

**United Nations Humanitarian Air Service (UNHAS)
Philippines**



World Food Programme

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

PHILIPPINES

United Nations Humanitarian Air Service (UNHAS) Philippines

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1. INTRODUCTION

1.1 Preface

Aviation has an important role to play in most humanitarian operations, the more so when travel overland is difficult or impossible due to the security situation or damaged infrastructure.

However, the operation of aircraft of any kind is a costly and potentially dangerous undertaking, and it is essential that it is conducted in as safe and cost-effective manner as possible. The purpose of these SAOP is to establish guidelines and to streamline procedures for the air operation in order to create a safe, efficient and reliable air service for the use of entitled responders, and therefore for the eventual benefit of the affected population.

1.2 General Principles

The United Nations Humanitarian Air Service (UNHAS) bases its rules and procedures, staff qualification criteria, and aircraft chartering procedures on the United Nations Common Aviation Safety Standards (AVSTADS). AVSTADS have been jointly agreed between the World Food Program (WFP) and the Department of Peacekeeping Operations (DPKO) under International Civil Aviation Organisation (ICAO) guidelines.

In addition to these guidelines, UNHAS operates under a number of other legal, contractual, and safety obligations which these SAOP are designed to capture. As such, these procedures are mandatory and non-negotiable.

Nonetheless, air operations are inherently flexible and can be quickly adapted to meet new situations and requirements, and it is important that this flexibility is utilised for the benefit of the operation as a whole. Over time, the operational requirements almost invariably change, and it is therefore vital that the operational structure, and hence these instructions remain flexible and responsive to new and/or changed needs, circumstances, and operating environment. To this end, these instructions will remain under constant review, and subject to amendment as required.

1.3 WFP Philippines – Concept of Operations

At present, WFP chartered passenger aircraft are under UNHAS management control to provide air transport to the eligible Humanitarian Organizations in Philippines. Emergency evacuations and relocation of staff requested through the office of the Designated Official will be financed through the United Nations Development Programme (UNDP), and medical evacuations will be covered by the requesting agency on a full cost recovery basis.

The operation has an in-built 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. These are under constant review as they are often affected by political, natural and security considerations.

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UNHAS is based in Manila, Philippines. An integrated administration, communication, flight information, ramp, cargo services and medical and security evacuation procedures system is in place. This integration has allowed for increased productivity with substantial economies of scale.

Professional operating criteria contribute to safe and reliable operations thus allowing all accredited humanitarian organisations to transport their staff and supplies with a minimum of delay and maximum safety.

1.4 User Group

The User Group is the body representing all the registered Users of UNHAS in Philippines. It consists of representatives from all UN Agencies, NGOs and Donors registered to use UNHAS. The purpose of the User Group is to promote interests of Users in the movement of passengers and cargo within the area of operations in order to fulfil the needs of the humanitarian community.

The Terms of Reference for the User Group is limited to administrative decisions and shall include:

- Establishing administrative policies and issuing administrative directives detailing eligibility and priority of passenger and cargo on UNHAS aircraft, and ensuring compliance with WFP management and operational policies and procedures;
- Deciding on the destinations to be served;
- Ensuring compliance with established procedures for the safe and efficient handling of passengers and cargo;
- Matters relating to the quality of service;
- Forecast future usage and requirements in order to assist WFP to ensure the timely contracting / release of the appropriate aircraft; and
- Assist UNHAS with fundraising efforts and advise on planned financial contributions.

UNHAS is responsible for all aspects of the operation of the aircraft, and is to keep the User Group advised of the technical, legal, and contractual limitations. It is vital that the User Group and UNHAS work seamlessly together, whilst remaining strictly within the boundaries of their own competence. In short, the User Group decides on the requirements, and UNHAS decides the ‘how, who and the when’.

The User Group shall meet once a month at WFP premises in Manila. UNHAS will send the invitation and agenda, as well as prepare the minutes of meetings.

2. ADMINISTRATIVE PROCEDURES

2.1 General

WFP is the managing body of UNHAS, and its mandate is based on the “United Nation’s Fifth Session of the High Level Committee on Management held in New York from 12-13 June 2003” decision to hand over to WFP the responsibility of administering air transport services for UN agencies in humanitarian, and “other” activities that are not directly or specifically for peacekeeping.

The service is funded through donors and other internal funding mechanisms. In the initial stage of the Emergency, it is generally free of charge for entitled humanitarian users, but should funding subsequently fail to meet the need, it might become necessary to establish a system of partial or full cost recovery.

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The size and composition of the aircraft fleet is kept under constant review, and is subject to adjustment should the humanitarian requirements, the operating conditions, or the funding situation require. The working assumption is that the air operation will be closed once the humanitarian community's need for UNHAS air support ceases because either a safe, reliable and sufficient alternative commercial air service exists, or other less costly means of surface transport are able to meet the need. Philippines UNHAS fleet is currently composed of a dedicated fixed-wing aircraft King Air 350 (09 Seats), 2 x S-76 Helicopters (10 and 12 seats each) plus on adhoc basis 02 x Pilatus PC12 (09 Seats each) and 1 x Augusta 109 Helicopter through local operators.

UNHAS staff and contracted aircrew will do their best to meet Users' needs, but for safety reasons it is their responsibility and obligation to refuse any cargo or passenger not complying with these SAOP, National Aviation Authorities regulations, or ICAO Standards and Recommended Practices (SARP). No passenger or cargo is authorised on board any aircraft without being properly manifested. To do so is to breach ICAO and national regulations, and could result in the suspension of the Air Carrier's Air Operating Certificate.

Users are reminded that there are many safety, technical, and contractual reasons that determine when an aircraft is fully loaded – notwithstanding apparent empty space and/or seats. The aircraft crew and UNHAS staff's word, in this respect, is final.

2.2 Eligibility

The air service is intended for the use of the humanitarian community engaged in relief operations, and operating with the agreement of the Government of Philippines. Should it become necessary to define further, or limit those eligible to use the service, this would be done as advised by the User Group Committee.

2.3 Priorities

First priority for the use of the air service is always given to Medical Evacuation cases, and aircraft safety and aircraft operating related cargo and personnel. Also, sudden rise in emergency demands is given the highest priority, and may disrupt the regularity of the schedule. In this regard the Designated Official and/or UNHAS may assign higher priorities as necessary.

The space for all regular passengers will be accommodated on a "first come, first served" basis. Cargo priorities vary depending on the changing humanitarian needs in the affected area(s) and are determined by UNHAS and the User Group. Passengers have priority over cargo, unless cargo is deemed to be of life-saving nature, such as urgently needed medical supplies. Please see comprehensive summary below.

Passengers:

1. Medical Evacuation;
2. Certified aviation safety inspectors and accident investigators;
3. UNHAS and other personnel required for the safe, efficient, and effective execution of aircraft operations;
4. Other registered Users on a first come, first served basis.

