



# **WFP Humanitarian Air Service**

**Standard Administrative and  
Operating Procedures (SAOP)**

Sana'a, Yemen

## Table of Contents

<u>Chapter</u>		<u>Page</u>
	<u>Table of contents</u>	2
<u>1</u>	<u>Objective</u>	3
<u>2</u>	<u>Introduction</u>	3
<u>3</u>	<u>The Service</u>	4
<u>4</u>	<u>Procedures</u>	5
<u>4.1</u>	<u>Passenger Movement Request Form</u>	5
<u>4.2</u>	<u>Priority system (WFP-HAS/UNHAS)</u>	5
<u>4.3</u>	<u>Agencies` responsibility – Staff List</u>	6
<u>4.4</u>	<u>Criteria for Eligibility (carriage) of Passengers</u>	6
<u>4.4.1</u>	<u>User Agency Responsibilities</u>	7
<u>4.4.2</u>	<u>Flight Cancellations / Schedule changes</u>	7
<u>4.4.3</u>	<u>Baggage</u>	7
<u>4.4.4</u>	<u>Passenger Requirement</u>	7
<u>4.4.5</u>	<u>Prohibited onboard</u>	7
<u>4.4.6</u>	<u>“Point to Point” travel</u>	8
<u>4.5</u>	<u>Passenger(s) Booking and Reservation</u>	8 – 9
<u>4.6</u>	<u>Passenger luggage and carry-on baggage</u>	9
<u>4.7</u>	<u>Check-in time</u>	9
<u>4.8</u>	<u>Eligibility of cargo and mail (Criteria for carriage of Cargo and Mail)</u>	9 – 10
<u>4.9</u>	<u>Booking and Handling of Cargo</u>	10
<u>4.10</u>	<u>Transportation of dangerous goods (Dangerous goods and cargo transport)</u>	10 – 12
<u>4.11</u>	<u>Conditions of Contract</u>	12 – 13
<u>4.12</u>	<u>Safety and General In-Flight Information</u>	13
<u>5</u>	<u>Operational Procedures</u>	14
<u>5.1</u>	<u>Meeting an Aircraft at Field Stations</u>	14
<u>5.2</u>	<u>Airfield and Weather (assessment) Report</u>	14 – 15
<u>6</u>	<u>Evacuations</u>	15
<u>6.1</u>	<u>Security Evacuations</u>	15 – 16
<u>6.2</u>	<u>Medical Evacuations (MEDEVAC / CASEVAC)</u>	16
<u>6.2.1</u>	<u>Initiation of [MEDEVAC] Request and Eligibility</u>	16 – 17
<u>6.2.2</u>	<u>Radio and General Communication</u>	17
<u>7</u>	<u>Finance / Payment Procedures</u>	18
<u>8</u>	<u>WFP Yemen Staff Contact List</u>	19
<u>Annex “A”</u>	<u>Frequently Asked Questions ( FAQ )</u>	20 - 21

## 1. Objective

The objective of the Standard Administrative and Operating Procedures (SAOP) is to provide guidelines to users relating to access and utilization of WFP-chartered passenger / light cargo aircraft.

It is the primary objective of WFP in this regard to assure that all transportation through this operation directly serve the humanitarian principles of neutrality, impartiality and humanity. The SAOP as written here is designed to promote and assure adherence to those principles.

## 2. Introduction

Airlifts are vital in the vast majority of humanitarian emergencies. Aircraft provide the humanitarian relief community with safe and reliable passage for personnel and cargo, in particular, to areas where travel over land has become impossible due to insecurity or impassable roads.

As the Logistics Cluster lead for Yemen, WFP has chartered a passenger aircraft which is under WFP HUMANITARIAN AIR SERVICES (HAS) management control to provide air transport to the eligible Humanitarian Organizations in country.

WFP-HAS bases its rules and regulations, staff qualifications and aircraft chartering procedures on the United Nations Common Aviation Safety Standards (AVSTADS). The AVSTADS have been agreed by The World Food Programme and the Department of Peacekeeping under International Civil Aviation Organization (ICAO) guidelines.

The operation has the flexibility to cover new and emerging requirements in the area. In this regard the aircraft location may change to address the needs of the humanitarian community.

An integrated administration, communication, flight following information, ramp, cargo services and medical and security evacuation procedures system are in place; this will allow achieving substantial economies of scale.

Professional operating criteria contributes to safe and reliable operations thus allowing all accredited humanitarian organizations to transport their staff and supplies with minimum delay and maximum safety.

The purpose of this SAOP and Guidelines is to streamline the procedures and thereby promote safe, efficient and reliable air transport support of benefit to all humanitarian agencies entitled to use the WFP Humanitarian Air Service.

*Welcome on board and have a safe flight*

### 3. The Service

WFP HAS is the aircraft tasking and operations executing body for the humanitarian air transport in Yemen. The service entirely depends on support from various donors.

