



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

APPLICABLE TO THE EMERGENCY IN THE IRAQ REGION

4th DRAFT



### Table of Contents

Chapter		Page
<b>1</b>	<b>Introduction</b>	<b>3</b>
<b>2</b>	<b>Administrative Procedures</b>	<b>4</b>
2.1	General	4
2.2	UNHAS-Priority system	5
2.3	Agencies responsibility – Staff List	6
2.4	Criteria for carriage of Passengers	6-7
2.5	Passengers Booking and Reservation	7
2.6	Passenger luggage and carry-on baggage	8
2.7	Check-in time	8
2.8	Criteria for carriage of Cargo and Mail. Booking and handling of Cargo	9
2.9	Dangerous goods and cargo transport	10-11
2.10	Safety and Other In-flight information	12
2.11	Frequently Asked Questions (FAQ)	13-14
<b>3</b>	<b>Operational Procedures</b>	<b>15</b>
3.1	Meeting an aircraft at stations in the field	15
3.2	Airfield and weather assessment	16
3.3	Evacuations	17
3.3.1	Security Evacuation	17
3.3.2	Medical Evacuation (MEDEVAC – CASEVAC)	17-19
<b>4</b>	<b>Annexes</b>	
4.1	Movement Request Form for Passengers	20
4.2	Movement Request Form for Light Cargo Excess Luggage	21
4.3	UNHAS Regular Flight Schedule	22
4.4	Emergency Contact List	23
<b>5</b>	<b>UNJLC Forms (Attachments)</b>	
5.1	UNJLC Cargo Movement Request Form	
5.2	UNJLC Cargo Mov. Req. Confirmation Form	



## 1. INTRODUCTION

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

At present WFP has chartered both passenger and cargo aircraft which are under UNHAS management control to provide air transport to the eligible Humanitarian Organizations in the Middle East region.

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

The operation has an in-built flexibility to cover new and emerging requirements in the area. In this regard the aircraft location may change to address the fluent Humanitarian Community needs and requirements. These are under constant review as they are often affected by political, natural and security considerations.

UNHAS – Iraq is temporarily basing its operations in both, Larnaca and Kuwait. An integrated administration, communication, flight information, ramp, cargo services and medical and security evacuation procedures system is in place. This integration has allowed for increased productivity with substantial economies of scale.

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

The purpose of this SAOPs and Guidelines is to streamline the procedures and thereby promote a safe, effective and reliable air transport support, of benefit to all humanitarian agencies entitled to use the United Nations Humanitarian Air Service.

### Welcome onboard

Maria Faria

Maria Faria  
UNHAS Air Transport Officer



## 2. ADMINISTRATIVE PROCEDURES

### 2.1. General

UNHAS is the aircraft tasking and operations executing body for the humanitarian air transport UNHAS mandate, it is based on an understanding between the Humanitarian Aviation Board (HAB) and the Humanitarian Coordinator for IRAQ and supported by the various donors.

The air operators are under contract to carry out the flight operations. UNHAS manages all chartered aircraft and is responsible for the ground handling procedures. UNHAS fleet is composed of two (2) Beechcraft 1900, nineteen (19) seat each, one (1) An12 and one (1) Il-76. Note that the fleet may change according to the actual needs of the Humanitarian Community. Hercules L100 and additional or larger passenger aircraft are options to be called when decided by the Humanitarian Aviation Board .The HAB will regularly asses the Humanitarian Community requirements to tailor the UNHAS fleet composition accordingly.

The air transport provided element by UNHAS is free of charge for entitled humanitarian workers and organizations. The passenger service operates from Sunday to Thursday including any holidays within those days. Friday and Saturday is reserved for aircraft maintenance and to ensure compliance with crew rest duty time limitations and requirements. Aircraft may be utilised on Saturday or Sunday should emergencies arises; medical or security evacuations supersede any schedule flight. *Special flights* may be scheduled within the available slots provided that it was requested 07 days in advance and there are sufficient flying hours to meet the basic schedule requirements for the period. Note that UNHAS free service may be changed to partial or full recovery option as may be later revised by the HAB. Additionally, UNHAS envisage the phase-out process when the humanitarian community's need for domestic air transport services no longer exist OR a safe, commercial, domestic air service or other mode of transport is established that fulfils the overall requirement. The above is also to be determined by the Humanitarian Coordinator for Iraq through the HAB.

