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# United Nations Humanitarian Air Service (UNHAS)

Standard Administrative and Operating Procedures (SAOP)

South Sudan



01 April 2019



# Section 0.

## Administrative Control

### 0.1 Preamble

At the start of any aviation field operation, the Chief Air Transport Officer (CATO) drafts the Standard Administrative and Operating Procedures (SAOP). The SAOP establishes administrative and operational guidance and procedures. The purpose is to create a safe, efficient, and reliable air service for users. The SAOP is structured to consider the core areas: introduction, booking procedures and services, administrative procedures, operational procedures, etc. and refers to the **United Nations Humanitarian Air Service (UNHAS)**.

### 0.2 Language and Layout

The universal language used within WFP's aviation activities is English, reflecting common practices in the aviation industry. This does not, however, supersede official UN language policy.

The SAOP is sub-divided into sections, which are supplemented by annexes. The annexes are living documents, updated and distributed. They are listed in Section 13 but are not included in this document. Definitions and acronyms used in the SAOP are defined in Section 12.

### 0.3 Amendments, Revisions, and Distributions

#### 0.3.1 Amendments and Temporary Change Notifications

All amendments take the form of printed replacement pages and/or changes in the electronic version of the document. In order to indicate changes in revised parts of the SAOP, the amended fraction will be marked with a horizontal line. Each amendment is included in the amendment record.

Revisions that may be urgently required will be promulgated through Temporary Change Notifications (e.g. decision memorandums or Standard Operating Procedures, as applicable).

#### 0.4.2 Distribution

All registered users and WFP aviation staff can access the SAOP via the internet or on request from UNHAS.

### 0.5 Issuance Declaration

UNHAS South Sudan management know and understand the contents of the SAOP and will perform all their duties in accordance with this document.

The UNHAS CATO is the manager responsible for the SAOP. The contents of the SAOP are mandatory and applicable to all WFP personnel and all registered users. The CATO is responsible for ensuring that the SAOP is updated when necessary.

UNHAS Chief Air Transport Officer, Mario Sibrian
Signature: 
Date: 01 April 2019



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# Section 1.

## Introduction

### 1.1 Preamble

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.

Operating an aircraft of any kind is a potentially dangerous undertaking and it is essential that is conducted in the safest manner possible. Moreover, air operations are costly and must be conducted in a cost effective and efficient way.

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. This SAOP focuses on the United Nations Humanitarian Air Service (UNHAS), the common air service for 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 UNHAS.

### 1.3 General Principles

UNHAS bases its policies and procedures, staff qualification criteria, and aircraft chartering agreements on the United Nations Common Aviation Safety Standards (UNAVSTADS)<sup>1</sup>. 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.

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<sup>1</sup> United Nations Common Aviation Safety Standards (UNAVSTADS): UNAVSTADS are standards jointly agreed between the World Food Program (WFP) and the Department of Field Support (DFS) under the International Civil Aviation Organization (ICAO).

# Section 2.

## Conception of Operations

### 2.1 General

UNHAS South Sudan is a response to the demand from the humanitarian community for transportation of staff and cargo involved in humanitarian operations in South Sudan.

The WFP Aviation chartered aircraft under UNHAS management provide air transport support to all eligible humanitarian organizations responding to the South Sudan humanitarian crisis. The aircraft have seat capacity of 12 to 70 passengers, with a monthly capacity of more than 7,000 passengers and 100 metric tons (MT) of light humanitarian cargo. The aircraft used in the operation include:

- **10-19 seats:** Cessna Caravan, LET-410, Dornier 228-200
- **19 seats:** MI-8T, MI-8MTV
- **25-70 seats:** DHC-8-100, DHC-8-300, DHC-8-400

The aircraft are strategically positioned in a hub-and-spoke design, with the main base in Juba and hubs in Bor, Rumbek, and Wau. This design allows UNHAS to effectively and efficiently respond to both urgent and regular needs. The aircraft and locations are constantly evaluated to ensure that UNHAS can respond to the priorities and needs of the humanitarian community.

The aircraft perform regular passenger and cargo services, and are also available for flights outside of the regular schedule, including security relocations and medical evacuations, charters, 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 and supplies with minimum delay and maximum safety.

An integrated Electronic-Flight Management Application (TakeFlite) 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 Committee 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, Juba or Rumbek, or at another 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 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 and co-chaired 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. A representative from the Logistics Cluster may participate in the SC as an observer.

The SC will usually meet quarterly, 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.

For further information on the Steering Committee, the Terms of Reference (TOR) are available upon request.

# Section 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, in a standard format, of a Letter of Introduction<sup>1</sup> signed and stamped 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.

In the event that the eligibility requirements are not accorded with, UNHAS will apply its compliance control system<sup>2</sup>.

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).

UNHAS operates in agreement with the Government of South Sudan.

### 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 relocation along with cargo and personnel required for aircraft safety and operation.

Second priority is given to Inter-Agency Assessments and Response Missions. A procedure is in place for the prioritization of these missions.

The third 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.

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 operate recovery flights.

Cargo priorities may vary depending on the changing humanitarian needs in affected areas and are determined by UNHAS and the User Group Committee.

*Note: The designated official and/or 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 at their discretion. Examples include charters for very important persons (VIP)<sup>3</sup>, high-level missions, donor visits, etc.

A special flight may also refer to a medical evacuation or a security relocation that requires the deployment of an aircraft for a non-scheduled flight, see [Section 8](#).

A special flight may also refer to Inter-Agency Assessments and Missions. Different deadlines and conditions apply for Inter-Agency Assessments and Response Missions, see [Section 9](#).

Special flights are performed at full cost recovery or in some cases, nominal fee basis, and are subject to the availability of an aircraft, see [Section 4](#). In the event an agency needs to cancel a charter, the cancellation deadline will be the same as for regular passenger transport, see [Section 4.2.1](#).

Requests for special flights (charters, high-level missions, donor visits, etc.) are submitted using the Charter Request Form<sup>4</sup>, five (5) working days in advance. Charters are subject to the availability of air assets on the required date and/or aircraft capacity.

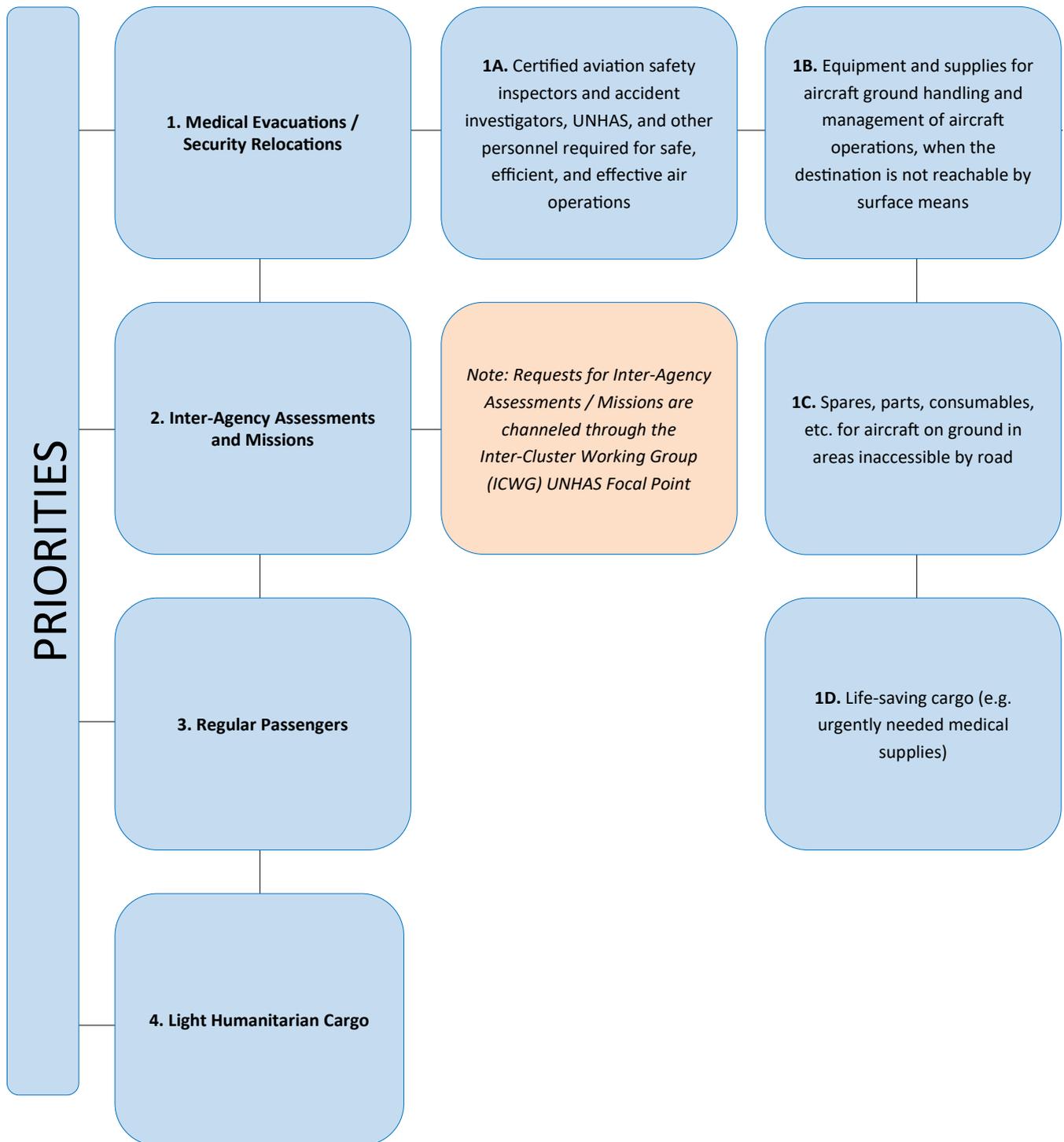
<sup>1</sup> Letter of Introduction: available on the Logistics Cluster South Sudan [website](#).