Note: UNHAS is permitted to carry only humanitarian workers essential to projects. This does not include family and/or dependants.

Emergency evacuations and relocation of staff requested through the office of the Designated Official will be financed through the United Nations Development Programme (UNDP), and medical evacuations will

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be covered by the requesting agency (MEDEVAC Request Form Annex 7.4, Security Evacuation Form Annex 7.5).

Cargo:

1. Equipment and supplies for aircraft ground handling and management of aircraft operations, when the destination is not reachable by surface means;
2. Spares, parts, consumables, etc. for Aircraft on Ground (AOG) operations in areas inaccessible by road;
3. Life-saving cargo (e.g. urgently needed medical supplies);
4. All other cargo.

3. MOVEMENT OF CARGO

3.1 Criteria for the Movement of Cargo

All cargo is to be manifested and entered on an Air Waybill. Only cargo meeting the following will be accepted.

- a. Cargo is for the sole use of registered Users.
- b. Only cargo booked and confirmed via the Cargo Movement Request (CMR) procedure (Chapter 3.3) will be accepted. Cargo not conforming to the description, weight, and volumetric dimensions detailed on the CMR, will not be accepted. Nor will poorly packed or poorly labelled cargo be transported. The proper packing and labelling of cargo is the responsibility of the consignor. All cargo is subject to inspection by UNHAS staff to ensure compliance with these and all other relevant instructions.
- c. The transportation of hazardous materials is governed by international conventions. Brief guidance is at Chapter 3.2. Further information is available on demand from the UNHAS Office in Manila. Users are liable for any death, injury, or damage caused by such cargo.
- d. UNHAS requires detailed information on any medical supplies presented for transportation.
- e. Neither UNHAS nor its agents will be liable for any loss or damage to cargo or baggage during storage, loading or transportation.

3.2 Transportation of Dangerous Goods

In the interests of passenger and crew safety, and to prevent damage to 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 International Civil Aviation Organisation (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air.

Users wishing to move Dangerous Goods by air using the UNHAS system must take the following steps before submitting a CMR:

- a. Submit the shipper's declaration specifying the type of dangerous goods, plus any available additional information as attachments to the CMR.
- b. Identify any dangerous articles or substances in accordance with ICAO regulations.
- c. Limit the quantity contained in each package to the maximum allowable.
- d. Use the correct type of packaging.
- e. Mark and label each package in accordance with the regulations.
- f. Provide full details of the Dangerous Cargo to the UNHAS booking office.
- g. Inspect each package for damage and/or leakage.

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Abbreviated List of Dangerous Air Cargo

The following is an abbreviated list of some of the more commonly encountered dangerous goods. If consignors have any doubts or questions, they should be addressed to the UNHAS Office in Manila.

- a. Fuel is not authorised to be transported as cargo together with passengers. Pack fuel must therefore be transported either without passengers, or under-slung.
- b. 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.
- c. Camping type stove, heaters and lamps containing flammable gas and/or liquids, and non-safety matches are prohibited.
- d. Any pressurised cylinder, full or empty. This includes cooking gas cylinders (propane, butane etc).
- e. Various medical supplies, which may contain dangerous chemicals (Chapter 3.1 d). Conditions apply.
- f. Pharmaceuticals which may contain dangerous chemicals, such as acids. Conditions apply.
- g. Photographic chemicals (i.e. darkroom chemicals).
- h. Refrigerators of the type containing toxic gases or dangerous liquids. Conditions apply.
- i. Repair kits containing dangerous materials, e.g. cellulose paint, organic peroxide, etc. Conditions apply.
- j. Some medical items for scientific research, e.g. unknown samples for testing may contain dangerous substances (prohibited unless identified).
- k. Toolboxes: may contain explosives, compressed flammable gases, e.g. butane cylinders. Conditions apply.
- l. Motor vehicle or generator batteries. Only dry batteries can be accepted. Conditions apply.
- m. Any heat producing devices, e.g. certain battery operated equipments such as underwater torches and soldering equipment can produce intense heat if accidentally activated.

Due attention must be given to the strict adherence to these procedures by all personnel involved in preparing a consignment and booking it on an UNHAS chartered aircraft. Any failure to abide by these restrictions will result in the contravening User Agency or Organization to be barred from using UNHAS in future.

3.3 Application for Cargo Movement

- a. All requests to airlift cargo (including excess baggage and mail) must be made to UNHAS not less than two (2) working days in advance via **Cargo Movement Request (Annex 7.1)**, Monday through Friday (08:30 to 17:30, on Fridays until 14:00).
- b. Cargo Movement Request shall be duly completed, signed and stamped by a designated/authorized officer (Focal Point) of the requesting User. Cargo Movement Request shall be sent by electronic mail (unhas.philippines@wfp.org) or delivered in person to UNHAS Manila Office (or UNHAS representative in the field). UNHAS will, based on the information provided, prepare an Airway Bill.
- c. Booking confirmations for cargo can be obtained by phoning UNHAS Manila Office (+639158481625) one (1) working day prior to the flight date.
- d. All confirmed cargo shall be delivered at Ninoy Aquino International Airport – Domestic Terminal at the UNHAS check-in desk on the day of the flight, not later than one and a half (1.5) hours before the manifested departure time. In the field, cargo shall be delivered to UNHAS staff at least four (4) hours before departure time or the previous day in case of early departures. UNHAS staff will deliver it to the airport/airfield.

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4. PASSENGER SERVICE

4.1 General

UNHAS Philippines offers the passenger movement services within Philippines in accordance with the regular flight schedule, from Monday to Friday. The service is offered as per the set priorities (please see 2.3).

UNHAS is only permitted to carry passengers directly involved in humanitarian operations implemented in Philippines. This does not include family members and/or dependants of humanitarian staff. Any exception to this rule, appropriately justified, can only be authorized, on a case by case basis, if requested in writing by the staff member's Agency Head to the CATO. **No military personnel will be allowed booking and transportation by UNHAS chartered aircraft.**

For a passenger to be authorized to travel, his/her name must appear on the passenger manifest list. No passenger will be authorised to board UNHAS chartered aircraft without being properly manifested, and issued a ticket as this is against ICAO and aviation industry regulations.

All required travel documents such as visa and/or security clearances are the sole responsibility of the traveller.

At airports without proper screening facilities, manual inspection of luggage will be carried out by UNHAS staff or representatives, and in any case UNHAS staff or representatives might require to open and inspect any item or piece of luggage, and reserve the right to accept/reject them for carriage. Passengers who do not comply with these procedures will be denied access to the flight.

