

➤ **To UNHAS Yemen User agencies and passengers regarding COVID19 pandemic.**

“To avoid the spreading of the new coronavirus and to ensure the health of all our passengers and staff members, health screening will be introduced immediately for all passengers entering UN air terminals, UNHAS compounds and aircraft. Passengers experiencing or showing symptoms associated with COVID-19 will not be allowed to use UNHAS and can rebook their flight at no cost, if done before the flight.

All UNHAS personnel have been advised to follow the best practice of social distancing. At the entrance of any UNHAS compound or terminal, following the ID check, UNHAS staff will inform of screening reasons and process and ask following questions:

Do you feel sick and have any of the symptoms, including fever, coughing, sour throat, breathing, or been feeling unwell in the past 24 hours?

Have you recently travelled to COVID-19 affected countries?

Following the questionnaire, the temperature of a passenger will be taken pointing a non-touch thermometer to the forehead of the passenger. If a passenger shows no symptoms, answers negative to the questionnaire and has no temperature, she or he will be asked to disinfect their hands and proceed to check-in.

If a passenger shows symptoms associated with COVID-19, answers positive to any of the questions, or has fever, she/he will not be allowed to proceed with check-in. In this case, UNHAS staff will offer the passenger a facemask and ask her/him to keep 1 meter distance from other people. UNHAS will then inform the passenger’s user agency and coordinate further actions.

If the passenger is from a UN Agency, Fund or Programme, UNHAS will contact Country Office Medical Services. If the passenger is from an NGO or other user organization, she/he will be informed that they show COVID-19 symptoms and should seek medical assistance. They will further be provided with information material on COVID-19.

In order to assure satisfactory “social distance”, passengers will be allocated specified seats, hence free seating is not accepted. Passengers are to follow flight crew instructions in this regard.

Once Agency focal points submit passenger booking request to (PBR) UNHAS Yemen, it is essential to submit proof of onward airline booking from location of UNHAS flight arrival point. This is mandatory in addition to regular documentation, bookings will not be confirmed unless proof of onward flight. UNHAS staff may verify at point of check-in.

People who are presumptive for COVID-19 will not be allowed to use UNHAS services”

Failure by UNHAS clients / passengers to adhere to present safety and security measures as stipulated here and instructed by crew and aviation staff, may result in banning from UNHAS YEMEN services.