



**Standard Administrative and Operating
Procedures**

(SAOPs)

APPLICABLE TO THE AIR OPERATION IN SOMALIA



United Nations Humanitarian Air Services UNHAS Somalia



Version 1.0 Dated January 2008

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1. INTRODUCTION

Airlifts are vital in the vast majority of humanitarian operations. Aircraft provide the humanitarian 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, or for security reasons.

At present WFP has chartered passenger aircraft which are under UNHAS management control to provide air transport to the eligible Humanitarian Organizations working in Somalia. UNHAS also provides services as special charters for approved users.

UNHAS basis its rules and regulations, staff qualifications and aircraft chartering procedures on the United Nations Humanitarian Aviation Safety Standards (AVSTADS). The AVSTADS have been agreed by The World Food Programme and the Department of Peacekeeping Operations 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 is temporarily basing its operations in both, Kenya and Somalia. 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

UNHAS



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1.1. User Group

Establishment and Mandate of the UNHAS User Group

The User Group for the UNHAS operation has been established on the 07th of August 2007, and consists of representatives from the larger users (UN Agencies and NGOs) as well as Donors that fund the operation. The purpose of the User Group is to establish the prioritisation of cargo and passengers within the area of operation, to ensure that all users are served on an equal basis, and define the operation's destinations. Furthermore it is to advise the WFP Aviation Section through the Chief Air Transport Officer (CATO) on estimated cargo and passenger movements for the next 3 months within the area of operation in order to adapt the fleet so that the correct type of aircraft can be chartered to fulfil the needs of the Humanitarian Community.

It is important that the User Group understands and acts according to its mandate, and that it is not interfering in the aviation technical aspects of the operation in regards to what type of aircraft should be deployed, operational infrastructure needed etc, but that it keeps to the below area of responsibility and detailed mandate.

The Mandate of the User Group is to:

- Give UNHAS guidelines of operational area of support.
- Decide on prioritisation system of cargo and passengers.
- Approval of the SAOP
- Give approval for accredited / eligible NGO's and other non UN Bodies to use the service.
- Advice on upcoming transport peaks and needs of aircraft, to help fleet management process.
- Formal feedback to UNHAS on service performance.
- Ensure that the Humanitarian air services provided by WFP/UNHAS is equally made available to all users.
- Assist UNHAS with funding issues, such as fund raising.

The User Group should meet quarterly or whenever there is a need or major change in the operations. **In order to make decisions, it is expected that the Heads of Agencies or their Deputies to attend the meeting.**



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2. ADMINISTRATIVE PROCEDURES

2.1. General

At the request of the UN Secretary General following the reform process, WFP has been given the mandate of service provider in the area of humanitarian air transport. WFP have accepted and been responsible for the management of the UN Common Air Service/ United Nations Air Services for the Humanitarian Operations in Somali since the 26 December 1996.

UNHAS is the aircraft tasking and operations executing body for the humanitarian air transport. UNHAS mandate is based on an understanding between the User Group and the Humanitarian Community, and funding is provided through cost recovery/ partial cost recovery based on ticket fees and Donors Funding.

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 currently composed of one C-208, two B200, one DHC-8-100 and one B1900 (For additional/special requests).

Note that the fleet could change on short notice to correspond to the needs of the humanitarian community. The User Group will regularly assess the Humanitarian Community's requirements to help the CATO to adapt the UNHAS fleet composition.

Each individual aircraft has one day per week reserved for aircraft maintenance and to ensure compliance with crew rest duty time limitations and requirements.

Note that UNHAS envisage the phase-out process when the humanitarian community's need for 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 decision to terminate the service lies with the User group.

UNHAS ground staff and flight crew will 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, the infraction of these SAOP 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, if any, is to be approved by the User Group.

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 or cargo space 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.



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2.2. UNHAS – Priority system

Based on the guidelines issued by the User Group, UNHAS provides the air service in accordance with a priority system below :

PRIORITY	PASSENGERS	CARGO
Immediate	<ul style="list-style-type: none"> a. MEDEVAC/CASEVAC. b. Certified Aviation Safety Inspectors and Accident Investigators, when required. c. UNHAS Staff members on Official mission. d. Designated Heads: of agencies/NGOs, bodies, donors, 	<ul style="list-style-type: none"> a. Medical life-support equipment and supplies. b. AOG (Aircraft on Ground) spares and parts. c. Equipment and supplies for aircraft ground handling and management of aircraft operations.
Priority One	<ul style="list-style-type: none"> a. UN staff and staff of NGO implementing partners on initial deployment. b. Personnel on repatriation with connecting flights. c. UN staff and staff of NGO d. Journalists covering the emergency to the benefit of the United Nations and Implemented Partners and accredited through a UN Agency 	<ul style="list-style-type: none"> a. Perishable cargo and cargo for immediate distribution upon arrival at destination. b. Accompanied personal effects not exceeding 20 Kg. c. VOR (Vehicle off Road) spares and parts.
Priority Two	<ul style="list-style-type: none"> a. Other clients 	<ul style="list-style-type: none"> a. Personal effects exceeding 20kg. b. All other cargo

Please note that being prioritised, doesn't mean not to comply with basic booking rules.



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2.3. Agencies Responsibility - Staff List

Each organisation is asked to submit to UNHAS a list of staff eligible to use the air service. 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
- Job Title/Designation (in case of collaborating organisation employee, indicate to whom)
- Nationality, Passport Number (for international staff)
- Organisation's Identification Card Number
- Duty Station

It is not required to include persons on mission, temporary consultants or visitors on your staff list. An email from the Head of the Agency or the OIC to the CATO will be sufficient.