Use of UNHAS for personal travel on exceptional situations: UNHAS will provide service for personal travel to staff of user agencies in remote areas where there are no other means of travel. Staff members could travel on leave or to attend to emergencies or urgent matters affecting them. Such travels would be arranged following the existing booking procedures and fee payments. The procedures will be as follows:

- Currently the remote locations that will be covered by this provision are TBC. The list of destinations will be reviewed from time to time to make sure that the service is provided only to staff in locations where there are no other transport options.
- UNHAS will provide the service only if there are spare seats after staff booking for official travel are accommodated. Therefore, requests for personal travel will only be entertained on **seat available basis**.
- Bookings for personal travel will be processed (like it is done for official travel) by the agency the staff member is working for. Booking forms will be sent to UNHAS and seats confirmed for travel on the requested day, but only if seats are available after staff traveling on official duty are accommodated. User agencies are, therefore, to apply for seats notifying UNHAS on the booking request form under the block "**Purpose of Travel**", stating whether the request is for 'Official' or 'Personal' travel.
- The service is available only to staff members and NOT to family members, relatives or friends!

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4.2 User Agency or Organization Responsibilities

Staff Lists

Every User Agency or Organization wishing to use the WFP passenger service is to submit to UNHAS a list of their staff eligible to use the service. As a minimum, the following information is required:

- Full name of individual;
- Organisation;
- Job title / description;
- Nationality;
- Organisation ID card number;
- Duty Station.

Users should update their lists on a quarterly basis, or more frequently in case of staffing changes. Only individuals appearing on these lists will be accepted for flights. The services may be extended, at the express request of the User, to non-staff passengers whose travel is relevant to Philippines Relief Operations. Acceptance of these passengers by UNHAS will be subject to seat availability and to the provision of a letter of indemnity signed by the passenger's employer in accordance with the form from the Memorandum of Understanding between WFP and each User Agency or Organization. The User shall be responsible for such passengers.

Individuals will be required to provide proof of identity (UNLP or employing organisation photo ID card) at check-in, and on boarding.

Focal Points

Each eligible User is required to fill out and submit to UNHAS the **Focal Point Assignment Form (Annex 7.2)** with no more than three focal points, who will be authorised to make booking requests and cancellations on behalf of the User, with full names, titles, specimen signatures, e-mail addresses and other contact details.

The eligibility of passengers to travel on UNHAS flights will be the exclusive responsibility of each User submitting a request for travel. UNHAS will consider any request for travel submitted by the designated User's Focal Point(s) as a valid request from this User.

UNHAS reserves the right to seek clarification and verification of details on lists of passengers submitted by User-designated Focal Points, and will ultimately decide on passenger/entity eligibility in consultation with the User Group.

Booking, confirmation and cancellation process

- a. All requests for passenger travel must be made to UNHAS not less than two (2) working days – but not earlier than one month - in advance via **Passenger Request Form (Annex 7.3)**, Monday through Friday (08:30 to 17:30, on Fridays until 14:00). **Telephone bookings will not be accepted.**
- b. Passenger Request Form shall be duly completed, signed and stamped by one of the Focal Points of the requesting User. Passenger Request Form shall be sent by fax (+639158481625), electronic mail (unhas.Philippines@wfp.org) or delivered in person to UNHAS Manila Office (or UNHAS representative in the field).

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- c. Booking confirmations can be obtained by phoning UNHAS Manila Office (+639158481625) one (1) working day prior to the flight date.
- d. Users are requested to ensure that the appropriate tickets are collected one day before the flight, at UNHAS Manila Office. Note that tickets for Monday flight should be collected on Friday, before 12:00. Tickets are valid only for named person and shall not be exchanged or traded. In the field, passengers must collect their tickets at the UNHAS Office one working day before the flight or during the check-in at the airfield one hour prior to departure.
- e. Passenger cancellations must be communicated to UNHAS Manila Office in writing (unhas.Philippines@wfp.org) by a Focal Point of the User, not later than 10:00 AM on the last working day preceding the date of booked flight.

Check-in Procedures

In order to maintain punctuality and hence maximise aircraft utilisation, as well as for safety reasons, it is essential that passengers comply strictly with these check-in procedures, and follow all instructions from UNHAS staff, Agents and aircraft crew.

Passengers must carry a valid photo identity card from their parent organisation, their ticket, and a copy of their security clearance to travel (if applicable). Some security personnel still require passport and visa details, and therefore passengers are recommended to carry photocopies of the relevant pages of their passports. Local staff should carry their national identity documents.

Confirmed passengers shall, under the Agency's responsibility, check-in at airports/airfields served by UNHAS no later than one (1) hour prior to the manifested departure time. The check-in counter will close thirty (30) minutes prior to estimated time of departure and UNHAS staff has strict instructions not to check in any passengers arriving after that time.

“Wait-listed” passengers will be allocated seats on a space availability basis and according to their order of priority on the waiting list.

Check-in staff will undertake a 100% identity check. Thus last minute substitutions or passenger swaps are not permissible. Only UNHAS Chief Air Transport Officer (CATO) may authorise last minute changes, and then only in exceptional circumstances.

In the case of discrepancies with passenger manifests held at the airfields where no WFP staff or their agents are present, the manifest presented by the Pilot-in-Command will be considered as the valid manifest to be used.

Passenger Luggage and Carry-on-Baggage

Due to aircraft configuration and performance the maximum allowance for passenger luggage and carry-on baggage is fixed at 15 Kg per passenger. Luggage is to consist of personal belongings only. Any equipment, tool kits, medical supplies etc, as well as passenger luggage in excess of 15 Kgs must be pre-booked as cargo through the UNHAS Booking Office in accordance with the procedure described in Chapter 3.3.

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5. FREQUENTLY ASKED QUESTIONS (FAQ)

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

As per UNHAS SAOP, at least 2 working days in advance of passenger travel/cargo movement date.

2. How should reservations be made?

A Passenger Request Form or a Cargo Movement Request for required movement of passengers and/or cargo shall be duly completed, signed and stamped by a designated/authorized officer of the requesting Agency. The Passenger Request Form/Cargo Movement Request shall be sent by fax (+25115503799), electronic mail (unhas.Philippines@wfp.org) or delivered in person to UNHAS Manila (or UNHAS representative in the field).

3. How do I find out about the UNHAS flight schedule?

UNHAS operates on a fixed flight schedule. When revisions are made, Users are advised accordingly. This schedule is available at UNHAS Manila Office, or on request via e-mail. Please feel free to request a copy via unhas.Philippines@wfp.org

4. How many passengers can the aircraft accommodate?

UNHAS is currently using a King Air 350 and Pilatus PC12 both with a maximum of 09 seats. This capacity may be reduced due to technical and/or 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 15 Kg only. Any excess baggage request will be authorized pending space availability. Excess baggage must be booked as cargo using the Cargo Movement Request. Please note this limitation is enforced due to SAFETY reasons.

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

Booking confirmations for passengers and cargo can be obtained by phoning UNHAS Manila Office (+639158481625) one (1) working day prior to the flight date.

7. Should the users pick up the tickets at the UNHAS Booking Office or at the Airport?

Passengers traveling from Manila must pick up their tickets one working day before the flight at the UNHAS Manila Office or at the office of the Aircraft Operator. In the field, passengers must collect their tickets at the UNHAS Office one working day before the flight or during check-in at the airfield one hour prior to departure.