<sup>2</sup> Compliance Control System: available on request.

<sup>3</sup> Very Important Person (VIP) is defined as royal family members, presidents, prime ministers, ministers of state, ambassadors, diplomats, and senior representatives of UN agencies/international NGOs (INGOs).

<sup>4</sup> Charter Request Form: available on the Logistics Cluster South Sudan [website](#).

Figure 1: Priorities



# Section 4.

## Financial Procedures

### 4.1 General Conditions

In principle, UNHAS is free of charge for the humanitarian community. However, donor contributions are hardly sufficient and have not been historically sufficient in South Sudan, rendering the cost recovery mechanism necessary.

The air service is funded through donor contributions, full cost recovery derived from special flights, and the nominal ticket fee charged to the registered humanitarian organizations.

### 4.2 Cost Recovery

UNHAS charges **US\$ 275** per passenger for all fixed-wing and helicopter destinations and regardless of aircraft utilized. UNHAS applies a flat rate nominal fee to and from all destinations. UNHAS charges **US\$ 3** per kilogram (kg) for light humanitarian cargo to all destinations. The cost recovery rate is subject to change if endorsed by the Steering Committee.

#### 4.2.1 Charter Cancellation Fee

UNHAS provides charter services, thereby dedicating an air asset to the requesting agency and no longer available to regular passengers, see [Section 3.3](#). Should a charter need to be cancelled, the charter must be cancelled within the same deadlines as regular passenger cancellations, see [Section 5.6](#).

In the event that a charter is not cancelled within the deadlines for regular passenger cancellations, UNHAS will charge the requesting user organization 10% of the total charter cost. The Charter Cancellation Fee is to ensure minimal disruption to the regular schedule.

### 4.3 Payment Terms

Registered users shall pay for all WFP/UNHAS flights and services in advance, unless otherwise agreed. The prepayment may be received as:

- Advance payment for individual passenger and/or cargo movement.
- Lump-sum payment for a month/months planned movements for both passenger and/or cargo.
- Prepayment for special flights.

In all cases, prepayment is an estimate of expected movements. The final cost will be based on actual flights and services. UNHAS will share the statement with the registered user on a monthly basis.

### 4.4 Account Registration

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

**Table 1: Account Registration Procedures**

Steps	Description
1	The requesting user organization registers with the South Sudan Relief and Rehabilitation Commission (RRC) and obtains a valid certificate.
2	Once registered with RRC, the requesting user organization provides OCHA with the following documents: a brief summary of activities, sources of funding, key focal points, areas of operation, and the original certificate from RRC.
3	Upon receiving the documents, OCHA will approve or reject the requesting user organization.
4	Following OCHA's approval, the requesting user will submit the following information to the UNHAS Office in Juba: valid RRC certificate, OCHA clearance, a completed UNHAS registration form, a list of all staff members and for NGOs only, an NGO agency profile.
5	UNHAS will review the documents and if the requesting user meets all the requirements, UNHAS will create an account. Creating an account takes between three (3) to four (4) weeks.
6	Once the user is registered, the user is required to deposit a minimum advance of at least US\$ 5,000 made by cheque or bank transfer in line with the UNHAS financial conditions.
7	In order to keep the account active, the account balance must be above US\$ 1,000. In the event that the balance is below US\$ 1,000 the account will be automatically frozen and no further bookings will be allowed until the minimum required balance is restored.

#### 4.5 Account Closure and Refund Process

Should a user no longer require air services and wish to close their account, the user should follow the below procedure.

**Table 2: Account Closure and Refund Procedures**

Steps	Description
1	An initial notification is sent to UNHAS informing of the intent to close the account. The notification must include a request for an updated balance of the account.
2	Upon receipt of the account balance, the user decides to use the full remaining balance or request to be reimbursed.
3	The user issues a written notification to UNHAS with the decision to be reimbursed or use the balance, clearly stating the current balance.
4	Should the user choose to be reimbursed, the notification must be written on agency letterhead and include details of the remaining balance, full banking details of the account to which refunds will be credited, and all contact details. The account closure and final reimbursement process takes a minimum period of two (2) weeks.

#### 4.6 Dormant Account Policy

In accordance with WFP corporate policy, dormant accounts outstanding for more than six months increase the organization’s liabilities as it is a risk and audit observation.

**Table 3: Dormant Account Procedures**

Steps	Description
1	UNHAS will monitor the customer accounts on a regular basis and prepare a list of those customers whose accounts have been inactive for six months or more.
2	UNHAS will correspond with these customers to either start using the services immediately or ask UNHAS to refund the balances under their account.
3	A second reminder will be sent after a month to those customers who have not responded and a third reminder after two months.
4	For those customers who respond, UNHAS will transfer their balances to their respective organization’s bank account and for those customers without any response, UNHAS will transfer the balances to its Cost Recovery Account.
5	However, it is to be noted that though funds are refunded or transferred to the UNHAS Cost Recovery Account, the customer’s account will not be closed. When the need arises for them to use UNHAS service, they may again deposit funds and start the bookings.
6	Currently, the WFP South Sudan Interim Country Strategic Plan (ICSP) is approved until 31 December 2020. Hence, the balances of those customers that has been transferred to the UNHAS Cost Recovery Account will remain here up to this period. Any customer who comes up to UNHAS to claim their amount within this period will be refunded.

# Section 5.

## Passenger Service

### 5.1 General

UNHAS supports passenger and light humanitarian cargo air transport services to more than 55 locations in South Sudan. A weekly, regular flight schedule is in place and shared on a regular 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 International Civil Aviation Organization (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.

### 5.2 Customer Service

UNHAS is dedicated to delivering 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.southsudan@wfp.org](mailto:unhas.southsudan@wfp.org) with their concerns, complaints, suggestions, or compliments. Moreover, participation in UNHAS annual surveys, User Group Committee, and passenger feedback supports UNHAS in enhancing the service.

### 5.3 Responsibilities of Users and Passengers

Users are responsible to ensure that travelling staff members meet the UNHAS eligibility criteria. Only staff members in possession of a valid<sup>1</sup> agency identification card and/or introduction letter 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 UNLP or a valid agency photo identification card.

Government passengers in possession of a valid official identification document (i.e. Government issued) may be allowed to travel if previously authorized by UNHAS management. National identification documents, including national passports, are not considered valid identification for Government staff.

