

SAVING
LIVES
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Standard Administrative and Operating Procedures (SAOP) PART 1

DEMOCRATIC REPUBLIC OF THE CONGO



UNHAS
Humanitarian
Air Service

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1. INTRODUCTION

1.1 GENERAL PRINCIPLES

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

During the fifth session of the United Nations High Level Committee on Management (HLCM) held in New York from 12-13 June 2003, the World Food Programme (WFP) accepted the request of the Committee to take the responsibility for administering air transport services for UN agencies and NGOs involved in humanitarian and "other" activities not directly or specifically for peacekeeping. Thus, effective January 2004, WFP became the managing body of newly established United Nations Humanitarian Air Service (UNHAS).

The operation of aircraft of any kind is a costly and potentially dangerous undertaking, and it is essential that it is conducted in a safe and cost-effective manner. UNHAS bases its rules and procedures, staff qualification criteria and aircraft chartering procedures on the United Nations Aviation Standards for Peacekeeping and Humanitarian Air Operations (UNAVSTADS). The UNAVSTADS have been developed by the Department of Peacekeeping Operations (DPKO)/Department of Field Support (DFS) and the World Food Programme (WFP) with the assistance of the International Civil Aviation Organization (ICAO).

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

UNHAS receives permanent support from the WFP Aviation Service in the areas of staff recruitment, funds management, aircraft contracting and fleet management, internal quality assurance evaluations, safety related guidance and aviation training.

1.2 UNHAS DRC CONCEPT OF OPERATION

1.2.1 COUNTRY GENERAL INFORMATION

The Democratic Republic of the Congo (DRC) is the second largest country in Africa by area with a population of over 80 million and it is located in central sub-Saharan Africa, bordered to the northwest by the Republic of the Congo, to the north by the Central African Republic, to the northeast by South Sudan, to the east

by Uganda, Rwanda, Burundi, and by Tanzania (across Lake Tanganyika), to the south and southeast by Zambia, to the southwest by Angola, and to the west by the South Atlantic Ocean and the Cabinda Province exclave of Angola.

The humanitarian situation in DRC remains precarious and extremely fluid. This is principally a result of continuing conflicts between communities, non-state armed groups and Congolese security forces, and due to prevailing socio-economic challenges that affect the most vulnerable Congolese. An estimated 19.6 million people will be in need of humanitarian assistance and protection in 2021: this figure represents 8 per cent of the total worldwide humanitarian caseload. Those affected by this complex and widespread crisis remain exposed to pervasive human rights violations, especially sexual and gender-based violence, chronic malnutrition, and epidemics, notably cholera, measles, and the Ebola Virus Disease (EVD). Insecurity has had a devastating impact on people's capacity to access food. The situation is further complicated by political uncertainty and economic downturn. This deterioration, observed mainly in the Ituri, North Kivu, South Kivu, Tanganyika and Kasai provinces, is taking place against the backdrop of one of the world's largest and most complex humanitarian crises (unocha.org). The security of the country remains fragile and the affected population needs a strengthened presence of the humanitarian community and this requires safe and cost-effective logistics solutions to reach the beneficiaries in the most remote locations.

Since 2008, the United Nations Humanitarian Air Service provides aid workers, donors and diplomatic missions with safe, flexible, efficient and cost-effective air transportation to approximately 40 locations across a country the same size as western Europe, based in a flexible schedule and keeping built-in capacity to rapidly deploy means where required to support emergency response needs.

UNHAS DRC operates in a very complex aviation environment, particularly in air navigation and aerodrome management areas. In addition, the operational and safety risk levels of some air operators pose an extra challenge to humanitarian actors travelling to the field.

Alongside UNHAS, the United Nations Organization Stabilization Mission in the DRC (MONUSCO), International Committee of the Red Cross (ICRC), Médecins Sans Frontières (MSF) and the Humanitarian Aid Department of the European Commission (ECHO-managed by WFP/UNHAS) provide air transport services for Humanitarian Community.

Climate is hot and humid in equatorial river basin; cooler and drier in southern highlands; cooler-cold and wetter in eastern highlands and the Ruwenzori Range. At north of Equator the wet season is from April to October and the dry season from December to February; south of Equator - wet season from November to March,

dry season from April to October. DRC is also known for its adverse weather conditions because of its geographical location, experiencing high precipitation and has the highest frequency of thunderstorms in the world.

The country spans two time zones:

- UTC + 1:00: The western half of the country, including Kinshasa.
- UTC + 2:00: The eastern half of the country, including Kananga, Lubumbashi, Goma, and Kalemie.

1.2.2 UNHAS FLEET

The current operational fleet is conformed by ten aircraft as follows:

- 1 EMB-145 (50 seater)
- 2 DHC8-100 “combi” configuration (37 seater each)
- 1 Beechcraft – 1900D (19 seater)
- 2 MI-8 (21 seater each)
- 1 Do-228 (19 seater)
- 3 C-208 B (12 seater each)

These aircraft are strategically based in Kinshasa, Goma, Bunia, Kalemie, Mbandaka and Kananga to respond effectively to regular demand and emergencies/evacuations.

The DHC-8 based in Kinshasa covers the routes to Equateur, Nord & Sud-Ubangi provinces in DRC and the RoC. Bangui in CAR is utilized as base for refuelling and overnight if required due to operational reasons.

The EMB-145 based in Kinshasa makes the liaison East-West DRC, between Goma & Kinshasa covering as well the Kasais’ provinces twice a week and Mbandaka once a week.

Goma is the main operational UNHAS hub. It hosts one DHC-8, one BE-1900D and one helicopter MI-8. These aircraft ensure liaison and connection with/between the North and the South field locations in East DRC, mostly in the same day.

One helicopter Mi-8 is deployed in Mbandaka since July 1st, 2020, and has been supporting the EVD response operations by increasing access to affected health zones, transporting response teams and critical supplies. While the end of the Equateur EVD was officially declared on 18th November 2020, post-Ebola recovery responses continue in all affected regions.

The C-208 B based in Kananga covers field destinations in the three Kasai. Another C-208 B based in Bunia serves Ituri, Bas and Haut-Uele provinces.

A third C-208 B is based in Kalemie and along with one Do-228, both cover field destinations in South Kivu, Tanganyika, Haut-

Lomami and Haut-Katanga, connecting with Bukavu and Goma as well (Do-228).

Since June 1st 2020, WFP/UNHAS took over the management of ECHO flights in DRC and one additional C-208B was deployed to Kalemie, performing flights in Tanganyika and Haut Katanga provinces. Another helicopter Mi-8 funded by ECHO is based in Goma and flies to scheduled destinations keeping open the possibility to support on immediate basis ad-hoc destinations and security/medical evacuation in East DRC. A separate document has been issued stating the particular standard administrative and operating procedures for ECHO flights.

Goma also hosts UNHAS Operational Centre and UNHAS Customer Care Centre in direct and permanent contact with the humanitarian operations in the field.

Apart from the regular operations, UNHAS DRC also supports UNHCR activities in North-West DRC with one dedicated DHC-8 aircraft, ECHO Flight project and Ebola response as detailed before.

1.3 ADMINISTRATION OF SAOP

This SAOP has been produced by UNHAS Chief Air Transport Officer (CATO) using WFP Aviation approved template. UNHAS CATO is responsible for the contents and update of the SAOP.

Electronic copies of this document will be shared with the relevant UNHAS staff, with the operators’ project managers, with WFP Country Director (CD) in DRC and with WFP Aviation.

Electronic copy of the sections of the SAOP that are relevant for the customers, will be shared with the User Organizations registered with UNHAS.

The contents of the SAOP is mandatory and applicable to all UNHAS staff, contracted operators and UNHAS passengers.

2. GOVERNANCE

2.1 GENERAL

UNHAS is managed by WFP on behalf of the humanitarian community as a whole. The interests of the humanitarian community are represented by a Steering Committee (SC) and Users Group Committees (UGC). UNHAS is responsible for all aspects of the operation of the aircraft, and keeps the SC and UGC advised of technical, legal, and contractual limitations. It is vital that the UGC, SC and UNHAS work seamlessly together, whilst remaining strictly within the boundaries of their own competence. In short, the SC and UGC decides on the requirements, and UNHAS decides the 'how, who and the when'.

2.2 STEERING COMMITTEE

The Steering Committee (SC) serves as the UNHAS governing body, providing overall strategic and policy guidance on the following areas:

- UNHAS operational strategies, administrative policies, and administrative directives detailing eligibility to access the common service;
- Use of air transport resources and priority of locations, frequency vis-à-vis utilization;
- Review of host government air transport policies vis-à-vis humanitarian air transport requirements and activities;
- Funding modalities and advocacy for fundraising for the common service.