Please note that passengers must produce proof of identity (UNLP, UN identity card, diplomatic passport or organization employer photo ID card) at check in and when boarding before being allowed to embark UNHAS aircraft. Also note that UNHAS provides service between Kenya and Somalia, and thus international regulations apply related to visa and other travel documents

2.4. Criteria for carriage of Passenger

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

1. Any passenger travelling with UNHAS must be involved in humanitarian activities in Somalia and be from either of the following agencies: eligible NGO's, UN agencies and donor countries.
2. UNHAS reserves the right to seek clarification and verification of details on staff lists submitted by any organisation.
3. Personnel eligible to use the UNHAS 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, except the short-term staff or visitors. Short-term staff or visitors should have a UNLP, UN identity card, diplomatic passport or organization employer photo ID card.
5. All travel documents must be in order i.e. foreign passengers must ensure that they carry their passports containing the respective valid visas.
6. UNHAS has the authority to open, inspect and accept/reject any item or luggage.
7. Agencies will be required to update their staff lists periodically. (Paragraph 2.3).
8. United Nations Humanitarian Air Service is only permitted to carry humanitarian workers essential to projects. This does not include family, dependants, soldiers. Only essential personnel should be based in areas categorized under UN Security Phase 3 and above. For emergency cases, the authority to approve exceptions lies with the User Group and Humanitarian Coordinator.



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2.5 Passenger Booking and Reservation

1. Booking of passengers and light cargo must be made directly to UNHAS main office. At least 48 Nairobi working hours prior to departure date. *Based on first booked first serve.*
2. Confirmed bookings on scheduled flights shall be issued on a first-come-first served basis except for immediate priority passengers. (*Paragraph 2.2*)
3. All passengers must possess valid travel documents and security clearances before boarding UNHAS flights: agency ID card, passport (if required), visas, laissez-passer etc. for their relevant destinations.
4. The passenger manifest for a flight will be closed 24 hours before a flight.
5. All bookings must be made on the attached *Passenger Movement Request* or *Excess Luggage Reservation Form*. Bookings over the telephone will **never** be accepted (Unless Medical and Security evacuation). Booking requests can be sent via fax to the UNHAS Flight booking officer, Fax No. 622098 followed by a confirmation call on Tel:622091 / 622111.
6. The Passenger Movement Request has to be fully filled in and include reason for travel and security clearance of staff if required by the organization. All documents are to be submitted to the UNHAS booking office. (*Paragraph 4.1*)
7. Passengers without a proper request are not allowed to fly except in emergencies. In such cases, documentation will have to be submitted as soon as possible. The final responsibility is with the Captain of the aircraft after an authorisation has been obtained from UNHAS Management.
8. Cancellations of Flight Bookings will be accepted up until 10:00 local time the day before the flight and must be received in writing. No-shows will be charged for the full ticket cost.
9. The request must be signed as received and dated by the UNHAS booking personnel. Requesting Agency must confirm their travel by 10:00 AM day before flight for travel on Tuesday to Friday and by 10:00 AM on Friday for week end and Monday travel. *It is the Agency's focal point responsibility to ensure the manifest reflects the Agency needs of travel.*
10. Passengers are requested to ensure that they receive their tickets at the Airport on the morning of the flight.
11. Tickets are valid only for named person and shall not be exchanged or traded.
12. It is the responsibility of passengers to collect tickets.
13. Airport Passenger fees, entry visa fees, when applicable (i.e. not exempted), are to be paid by the individual / agency.
14. It is strongly advised to all passengers to provide their agency Focal Point with their mobile number / Satellite number (if available) to enable passengers to be informed in case of a change of flight schedule or of a late cancellation of the flight.



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2.5.1 Cost Recovery System and Procedure of Payment

Implementing partner Agencies / NGO's are to be booked through the UN agency with whom they operate. Cost of their seats is to be charged to the booking agency.

Costs will be shared among UNHAS member agencies on the basis of actual utilization by each agency at the agreed rates for each seat or 90Kg equivalent weight.

Costing will be done based on the direct flight between two locations, origin and destination, and all costs direct and indirect related to any flight. Where applicable, part or full donor funding will be attributed to designated beneficiaries. Such funds will also be considered as subsidy in determining the cost per seat/90 kgs between locations if donated unconditionally.

Additional cost from flight diversions (When possible) will be charged to the agency who requested for the diversion on a full cost basis.

UNHAS Finance Office in Nairobi is responsible for invoicing and monitoring of the financial situation of the service.

The Client shall pay in advance for all flights and services rendered by WFP/UNHAS unless otherwise requested in writing and agreed by WFP/UNHAS based on the experience. Should WFP/UNHAS agree on a post payment, the Client will have a maximum of 30 days to clear the invoice. Failing to do so will lead to a temporary ban from the use of the United Nations Humanitarian Air Services.

2.6. Passenger luggage and carry-on baggage

Maximum allowance for luggage is 20 kg per passenger, including carry-on baggage. All excess baggage has to be pre-booked in advance with UNHAS office. Non booked excess luggage will be denied.

A maximum of one (1) piece of baggage is allowed to accompany the passenger as carry-on baggage (Beside Laptop). The carry-on baggage must be checked-in and stowed accordingly, and includes the 20 kg allowance. Please note that carry-on baggage not fitting in overhead compartments will be automatically put in the aircraft belly.

Passengers are subject to a personal security check, check of accompanied luggage and unaccompanied luggage inspections, inspections will be carried out by the airport authorities and 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.



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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** by UNHAS staff:
 - JKIA Airport - Passengers to report to the **check-in counter not later** than One hour prior to the estimated scheduled time of departure (ESTD). **Check-in counter will close 30 minutes before ESTD late passengers will be considered as NO SHOW.**
 - Field Airstrips: Passengers to report to the check-in counter **not later** than forty-five (45) minutes prior to the estimated scheduled time of departure (ESTD). **Check-in counter will close 20 minutes before ESTD late passengers will be considered as NO SHOW.**
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 forty-five (45) minutes prior to estimate scheduled time of departure (ESTD).

2.8. Criteria for carriage of Cargo and Mail (Pouch)

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 can be obtained upon request at the UNHAS Office in Nairobi. 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. WFP / 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 responsibility of the Agency/Organization requesting the air transport.** Weight and contents must correspond with information provided for approval. The contents must not be hazardous. The cargo will be rejected for transportation in the event of any item failing to comply with any one of the listed stipulations.
6. UNHAS operates a pouch service between all stations where UNHAS is present in Somalia. A pouch is a small bag, which must be locked/sealed. This bag should only contain important official mail/documents/letters etc, and each item transported in the pouch should not weigh more than 5 Kgs. If the weight is more than 5 Kgs it will be booked as cargo and not be transported in the pouch bag. Pouches must be properly packed, sealed and duly signed by the certification officer of the respective Agency. The parcels must be delivered to the UNHAS check in desk at the Airport at least one hour before scheduled departure time. For in coming parcels, an agency representative must come to the UNHAS Office at the receiving end to collect its parcel. No currency/contraband and dangerous cargo/solid items/ornaments/etc are to be placed in the pouches. **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 UNHAS not less than 48 hours in advance.