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, the UNHAS compliance control system is applied.

All required documents, such as an agency identification document, introduction letter, South Sudan immigration documents (e.g. work permits), and/or security clearances are the sole responsibility of the passenger.

### 5.4 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 with no more than three (3) signatories for authorizing travel. The Focal Points must provide UNHAS with full names, titles, specimen signatures, e-mail addresses, and other contact details for record keeping. The Focal Points must be within country and accessible.

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.

### 5.5 Airfield Focal Points

In some locations, often deep-field, UNHAS staff are not present. In such cases, the user present in the location appoints an Airfield Focal Point and alternate Airfield Focal Point(s).

The CATO or her/his delegate in collaboration with the user identifies an Airfield Focal Point/Deputy Airfield/Airport Coordinator from any of the user organizations (UN agencies, NGOs, or persons designated by local authorities).

The Airfield Focal Point(s) is responsible for facilitating UNHAS flight operations, according to an established Terms of Reference (TOR). The Airfield Focal Point plays a critical role in facilitating UNHAS operations and maintaining an acceptable level of safety and security. Proper measures must be taken in order to perform safe and secure flights.

<sup>1</sup> Validity refers to an agency identification card, UNLP, etc. that has a specified start date and/or specified end date. The passenger must travel within the start date and/or specified end date.

The presence of an Airfield Focal Point is compulsory. **If there is no contact on the ground to confirm safety and security, there can be no flight to the destination.**

## 5.6 Booking, Confirmation, and Cancellation Process

### Quick Facts:

- Users, through their designated User Focal Point(s), book passengers online. In cases where a user is not authorized to use the online booking platform, bookings are made by submitting the completed Passenger Booking Form<sup>1</sup> and accompanying documents to the UNHAS Booking Office.
- A manual booking accompanied by a letter of introduction must be presented for non-staff passengers whose travel is relevant to humanitarian work and sponsored by a user. These, and bookings for Government officials must not be booked on-line. Travel by Government officials require additional South Sudan Relief and Rehabilitation Commission (RRC) clearances.
- Booking requests must be made to UNHAS two (2) working days in advance and not earlier than one month in advance of the intended date of flight through the online booking system or Passenger Booking Form, Mondays through Fridays (08:30—17:00).
- Telephone bookings are not accepted.
- For manual bookings, the Passenger Booking Form must be duly completed, signed, and stamped by one of the requesting user Focal Points. Passenger Booking Forms may be sent via e-mail to [unhas.southsudan@wfp.org](mailto:unhas.southsudan@wfp.org) or delivered to the UNHAS Booking Office. Manual bookings may only be facilitated in Juba. Bookings received by other UNHAS stations will be forwarded to Juba for verification and facilitation.
- Booking requests must include, the full name of the passenger as per her/his agency identification document. This should include middle names where applicable.
- Booking confirmation can be obtained via phone from the UNHAS Booking Office or in person at the UNHAS Booking Office one (1) working day prior to the flight date.
- Passengers may consult UNHAS notice boards in WFP/ UNHAS offices, where passenger manifests and flight information is displayed one (1) day prior to the flight.
- All tickets will be issued a day prior to the flight to e-mail addresses correctly entered or may be collected from the UNHAS Booking Office.
- **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 may be done online or communicated in writing to the UNHAS Booking Office by the Focal Point ([unhas.southsudan@wfp.org](mailto:unhas.southsudan@wfp.org)).
- Late passenger cancellations and no-shows are charged the nominal fee.
- It is the responsibility of the user to provide UNHAS with details of passengers requiring special assistance, for example, passengers using a wheelchair or visually impaired, etc.

## 5.7 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 an official identification card issued by their agency, their physical ticket, and a letter of introduction (if applicable).
- Passengers are required to check-in at Juba International Airport no later than two (2) hours prior to the manifested departure time. Check-in at Juba International Airport opens at 07:00, when the airport opens.
- Passengers must check-in no later than one (1) hour prior to the departure time at airports/airfields at all other locations.
- “Stand-by” passengers will be allocated seats pending availability of space 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 the UNHAS Chief Air Transport Officer (CATO) may authorize last minute changes and only 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 representatives. 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.

<sup>1</sup> Passenger Booking Form: available on the Logistics Cluster South Sudan [website](#).

- In locations where convoys are used to reach the aircraft, passengers are required to liaise with the UNHAS Focal Point for information and guidance regarding established convoy procedures.

### 5.8 Passengers Luggage and Carry-on Baggage

The maximum allowance for passenger carry-on luggage is one (1) piece totaling five (5) kg and checked luggage is two (2) pieces, totaling 20 kg.

In addition, users may pre-book excess luggage up to two pieces (2) totaling 25 kg. A ticket will be issued for excess luggage.

Excess luggage must be booked within the same deadlines as passenger bookings and must be personal items only. Excess luggage is an extra cost of US\$ 3.00 per kg.

UNHAS only transports luggage that belongs to the manifested passenger from a user organization. Luggage that is carried on behalf of another person(s), 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.

In the event that the volume or weight of cargo limits carriage of pre-booked cargo, users are required to make their own arrangements for transportation on the next available flight.

UNHAS does not provide storage, handling, cold chain, or transportation services.

**Table 4: Baggage Allowance**

Baggage Allowance	Carry-on	Checked
<b>Max Pieces</b>	1	2
<b>Weight (kg)</b>	5 kg	20 kg

*\*Excluding pre-booked excess luggage*

# Section 6.

## Cargo Service

### 6.1 Passenger and Cargo Coordination

There are three categories of cargo and different approaches will be required to ensure synchronized movement with passengers, where applicable.

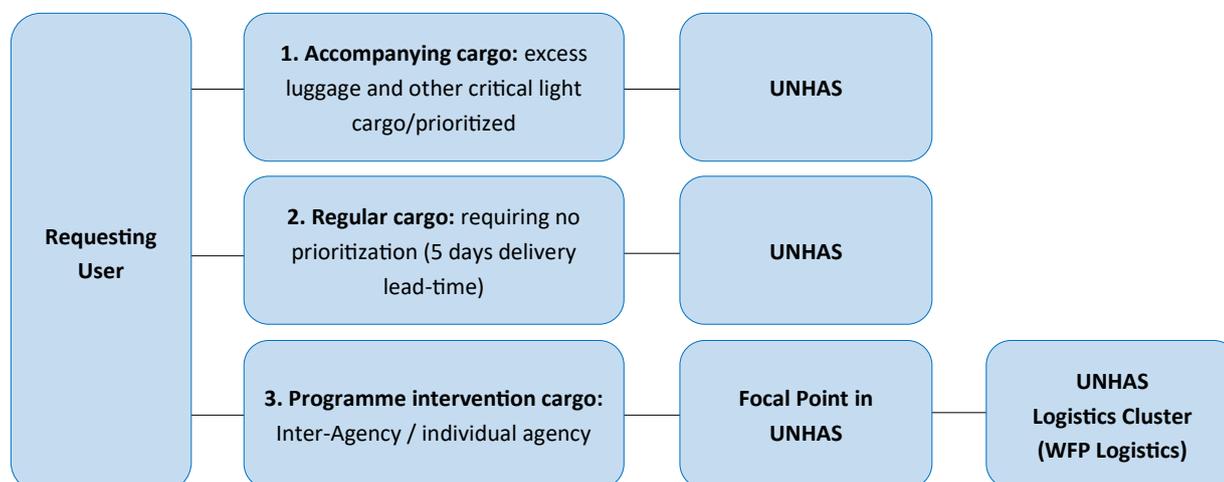
1. **Accompanying cargo:** This refers to excess luggage, personal effects, or light humanitarian cargo that should accompany the passenger or requires immediate delivery on UNHAS regular schedule flights. The UNHAS Tasking Team will prioritize excess luggage / light humanitarian cargo requests for immediate dispatch over regular cargo to ensure passengers travel with essential personal effects as well as items for immediate response. The requesting user is to communicate the need for synchronized cargo and passenger movement through the UNHAS Focal Point. UNHAS will provide the best solutions, including the possibility to preposition cargo to its hubs.
2. **Regular cargo:** This refers to normal cargo requests, which is delivered according to UNHAS established delivery lead-time of five (5) days. This type of cargo requires no coordination of supplies and passengers.
3. **Programme intervention cargo:** This refers to cargo requests submitted to the Logistics Cluster for the purpose of supporting ICWG or other missions. The requesting user must advise UNHAS and/or the Logistics Cluster on the need for coordinated movement. The UNHAS Focal Point will liaise with the Logistics Cluster to ensure passenger movement is synchronized with any related cargo dispatch as per request.