The Steering Committee is chaired by the Humanitarian Coordinator (HC) and co-chaired by WFP Country Director.

Members of the SC include three representatives each from UN agencies, NGOs, and donors. Each member is represented by the Head or Deputy of the respective organization. The Chairperson may invite other stakeholders as deemed necessary.

As per the established SC Terms of Reference (TOR), the minimum number of members required to constitute a quorum, comprises two UN members, two NGO members, two donor representatives, the Chair and one member of the Secretariat (UNHAS).

The SC meets on a quarterly basis in Kinshasa, however the requirement and frequency of meeting may vary based on actual needs and criticality. Nevertheless, considering the importance of SC for UNHAS governance, not less than two SC meetings will be held in one calendar year.

The Steering Committee will make general decisions, while decisions related with local issues will be made in the different User Groups subject to endorsement by the Steering Committee. Decisions in respect to aircraft operational and safety issues shall be made solely by WFP/UNHAS based on its operations and safety

guidelines.

UNHAS will share periodical operational and financial reports with the Steering Committee and User Groups through the regular meetings.

2.3 USERS GROUP COMMITTEE

The Users Group Committee (UGC) is the body representing the registered User Organizations of UNHAS. The UGC serves as the main forum for the Users Organizations to promote their interests, indicate their needs and priorities for air movement, seek clarification on operational activities, etc.

Concretely, the duties of the UGC are specified in the below Terms of Reference (TOR) and are limited to administrative and scheduling decisions:

- Deciding on the destinations to be served;
- Ensuring compliance with established procedures for the safe and efficient handling of passengers and cargo;
- Ensuring the timely settlement of dues to WFP;
- Matters relating to the quality of service;
- Projected caseload in order to assist WFP to ensure the timely contracting/release of the appropriate aircraft;
- Assist UNHAS with fundraising efforts.

In exchange, UNHAS will provide the User Group with details on booking, schedule, clearance requirements, costs and operational/safety information.

UNHAS provides services in several different regions within DRC. For this reason, an User Group Committee meets quarterly in different locations as Goma, Bunia, Kalemie, Kananga and Kinshasa based on an annual calendar (subject to changes due to operational needs).

The User Group Committee is chaired by UNHAS CATO or his/her delegated person. Members of the UGC include representatives from UN agencies, NGOs, donors and representatives of the eligible user organizations of each concerned location.

3. ADMINISTRATIVE AND FINANCE PROCEDURES

3.1 ELIGIBILITY

UNHAS service is available only to humanitarian agencies or organizations engaged in humanitarian and/or development activities. Based on SC's decision, the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) decides on eligibility of the agency to use UNHAS.

Should any new organization wish to have access to UNHAS, the following documents should be submitted to UNHAS:

- Introductory letter from OCHA verifying type of Organization's activities.
- Application letter sent to the Chief Air Transport Officer, attaching below annexes:
 - Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services (Annex 1).
 - UNHAS Financial Conditions for the Provision of Air Transport Service (Annex 2).
 - UNHAS Booking Focal Point (BFP) Assignment Form (Annex 3).

The eligibility of passengers to travel on UNHAS flights will be exclusive responsibility of each user organization submitting a request for travel. UNHAS will consider any request for travel submitted by the designated User Organization's BFP(s) as a valid request from this user organization. Nevertheless, UNHAS will verify each individual passenger's eligibility to access UNHAS and relevance to the user organization authorizing the request.

As stated in the Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services, UNHAS may be requested by eligible User Organizations to extend the right to use UNHAS services to non-staff members (including government officials and implementing partners) engaged in project's implementation. The user organization shall be responsible for the eligibility of such passengers and for the cost of their transportation.

National Government Officials are eligible to access UNHAS services on exceptional basis subject to the confirmation of the humanitarian nature of the mission. The bookings shall be done through the respective UN or INGO organization while UNHAS shall refrain from direct engagement with the National Governmental institutions, with possible exceptions granted to the Civil Aviation Authority (CAA).

Refugees and IDPs may be eligible to access UNHAS uniquely as part of UNHCR and IOM projects. Crew members of contracted air operators who travel for crew rotation purposes, shall be carried free of charge being a core implementing partner and the actual operator of the service provided. Transportation of CAA inspectors on a mission on behalf of the Air Operators should be charged at the normal donors' subsidized rate.

3.2 OPERATIONAL PRIORITIES

UNHAS seeks to accommodate all passengers and light humanitarian cargo requests. However, an established priority system is in place in order to support emergency services and priority needs. As such, the priority system is as follows:

- First priority for the use of the air service is always given to cases of **medical evacuation and security relocation** along with cargo and personnel required for the aircraft safety and operation.
- Second priority is given to Inter-Agency Assessments and Response Missions. A procedure is in place for the prioritization of these missions.
- UNHAS third priority is for all regular passengers and light humanitarian cargo transport on a **"first come, first served basis"** within each category of passengers or cargo as established by the Steering committee. These priorities can change and are kept under constant review by the Steering committee. Passengers have priority over cargo, unless cargo is deemed to be of life-saving nature, such as urgently needed medical supplies. Cargo priorities vary depending on the changing humanitarian needs in affected area and are determined by UNHAS and the Users Group.
- Fourth priority is for **special flights**. Special flights refer to flights that occur outside of the regular schedule and are requested on behalf of User Organizations to be used at their discretion. Examples include charters, high-level missions, donor visits, etc. Special flights are performed on a full cost recovery and are subject to the availability of an aircraft.

For the same priority level, the priority will be assessed and approved by the CATO/ATO on case by case basis.

Any Organization not covered by the direct priority list above may request to be accredited by an UN Organization and book a seat through that organization. In exceptional cases, organizations not accredited by a UN Organization may be allowed to avail UNHAS aircraft upon a formal request. The sole authority to such requests is the WFP Country Director (CD) or his/her designated officer-in-charge (OIC).

3.3 PROVISIONAL FLIGHT SCHEDULE

UNHAS establishes a provisional flight schedule on the basis of the requirements communicated and expressed during the UGC and SC meetings. This flight schedule has an established validity period, adaptable and dependent on humanitarian activities on the ground and the prevailing security situation. The schedule is shared with the User Organizations on a regular basis and it is as well available online in the Humanitarian Booking Hub platform <https://humanitarianbooking.wfp.org/>

3.4 FIELD FOCAL POINTS

In some locations, often deep-field, UNHAS staff are not always present. In such cases, UNHAS in close coordination with the UGC appoints a Field Focal Point (FFP) and an alternate, typically representatives of the main user of the flights to the location.

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

According to UNHAS regulations, the presence of a FFP is compulsory. **If no contact on the ground is obtained to confirm safety and security, the flight cannot be conducted.**

Whenever an eligible agency requests a special flight to an ad hoc destination where UNHAS doesn't have staff, the agency has to assign/provide a FFP who speaks fluent English and will be responsible for the following duties:

- Share information about the flight and timings with local authorities, FARDC and PNC where applicable.
- In the morning of the flight, inform UNHAS Flight Following (FF) unit about the security situation in the area and weather conditions, runway/HLS condition and any other specific situation.
- Before the departure of the flight to the location, confirm to FF the security situation in the area and weather conditions.
- Before the arrival of the flight, proceed with the check-in of the passengers and related security checks in accordance with the governing rules. Passengers' and cargo manifests must be respected.
- Before the arrival of the flight, in coordination with the local authorities, secure the runway by removing vehicles, motorcyclists, pedestrians and/or animals in the vicinity.
- UNHAS will notify the FFP by telephone or SMS the take-off time, the number of passengers and the estimated time of arrival at the location.
- About 30 minutes before the aircraft estimated time of arrival, turn on the ground/air VHF radio and wait the call from the crew. Once the communication is established, inform the crew about the prevailing situation (general security situation in the location, security on the airfield and weather).
- In case of any unexpected development that can endangered the incoming flight, the FFP must contact the crew and inform them accordingly.
- Upon arrival of the aircraft, contact UNHAS FF by phone or SMS, specifying the exact time of landing and the status of the operations (e.g. normal operations, etc.).
- Secure a perimeter of minimum 50 m of radius around the aircraft.
- When possible, approach the crew for further/additional

instructions or comments.