The air operator Blue Bird Aviation ("BBA") is under contract to carry out the flight operations. WFP HAS manages all chartered aircraft and is responsible for the ground handling procedures. At present WFP has an "Ad -Hoc"<sup>1</sup> agreement with BBA to charter a DHC- 8, aircraft with passenger capacity of 37 on the route Sana'a - Sa'ada. Note that the fleet may change according to the needs of the Humanitarian Community. The WFP HAS will regularly assess the Humanitarian Community requirements and tailor the WFP HAS fleet composition accordingly.

A nominal cost recovery has been introduced for the air transport service provided to the Humanitarian Community in Yemen by WFP-HAS, charged per utilized seat (details of "no-show" penalties and cancellations detailed in section 4.5.5 here below)

The passenger service is operated as per separately published flight schedule as decided by logistics cluster members in Yemen who administer WFP-HAS flight service. In case of emergencies, medical or security evacuations supersede any previously scheduled flight.

Special flights may be scheduled, provided that the client (agency) submits a request seven (7) days in advance. Such special flights are charged at full cost recovery.

Additionally, WFP HAS envisaged the phase-out process when the humanitarian community's need for domestic air transport services no longer exist OR a safe, commercial, domestic air service or other mode of transport is established that fulfils the overall requirement. The above is also to be determined by the Humanitarian Coordinator for Yemen through respective logistic cluster members.

In order to maintain a smooth operation and for the benefit of all agencies using the service, infringements of the SAOP may either lead to denied access to the flight concerned or a temporary ban from the use of the service.

No passenger is authorized to board WFP HAS aircraft without being properly manifested and/or issued a ticket. Passengers are reminded that an aircraft could be fully booked for a flight, notwithstanding some seats are observed to be empty, primarily due to the fact that necessary "trip-fuel" is needed at home base (Sana'a) thus penalizing "pay-load" capacity for the round trip. It is against ICAO and national regulations for aircraft to transport un-manifested passengers. Non-compliance to this rule could result in suspension of the Operator's License.

WFP takes this opportunity to remind all users that our passenger aircraft service is provided on a non-commercial basis in support of humanitarian activities in the country.

WFP HAS ground staff and flight crew do their best to accommodate the transportation of passengers and light cargo according to demand. However, for safety reasons, it is their responsibility and obligation to refuse any passengers or cargo NOT complying with the regulations detailed in this SAOP.

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<sup>1</sup> « On demand flight service » in lieu of regular schedule.

## 4. Procedures

### 4.1. Passenger Movement Request Form

Any passenger traveling on the WFP HAS flight must be directly involved with the implementation of humanitarian aid and relief in Yemen. Confirmation in writing is required from Chair/OCHA/RC-HC or WFP Country Representative for non-governmental organizations that they are working on humanitarian operations. Passenger Movement Request Forms will only be accepted when they have the original signature of authorized officers from each agency/organization.

Bookings for flights must be signed by:

For UN Agencies:	Head or Deputy Head of Agency, Head or Deputy Head of Section Assigned Focal Point as stipulated by Head or Deputy Head of Agency
For NGOs:	Head or Deputy Head of Organization Assigned Focal Point as stipulated by Head or Deputy Head of Agency
For Diplomatic Missions:	Head or Deputy Head of Mission, endorsed by head of World Food Programme in Yemen.

### 4.2. Priority System

Based on the guidelines issued by WFP HAS for Yemen, this service is provided in accordance with a designated priority system.

Within each priority category, space is accommodated on a "first come - first served" basis. However, emergency demand is given the highest priority, and may disrupt the regularity of the schedule. In such cases, WFP-HAS may readjust these priorities as deemed necessary.

First priority is accorded to:

- Medical or casualty evacuees ("MEDEVAC / CASEVAC") and accompanying medical personnel / Security evacuation.
- Certified Aviation Safety Inspectors and Accident Investigators, when / if required.
- Heads of UN Agencies / NGOs / Donor Missions
- UN Agencies Staff on duty travel.
- Accredited staff of NGOs directly working on humanitarian projects.
- Diplomatic Mission Staff of Donor Countries on humanitarian duty travel.
- Government Department or local Authorities directly working on humanitarian projects supported by United Nations.
- Journalists covering the emergency to the benefit of United Nations and / or Implemented Partners and accredited through a UN Agency.

Second priority is accorded to:

Access on stand-by basis/waiting list or when seats available after meeting requests from the 1<sup>st</sup> priority group.

- Staff of Diplomatic Missions of non-donor countries engaged in humanitarian activities.
- All other NGOs
- Any individual exceptionally authorized by Country Director, World Food Programme, Yemen

### 4.3. Agencies' Responsibility – Staff List

Each organization is required to submit to WFP HAS a list of staff eligible to use the service. The signature with full names and titles of those who are authorized to make booking requests and cancellations, on behalf of the organization. The staff list must give all the following details in typed or printed legible script, in English language:

- Name of individual
- Organization (in case of humanitarian work partner organization)
- Job title/designation
- Nationality, passport number (with valid visa)
- Organization's Identification Card Number
- Duty Station

A UN agency or NGO identification card along with a valid passport must be produced at check-in (to the handling agent or to WFP HAS staff member, as applicable). All Agencies and NGOs are to ensure that staff members are in possession of the respective organization identification card.