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

For the benefit of all agencies - User Group (UGP) the infraction of these SAOP procedures may either lead to denied access to the flight concerned or a temporary ban from the use of the United Nations Humanitarian Air Services. The modality of the penalization system is to be approved by the Humanitarian Aviation Board (HAB)

No passenger is authorised to board an aircraft without being properly manifested. Passengers are reminded that an aircraft could be fully booked for a flight, notwithstanding some seats are observed to be empty. It is against ICAO and national regulations for aircraft to transport un-manifested passengers. Non compliance to this rule could result in suspension of the Operators License.

***WFP takes this opportunity to remind all users that our passenger aircraft service is provided on a non-commercial basis in support of humanitarian activities in the Region. Users of this service travel at their own risk and UNHAS accepts no responsibility whatsoever for any injures, death, losses or delays, which may arise.***

**Note:** Amendments pages to this Document will be published in the United Nations Joint Logistics Centre WEB site



## 2.2. UNHAS – Priority system

Based on the guidelines issued by the Humanitarian Coordinator for Iraq and agreed by the Humanitarian Aviation Board, UNHAS provides the service in accordance with a priority system.

### a. Passenger Service

Within each priority category, space is accommodated in accordance to "first booked - first served" practices. However, sudden rise in emergency demands is given the highest priority, and may disrupt the regularity of the schedule. In this regard the Humanitarian Aviation Board may readjust these priorities a necessary.

### b. Cargo Service

Beneficiaries as per below table. Cargo priorities are established in accordance with the humanitarian directives established by the Crisis Management Group (CMG). The latter is chaired by the Humanitarian Coordinator for Iraq (HCI).

The United Nations Joint Logistics Centre (UNJLC) is the HCI's executive body for compiling and prioritising cargo requests, as well as proposing schedules for cargo flights. UNHAS is responsible for the execution of the flights.

PRIORITY	PASSENGERS	CARGO
Immediate	<ul style="list-style-type: none"> <li>a. MEDEVAC/CASEVAC</li> <li>b. Certified Aviation Safety Inspectors and Accident Investigators.</li> <li>c. UNHAS/UNJLC personnel and other personnel required for the safe, efficient and effective conduct of aircraft operations.</li> <li>d. Designated Head of UN agencies, bodies, funds and programmes, donor governments, UN organs and NGOs with signed agreements with UN organs for the implementation of projects in Iraq.</li> </ul>	<ul style="list-style-type: none"> <li>a. Medical life-support equipment and supplies.</li> <li>b. Equipment and supplies for aircraft ground handling and management of aircraft operations.</li> <li>c. AOG (Aircraft on Ground), VOR (Vehicle off Road) spares and parts.</li> </ul>
Priority One	<ul style="list-style-type: none"> <li>a. UGP (User Group) personnel on initial deployment.*</li> <li>b. Personnel on repatriation with connecting flights.*</li> <li>c. UGP senior management level personnel.*</li> </ul>	<ul style="list-style-type: none"> <li>a. Perishable cargo and cargo for immediate distribution upon arrival at destination.</li> <li>b. Through cargo in transit connecting with other flights.</li> <li>c. Accompanied personal effects not exceeding 20 Kg.**</li> </ul>
Priority Two	<ul style="list-style-type: none"> <li>a. UGP Personnel on R&amp;R and official leave.*</li> <li>d. ICRC and all other NGOs recognised by UNOHCI and engaged in humanitarian-aid projects on Iraq crisis.</li> <li>b. Government Departments directly working on humanitarian projects in Iraq and supported by United Nations.</li> </ul>	<ul style="list-style-type: none"> <li>a. Cargo required for immediate replenishment stock.</li> <li>b. Personal effects exceeding 20kg.</li> <li>c. All other cargo</li> </ul>

Note: Organizations with priority 02 have access to the service on stand-by basis/waiting list, i.e. when seats are available after completing requested ones from the 1st priority group on first come first served basis.



### 2.3. Agencies Responsibility - Staff List

Each organisation is required to submit to UNHAS a list of staff eligible to use the service. For priority two (2) users the list of staff members to use the service shall be previously approved and signed by UNOCHI. At the top of the list will be no more than three specimen signatures with full names and titles of those who are authorised to make booking requests and cancellations, on behalf of the organisation. The list must give all the following details in typed or printed legible script English;

- Name of individual
- Organisation (in case of humanitarian work partner organisation)
- Job Title/Designation (in case of collaborating organisation employee, indicate to whom)
- Nationality, Passport Number ( **with valid visa**)
- Organisation's Identification Card Number
- Duty Station

Do not include persons on Mission or visitors on your staff list. Apply for temporary approval for the usage of the service.

