



UNHAS
Humanitarian Air Service

UNHAS User Guide

UNHAS
Delivering Heroes.

Message From:

The Chief Air Transport Officer (CATO) of UNHAS-YEMEN

Dear Focal Point / all passengers eligible to travel on UNHAS,

Greetings!

After four years of operation to/from Sana' & Aden airports, we have come through several incidents in all four destinations that we operate to, we reviewed, searched and tracked all incidents and came up with some recommendations, which were shared previously with all focal points. Furthermore I personally thought to share my inputs among all UNHAS-Yemen passengers through their respected focal points, to help you plan your departure and arrival to Yemen. Bearing mind that you are traveling under less than ideal circumstances, and this affects everything from the airport staff you encounter to the facilities available to you, therefore;

Always Remember to

- Check with your focal point on night prior to departure, flight departure times are subject to change and are only confirmed a number of hours before the flight.
- Remain calm and patient at all points of the process and respect airport security, staff and flight personnel.
- Adhere to the guidelines of UNHAS inflight team, including on issues such as operating electronic equipment.
- Adhere to **baggage allowance** and be careful when you bring personal belonging to Yemen, consider the current situation and its negative impact on international staff.

And Never

- Have any prohibited items in your possession including; alcohol, drugs. See attached Annex 1.
- Bring your Agency into disrepute through your actions or comments which can jeopardize the whole operations.

Departure from Djibouti

- The UNHAS flight takes off from Djibouti International Airport (commercial airport).
- You will be required to pay in cash a US \$30 Airport tax, even if you are transiting passenger, having the exact amount is preferable to avoid delays.

Departure from Amman Queen Alia Int'l Airport, Jordan

- UNHAS flights from Amman departs from QAIA Airport, which is 60 minutes outside of the city.
- Be aware that you should collect your baggage, as UNHAS does not provide transit service at QAIA.
- On board UNHAS flights, you will be asked not to operate electronic devices (especially mobile phones).

Arrival in Sana'a

- Please remember you are entering an airport, which is not operating under normal circumstances, this includes the staff and the system in place. Be respectful to all people you are interacting with, you represent your Agency and all humanitarian workers.
- Your passport might be taken for closer inspection – do not panic, this happens frequently. UNHAS staff will be present at the airport to assist in resolving any issues may happen.
- Your Agency's designated driver will be waiting in the arrivals hall all UN staff will depart in convoy.

Finally I am pleased to present to you the Quick User guide to UNHAS-YEMEN Services, please go through it and implement all regulations and procedures to avoid any complication and problems that may occur during your flight.



UNHAS-YEMEN (CATO)

10FEB, 2019- Sana'a

Brief Introduction:

This user guide is a part of UNHAS-YEMEN SAOP. The purpose of the user guide is to provide clear procedures for UNHAS-Yemen user group about the booking process, passenger movement, policies & regulations, to utilize UNHAS –Yemen services and book a flight, please follow the below steps. All information will be made available on www.logcluster.org

➤ Register as a Booking Focal Point for UNHAS-Yemen

1. Nominate three personnel within your organization to be a focal point (FP) for making bookings with UNHAS.
2. FP Assignment form should be signed by the head of organization and should be sent to UNHAS in PDF and Soft copy.
3. Send the FP's full contact details including a FP assignment form found on (www.logcluster.org) to unhas.yemen@wfp.org to register as FP.
4. The updated FP form can only be updated and send to UNHAS once per month on the 10th day of each month.
5. UNHAS-Yemen has the right to request to change the assigned focal points at any time.

➤ UNHAS-Yemen Focal Point Responsibilities:

1. Implement UNHAS-Yemen Rules and Regulation on all booking request.
2. Brief all staff traveling on UNHAS-Yemen flights about UNHAS services and how it works.
3. Check all required travel documents for booking requests prior to sending them to UNHAS.
4. Make sure to send all required documents in one email for each booking request.
5. Share all UNHAS-Yemen Rules and Regulation with all staff.
6. Focal points can determine the eligibility of passengers, and be solely responsible for the contents of all booking forms forwarded by his/her organization. Furthermore, focal points e-mail addresses will be the only authorized source of booking.



