ABOVE AGENCY/ORGANIZATION AND CERTIFIES THAT TRAVEL IS FOR OFFICIAL DUTIES ONLY	
AUTHORIZED BY AGENCY FOCAL POINT: (PLEASE PRINT NAME)	STAMP
SIGNATURE:	
DATE:	



WFP UNHAS SYRIA

Cargo Movement Request Form

INSTRUCTIONS FOR USE: Please complete this form as detailed as possible and attach a full packing list as a supplement. The form and packing list have to be sent electronically to WFP UNHAS Cargo Booking office.

ORGANIZATION NAME

Email to: unhas-syria@wfp.org

FOR WFP-UNHAS USE ONLY

PRIORITY

ONE FORM PER DESTINATION

CONTACT PERSON:

TITLE:

TELEPHONE:

E-MAIL:

CONSIGNEE

FINAL CARGO DESTINATION:
(IF DIFFERENT FROM UNHAS DESTINATION)

REQUESTED SHIPPING DATE (DD/MM/YY):

If you need to request movement for more than 14 lines of commodities, please use several forms, do not add lines to this spreadsheet.

CONSIGNER

CONSIGNEE

TO (UNHAS DESTINATION ONLY):

FROM:

EX	QUANTITY	UNIT OF MEASURE	DESCRIPTION OF ITEMS	HEALTH KIT	PACKAGE TYPE	PACKAGE QTY	TOTAL GROSS WEIGHT (KG)	TOTAL GROSS VOLUME (M³)	ORG. ITEM DESC./ CODE ITEM/ ANALYSIS KIT	REMARKS
1	24	KIT				2	15	2		
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
TOTAL				TOTAL PIECES / WEIGHT (KG) / VOLUME (M³)						

COMMENTS, SPECIAL INFORMATION ON CARGO (COLD CHAIN) AND DANGEROUS GOODS INFORMATION

Dangerous Goods cargo for transport will only be carried when packaged & labeled according to ICAO regulations. The comments box above should list the UN ID number for any & all hazardous goods. Dangerous goods can include a wide variety of items: gases (such as compressed / flammable / non-flammable / refrigerated / poisonous), corrosives (such as acids / alkalis / wet batteries, dryogen / carbon dioxide & oxygen cylinders / thermometers). If you are in any doubt about the nature of your cargo please consult with WFP UNHAS Cargo Booking staff (unhas@wfp.org). All customers / governmental / taxation / transport issues should be complete and the cargo available at the departure location as requested by the Logistics Officer at the respective loading location. Please be aware that WFP cannot be held liable for any damage or loss of any goods or cargo. WFP will confirm your booking by return email upon receipt of the completed form and packing list. All cargo must be accompanied by a full packing list and a copy of the ICAO regulations. THAT THE DETAILS ABOVE ARE COMPLETE / CORRECT AND THAT THE CARGO AND REQUIRED DOCUMENTATION WILL BE READY TO BE TRANSPORTED ON THE DATE ENTERED ABOVE.

SIGNATURE/NAME (ELECTRONIC):

AGENCY/ORGANIZATION AUTHORISED PERSON

DATE:

CALLSIGN/PLANNED DATE/TRANSPORT

FOR WFP-UNHAS USE ONLY

REMARKS

CALLSIGN/ACTUAL DATE/TRANSPORT

August 2025| Standard Administrative and Operating Procedures (SAOP) PART 1

ANNEX 6



Shipper Dangerous Goods Declaration

Syria	
SHIPPER	REFERENCE NUMBERS
NAME:	AIR WAYBILL:
ADDRESS:	SHIPPER REFERENCE NUMBER:
CONSIGNEE: RESERVED FOR TEXT, INSTRUCTIONS, ETC.	NAME OF CARRIER/AGENT:
MEANS OF TRANSPORT:	PORT/PLACE OF DEPARTURE:
PORT/PLACE OF DESTINATION:	
RESERVED FOR TEXT, INSTRUCTIONS, ETC.	
MARKS & NUMBERS. NUMBERS AND KIND OF PACKAGES; DESCRIPTION OF GOODS* / INDICATE: HAZARD CLASS/DIV; UN NUMBER: FLASHPOINT (IN CO) (IF REQUIRED)	
GROSS WEIGHT (KG) / NET QUANTITY (IF REQUIRED)	
ADDITIONAL INFORMATION	
Special information is required for (1) substances and articles in classes 1 and 2, (2) Infectious substances (Class 6.2), (3) Radioactive materials (Class 7) and (4) Dangerous goods in limited quantities. In certain circumstances (5) a container packing certificate, (6) a vehicle declaration, (7) a weathering certificate, or (8) a certificate exempting a substance or article from the provisions of the International Maritime Dangerous Goods (IMDG) code is required.	

DECLARATION

I HEREBY DECLARE THAT THE CONTENTS OF THIS CONSIGNMENT ARE FULLY AND ACCURATELY DESCRIBED ABOVE BY PROPER SHIPPING NAME, AND ARE CLASSIFIED, PACKAGED, MARKED, AND LABELLED/PLACARDED, AND ARE IN ALL RESPECTS IN THE PROPER CONDITION FOR TRANSPORT ACCORDING TO THE APPLICABLE INTERNATIONAL AND NATIONAL GOVERNMENTAL REGULATIONS.