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2. Requesting agencies/organizations are responsible for presenting the filled in Cargo Movement Request with particular attention to the detailed information with details of the cargo (**number of pieces, weight, volume, description, value**), requesting agency/organization's name and address and consignee's name and address.
3. 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.
4. All cargo requests must be made via the attached Cargo Movement Request forms (Page 26).
5. Cargo Movement Request confirmations will be sent to the clients as soon as possible and not later than 12:00 hrs the day prior to the flight.
6. For hazardous material, the Dangerous goods procedures detailed in paragraph 2.9 must be followed accordingly.

2.9. Transportation of Dangerous Goods

The information contained in this chapter comes from the International Civil Aviation Organisation (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air.

It is in the interest of passenger and crew's safety to prevent accidents from happening and to increase the awareness of the dangers involved in the air transport of hazardous goods.

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 in detail the UNHAS Cargo Office of the nature of cargo.
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 Office with your queries.

List of Dangerous Air Cargo

1. Fuel is not authorised on board passenger aircraft's (Diesel/Jet-A1, Kerosene). If diesel is to be transported, it is either to be transported without any passengers, either in a sling.
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 and 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)



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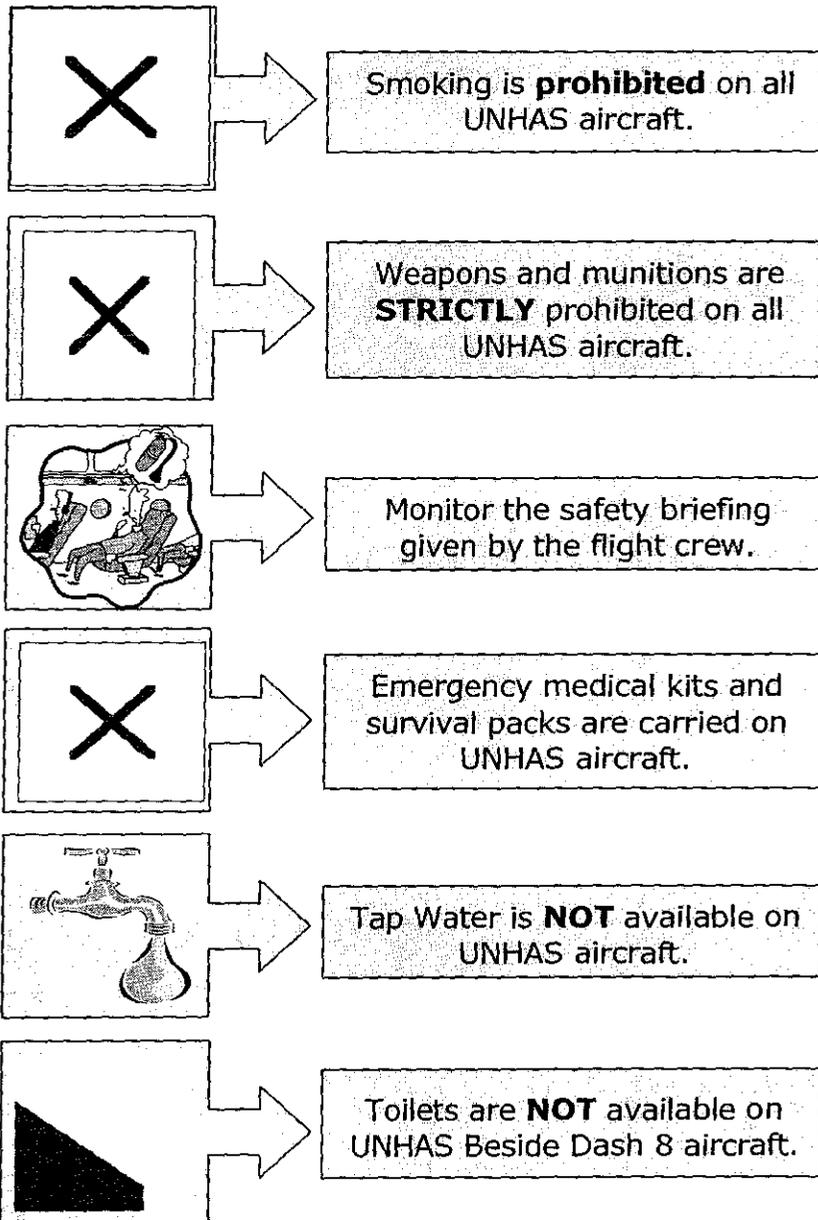
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9. Photographic supplies i.e. darkroom chemicals. (Prohibited)
10. Refrigerators of the type that contain toxic gas or dangerous liquids. (Conditions apply)
11. Repair kits which may contain dangerous goods: Cellulose paints, organic peroxides, etc. (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)
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.



2.10. Safety and Other In-Flight information





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2.11. Duties of Pilots / Flight-Followers

The WFP communication centre at Gigiri will be the primary flight following unit for all UNHAS flights. Tel Nos. are 622918 & 622948.

Since all flights into and out of Somalia are monitored by ICAO on behalf of Somalia whilst there is no official government organisation to take that responsibility, it is compulsory for all UNHAS flights to report to ICAO radio in Nairobi departure times, arrival estimates and en-route altitudes for reasons of flight safety.

ICAO HF	Day	Night
Primary	11300usb	5517usb
Secondary	7595usb	11300usb

All UNHAS aircraft must establish two-way communication on HF radio before departing for any flight, and adhere to current NOTAMS. Please refer to the “UNHAS Communication Procedures for Flight Crew and Field Stations”.