WFP - UNHAS Yemen United Nations Humanitarian Air Service Focal Point Assignment Form

PLEASE WRITE IN CAPITAL LETTERS ONLY . FORWARD TO UNHAS.YEMEN@WFP.ORG			
Name of Organization (In Full) :			
Contact Number :			
Contact Name:			
PLEASE PROVIDE NAMES OF FOCAL POINT AS WELL AS AN ALTERNATIVE IN CASE OF ABSENCE			
Full Name of passengers booking focal point:	E-mail :	Cell/Phone :	Signature:
Full Name of Deputy Focal point :	E-mail :	Cell/Phone :	Signature:
Full Name of Alternate Focal point	E-mail :	Cell/Phone :	Signature:
FULL NAME OF HEAD OF UN Agency /NGO Responsible (IMPORTANT):			Signature:
Date & Stamp :			E-mail Address:

* PLS. NOTE THAT FOCAL POINTS WILL DETERMINE THE ELIGIBILITY OF PASSENGERS, AND BE SOLELY RESPONSIBLE FOR THE CONTENTS OF ALL BOOKING FORMS FORWARDED BY HIS/HER ORGANIZATION/IP. FURTHERMORE, FOCAL POINTS E-MAIL ADDRESSES/SIGNATURES WILL BE THE ONLY AUTHORIZED SOURCE OF BOOKING.

* IN THE CASE AN IMPLEMENTING PARTNER/NGO IS ADDED OR DELETED, KINDLY INFORM WFP-UNHAS-YEMEN

➤ Submit Authorized Passenger List (APL)

Each organization shall submit the Authorized Passenger List (APL), which serves to identify the staff who are eligible to use UNHAS service within the organization. The APL must be filled by the Organization's FP, and all provided information should be complete, accurate and correct, any incomplete information in the APL would result to reject the APL by UNHAS.

The APL can be updated two times per month on the 05th and the 20th of each month this means that the focal point can send the updated APL copy only on these two designated dates.

The focal point should send the updated APL to UNHAS.YEMEN@WFP.ORG, it is the FP responsibility to submit an accurate and complete information in the APL.

APL should be endorsed by the head of the Agency, and submitted to UNHAS in soft and hard copies.

UNHAS-Yemen has the right to reject the APL copy in case of incomplete information or submission in a different date rather than the designated ones.

Below image shows the APL frame.

WFP - UNHAS Yemen
United Nations Humanitarian Air Service
AUTHORIZED PERSONNEL LIST

No.	Gender	First Name As Printed in the Passport	Family Name As Printed in the Passport	Nationality	Passport No.:	Passport Expiry Date	Position	Position Arabic Translation	Agency or Organization	EMAIL	Phone No.	Residency Expiry Date
1												
2												
3												
4												
5												
6												
7												
8												

➤ Prepare the required documents for a successful booking request

If you are planning to submit a booking request, please make available all below listed documents, every time the you request for a booking.


Required Document to Book on UNHAS-Yemen Flights			
No.	Staff Member	International Staff	National Staff
	Required Documents		
1	National Passport	YES	YES
2	UNLP (If Applicable)	YES	YES
3	ID	YES	YES
4	Yemen Resident Visa	YES	N/A
5	GoY Visa	YES	N/A
6	Invitation Letter	TBC	YES
7	Nomination Letter	TBC	YES
8	Mission TOR	TBC	YES
9	Employment contract copy	TBC	YES

All required documents; should be scanned properly;

- in portrait orientation, use the scanner ruler to ensure a proper scanning job.
- in full colour, with good resolution and reasonable size (300kbs), and save it in (jpeg) format.
- diagonal orientation scanned document is not acceptable.
- Mobile phone camera scanned document is not acceptable.

➤ Submit Passenger Movement Request (PMR)

- Use the excel template, “UNHAS Passenger Movement Request (PMR). As below image.