### 4.4. Criteria for Eligibility of Passengers

Only passengers fulfilling the following criteria will be approved on a passenger manifest:

1. Any passenger traveling on the WFP HAS air passenger service must be involved in humanitarian activities in Yemen
2. WFP HAS reserves the right to seek clarification and verification of details on lists submitted by any organization through the appropriate channel during which time no bookings for the organization concerned will be accepted.
3. Passengers name must appear on the agency staff list. Short-term staff or consultants must have a letter of authorization from the Agency in question.
4. Valid personnel ID card or an authorization letter from the agency replacing the ID card must be produced at the point of check-in.
5. All travel documents must be in order i.e. foreign passengers must ensure that they carry their passports with valid visas.
6. WFP-HAS has the authority to open, inspect and accept/reject any item or luggage.
7. Agencies will be required to update their staff lists periodically. Dependants of staff members are not authorized to travel on WFP HAS aircraft.
8. WFP HAS is only permitted to carry humanitarian workers essential to projects. This does not include family and/or dependants. Only essential personnel should be based in areas categorized under UN Security Phase 3 and above. In areas of Security Phase 2 or lower (Family Duty Stations), commercial means should be used, if they are reliable and available on a regular basis. For emergency cases, the authority to approve exceptions lies with the Humanitarian Coordinator's (HC) Office and/or WFP Country Representative. All passengers must present valid photo identification at time of check-in for all flights.
9. Military personnel, Police, uniformed, armed security related staff is not permitted to use the WFP-HAS aircraft in Yemen.

#### 4.4.1 User Agency Responsibility

Agency is requested to ensure that passenger(s) booked and eventually authorized to travel on WFP HAS aircraft has adequate travel insurance before commencement of their journey.

#### 4.4.2 Flight Cancellation / Schedule changes

If flights are cancelled by WFP HAS and no suitable alternative flight is available, agencies are responsible to submit new bookings for next available flight. WFP HAS does not provide meal vouchers or hotel accommodation for delayed or cancelled flights. Passengers who book well in advance should reconfirm their outward/return flight timings as stated in part B of this document (booking procedures) prior to departure. Reservations are valid for the date and route for that specific day.

#### 4.4.3 Baggage

Checked and hand baggage allowance per person is limited to 12 kilograms per passenger. Passengers may not use the unused allowances of others. Any excess baggage will be refused without further communication or if owner refused to board. WFP HAS requires that all checked baggage is clearly identifiable with passenger name and address and contact numbers. Failure to comply with this requirement will result in a significant delay in the delivery of baggage, should it be misplaced.

While we allow one small piece of hand baggage (e.g. handbag, briefcase or a laptop) weighing not more than 5 kg, in some light aircraft not fitted with overhead cabin, this is not possible.

Please verify with our check-in staff to ensure your carry-on baggage is acceptable to the flight crew. WFP HAS does not accept responsibility for unsuitably packed, perishable, damaged or fragile baggage or for minor damage to the exterior of baggage (e.g. scratches, stains, soiling, dents) resulting from normal wear and tear or for water damage to non-waterproof baggage.

#### 4.4.4 Passenger Requirement

It is the passengers' personal responsibility to ensure that they have valid documentation, which meets the requirements of WFP HAS, immigration and other governmental authorities at every destination. Any fines, penalties, payments or expenditures incurred as a result of breach of this requirement shall be paid by or charged by passenger. In order to ensure compliance, WFP HAS recommends that passengers carry valid passport (and visa if applicable), as well as security clearance on all journeys. All passengers must present valid photo identification at check-in for all flights.

#### 4.4.5 Prohibited Onboard

Smoking is not allowed at any portion of the flight and/or within 30 meters of a WFP HAS chartered aircraft. Failure to adhere to this regulation may result in severe criminal penalties being brought against the offender as well as disruption costs being claimed. Passengers are prohibited from bringing alcohol on board for consumption.

#### 4.4.6 "Point to Point" travel

The Humanitarian flights are operated strictly on a "point to point" basis, thus transfer of passengers and their baggage to other flights can not be facilitated. WFP HAS assumes no responsibility for flight connections and therefore will not be liable for any losses or expenses arising out of any failure to achieve a planned connection.