- After having the approval from the crew, start the boarding process.
- Ensure that only passengers manifested board the aircraft. In case of any discrepancy between the manifests and the passengers, immediately contact UNHAS to clarify the situation. If the communication is not possible, the crew manifest will be considered as valid.
- Prior to take-off, conduct a visual inspection of the runway and inform the crew of any irregularities.
- After the aircraft takes off inform UNHAS FF by telephone or SMS, about the current take-off time of the aircraft, the number of passengers and the nature and weight of the cargo on board.
- In all circumstances, the FFP will act accordingly to preserve the safety and security of the crew, passengers and population.

3.5 CUSTOMER CARE SERVICE

UNHAS is dedicated to delivering a quality service by professional and friendly staff for all its users and implementing partners. By continuously striving to meet customer expectations and requirements, UNHAS has designated staff in charge of customer service to ensure a high-level of customer care is maintained and procedures related to users' rights and responsibilities are aligned to the UNHAS SAOP.

Users are encouraged to contact UNHAS should they have concerns, complaints, suggestions or compliments, through the following means:

- Email: drc.unhasbookingoffice@wfp.org
- Letter sent to: WFP—UNHAS / 116 Boulevard du 30 Juin, Immeuble Miba, Gombe, Kinshasa, DRC / BP 7248
- Phone call to the focal points:
 - Kinshasa : (+243) 998630938 / (+243) 998630903
 - Goma: (+243) 817700788 / (+243) 817006849

Moreover, participation in UNHAS surveys and passengers' feedback, support UNHAS to improve and raise the standards to increase customer satisfaction.

3.6 COST RECOVERY

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

As approved by the Steering Committee, UNHAS DRC operates on partial cost recovery generating approximately 25% of funding requirements from cost recovery, with the remaining 75% coming from donors' contributions. The cost recovery rates are subject to change if endorsed by the SC.

Passengers and cargo costs are charged to UNHAS User Organizations on the basis of actual utilization by each organization at different rates depending on the destination (see table below) and USD \$ 1.5 per kg for light humanitarian cargo to all destinations.

For destinations where the cargo cannot be transported on the same day as per the approved flight schedule, the charges will be made in accordance with the number of flight legs required to reach the final destination.

From/to Kinshasa to/from East destinations	500 USD
From/to the Kasais to/from East or West DRC	300 USD
From/to Kinshasa to/from Ubangi, Equateur, RoC and Bangui (CAR)	200 USD
East destinations to/from Kisangani	200 USD
All other flights	100 USD

Any excess baggage above the prescribed allowable weight (20 kg for checked luggage and 5 kg for cabin baggage) shall be charged at the cargo rate of USD \$ 1.5 per kg. However, it must be requested and approved in advance (same deadlines as for bookings apply).

Full fare is chargeable when there is a No Show or a late cancellation (meaning that the writing notification was sent after 10:00 am on the working day prior to the date of flight). For the flights on Sundays and Mondays, the cancellation should be communicated to UNHAS by Friday, before 10:00 am.

Special flights provided for the need of one specific user organization, are performed at full cost subject to aircraft operational availability. When special flights are arranged for several User Organizations, movements shall be charged proportionally based on number of occupied seats and or respective cargo's volume and weight or as agreed between User Organizations.

For security evacuations carried out on scheduled flights, passengers will be charged at the nominal fee. However, security relocation requests by an individual organization will be charged at full cost recovery.

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

Charter cost payment should be done no later than 15 days after receiving the final invoice.

If the charter is not cancelled within the established deadline (before 10:00 am on the working day prior to the date of flight), UNHAS may charge the user organization the costs associated to the preparation of the flight, such as repositioning of the aircraft,

crew accommodation and others.

3.7 FINANCE PROCEDURES

3.7.1 ACCOUNT REGISTRATION

Once User Organization's registration process has been completed, UNHAS Finance Unit in DRC will create the Organization's customer account, which takes between five to ten working days, and the E-FMA account that will permit the user to have access to the online booking system.

An initial deposit of minimum USD 500 must be made at the time of the account creation, before UNHAS would allow the newly registered organization to use its flight services. If the User organizations account balance goes below the minimum balance of \$500 the account shall be inactivated with no access to the online booking portal.

UNHAS Finance Office is responsible for issuing of monthly statements and monitoring of the financial situation of the service. Monthly statements are distributed by the 15th day of the following month. Monthly payments shall be conducted in accordance with 'UNHAS Financial Conditions for the provision of Air Transport Service' (Annex 2), payment shall be made by USD wire transfer or deposit at the bank only to the following account :

- **Bank:** CITIBANK RDC
- **Name of the account:** WFP DRC UNHAS SUB-IMPREST ACCOUNT
- **Account number:** 00013000010030043212375
- **Swift Code:** CITICDKX
- **Bank address:** Coin des avenues Colonel Lukusa et Ngongo-Lutete, Kinshasa1— GOMBE. BP. 9999 Kinshasa—RDC

The name of your organization shall be mentioned under "reason for payment" and the scanned copy of the proof of payment sent by email or delivered to UNHAS finance office.

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

- Advance payment for individual passenger and/or cargo movement.
- Lump-sum payment for a month or beyond on planned movements for both passenger and/or cargo.

In all cases, prepayment is an estimate of expected movements. The final cost will be based on actual flights and services rendered.

The user organization may opt to maintain a fixed deposit on their account with WFP/UNHAS instead of prepayments. In this case, WFP/UNHAS will issue an invoice for the monthly costs incurred in lieu, with the monthly Balance Statement subject to the balance

being positive.

In the case of special individual agreements between WFP/UNHAS and the User Organization, the latter will be invoiced by the 15th of every month and shall arrange payment to WFP/UNHAS no later than 30 days from receipt of invoice.

Any failure by the user organization to honor its payment obligations stipulated herein within 30 days from receipt of invoice may result in **account lockdown** which doesn't allow agencies to process their passengers online until full settlement of any outstanding amounts.

For all medical evacuations, security evacuations, interagency and special flights (charters) charges, the estimated costs shall be sent as a proforma invoice to the user organizations for acknowledgment and returned to UNHAS. The final invoice will be provided by the 15th of the next month after the execution date of either flight category.

For special arrangements, the user organization shall acknowledge the terms and conditions of the Technical Service Agreement (TSA) signed and make 50% advance payment on the proforma provided.

3.7.2 DORMANT ACCOUNTS

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

UNHAS will monitor the customer accounts on a regular basis and prepare a list of those customers whose accounts have been inactive for six months or more.

UNHAS will correspond with these customers to confirm if they want to continue using the service or ask UNHAS to refund the balances under their account.

A second reminder will be sent after a month to those customers who have not responded and a third reminder after two months.

For the customers who opt for refund, UNHAS will transfer their balances to their respective organization's bank account and for those customers without any response, UNHAS will transfer the balances to its Cost Recovery Account.

However, it is to be noted that though funds are refunded or transferred to the UNHAS Cost Recovery Account, the customer's account will not be deleted. When need arises for them to use UNHAS service, the customer may deposit funds and notify UNHAS. The updated staff list and Booking Focal Point (BFP) Assignment Form (Annex 3) must be submitted prior to restart the online bookings.

Hence, the balances of those customers that has been transferred to the UNHAS Cost Recovery Account will remain there up to the closure of WFP-UNHAS Portfolio Budget Circle (next portfolio

budget ends at 31st Dec 2024). Any customer who comes up to UNHAS to claim their amount within this period will be refunded.

Notwithstanding with the above, UNHAS will annually request OCHA to review the list of user organizations and provide an updated list of the organizations active in DRC. Those who are no longer active, will be deleted from the system.

3.7.3 ACCOUNT CLOSURE AND REFUND

Should a customer no longer require air services and wish to close their account, the following procedure applies:

- An initial notification is sent to UNHAS informing the intention to close the account. The notification must also include a request for an updated balance on the account.
- Upon receipt of the account balance, the customer decides whether to use the full remaining balance or request a reimbursement.
- The customer issues a written notification to UNHAS with the decision either to be reimbursed or to use the balance, clearly stating the current balance.

Should a customer choose to be reimbursed, the notification must be written on company letterhead and include details of the remaining balance, full banking details of the account (s) to which refunds will be credited and contact details should additional information be required. The account closure and final reimbursement process, usually takes a minimum period of two weeks.

4. PASSENGER SERVICE

4.1 GENERAL

UNHAS DRC supports passenger and light humanitarian cargo air transport services between Kinshasa and its hubs to more than 45 regular destinations and other ad-hoc ones.