 WFP - UNHAS Yemen United Nations Humanitarian Air Service PASSENGER MOVEMENT REQUEST										
PLEASE WRITE IN PRINTED LETTERS ONLY. The booking form must be either hand delivered or sent by email to UNHAS.Yemen@wfp.org										
Flight Date:				Submitted By:						
Departure point (FROM):				Date:						
Final Destination (TO):				Received By:						
				Date:						
No.	Gender	First Name As Printed in the Passport	Family Name As Printed in the Passport	Nationality	Passport No.:	Position	Agency or Organization (paying agency)	EMAIL (Mandatory):	Phone No.(Mandatory):	Remarks
1										
2										
3										
<small>1. Carriers are subject to the liability rules and regulations of the Montreal Convention. 2. The liability of the carrier and its officers for loss of life, personal injuries of passengers, baggage and cargo is limited in accordance with the above rules. 3. Passengers subscribe herewith to the condition of the agreement between the WFP and the carrier/operator of the aircraft. 4. The signatory confirms herewith, that applicant is an employee or associate of the agency/organization and certified that his travel is strictly for important official duties only. 5. WFP bears no responsibility for the loss or damaged of any personal baggage. 6. In accordance with UN security policy all UN staff on Official missions and/or travel must apply for and receive security clearance prior to undertaking said travel.</small>										
Authorized by CD,DCD or FP (pls. print the name):										
Date:										
Signature:										

Mention the name and the position title of the Head of Agency or the officer in charge who signed the PMR

- Make sure the passenger's listed in the PMR is enlisted in the APL and all information in the APL should be identical with the PMR, Passport, work ID and other travel documents, i.e. Name, passport number, position etc... in case of information discrepancy the request will be rejected.
- Use one form for each flight leg.
- PMR should be stamped and signed by one of the authorized personnel.
- PMR should be sent in PDF and soft copy to UNHAS.YEMEN@WFP.org
- Please send below documents every time you send a booking request:
 - 1- Signed and Stamped PMR.
 - 2- All previously listed documents in (required document to book on UNHAS-Yemen)
 - 3- Entry visa to Jordan. (if applicable)
 - 4- Security approval for entry visa to Jordan. (if applicable)
 - 5- Health certificate for Jordan. (if applicable)
 - 6- Any other document that may require.
- All above mentioned documents should be send in one single email, the email size should not exceed **3MB**.
- RAR & ZIP files are not acceptable.

Failure to submit any of above required documents will result to reject the PMR and no booking will be made.

➤ **File name and email subject identification protocol,**

- To avoid any discrepancies and keep the booking mechanism flow properly, UNHAS puts name and identification protocol as below: -
- The E-mail subject line should start with the intended flight date and the word (PMR) followed by the first name of the listed passenger(s) in the PMR, and the intended flight route, check below example:

(06JUN16 PMR MIKE, JIB-SAH) All in capital letters

The diagram illustrates the required format for email subjects and file names. It shows an email composition window with the following details:

- From:** unhas.yemen@wfp.org
- To:** UNHAS.YEMEN;
- Cc:**
- Bcc:**
- Subject:** 06JUN16 PMR, MIKE, JIB-SAH

Next to the email form are two file icons: a PDF file and an Excel file, both with the name "06JUN16 PMR MIKE, JIB-SAH". A blue callout box at the bottom states: "The Email subject line name shall match the excel file name and pdf file as well."

- A separate Email should be used for each flight leg.
- Focal point can request the booking through E-mail correspondence, once all required documents in place please send to unhas.yemen@wfp.org.
- If any discrepancies found in a booking request the request will be rejected automatically and FP will be responsible to prepare the documents as requested and resend to UNHAS for the next flight/date.
- You can include up to three passengers in one PMR. More than three passengers will require a prior approval from UNHAS-Yemen Chief Air Transport Officer CATO.
- Any standard booking request shall be processed in the booking system within maximum time of (24 hours) the FP will receive a copy of the E-ticket.
- If in case the FP does not receive any notification from UNHAS within the 24 hours the FP should contact UNHAS and follow up accordingly.
- Booking Deadline, as UNHAS team needs to prepare several documents in order to submit for flight clearance, therefore UNHAS shall close the flight manifest 72 hours prior to each flight/date, "flight date and closing date are not included in the 72 hours", therefore any booking request received after the dead line, it will not be considered.