### 4.5. Passenger Booking and Reservation

#### Booking for Passengers

1. Booking of passengers and cargo must be made directly at WFP-HAS main office in Sana'a at least 48 hours prior to departure date, but not earlier than 7 days. The request must be signed as received and dated by the WFP-HAS Air Movement Assistant. The requestor should keep the copy of the booking request marked with the above-mentioned details. Please refer to section 6, Finance/Payment Procedures.
2. On Wednesdays, Passenger / Cargo Movement Requests will be accepted up to 11:00 am. The office is closed on Wednesday afternoon and throughout the weekend. WFP HAS will accept scanned Passenger Request Forms sent by e-mail, if the e-mail is sent by the agency approved focal point to the WFP HAS e-mail address [Qaseem.Ghausy@wfp.org](mailto:Qaseem.Ghausy@wfp.org) . The requestor will then receive a return e-mail acknowledging receipt of a Passenger or Cargo Movement Request Form.
3. All bookings must be made on the attached Passenger Movement Request Form or Cargo Request Form (and duly signed and stamped by authorized personnel).
4. The Passenger Movement Request Form must bear the official stamp of the organization and be signed by the authorized person.
5. Cancellations shall be sent in written form, e-mail or fax no later than 12:00 hrs on the last working day preceding the date of intended flight. Late flight cancellation will be charged as normal fare by WFP-HAS.
6. Confirmation of bookings is done 1 day before the actual flight based on the final passenger manifest processed by WFP-HAS staff members. Flight confirmation e-mail is sent to agency's focal point one day before the flight, or last working day prior to the flight. Users are requested to ensure that appropriate tickets are collected from the air operator 1 hour before departure at the airport check-in desk.
7. All changes in the passenger manifest must be done through the WFP Air Movement Assistant and approved by WFP Logistics officer or his/her designated representative.
8. Tickets are valid only for named person and must not be exchanged or traded.
9. Any passenger fees, air port taxes, when applicable, are to be paid by the organization or individual passengers.

## 4.6. Passenger Luggage and Carry-On Baggage

Maximum allowance for luggage is 12 kg per passenger, including hand luggage. All **excess baggage has to be pre-booked in advance** with WFP HAS office using the Cargo Request Form, which does not provide guarantee that such cargo will be accepted on a specific flight. Should there be any weight availability; the excess luggage will be loaded.

Passengers are subject to a random security check of accompanied luggage and unaccompanied cargo. Inspections will be carried out by local security staff members. IN ORDER TO SAFEGUARD THE SAFETY AND SECURITY OF PASSENGERS EXCEPTIONS TO THE RULE WILL NOT BE ACCEPTED. Passengers who DO NOT co-operate will be denied access to the flight.

Arms and ammunitions are not accepted on board WFP Humanitarian flights.

## 4.7. Check-in Time

In order to maintain punctuality and maximize the utilization of the aircraft for the benefit of all passengers, it is necessary that passengers strictly comply with the stipulated check-in times. The following applies:

1. Airports/airstrips manned with WFP HAS staff:
  - Passengers to report to the check-in counter **not later than one (1) hour prior** to estimated scheduled time of departure.
  - **Unaccompanied cargo** (light cargo only) is **to be delivered** at check-in counter **not later than one (1) hour prior** to scheduled time of departure.
2. Other airports/airstrips without WFP HAS staff presence:
  - The Pilot-in-Command will perform the check-in duties on behalf of WFP-HAS on locations without WFP HAS representation; in case of conflicting passenger manifests, the manifest presented by the Pilot-in-Command will be considered the latest amendment and therefore the official and valid manifest to be used.
  - Passenger and cargo to report one (1) hour prior to estimate scheduled time of departure.

**Check-in formalities close thirty (30) minutes** prior to scheduled departure time. **Passengers arriving after** the assigned check-in time **will be considered as "no-show"** passengers. Their seats may be allocated to the passengers on the waiting list.

Please note that there is no priority within the waiting list passengers. Waiting list passengers will be attended to based on first-come, first-served basis.

## 4.8. Criteria for Eligibility of Cargo and Mail

Only cargo fulfilling below criteria is to be added to the Passenger and Cargo manifest:

1. It is for the sole usage of agencies recognized by the WFP HAS Priority System.
2. Hazardous materials are controlled by an international convention. Guidance and information on packaging and safety precautions will be available to all agencies upon request. Agencies are liable for any damage to equipment, death or injuries caused by such cargo.

3. WFP HAS requires detailed information (medical names, weight and volume) on medical supplies being transported.
4. WFP HAS or its agents will not be liable for any loss or damage to cargo during storage, loading and/or transportation.
5. All cargo is subject to inspection by WFP UNHAS staff members to ensure proper packaging and labeling. Proper packaging and labeling is the responsibility of the Agency/Organization requesting the airlift. Weight and contents must correspond with information provided for approval. The contents must not be forbidden. In the event of any item failing to comply with any one of the listed stipulations, the cargo will be rejected for transportation.