WFP / UN HF	Day	Night
Primary	10985.0 USB	Call UNDP on 10040 usb UNICEF on 10145 usb
Secondary	10600 USB or 7762 LSB	

1. Duties of pilots:

- a. Prior to departure and after each landing the aircraft Captain will endeavour to make contact with UNHAS Operations by either HF radio, Mobile Phone or Sat-Phone to confirm the time of departure or landing.
- b. On departure from all airfields the pilot will make a radio call to UNHAS Flight Following on HF reconfirming the ETA for his next destination. Approximately 20 minutes before landing, the pilot will reconfirm the updated ETA with Flight Following. For loner flights Pilots must report Operations Normal/ Position reports every 30 minutes.
- c. Before departing their main base aircrew must check the relevant frequencies used by each airfield they will be visiting. At each location, when shut down, the pilots must ensure that they have some form of communication with the UNHAS staff whilst away from the aircraft.
- d. Civil aviation regulations apply to all UN flights. The Captain has the ultimate responsibility with regards to the operation of that aircraft. In emergency situations the Captain's discretion shall apply. Should the UN aircraft encounter hostile combat aircraft or anti-aircraft fire from the ground, the captain is responsible to extract the aircraft from the area. The Captain's decision in this regard is final.
- e. It is mandatory that all aircrew adhere as much as possible to the publicized arrival and departure times.
- f. Aircrew are not authorized to transport not-manifested passengers or cargo.
- g. Aircrew are to confirm with UNHAS Operations the schedule for the following day, including the slot times and clearance numbers. After the flight, a daily flight report must be filled in and forwarded ASAP to UNHAS Nairobi Office.
- h. Each operator flying for UNHAS in Somalia shall be represented and participate in the UNHAS regular safety and security briefings in Nairobi, and the operator must ensure that its aircrew is briefed on discussed items.



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- i. Whenever a crew change occurs, the newly arrived aircrew must be briefed by a representative of its operator on all UNHAS procedures by CATO and Security Officer. All relevant information concerning the newly arrived must be send ASAP to UNHAS Operations prior his/her arrival for approval. The information which is required is: Name, Position, Nationality, Date of Birth, Place of Birth, Passport Number, Date of Issue, Place of Issue, Date of Expiry, Licence Number, Date of next IFC, Date of next Medical, Total Flying Hours, Hours on Type, and Total Hours as PIC.
- j. All occurrence reports are to be sent to the CATO (Chief Air Transport Officer), copied to the RASO (Regional Air Safety Officer).

2. Duties of the WFP/UNHAS radio-operators / Flight-Followers

Not all radio-operator's duties are described in this chapter. Only the duties directly related to Air Operations will be found in this chapter.

The radio-operators working in the UNHAS Flight Following Centre have extra duties related to the flight following operation.

The following list is split into two parts: one part lists the duties common to all radio-operators working directly or indirectly for UNHAS and the second part relates the extra duties associated with the Flight Following Centre.

1. Duties of all involved radio-operators

- a. Liaise with the destination stations on estimates so as to achieve quick turnarounds.
- b. Monitor and report any harmful interference in the radio network to the Air Operation Manager.
- c. Monitor and report any security condition concerning field stations and staff to the Air Operation Manager and Security.
- d. Train newly employed staff proper communications procedures in use within the network and a continuous on the job training to field radio operators.
- e. Check and ensure that all the communications equipments in the communications centre are serviceable throughout the watch period.
- f. Maintain a continuous listening watch on both, the primary and secondary frequencies during all the hours of operation and extend the same if need be.
- g. Transmission and Reception of messages to and from the field stations.
- h. Maintain a log book for take over and hand over watch and for any other occurrence affecting communications during the watch period.
- i. Any other duties as may be assigned by the CATO.

All the above for the SAFE, EFFICIENT and SMOOTH operation of UNHAS flights.



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2. Duties of the radio-operators/Flight Followers working in the UNHAS Flight Following Centre

Provision of Aeronautical flight information service (to UNHAS flights) which includes but not limited to:

- a. Notify aircraft of any information that might impede the smooth operation of such a flight.
- b. Notify aircraft of any other conflicting flight for safety purposes.
- c. Notify aircraft on any changes in routing, if initiated at short notice after departure.
- d. Notify destination stations about inbound flights to their locations.
- e. Notify aircraft about the weather conditions at the destination stations and any changes thereof.
- f. Notify UNHAS Management in accordance to the ERP during any Emergency situations.
- g. Notify UNHAS Management in accordance to the ERP if aircraft fails to report according radio procedure.
- h. Notify daily the UNHAS Management on the weather situation at all locations.



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2.12. FREQUENTLY ASKED QUESTIONS (FAQ)

- 1. How much time in advance should users make reservations?** As per UNHAS SAOP, at least 48 hours prior to the flight for passenger bookings and 48 hours for cargo bookings.
- 2. How should reservations be made?** All users have to submit to the UNHAS Booking Office a Passenger Movement Request, Excess Luggage Reservation or Cargo Movement Request form duly filled in and signed through their focal points.
- 3. How to know the regularity of the flights?** UNHAS has a regular fixed flight schedule, however due to occupancy rates and special requests, revisions can be made. All Agencies and NGOs Focal points will be advised accordingly one working day prior. *It is the Agencies/NGO's Focal Point responsibility to circulate the information.* Schedule is available on UNHAS aircrafts. Please note that regular changes can be made and new versions will be circulated to Focal points.
- 4. How much luggage is a passenger allowed?** Each passenger is authorized 20 kg only. Any excess baggage MUST be booked in advance. Any unbooked/manifested excess luggage will be denied. Please note this limitation is enforced due to SAFETY reasons.
- 5. How does a passenger know he/she is confirmed to fly on UNHAS?** UNHAS Nairobi office confirms passengers one working day before 10 AM prior flight to Focal points. The Agencies/NGO's Focal Point MUST circulate this information to their respective staffs.
- 6. Where at Nairobi Airport should passengers report?** Passengers have to report at the UNHAS Check-in Desk at Nairobi JKIA Airport, Terminal One -Departures. Aerotech the ground handling agent handles the passenger service in Nairobi on behalf of UNHAS.
- 7. Check-in Times:** Check-in time starts 1Hour30 before the scheduled departure time, and closes 45 minutes before departure. Passengers arriving after closing time will be considered as NO SHOW and charged full fare.
- 8. If for any reason a passenger misses a flight?** If passengers miss a flight, they have to make a new booking request. "No Show" passengers other than for reasons completely out of their control (official letter from Country Director or Deputy Director required) will be charges the full cost of the ticket.
- 9. How does an Agency request a special flight?** An official request in writing from the Agency to UNHAS, stating the reason and all the details of the transport request. UNHAS reserves the right to approve or disapprove any special flight request. Special flight requests are assigned on first come first served basis.
- 10. At the outstations; if an aircraft have free seats, why can't a passenger board the flight?** According to Aviation regulations no passenger should fly on any aircraft without his/her name being duly manifested and the passenger issued with 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.
- 11. 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.
- 12. Why not using bigger aircrafts to avoid space problem?** It is UNHAS flight planner to define which aircraft shall be used. The decision is based on number of passengers, airfield capacity, aircrafts limitations.