➤ Quota Limit

Quota limit is the maximum seats that can be allowed for one User in one flight/leg, however this does not mean that UNHAS reserves this quota to each user per flight leg, UNHAS booking system is based on first-come-first-serve prioritization policy.

Please check below quota table:

No.	Flight Route	Quota limit for each user
1	DJIBOUTI-SANA'A	3 PASSENGERS
2	SANA'A-DJIBOUTI	3 PASSENGERS
3	SANA'A- AMMAN	5 PASSENGERS
4	AMMAN-SANA'A	5 PASSENGERS
5	DJIBOUTI-ADEN	3 PASSENGERS
6	ADEN-DJIBOUTI	3 PASSENGERS

➤ Booking Cancellation & Charges Mechanism:

In case of Cancellation please send the same email which was sent previously to book the passenger, add the word **CANCEL** and put the E-ticket number at the beginning of the text in the E-mail subject line

- If the cancellation percentage reaches 15% of the total passenger movement during the month per user, the cancellation will be considered in a different fees which is \$200 per case in addition to the booking fees.
- No-Show passenger is any passenger has a confirmed booking or a ticket and fails to board the flight, without any prior notice at least a cancellation notification to be sent to UNHAS before UNHAS sends the final flight schedule email notification.
- If the No Show percentage reaches 05% of the total passenger movement during the month per user the fees will be considered in a different fees which is \$500/case in addition to the booking fees.
- No Show Penalty Fees in reference to the steering committee meeting held in Sana'a Dated on 15DEC 2016, All members agreed and endorsed that a penalty of USD 250 per passenger is to be introduced for No Show passenger this is effective 01 January 2017.

➤ UNHAS Flight operation:

- The E-Ticket contains the estimated scheduled times of departure and arrival of the flight and these scheduled times are not confirmed.
- Final timings shall differ from the times indicated on the monthly flight Schedule and/or the E-ticket, due to operational reasons these times are always subject to window slot given by the KSA authorities through the de-confliction team 12 hours prior to flight/date, and then FPs will be updated the new confirmed times accordingly.
- Only the FP will receive the ticket and it will be his/her responsibility to distribute it onwards to the passenger.

UNHAS-Yemen Operates as below on weekly bases:

- 3 Flights (DJIBOUTI – SANA'A-DJIBOUTI)
- 3 flights (AMMAN-SANA'A - AMMAN)
- 2 flights (DJIBOUTI-ADEN-DJIBOUTI)
- 2 flights (ADEN-SANA'A-ADEN)
- 1 flight (AMMAN-ADEN-AMMAN)

IATA Airports Codes:

<i>Sana'a=</i>	<i>SAH</i>
<i>Djibouti=</i>	<i>JIB</i>
<i>Aden=</i>	<i>ADE</i>
<i>Amman(QAIA)=</i>	<i>AMM</i>

- UNHAS flights operate on a (point to point) basis, therefore UNHAS does not provide transfer of passengers or their baggage service to other flights outside the UNHAS system. Therefore all passengers have to obtain entry stamp at the arrival immigration counters in QAIA after that they can collect their own baggage, and proceed to departure check in counters to their connecting flights. (If applicable)
- All passengers have to obtain pre entry visa and/or security clearance if applicable to Jordan. (Some nationalities should obtain entry visa to Amman prior to arrival)
- If any organization needs to use the VIP lounge at SAH airport the respective, FP should inform UNDP protocol officer & submit the airport authorities' approval.

➤ Baggage Allowance

Each passenger is allowed to maximum of **20KGs** as a checked-in baggage and one carryon bag not exceeding **05KGs**.

However if a passenger has more than 20KGs for check-in the FP should send the CMR to request for extra weight prior to the flight/date.