Where at Ninoy Aquino International Airport at Manila should passengers report?

Passengers have to report at the UNHAS check-in desk, domestic departures. The ground handling agent or the staff of the Aircraft Operator will handle the passengers and cargo at the airport on behalf of UNHAS.

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8. Check-in time

Passengers shall report for check-in one (1) hour before the scheduled departure time. The check-in closes thirty (30) minutes before departure. Confirmed passengers arriving after the check-in desk has closed will be considered as no-show passengers.

9. In case a flight is cancelled, what should a passenger do?

Passengers should immediately contact the UNHAS Booking Office in order to re-confirm the seat for the next available flight. When the information that a flight is going to be cancelled (for weather, security or operational reasons) is known in advance by UNHAS, an e-mail will be sent out to all Users. However, due to unforeseen technical problems, UNHAS may be unable to inform the Users in advance.

10. If for any reason a passenger misses a flight?

If a passenger misses a flight, he/she will be considered as a no-show passenger, will be penalized by loss of appropriately paid ticket cost and will have to make a new booking request.

11. How does an Agency request a special flight?

An official request in writing will be submitted by the Agency to UNHAS, stating the reason and all the details of the transport request. UNHAS reserves the right to approve or disapprove any special flight request. Special flight requests are assigned on a first-come, first-served basis, are based on aircraft availability. In case of conflicting requests for the same dates, the CATO reserves the right to prioritize the requests.

12. At the outstations; if an aircraft has free seats, why can't a passenger board the flight?

According to aviation regulations, no passenger should fly on any aircraft without his/her name being duly manifested and the passenger issued with ticket bearing a General Release liability. The procedure is the same as for any commercial flight; no passenger is authorized to fly without a ticket, and without being properly manifested. In exceptional cases (such as in medical or security emergency), only the CATO can authorize a passenger to board a flight. In this case, the name of the passenger will be added to the manifest and a ticket in his/her name will be issued.

13. Can an Agency replace the manifested passenger with another staff member?

Tickets are issued and valid only for manifested passengers. Tickets shall not be exchanged nor traded.

14. Why are Users only allowed to have 2 confirmed staff members per flight?

Due to the aircraft size and in order to allow as many Users as possible to access the air service and achieve a balanced usage. Should a User submit booking requests for more than 2 staff members, a special request should be made in order for UNHAS to try to accommodate the needs, based on availability of seats.

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6. OPERATING PROCEDURES

6.1 General

WFP Safety Culture and Policy

Safety culture, as defined by WFP, is the sum of the ATTITUDES, values, norms, and beliefs which a particular group of people share with respect to risk and safety, and it is reflected in the organisation's willingness to learn and develop from experience, incidents, errors, and accidents.

Safety exists when the level of risk associated with an activity is acceptable. Safety works when people work together as a team.

Flight Operations

All aircraft operations will be conducted in accordance with all applicable local and national laws and regulations, Operator's SOP, manufacturers' aircraft manuals and limitations, and these UNHAS SAOP. Aircraft will be operated in an airworthy condition at all times. Aviation staff is expected to utilise sound, conservative judgement in their approach to their duties. Safety is the primary and overriding objective of the air operation.

Aircraft crews are to operate their aircraft strictly in accordance with their Operator's Flight Operations Manual and the National Aviation Authority rules and regulations.

Nothing in these SAOP shall be taken to countermand or over-rule these procedures, rules and regulations.

6.2 Pre-flight Procedures

WFP Standardisation Programme

The WFP Standardisation Programme encompasses the use of SAOP to help ensure a coordinated approach towards the required tasks.

The use of SAOP, checklists, and standard terminology creates a regulated system in which pilots become immediately aware of any departure from the normal sequence of events, or system operations. The use of these SAOP should create an operational atmosphere in which every member of the crew should very quickly recognise potential problems, and should instinctively know the appropriate immediate action to be taken.

Flight crews are not authorised to deviate from agreed rules, regulations, Operator SOPs and these SAOP, unless such deviation is in the clear interests of safety. All such deviations are to be reported to the CATO within 24 hours of the occurrence. A constant process of evaluation is necessary in order to ensure that these SAOP remain current and relevant. Any proposed amendments should be reported to UNHAS CATO, in writing, without delay.

However, nothing in these SAOP detracts from the Pilot-in-Command's (PIC) ultimate responsibility for the safety of his aircraft, its passengers, and crew. He retains the final authority for the conduct of the flight, at all times. The PIC must clearly establish the pilot flying (PF) and the pilot not flying (PNF) responsibilities, so that there can be no confusion or misunderstanding of the duties and tasks each is to perform.

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Flight Planning

The PIC is responsible for all aspects of flight planning. He/she may delegate all, or part of this duty to the other pilot, but the PIC remains responsible for the task. There must be no confusion about which pilot is to perform this function. Both pilots will thoroughly review the passenger and cargo lists prepared by UNHAS. They are to confirm the details of cargo and passengers to be carried on each leg, in order to properly complete their fuel planning. Any discrepancies or questions should be resolved together with UNHAS staff.

The Air Tasking Order is to be submitted to the Operator Project Manager. Flight Plans are to be produced by the Operator Project Manager and he /she has to secure the necessary approvals from ATC and the Airport Authorities. The pilot undertaking flight planning is to make maximum use of all information and specialised equipment (e.g. computer flight planning, commercial weather services).

Some airfields or Landing Zones (LZ) are not included in the Notices to Airmen (NOTAM) reports issued by the local Flight Service Facilities. It is the PIC's responsibility to determine the latest status of all destinations in liaison with UNHAS staff, and any other means at their disposal. This should include contacting any UNHAS, WFP or Logistics Cluster Hub staff in the vicinity of the destination, or the staff of consignee organisations awaiting arrival of cargo or passengers at the destination. UNHAS staff will make every effort to determine LZ conditions before flights depart, and inform the crews accordingly. Wherever possible no flights should depart without an up to date destination assessment.

VFR Routes - All flights to fields are to be conducted under VMC and VFR. VFR routes are to be prepared on topographic VFR charts.

Jeppesen Charts - Aircrew are to use current Jeppesen approach and aerodrome charts for those locations listed. Since most airstrips in other "Operations Area" locations do not have published approaches, crews are required to carry on board a set of topographic VFR charts of the relevant areas flown to.

NOTAM - NOTAM may be issued by ATC at short notice, possibly restricting flights from moving or returning until late in the day. Additionally there may be NOTAM issued that will affect navigation or routing. It is the responsibility of the crew to be aware of the latest NOTAM and to get the latest updated aeronautical information.

