Standard Administrative and Operating Procedures (SAOP)

UNHAS Libya
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CATO acceptance
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Date: 29 October 2018

WFP Libya Country Director endorsement
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Date: 29 October 2018

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1. INTRODUCTION

1.1 PREFACE

Aviation plays an important role in humanitarian operations around the world, especially in countries where overland transport is difficult or impossible due to insecurity, damaged or inadequate infrastructure, and/or challenging climatic conditions. Aviation allows for the transport of humanitarian aid workers and humanitarian cargo to communities in some of the world’s most inaccessible places.

This Standard Administrative and Operating Procedure (SAOP) establishes guidelines and procedures that enable reliable and efficient air operations for the use of the humanitarian community.

1.2 ESTABLISHMENT OF UNHAS

During the Fifth Session of the United Nations High Level Committee on Management (HCLM) held in New York on 12-13 June 2003, the Committee requested the World Food Programme (WFP) to take responsibility for administering air transport services for United Nations (UN) agencies and non-governmental organizations (NGOs) involved in humanitarian and other activities not directly related to peacekeeping. Effective January 2004, WFP became the managing body of United Nations Humanitarian Air Service (UNHAS).

1.3 GENERAL PRINCIPLES

UNHAS bases its policies and procedures, staff qualification criteria, and aircraft chartering agreements on the United Nations Aviation Standards for peacekeeping and humanitarian air transport operations (UNAVSTADS). This SAOP further captures the various legal, contractual, and safety standards under which UNHAS operates. These procedures are in place to assist and guide UNHAS staff and users.

Operating in accordance with these standards does not diminish UNHAS ability to flexibly respond in challenging and changing contexts, like conflict or disaster, the operational requirements and priorities invariably change over time and the operational response must adapt accordingly. Air operations are inherently flexible and can be quickly adapted to meet these new situations and requirements. The operational structure and procedures must remain flexible and responsive to new and/or changed needs. To this end, these procedures will remain under constant review and subject to amendment as required.

The size and composition of the aircraft fleet is regularly evaluated and is subject to adjustment in line with the humanitarian requirements and priorities, operating conditions, and/or the funding situation.

The working assumption is that air operations will cease activities once the humanitarian community is no longer reliant on UNHAS and a safe, reliable, and sufficient commercial air service exists or less costly means of safe surface transport are able to meet the need.
2. CONCEPT OF OPERATIONS

2.1 GENERAL

UNHAS Libya is a response to the demand from the humanitarian community for transportation of staff and light cargo involved in humanitarian operations in Libya. The WFP Aviation chartered aircraft under UNHAS management provides air transport support to all eligible humanitarian organizations responding to the Libya crisis. Initially the fleet of UNHAS will consist one Beechcraft 1900. The aircraft has seat capacity of maximum 19 passengers with light humanitarian cargo.

At this stage the aircraft cannot be based in Libya, due to security risks and will service the needs of the users in Libya out of Tunis, Tunisia. The aircraft and locations are constantly evaluated to ensure that UNHAS can respond to the priorities and needs of the humanitarian community.

The aircraft performs regular passenger services and is also available for flights outside of the regular schedule, including security relocations and medical evacuations, inter-agency assessment flights and dedicated flights.

Professional operating criteria, including aviation standards, rules and regulations, contribute to safe and reliable operations, thus allowing all eligible humanitarian organizations to transport their staff with minimum delay and maximum safety.

An integrated Electronic-Flight Management Application (Takefle) is in place to support administration, reservations, flight and financial planning, flight-following as well as operational monitoring. Through this application and the Performance Management Tool (PMT), UNHAS monitors the effective and efficient utilization of air assets to meet the air travel needs of the humanitarian community.

2.2 UNHAS GOVERNANCE

As a common service, UNHAS relies on a User Group and Steering Committee composed of registered users and critical stakeholders to ensure a high quality of service.

2.2.1 USER GROUP COMMITTEE

A User Group Committee (UGC) is established and regular meetings are scheduled and chaired by the UNHAS Chief Air Transport Officer (CATO) or her/his delegate. Members are the representatives of the eligible user organizations of the service.