Annex 1

➤ Prohibited items on board UNHAS flights

Below list of items that **CAN NOT** be carried on board UNHAS-Yemen flights, these items include but not limited to:

- Antiques or models similar to real antiques that may use for decoration
- All type of food items or beverages (fresh, cooked, powder, packed) include but not limited to; Honey, Coffee, Seeds, dry fruits, dates, etc... **when passenger traveling to Amman.**
- Plants / live animals (Pets)
- Jambia real or artificial ones.
- Drugs and or any substances of medicines, vitamins, natural or manufactured in any form.
- GPS devices and any related equipment.
- All type of Cameras
- All sharp items
- Aerosol containers, including spray paint
- Letter openers
- Razor blades
- Hypodermic needles (without proof it is medically required)
- Explosives
- Compressed gases
- Poisons
- Lithium batteries
- Strong acids
- Flammable liquids
- Hard currency.

Annex 2

➤ Booking Fees and Tariff

It was approved by the steering committee that all UNHAS flights to all Destinations from/to Sana'a airport will be free of charge, and all bookings requests are subject to \$100 as booking fees to any destination that UNHAS serves, this fee is non-refundable whether the passenger utilizes the service or not. Any Additional charges including but not limited to (Passengers Airport Tax,) will be charged to Passengers' organization.

This is to be effective on 01 February 2017.

➤ UNHAS Flight Booking Tariff:

No.	From	To	Tariff*	Additional Fees**
1	AMMAN	SANA'A	\$100	Airport Tax Applicable
2	SANA'A	AMMAN	\$100	Airport Tax Applicable
3	DJIBOUTI	SANA'A	\$100	
4	SANA'A	DJIBOUTI	\$100	Airport Tax Applicable
5	DJIBOUTI	ADEN	\$100	
6	ADEN	DJIBOUTI	\$100	Airport Tax Applicable

*Booking fees

** UNHAS pays the airport Taxes charges on behalf of departing passengers from SANA'A, ADEN, AMMAN airports only.

For passenger departing from DJIBOUTI passenger shall pay in cash amount of 30\$ equals 5000DJF, to Airport Authority staff and get an official receipt, even if the passenger transiting only at Djibouti Airport.

According to above flight Tariff and to implement the partial cost recovery mechanism, all users are required to sign the Payment Method Agreement, which regulates the payment procedures and defines UNHAS's role towards the users. The Payment method is part of the UNHAS-Yemen User Guide, and officially approved by WFP-HAS on HQ level.

Annex 3

➤ Entry Visa handling and preparation channels

Reference to the several late submission of entry visa original documents to concerned authorities at Sana'a Airport, prior to UNHAS flight arrival, which caused many problems to UNHAS flight and staff moreover it could jeopardize the whole operation as well.

Due to above, and in order to guarantee smooth operation, and to prevent any inconvenience situation to your passengers. All users are requested to deliver and submit all original entry visa and any related supporting documents, to UNDP Protocol Officer and Airport Focal Point. one day prior to the flight/date every time they have new staff coming to Yemen, and all focal point are encouraged to communicate with Mr. Rabea for any visa related issues.


Any failure to comply with this new procedure; UNHAS will directly deny to board the user's passengers at origin's airport (Djibouti or Amman)

This document is approved by, WFP CD and the HC.

and this document is effective as of today 12FEB2017.

Annex 4

Forms and Templates (1 of 2)

 UNHAS Humanitarian Air Service	
United Nations World Food Programme Humanitarian Air Services (UNHAS)	
MEDICAL Evacuation Request / Authorization (MEDEVAC)	
Requesting Organization	
Requestor Name and Title	
Number of Staff to be evacuated	
Name of companion	
<u>Case Description</u>	
<u>Conclusion</u>	
According to above description and attached medical reports I hereby confirm that the case is:	
Incurable in Yemen	(YES)= (NO)= if yes please specify a reason below:-
Require ONE companion	(YES)= (NO)=
The Evacuee is FIT TO FLY	(YES)= (NO)=
Endorsed By: Dr.....	
Stamp:	Signature:
You may continue report on another page	
This MEDEVAC form is applicable for UN and INGOs staff in Yemen	
1. UN agencies & INGO's Staff who are involved in humanitarian activities in Yemen are eligible to use WFP/UNHAS services. 2. Requesting Agency is responsible to have their Staff being evacuated complying with the regulations and have all permits required by the Authorities. 3. Pilot in Command has the final non questionable decision before, during and after the Evacuation regarding all aspects related to the operation of the aircraft.	