Weather

Prior to each flight, the PIC has to obtain aviation updated weather reports and forecasts from ATC, and analyse at least the following data in order to determine the effects upon the proposed operation:

- Latest NOTAMs for the point of departure, flight route, the destination, and alternate.
- Surface weather observations for relevant stations.
- Forecasts for all relevant routes and stations.
- Reports or forecasts of severe weather AND turbulence which could affect the proposed flight.
- Any known air traffic delays.
- Potential risk at the destination.

Pilots are to check weather forecasts sufficiently well in advance of a proposed flight, and notify UNHAS staff of any conditions that may affect passenger or cargo schedules. This includes checking weather forecasts the evening before departure, and early on the morning of departure. The PIC may delegate some of these duties, but he/she remains responsible for their proper completion.

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Severe Weather and Weather Detection Devices

Flights into areas of known or forecast severe weather will be avoided wherever and whenever possible. When flying into areas of reported adverse weather conditions is essential, avoidance is to be achieved using visual means, airborne radar, and when available, air traffic control assistance.

Aircraft Pre-flight Check

Pre-flight checks are to be completed by the Operator staff member, in accordance with the Operator's Flight Operations Manual.

Airworthiness Determination

The final responsibility for determining the airworthiness of the aircraft rests with the PIC. In addition to completing a pre-flight check, the PIC is to satisfy him/herself that the aircraft is in an airworthy condition, by thoroughly reviewing all relevant factors.

Use of Minimum Equipment List (MEL)

All components and equipment must be fully operational prior to aircraft dispatch unless allowed to be inoperative by an approved MEL. A copy of the MEL is to be carried on each aircraft. If an aircraft system becomes inoperative away from the home maintenance base, the pilot will enter the discrepancy in the AML. Any maintenance, replacement, or any other operational action required by the MEL is to be completed prior to the next flight.

Other Equipment

Ground Power Unit - When a ground power unit (GPU) is supplying power to aircraft systems, one person qualified to operate the GPU is to remain in attendance in the immediate vicinity of the aircraft. The immediate vicinity of the aircraft is defined as sufficiently close to enable immediate corrective action in the event of an emergency involving the aircraft and/or the GPU.

Cabin Emergency Equipment - Emergency equipment meeting the safety requirements, and passenger briefing cards, are to be carried on every aircraft. Each crewmember is to be familiar with the location, inspection status (per attached inspection record label or tag), and operation of all emergency equipment carried on board the aircraft.

Survival Equipment Requirements - No flight will be conducted over water exceeding 30 minutes duration, or 100 nautical miles from the nearest shoreline unless survival equipment is carried aboard. The PIC is to ensure that the appropriate quantity and type of equipment is on board prior to departure, and that every crew-member is aware of the location and operation of the survival equipment.

Floation Devices - Aircraft used for over-water operations are to be equipped with emergency aircraft floatation devices. These devices are to be functional, and armed when over water. In addition, aircraft are to be equipped with a personal floatation device (life jacket) for every person on board the aircraft.

Aircraft Refuelling Procedures

The PIC is responsible for all aspects of aircraft refuelling. Whilst he/she may delegate supervision of the task to a crewmember, the PIC remains responsible.

United Nations Humanitarian Air Service (UNHAS)

Philippines

The designated crewmember is to ensure that the aircraft is properly earthed before refuelling commences. He/she is to ensure that the fuelling truck is electrically bonded to the aircraft structure at the recommended bonding points, and that the nozzle earthing cable is attached before any fuel cap is opened, or the nozzle is inserted into the tanks.

The PIC is responsible for ensuring that fuel is of the proper grade and quality, and that the specified quantity is taken on board. The designated crewmember should verify that the refuelling vehicle / equipment are labelled with the type of fuel ordered (eg Jet A1). If there is any question as to the quality of the fuel or the fuelling equipment being used, the crew-member should request that a sample be taken from the final fuel filter of the refueller, and/or from the delivery nozzle, prior to accepting fuel into the aircraft.

The supervising crewmember is to ensure that the fuel truck is properly positioned, and is not directly under any part of the aircraft that could settle during refuelling. Fuel trucks should not be reversed up to an aircraft, and must be positioned so that they could be easily driven away from the aircraft in the event of a malfunction or emergency.

No fuelling is to be undertaken whilst passengers are on the aircraft. Refuelling is not to be undertaken if a thunderstorm is in the immediate vicinity of the fuelling point. All strobe lights are to be turned off, and no radio transmissions are to be made during refuelling.

The supervising crewmember will physically check the fuel caps for security on completion of fuelling, and will ensure that all bonding cables are disconnected from the aircraft. The bonding cables and fuel hoses must be clear of the aircraft before takeoff.

Hot refuelling (engines running, blades turning) may only be undertaken by qualified and experienced personnel. A pilot must remain at the controls of the aircraft during such an operation and the engines at flight idle. A suitable fire extinguisher must be readily available throughout.

Pre-departure Briefing

The PIC is to conduct a pre-departure briefing prior to each flight for the entire crew.

Passenger Embarkation and Disembarkation

Passengers will always be escorted to and from the aircraft, normally by the designated ground handling agent and / or UNHAS staff. Boarding is to be supervised by a crewmember. Umbrellas are not to be used in the vicinity of an aircraft. Passengers should walk, not run, to and from an aircraft. The crew must maintain constant vigilance when engines are running and when vehicles and / or people are on the ramp. The crew is to remain particularly attentive to ground personnel and passengers' movements on the ramp. Vehicles must never be allowed to drive under helicopter rotors or under aircraft wings.

Once on board, a crewmember is to ensure all passengers are seated, with seat belts fastened. He/she will ensure that all doors are properly secured, and that passenger baggage is properly loaded and secure.

Passenger Baggage

Passenger baggage is to be loaded and secured by a member of the aircraft crew. It is to be placed in designated compartments if available, or placed where it will not block access and exit routes – particularly emergency exit routes. All baggage, including hand baggage, is to be secured for take-off, landing, and in-flight turbulence, and passengers are to be briefed on this requirement.

United Nations Humanitarian Air Service (UNHAS) Philippines

Passenger Briefing

A designated crewmember is to conduct a passenger briefing prior to take-off.

6.3 Flight Procedures

MEDEVAC

Procedures for tasking medical evacuation (MEDEVAC) can be found in Chapter 6.5, however, points of particular note to aircrews are:

- UNHAS contracted aircraft are not equipped to handle critical medical situations. In the event of it being necessary to use an UNHAS contracted aircraft for this purpose, CATO is required to seek advice and support from professional medical assistance organisations.
- Medical staff should accompany the casualty throughout the time he / she is aboard the aircraft. The crew has no responsibility for providing medical assistance for the casualty.
- Stretchers are not normally part of the aircraft equipment, and therefore UNHAS/Crew needs to be clearly informed when tasked to evacuate a prone casualty from the field.
- The crew must be informed of the nature of the medical condition of the casualty in order to plan the flight with the minimum of distress to the evacuee.