An Agency or NGO identification card along with a valid passport will have to be produced upon check-in (to the handling agent or to UNHAS staff member as applicable). All Agencies and NGOs are to ensure that staff members are in possession of the respective Identification card. Should a passenger fail to produce the 02 documents mentioned above (i.e. Passport and Identification Card), access to the UNHAS aircraft will be denied.

### 2.4. Criteria for carriage of Passenger

**Only passengers fulfilling below criteria are to be approved on a manifest.**

1. Any passenger travelling on the UNHAS air passenger service must be involved in humanitarian activities in the Middle East.
2. UNHAS reserves the right to seek clarification and verification of details on lists submitted by any organisation through the appropriate channel (UNJLC, Humanitarian Aviation Board) during which time no bookings for the organisation concerned will be accepted.
3. Personnel eligible to use the passenger air service are assumed to be travelling in accordance with humanitarian work contract entitlement (i.e. business or contract entitlement travel).
4. Passengers name must appear on the agency staff list. Short-term staff or consultants must have a letter of authorisation from the Agency in question.
5. Valid personnel ID card from the agency or an authorisation letter from UNHAS replacing the ID card must be produced at the point of check-in.
6. All travel documents must be in order i.e. foreign passengers must ensure that they carry their passports containing the respective valid visas.
7. Each passenger must sign a ticket waiving liability before being permitted to board the aircraft.
8. UNHAS has the authority to open, inspect and accept/reject any item or luggage.



Version 1

9. Agencies will be required to update their staff lists periodically. (*Paragraph 2.3*).
10. United Nations Humanitarian Air Support Service is only permitted to carry humanitarian workers essential to projects. This does not include family and/or dependants. Only essential personnel should be based in areas categorized under UN Security Phase 3 and above. In areas of Security Phase 2 or lower (Family Duty Stations) commercial means should be used, they are reliable and available on regular basis. For emergency cases, the authority to approve exceptions lies with the Humanitarian Aviation Board.

## 2.5 Passenger Booking and Reservation

### Booking for Passengers

1. Booking of passengers and light cargo must be made directly to UNHAS main office. (See 4.4 Contact List) at least three working days (3) days prior to departure date, but not earlier than 30 days.
2. Bookings must be made from Monday to Friday from 1030 hours till 1215 hours.
3. All bookings must be made on the attached ***Movement Request or Cargo/Excess Reservation Form***.
4. The MOVREC (Movement Request) must bear the official stamp of the organization, be signed by the authorised person, include reason for travel and security clearance of staff if required by the organization. An attached copy of the Agency's Identification Card of the passenger shall be included. All documents are to be submitted IN DUPLICATE to the UNHAS's office. A maximum of 5 bookings per day may be submitted by the same Agency or NGO at the UNHAS Flight Office.
5. Cancellations must be received in writing (using the booking form originally submitted) at UNHAS flight office at 1000 hrs on the last working day of intended departure date. No-shows will be penalised.
6. Seats are limited to 3 per agency per flight. Any additional seats will be booked on a standby basis. Should there be a special need for additional seats above the 3 per agency; a request in writing must be forwarded to UNHAS for approval 04 working days prior to travel.
7. The request **must be** signed as received and dated by the UNHAS operations clerk. The UNHAS Clerk should write down on the right end corner of the request original and copy, the flight code and seat number (i.e. LAA 1 to 26). **Seat numbers from 1 to 17 are confirmed (C), whereas seat numbers from 18 to 26 are on waiting list (W)**. The requestor should keep the copy of the booking request marked with the above-mentioned details.
8. Confirmation of bookings must be made 1 day before of the actual flight through the UNHAS final passenger flight manifest duly stamped and signed by UNHAS staff members. Users are requested to ensure that appropriate tickets are collected 24 hours before the intended date of departure. Note that tickets for Monday's flight should be collect on Friday's.
9. All changes in the passenger's manifests must be done through UNHAS Larnaca Office. To add non-manifested passengers, in case of extra seat availability at the outstations and under exceptional circumstances, the UNHAS officers may request and receive authorisation in writing from the Head of UNHAS or her/his Deputy with the appropriate reference code. Changes to manifests in Larnaca, or rectification's to posted manifest, will only be accepted until 1200 PM , twenty four (24) hours prior to flight. The afternoon period will be reserved for ticket delivery only. Collection of tickets will from 1400 to 1630.
10. Tickets are valid only for named person and shall not be exchanged or traded.
11. It is the responsibility of passengers or agency to confirm passenger manifest and to collect passenger tickets.
12. Passenger fees, entry visa fees, when applicable (i.e. not exempted), are to be paid by the individual.