Forms and Templates (2 of 2)

WFP		UNHAS Humanitarian Air Service		WFP -UNHAS YEMEN United Nations Humanitarian Air Service CARGO MOVEMENT REQUEST					
INSTRUCTIONS FOR USE: Please complete this form as fully as possible and attach a complete packing list as a supplement. The form and packing list may be sent electronically to the UNHAS. If there is insufficient space in the Load Description area, please use additional forms - please do NOT add lines.									
UNHAS.YEMEN@WFP.ORG				PRIORITY					
Sender		Consignee		CMR NO.					
Contact Person		Contact Person		Organization Name					
Title		Title		FROM					
Tel/Sat. Phone		Tel/Sat. Phone		TO					
E-mail		E-mail		FLIGHT DATE					
If you need to request movement for more than 13 lines of commodities, please use several forms, do not add lines to this spreadsheet									
Item	Quantity	Unit of Measure	Description of Items	Package Type	Package Qty	Number of Pallets	Total Gross Weight (kg)	Total Gross Volume (m³)	Org. Item Desc.
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
TOT				TOTAL WEIGHT (Kg) / VOLUME (m3)					
** Be prepared to move the shipment to the loading point at short notice Comments, Special information on cargo (Cold Chain) and Dangerous Goods									
<p><i>Dangerous Goods cargo for sea transport will only be carried when packaged & labelled according to IMO & operators regulations. The comments box above should list the UN ID number for any & all dangerous goods. Dangerous goods can include a wide variety of items; gases (such as compressed / flammable / non-flammable / refrigerated / poisonous), corrosives such as acids / alkalis / wet batteries, flammable liquids & solids (fuel / heating oil / matches / lighters), oxidizing materials (such as bleach powder), explosives (such as ammunition / fireworks / flares), medical supplies (including oxygen / carbon dioxide & oxygen cylinders / thermometers). If you are in any doubt about the nature of your cargo please consult with UNHAS Yemen staff</i></p> <p>All customs / governmental / taxation / transport issues should be complete and the cargo available at the departure location as requested by UNHAS Yemen at the respective loading location. Please note that WFP-UNHAS cannot held liable for any damage or loss of any goods</p> <p>WFP-HAS will confirm your booking by return email/phone call/fax I hereby certify that the above cargo either contains no dangerous goods or that all applicable details are entered and that the cargo for sea transport is packed in accordance with IMO-regulations, that the details above are complete / correct and that the cargo and required documentation will be ready to be transported on the date entered above.</p>									
Signature/Name (electronic): Agency/Organization Authorised Person:									
Date:									
Callsign/planned date/transport			Callsign/actual date/transport			Remarks			
Conditions of service: All cargo movement requests made with this CMR are subject to the following terms and conditions: (i) When providing services under the SOPs, WFP, including the UNHAS, and any other parties involved act as agents for the Service Users. All contracts are entered into on behalf of the Service Users. (ii) UNHAS, assumes no responsibility for any loss or damage to Goods carried or stored under the SOPs. (iii) Service users are responsible for making adequate arrangements for the insurance of their goods. (iv) UNHAS undertake the services in good faith and will ensure that the services are carried out with due diligence. This Cargo Movement Form is not a document of transport. It is issued for administrative convenience and is not intended to replace, substitute or supersede the transport document that may be issued in connection with any movement under the CMR.									

UNHAS FOCCAL POINT / EMAIL PHONE

UNHAS – SANA’A

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UNHAS AMMAN

Bara’ al Abbadi

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UNHAS- Djibouti

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