#### 4.9 Booking and Handling of Cargo

1. All requests to airlift cargo must be made not less than 3 working days. All cargo requests must be made on the attached Cargo Request Form.
2. Requesting agencies/organizations are responsible for presenting the proper documents and customs clearances at both ends. The basic document presented for Customs clearance is the Airway Bill. It should be completed by the requesting agency/organization and shall include number, weight and value of items, requesting agency/organization's name and address and consignee's name and address.
3. The aircraft operator is responsible for producing the Cargo Manifest and the General Declaration. Substitute cargo, cargo not conforming to dimensions stated on the booking form, poorly packaged and/or poorly labeled cargo will be rejected. Attempts to transport unauthorized cargo will result in a temporary ban from using WFP-HAS.
4. WFP HAS will pay for the aircraft technical handling fees. Agencies will be responsible for prompt cargo pick up at the destination airfield, in this regard it is required that the organization informs WFP UNHAS about arrangements made, together with destination contact telephone/email details at both departure and arrival point. Individual cargo items weighing more than 25 kg will not be accepted.
5. For hazardous materials, the dangerous goods procedures detailed in paragraph 4.9 must be followed accordingly.

#### 4.10. Transportation of Dangerous Goods

In the interest of passenger and crew safety, and to prevent equipment damage within the WFP HAS, awareness of the following hazardous goods is vital.

This information is in reference to the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air.

The following steps must be followed by the requesting agency prior to booking any potentially dangerous cargo on WFP-HAS Flights:

1. Submit the shipper's declaration specifying type of dangerous goods and additional details
2. Identify any dangerous article or substance as per ICAO regulations

3. Limit the quantity contained in each package to the maximum allowed
4. Use the correct type of packaging
5. Put the required labels and markings on the package
6. Inform the Cargo Office of the nature of cargo in detail
7. Inspect each package for leakage or damage

For the sake of brevity, the dangerous cargo list includes but is not limited to the following categories of goods. If in doubt of the regulations applying to any cargo, please contact the WFP HAS office.

**List of Dangerous Cargo:**

1. **Fuel** is not authorized on board passenger aircraft's (Diesel/Jet-A1, Kerosene).
2. **Cylinders of compressed air or oxygen** are prohibited from air transport unless used as life saving oxygen-breathing apparatus in certain limited medical uses. (Under air medic supervision).
3. Camping gear portable canisters, which may contain **flammable gas, flammable liquid. Non-safety matches** are also prohibited.
4. **Any pressured cylinder** whether full or empty. This includes cylinders used for cooking gas (propane).
5. **Dental apparatus equipment**, which may contain hazardous chemicals such as resins or solvents are also prohibited.
6. Various **medical** supplies, which may **contain dangerous chemicals.** (Conditions apply).
7. **Pharmaceuticals** which may contain dangerous chemicals, e.g. **acids** (Conditions apply).
8. Photographic supplies i.e. **darkroom chemicals.** (Prohibited)
9. **Refrigerators** of the type that contain **toxic gas** or dangerous liquids. (Conditions apply)
10. **Repair kits** which may contain dangerous goods: **Cellulose paints, organic peroxides,** etc. (Prohibited)
11. Some medical items for scientific research i.e. unknown samples for testing may contain dangerous goods. (Prohibited unless identified)
12. **Swimming pool chemicals, water chemicals,** which may contain dangerous chemicals. (Prohibited)
13. **Toolboxes may contain explosives; compressed gases or flammable gases** (Butane cylinders). (Prohibited)
14. **Motor Vehicle or generator batteries, unless dry.** (Conditions apply)
15. **Heat producing articles** e.g. battery-operated equipment such as underwater torches and soldering equipment, which, if accidentally activated, will generate extreme heat, are prohibited

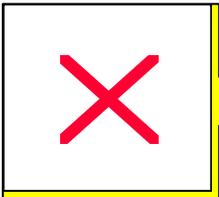
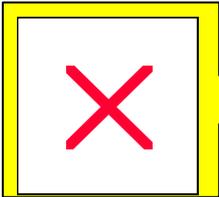
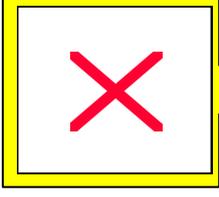
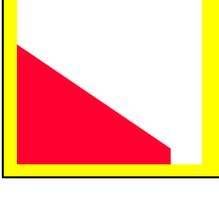
16. In spite of Int'l. regulations (ICAO) allowing with restrictions, **Weapons and ammunitions** are not permitted onboard WFP Humanitarian flights

Due attention must be given to the strict adherence of these procedures by all personnel involved in preparing a consignment and booking on WFP-HAS aircraft. Failure to follow these procedures may render the responsible organization liable for any incidents in addition to being banned from the WFP-HAS.

#### **4.11 Conditions of Contract**

1. As used in this contract, "ticket" means the document issued by carrier entitled "Confirmation" or "Itinerary/Receipt"; "carriage" is equivalent to "transportation"; "carrier" means respective airline and whose name appear on the ticket.
2. The contract limitations relating to liability established between the carrier and United Nations World Food Programme.
3. To the extent not in conflict with the foregoing, carriage and other services performed by carrier are subject to (i) provisions contained in the ticket, (ii) applicable tariffs and (iii) carrier's conditions of carriage and related regulations which are made part hereof and are available on application at the offices of carrier.
4. Carrier's name may be abbreviated. The agreed stopping places are those shown on the ticket as scheduled stopping places on the passenger's route.
5. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier for carriage and its agents, servants and representatives and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.
6. Checked baggage will be delivered to the bearer of the baggage identification tag. In case of damage to baggage during transportation, complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within 7 days from receipt.
7. Ticket is good for carriage as provided in the ticket, in carrier's tariffs, conditions of carriage and/or related regulations as specified by the carrier's conditions of carriage. Carrier may also refuse transportation to any person who has not made a booking and/or acquired a ticket in violation of applicable law or carrier's rules or regulations.
8. Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch but times shown on the ticket, in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft or may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.
9. Passenger shall comply with government travel requirements, present exit, entry and other required documents and arrive at airport and boarding gate by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.