Version 1

### 2.6. Passenger luggage and carry-on baggage

Maximum allowance for luggage is 12 KGs per passenger, including carry-on baggage. All excess baggage has to be pre-booked in advance with UNHAS office, and would be manifested as waiting list. Should there be any weight availability the excess luggage will be loaded.

Only one (1) piece of baggage is allowed to accompany the passenger as carry-on baggage. The carry-on baggage must be checked-in and stowed accordingly, and would include the 12kgs allowance.

Passengers are subject to a personal security random check of accompanied luggage and unaccompanied luggage inspections, inspections will be carried out by local security staff members. **IN ORDER TO SAFEGUARD THE SAFETY AND SECURITY OF PASSENGERS EXCEPTIONS TO THE RULE WILL NOT BE ACCEPTED**

Passengers that **DO NOT** co-operate will be denied access to the flight.

### 2.7. Check-in time

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

1. Airports/airstrips **manned** with UNHAS staff:
  - Passengers to report to the check-in counter not later than one (1) hour prior to estimated scheduled time of departure (ESTD).
  - Unaccompanied cargo (light cargo only) is to be delivered at check-in counter not later than one (1) hour prior to estimated scheduled time of departure (ESTD).
2. Other airports/airstrips without UNHAS staff presence:

The Pilot in Command will perform the check-in duties on behalf of UNHAS on locations without UNHAS representation; in case of duplicate of manifests at the outstations with conflicting information, the manifest presented by the Pilot in Command will be considered the latest amendment and therefore the valid manifest to be used

- Passenger and cargo to report one (1) hour prior to estimate scheduled time of departure (ESTD).

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

Please note UNHAS Passenger Manifests are prepared in an alphabetical order; there is no priority within the waiting list passengers. Waiting list passengers will be attended too based on first come first served basis.



### 2.8. Criteria for carriage of Cargo and Mail

Only cargo fulfilling below criteria is to be approved on a manifest.

1. For the sole usage of agencies recognised under paragraph 2.2. b - UNHAS Priority System.
2. Hazardous materials are controlled by international convention. Guidance and information on packaging and safety precautions will be available to all agencies upon request. Agencies are liable for any damage to equipment, death or injuries caused by such cargo.
3. UNHAS requires a detailed information on medical supplies being transported.
4. UNHAS or its agents will not be liable for any loss or damage to cargo or excess baggage during storage, loading and/or transportation.
5. All cargo is subject to inspection by UNHAS staff members to ensure proper packaging and labelling. Proper packaging and labelling is the Agency/Organization requesting the airlift. Weight and contents must correspond with information provided for approval. The contents must not be hazardous. In the event of any item failing to comply with any one of the listed stipulations, the cargo will be rejected for transportation.

MAIL POUCH. On passenger's aircraft, only parcels less than 5 kg of a reasonable size will be permitted. On cargo aircraft, parcels may be larger but, in any case must be delivered to the Pouch Unit before 1600 hours two days before the flight. Agencies are not authorised to submit any pouch or correspondence directly to crewmembers.

#### Booking and Handling of Cargo

1. All requests to airlift cargo must be made to the United Nations Joint Logistics Centre (UNJLC) not less than 72 hours in advance
2. Requesting agencies/organizations are responsible for presenting the proper documents and customs clearances at both ends. The basic document presented for Customs clearance is the Airway Bill. It should be completed by the requesting agency/organization and shall include number, weight and value of crated or individual items, requesting agency/organization's name and address and consignee's name and address.
3. The aircraft operator is responsible for producing the Cargo Manifest and the General Declaration. Only cargo booked and confirmed with an Airway bill will be transported. Substitute cargo, cargo not conforming to dimensions stated on the booking form, poorly packaged and/or poorly labelled cargo will be rejected. Attempts to transport unauthorised cargo will result in a temporary ban from using UNHAS.
4. All cargo requests must be made on the attached Cargo *MOVREC*.
5. Transport of cargo will only be approved if the Agencies or NGOs are able to demonstrate their ability to have the cargo customs cleared and fully documented prior to transportation to the delivery point. UNJLC will consolidate and prioritise the cargo requests as per above paragraph 2.2.b UNJLC will propose the schedule to UNHAS accordingly.
6. Each agency should also note that they will be required to pay the percentage of the aircraft cargo handling and loading fees direct to the designated UNHAS handling agents at departure and destination airfields. UNHAS will pay for the aircraft technical handling fees. Agencies will also be responsible for prompt cargo pick up at the destination airfield, in this regard it is required that the organization informs UNJLC about arrangements made, together with destination contact telephone/email details at both departure and arrival point.
7. The cargo aircraft schedule will be issued 48 hours in advance. Delivery procedures for the transportation of commodities from the organization's warehouse into aircraft are to be different from one to another location according to local facilities and handling arrangements, UNJLC will communicate the adequate procedure to the accredited organizations accordingly.
8. For hazardous material, the Dangerous goods procedures detailed in paragraph 2.9 must be followed accordingly.