A weekly provisional flight schedule is in place and shared on a regular basis to UNHAS users as described in Section 3.3. UNHAS operates flights strictly on a "point to point" basis. UNHAS therefore does not offer and cannot facilitate transfer of passengers or their baggage to other flights, outside the UNHAS system. UNHAS assumes no responsibility for making connections and therefore will not be liable for any losses or expenses arising out of any failure to achieve a planned connection.

As per the eligibility requirements UNHAS only transports passengers directly involved in humanitarian or development activities. Notwithstanding the above, UNHAS may be requested by eligible User Organizations to extend the right to use UNHAS services to non-staff members (including government officials and implementing partners) engaged in project's implementation (Section 3.1).

UNHAS is not permitted to carry passengers who do not fulfil the eligibility requirements, e.g. family members and/or dependents older than 2 year old, military personnel, uniformed personnel or individuals wearing camouflage of military uniforms.

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

4.2 USER ORGANIZATIONS RESPONSIBILITIES

User Organizations are requested to ensure that passengers booked and authorized to travel on UNHAS have appropriate travel clearances. All required travel documents such as permits/visa and/or security clearances, MoFA clearances, etc., are the sole responsibility of the traveller. Any fines, penalties, payments or expenditures incurred as a result of breach of this requirement shall be paid by the passenger or charged to the respective passenger's User Organization.

The Booking Focal Points are responsible for providing UNHAS Customer Care service with an updated excel file and a signed copy of the user organization staff list eligible to travel, every three months or whenever there are changes in the eligible staff. UNHAS reserves the right to seek clarification and verification of passengers submitted by the designated BFP.

Each passenger is required to provide a proof of identity at the check-in counter and before boarding the aircraft. Proof of identity includes national passport, "carte d'électeur", UNLP or agency pho-

to identification card.

The service may be extended, upon request of the user, to non-staff passengers whose travel is relevant to humanitarian operations. Acceptance of such passengers is subjected to the approval by the CATO or ATO, after receiving a Letter of Introduction (Annex 5) signed by the Head of user organization sponsoring the passenger.

User organizations are responsible to ensure that their staff members (passengers) meet UNHAS eligibility criteria: only staff members (passengers) in possession of the user's identification card or those whose Letter or Introduction has been approved, are allowed to travel on UNHAS aircraft.

4.3 PENALTY SYSTEM

The traveling staff members or sponsored individual are the solely responsibility of the organization which has to ensure their compliance with UNHAS procedures and minimum standards.

The purpose of this penalty system is to prevent violations and, where necessary, to penalize violators for failure to comply with the provisions set out in these SAOP.

Examples of non-compliance include:

- Attempting to book or booking an ineligible person on UNHAS flight;
- Impersonating a booked passenger;
- Attempting to bring firearms onto a UNHAS flight or smuggling weapons on board;
- Transporting weapons without being duly approved;
- Threats, verbal aggression or physical assault to the crew, UNHAS staff, focal points or other passengers;
- Transporting diamonds, gold or any other precious metals;
- Transporting of wild animals or bush meat;
- Failing to show a proof of identity;
- Refusing to follow the standard check-in and passenger screening procedures;
- Acceptance of baggage or package belonging to someone else;
- Other action that may jeopardize the safety and the security of the passengers, crew, staff and/or aircraft.

In cases where procedures have been disregarded or not complied with, the UNHAS compliance control system will be applied which establishes the following penalties:

- a. **Warning letter:** The UNHAS Chief Air Transport Officer may issue a warning letter to the booking organization when the organization fails, intentionally, to comply with the SAOP, providing that no damage to the service has occurred.
- b. **Suspension:** the organization and/or the passenger, whichever

found responsible, may be suspended from using UNHAS for *between 14 and 30 days* if UNHAS encounters one of the situations listed below.

- Attempt to book or book an ineligible person on UNHAS flight;
 - Threats or verbal aggression to the crew, UNHAS staff, focal points or other passengers;
 - Refusal by its passengers to go through the standard check-in and passenger screening and procedure;
 - Acceptance of baggage or package belonging to someone else but not declared;
 - Transportation of undeclared dangerous goods;
 - Transportation of wild animals or bush meat;
 - Transportation of weapons by close protection officers without being duly approved;
- c. In case of a second violation, UNHAS may propose to the Steering Committee members to suspend the organization and/or the passenger from using the service for *no more than 60 days*.
- d. **Ban from using UNHAS:** The organization and/or the passenger through the UNHAS SC decision may be banned from using the services if UNHAS encounters one of the situations listed below.
- Attempt to or smuggling weapons on board;
 - Transportation of diamonds, gold, and any other precious stones;
 - Physique assault to the crew, UNHAS staff, focal points, or other passengers;
 - Other actions that may jeopardize the safety and the security of the passengers, crew, staff, and aircraft;
 - Other punishable acts after the second suspension of no more than 60 days.
- e. **Investigation:** Upon an incident, an investigation will be carried out by the CATO to find out what happened and hold the responsible accountable for the misconduct. If the passenger is responsible, he/she will be recommended for suspension or ban. If both are responsible, the organization will be recommended for suspension or ban.

4.4 USER ORGANIZATIONS BOOKING FOCAL POINTS

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

In case there is a change of BFP or in the contact details, the form

must be submitted again.

For the BFP(s) who have completed UNHAS on-line booking training, user name and password to access the on-line booking system will be provided.

4.5 PASSENGER BOOKING, CONFIRMATION AND CANCELLATION PROCEDURE

Each passenger booking request must be submitted by the BFP in the online booking system or using the Passenger Booking Request Form (Annex 4 —Passenger Booking Request Form) only in case of special requests for non-registered staff. Booking forms must be completed in full, signed, stamped by one of the three pre-notified authorized BFP per agency, and submitted to UNHAS by email to drc.unhasbookingoffice@wfp.org. All bookings (online or through the submission of the form) must be done at least **48 hours before the flight but not earlier than one month** in advance. Please note that telephone bookings are not accepted.

Booking requests must include the full name of the passenger as per her/his agency identification document. This should include middle names where applicable. For booking requests to be processed online, the passenger's name must appear on the requesting organization's staff list. If not, the booking should be requested through the form (Annex 4). The form shall be accompanied with the following documentation:

1. The "Ordre de mission" (mission order), signed by the Head of organization clearly stating:
 - Name of the passenger
 - Title (function)
 - Type of identity document (National ID, passport, etc.) and number
 - Purpose of the trip
 - Date of travel
 - Origin and destination of the travel
2. The copy of agency ID with photo, national ID, 'carte d'électeur' or valid biometric driving license.
3. In the case of non-staff members, a letter of request/ introduction (Annex 5) to the CATO is also required, signed and approved by head of agency. If the user agency is booking a partner, it has to be clearly explained the reason of the travel linked with a project that pertain to the user agency.

In cases where none of the BFP are available, UNHAS may accept authorization from a delegated authority if there is written proof of the delegation of such authority. UNHAS reserves the right to reject any request form that is improperly completed.

For user organizations based in ROC, the booking form shall be submitted duly filled to Brazzaville UNHAS staff who will confirm compliance with the established booking requirements. In the case of the user organizations in CAR, the form will be submitted to CAR

UNHAS staff. In both cases, customer care DRC shall record these bookings under the WFP respective accounts.

All bookings are prepaid. For the booking not done online by the BFP, the payment must be done as per the section 3.7 and the proof of the payment must be attached to the booking request form (Annex 4).

In the case of booking of people under protection (ex. family reunification, protection of vulnerable people as young boys, girls or women raped or movement of children, girls or women abducted who have been offered a safe relocation), the organization shall provide all the documents available correspondent to a special request. These bookings must be kept strictly confidential in order not to jeopardize the beneficiary and will be handled discretely. Necessary instructions might be provided regarding what shall be done and who must be informed for each particular case.

A maximum of five bookings per flight may be submitted by the same User Organization. Seats are limited to maximum 5 per user organization. Any additional seats are booked on stand-by basis and allocated subject to space availability. The user organizations will be advised accordingly for passengers/cargo put on waiting list. Should there be a special need for additional seats above five per agency, a request in writing with justification shall be submitted to UNHAS at least four working days prior to the intended date of the flight. Final decision on additional seats provision is subject to CATO/DCATO endorsement and seats availability.

The BFP will automatically receive the confirmation of booking submission. However, UNHAS confirms the flight one day prior to departure by issuing and sending after midday the E-Tickets to the emails provided in either the focal point assignment form, booking request form and/or inserted during the online booking. Tickets are valid only for named person and must not be exchanged or traded.