NAME/STATUS OF SIGNATORY:
SIGNATURE ON BEHALF OF THE SHIPPER:
PLACE:
DATE:



Medical Evacuation Request/Authorization

DATE:	
REQUESTING ORGANIZATION:	
REQUESTOR NAME AND TITLE:	
NAME OF LOCATION TO BE EVACUATED FROM:	
NUMBER OF STAFF TO BE EVACUATED:	
<p>NAMES AND DETAILS OF EVACUEES AS PER ATTACHED BOOKING FORM (LIST).</p> <p>I DO CONFIRM THAT INFORMATION PROVIDED IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.</p>	

Signature:

Stamp:

UN Doctor or recognized Medical Doctor/Hospital FIT TO FLY statement

NAME OF PATIENT:	YES	NO
THE PATIENT IS FIT TO FLY:		
THE PATIENT SUFFERS FROM A CONTAGIOUS DISEASE:		
THE PATIENT NEEDS TO FLY WITH A STRETCHER:		
THE PATIENT HAS TO BE ACCOMPANIED BY MEDICAL STAFF:		
DOCTOR REPORT, CERTIFICATION/STATEMENT OR OTHER COMMENTS:		

Doctor's name
and signature:Doctor's or
Clinic Stamp:

Clinic name and location:

AFTER MISSION REPORT

Pilot in command:

<p>IMPORTANT REMARKS :</p> <p>1. Humanitarian Air Services is available for both medical and security evacuation of humanitarian agencies' staff only.</p> <p>2. Requesting agency is responsible for ensuring that evacuated staff comply with all regulations and obtain all permits required by authorities.</p> <p>3. Pilot in command has the final unquestionable decision before, during and after the Evacuation regarding all aspects related to the operation of the aircraft.</p>



Special Flight Request Form (SFR)

SYRIA

WRITE IN BLOCK LETTERS ONLY. Forward by email to UNHAS.SYRIA@wfp.org

or focal point in person

[illegible]

IMPORTANT REMARKS:

1. The Services provided are operated by independent operators contracted by WFP/UNHAS for the official business and purposes of the United Nations, and are not offered as commercial services or as services for the general public. Services are provided in possibly hazardous conditions, including hostilities.
2. All Services provided by WFP/UNHAS are governed by the "Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services ("Standard Terms and Conditions"), the Financial Conditions for the Provision of Air Transportation Services ("Financial Conditions") and the Standard Administrative and Operating Procedures ("SAOPs"), which collectively form the General Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services ("General Terms and Conditions of Services").
3. The General Terms and Conditions of Services are incorporated by reference into the Electronic Ticket and could be requested from the User Organization's booking focal point.
4. The signatory confirms herewith, that the applicant is an employee or associate of the agency/organization, certifies that his/her travel is strictly for important official duties only and accepts the General Terms and Conditions of Services.
5. In accordance with UN security policy all UN staff on Official missions and/or travel must apply for and receive security clearance prior to undertaking said travel.
6. The signatory certifies that he/she is fully aware of and agrees to the terms and conditions of the Standard Administrative and Operating Procedures ("SAOPs") and the Standard Terms and Conditions of Services for the provision of United Nations Humanitarian Air Services ("Standard Terms and Conditions of Services").
7. For passenger flights, Organization is to provide passenger names/passport number 48 hours before the flight.
8. For cargo flights, Organization to include volume and weight of each package.
9. Charterer is responsible for passengers and/or cargo where loaded and/or cargo handling/off-loading at destination.
10. Remuneration will be charged at same block hour rate less fuel cost.

SIGNATURE:	STAMP
DATE:	



Excess Weight & Cargo Form

SYRIA	
DATE OF FLIGHT:	FLIGHT NUMBER: UN UNO 501H
DESTINATION:	
PASSENGER NAME:	
ORGANIZATION:	
FOCAL POINT CONTACT PERSON/EMAIL:	
TICKET NUMBER:	<input type="radio"/> PERSONAL BAGGAGE <input type="radio"/> AGENCY LUGGAGE <input type="radio"/> CARGO <small>TICK AS APPLICABLE/BAGGAGE ALLOWANCE IS 20kgs PER PASSENGER INCLUDING HAND BAGGAGE</small>
EXCESS WEIGHT (kgs):	
TOTAL CHARGES:	

PASSENGER/REPRESENTATIVE ACKNOWLEDGMENT

I ACKNOWLEDGE THAT THE ABOVE PERSONAL LUGGAGE EXCESS WEIGHT AND ITS RELATED CHARGES ARE CORRECT AND THAT THE CHARGES WILL BE BILLED TO ME THROUGH MY ORGANIZATION. FOR ADDITIONAL CARGO WEIGHT & AGENCY LUGGAGE, CHARGES WILL BE BILLED TO MY ORGANIZATION ONCE THEY CONFIRM IT

Name:

Signature:

IMPORTANT REMARKS:

1. Excess weight form to be duly completed and signed by passenger.
2. No excess weight to be accepted without corresponding completed and signed form.
3. Excess weight form to also be completed by organizations having more cargo weight after booking.
4. Acceptance of excess weight is subject to space availability, aircraft weight limitations and other operational factors.
5. Completion and signature of the excess weight form does not guarantee carriage.