### 6.2 Criteria for the Movement of Cargo

All cargo is to be manifested and entered on an air waybill. Only cargo meeting the following conditions will be accepted:

- Cargo is for the sole use of the registered user.
- Only cargo booked and confirmed on a Cargo Movement Request (CMR)<sup>1</sup> form will be accepted. Cargo not conforming to the description, weight, and volumetric dimensions detailed on the CMR will not be accepted.
- Poorly packed or poorly labeled cargo will not be transported. The proper packing and labeling of cargo is the responsibility of the user.
- All cargo is subject to inspection by UNHAS to ensure compliance with ICAO standards governing safe transport of goods/dangerous goods.
- The transportation of hazardous materials is standardized by the ICAO “Technical Instructions for the Safe Transport of Dangerous Goods by Air.” Users are liable for any death, injury, or damage caused by cargo.
- UNHAS requires detailed information on any medical supplies presented for transportation.
- Rotten or smelly goods are not allowed on UNHAS flights. Examples include fish or food items that may upset passengers on board.
- UNHAS and its contracted crew are not liable for any loss or damage to cargo or baggage during loading or transportation.

Figure 2: Passenger and Cargo Coordination



<sup>1</sup> Cargo Movement Request Form: available on the Logistics Cluster South Sudan [website](#).

### 6.3 Cargo Movement

According to UNHAS prioritization, priority is given to passengers and priority cargo movement. UNHAS will transport duly requested cargo within five (5) working days from the date of submission unless cargo is deemed to be of life-saving nature (for example, urgently needed medical supplies).

- All requests to airlift cargo must be made to UNHAS two (2) working days in advance via a CMR.
- The CMR must be completed, signed, and stamped by the User Focal Point of the requesting user. The CMR may be sent in person to UNHAS Offices in Juba, Rumbek, Bor, Rubkona, Maban, Malakal, Yida, Yambio, Wau, and Aweil or through e-mail to UNHAS ([southsudan.unhascargo@wfp.org](mailto:southsudan.unhascargo@wfp.org)). Based on the information provided, UNHAS will prepare an airway bill.
- Booking confirmation for cargo may be obtained from the UNHAS Booking Office one (1) working day prior to the flight.
- UNHAS will share with relevant users the flight cargo manifest by 15:00 the day before the flight takes place to ensure that users are able to meet the aircraft to collect their cargo.
- All confirmed cargo must be delivered to the UNHAS Cargo Office in Juba no later than one (1) working day prior to the flight. For other airports/airstrips, no later than two (2) hours before the manifested departure time.
- UNHAS will not accept individual cargo items weighing more than 30 kgs per box/package. On a case-by-case basis, UNHAS may waive this limitation if requested by a user.

### 6.4 Transportation of Dangerous Goods

Dangerous goods are articles or substances capable of posing significant risk to health, safety, or property when transported by air. UNHAS rules, regulations, and procedures are based firmly on the standards and guidelines issued by ICAO.

In the interest of passenger and crew safety and to prevent damage to the aircraft and/or other cargo, awareness of risks associated with the transportation of dangerous goods is vital. The information contained in this section is extracted from the ICAO “Technical Instructions for the Safe Transport of Dangerous Goods by Air.” The final decision regarding transport of goods ultimately remains with the aircraft crew and PIC.

Users who need to move dangerous goods by UNHAS must take the following steps before submitting the CMR:

**Table 5: Dangerous Goods Procedures**

Steps	Description
1	Submit the declaration specifying the type of dangerous goods and all available information as attachments to the CMR.
2	Identify any dangerous articles or substances in accordance with ICAO standards.
3	Limit the quantity contained in each package to the maximum allowable.
4	Use the correct type of packaging.
5	Mark and label each package in accordance with the regulations.
6	Provide full details of the dangerous cargo to the UNHAS Booking Office.
7	Inspect each package for damage and/or leakage.

### 6.5 Abbreviated List of Dangerous Goods

The following is an abbreviated list of some of the more commonly encountered dangerous goods. Users may contact UNHAS Offices in Juba, Rumbek, Bor, Rubkona, Maban, Yida, Yambio, Wau, and Aweil for more information.

- Fuel is not authorized to be transported as cargo together with passengers. Pack fuel must be transported either without passengers or under-slung.
- Cylinders of compressed gas may not be transported by air unless part of life-saving oxygen breathing apparatus in certain limited medical circumstances and then only under the supervision of aeromedical staff.
- Camping type stoves, heaters, and lamps containing flammable gas and/or liquids and non-safety matches are prohibited.
- Any pressurized cylinder (full or empty). This includes cooking gas cylinders (propane, butane, etc.).
- Various medical supplies, which may contain dangerous chemicals. Conditions apply.
- Pharmaceuticals that may contain dangerous chemicals, such as acids. Conditions apply.
- Photographic chemicals (i.e. darkroom chemicals).
- Refrigerators containing toxic gases or dangerous liquids. Conditions apply.
- Repair kits containing dangerous materials (e.g. cellulose paint, organic peroxide, etc.). Conditions apply.
- Some medical items for scientific research (e.g. unknown samples for testing may contain dangerous substances).

- Any heat producing devices (e.g. certain battery operated equipment such as underwater torches and soldering equipment can produce intense heat if accidentally activated).
- Toolboxes, which may contain explosives, compressed flammable gases (e.g. butane, cylinders). Conditions apply.
- Motor vehicle or generator batteries. Only dry batteries can be accepted. Conditions apply.
- The procedures and regulations for the movement of dangerous goods must be strictly adhered to by all personnel involved in shipping dangerous goods and booking it on a UNHAS aircraft.
- **Failure to abide by these restrictions will result in the user to be barred from UNHAS.**

### 6.6 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 3 (three) kgs. The service is not intended for valuables, like money. For each item UNHAS charges US\$ 3.00.

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

**Table 6: Pouch Service Procedures**

Steps	Description
1	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).
2	The item must be accompanied by a CMR from the requesting user. 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 three (3) kg, items that exceed this limit are not accepted.
3	After this 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.
4	The UNHAS Tasking and Cargo Offices are advised of the pouches for the next day. Closure time for acceptance of items for the pouch service is determined at each location.
5	When the pouch arrives, each item is signed for by the focal point, each receiving office keeps a dedicated cargo receipt book, and all dispatched pouches are recorded for invoicing.

# Section 7.

## Operating Procedures

### 7.1 General Principles

**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. UNHAS has in place an Aviation Safety Program that further outlines the UNHAS safety guidelines and activities.

When appropriately justified for an exceptional situation, the UNHAS Chief Air Transport Officer (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.

### 7.2 In-Flight Procedures

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

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

**Call signs:** UNHAS chartered aircraft call signs are prefixed by UNO, followed by unique aircraft designators. The full UNO call sign must

be used at all times (e.g. UNO 085H). No abbreviations or call signs involving only flight numbers is acceptable.

**Flight following:** UNHAS South Sudan has a dedicated flight following service, which is operational from 07:00—18:30 (sunrise-sunset), Monday—Saturday. As a back-up service, UNHAS has an online flight tracking system, which is an internet based satellite facility enabling UNHAS to track its flights.

**Night operations:** UNHAS South Sudan has no night flying. All flights are conducted during the day, subject to prevailing weather and security conditions.

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

# Section 8.

## Evacuations by Air

### 8.1 General Procedures

Two forms of evacuations exist in the context of UNHAS South Sudan operation:

- Medical Evacuations (MEDEVAC).
- Security Relocations.