### 2.9. Transportation of Dangerous Goods

In the interest of passenger and crew safety, and to prevent equipment damage within the United Nations Humanitarian Air Support Service, awareness of the following hazardous goods is vital. This information is in reference to the International Civil Aviation Organisation (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air.

The following steps **must** be followed by the requesting agency prior to booking any potentially dangerous cargo on UNHAS Flights.

1. Submit the shipper's declaration specifying type of dangerous goods and additional details
2. Identify any dangerous article or substance as per ICAO regulations
3. Limit the quantity contained in each package to the maximum allowed
4. Use the correct type of packaging
5. Put the required labels and markings on the package
6. Inform the Cargo Office of the nature of cargo in detail
7. Inspect each package for leakage or damage

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

#### List of Dangerous Cargo Transport

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



**Version 1**

16. Heat producing articles e.g. battery-operated equipment such as underwater torches and soldering equipment, which, if accidentally activated, will generate extreme heat, are prohibited.

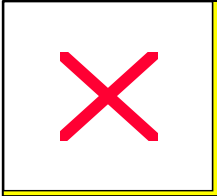
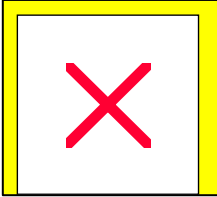

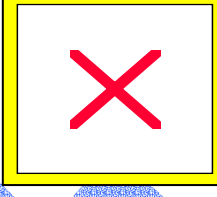

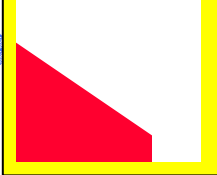
**Due attention must be given to the strict adherence of these procedures by all personnel involved in preparing a consignment and booking on UNHAS aircraft's.**

Failure to follow these procedures may render the responsible organisation liable for any incidents in addition to being banned from the United Nations Humanitarian Air Support Service.

4th DRAFT



### 2.10. Safety and Other In-Flight information

-  Smoking is **prohibited** on all UNHAS aircrafts.
-  Weapons and other munitions are **STRICTLY** prohibited on all UNHAS aircrafts.
-  Monitor the safety briefing given by the flight crew.
-  Emergency medical kits and survival packs are carried on UNHAS aircrafts.
-  Water is **NOT** available on UNHAS aircrafts.
-  Toilets are **NOT** available on UNHAS aircrafts.



