UNHAS User Group Meeting Minutes
(5 April 2011, 14:00 – 15:20, OCHA Conference Room)

Chair: Carlos Botta, UNHAS Juba
Attendance: Please see table in the end of the minutes.

1. Opening Remarks
   The Chair welcomed the participants and proceeded to the meeting proper.

2. Issues Discussed

   Previous Minutes
   • Torit Airstrip: It was stated that there has been no improvements on the airstrip or request for flights to Torit. Before a final decision is made, an email will be sent out to the Users List.
   • Due to the large number of agencies with UNHAS accounts, it is not possible to contact each one as their accounts get low on money. However, it has been suggested that agencies can contact Carlos or Finance office in Juba by email or whatever means at any time to enquire the status of their accounts. Carlos.botta@wfp.org

   Feb / March Statistics
   • UNHAS did a presentation of all Juba flight statistics for the months of Feb & March. This presentation will be circulated on the Airops mailing list. At the next meeting, statistics for the whole of South Sudan will be presented.

   Focal Point Duties
   • Focal point training will be carried out in Juba in the next couple of months. The focal points are to be identified, brought to Juba on the account of UNHAS and trained on weather reporting, runway conditions, airstrip obstruction clearance, amongst other items.

   Easter Holidays
   • Easter holidays will be observed on the 22nd (Fri) and 25th (Mon) of April therefore there will be no flights on these days. UNHAS will be operating its regular schedule on the 23rd (Sat) April.

   Booking
   • Booking requests are to be submitted early to ensure on-time processing
   • A reminder for users to adhere to check-in times, baggage weight and size, packaging of items, passenger declarations (children under 2 years old) – more information is available on the UNHAS presentation which will be circulated.
   • The Users were reminded if the policy - No ID card for passengers - no flight. ID cards must be in English. Agencies sponsoring the flights, should formally introduce their travelers using UNHAS standardized Introduction Letter.

   2. The UNHAS 5 pax ceiling policy was explained, the agencies booking (over 5) travelling on mission or part of a delegation are advised to contact the UNHAS booking Office with a letter stating the need for all members to travel
together. As per UNHAS SAOP and to be able to provide all the Users of the Air Service a fair opportunity to avail of the flights, only 5 pax per organization are confirmed on a specific flight. The remaining passengers are subject to seats availability. Therefore, in order for UNHAS to support travel requests for more than 5 pax, kindly contact your nearest UNHAS Office to discuss possible options.

- If any issues or complications arise with regards to booking tickets, please call/email/visit the UNHAS office to discuss, at the earliest to resolve the issue, instead of awaiting for the User Group Meeting.

### Cargo

- Baggage per passenger on UNHAS flight is now **20 kg**, this includes hand luggage, any excess baggage should be booked as Cargo (excess baggage) which is free of charge provided it’s personal belongings. Only one bag as hand luggage is allowed.
- Food must be properly packaged and within reason. Food items will not be allowed on board unless they are properly packed in a way that assures that they are not going to leak or spill.
- Agencies are reminded that cargo received in locations is to be collected as soon as notification is received. UNHAS requested that any cargo booked is well labeled with names and contact numbers for the sender and consignee.
- An issue was raised with regards to cargo, the main issue was arrival times at destination and the relevant tracking. UNHAS will look into this and revert on procedures to be followed to track cargo packages efficiently.
- Agencies that have undelivered cargo outstanding are requested to contact the Dispatch and Receipt UNHAS office to initiate a tracking of the cargo.
- A suggestion was raised to have a once a week flight (full hub rotation) with the purpose of clearing out the backlog of cargo currently sitting idle at hub locations. This issue to be discussed further.

### AOB

- UNHAS is now located in Tong Ping close to the airport. Tickets and bookings need to be done there from now.
- Users were reminded to follow all official procedures when moving money through the airports. **These procedures are not yet clear so users were advised to check with authorities before moving money**
- It was mentioned that money may not be able to be physically moved via airports soon, as a report was received of an airport official requesting that money should be transferred electronically. This has its obvious limitations. If any further information is received, kindly send to UNHAS and Log Cluster.

3. **Closing**

- Next meeting will be held on 7th June @ UNHAS Office Juba