It is the responsibility of passengers or agency to confirm passengers are manifested as well as to provide UNHAS with details of all passengers requiring special assistance, for example, passengers using a wheelchair, visually impaired, etc.

Passenger cancellations are possible no later than 24 hours prior to the departure (10:00 on the last working day preceding the date of booked flight). This may be done online or communicated in writing via email to drc.unhasbookingoffice@wfp.org. **Late passenger cancellations, as well as no-shows are charged according to full cost recovery rate.**

If flights are cancelled by UNHAS and no suitable alternative flight is available the same day, affected passengers are automatically shifted to next available flight. Passenger wishing to make further changes or cancel their flights need to submit fresh booking or cancellation notification.

UNHAS does not provide meal vouchers or hotel accommodation for delayed, cancelled or diverted flights.

4.5.1 PASSENGER BOOKING UNDER AN EMERGENCY RESPONSE OPERATION

Due to the nature of the operations in some emergency contexts, it might be not possible to comply with the deadlines established before. As much flexibility as possible shall be exercised in order to address the specific needs of the operation, without affecting Flight Safety. Provisions should be made for standby passengers, "go-shows" (passengers showing up at the airport without a previous booking) booking amendments/cancellations and refunds, if adequately justifiable by the user. The acceptance of "go-shows" passengers in the flight is subject to the approval of the DCATO/ATO after evaluating the reasons presented by the agency for the urgent travel and the seats availability.

However, user organizations are strongly encouraged to send their requests up to 18:00 of the day preceding the date of booked flight, in order to have enough time to prepare the correspondent documents and advise the crew accordingly.

Exceptions shall be made on critical situations and according to the circumstances (Medevacs, Bodevacs, Security reallocations, etc.)

4.6 CHECK-IN PROCEDURES

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

- Passengers must carry a valid proof of identity, their physical ticket, and the "ordre de mission" in the case of special requests (non-staff members).
- Unless otherwise specified in the e-ticket sent the day before, check-in commences **2 hours** before published departure time.
- Passengers are required to check-in at airports served by UNHAS no later than **1 hour** prior to the manifested departure time. UNHAS staff have strict instructions not to check-in any passengers arriving after that time.
- "Standby" passengers will be allocated seats pending availability of space and according to their order of priority on the standby list.
- At the check-in counter, UNHAS staff will undertake a 100% identity check. Thus, last minute substitutions or passenger swaps are not permissible.
- In case of discrepancies with passenger manifests held at the airfield where no WFP/UNHAS staff or their representatives are present, the manifest presented by the Pilot-in-Command (PIC) will be considered as the valid manifest.
- Passengers, baggage and cargo are subject to mandatory secu-

urity screening at the airport of departure. At airports without proper security screening facilities, passenger screening may be conducted using metal detectors and/or a physical search. Baggage/cargo may be inspected manually by UNHAS staff or representatives. UNHAS staff or representatives reserve the right to open and inspect any item or piece of luggage and to accept or reject it for carriage. Passengers who do not comply with these procedures will be denied access to the flight.

- In locations where convoys are used to reach the aircraft, passengers are required to liaise with the UNHAS Focal Point for information and guidance regarding established convoy procedures.
- Entry visa fees, security charges, airport charges, etc., where applicable, are to be paid by the individual passenger / user organization. Currently in DRC, the airport taxes for domestic flights comprising Go-pass, provincial taxes, Redevance and others, range between USD 31 and USD 46 depending on the location.

4.7 PASSENGER LUGGAGE AND CARRY-ON BAGGAGE

Due to aircraft configuration and performance, the maximum allowance for passenger luggage is 20 kg and 5 kg for cabin baggage per passenger.

In addition, users may book excess baggage up to 45 kg at an extra cost of USD 1.5 per kg, irrespective of destination, depending on the capacity of the aircraft.

Excess luggage must be booked within the same deadlines as passenger bookings using the Excess Weight and Cargo Form (Annex 8) and must be items for personal use only. In the event that the volume or weight of cargo limits carriage of pre-booked cargo, users are required to make their own arrangements for transportation on the next available flight to be determined by UNHAS. UNHAS does not provide storage, handling or transportation services.

UNHAS does not accept any liability for luggage loss or damage and no responsibility for unsuitably packed, perishable, damaged or fragile luggage or for minor damage to exterior of luggage (scratches, stains, dents etc.). In case of luggage misrouting, UNHAS will take all possible efforts to identify luggage location and return it to the passenger as soon as possible free of charge.

4.8 SPECIAL PASSENGERS

UNHAS staff will provide assistance to passengers with special needs. It is essential that the user organization's BFP notifies UNHAS of any prospective passenger with special needs at the time of reservation. Discussing, noting and communicating these requirements to departure and arrival teams, will enhance UNHAS ability to offer services that best meet passengers' needs. It is important

that the booking requests for these categories of passengers, include the remarks section, the type of special passenger.

4.8.1 PREGNANT PASSENGERS

Usually, pregnant passengers can travel by air until 36 weeks of pregnancy. However, specific conditions to transport pregnant passengers will be in accordance with individual air carrier's Operations Manual (OM) and the IATA Medical Manual. It is important that all pregnant passengers show proof of medical clearance to travel by air, stating an estimate week of pregnancy.

4.8.2 INFANTS

An infant is a passenger below 2 years of age and should travel with a parent or an authorized guardian. The user organization shall send the special request for the manual booking of a staff member infant, along with the appropriate documentation.

Infant's identity shall be verified at the check-in counter by means of Birth Certificate (or ID card if available). Adults accompanying infants shall show proof that they are authorized guardians for the travel. The infant will not be allocated a seat; however, all infant travelers should be captured on the passenger manifest. Cost recovery will be waived for infants, and specific details for handling infants shall be as stipulated by air carriers' OM.

When creating the reservation please indicate the infant in the following way:

- Family name/first name (INF), e.g. "Smith/Jane (INF)". This indicates that Jane Smith is an infant. In the remarks column next to "Jane Smith's" name enter the name of the adult (parent/authorized guardian) travelling with "Jane Smith".
- Ensure that the INF-code is noted on the passenger manifest as well. Bags for infants are allowed in the cabin if space permits.

Passengers travelling with infants should be given priority status at check-in, during boarding and upon arrival.

4.8.3 VIPs

Passengers categorized as Very Important Persons (VIPs) include: royal family members, presidents, ministers of state, ambassadors, diplomats, senior representatives of UN agencies/international NGOs as well as any UN staff with an ID stating the VIP status.

It is important for VIP's organization to coordinate with UNHAS staff regarding specific requirements for travel (e.g. VIP lounge). The PIC and crew will be notified when VIPs are travelling on the aircraft. VIPs should be boarded last and assigned reserved seats.

The booking request for a VIP passenger shall indicate "VIP" in the remarks section. VIP passengers should be given priority status at check-in, during boarding and upon arrival.

5. CARGO SERVICE

5.1 GENERAL

UNHAS DRC offers the cargo movement services between all locations included in the provisional flight schedule. A service intended for limited quantities of high priority or high value light cargo, bearing in mind that due to capacity limitations, priority is given to passenger movement.

5.2 CRITERIA FOR MOVEMENT OF CARGO

All cargo is to be manifested on the Cargo Manifest and entered in the system. Only cargo meeting the following conditions will be accepted:

- Cargo is for the sole use of the registered user organization.
- Only cargo booked via a Cargo Movement Request (CMR) (Annex 6) and accompanied with the Packing List will be accepted. Cargo not conforming to the description, weight, and volumetric dimensions detailed on the CMR/Packing List will not be accepted.
- Poorly packed or poorly labelled cargo will not be transported. The proper packing and labelling of cargo is the responsibility of the User Organization.
- Unless cargo cannot be broken down, single packages shall not exceed 30 kg.
- All cargo is subject to inspection by UNHAS to ensure compliance with ICAO standards governing safe transport of dangerous goods by air.
- The transportation of hazardous materials is standardized by the ICAO "Technical Instructions for the Safe Transport of Dangerous Goods by Air" (Section 5.5). Further information is available on demand from the UNHAS Office. Users are liable for any death, injury, or damage caused by such cargo.
- UNHAS requires detailed information on any medical supplies presented for transportation.
- Rotten or smelly goods are not allowed on UNHAS flight. Examples include rotten fish or food items that may upset passengers on board.

Notwithstanding from the fact that UNHAS will arrange maximum possible security for cargo storage and apply safety measures for cargo handling and transportation, neither WFP nor its agents are liable for any loss or damage to cargo or baggage during storage, loading or transportation.