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.southsudan@wfp.org](mailto:unhas.southsudan@wfp.org). In addition, the UNHAS CATO or his/her Deputy can be reached 24 hours/day, 7 days/week through phone or e-mail.
- Evacuations and relocations can only be undertaken according to flight rules and restrictions as applicable (i.e. 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.

### 8.2 Medical Evacuations

Medical evacuations (MEDEVAC) refer to the evacuation of an individual on medical grounds from the field to the closest health center or main operating base in South Sudan. Such an individual is considered to be under medical care, however, she/he is not in danger of losing life, limb, or eyesight but does require further medical treatment that is not available at the field location.

UNHAS aircraft do not carry special equipment to suit medical evacuations, 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. The aircraft are not equipped as an air ambulance. Nevertheless, the aircraft can be configured with a stretcher.

Irrespective of the emergency, normal safety standards must be followed and cannot be compromised.

The requesting user is fully responsible for the accuracy of statements made about the patient's conditions. The user is also fully responsible for the patient's transportation to the aircraft at the airport/airfield of departure and from the aircraft upon arrival.

All medical evacuations on UNHAS regular flights are charged the nominal fee, whereas medical evacuations requested by an agency and requiring the deployment of an air asset are charged at full cost recovery.

UNHAS does not normally perform medical evacuation outside of the country of operation.

There are **two scenarios** for requesting medical evacuations:

**Scenario 1:** Where medical staff is available.

The requesting user should obtain a fit-to-fly certificate from a qualified and recognized medical doctor. The fit-to-fly certificate should be forwarded to UNHAS with the regular Passenger Booking Form<sup>1</sup>. The following information is to be provided as part of the request: patient's name, nationality, name of requesting agency, current location of the patient, clear description of the patient's condition, and information as to whether the patient requires a stretcher.

When all conditions are met, UNHAS will launch the flight ensuring that all technical, safety, and security protocols are observed.

**Scenario 2:** Where there is no medical staff at the location but the need for the evacuation is envisaged in reasonable time.

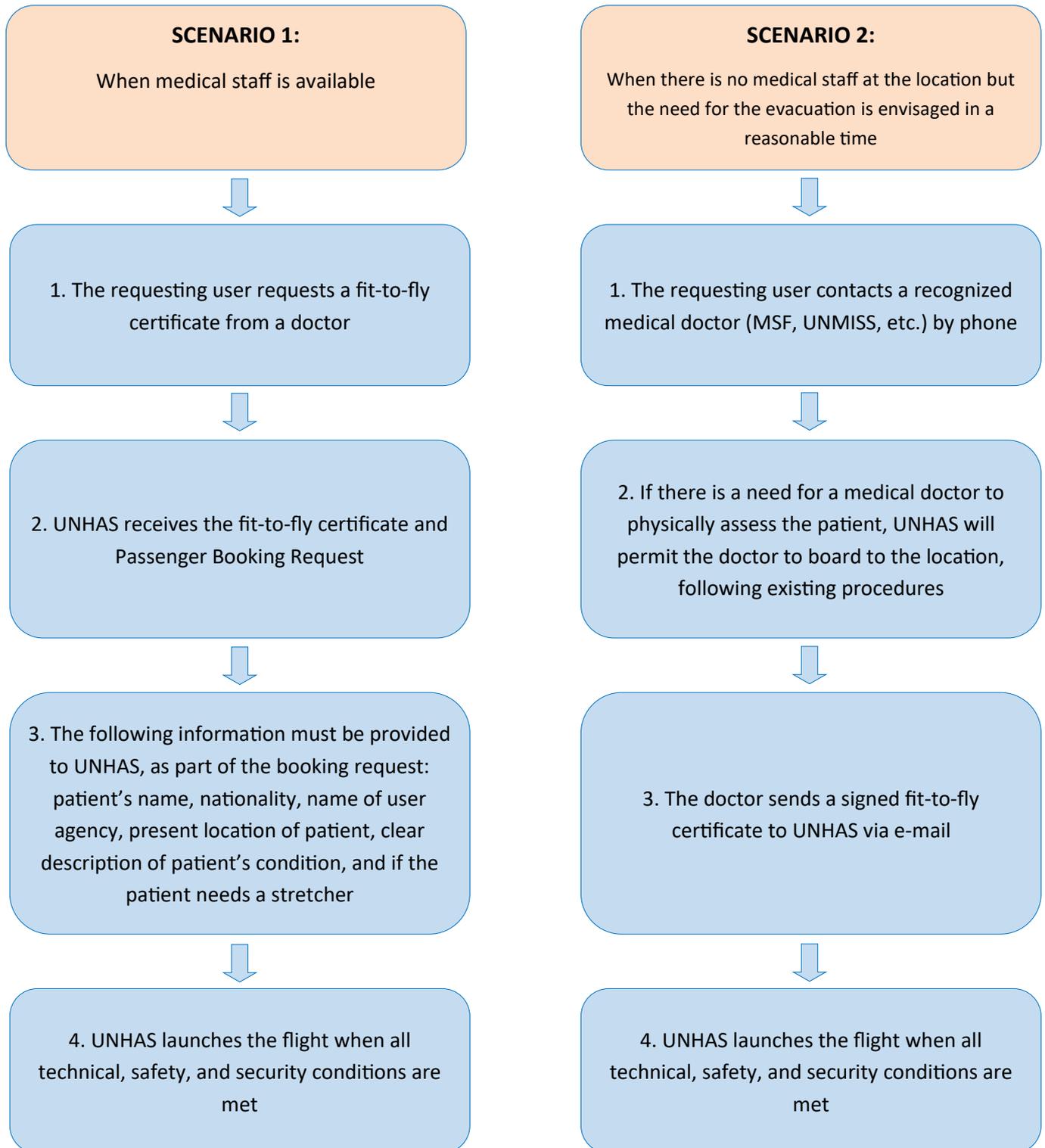
The requesting user will contact a qualified and recognized medical doctor, who should speak with the patient, assess the condition and advise UNHAS in writing, certifying that the patient is fit-to-fly or otherwise. The user will also send the regular Passenger Booking Form to UNHAS.

Where there is need for a medical doctor to physically assess the patient's condition, UNHAS will permit the doctor on board to the location following existing procedures.

When all conditions are met, UNHAS will launch the flight ensuring that all technical, safety, and security protocols are observed.

<sup>1</sup> Medical Evacuation Request Form: available on the Logistics Cluster South Sudan [website](#).

Figure 3: Medical Evacuations



### 8.3 Security Relocations

Security relocations by air will only be approved following consultation at the WFP Country Director level and WFP Security. UNHAS will coordinate security relocation flights in collaboration with the United Nations Department of Safety and Security (UNDSS) and/or the NGO Security Forum, where applicable. The security relocation flight must have a Security Officer on board except for locations where a Security Officer is on the ground or where the security situation has been assessed as acceptable. Such flights have priority over all flights with the exception of medical evacuations.

In all cases, a specific security assessment is performed to assess the level of risk associated with the requested flights. Where there is not Security Risk Assessment (SRA), UNDSS will make a decision based on information obtained from WFP or NGO Security Officers.

There are **two scenarios** for requesting a security relocation: all security relocations in a nationwide/regional/area crisis sanctioned and requested through UNDSS (NGO Forum Security Officer in coordination with UNDSS) will be charged the nominal fee per passenger (Scenario 1). Security relocations requested by an organization due to agency concerns related to individual staff security, security relocation requests will be charged full cost recovery (Scenario 2), unless an aircraft is on ground or there is a scheduled flight to the location.

#### Scenario 1: Relocation in a nationwide/regional/area crisis

Individual organizations and/or OCHA will channel the request through UNDSS for UN staff and the NGO Forum for NGO staff. UNDSS and the NGO Forum will coordinate with the requesting user and OCHA and provide UNHAS with a list of evacuees. UNHAS will seek the approval of the WFP Country Director or designated official and launch the flight when all technical, safety, and security requirements are met.

If the number of evacuees exceeds the available aircraft capacity, UNDSS in consultation with all stakeholders will carry out the prioritization and advise UNHAS. Where necessary, critical staff will be put on board the flight to replace staff that are being relocated in order to maintain minimal humanitarian activities at the location.