The purpose of the UGC is to promote interests of users in the movement of passengers and cargo within the area of operation in order to fulfill the needs of the humanitarian community.

The UGC will provide feedback to UNHAS on:

- Quality of the service.
- Required flight destinations.
- Future needs.
- Any other requirements.

UNHAS will provide the UGC with details on bookings, schedules, clearance requirements, costs and other operational information.

The UGC meets on a monthly basis at one of the main operating areas, Tunis (Tunisia), Tripoli (Libya), or at any other location established by the users.

For the record, UNHAS sends the invitation, sets the agenda, prepares the minutes, and shares with users.

UNHAS is responsible for all aspects of the operation of the aircraft and keeps the UGC advised of technical, legal, and/or contractual limitations.

It is vital that the UGC and UNHAS work together seamlessly, while remaining within the bounds of their competence. In short, the UGC determines the requirements and UNHAS organizes the “how, who, and when.”

2.2.2 STEERING COMMITTEE

The purpose of the Steering Committee (SC) is to review and provide overall guidance on the smooth running of UNHAS in the following areas:

- UNHAS funding modalities (cost recovery or free service), use of air assets, priority of locations to be served, and frequency of flight schedules.
- Host Government air transport policies vis-à-vis humanitarian air transport needs (where applicable).
- Eligibility of organizations to use the air service.
- Advocacy and resource mobilization to sustain the service.

The SC shall make decisions on administrative and policy issues only. Decisions in respect to aircraft operational and safety issues shall be made solely by WFP/UNHAS based on its operations and safety guidelines.

The SC is chaired by the WFP Country Representative or by the Humanitarian Coordinator.

Membership of the SC shall comprise representatives from the UN, NGO community, donor community, and a representative from UNHAS who is the designated secretary.
The SC will usually meet every three months, unless there is an urgent need to review operational strategy, funding situation, and/or change in policy. For the record, UNHAS sends the invitation, sets the agenda, prepares the minutes, and shares with the SC accordingly.

Decisions of the SC will be communicated to the users through the mailing list of UNHAS and/or other appropriate channels, i.e. UGC meetings.
3. ADMINISTRATIVE PROCEDURES

3.1 ELIGIBILITY
UNHAS is available only to humanitarian/development agencies or organizations that are engaged in humanitarian and/or development activities. UNHAS is not permitted to carry passengers who do not fulfill the eligibility requirements.

Due to strict eligibility requirements, UNHAS is not permitted to carry the following passengers:

- Family members and/or dependents of humanitarian staff.
- Uniformed personnel or individuals wearing camouflage of military uniforms.
- Live animals or pets.

The service may be extended, upon request of a user organization, to non-staff passengers whose travel is relevant to humanitarian operations. Acceptance of such passengers is subject to the provision of a Letter of Introduction (Annex 1) signed by the Head of Agency (or Officer-in-Charge), sponsoring the passenger and subject to seat availability. The requesting agency assumes responsibility for sponsored passengers.

Should it become necessary to further define or limit eligibility, it will be determined by the Steering Committee.

UNHAS staff and contracted crew will do their best to meet user’s needs, however, it is their responsibility and obligation to refuse any passengers or cargo not complying with the provisions defined in this SAOP and/or according to National Aviation Authorities regulations or the International Civil Aviation Organization’s (ICAO) Standards and Recommended Practices (SARP).

Passengers must always carry a valid electronic passport, an official identification card issued by their agency, their physical ticket and, if non-staff member, a letter of introduction from requesting organization (Annex 1).

UNHAS operates in agreement with the Government of Libya and Tunisia.

3.2 PRIORITIES
UNHAS strives to accommodate all passengers and light humanitarian cargo requests, however, a priority system is in place to support emergency services. The established priority system is as follows:

First priority for the use of the air service is always given to cases of medical evacuation and security evacuation/relocation along with equipment and personnel required for aircraft safety and operation.