5.3 CARGO BOOKING, CONFIRMATION AND COLLECTION PROCEDURE

According to UNHAS prioritization (Section 3.2), priority is given to passenger and priority cargo movement. As such, UNHAS may transport duly requested cargo within **two to five working days** from the date of submission unless cargo is deemed to be of life-saving nature, such as urgently needed medical supplies.

- All requests to airlift cargo must be made to UNHAS two working days in advance via a CMR and accompanied by the Packing List.
- The CMR must be completed, signed, and stamped by the BFP of the requesting User Organization. The CMR can be sent in person to UNHAS Office or through e-mail to drc.unhasbookingoffice@wfp.org.
- Booking confirmation for cargo can be obtained from the UNHAS Booking Office one working day prior to the flight day, after midday.
- Cargo booking E-Ticket will be distributed by UNHAS to the focal points one day before the flight takes place to ensure that users are able to meet the UNHAS aircraft and collect their cargo, normally after 14:00 h.
- All confirmed cargo must be delivered to the UNHAS Cargo Booking Office of the concerned station no later than one working day prior to the airport/airstrip for other locations in coordination with UNHAS' staff, no later than two hours before the manifested departure time.
- All incoming cargo shall be collected from UNHAS offices immediately upon confirmation of arrival. If after two days the cargo is not collected, UNHAS will send a reminder to the agency. If after five the agency fails to collect the cargo, no further cargo request will be accepted from the agency.

5.4 POUCH SERVICE

As an addition to the cargo movement service, UNHAS **DRC** offers a pouch service to its users. Similar to a diplomatic pouch, the pouch is a light canvas bag that contains items addressed to specific individuals/users. Items are typically official documents and light-weight items, certified by a recognized signatory of the user organization and should be sealed. They should weigh no more than five kilograms and must measure no more than 45 cm x 32cm x 4cm. No valuables as currency (money), contraband, restricted items, dangerous cargo, solid items or ornaments are to be placed in the pouches. Anything in excess of five kilograms should be sent as cargo, using the CMR procedure but will be subject to space availability and weight limitations for the particular flight.

The user organization must ensure that the item is properly packed, sealed, and well-marked indicating both the sender and receiver contact details (including phone number).

For incoming pouches, the user organization representative must collect their pouch from the UNHAS Office or agent at the receiving end and sign for it. The user organizations are not authorized to submit any pouch or correspondence directly to crew members.

5.5 TRANSPORTATION OF DANGEROUS GOODS

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

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

User Organizations wishing to move Dangerous Goods by air using UNHAS must take the following steps before submitting the CMR:

- Submit the Shipper's Declaration (Annex 7) specifying the type of dangerous goods, plus any available additional information as attachments to the CMR;
- Identify any dangerous articles or substances in accordance with ICAO regulations;
- Limit the quantity contained in each package to the maximum allowable;
- Use the correct type of packaging;
- Mark and label each package in accordance with the regulations;
- Provide full details of the Dangerous Cargo to the UNHAS booking office;
- Inspect each package for damage and/or leakage.

The following is an abbreviated list of some of the more commonly encountered Dangerous Goods. UNHAS may assist and consult the user organizations upon request

- Fuel is not authorized to be transported as cargo together with passengers.
- Cylinders of compressed gas may not be transported by air unless as part of a life-saving oxygen breathing apparatus in certain limited medical circumstances, and then only under the supervision of aero-medical staff.
- Camping type stove, heaters and lamps containing flammable gas and/or liquids, and non-safety matches are prohibited.
- Any pressurized cylinder, full or empty. This includes cooking gas cylinders (propane, butane etc.).
- Various medical supplies, which may contain dangerous chemi-

icals. Conditions apply.

- Pharmaceuticals which may contain dangerous chemicals, such as acids. Conditions apply.
- Photographic chemicals (i.e. darkroom chemicals).
- Refrigerators of the type containing toxic gases or dangerous liquids. Conditions apply.
- Repair kits containing dangerous materials (e.g. cellulose paints, organic peroxides etc.) Conditions apply.
- Some medical items for scientific research (e.g. unknown samples for testing may contain dangerous substances (Prohibited unless identified)).
- Toolboxes: may contain explosives, compressed flammable gases (e.g. butane cylinders). Conditions apply.
- Motor vehicle or generator batteries. Only dry batteries can be accepted. Conditions apply.
- Any heat producing devices (e.g. certain battery operated equipment such as underwater torches and soldering equipment can produce intense heat if accidentally activated).

The procedures and regulations for the movement of dangerous goods must be strictly adhered to by all personnel involved in shipping dangerous goods and booking it on a UNHAS aircraft. Failure to abide by these restrictions will result in the user to be banned from UNHAS.

5.6 TRANSPORTATION OF HUMAN SPECIMEN

Human Specimen of less than 5kg weight, may be transported on UNHAS flights free of charge. No advance booking is required. Specimen boxes over 5kg are considered as cargo, hence regular cargo transportation procedure applies. The following limitations and special packaging provisions shall apply:

- UN 2814: Category A Infectious Substance. Infectious substances in a form that, when exposure to it occurs, is capable of causing permanent disability, life-threatening or fatal disease in otherwise healthy humans or animals. For example a blood sample known or reasonably suspected to contain Ebola Virus.
- UN 3373: Biological Substance, Category B. The Infectious Substances that do not meet the criteria for inclusion in Category A. For example a blood sample taken from a patient known or suspected to have category B pathogen, such as COVID-19, Hepatitis B or HIV.
- Exempt Patient Specimens: Patient specimens for which there is minimal likelihood that pathogens are present. In determining whether a patient specimen has a minimal likelihood that pathogens are present, an element of professional judgment is required. For example a specimens other than those known or reasonably suspected to contain a category A infectious substance. E.g. those sent for testing for Cholesterol (blood), diabe-

tes (urine), bowel cancer (faecal), subject to professional judgment is made.

- Instances not subject to Dangerous Goods regulations. Substances, which do not contain infectious substances, or substances, which are unlikely to cause disease in humans; substances containing micro-organisms, which are non-pathogenic to humans; substances in a form that any present pathogens have been neutralized or inactivated such that they no longer pose a health risk; dried blood spots, collected by applying a drop of blood onto absorbent material, or faecal occult blood screening tests.

For UNHAS such professional judgment is acceptable and sufficient confirmation when done in the form of signed statement by WHO/MSF Doctor. If such statement is done, a specimen is considered falling under category 3 (exempt patient specimens), which require minimum special packaging and no additional DG paperwork for crew. For the specimens that fall under category B, UNHAS will follow the WHO international procedure for transporting samples that are potentially contaminating, which is as follows:

- Medical samples shall be packed in 3 layers of packaging labelled UN 3373, according to IATA/ICAO DG regulations to avoid any spills and protect the people handling the package.
- The packaging shall be provided with a transport document with the names and addresses of the patients. If there is no information on the package, the pilots shall not accept on board. In addition, a DG declaration form and a NOTOC shall be handed over to the Pilots.
- WHO staff shall decontaminate of all exterior compartments of the triple pack with a 0.5% chlorine solution or bleach before boarding the aircraft.
- WHO staff shall ensure the packaging is properly sealed from the outside and handle the package by loading and offloading into the aircraft using gloves. It should be loaded in a secure place in the aircraft somewhere to avoid from tilting as per the instructions of the Pilots.
- Crew to use separate cargo compartment that does not have direct access to passengers to store swabs/blood sample for transportation. An extra plastic container or biohazard bag should be used to separate the swabs/blood sample container from other passengers' luggage. The operator should disinfect the cargo compartment on arrival at the destination.

5.7 TRANSPORTATION OF HUMAN REMAINS

Human remains may be transported by UNHAS upon request from the user organization. In the context of these SAOP, transportation of human remains means transportation by air of human remains from the location included into UNHAS provisional flight schedule to the destination determined by the user organization for further repatriation or hand-over of the body.

The consignee of the coffin and personal belongings of deceased person, is the user organization that has to arrange on its own onward body repatriation or hand over to the relatives.

Considering sensitivity of the situation for next-of-kin, human remains transportation shall be done as promptly as possible. According to ICAO local authorities of the State of departure shall extend all necessary assistance in the repatriation of human remains to their countries of origin.

UNDSS provides guidance and all required support/coordination to the concerned user organization.

Human remains may be transported on dedicated flight only. Considering composition of the aircraft used by UNHAS, it is not allowed to transport human remains on one flight with any other passengers except those declared by the concerned user organization as accompanying the body.