### 2.11. FREQUENTLY ASKED QUESTIONS (FAQ)

- 1. How much time in advance should users make reservations?** As per the UNHAS Passenger SOP, at least 3 working days in advance. However in order for the users to ensure a confirmed seat we suggest a week in advance.
- 2. How should reservations be made?** All users have to submit a UNHAS MOVREC form duly signed and stamped by the Agency Rep. No requests are accepted via email. All personnel based in the outstations have to book through their Main Office in Larnaca. In case an Agency/NGO has no representation in Larnaca, it will have to assign another Larnaca based NGO to make bookings on its behalf.
- 3. How to know the regularity of the flights? Or to know in advance the following weeks flight schedule?** UNHAS has a regular fixed flight scheduled, when revisions are made all Agencies and NGOs are advised accordingly. In case an Agency/NGO wants to have more detailed information, UNHAS will issue a weekly flight schedule (on Thursdays) which contains all the information for the following week (including special flights and any changes to the regular schedule). This schedule is available on the UNJLC website and at the UNHAS booking office, please feel free to request.
- 4. How many passengers can the aircraft accommodate?** UNHAS is using the Beechcraft 1900 - with a maximum of 19 seats, may be reduced due to technical restrictions. Aircraft can be configured for Medical Evacuations (stretchers).
- 5. How much luggage is a passenger allowed?** Each passenger is authorized 12kgs only. Any excess baggage request will be authorized on waiting list pending space availability. Please note the limitation is enforced due to SAFETY reasons.
- 6. How does one know when a passenger is confirmed, or wait listed?** The Users submit two (One original, one copy duly signed and stamped) UNHAS MOVREC forms to the UNHAS Booking Counter. On the copy that the user receives (right end corner) it's detailed the flight code and the seat number e.g. (A2 (5) from Amman to Larnaca seat number 5). Therefore passengers are confirmed from number 1 to 17, from 18 onwards they are wait listed.
- 7. How to know the priorities between the waiting list passengers on a manifest?** The UNHAS Passenger manifested is automatically elaborated in an alphabetical order. There is no priority for the wait listed passenger, the waiting list it's based on a first come first served basis. The first wait listed passenger arriving at the airport will be considered the number one to be transported in case a seat becomes available.
- 8. Should the users pick up the tickets at the UNHAS Booking counter or at the Airport?** It is preferable that passengers pick up tickets from 1400 to 1530 the day before intended departure at UNHAS booking facility at Flamingo Hotel ground floor. This will enable the passenger to be aware of any changes to the departure times due to technical problems. The ticket is the last confirmation of the departure time. Always check the departure time on your ticket.
- 9. Where at the Airport should passengers report?** Passenger's should report to a Cyprus Airways Counter, Cyprus Airways will be handling the passenger service on behalf of UNHAS.
- 10. Check-in Times** Check-in time starts one hour before scheduled departure, and closes 30 minutes before departure. Confirmed passenger arriving after closing time may lose the right to a seat. Wait listed passengers will be confirmed after the regular check-in closes.
- 11. In Case a flight is cancelled what should a passenger do?** Passenger should report immediately to the UNHAS Booking Counter in order to re-confirm the seat. If more than 8 passengers re-confirm the seats UNHAS will re-schedule the flight. When the information that a flight is going to be cancelled is known in advance by UNHAS a message will be sent out to all Agencies. Sometimes however due to unforeseen technical problems UNHAS is unable to inform the users in advance.
- 12. If for any reason passenger misses a flight?** If a passenger misses a flight, they have to make another booking request.
- 13. How does an Agency request a special flight?** An official request in writing from the Head of the Agency to UNHAS, stating the reason and justification for the request and why they cannot be accommodated on the



### Version 1

regular schedule. A special flight must utilize a minimum of 60% of aircraft seat. UNHAS, in consultation with UNJLC reserves the right to approve or disapprove any special flight request. Special flight requests are assigned on first come first served basis. In case of conflicting requests for the same dates UNJLC reserves the right to prioritize the request.

14. **Why Agencies/NGOs are only allowed to have 3 confirmed staff members per flight?** In order to allow as many Agencies as possible to have a balance usage of the Service. Should an Agency have more than 3 staff members to travel as a Team, a special request should be made in order for UNHAS to try to accommodate their needs.
15. **At the outstations; if an aircraft does not have 10 passengers, why can't a passenger board the flight?** According to Aviation regulations no passenger should fly on any aircraft without its name being duly manifested and the passenger issued with tickets bearing a General Release liability. The procedure is the same as for any commercial flight; no passenger is authorized without a ticket, and being properly manifested.
16. **Can an Agency replace the manifested passenger for another staff member?** Tickets are issued and valid only for the passenger manifested. Tickets shall not be exchanged nor traded.
17. **How do I know whether space is available on a cargo aircraft?** The schedule of cargo aircraft will be published on the UNJLC website and will mention space available.

4th DRAFT



### 3. OPERATIONAL PROCEDURES

#### 3.1. Meeting an aircraft at stations in the field

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

1. It is important that all outstations monitor HF communication to confirm daily flight schedule for the following day.
2. At non-controlled airfields, prior to departure, the destination is to issue a green light to the radio room in order for any aircraft to be launched.
3. A designated agency representative must meet the aircraft.
4. The representative must arrive at the airfield at least 30 minutes prior to the estimated time of arrival (ETA) and monitor the VHF radio and/or HF radio, whatever is available.
5. The airfield must be secured i.e. clear of large rocks, debris, livestock and people.
6. Only UNHAS vehicle are authorised to enter the Airport Area, and it must maintain a minimum of 30 meters distance from the aircraft.
7. Only people who are directly associated with the aircraft operation should be permitted onto the airfield e.g. airfield security and passengers.
8. All passengers and cargo that are to be boarded/loaded must be security checked by the security representative one hour prior to the estimated arrival time of the aircraft.
9. The passengers and cargo are to be transferred to the flight crew in a timely and orderly manner. Only passengers and cargo listed on the flight crews manifests will be carried. In case of emergency, passengers will only be allowed on board, once approved by UNHAS Larnaca/Cyprus.
10. The Representative must remain at the airfield until 15 minutes after the aircraft is safely airborne and/or maintain monitoring the VHF and/or HF, for the event the aircraft needs to return for an immediate landing.