#### Scenario 2: Relocation involving an individual agency due to agency security concerns

Individual users may request a security relocation directly to UNHAS in consultation with a Security Officer from the user, NGO Forum, or UNDSS. UNHAS will launch the flight when all technical, safety, and security conditions are met.

Figure 4: Scenario 1: Security Relocations (by Aircraft Capacity)

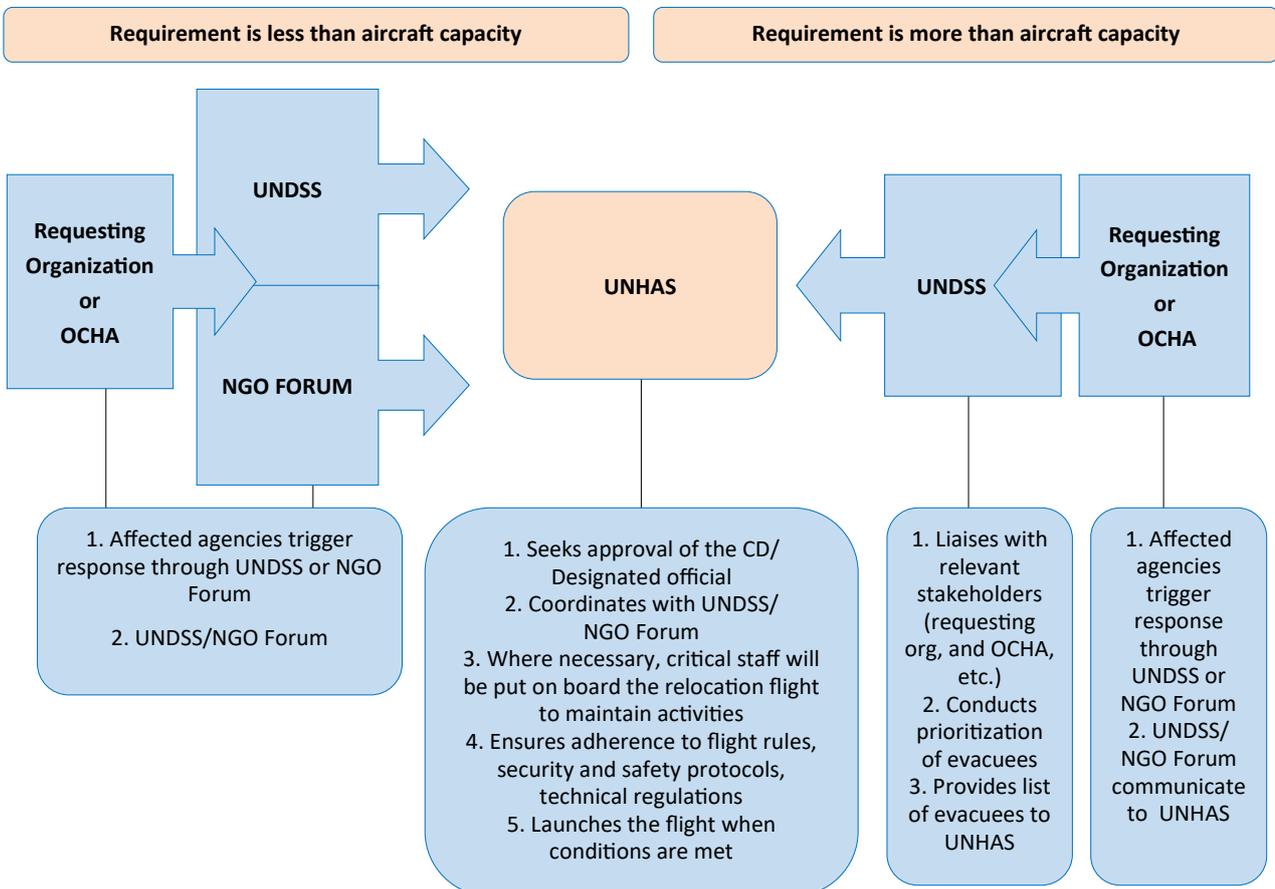
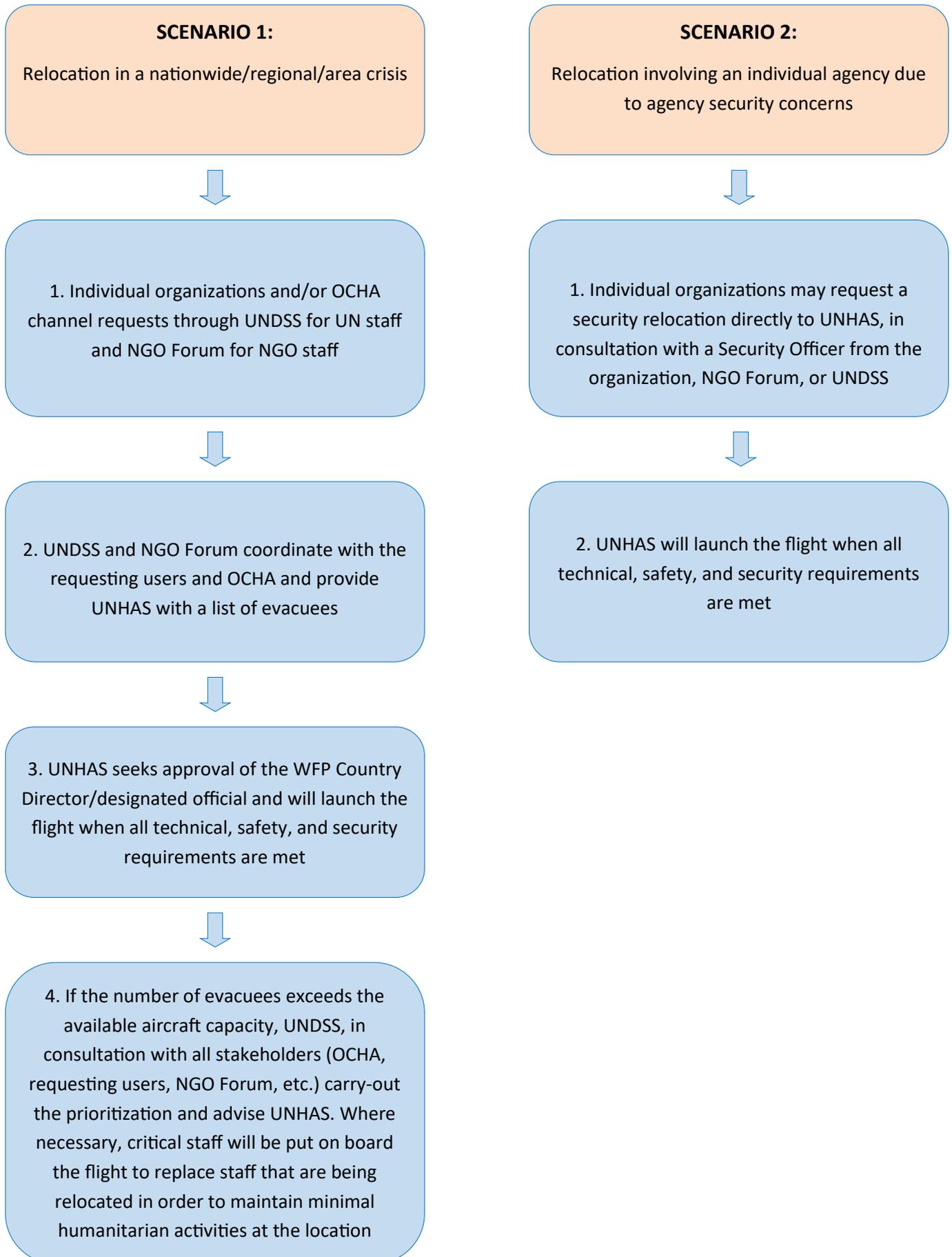


Figure 5: Security Relocations



# Section 9.

## Inter-Agency Missions

### 9.1 Definition

Inter-Agency Missions refer to the following:

- Inter-Cluster Working Group (ICWG) Rapid Response Missions (ICRM)
- Inter-Agency Rapid Needs Assessments (IRNA)
- Humanitarian Country Team (HCT) Missions

Specifically, these missions are defined as missions prioritized by the ICWG on the basis of no objection from the HCT and communicated to UNHAS.