## 4.12. Safety and General In-Flight Information

-  **Smoking is prohibited on all WFP HAS aircraft.**
-  **Weapons and other munitions are STRICTLY prohibited on all WFP HAS aircraft.**
-  **Listen to the safety briefing given by the flight crew.**
-  **Emergency medical kits and survival packs are carried on WFP HAS aircraft.**
-  **Water is NOT available on WFP HAS aircraft.**
-  **Toilets are NOT available on WFP HAS aircraft.**

## 5. OPERATIONAL PROCEDURES

### 5.1. Meeting an Aircraft at Field Stations

The following actions are to ensure safe and timely operations, as applicable:

1. It is important that field stations (WFP Sub Offices), monitor by phone or other acceptable means posted flight schedule.
2. A designated WFP representative shall meet the aircraft upon arrival.
3. The WFP representative must arrive at the airfield prior to the estimated time of arrival (ETA) of the aircraft.
4. The airfield must be secured, i.e. clear of large rocks, debris, livestock and people.
5. Only authorized vehicles can enter the Airport apron assuring a safe distance is kept from the aircraft.
6. Only people who are directly associated with the aircraft operation should be permitted onto the airfield/apron, e.g. airfield security, aircraft handling personnel and passengers.
7. All passengers and cargo to board and be loaded must be security checked by the security representative (air crew or WFP representative) prior to boarding of the aircraft.
8. The WFP Representative must remain at the airfield until after the aircraft is airborne and monitor safe venture in the event the aircraft needs to return for an immediate landing.

If any of the above points are not complied with, the flight crew may over-fly, terminate loading or leave immediately.

### 5.2. Airfield and Weather Report

Ground rules that should be followed when expecting a flight at your location on non-controlled airfields.

Final destination to Radio Room Report for Airfield: Wet or Dry

If Dry, report:

Clouds: None/Scattered/Overcast/Thunderstorm.  
Also approximate height: Low/Medium high/Very high  
Visibility: Poor (less than 2 Km)/Hazy (2 Km to 5 Km & more)/Clear (to the horizon)  
Wind: Light (less than 5 knots)/Medium (5 knots to 15 knots)/Strong (15 knots to 25 knots)/Very Strong (above 25 knots). Report should also indicate whether the winds are steady or gusting.

If Wet, report:

Weather:

When was the last time it rained? This morning/Yesterday/or Date  
How long did it rain for? Number of Hours  
How heavy was the Rain? Light drizzle/Showers/  
Persistent Rain/Heavy Downpour  
Is there any standing water? Small areas of standing water/Large areas of standing  
water/Large Puddles/ Flooded  
Percentage or position of water % of Airfield flooded or North/South end  
e.g. North end flooded  
Clouds: None/Scattered/Overcast/Thunderstorm  
Also approximate height; Low/Medium  
high/Very high  
Visibility: Poor (less than 2 Km)/Hazy (2 Km to 5  
Km and more)/Clear (to the horizon)  
Wind: Light (less than 5 knots)/Medium (5 to  
15 knots)/Strong (15 to 25 knots)/Very  
Strong (above 25 knots). Report should  
also indicate whether the winds are  
steady or gusting.

Reminder; it is not practical to report an airfield as "Wet and Operational". Pilots can make a better pre-flight judgment if the above information is reported.

## 6. Evacuations

For Security and Medical evacuations, the WFP Security officer and/or the Head Of Logistics in Yemen or his/her Deputies can be reached 24 hrs/day, 7 days/week via mobile phone.

Evacuations can only be undertaken according to flight rules and restrictions as applicable (i.e. Instruments Flight Rules conditions, between sunrise and sunset, etc). However, this regulation should not prevent any individual or agency to request for an evacuation, when the need arises.

### 6.1. Security Evacuations

The authority to approve the use of WFP-HAS aircraft for security evacuations lies with:

The Designated Official (DO) for Security in the region is the Humanitarian Co-Coordinator in Yemen. The Humanitarian Coordinator will decide if a relocation or evacuation is necessary.

Accurate information is essential in order to launch an effective evacuation. The UN Security Officer should compile the following information and advise WFP-HAS about the following:

1. The number and names of expatriate and national staff requiring evacuation.
2. Agencies that require evacuation.
3. A continuous radio watch on HF radio or telephone is to be maintained by both the UN Security Officer and WFP-HAS in the field. Contact by any available means VHF

or HF Radios, or telephone must be established when the aircraft approaches the field destination.