Radio Procedures

Call-signs: UNHAS chartered aircraft call-signs are prefixed by UN, followed by unique aircraft designators. The full UN call sign must be used at all time (e.g. UN29W). No abbreviations or call-signs involving just flight numbers are acceptable.

Radio Discipline: Users are to remain calm, polite, and professional on air at all times. The following general rules apply at all times:

- Always listen out first before transmitting.
- Use standard, clear, concise and simple English only.
- Always reply giving the full aircraft call-sign.
- Read back key essential detail such as airfield and airway clearances, altitudes / flight levels, transponder codes, altimeter settings etc.

Flight Following

Whenever possible, during VFR flights crews are to maintain flight following and radar advisories with ATC and relevant Flight Following Centre. Such pro-active communications enhances safety, and is important should unforeseen circumstances arise. Detailed **Flight Following Procedures** are at **Annex 7.7**.

Night Operations

No night operations are authorised for UNHAS Philippines.

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Post Flight Procedures

PIC is responsible for completing all specified post-flight procedures in accordance with the Operator's Flight Operations Manual.

6.4 Emergencies

Aviation Emergency Response Plan (A-ERP)

Comprehensive guidelines on procedures to be adopted in the event of an Aviation Emergency are contained in the Operator Emergency Response Plan, the National Aviation Authority Emergency Response Plan and in the UNHAS Philippines Aviation Emergency Response Plan. Copies of these documents are available at the UNHAS Office. The following notes summarise and supplement the emergency response plans, but do not replace it.

Incidents and Accidents

The immediate reporting of incidents, major incidents, accidents and other occurrences is mandatory. Any such occurrences are also to be reported at once to UNHAS staff and to the Regional Aviation Safety Officer, by telephone if necessary, to be followed up in writing or by e-mail.

Search and Rescue

Aircraft that cannot be contacted by radio, and have not met their expected time of arrival (ETA) will be considered to constitute an emergency, and will result in the activation of procedures detailed in the A-ERP. Such an event will immediately be reported to the designated WFP Official. Tactical control of the UN response to such an emergency rests with the WFP Country Director, or his/her appointed coordinator. The senior UN or WFP Security Officer will assist.

The primary assets available for Search and Rescue (SAR) are the National Aviation Authority SAR assets. However, the UNHAS chartered aircraft are also available for SAR missions.

The designated WFP Official and the designated Crisis Team members will assemble and assume control of the UNWFP aspects of the operation as soon as possible. The Crisis Team will manage the search operation from the best possible control point, combining air, ground and sea/estuary search as necessary. Primary use of all available UN communications means will maximise the efficiency of this effort.

The designated Emergency Coordinator and Crisis Team are to establish contact with the National Aviation Authority at the earliest practical moment. Flight following procedures as detailed by ICAO regulations require that a request be made to ATC Philippines to issue a Notice to Airmen (NOTAM) to all aircraft entering Philippines airspace, informing them of the approximate location or track of the missing aircraft.

The UNWFP Crisis Team will establish an information centre working in close conjunction with the National Aviation Authority. The Crisis Team is also responsible for keeping WFP HQ Rome informed.

Any UNHAS chartered aircraft not committed to the search should be held on stand-by to assist as necessary, including for CASEVAC if required.

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6.5 Evacuations

For Security and Medical evacuations, the Chief Air Transport Officer of UNHAS or his/her deputy can be reached 24 hrs/day, 7 days/week via mobile phone and/or WFP Radio Room in Manila (please see **Contact List, Annex 7.8**).

Evacuations 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, should the need arises.

Security Evacuations

Security evacuations by air will only be approved following consultations at Designated Official/WFP Country Director level (Security Evacuation Request Form, Annex 7.5). Any such flights will be coordinated by the UNHAS Office, and will normally be accompanied by a WFP Security Officer. Such flights will have priority over all other flights except MEDEVAC flights, but in the event of a general evacuation, where demand exceeds capacity, destinations and evacuees may have to be prioritised.

This prioritization of evacuees in the event of a security evacuation is to be performed by UNDSS security officers. Accurate information is essential in order to launch an effective evacuation. The UNDSS security officers should compile the following information and advise UNHAS 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 is to be maintained by both the UNDSS security officer and UNHAS in the field (where available). VHF contact must be established when the aircraft approaches the field destination.

Medical Evacuations (MEDEVAC/CASEVAC)

In the context of these SAOP Medical Evacuation (MEDEVAC) is taken to mean the evacuation of an individual on medical grounds from the field or from a hub to the Main Operating Base. Onward evacuation out of country or elsewhere is beyond the scope of these SAOP and is covered by each staff member's agency. For WFP those procedures are covered by the Memorandum dated 11th March 2003 (revised 9th July 2004), which is in turn based upon paragraph 409 of the FAO Manual.

UNHAS aircraft carry no special equipment to suit them to the MEDEVAC role, nor are the aircraft crews trained or available to assist with the medical care of a patient during flight.

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, are observed. There should be no lowering of normal safety standards simply because the flight is a MEDEVAC.

CASEVAC (Casualty Evacuation) refers to the movement of a person who is in immediate need of medical treatment to save life, limb or eyesight; MEDEVAC (Medical Evacuation) refers to the movement of a person under medical care who is not in danger of losing life limb or eyesight but does need further medical treatment that is not available at the present location.

Any medical evacuation initiated at the request of a registered UNHAS User that cannot be assisted within the regular UNHAS passenger schedule, will be accommodated on aircraft availability basis.

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UNHAS CATO 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 be coordinated by the United Nations Field Security Officer (UNFSO). UNHAS CATO 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.

Medical evacuations shall be performed based on priority, preferably and if available cleared (letter/certificate) by a doctor/paramedic.

Priority 1: Urgent and serious (CASEVAC). Death or life condition. Immediate evacuation by air. Maximum reaction time 3 to 6 hours.

Priority 2: Urgent evacuation. Patient requires surgical treatment and is stable. Maximum reaction time 12 to 24 hours.

Priority 3: Evacuation. Patient requires medical treatment, which is not urgent. Maximum reaction time according to aircraft availability.

Initiation of Request:

According to the above priorities, registered Users may request a MEDEVAC for their staff. The details and condition of the patient must be forwarded to UNHAS according to the following Medical Evacuation Questionnaire Guidelines (MEDEVAC Request Form, Annex 7.4):

- Identification of requester
- Call received from (name)?
- Means of communications (Phone/Fax/Radio)
- Patient's name, nationality and blood group
- Valid travel documents? e.g. passport
- Name of requesting agency
- Present location of the patient
- Requester's 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 that the patient is fit to fly and free of any contagious diseases is a basic requirement. There will be NO medical evacuation without such medical certificate.**
- 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 may be configured with a stretcher. The aircraft entry door may not be wide enough for patient(s) to enter the plane in a horizontal position.

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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. Please make sure that the following is arranged if necessary:

- 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. Requesting organization's representative to assist with Immigration and Health formalities if required.