This procedure is without prejudice to the provision of UNHAS SAOP, which gives priority to passengers over cargo.

### 9.2 Mission Requests

The ICWG UNHAS Focal Point will request for the above missions at least three (3) working days prior to the intended flight date to enable UNHAS sufficient time to accommodate the request without disrupting the regular schedule.

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.

### 9.3 General Conditions

All Inter-Agency Missions (ICRM, IRNA, HCT) both on schedule and off schedule flights, will be charged the nominal fee.

In some cases, missions may involve a single agency responding on behalf of the humanitarian community. Irrespective of the number of users involved in the missions and on schedule or off schedule flights, the user(s) will be charged the nominal fee.

The UNHAS SAOP deadline for flight cancellations applies to all flight requests initiated, including Inter-Agency Missions. Cancellations of missions beyond the deadline will be charged as “no-show”.

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

### 9.4 Procedure for Passenger and Cargo Coordination for Inter-Agency Missions

**Table 7: Passenger and Cargo Coordination for Inter-Agency Missions**

Steps	Description
1	UNHAS has an appointed Focal Point to coordinate with other stakeholders, including the Logistics Cluster, and requesting users to ensure coordinated passenger and cargo movement.
2	The ICWG UNHAS Focal Point forwards the requests for ICRM, IRNA, HCT, etc. to the UNHAS Focal Point after completing the Passenger Request form and Cargo Movement Request form. When cargo is required to be moved by the Logistics Cluster, only the Passenger Request Form is to be submitted to UNHAS.
3	The UNHAS Focal Point for coordination of passenger and cargo coordinates with the Logistics Cluster, in consultation with the Tasking Team (UNHAS and Logistics Cluster) and advises the ICWG UNHAS Focal Point on the date for cargo delivery and passenger movement.
4	UNHAS will prioritize the mission based on mission criticality, without objection from the HCT.
5	When a request for a special mission flight conflicts with the UNHAS regular schedule, the process of prioritization is activated. UNHAS will deploy an aircraft with the least impact on the regular schedule.

# Section 10.

## Frequency Asked Questions

### 1. How long in advance should users make reservations?

Reservations must be made at least two (2) working days in advance of passenger or cargo movement date (e.g. no later than 10:00 AM, two (2) 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.

### 2. How should reservations be made?

Reservations are made using the UNHAS online booking platform for passenger travel. Passengers/agencies that are not registered with UNHAS and Government staff cannot be booked online. For these passengers and all cargo, a Passenger Request form and a Cargo Movement Request form must be completed, signed, and stamped by the designated/authorized officer from the requesting user. The Passenger Request form must be sent to unhas.southsudan@wfp.org and/or delivered in person to UNHAS Booking Office.

### 3. Where can I find 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.

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

Each passenger is allowed up to one piece of cabin baggage, weighing up to five (5) kgs and up to two pieces of check-in luggage, weighing up to 20 kgs. A maximum of 25 kgs of excess luggage at US\$ 3 per kg may be requested and authorized. Excess luggage must be booked using the Cargo Movement Request form. Limitations on luggage/cargo are imposed for safety reasons.

### 5. How do you know when a passenger is confirmed?

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 may also be obtained by calling the UNHAS Booking Office one (1) working day prior to the flight date.

### 6. Should the passenger pick-up the tickets at the UNHAS Booking Office or at the airport/airfield?

Passengers may collect their tickets at the UNHAS Booking Office by 15:00 one working day prior to the date of intended travel.

### 7. At what time should the passenger check-in?

Passengers must report for check-in two (2) hours before the schedule departure time in Juba and no later than one (1) hour before the scheduled departure time in the field. Confirmed

passengers arriving after the check-in desk has closed will be considered as no-show passengers. Note that at Juba International Airport check-in opens at 07:00.

### 8. 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.

### 9. How do I request a charter?

An official request in writing 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. Charter 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 Chief Air Transport Officer (CATO) reserves the right to prioritize the requests.

### 10. 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 evacuation or security relocation, only the CATO can authorize a passenger to board the flight. Moreover empty seats does not mean that the aircraft has not reached its maximum take-off weight.

### 11. Can I replace the manifested passenger with another staff member?

Tickets are issued and valid only for the manifested passenger. Tickets cannot be exchanged or traded.

### 12. Can weapons and/or ammunition be transported on UNHAS aircraft?

As a humanitarian service for the humanitarian community, WFP/ UNHAS is not authorized to transport weapons and/or ammunition. Weapons and/or ammunition of any kind are not permitted.

### **13. Why are users allowed to have only five (5) 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 five (5) staff members per regular flight.

In the event that a user submits booking requests for more than five (5) staff members on a regular schedule flight, only five (5) 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.

### **14. Are pregnant women allowed to fly?**

In order to facilitate the travel of pregnant women, the following basic requirements must be met: it may be essential to travel while pregnant. A written medical clearance (fit-to-fly ) must be obtained 10 days prior to travel, however, after the 31st week of pregnancy pregnant women will not be allowed to fly.

### **15. Are infants allowed to travel on UNHAS?**

As per the SAOP restrictions on eligible passengers, family members and/or dependents of humanitarian staff are not authorized to travel. On an exceptional basis, UNHAS may permit a (breast-feeding) mother, staff, of an organization, to travel with her infant up to two years.

### **16. Does UNHAS perform medical evacuations or security relocations out of the country?**

UNHAS performs medical evacuations or security relocations within the country. However, in extenuating circumstances UNHAS may perform a medical evacuation or security relocation out of the country.

### **17. Does UNHAS perform body evacuations?**

UNHAS reviews the request on a case-by-case basis upon request from the user organization. In the event that UNHAS performs a body evacuation (BODEVAC), the necessary documentation from a pathologist or certified medical officer is required. Other details and procedures will be provided upon request.

### **18. When are monthly financial statements distributed?**

The UNHAS Finance Office shares the statement with the registered user between the fifth (5th) and tenth (10th) of the preceding month.

### **19. How long does it take for UNHAS Finance to open an account?**

Opening an account with UNHAS takes between three to four weeks to open.

### **20. What happens when an agency decides to stop flying with UNHAS and what are the procedures for a refund?**

A formal request for refund in an organization's letter head indicating bank details and a refund of the current balance will be paid to the organization's account, [see Section 4.5](#).

### **21. How can a registered organization know what their balance is?**

UNHAS recommends the registered organization contact the UNHAS Finance Office to request an interim statement.

### **22. Is there a financial limit to keep an account active?**

To keep an account active, UNHAS requires that a registered user has a minimum USD 1,000 in its account.