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3. OPERATIONAL PROCEDURES

3.1. Meeting an aircraft at outstations

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

1. It is important that all UNHAS stations call daily to the UNHAS Operations to obtain the latest information / details on the flights of the day and of the schedule for the following day, as well as reporting any security issues at the airfield or in the area.
2. A designated agency representative must always meet the aircraft and be present at the airport / Landing Zone (LZ) / Drop Zone (DZ) to receive its passengers / cargo. **UNHAS Responsibilities starts at the check-in and ends upon arrival of the aircraft at destination.**
3. The representative must arrive at the airfield at least 30 minutes prior to the estimated time of arrival (ETA) of the aircraft.
4. The airfield / Landing Zone (LZ) / Drop Zone (DZ) must be secured i.e. clear of large rocks, debris, livestock and people.
5. Only UNHAS vehicles are authorised to enter the immediate area around the aircraft and they must maintain a minimum of 30 meters distance from the aircraft.
6. Only people who are directly associated with the air operation should be permitted onto the airfield/ LZ e.g. UNHAS staff, airfield security and passengers.
7. All passengers and cargo that are to be boarded/loaded must be security checked by the security representative prior to the estimated arrival time of the aircraft.
8. The passengers and cargo are to be transferred to the aircraft / 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 Management.
9. The agency representative must remain at the airfield until 15 minutes after the aircraft is safely airborne for the event the aircraft needs to return for an immediate landing.
10. All agencies will be responsible to provide transport for their arriving passengers and cargo.
11. All Agency field representatives sending un accompanied cargo/pouches are responsible for alerting their Nairobi offices of the dispatch of such cargo indicating clearly the callsign and or registration of the particular UNHAS flight. Their respective Nairobi offices will in turn be responsible for enquiring from the UNHAS radio room the flights ETA for the purpose of sending a driver to collect such cargo / baggage/ pouches on the same day of flight. Cargo will be released to the agency representative against their signatures on the manifest. The same procedure will apply for cargo/pouches from Nairobi to the field. UNHAS WILL NOT ACCEPT RESPONSIBILITY FOR THE LOSS OF UNCOLLECTED CARGO / BAGGAGE / POUCHES. Agencies to note that any expenses associated with storage/porter charges etc, as a result of cargo not being collected on the day of flight will be the responsibility of the Agency concerned.
12. The operator oversees refuelling of aircraft, fills the WFP fuel requisition form and obtains a copy of the fuel delivery slip for reporting to UNHAS flight co-ordinating unit, Gigiri. The UNHAS field representative will submit a monthly fuel stock record, original WFP fuel requisition form, original fuel delivery receipt and corresponding monthly fuel suppliers invoice.

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 to your location.

Daily Communication (VSAT/Mobile/HF/VHF) of all outstations 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/ Flooded
Percentage or position on Airfield of water	% of Airfield flooded or North/South end 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. Flight Following

1. All aircraft have to perform a positioning report to the UNHAS Flight Following station at the following times:
 - After Take-Off whenever possible, but within the first 20 minutes of flight.
 - 20 minutes before arrival at destination,



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- If the flight is planned to be longer than 1 hour, a report on position is mandatory every 30 min this report must include coordinates.
 - Air crew must also make compulsory VHF departure calls at all stations.
 - Focal point Agency/NGO representatives will maintain radio contact with UNHAS radio room, agency headquarters in Nairobi, and with other field stations to ensure flights are safe, efficient and on time.
 - Air crew are expected to broadcast their position to flight monitoring stations every 30 minutes and also after each landing and take-off. Such calls have to be made every 15 minutes when the flight is short.
2. UNHAS staff at the airport are to carry a portable VHF radio to be able to contact the aircraft in the immediate vicinity of the airport. The dedicated UNHAS VHF frequency for the ground – air and air – ground communication will be **132.5 KHz** if no Tower frequency is available.
 3. All aircraft will additionally carry a Mobile phone or satellite phone on-board. If no communication could be established between the aircraft and UNHAS Nairobi, then this medium will be used by the air crew to contact UNHAS Air Operations and communicate all the necessary information: ATA, ETD, ETA next destination and any other relevant information.
 4. After each take off the pilots must transmit a departure message to the UNHAS Flight Follower stating the following:
 - Actual time of departure
 - Next destination
 - Number of passengers
 - Cargo weight
 - Estimated time of arrival at destination
 - Any other relevant information
 5. This message must be relayed to the relevant Flight Coordinator at the destination, to allow him to prepare for the incoming flight.
 6. It is important that radio operators maintain a radio log of all essential radio communications. Priority will be given to the pilot's radio calls, especially the positioning reporting.

In situation like medical evacuation, when the scheduled routing is to change, UNHAS Flight Following will inform the respective Flight Coordinator through the Radio Operator's HF Net or telephone network. It is the duty of Flight Coordinator and Flight Followers to inform the aircraft Captain of any change in his schedule (routing, etc). The Captain is to reconfirm whenever possible with the UNHAS manager his change of schedule.



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3.5. Search and Rescue (SAR)

The below procedures are only an basic extract out of the UNHAS Somalia Emergency Response Plan. For more details and line of command etc etc, please refer to the ERP.

1. The *primary* asset available to the UN in Somalia for search and rescue (SAR) are the in-house fleet of UNHAS aircraft.
2. Action in the field. Missing UN persons or aircraft that cannot be contacted by radio, and have not met the expected time of arrival (ETA) + 40 minutes will be reported to the Designated Official immediately.
3. Crisis Control Centre will manage the search operation from the best possible control point, combining air with ground search.
4. Primary use of the UN security ground – air VHF radios and general use of UN CODAN HF radios (at the bases) will maximise the efficiency of the search.
5. At the earliest possible time, the Zone Security Officer, UNHAS CATO, assisted by the Regional Air Safety Officer will liase with WFP CD's, OTL AirOps, Operator and the Designated Official (UNDP Head) to bring in additional assets as required.
6. All aircraft engaged in the Search must adhere to the flight following procedures, and must keep a listening watch on the appropriate area radio frequency and emergency frequencies.
7. Search area patterns will be jointly devised by the ZSO or tactical lead with the pilot of the prime SAR aircraft, and will be reported to the Designated Official.
8. All public announcements MUST be done through the office of WFP CD Somalia.
9. In any case the Operators ERP should be the base of the SAR.