6.6 Dangerous Goods

Dangerous goods are articles or substances capable of posing significant risk to health, safety, or to property, when transported by air. UNHAS procedures are based firmly on the regulations and guidelines issued by ICAO and IATA. It is in both the operators' and WFP's best interests that all staff should be familiar with the regulations and with the categories of cargo considered dangerous.

Further guidance is given at Chapter 3.2, and detailed guidance is contained in the ICAO publication "Technical Instructions for the Safe Transport of Dangerous Goods by Air".

NB. The final decision regarding the transport of goods remains with the aircraft crew, and ultimately the PIC.

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7. ANNEXES

7.1 Cargo Movement Request (CMR)

Please contact unhas.philippines@wfp.org for the electronic form.

UNITED NATIONS HUMANITARIAN AIR SERVICE
CARGO MOVEMENT REQUEST (CMR)
Ethiopian Operation



This Cargo Movement Request (MOVREQ) is to be duly completed and submitted to UNHAS Ethiopia Office in Addis no later than 2 working days before the intended day of movement. Please note that the absence of any information requested herein may result in the delays in and / or inability to render the service requested.

For UNHAS use only
Date:
CMR N°

Name of Requesting Organization					
				One form per destination	
Sender		Consignee		FROM:	
Contact Person:		Contact Person:		TO:	
Title:		Title:			
Telephone:		Telephone:			
E-mail:		E-mail:		Date of Transport:	

If you need to request more than 10 items, please use additional CMR sheets; do not add lines to this spreadsheet

Item	Quantity	Unit Weight (kg)	Description of Load	Total Weight (KG)	Unit Length (cm)	Unit Width (cm)	Unit Height (cm)	Total Volume (m³)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

Comments and Dangerous Goods Information:

Dangerous Goods cargo will only be carried subject to governmental and operators regulations. The section above should list the item number for any and all dangerous 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), flammable liquids and solids (fuel / heating oil / matches / lighters), oxidising materials (such as bleach powder), explosives (such as ammunition / fireworks / flares), medical supplies (oxygen / carbon dioxide and oxygen cylinders / thermometers). If you are in any doubt about the nature of your cargo please consult UNHAS.

ALL goods must be customs cleared prior to submitting a Cargo Movement Request form. The cargo should be made available at the point of dispatch as requested by the UNHAS Movement Officer. WFP/UNHAS will take due care of the goods transported. However, neither WFP/UNHAS nor any of its duly authorised officer(s) shall be held liable and/or responsible for any damage or loss caused to the goods while in transit. Goods are transported at owners risk. Agencies are to arrange for collection of goods at the respective receiving locations as soon as goods arrive.

I hereby certify that the above cargo either contains no dangerous goods or that all applicable details are entered and that the cargo is packed in accordance with IATA 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 _____

United Nations Humanitarian Air Service (UNHAS) Philippines

7.2 Focal Point Assignment Form

Please contact unhas.philippines@wfp.org for the electronic form.

			<h3>Focal Point Assignment Form</h3>
USE CAPITAL LETTERS ONLY. FORWARD TO: UNHAS Addis Ababa and/or UNOCHA Addis Ababa			
Name of User Agency/Organization (in full):			
Current implementing partners/NGOs in Ethiopia:			
PLEASE PROVIDE THE NAME OF THE FOCAL POINT AS WELL AS THE NAMES OF TWO ALTERNATES IN CASE OF ABSENCE			
Full Name of Passengers Booking Focal Point:	Job Title:	Specimen E-mail:	Duty Station: Signature:
Full Name of Deputy Focal Point:	Job Title:	Specimen E-mail:	Duty Station: Signature:
Full Name of Cargo Booking Focal Point (if different from s Job Title:		Specimen E-mail:	Duty Station: Signature:
Full Name of Deputy Focal Point:	Job Title:	Specimen E-mail:	Duty Station: Signature:
FULL NAME OF Head of UN Agency/CO/NGO responsible: (IMPORTANT)			
Date, Signature and Stamp:			E-mail Address:
* PLEASE NOTE THAT FOCAL POINTS WILL DETERMINE THE ELIGIBILITY OF PASSENGERS, AND BE SOLELY RESPONSIBLE FOR THE CONTENTS OF ALL BOOKING FORMS FORWARDED BY HIS/HER ORGANIZATION/FP. FURTHERMORE, FOCAL POINTS E-MAIL ADDRESSES/SIGNATURES WILL BE THE ONLY AUTHORIZED SOURCE OF BOOKING.			
* IN THE CASE AN IMPLEMENTING PARTNER/NGO IS ADDED OR DELETED, KINDLY INFORM UNHAS.			

United Nations Humanitarian Air Service (UNHAS) Philippines

7.3 Passenger Request Form

Please see the specimen on the following page. Contact unhas.philippines@wfp.org for the electronic form.

	UNHAS Ethiopia						
Passenger Request Form							
USE CAPITAL LETTERS ONLY. The booking form shall be sent by fax (+251115503799), e-mail (unhas.ethiopia@wfp.org) or delivered to UNHAS Addis Ababa (or UNHAS field representative), at least 2 working days in advance.							
Date of flight:		Submitted by:		Received by:			
Departure point:		Date:		Date and time:			
Arrival point:		Purpose of travel:					
Tel. and e-mail:							
Family Name	First Name	Gender	Nationality	User Agency/Organization:	Passport No.	ID No.	Remarks / Estimated Passenger Weight + Baggage Allowance (12 kg)
All UN National and International Staff traveling with UNHAS MUST obtain a security clearance prior to departure.							
1. Carriage by air is subject to the liability rules and regulations of the Montreal Convention for the Unification of Certain Rules for International Carriage by Air of 28 May 1999.							
2. The liability of the carrier and its officers for the loss of life, personal injuries of passengers, loss and/or damage to luggage and cargo is limited in accordance with the above rules.							
3. Passengers subscribe herewith to the conditions of the agreement between the UN and the owner/operator of the aircraft.							
4. The signatory confirms herewith, that the passenger is an employee or associate of the requesting agency/organization and certified that his/her travel is for official duty only.							
5. UNHAS bears no responsibility for the loss or damaged of any personal luggage.							
Authorized by (FOCAL POINT - PLEASE PRINT NAME):							
Date:				Signature:			
				OFFICIAL STAMP OF AGENCY/ORGANIZATION			

United Nations Humanitarian Air Service (UNHAS) Philippines

7.4 MEDEVAC Request Form

WFP-HAS Philippines

MEDEVAC REQUEST FORM

Date:	Time:
-------	-------

Name of Requester:		
Means of Communication:		
From:	Destination:	When the patient will be ready to travel ?:
Name of Patient:		
Name of Organization:		
Nationality:		
Blood Group:	Valid Travel Document and Number:	