Second priority is for all regular passenger and light humanitarian cargo transport on a “first-come, first-served” basis. Passengers have priority over cargo, unless cargo is considered to be life-saving, such as urgently needed medical supplies.

Third priority is given to Inter-Agency Assessments and Response Missions channeled through OCHA.

The forth priority is given to dedicated special flights, on full cost recovery basis.

The prioritization system may disrupt the regular schedule and some passenger bookings may not be served as requested. UNHAS endeavors to serve all passengers as requested but in cases where this is not possible, UNHAS will contact the user to propose alternative flight availability.

Confirmation of reservation on scheduled flights shall be issued on a first come, first served basis. In case of limited space, priorities set by the UGC shall apply.

Note: UNHAS may assign higher priorities as necessary.

3.3 SPECIAL FLIGHTS
Special flights refer to flights that are not on the regular schedule but are requested by registered users to be used as per their operational needs. Examples include charters (i.e. dedicated flights), high-level missions, donor visits, etc.

A special flight may also refer to a medical evacuation or a security evacuation/relocation that requires the deployment of an aircraft for a non-scheduled flight.

A special flight may also refer to Inter-Agency Assessments mission or dedicated special flight. Different deadlines and conditions apply for all special flight missions.

Special flights are subject to the availability of an aircraft.

Requests for special flights should be submitted using a Special Flight Request Form (Annex 2) five (5) working days in advance.

Dedicated flights are subject to the availability of air assets on the required date and/or aircraft capacity and are performed on full cost recovery, unless otherwise agreed in writing with the CATO.
3.4 ACCOUNT REGISTRATION

UNHAS requires all potential users to register for the service following the below procedures:

• The requesting user organization registers with the Libya United Nations Office for the Coordination of Humanitarian Affairs (OCHA) in order to be eligible to use UNHAS service.

• Following OCHA’s endorsement, the requesting user will submit the following information to the UNHAS Office: Annex 3 - Focal Point Assignment Form and details of the user organization/ agency, which will be sent to the user agency along with Annex 4 - UNHAS Standard Terms and Conditions of Service, to which the user automatically agrees with the submission of Annex 3.

• UNHAS will review the documents and if the requesting user meets all the requirements, UNHAS will create an account. Creating an account takes up to five (5) working days.
4. PASSENGER SERVICE

4.1 GENERAL

UNHAS supports passenger and light humanitarian cargo air transport services on a regular flight schedule, shared on a weekly basis with UNHAS users. The schedule is adaptable, depending on the humanitarian activities on the ground and the prevailing security situation. The service is offered in accordance with set priorities and eligibility requirements.

A passenger is only authorized to travel when her/his name is on the passenger manifest. In accordance with ICAO and aviation industry regulations, no passenger will be authorized nor allowed to board an UNHAS aircraft without being properly manifested. UNHAS only transports passengers who meet the eligibility requirements.

4.2 CUSTOMER SERVICE

UNHAS is dedicated to deliver a quality service by professional and friendly staff. A Customer Service Focal Point oversees a Customer Service/Booking Office team to ensure a high-level of customer care.

Users are encouraged to contact unhas.libya@wfp.org with their concerns, complaints, suggestions, or compliments. Moreover, participation in UNHAS annual surveys and passenger feedback supports UNHAS in enhancing the service.

4.3 RESPONSIBILITIES OF USERS & PASSENGERS

Users are responsible to ensure that travelling staff members meet the UNHAS eligibility criteria. Only staff members in possession of the agency identification card and/or introduction letter (Annex 1), signed by the Head of the relevant agency are allowed to travel on UNHAS.

Each passenger is required to provide proof of identity at the check-in counter and before boarding the aircraft. Proof of identity includes a valid agency photo identification card and electronic Passport (national/ diplomatic) and, when applicable, a United Nations laissez-passer (UNLP).