- The human remains should be placed in a coffin which complies with the following IATA standards for transportation of human remains by air.
- The remains must be packed in a hermetically sealed inner containment which may be constructed of a flexible material (body bag) or may be a rigid coffin of lead or zinc to prevent the escape of offensive odours or fluids.
- The inner containment must then be packed inside a metal or wooden coffin.
- The wooden or metal coffin may be protected from damage by an outer packing and covered by canvas or tarpaulin so that the nature of its content is not apparent.
- Un-embalmed remains must be placed inside two sealed body bags.
- All shipping containers must be new and cannot be reused.
- All human remains shipments must appropriately display the label "head" on the outer container to assist handlers in aircraft loading and offloading operations.

A copy of the following documents should be e-mailed to UNHAS as early as possible:

- Original copy of the Death Certificate
- Original Embalming Certificate (if applicable)
- Original copy of "Laissez-Passer for human remains"
- Copy of deceased person's passport (UNLP if applicable)
- Original copy of "Free from infection" certificate
- If the death was caused by contagious infection then additional DG transportation requirements may be applicable (as per respective DG Class 6 packaging requirements)
- List of personal effects (and official possessions if any)
- Bodevac request Form (Annex 13)

The certificates listed above have to be issued/certified by appropriate local public authorities.

The user organization shall confirm that the coffin only contains the remains of the person named in the relevant documents (and such personal effects as are to be buried or cremated with the human remains).

The user organization shall deliver the coffin to the aircraft. Airport ramp access for the special vehicles/people have to be coordinated by UNDSS with support of UNHAS coordinator.

The user organization with the assistance of UNHAS will have to liaise with airport immigration/custom authorities for required clearing procedures at the origin point to make sure respective papers and passport have been stamped before flight departure. Upon aircraft arrival, full set of the original documents accompanying the cargo has to be handed over to the consignee- concerned user organization.

Human remains transportation is undertaken in accordance with the applicable conditions set forth in carriers' regulations for human remains transportation and the final decision will remain on Pilot-in-Command.

5.8 TRANSPORTATION OF FIREARMS AND WEAPONS

Transportation of firearms and weapons is generally not permitted on UNHAS flights as they are considered dangerous goods. Some exceptions may be made for the transportation of VIPs, requiring to be accompanied by armoured close protection team/personnel (CPT). Therefore, WFP/UNHAS has in place a standard procedure for the carriage of firearms and ammunitions in order to stay in compliance with ICAO, local CAA and other relevant aviation authorities' regulations.

In order to obtain an exemption for the transportation of firearms in UNHAS DRC flights, the following procedure must be accomplished.

Before the flight:

- The user organization or agency must declared the weapons in advance at the same moment of doing the flight booking, by sending an email to drc.unhasbookingoffice@wfp.org at least 24 hours prior to the flight.
- The request must be addressed to the CATO (or his/her delegated person in this area of concern, the Avsec Officer) and include the name of the CPT, type of weapon, serial number, quantity of ammunition and all related information.

On the day of the flight, if the request for the exemption has been granted:

- Before arriving at the terminal, the CPT must ensure the firearm is unloaded and neutralized.
- The firearm must be placed inside a security box, corroborating beforehand it is unloaded, the chamber clear and visible. The

ammunitions/magazines to be placed in another box if possible.

- At the check in counter the CPT must confirm the firearm is in the safe mode. The "Firearms Declaration Form" and "Firearm Statutory Declaration" will be completed and signed (Annex 12).
- UNHAS personnel will escort the CPT to the relevant airport authorities (customs/ airport police) to complete additional procedures when required.
- The weapons will be cleared before boarding by MONUSCO Security or UNHAS Aviation Security Focal Point, whichever is applicable.
- The box (es) will be carried to the aircraft by UNHAS personnel or by the CPT accompanied by UNHAS personnel. The crew can request to verify the content of the box without manipulating the firearm.

Upon arrival:

- A crew member in charge of the cargo hold will give the firearm and the ammunition to the designated UNHAS personnel on the airport of arrival or to the airport security personnel. The CPT will collect their firearm (s) from security personnel at the terminal building.
- CPT will load his firearm outside the terminal, in a secure place.

Important notes related to firearm (s) transportation:

- No CPT will be allowed to carry the firearm (s) while on-board UNHAS flight.
- Hand grenades, flares and any flammable materials will not be accepted on board UNHAS flights under any circumstances.
- For each CPT, a maximum of 5 kg of ammunition is authorized.
- For cross-border flights, authorization to travel with firearms should be sought from the relevant government offices by the user organization and presented to DRC booking office together with the booking request.

5.9 TRANSPORTATION OF LIVE ANIMALS OR PETS

As a general rule, WFP/UNHAS does not accept live animals or pets on board its chartered aircraft. If it is within the contracted air carrier's SOP, exceptions can be made with the agreement of both UNHAS and the PIC of the aircraft, as long as the animal is caged as required by ICAO rules, and the place of storage in the aircraft is air-conditioned. It is important to note that even if the air carrier's SOP permits such carriage, local restrictions may apply, including (but not limited to) mandatory permits and/or health certificates for the animal. It is the responsibility of the shipper to obtain all required documentation in respect of the transport and relevant local authorities should be contacted before transporting animals. All efforts should be made to handle the animal in a humane fashion during transport.

6. EVACUATIONS BY AIR

6.1 GENERAL PROCEDURES

Two forms to evacuate people exist in the context of UNHAS DRC operation:

- Medical Evacuation (MEDEVAC);
- Security Relocation.

Some general rules apply to both types of evacuation:

- Duly requested medical evacuation and security relocation have priority over UNHAS regular schedule.
- Requests for medical evacuation and security relocation must be addressed to drc.unhasbookingoffice@wfp.org and DCATO email address. In addition, the UNHAS CATO or his/her deputy can be reached 24 h/day, 7 days/week through phone (contact details at the end of this document).
- Evacuations and relocations can only be undertaken according to flight rules and restrictions as applicable (i.e. VFR conditions, between sunrise and sunset, etc.). However, this regulation should not prevent any individual or agency to request for an evacuation or relocation should the need arise.
- This procedure is strictly for evacuation or relocation by air. All other means of evacuation or relocation by land and water are outside the scope of this procedure.

6.2 MEDICAL AND CASUALTY EVACUATIONS

6.2.1 GENERAL PROVISIONS

Medical evacuations (MEDEVAC) refer to the movement of a person under medical care who requires further medical treatment that is not available at their present location. In the context of this SAOP, a MEDEVAC is the evacuation of an individual on medical grounds from the field or from a hub to the closest health center or main operating base. UNHAS does not perform medical evacuation outside DRC and onward evacuation outside the country should be covered by the user organization.

UNHAS aircraft do not carry special equipment to suit medical evacuations, nor are the aircraft crews trained or available to assist with the medical care of a patient during flight. The aircraft is not equipped as an air ambulance. Nevertheless, the aircraft can be configured with a stretcher.

Should the patient need to be transported together with any form of emergency medical life-saving equipment, all the rules of flight safety and the carriage of dangerous goods shall be observed. Irrespective of the emergency, normal safety standards must be followed and cannot be compromised.

The user organizations may request for a MEDEVAC of their staff

by submitting a Medical Evacuation Request Form (Annex 9) which includes properly filled and signed **'fit to fly'** and **'free of contagious disease'** statement that is mandatory for UNHAS to accept the MEDEVAC request. The requesting user is fully responsible for the accuracy of statements made about the patient's conditions. The user is also fully responsible for:

- The patient's transportation to the aircraft at the airport/airfield of departure and from the aircraft upon arrival.
- Arranging for an ambulance, if required, at both departure and destination points.
- Arranging any other form of assistance (e.g. wheelchair, medical team, on board medical assistance, etc.) that may be required.
- Contacting and providing a representative to pick up and assist the evacuee with immigration, health and other airport formalities that may be required.

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

Unless exceptionally approved by the WFP CD (or his/her designated OIC), UNHAS does not provide MEDEVAC services for individuals outside their users. Upon formal approval from the UNHCR, ICRC and MSF representative, UNHAS may provide MEDEVAC services only to refugees and IDPs who fall under the mandate of UNHCR, ICRC and MSF.