# Section 11.

## Contact List

Title	Name	E-mail	Phone number
<b>JUBA</b>			
Chief Air Transport Officer	Mario Sibrian	mario.sibrian@wfp.org	Mobile: +211922465460 / Mobile: +211911199008 Thuraya: +8821621112277 VSAT: 1369 2360
Deputy Chief Air Transport Officer	Kennedy Ooro	kennedy.ooro@wfp.org	Mobile: +211922845785 VSAT: 1369 4402
Aviation Officer—Field Operations	Erik Forsman	erik.forsman@wfp.org	Mobile: +211910001271 / Mobile: +211929460008
Aviation Safety		<b>southsudan.aviationsafety@wfp.org</b>	
	Andrey Matigorov	andrey.matigorov@wfp.org	Mobile: +211922469591
	Dmytro Shportko	dmytro.shportko@wfp.org	Mobile: +211910001247 VSAT: 1369 4422
Aviation Security		<b>southsudan.avsec@wfp.org</b>	
	Sorin Gifei	sorin.gifei@wfp.org	Mobile: +211920002732/ +211910002732 VSAT: 1369 4421
Booking		<b>unhas.southsudan@wfp.org</b>	<b>Mobile: +211922465575 / +211922465240</b> <b>VSAT: 1369 4410</b>
	Jennifer Rockcliffe	jennifer.rockcliffe@wfp.org	Mobile: +211922465565 VSAT: 1369 4434
	Onesiphore Mushera	onesiphore.mushera@wfp.org	Mobile: +211922465701 VSAT: 1369 4435
Cargo		<b>southsudan.unhascargo@wfp.org</b>	<b>VSAT: 1369 4418</b>
	Joseph Karanja	joseph.karanja@wfp.org	VSAT: 1369 4415
Finance Office		<b>unhasjuba.finance@wfp.org</b>	
	Niraj Shrestha	niraj.shrestha@wfp.org	Mobile: +211922845793 VSAT: 1369 4432
	Constantine Akeibar	constantinezun.akeibar@wfp.org	Mobile: +211920495606
	Peter Kenyi	peter.kenyi@wfp.org	Mobile: +211922465577
	Patrick Duku	patrick.duku@wfp.org	Mobile: +211921666757
Juba Airport Operations	Eugene Coker	eugene.coker@wfp.org	
	Roman Flores	roman.flores@wfp.org	Mobile: +211912300 543
	Rahab Muiriri	rahab.muiriri@wfp.org	Mobile: +211922465730
Planning / Tasking Office		<b>unhasrossops@wfp.org</b>	VSAT: 1369 4405
	Brian Seemugoma	brian.semugooma@wfp.org	Mobile: +211922465409
	Yohannes Asrat	yohannes.asrat@wfp.org	Mobile: +211 912300453
	Bernadatte Muutu	benadatte.muutu@wfp.org	Mobile: +211912300574
	Guede Gamaliel	guedbe.gamaliel@wfp.org	Mobile: +211922 500 714
Radio Room (WFP)	S.J.F. Base		Mobile: +211922465581 VSAT:1369 2000 Thuraya: +8821644428476
Radio Room (UNHAS)	S.J.F. Base 2	<b>unhasjuba.radioroom@wfp.org</b>	Mobile: +211922465692 Mobile: +211920403219, VSAT: 1369 4434, 1369 4422, 1369 4400 Thuraya: +8821644428476

AJUONG THOK			
Vacant			
AWEIL			
Senior Air Movement Assistant	Peter Alembany	peter.alembany@wfp.org	Mobile: +211 912 300 441 VSAT: 1369 5533
Senior Air Movement Assistant	Peter Khamis	peter.khamis@wfp.org	Mobile: +211 919 571 539
BOR			
Aviation Officer	Miguel Cussoca	miguel.cussoca@wfp.org	Mobile: +211 920 001 246
Aviation Officer	Peter Gabbidon	peter.gabbidon@wfp.org	Mobile: +211 922 465 586 VSAT: 1369 4424
MABAN			
Aviation Officer	Giuseppe Didiano	giuseppe.didiano@wfp.org	Mobile: +211 912 300 610 Mobile: +211 923 271 439
Aviation Officer	Agus Mewal	agus.newal@wfp.org	Mobile: +211926154156
Air Movement Assistant	Duku Levi Henry	duku.henry@wfp.org	Mobile: +21192888588
MALAKAL			
Aviation Officer	Vincent Oyaro	vincent.oyaro@wfp.org	Mobile: +2119204956081
Aviation Officer	Puguh Pamukangas	puguh.pamungkas@wfp.org	Mobile: +211 912300612 Mobile: +211 916718210
MINGKAMAN			
Air Movement Assistant	Pitia Ronyo Samuel	pitia.ronyo@wfp.org	Mobile: +211920115450
RUBKONA (BENTIU)			
Aviation Officer	Youssef Barry	youssef.barry@wfp.org	Mobile: +211 911 465 576 VSAT: 1369-5029
Aviation Officer	Dee Adams	dee.adams@wfp.org	+211 915 605 303
RUMBOK			
Aviation Officer	Dominique Bertoni	dominique.bertoni@wfp.org	Mobile: +211922555012
Aviation Officer	Gerhard Bezuidenhout	gerhard.bezuidenhout@wfp.org	Mobile: +211922500752
Aviation Officer	Joaquim Canelas	joaquim.canelas@wfp.org	Mobile: +211 922 465 731
Aviation Officer	Nelson Rambu	nelson.raimbau@wfp.org	Mobile: +211 922 465 731
Air Movement Assistant	Robert Ohia	robert.ohia@wfp.org	Mobile: +211920444997
Aviation Security Officer	Jose Castro	jose.castro@wfp.org	Mobile: +211912300475
WAU			
Aviation Officer	George Oseiowusu	george.oseiowusu@wfp.org	Mobile: +211 920 403 220 Mobile: +211 912 300 521
Aviation Officer	Henok Worku	henok.worku@wfp.org	Mobile: +211 912 300 592 Mobile: +211 914 453 235
YAMBIO			
Senior Logistics Assistant	Okea Charles	oketa.charles@wfp.org	Mobile: +211 912 300 540
YIDA			
Air Transport Officer	George Ada	george.ada@wfp.org	Mobile: +211915201890

# Section 12.

## Definitions and Acronyms

<b>AOG</b>	Aircraft on Ground	<b>SAOP</b>	Standard Administrative and Operating Procedures
<b>AVSEC</b>	Aviation Security	<b>SARP</b>	(ICAO) Standards and Recommended Practices
<b>BODEVAC</b>	Evacuation of human remains	<b>SC</b>	Steering Committee
<b>DFS</b>	Daily Flight Schedule	<b>SOP</b>	Standard Operating Procedure
<b>CAA</b>	Civil Aviation Authority (of a State)	<b>SRA</b>	Security Risk Assessment
<b>CATO</b>	Chief Air Transport Officer	<b>TOR</b>	Terms of Reference
<b>CD</b>	Country Director	<b>UGC</b>	User Group Committee
<b>CMR</b>	Cargo Movement Request	<b>UN</b>	United Nations
<b>CONOPS</b>	Concept of Operations	<b>UNAVSTADS</b>	United Nations Aviation Standards
<b>ETA</b>	Estimated Time of Arrival	<b>UNDSS</b>	United Nations Department of Safety and Security
<b>ETD</b>	Estimated Time of Departure	<b>UNHAS</b>	United Nations Humanitarian Air Service
<b>FCR</b>	Full Cost Recovery	<b>VFR</b>	Visual Flight Rules
<b>FFO</b>	Flight Following Office	<b>VIP</b>	Very Important Person
<b>HC</b>	Humanitarian Coordinator	<b>WFP</b>	World Food Programme
<b>HCT</b>	Humanitarian Country Team		
<b>HQ</b>	WFP Headquarters		
<b>IATA</b>	International Air Transport Association		
<b>ICAO</b>	International Civil Aviation Organization		
<b>ICRM</b>	Inter-Cluster Rapid Response Mission		
<b>ICSP</b>	Interim Country Strategic Plan		
<b>ICWG</b>	Inter-Cluster Working Group		
<b>IRNA</b>	Inter-Agency Rapid Needs Assessment		
<b>KG</b>	Kilogram		
<b>MEDEVAC</b>	Medical evacuation		
<b>MT</b>	Metric ton		
<b>NGO</b>	Non-Governmental Organization		
<b>NOTAM</b>	Notice to Airmen		
<b>OCHA</b>	Office for the Coordination of Humanitarian Affairs		
<b>PAX</b>	Passengers		
<b>PCR</b>	Partial Cost Recovery		
<b>PIC</b>	Pilot in Command		
<b>PMT</b>	Performance Management Tool		
<b>QAU</b>	Quality Assurance Unit		
<b>RC</b>	Resident Coordinator		

# Section 13.

## List of Annexes

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Air Transport Manual (*internal*)

Airfield Focal Point List

Aviation Emergency Preparedness Plan

Aviation Safety Manual (*internal*)

Aviation Safety Program (*internal*)

Aviation Security Standard Operating Procedures (*internal*)

Boarding Procedures

Booking Office Standard Operating Procedures (*internal*)

Crew Acceptance Procedures

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Flight Following Standard Operating Procedures (*internal*)

High Risk Transit Procedures

Safety Notices

Steering Committee Terms of Reference

Temporary Change Notifications

Tasking Standard Operating Procedures (*internal*)

User Group Committee Terms of Reference

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