In the event a passenger has been sponsored by another agency, the traveling staff member or sponsored individual are responsible for compliance with UNHAS procedures. Examples of non-compliance include: attempting to book an ineligible passenger, impersonating a booked passenger, attempting to bring firearms onto a UNHAS flight, refusing to follow the standard check-in and passenger screening procedures, failing to show a valid agency identification card and/or appropriately signed introduction letter. In cases where procedures have been disregarded or not complied with, UNHAS will be obliged to implement its compliance system, which includes suspension of travel for the person and/or organization.

All required documents, such as an agency identification document, introduction letter, Libya/ Tunisia immigration documents, and/or security clearances are the sole responsibility of the passenger.

4.4 USER FOCAL POINTS

Each user is required to have a designated Focal Point, an authorized person who makes booking requests or cancellations on behalf of the user organization. Each user is required to complete and submit the *Focal Point Assignment Form (Annex 3)* with no more than three (3) signatories for authorizing travel. The Focal Points must provide UNHAS with full names, titles, signatures, e-mail addresses, and other contact details for record keeping.

Passenger eligibility is the exclusive responsibility of the user submitting the request to travel. UNHAS will consider any request for travel submitted by the designated Focal Point(s) as a valid request from the user.

UNHAS reserves the right to seek clarification and verification of passengers submitted by the designated Focal Point.

4.5 MINOR AIRFIELD CLEARANCE FOR UNHAS FLIGHTS

The User Organization requesting for a flight to a destination not included in UNHAS provisional flight schedule, shall obtain from United Nations Department of Safety and Security (UNDSS) a clearance to use a “Minor Airfield”. The User Organization is responsible for ensuring all security and reception arrangements are carried out.

The senior staff member on the mission appointed as “in charge” for security matters may be held responsible for any lapse in security procedures.

A duly-filled Minor Airfield Clearance request form (Annex 5) should be submitted to UNDSS unsmil-undss-sioc@un.org and UNHAS Booking Office unhas.libya@wfp.org at least five working days before the planned mission.

All UN staff members should have valid security clearances before commencing the travel.

Once approved by UNDSS, a scanned copy of the clearance shall be shared with UNHAS Booking Office. Requests that are not accompanied with approved Minor Airfield Clearance will not be facilitated by UNHAS.
4.6 BOOKING, CONFIRMATION, AND CANCELLATION PROCESS

- Users, through their designated User Focal Point(s), can book passengers online. In cases where a user has no access to use the online booking platform, bookings are made by submitting the completed Passenger Booking Form(s) (Annex 6) to the UNHAS Booking Office in Tunis or via e-mail at unhas.libya@wfp.org.

- Booking requests must be made to UNHAS at least three (03) working days in advance (four working days if the passenger is traveling on Sunday or to Eastern Libya), and not earlier than one month in advance, of the intended date of flight through the online booking system or Passenger Booking Form.

- UNHAS reserves the right to limit the bookings of any user to maximum of (3) booking per flights, in case of increased demand from multiple agencies to reach to the same location.

- Telephone bookings are not accepted.

- For manual bookings, the Passenger Booking Form must be duly completed, stamped and signed by the agency Head of Unit/Office. Passenger Booking Forms may be sent via e-mail to unhas.libya@wfp.org or delivered to UNHAS representatives in Tunis, Tunisia, by one of the appointed by the agency focal points (ref. 5.4.).

- Booking requests must include, the full name of the passenger as per her/his passport (national, diplomatic or UNLP). This should include middle names where applicable.

- Tickets will be issued a day prior to the flight to all e-mail addresses correctly entered during the passengers booking request. Tickets will also be automatically sent to the three appointed booking focal points.

- Tickets are valid only for named person and shall not be exchanged.

- Passenger cancellations are possible no later than 24 hours prior to the departure (10:00 on the last working day preceding the date of booked flight). This should be communicated in writing to the UNHAS Booking Office by the Focal Point (unhas.libya@wfp.org). For the flights on Sunday and Monday, the cancelation should be sent to UNHAS by Friday, 10:00.

- Telephone booking cancellations are not accepted.

- In case of three (03) registered late passenger cancellations or no-shows the relevant passenger will not be eligible to use UNHAS Libya service for 15 calendar days.