Remember always to state nature of the Emergency, number injured/killed, Assistance required & Position Lat-Long, if known.



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3.6. Evacuations

Emergency Support Operations (ESO) movement and transportation operations is centrally controlled by the UNHAS Chief of Air Operation. In all such situations, personnel and equipment assigned and tasked for ESO operations are placed directly under the UNHAS Office Nairobi temporarily until the mission is completed.

For Security and Medical evacuations, the Chief Air Transport Officer (CATO) 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.

3.6.1. 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. He or she will decide if a relocation or evacuation is necessary.

Accurate information is essential in order to launch an effective evacuation. The UN Field Security Officer (UNDSS) has to 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 UNDSS and UNHAS in the field. Contact on VHF must be established when the aircraft approaches the field destination.

Final decision to use UNHAS assets is to be made by WFP Somalia Country Director.

3.6.2. Medical Evacuations (MEDEVAC-CASEVAC)

1. All Medical Evacuations must be channelled through and authorised by the UNFSO. The agency requesting a MEDEVAC assistance must contact UNDSS (UNFSO) and provide all information necessary to determine whether the patient is a MEDEVAC. The UNFSO will be required to secure the approval of the UNHAS CATO if UNHAS means are to be used for the medical evacuation.
2. The following procedure has to be followed for each Medical Evacuation request:
 - Step 1. Requestor sends an *Air Evac Request* (below) to the UNFSO Somalia.
 - Step 2. UNFSO determines which organization is best able to provide timely air support, confirms availability of aircraft and passes on all information for flight planning purposes. UNFSO also notifies UN medical official on duty and parent organization(s) of the patient(s).
 - Step 3. (If UNHAS means are to be used for the evacuation) The UNHAS CATO gives his/her authorisation for the uses of some of his assets for the MEDEVAC.
 - Step 4. UNHAS informs UNFSO about estimated arrival time at the pickup point and estimated time of arrival at the requested drop-off point. UNFSO releases flight, and immediately passes the information on to the attending UN medical official and the on-scene Contact Person.
 - Step 5. Attending UN medical official consults with Contact Person and with the care-giving organization(s) to determine whether the patient(s) can be properly treated here, or must be evacuated out of Somalia.



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- Step 6. The attending UN medical official arranges for the selected care-giving organization to receive the patient at the requested drop-off point, and notifies both the parent organization and the UNFSO. The UNFSO passes this information on to UNHAS.
- Step 7. If the required medical treatment is not available in Somalia, then the attending UN medical official also consults with the UN Medical Service to arrange for evacuation out of country.
3. Required Information for an *AIR EVAC REQUEST*, to be sent to the UNFSO Somalia by the fastest communications means available.
- Line A.** CASEVAC or MEDEVAC (circle one)*
- Line B.** Immediate or Not Immediate (circle one; if Not Immediate, also suggest latest pickup time).
- Line C.** (Requestor name, telephone, callsign & frequency/SELCAL)
- Line D.** Injury or Illness (circle one, and describe general problem)
- Line E.** _____ Walking / _____ Stretcher case(s) (Put numbers in the blank spaces)
- Line F.** Medical personnel have / have not (circle one) evaluated patient condition
- Line G.** (Proposed pickup point; give place name and GPS coordinates)
- Line H.** (Contact person name & telephone, callsign & frequency/SELCAL)
- Line I.** _____ person(s) will accompany patient (Put number in the blank space)
- Line J.** (Patient Name, Blood Type, and Organization; if more than one patient, list separately)
- MEDEVAC/CASEVAC, UNHAS raises a tasks to the operator concerned and provides a copy to the relevant UNHAS Office and the requesting agency.
- the agency raises a Travel Request and submits it to the Booking Office.
4. For a separate MEDEVAC flight, UNHAS raises a tasks to the operator concerned and provides a copy to the relevant UNHAS Office and the requesting agency.
5. ALL requests have to be immediately confirmed in writing and faxed or mailed to UNHAS Operations Nairobi and approved.
6. If a MEDEVAC is required and the flight is fully booked, room will be made available by the following means:
- The pilot will request passengers to volunteer their seat / seats.
- If unsuccessful a passenger or passengers (in the case of a stretcher) from the same organisation as the Medevac will be bumped to make room.
- If there is no passenger from the same Agency on board, the passenger who's booking was received last will be bumped from the flight to make room.
7. There will be NO Medical Evacuation without a medical statement allowing the air transport of the patient.

Please note that UNHAS aircraft are not equipped as air ambulances. Nevertheless aircraft can be configured with a stretcher.

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



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Staff to be contacted in case of aircraft requirement:

(Order of priority for aircraft request)

UNFSCO Somalia

Jamil K,

Tel Mobile 0721-264760

Land Line: +254 (20) 4183640

UNHAS Chief Air Transport Officer

Pascal Vuillet:

Tel: Mobile 0733-628637

Land line +254 (20) 7622170

UNHAS Deputy Chief Air Ops

Seppo Jarvenpera

Tel Mobile : 0736 100163



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4.1. Movement Request Form (Passenger and Cargo)



UNHAS
PASSENGER / CARGO BOOKING FORM
Tel: 7622091 / 7622174; Fax: 7622928 or 622098

Date of Faxing booking: _____

No	Passenger Name	Passport No.	Date of Travel	FROM	TO	Nationality	Duty Agency	Paying Agency
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								

CARGO

No	AGENCY	KGS	No. of Packages	Dimensions	From	To	Cargo Description
1.							
2.							
3.							

IMPORTANT – Status of Passenger Must be Indicated on Space provided Above please use the codes below

S= Staff, C= Consultant, J= Journalist, I = Implementing Partner, G= Government, SD= Staff Dependant, D= Donor, O =Other (Please specify.....)