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



### 3.2. Airfield and Weather Report

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

#### Final destination to Radio Room Report for Airfield: Wet or dry

##### If Dry, Report:

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

##### If Wet, Report:

###### *Weather:*

- |                                                |                                                                                       |
|------------------------------------------------|---------------------------------------------------------------------------------------|
| When was the last time it rained?              | This morning/Yesterday/or Date                                                        |
| How long did it rain for?                      | Number of Hours                                                                       |
| How heavy was the Rain?                        | Light drizzle/Showers/Persistent Rain/Heavy Downpour                                  |
| Is there any standing water?                   | Small areas of standing water/Large areas of standing water/Large Puddles/<br>Flooded |
| Percentage or position on<br>Airfield of water | % of Airfield flooded or North/South end<br>e.g. North end flooded                    |

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

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



### 3.3. Evacuations

For Security and Medical evacuations, the Head of UNHAS or his/her Deputy can be reached 24 hrs/day, 7 days/week on Telephone, Fax and HF Radio. (See chapter 7).

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

#### 3.3.1. Security Evacuations

The authority to approve the use of UNHAS aircraft for security evacuations lies with:

The Designated Official (DO) for Security in the region is the Humanitarian Co-ordinator for Iraq. The Humanitarian Co-ordinator 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;

1. The number and names of expatriate and national staff requiring evacuation.
2. Agencies that require evacuation.
3. A continuous radio watch on HF is to be maintained by both the UN Security Officer and UNHAS in the field. Contact on VHF must be established when the aircraft approaches the field destination.

#### 3.3.2. Medical Evacuations (MEDEVAC-CASEVAC)

1. Priority: **Preferably and if available to be cleared by a doctor/paramedic.**

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

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

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

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

The details and condition of the patient must be forwarded to UNHAS (See *Medical Questionnaire Guidelines* below)

#### Medical Evacuation Questionnaire Guidelines

- ? Identification of requester? Call received from (name) - Means of communications (Phone/Fax/Radio)





Version 1

e. **XXXXXXXXXXXXXXXX**  
XXXXXXX

f. **RHCO radio room**

Charlie Lima Oscar: sat phone 871-115-1664, 2-310-314

5. The requesting organisation is fully responsible for the accuracy of statements made about the patient's conditions. Additionally, please note that the requester is also fully responsible for the patient's transportation to the aircraft at the airport of departure and from the aircraft upon arrival in Larnaca.
6. MEDEVAC plans must be prepared according to the circumstances prevailing at each location. These plans should include;
  - a. First contact person/s and alternates
  - b. List of physicians available among the local community to be contacted and who will certify the need for the evacuation.
  - c. Availability and dependability of local health facilities.
  - d. Availability and location of a well-equipped first aid kit for a wide range of emergencies.
  - e. List of all humanitarian workers and their blood group.
7. **Action by Agency Required:**

Arrange:

  1. ambulance if required at the final destination,
  2. any other form of assistance (e.g. wheelchair) which may be required at final destination,
  3. To have a representative to assist with Immigration and Health formalities if required.



# United Nations Humanitarian Air Services

# UNHAS



Version 1

## 4.1. Movement Request Form (Passenger)

UNHAS PASSENGER RESERVATION FORM WRITE IN PRINTED LETTERS ONLY

Date of the FLIGHT	Submitted by: Date and Hour:	Flight Code/Seat Number	UNHAS Flight Office Receipt Date and Hour received by UNHAS
Name of Agency/NGO Telephone and/or radio contact			

Departure	Arrival	Passenger's Name in Full	ID No	Job Title	Reason of Trip	Remarks Include security clearance details

1. Carriages are subject to the liability rules and regulations of the Warsaw Convention of 12 Oct. 1923 and Sept. 1955
2. The liability of the carrier and its officers for loss of life, personal injuries of passengers, or loss or damage of luggage and freight is limited in accordance with the above rules.
3. Passengers subscribe herewith to the conditions of the agreement between the UN and the owner/operator of the aircraft.
4. The signatory confirms herewith, that applicant is an employee or associate of the agency/organisation and certified that his travel is strictly for important official duties only.