- It is the responsibility of the Agency Focal Point to provide UNHAS with details of passengers requiring special assistance, for example, passengers using a wheelchair or visually impaired, etc.

- Cancelations of Special Flight Requests are possible no later than 24 hours prior to the departure (10:00 on the last working day preceding the date of booked flight). This should be communicated in writing to the UNHAS Booking Office by the Focal Point (unhas.libya@wfp.org).

- For late cancelations of Special Flight Requests the relevant agency will not be eligible to use UNHAS Libya service for 15 calendar days.

4.7 CHECK-IN PROCEDURES

It is essential that passengers strictly comply with the below check-in procedures in order to maintain punctuality, maximize aircraft utilization, and ensure safe and secure operations. UNHAS requests all users and passengers to follow the below instructions as well as instructions from UNHAS staff, agents, and aircraft crew:

- Passengers must carry a valid electronic passport, an official identification card issued by their agency, their physical ticket, and a letter of introduction (if applicable).

- Passengers must check-in no later than one (1) hour prior to the departure time at the airport/airfield.

- “Stand-by” passengers will be allocated seats pending availability of space and according to order of priority in the waiting list.

- Check-in staff will undertake a 100% identity check. Thus, last minute substitutions or passenger swaps are not allowed.

- Only the CATO may authorize last minute changes in exceptional circumstances.

- In case of discrepancies with passenger manifests held at the airfield where no WFP/UNHAS or their representatives are present, the manifest presented by the Pilot-in-Command (PIC) will be considered as the valid manifest.

- At airports/airfields with limited security screening facilities, manual inspection of luggage may be carried out by UNHAS staff or appointed representatives (i.e. flight/ground crew, appointed agency staff member, etc.). UNHAS staff or representatives reserve the right to open and inspect
any item or piece of luggage and to accept or reject it for carriage. Passengers who do not comply with these procedures will be denied access to the flight.

- In locations where convoys are used to reach the aircraft, passengers are required to liaise with the relevant security focal point for information and guidance regarding established convoy procedures.

4.8 PASSENGER LUGGAGE AND CARRY-ON BAGGAGE

- **Maximum baggage allowance** per single passenger:

<table>
<thead>
<tr>
<th>Carry-on</th>
<th>Checked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. Pieces</td>
<td>1</td>
</tr>
<tr>
<td>Weight kg</td>
<td>5</td>
</tr>
<tr>
<td>Size cm</td>
<td>56x45x25</td>
</tr>
</tbody>
</table>

UNHAS only transports luggage that belongs to the manifested passenger from a user organization. Luggage that is carried on behalf of another person, agency, etc. is not permitted on board.

UNHAS staff or representatives reserve the right to open and inspect any item or piece of luggage and to accept or reject it for carriage. In the event that a passenger travels with luggage/item that is not his/hers, UNHAS will be obliged to implement its compliance system, which includes suspension of travel for the person and/or organization.

Passengers using the service of UNHAS Libya are forbidden to carry alcoholic beverages of all kinds in their hand hold and checked in luggage.
5. CARGO SERVICE

5.1 CARGO COORDINATION
With exclusion of pouch service, cargo service is currently inactive.

5.2 POUCH SERVICE
As an addition to the cargo movement service, UNHAS offers a pouch service to its users. Similar to a diplomatic pouch, the pouch is a light canvas bag that contains items addressed to specific individuals/users. Items are typically official documents or light-weight items, not exceeding 2 (two) kg.

The pouch service serves locations in Libya where UNHAS staff are located. The following are the procedures for the pouch service:

Prior to dispatch:
- The user must ensure that the item is properly packed, sealed, and well-marked indicating both the sender and receiver (including phone number).
- The item must be accompanied by a Cargo/ Pouch Movement Request (Annex 8) from the requesting user.

Acceptance of items for the pouch:
- The item is checked to ensure they are properly packed, sealed, and well-marked.
- The item is checked to ensure that the CMR is completed correctly.
- The item is under two (2) kg, items that exceed this limit are not accepted.
- After these criteria is fulfilled, a list per pouch is produced along with a “reference number” that is also written on each item. A scanned copy of the list is sent to the receiving office and the pouch is closed.
- The UNHAS Office are advised of the pouches for the next day. Closure time for acceptance of items for the pouch service is determined at each location.
- Transportation of money via a pouch is not allowed on UNHAS flights.