## 6.2 Medical Evacuations (MEDEVAC-CASEVAC)

1. Priority: Preferably and if available to be cleared (letter/certificate) by a doctor/paramedic.

Priority 1: Urgent and serious.

Death or life condition, immediate evacuation by air. Reaction time is to be treated as utmost priority. Both WFP, UN-DSS as well as aircraft operator will use all available resources to assure minimum response time by pursuing relevant flight clearances from pertinent GoY authorities.

Priority 2: Urgent evacuation.

Patient requires surgical treatment and is stable. Maximum reaction time a.s.a.p. yet pending GoY flight clearance approvals.

Priority 3: Evacuation.

Patient requires medical treatment, which is not urgent. Maximum reaction time according to aircraft availability and GoY flight clearance approvals.

### 6.2.1 Initiation of [MEDEVAC] Request and Eligibility

Eligible staff for medical evacuation service by WFP-HAS are humanitarian staff only as described in section 4.4 here above. WFP-HAS is not able to serve any Military, police, etc... (ref. section 4.4.9) for this purpose.

According to the above priorities and explained for ease of reference. Organizations with access to the Passenger Air Transport Service (first and/or second priority included) may request a MEDEVAC for their staff. At the field level the senior person of the organization requesting the MEDEVAC should contact the WFP Office or in his/her absence the UN Security Officer. The request must indicate:

The details and condition of the patient must be forwarded to WFP HAS (See Medical Questionnaire Guidelines below).

Medical Evacuation Questionnaire Guidelines:

- Identification of requester?
- Call received from (name)?
- Means of communications (Phone/Fax/Radio)
- What is the patient's name?
- Nationality of patient / Blood Group
- Valid travel documents? e.g. Passport
- Name of agency?
- Where is the patient at present?
- What is your contact telephone/fax/radio number?
- What is the nature of the injury/illness?
- Is the patient a stretcher case?

- Is the patient conscious?
- Is the patient bleeding?
- Has a doctor been consulted and, if so, what is the opinion on air travel – a doctor’s certification declaring the patient as fit fly is a basic requirement?
- How many people are to be flown?
- Who will accompany the patient?
- Runway conditions?
- Additional information such as special equipment required on board the aircraft.
- Security of the landing area

Please note that WFP HAS aircraft are not equipped as air ambulances. Nevertheless aircraft can be configured with a stretcher. However, the aircraft entry door is not wide enough for patient(s) to enter the plane in horizontal position.

## 6.2.2 Radio / Communication Procedures

The information must reach WFP Country Office, The Chief of WFP Logistics Yemen, Head of WFP-HAS or his/her Deputy are the only persons authorized to task the aircraft. However, in their absence, initial arrangements to prepare the aircraft may also coordinated the United Nations Field Security Officer (UNFSO) in each country. WFP-HAS Chief Air Transport Officer will contact the crew for aircraft readiness based on information provided by the field/sub-office. Note that UNFSO are not authorized to task/launch the aircraft.

The requesting organization is fully responsible for the accuracy of statements made about the patient’s conditions.

Additionally, please note that the requester is also fully responsible for the patient’s transportation to the aircraft at the airport of departure and from the aircraft upon arrival in the airport of destination in the concerned countries.

MEDEVAC plans must be prepared according to the circumstances prevailing at each location. These plans should include:

- a.** Contact person(s) and alternates.
- b.** List of physicians available among the local community to be contacted and who will certify the need for the evacuation.
- c.** Availability and dependability of local health facilities.
- d.** Availability and location of a well-equipped first aid kit for a wide range of emergencies.
- e.** List of all humanitarian workers and their blood group.

### 6. Action by Agency Required:

- a.** Ambulance if required at the final destination.
- b.** Any other form of assistance (e.g. wheelchair) which may be required at final destination.
- c.** To have a representative to assist with Immigration and Health formalities if required.

## 7. FINANCE / PAYMENT PROCEDURES

- 1) Users/Customers are required to submit letter of acceptance of cost recovery process (Booking fees) as discussed and agreed by the Users Group Committee and outlined by the RC/HC letter. All agencies/NGOs are to ensure that flight focal point assignment form are updated and submitted to WFP-HAS office.

Customers can deposit amount corresponding with planned staff monthly air movements in advance Cancellations shall be sent in written form, e-mail or fax no later than 12:00 hrs on the last working day preceding the date of intended flight. Late flight cancellation will be charged as normal fare by WFP-HAS.

- 2) Cash or check payment drawn on Yemeni bank will be accepted at WFP Office in Sana'a, Finance Unit upon submitting the completed Passenger Movement Request Form.
- 3) Customers are encouraged to maintain sufficient fund balance in the WFP account to facilitate efficient passenger booking process.
- 4) Customers who are directly transferring/depositing money into below WFP bank account should send proof of transfer/deposit slip to WFP Sana'a, Finance Unit.

