

# UNHAS Uganda Booking and Planning Procedures

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## Summary

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## Content

### The plan / movement request shall contain the following minimum information

1. Name of destination / LZ
2. Accurate coordinates in LAT and LONG
3. Load description in KG and Volume indicating type of cargo to be transported.
4. Name of any passengers intended to travel in and out of the field with required details must be given. As a minimum UNHAS require Name, ID Card Number, Nationality and name of UN Agency, NGO or GO and category of passenger being UN International staff, journalist and so on. This minimum information is required by law as well as a minimum of required information related to insurance and WFP Liability in air operations.

### Procedures for Last Minute Changes

1. UNHAS will accommodate any changes requested related to passengers travelling on aircraft prior loading of passengers before take off pending the above minimum details are given so that a correct passenger manifest are ensured. This document is essential related to legal requirements, Insurance coverage of the individual passenger as well as WFP liability.
2. UNHAS will accommodate change in loads up to time of loading of cargo pending accurate information related to type of cargo and weight and volume is produced, and that it is only type of cargo that is being changed not the actual flight plan or destinations. Please also be advised that the aircraft could be filled up with fuel to perform a specific flight and thereby no change in payload can be accommodated at this point.
3. UNHAS will accommodate changes in flight plan / destinations up to point of departure pending the following procedure is followed, and all parties have agreed upon these procedures.

- a. The request must be made in writing to UNHAS CATO, and shall contain an explanation / justification for the changes requested.
- b. Above procedure related to change of passengers and type of cargo shall be followed.
- c. The crew will stand down and be given the required time to recalculate their flight programme related to destinations and fuel requirements. This will cause delays and loss of a full flight programme for the day.
- d. Accurate and verified information related to the new destination shall be given in form of LAT and LONG as per above procedures.e. A new Task Order shall be produced by UNHAS and handed over to the crew accompanied with the new passenger and cargo manifests prior to departure. This will also cause delays in the flight programme.

## **Change or diverting from task order during the day.**

ONLY the UNHAS CATO can approve such a change, there are several reasons for this related to Safety and Security. If the aircraft is being diverted in the field without the knowledge of UNHAS, and it gets overdue there are standard procedures to initiate a full search and rescue operation involving the Ugandan Police, CAA and Military. Should the aircraft be diverted without the knowledge and approval of UNHAS, and there is an accident or incident, a full search and rescue operation would be initiated based on the known flight plan and as a result we would be looking in the wrong area and life could get lost due to not locating the aircraft in time. A change of the task order / flight path of the aircraft while in the field can only be done related to an emergency situation (WFP Policy) and the following details shall be observed.

- a. A direct request shall be submitted to UNHAS for approval.
- b. The Captain must agree to the changes related to flight safety and fuel planning.
- c. Details of the changes in flight path and / or the new destination must be given back to base.

If these criteria are not met, the Captain is under direct instructions ordered to refuse the request