Arrival of the pouch:
- Once the pouch is received, each item is signed by the focal point.
- Each receiving office keeps a dedicated cargo receipt book.
6. OPERATING PROCEDURES

6.1 GENERAL PROCEDURES

**WFP/UNHAS Safety Culture and Policies:** Safety culture, as defined by WFP/UNHAS, is the sum of the attitudes, values, norms, and beliefs that a particular group of people share with respect to risk and safety. It is reflected in the organization’s willingness to learn and develop from experience, incidents, errors, and accidents. Safety is the primary overarching objective of WFP Aviation and its operations around the world.

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

When appropriately justified for an exceptional situation, the UNHAS CATO can authorize a deviation from any of the UNHAS standards and guidelines on a case-by-case basis.

**Flight Operations:** All aircraft operations are conducted in accordance with all applicable local and national laws and regulations, air operator's standard operating procedures, manufacturers aircraft manuals and limitations, and this SAOP. Aircraft will be operated in an airworthy condition at all times. Aviation staff are expected to utilize sound, conservative judgement in their approach to their duties.

Aircraft crews operate their aircraft strictly in accordance with their operator’s Flight Operations Manual and national aviation rules and regulations.

Nothing in this SAOP will countermand or overrule these procedures, rules, and regulations.

6.2 FLIGHT PROCEDURES

**Night Operations:** UNHAS Libya has no night flying. All flights are conducted during the day, subject to prevailing weather and security conditions. This limitation can be waived by the CATO under exceptional cases.

**Post Flight Procedures:** The PIC is responsible for completing all specified post-flight procedures in accordance with the Operator’s Flight Operations Manual.
7. EVACUATIONS BY AIR

7.1 GENERAL PROCEDURES
Two forms of evacuations exist in the context of UNHAS Libya operation:
1. Medical Evacuation (MEDEVAC).

Some general rules apply to both types of evacuation:
- Duly requested medical evacuations and security relocations have priority over the UNHAS regular schedule.
- Requests for medical evacuations and security relocations must be addressed to unhas.libya@wfp.org. In addition, the UNHAS CATO or his/her alternate can be reached 24 hours/day, 7 days/week through phone (+216 5855 9310) or at mattia.bugatto@wfp.org.
- Evacuations and relocations can only be undertaken according to flight rules and restrictions as applicable (i.e. Visual Flight Rules - VFR conditions, between sunrise and sunset, etc.). This regulation should not prevent any individual or agency to request for an evacuation or relocation should the need arise.
- This procedure is strictly for evacuation or relocation by air. All other means of evacuation or relocation by land and water are outside the scope of this procedure.

7.2 MEDICAL EVACUATIONS
In the context of these SAOP MEDEVAC is referred to as the evacuation of an individual on medical grounds.

The User Organizations may request for a MEDEVAC of their staff by submitting a duly filled Special Flight Request (Annex 2) and Medical Evacuation Request form (Annex 7) which includes properly filled and signed ‘fit to fly’ and ‘free of contagious disease’ statement that is mandatory for UNHAS to accept the MEDEVAC request. The User Organizations is fully responsible for the accuracy of the statements made about the patient condition and for patient’s transportation to the aircraft at the airport of departure and from the aircraft at the airport of destination.

Note: UNHAS provides medical evacuation services to the User Organizations’ staff members only.

Transport of ill or injured staff members can only be done upon clearance from a trained physician who assures that the patient is fit to fly, i.e. able to sustain air travel. If required, the patient may be accompanied by medical trained personnel (doctor, paramedic, nurse) along with one family members.