Requested by _____ Approved by (Agency to be charged).....
(Name & Signature) Name & Signature)

Tel:

1. Fax this form to UNHAS not later than 72 working hours in advance of travel date.
2. To confirm or cancel a booking (cargo /passenger), please call UNHAS before 10.00 AM one working Day prior to the flight date. *Late cancellation will be charged at full cost*
3. All confirmed cargo should be at **Jomo Kenyatta Airport Terminal one** at the UNHAS desk on the day of the flight, not later that **One and a half hours** before the manifested departure time.
4. Baggage allowance is limited to **15kg** per passenger. Excess baggage must be booked as cargo and acceptance confirmation received from UNHAS one working day before the flight date. *Excess baggage will be charged*
5. UNHAS does not accept liability for any incidents or accidents.
6. UNHAS does not accept liability for any lost baggage /cargo.
7. UNHAS does not accept liability for any delays or cancellation of flights.
8. Arrival and departures times are subject to change without notice.
9. UNHAS reserves the right to honor or reject any /all booking requests.
10. All confirmed passengers must check-in at **Jomo Kenyatta Airport Terminal ONE** no later than 1 Hour before the manifested departure time. *“No Show” passengers will be charged at full cost.*



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4.2. UNHAS Daily Regular Passenger Service

The regular passenger service schedule is not published here as it is subject to frequent and rapid changes to accommodate the need of the humanitarian community.

Schedule is made available on board UNHAS flights. *Please note that timings are just indicative and it is Agencies/NGOs focal point responsibilities to keep updated their staff members on next day schedule.*



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4.2. Check-in Security Procedures out of Somalia

Introduction

The World Food Program and United Nations Humanitarian Air Service (UNHAS) is required to comply with International Civil Aviation Organisation (ICAO) Security Regulations. Where a country has a designated civil aviation authority they are responsible for the development of policy and procedures to ensure the implementation of ICAO regulations. However, Somalia does not have a central civil aviation authority and UNHAS Somalia is responsible for developing its own ICAO compliant security procedures. Compliance with ICAO security regulations is essential in maintaining sound operating relations with the Governments of nations into which UNHAS operates.

The purpose of this document is to outline the standard procedures for UNHAS Somalia passenger and baggage screening on international flights from Somalia. Screening procedures involve the inspection of people, their possessions and luggage, checking for disallowed items to ensure they are not carried onto an aircraft. Screening is designed to exclude disallowed items from entering aircraft. Disallowed items are so designated because they could be used to commit an act of unlawful interference with aviation, such as hijack or an act of sabotage. Passenger screening promotes secure and effective UNHAS Somalia operations.

Screening officers shall adopt these procedures when screening passengers and baggage on international flights from Somalia. This document covers:

1. The Screening of People
2. Screening of Luggage
3. Persons Exempted from Screening
4. Disallowed Items
5. Establishing a Screening Point
6. Feedback

At the time of writing UNHAS Somalia has selected Wajid as the air field for outward international flights from Somalia. Implementation of screening at other air fields within Somalia will occur should they be used to facilitate outward international flights from Somalia. Currently all other flights within Somalia are considered internal flights.

Screening of People

Passenger screening procedures involve the inspection of people, checking for disallowed items to make sure these items are not carried onto an aircraft. Screening is designed to exclude disallowed items from the passenger stream and entry into an aircraft.

The main objective of screening is to prevent disallowed items from being carried into a sterile area or on board an aircraft.

The preferred method for screening passengers is via the use of walk through metal detectors. However the infrastructure available in Somalia and the lack of guaranteed power supply makes the use of walk through metal detectors untenable. Screening people at airfields within Somalia, specifically at Wajid for international flights, will be conducted via hand held metal detectors and where necessary physical search.

Screening must be done with the persons consent. People being screened or having their possessions and or luggage screened have the right to:

1. Refuse screening, in relation to either their person or their possessions;
2. Refuse the inspection of their person, possessions and or luggage by screening officers
3. Refuse to give up their possessions to screening officers; and
4. Withdraw consent for the screening of their person, possession or luggage at any time.

Should a person exercise any of the above rights, and as a result, the screening staff are unable to screen and clear the person or their possessions, then the person and their possessions are prohibited from entering the sterile area or boarding the aircraft.

Where a person refuses to submit to a search and still seeks to enter the flight. The Captain of the flight may over ride the screening staff. Should such an incident occur and the Captain chooses to overrule the screening staff then the



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Captain is to sign on the manifest indicating that the Captain takes responsibility for allowing that passenger or their baggage onto the flight.

Disallowed Items

Disallowed items may be categorised as:

- a. Weapons;
- b. Dangerous goods; and
- c. Prohibited items.

Weapons include firearms, knives and some other devices that can be easily used to inflict harm or injury and usually have the sole or primary purpose of inflicting harm or injury. A weapon may not itself be illegal, but once detected at a screening point, the screening officer has no discretion. The screening officer must not allow the item to be carried into a sterile area or onto an aircraft.

Dangerous goods are those items so identified by ICAO Regulations.

Prohibited items are items that are neither weapons nor dangerous goods but are nevertheless reasonably assessed as representing a material hazard due to the danger that a person could use such an item to commit an aviation crime. Prohibited items are any other items which are not allowed into a sterile area or into the cabin of an aircraft because they are assessed as posing a risk to aviation security. Screening officers shall use their discretion and judgement to determine whether an item may represent a reasonable hazard to aviation security and or safety in that they could be used to hijack or sabotage an aircraft.

Once a disallowed item is detected the person carrying the item has two choices:

1. Surrender the item; or
2. Leave the screening point with the item

Items surrendered to the screening officer are to be placed in a bin and disposed of by the screening staff.

Screening of Baggage

The preferred method for screening luggage either hand or hold is via an x-ray machine. However the infrastructure available in Somalia and the lack of guaranteed power supply makes the use of x-ray machines untenable. Screening of luggage within Somalia, specifically at Wajid for international flights, will be conducted via physical search.

All hold and hand luggage will be physically searched in a screening room. Each passenger is to enter the search room with their hand and hold luggage. All pieces of luggage will be subjected to a physical search by a screening officer. The screening officer will search the luggage to the point that they are convinced that baggage holds no disallowed items. Once luggage has been cleared it will be placed to one side in the screening room. Hold luggage shall be loaded into the hold by designated staff.