Full Name of Agency Representative: \_\_\_\_\_

Agency Stamp



Version 1

## 4.2. Movement Request Form - Light Cargo / Excess Luggage

### UNHAS AIR CARGO MOVEMENT REQUEST

1. Particulars of Consignor						DATE:	
Organisation:			Telephone, radio, E-mail contacts :			TIME :	
Name:			FROM:			Signature:	
2. Particulars of Consignee							
Organisation:			Telephone, radio & radio contacts :				
Name:			TO:				
3. Particulars of Cargo to be moved							
#	Description of cargo	Packaging Type	Number Of Units	Unit Wet. (Kg)	Volume (CBM)	Total	
						Wt (Kg)	CBM
1							
2							
3							
- Movement Approval							
Date & Time to be delivered at UNHAS Airport Installations							
Date & Time to be transported			Aircraft type		Aircraft reg. Number		
UNHAS Approving Officer			Name:			Signature	



Version 1

## 4.3. UNHAS REGULAR FLIGHT SCHEDULE – Effective 01 APRIL 2003

A/C	Sunday	Monday	Tuesday	Wednesday	Thursday
BE1900	1. Based in Larnaca – Regular Schedule to be published on weekly basis on UNJLC web site	1. Based in Larnaca – Regular Schedule to be published on weekly basis on UNJLC web site	Aircraft available for Special flights	1. Based in Larnaca – Regular Schedule to be published on weekly basis on UNJLC web site	1. Based in Larnaca – Regular Schedule to be published on weekly basis on UNJLC web site
UNR002W					
ZS-OYJ					
ALS					
BE1900	1. Based in Tehran / Kuwait – Regular Schedule to be published on weekly basis on UNJLC web site	1. Based in Tehran / Kuwait – Regular Schedule to be published on weekly basis on UNJLC web site	Aircraft available for Special flights	1. Based in Tehran / Kuwait – Regular Schedule to be published on weekly basis on UNJLC web site	1. Based in Tehran / Kuwait – Regular Schedule to be published on weekly basis on UNJLC web site
UNR001W					
5Y-DHL					
ALS					

- Note 1 [Special flights](#) for humanitarian missions are arranged according to aircraft availability. One week advance notice is required
- Note 2 [Specified Departure Times](#) are subject to changes. [Daily Flight Schedule](#) should be consulted for departure time confirmation.
- Note 3 [Special flights](#) are considered all flights when more than 7 seats (40% of aircraft occupancy) is taken by an organization and/or the flight has to be deviated from its scheduled route to accommodate the organization's request.

### LEGEND

1	LAR = LARNACA	11		21
2	AMM = AMMAN	12		22
3	DAM = DAMASCUS	13		23
4	KUW = KUWAIT	14		24
5	DUB = DUBAI	15		25



Version 1

6	<a href="#">IST = ISTANBUL</a>	16		26
7	<a href="#">ANK = ANKARA</a>	17		27
8	<a href="#">CAI = CAIRO</a>	18		28
9	<a href="#">BAH = BAHGDAD</a>	19		29
10	<a href="#">RIY = RIYADH</a>	20		30

## 4.4. Emergency Contact List

	Phone	Name	HF Radio	Email	Rmk
<b>UNHAS Air Transport Officer</b>	+357 999 25258 (Mobil) +357 24 818548 (Direct) +357 24 818547 Fax	Maria Faria	Network Call sign:	<a href="mailto:Maria.faria@wfp.org">Maria.faria@wfp.org</a>	(24 hrs)
<b>UNHAS Air Movement Officer</b>	+357 999 25257 (Mobil) +357 24 643027 (Airport Dir.) +357 24 643174 (Fax Airport)	Annette Louise		<a href="mailto:Annete.louise@wfp.org">Annete.louise@wfp.org</a>	(24 hrs)
<b>Air Traffic Control</b>					
<b>Fire Service</b>					
<b>Police</b>					
<b>National Board of Investigation</b>					
<b>CAA</b>					
<b>SAR Center</b>					

4th DRAFT

Effective as of

**April 2003**

UNHAS – IRAQ

Page 21 -21

**Email:** [unhas.iraq@wfp.org](mailto:unhas.iraq@wfp.org)