The User Organizations shall indicate the following information when requesting for MEDEVAC and seek a feedback from UNHAS on equipment availability:
- Is the request an Immediate or Non-Immediate one;
- Injury or Illness (describe general problem);
- Walking or Stretcher case;
- Medical personnel have / have not evaluated patient conditions;
- Proposed pick-up point
- Contact person (Name, telephone, radio, call sign etc.)
- Person(s) to accompany the patient
- Any additional information.

7.3 SECURITY EVACUATION/RELOCATIONS
The authority to approve the use of UNHAS aircraft for security evacuations lies with the Designated Official (DO) for Security in the region. The DO 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 UNHAS:
- The number and names of staff members requiring evacuation.
- Agencies that require evacuation.

To protect UNHAS crew from flying into unknown situation, as well as to ensure safety of the aircraft and passengers, UNHAS will seek UNDSS approval for evacuation.

A continuous two-way communication is to be maintained by both the UN Security Officer and UNHAS staff and/ or appointed representatives. Contact on VHF must be established when the aircraft approaches the field destination.

UNHAS CATO in consultation with the flight crew members will decide regarding the safety of the aircraft and feasibility of operation.

8. INTER-AGENCY MISSIONS

8.1 DEFINITION
Interagency assessment mission requests shall be coordinated through OCHA at least five (5) working days before the date of flight. Once mission request has been endorsed by OCHA user Organizations will have to submit booking requests accordingly with respective reference to the mission. OCHA will be responsible for coordination of security and
administrative arrangements at destination.

8.2 MISSION REQUESTS
The OCHA Focal Point will request for the above missions at least **five (5) working days prior to the intended flight date** to enable UNHAS sufficient time to accommodate the request without disrupting the regular schedule. The user organization should provide to UNHAS the passenger names and passport numbers 72 hours before the flight.

UNHAS will release the detailed flight plan a day before the departure date, ensuring adherence to flight rules, security, and safety protocols as well as technical regulations before launching the flight.

8.3 GENERAL CONDITIONS
The UNHAS SAOP deadline for flight cancellations applies to all flight requests initiated, including Inter-Agency Missions. For late cancelations of Inter-Agency Missions the relevant agency will not be eligible to use UNHAS Libya service for 15 calendar days.

Given that such missions address the priorities of the humanitarian community, the humanitarian community will subsidize inter-agency missions.

If the destination for the inter-agency mission is not part of the regular flight schedule, the agency should also follow the procedures described in chapter 5.5 MINOR AIRFIELD CLEARANCE FOR UNHAS FLIGHTS.
9. FAQs

HOW MUCH TIME IN ADVANCE SHOULD USERS MAKE RESERVATIONS?

Reservations must be made at least three (3) working days in advance of passenger or cargo movement date (e.g. no later than 10:00 AM, three (3) days before the intended departure date) and not earlier than one month in advance of the intended flight date. Online bookings that are made beyond this deadline are automatically cancelled.

HOW SHOULD RESERVATIONS BE MADE?

Passenger Request Form and a Cargo Movement Request Form must be completed, signed, and stamped by the designated/authorized officer from the requesting user and/or through online booking platform. The Passenger Request Form must be sent to unhas.libya@wfp.org or delivered in person to UNHAS Offices in Tunis, Tunisia.

HOW DO I FIND OUT ABOUT THE UNHAS FLIGHT SCHEDULE?

UNHAS publishes a weekly flight schedule, which is updated when revisions are required. The schedule is available at the UNHAS Booking Office, on request by e-mail, and shared on a regular basis with registered users.

HOW MUCH LUGGAGE IS A PASSENGER ALLOWED?

Each passenger is allowed up to one piece of cabin baggage, weighing up to five (5) kg and up to two pieces of check-in luggage, weighing up to 15 kg.

HOW DO YOU KNOW WHEN A PASSENGER IS CONFIRMED?

One (1) working day prior to the flight date, UNHAS sends passenger tickets through a designated user Focal Point or by e-mail to all contacts entered through the online booking platform. Booking confirmation for passengers and cargo can be obtained by calling the UNHAS Booking Office.

AT WHAT TIME SHOULD THE PASSENGER CHECK-IN?