At the time of boarding all hand luggage shall be placed on the tarmac. After passengers have been screened they will gather their hold and hand luggage and deliver it to the aircraft.

Persons Exempt from Baggage Screening

Persons holding a Diplomatic Passport are exempt from having their luggage screened. Holders of a United Nations LP are not exempt from either personal or baggage screening. Heads of Agency are given the courtesy of not having to submit to baggage screening. However, the Head of Agency, shall inform the Chief Air Transport Officer (CATO) for UNHAS Somalia that they are travelling on a given flight. CATO UNHAS Somalia will inform the relevant air fields via e-mail (separate to the manifest) that a Head of Agency is travelling on certain flights and that they are exempted from baggage screening.

Establishing a Screening Point

The screening points utilised by WFP/UNHAS within Somalia are not full time screening points. They commence operating before a flight arrives and cease operation once all passengers have boarded the aircraft. Thus the screening points must be established prior to screening operations. Screening points for checked and hand luggage will be a room within the terminal facility.

Prior to commencing luggage screening the screening officer is to search the room and ensure that it is free of any luggage. Any luggage left in the room is to be removed and rescreened. Once the room has been cleared for screening it is not to be left unattended by screening, security or UNHAS ground staff.



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Feedback

UNHAS Somalia welcomes comments from passengers, which may assist in improving UNHAS' service delivery. Comments or feedback on this policy should be submitted writing to either the WFP Somalia FSO or UNHAS Somalia CATO.

Physical Searches

There are two types of physical search:

Limited physical search. A limited physical search is one where the search is restricted to the area of the person where a hand held metal detector alarmed or may be a search of a garment.

Full physical search. Full physical searches are systematic, thorough and complete. They are in effect a complete check of the entire body.

Limited Physical Search

When a person consents to screening by a hand held metal detector and it alarms, the person must undergo further screening prior to being allowed into a sterile area or aboard an aircraft. This may include:

- a. Rescanning by the hand held metal detector,
- b. A visual check of the item causing the alarm state,
- c. A limited physical search

The screening process of a limited physical search comprises the following steps:

1. The screening officer asks and receives the person's permission to conduct a limited physical search.
2. The screening officer requests the person to step to the side of the passenger traffic flow.
3. The screening officer requests the person remove any bulky over garments and any item in their possession capable of being divested.
4. Outer clothing garments must be cleared by a physical search of the item.
5. Limited physical searches shall be conducted by a screening officer of the same sex.
6. The screening officer gently runs their open hands over the outer garments covering the relevant part of the person to an extent sufficient to enable the screening officer to be satisfied that no disallowed items are located on the relevant part of the person.
7. If the source of the alarm cannot be resolved due to it being in a sensitive area on the person, a more thorough and private search may be required. The person must then be escorted to a private area such as a search room to identify and remove the source of the alarm. In such an instance the person being searched may request a witness of their choosing. The screening officer is to inform the person being searched of this right.
8. If the item that triggers the metal detector can be removed or identified (eg body piercing), it must be cleared by the screening officer.
9. If the search results in the discovery of a disallowed item, the screening officer shall ask the person to surrender the item or when appropriate offer them the opportunity to make other arrangements such as include it in their hold or checked luggage.
10. If the search results in the discovery of a weapon or munitions the person's agency shall be informed via the UNHAS Somalia CATO and WFP Somalia FSO.
11. Only when the source of the alarm is cleared can the person be permitted to enter a sterile area or board an aircraft.



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12. Where a person refuses screening by refusing a limited physical search they shall be denied access to a sterile area or boarding an aircraft.

Full Physical Search

A full physical search shall be systematic, thorough and complete, including a full check of the body. They should only be conducted as a matter of last resort, or where a person requests one. This may occur where the person fears medical consequences from a metal detector scan.

Full physical searches should be conducted in a search room where privacy is maximised. Full physical searches shall be carried out by a screening officer of the same gender. A person subject to a full physical search may request the presence of an independent person during the search.

The screening process of a full physical search comprises the following steps:

1. The screening officer asks and receives the person's permission to conduct a full physical search. The person being searched should be asked if they want a witness and be allowed to select an appropriate witness. The screening officer is to inform the person being searched of this right.
2. The screening officer escorts the person to a search room.
3. The screening officer requests the person remove any bulky over garments, belts, shoes and any item in their possession capable of being divested, such as keys, coins and the contents of their pockets. These must be searched and cleared by the screening officer.
4. The person being searched should face the screening officer. The person should be asked to raise their arms out to the side, if possible.
5. The screening officer should divide the body in half and concentrate on each half for thoroughness.
6. The screening officer should step to one side of the person to be searched.
7. The screening officer shall begin the search at the head and continue down the body to the waist covering the front and back of the chest area.
8. The screening officer should search the armpit and arm starting at the shoulder and working to the wrist.
9. The screening officer should search the waist concentrating on the waist band. The waist band should be searched by inserting the thumbs behind the waist band and circling the waist.
10. The pocket and pocket area must be searched. Do not place hands into pockets. Request the person being searched turn out their pockets. Any item detected must be removed by the person. Searches of the pockets and pocket area should be done by the back of the hands.
11. The leg is to be searched by staring at the upper thigh and working down the leg ending at the ankle. Screening personnel should use the back of their hands when searching sensitive areas of the body.
12. Once the screening officer is satisfied that a through and complete search has been conducted on the first half of the person being searched the process is to be conducted on the other half of the person's body. The screening officer must ensure that articles are not moved from one side of the body to the other during the search.
13. If the search results in the discovery of a disallowed item, the screening officer shall ask the person to surrender the item or when appropriate offer them the opportunity to make other arrangements such as include it in their hold or checked luggage.



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14. If the search results in the discovery of a weapon or munitions the person's agency shall be informed via the UNHAS Somalia CATO and WFP Somalia FSO.
15. Only when the source of the alarm is cleared can the person be permitted to enter a sterile area or board and aircraft.
16. Where a person refuses screening by refusing a full physical search they shall be denied access to a sterile area or boarding an aircraft.

Only those officers who have received training on full physical searches are to conduct them. In addition to an initial training screening officers are to undergo refresher training every six months.