Account Name: WFP Imprest Account  
Account Number: 002-186561-002  
Account Currency: USD  
Bank Name & Address: International Bank of Yemen, Zuberi Branch, Sana'a

- 5) Customers are issued statements on a monthly basis which reflect the funds balance. Customers must make a written claim within 30 days if any wrong transaction is reflected in the monthly statement. Interim monthly statement and account balance reports are also made available to customers by WFP Finance Unit in Sana'a upon request.
- 6) Current price for passenger movement is USD. 150 for 1 sector flight, i.e. Sana'a – Sa'ada or return, or USD. 300 for a round trip (September 2010). Please verify with relevant WFP staff in Sana'a for changes or updates.

## 8. WFP STAFF CONTACT LIST

For all matters concerning the WFP-HAS operation in Yemen;

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## Annex "A" Frequently Asked Questions (FAQ)

### 1. How much time in advance should users make reservations?

*As per the WFP-HAS Yemen SAOP, Flight security clearance has to be submitted 48 hours before scheduled flight, thus applying 3 days in advance would be preferred. As per current schedule, flights scheduled on Sundays have to be processed no later than noon preceding Wednesday.*

### 2. How should reservations be made?

*All users have to submit a WFP HAS PASSENGER MOVEMENT REQUEST FORM duly signed and stamped by the Agency Representative / focal point. The completed form can be submitted to WFP-HAS, Sana'a by hand, scanned and e-mailed to [YEMEN.logcluster@wfp.org](mailto:YEMEN.logcluster@wfp.org) or by facsimile (+967) (1) 205 515*

### 3. How to know the regularity of the flights? Or to know in advance the following weeks flight schedule?

*WFP HAS issues a flight schedule regularly. When revisions are made, all Users are advised accordingly by e-mail. Information on any changes and special flights will be disseminated by normal channels. Any detailed flight information can be requested via [YEMEN.logcluster@wfp.org](mailto:YEMEN.logcluster@wfp.org) or by telephone.*

### 4. How many passengers can the aircraft accommodate?

*WFP HAS is using a DHC-6-300 "Twin Otter" with a maximum of 18 seats (normal sector Sana'a – Sa'ada accommodates 12 passengers). This capacity may vary due to technical or/and safety restrictions depending on prevailing flight parameters. Aircraft can be configured for medical evacuations (stretchers) or cargo.*

### 5. How much luggage is a passenger allowed?

*Each passenger is authorized 12 kg only. Any excess baggage request will be authorized pending space availability. Please note the limitation is enforced due to **safety** reasons.*

### 6. How does one know when a passenger is confirmed?

*WFP HAS sends out a flight confirmation note to the agencies focal point e-mail address, or in case of late reception of security flight clearance, by mobile telephone the night before scheduled flight.*

### 7. Should the passengers pick up the tickets at the WFP HAS booking office or at the airport?

*Passengers must collect flight tickets at the check-in counter of the aircraft operator at Sana'a airport (Yemenia Joint Venture) one hour prior to scheduled departure.*

### 8. Check-in Times

*Check-in time starts one hour before scheduled departure, and closes 25 minutes before departure. Confirmed passenger arriving after closing time will be considered as "no shows" and agency charged the fare.*

**9. What should a passenger do in case a flight is cancelled?**

*Passenger should contact the WFP-HAS booking office in Sana'a in order to re-confirm the booking for next preferred flight. When the information that a flight is going to be cancelled is known in advance by WFP, e-mail will be sent to Users. In case of unforeseen technical problems, WFP HAS is unable to inform the users in advance.*

**10. What if a passenger misses a flight?**

*If a passenger misses a flight, WFP considers it as "no-show" and relative agency will be charged the fare. A new Passenger Movement Request has to be submitted accordingly.*

**11. How does an agency request a special flight?**

*An official request is made in writing from the Head of the Agency to WFP-HAS, stating date of requested flight, routing, passenger details and purpose of mission. Such flights are like scheduled flights, subject to flight security approval by relative GoY Ministries. Agencies are encouraged to request such flights 2 weeks in advance. Such flights are organized on full cost recovery basis. Special flight requests are assigned on a first-come, first-served basis.*

**12. Why are agencies and Organizations not permitted to book more than 3 passengers at a time in any given flight?**

*In order to allow as many agencies as possible to benefit from the air service in case of excess booking thus achieving a balanced usage of the service. Should an agency have more than 3 staff members to travel as a team, a special request should be made allowing WFP staff to organize the special need accordingly.*

**13. At the satellite destinations; if there are seats available, why can't a passenger who is not on the manifest board a flight?**

*According to International aviation regulations, no passenger is permitted to fly on any commercial aircraft without his/her name being duly manifested and the passenger issued with ticket by WFP-HAS or the aircraft operator bearing a General Release liability. The procedure is the same as for any commercial flight. All changes in the passenger's manifests must be done with the approval of WFP Air Transport Officer or his assistant in Sana'*