Passengers must report for check-in no later than one (1) hour before the scheduled departure time. Confirmed passengers arriving after the check-in desk has closed will be considered as no-show passengers.

WHAT HAPPENS IF A FLIGHT IS CANCELLED?

Passengers should immediately contact the UNHAS Booking Office to reconfirm the seats for the next available flight. When UNHAS cancels a flight due to weather, security, or operational reasons, an e-mail or text message will be sent to all passengers. However, due to unforeseen technical problems, UNHAS may be unable to inform passengers in advance. Accommodation and other related expenses are borne by the passenger and under no circumstance are paid for by UNHAS.

HOW DOES A USER REQUEST A CHARTER FLIGHT?

UNHAS treats charter requests as dedicated flights. An official request in writing (Special Flight request Form – Annex 2) will be submitted by the user to UNHAS, stating the reason and all relevant details of the request. UNHAS reserves the right to approve or reject any charter request. Dedicated flight requests are assigned on a first-come, first-served basis, aircraft availability, and are subject to full cost recovery. In case of conflicting requests for the same date, the CATO reserves the right to prioritize the requests.

IF AN AIRCRAFT HAS FREE SEATS, WHY CAN’T A PASSENGER BOARD THE FLIGHT?

According to aviation regulations, no passenger is allowed to fly whose name is not duly manifested and does not hold a ticket bearing their name. This procedure is the same for any commercial flight. In exceptional cases, such as medical or security relocation, only the CATO can authorize a passenger to board the flight. Moreover, empty seats do not mean that the aircraft has not reached its maximum Take-off weight.

WHY ARE USERS ALLOWED TO HAVE ONLY THREE (3) CONFIRMED STAFF MEMBERS PER FLIGHT?

To allow as many users as possible to use the air service and ensure balanced usage of the air service, agencies are not permitted to book more than three (3) staff members per regular flight.

In the event that a user submits booking requests for more than three (3) staff members on a regular schedule flight, only three (3) passengers will be confirmed. The remaining passengers will be placed on stand-by and may be confirmed after closure of flight booking subject to seat availability.
## 10. ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>DO</td>
<td>Designated Official</td>
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<tr>
<td>CASEVAC</td>
<td>Security Evacuation/ Relocation</td>
</tr>
<tr>
<td>CATO</td>
<td>Chief Air Transport Officer</td>
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<tr>
<td>CMR</td>
<td>Cargo Movement Request</td>
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<tr>
<td>HCLM</td>
<td>High Level Committee on Management</td>
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<tr>
<td>ICAO</td>
<td>International Civil Aviation Organization</td>
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<tr>
<td>KG</td>
<td>Kilogram</td>
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<tr>
<td>MEDEVAC</td>
<td>Medical Evacuation</td>
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<tr>
<td>NGO</td>
<td>Non-governmental organization</td>
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<tr>
<td>OCHA</td>
<td>Office for the Coordination of Humanitarian Affairs</td>
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<tr>
<td>PMT</td>
<td>Performance Management Tool</td>
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<td>PIC</td>
<td>Pilot-in-Command</td>
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<tr>
<td>SAOP</td>
<td>Standard Administrative and Operating Procedures</td>
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<tr>
<td>SARP</td>
<td>(ICAO) Standards and Recommended Practices</td>
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<tr>
<td>SC</td>
<td>Steering Committee</td>
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<tr>
<td>UGC</td>
<td>User Group Committee</td>
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<tr>
<td>UN</td>
<td>United Nations</td>
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<tr>
<td>UNAVSTADS</td>
<td>United Nations Aviation Standards for peacekeeping and humanitarian air transport operations</td>
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<tr>
<td>UNDSS</td>
<td>United Nations Department of Safety and Security</td>
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<tr>
<td>UNHAS</td>
<td>United Nations Humanitarian Air Service</td>
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<td>UNLP</td>
<td>United Nations Laissez-Passer</td>
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<td>USD</td>
<td>United States Dollar</td>
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<td>VFR</td>
<td>Visual Flight Rules</td>
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<td>WFP</td>
<td>World Food Programme</td>
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