State of Patient:
Lying or Sitting (Stretcher Required?):
Does the patient suffer from a contagious disease? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
Patient needs to be accompanied? Yes <input type="checkbox"/> No <input type="checkbox"/>
Name of Medical Personnel Accompanying Patient:
Name of Non-Medical Personnel Accompanying Patient:
Any Other Relevant Information:

United Nations Humanitarian Air Service (UNHAS) Philippines

Med Doctor's Remark (Please certify if the patient is "Fit to Fly"):	
Med Doctor's Name:	
Signature of Medical Doctor:	Date:

Approved by:	Date:
Signature:	

United Nations Humanitarian Air Service (UNHAS) Philippines

7.5 Security Evacuation Request Form

	WFP HAS United Nations World Food Programme Humanitarian Air Services	
SECURITY Evacuation Request / Authorization		
Date:		
Agency Requesting Evacuation		
Accountable Manager/Officer		
Contact telephone/e-mail		
Name of Location to be Evacuated		
Number of Staff to be Evacuated		
Names and details of Evacuees as per attached Booking Form I do confirm that information provided is true and correct to the best of my knowledge		
Signature:	Stamp	
REQUESTING AGENCY TO CONTACT UNDSS UNDSS WILL ASSES NATURE OF THREAT, IF EVACUATION REQUIRED NOTIFY UNOCHA AND UNHAS, CREW WILL BE PREPARED FOR BRIEFING BY UNDSS		
UNDSS CREW BRIEFING		
Briefing conducted by:		
Task:		
Security Related info on Ground/Approach:		
Briefing attended by: (Air Crew)		
AFTER MISSION REPORT		
Pilot in Command:		
Note: 1. Humanitarian Air Services is available for both medical and security evacuation of humanitarian agencies' staff only. 2. Requesting Agency is responsible to have their Staff being evacuated complying with the regulations and have all permits required by the Authorities. 3. Pilot in Command has the final non questionable decision before, during and after the Evacuation regarding all aspects related to the operation of the aircraft.		

United Nations Humanitarian Air Service (UNHAS) Philippines

7.6 Charter Request Form

 <h1 style="font-size: 2em; margin: 0;">UNHAS</h1> 	
(UNHAS orders will be issued only by UNHAS STAFF)	
Date of Flight:	Agency Name:
Routing:	Agency Account Number:
	Charge Code (For WFP Only):
	Reference Number:
Agency Contact Number (E-Mail):	Remarks/Type:
Passenger Information: Passengers names, gender, address, age, ID No(s), etc. If it is cargo flight a cargo manifest must also be attached.	
Unless for medical emergency or evacuation, Charter request should be submitted 3 days prior date of take.	
1. UNHAS will provide quote for charter requested within a day of receipt of this form	
2. For passenger charter, agency to provide passenger manifest information 48 hours in advance of flight.	
3. Cargo charters Agency to include dimensions and weight of each package.	
Authorized by (Print name/ Print the name):	
Date:	
Signature:	
Agency Stamp	

United Nations Humanitarian Air Service (UNHAS) Philippines

7.7 Flight Following

All aircraft have to perform a positioning report to the Flight Follower (Operator's Radio Room) at the following times:

- After take-off whenever possible, but within the first 20 minutes of flight;
- 20 minutes before arrival at destination;
- If the flight is planned to be longer than 1 hour 20 min, then an intermediate positioning report is mandatory, typically at 45 minutes after the Actual Time of Departure (ATD).

UNHAS staff at the airport/airfields are to carry a mobile phone and a portable VHF radio to be able to establish contact with the UNHAS Manila Office, UNHAS Dire Dawa and/or the WFP Radio Room at their end to get the ETA at their location.

After the departure of aircraft, UNHAS Manila Office shall, via mobile phone, communicate to the UNHAS field staff at the next destination, the Actual Time of Departure (ATD), Persons on Board (POB) and Estimated Time of Arrival (ETA). If mobile network is not available, the relevant information will be communicated by UNHAS Manila via WFP Radio Room. WFP Radio Rooms in Manila (TBC) have dedicated HF stations to monitor information transmitted by UNHAS aircraft and in case of need, establish two-way radio-communication. Refer to 'Reporting Procedures for Air Movement Assistants/Location Focal Points in the Field Offices handbook' in Annex.

All aircraft will additionally carry a mobile phone or satellite phone on-board. If no communication could be established between the aircraft and the Flight Follower, then this medium will be used by the air crew to contact the Flight Follower and/or UNHAS and communicate all the necessary information: ATA, ETD, POB, ETA next destination and any other relevant information.

After each take-off, the pilots must transmit a departure message to the flight following station stating the following:

- Actual time of departure (ATD)
- Next destination
- Number of passengers (POB)
- Cargo weight
- Estimated time of arrival at destination (ETA)
- Any other relevant information

This message shall be relayed to the relevant UNHAS staff at the destination, to allow him/her to prepare for the incoming flight.

It is important that WFP radio operators maintain a radio log of all essential radio communications, based on monitoring the transmission between the aircraft and the Operator's Radio Room. The WFP radio operators shall only answer dedicated calls from the aircraft or the Operator's Radio Room. Priority will be given to the pilot's radio calls, especially the positioning reporting.

It is the duty of UNHAS CATO to inform the aircraft captain of any change in his schedule (routing, etc). The captain is to reconfirm whenever possible with UNHAS CATO his change of schedule. In situations, such as medical evacuations, when the scheduled routing is to change, UNHAS CATO will inform the crew via the Flight Follower at the Operator's Radio Room.

United Nations Humanitarian Air Service (UNHAS) Philippines

UNHAS Philippines has a secondary flight following mechanism, i.e. the Indigo Satellite Tracking System.

7.8 Contacts

- 1. UNHAS Chief Air Transport Officer (CATO), Manila: Mr. Jared Komwono**
Mobile phone: +639165346084
E-mail: jared.komwono@wfp.org
- 2. Air Transport Officer (ATO) and Safety, Manila: Mr. Mario Sibrian**
Mobile phone: +254 707 722 600
E-mail: mario.sibrian@wfp.org
- 3. Air Movement Officer (AMO), Cebu: Mr. Ismael Osman**
Mobile phone: +639158481625
E-mail: ismael.osman@wfp.org
- 4. Bookings and Flight Information, Cebu: Mr. Ismael Osman (Temp) Evelyn Agyepong**
Mobile phone: +639158481625
Bookings E-mail: unhas.philippines@wfp.org
Alternate E-mails: ismael.osman@wfp.org; evelyn.agyepong@wfp.org
- 5. Flight Planning & Tasking, Cebu: Greg O'Callaghan**
Mobile phone: TBC
E-mail: greg.ocallaghan@wfp.org
- 6. Cargo Coordinator, Cebu: Mike Aitchison**
Mobile phone: TBC
Temporary E-mail: mikeaitch@gmail.com
- 7. Air Movement Officer (AMO), Tacloban: Jan Arild**
Mobile phone: TBC
E-mail: TBC