Procedures for a casualty evacuation (CASEVAC) are the same as for a MEDEVAC outlined above. If the CASEVAC involves transportation of a dead body, the organization shall be responsible for arranging a coffin (if it fits into the aircraft to be used) or a body-bag and follow the procedures established under the point 5.7 in this document ("Transportation of humans remains"). UNHAS does not accept to transport a dead body without such arrangements as it may pose a health hazard to crew.

6.2.2 MEDEVAC REQUEST INITIATION

In all cases, the request for a MEDEVAC should be initiated by a recognized medical officer or paramedic. Only a medical doctor or authorized paramedic is authorized to determine whether a person requires air MEDEVAC and is fit for air transport. The order of preference for the initiation of a MEDEVAC is as follows:

- If available, the request must be initiated by an UN-recognized medical officer.
- Where there is no UN-recognized medical officer, the request may be initiated by the medical staff of a recognized NGO (preferably, an NGO belonging to UNHAS users group).
- In areas where there is no medical staff from any of the above

categories, a medical officer from a recognized hospital/clinic may initiate the request.

Once the requirement for an air MEDEVAC has been established as per above requirements, the head of the organization or the most senior staff at the field level, will contact UNHAS (by email or by phone outside working hours) and address the request for the MEDEVAC to the CATO. The CATO (or his/her designated OIC) is the only person authorized to task an aircraft following a MEDEVAC request. Based on the information provided by the organization, the CATO or designated ATO will contact the crew for aircraft readiness and further dispatch.

The request must be preferably in English (for crew sharing purposes who don't speak French) and include:

- An online booking if the patient is on the organization staff list or a manual booking request (with associated documents) in the case of non-staff members or for the medical personnel accompanying the patient.
- The MEDEVAC request form (Annex 9) duly completed, readable and signed and stamped by both the medical officer and the organization representative.

In addition, indicate as much details of the patient as outlined in, but not restricted to, the questionnaire guideline below:

- Identification of requester and contact details;
- The name of the patient (s), nationality and organization;
- Valid travel document, e.g. passport;
- Where is the patient at present;
- The pick-up point (name of the airfield and/or GPS coordinates) and drop off location;
- Contact details of the focal point at the pick up location if different from the requester;
- What is the nature of the injury or illness? Confirm if it is contagious (mandatory for all MEDEVACS);
- The state of the patient (s): conscious, bleeding, paralyzed, able to sit or must remain in a prone position, etc.;
- Blood group;
- Is the patient a sitting or lying case? (stretcher required);
- What is the doctor opinion on air travel? Confirm the patient is fit to fly? (Mandatory for all MEDEVACS);
- Is an altitude restriction required? (common for head and/or chest injuries);
- How many people are to be picked up?;
- Who will accompany the patient? Is a MEDEVAC team required?;
- Airfield conditions? Is the airfield regularly accessed by UNHAS aircraft?;
- Security of the landing area;
- Additional information such as special equipment required on board the aircraft (to accommodate drip stands, chest drains

and/or similar therapeutic devices).

The requesting organization is fully responsible for the accuracy of statements made about the patient's conditions.

6.2.3 MEDEVAC PRIORITY

The different priorities to accomplish the MEDEVAC request, are established as follows:

- **Priority 1—Urgent and Serious**

Life-threatening condition, loss of sight or loss of limb. These need immediate evacuation by air. Reaction time: 3 to 6 hours.

- **Priority 2—Urgent**

Patient requires urgent surgical treatment but is in a stable condition. Reaction time: 6 to 24 hours.

- **Priority 3: Normal Evacuation**

Patient requires medical treatment, which is not urgent. Reaction time: depends on aircraft availability.

6.2.4 MEDEVAC FLIGHT

The day of the flight, prior to release the aircraft, UNHAS will contact the person whose contact details were provided as field focal point at the pick up location to confirm that all arrangements are in place for the transportation of the patient to the airport/ airstrip/helipad. In addition, an update on the status of the patient (s) will be requested to make sure that no deterioration or change has occurred in the patient (s) situation which might affect the flight arrangements.

Once the aircraft takes off, UNHAS will communicate to the organization / field focal point the estimated time of arrival and likewise for the return flight. The organization must arrange all disposition on the arrival as mentioned in the point 6.2.1.

If due to the emergency nature of the MEDEVAC or CASEVAC flight, the organization fails to provide any of the required document prior to the flight, this must be done as soon as possible to comply with the administrative procedure and for record purposes.

6.3 SECURITY RELOCATION

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

The authority to approve the use of UNHAS aircraft for security evacuations lies with the Designated Official (DO) or the UN Resident Coordinator (RC) through the Chief Air Transport Officer, UNHAS DRC. Based on available information, an approval would be given for relocation or evacuation of staff as necessary.

In all cases, a specific security assessment is performed to assess the level of risk associated with the requested flights. Where there is no Security Risk Assessment (SRA), UNDSS will make a decision based on information obtained from WFP or NGO Security Officers.

All security relocations sanctioned and requested through UNDSS (NGO Forum Security Officer in coordination with UNDSS) will be charged at the nominal fee per passenger as well as when there is an aircraft on the ground or there is a scheduled flight in the location. However, security relocation requests by an individual organization will be charged at full cost recovery.

Accurate information is essential in order to launch an effective evacuation. Should there be a need for a security evacuation, a list containing the names of the staff to be evacuated (discriminating expatriates from nationals) and the name of the organization (s) requesting the evacuation, must be send to UNHAS in advance.

At the moment of the evacuation, all means of communication must be maintained between stakeholders and UNHAS. A radio watch on HF will be continuously maintained by UNHAS staff in the field or the FFP. As the aircraft approaches the destination, contact on VHF will be established.

7. INTER-AGENCY MISSIONS AND SPECIAL FLIGHTS

7.1 INTER-AGENCY MISSIONS

Flights for inter-agency missions refer to requested flights in support of the following:

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

Specifically, these missions are defined as missions prioritized by the above agencies on the basis of no objection from the HCT.

Inter-agency mission requests shall be coordinated through UNHAS booking office at least 72 hours before the date of flight. Once mission request has been endorsed by (insert the name), user organizations will have to submit booking requests accordingly with respective reference to the mission. The requesting agency will be responsible for coordination of security and administrative arrangements at destination.

established deadline (before 10:00 am on the working day prior to the date of flight), UNHAS may charge the user organization the costs associated to the preparation of the flight, such as repositioning of the aircraft, crew accommodation and others.

7.2 SPECIAL FLIGHTS

Special flights provided for the need of one specific user organization, are performed at full cost subject to aircraft operational availability. When special flights are arranged for several user organizations, movements shall be charged proportionally based on number of occupied seats and or respective cargo's volume and weight or as agreed between user organizations.

Should an specific user organization require a special flight dedicated to their needs, the *Special Flight Request Form* (Annex 11) should be duly filled and sent by email to UNHAS booking office, attaching the *Flight Request to Non-Schedule destination* (Annex 10) if any of the locations in the required route is not within the weekly flight schedule.

Whenever an eligible agency requests a special flight to an ad hoc destination where UNHAS doesn't have staff, the agency has to assign/provide a FFP as established in the point 3.4 of these SAOP.

UNHAS will provide the user organization with feedback containing the operational information about the flight (possible dates, maximum passengers number, baggage allowance, etc.) and a financial quotation. If the quotation is accepted by the organization, the proforma invoice has to be signed by the Head of the organization or his/her delegated person and returned to UNHAS.

The final invoice based on the actual hours flown, will be provided by the 15th of the next month after the execution date of the special flight and the payment shall be done within the 15 following days.

In case of a cancellation, if the request is not cancelled within the

8. ACRONYMS

BFP	Booking Focal Point
CAA	Civil Aviation Authority
CASEVAC	Security Evacuation/ Relocation
CATO	Chief Air Transport Officer
CMR	Cargo Movement Request
DCATO	Deputy Chief Air Transport Officer
DO	Designated Official
FFP	Field Focal Point
HCLM	High Level Committee on Management
HF	High frequency (radio frequency)
ICAO	International Civil Aviation Organization
IDPs	Internally Displaced People
IOM	International Organization for Migration
MEDEVAC	Medical Evacuation
NGO	Non-governmental organization
OCHA	Office for the Coordination of Humanitarian Affairs
PMT	Performance Management Tool
PIC	Pilot-in-Command
SAOP	Standard Administrative and Operating Procedures
SARP	ICAO Standards and Recommended Practices
SC	Steering Committee
TOR	Terms of reference
UGC	User Group Committee
UN	United Nations
UNAVSTADS	United Nations Aviation Standards for peacekeeping and humanitarian air transport operations
UNDSS	United Nations Department of Safety and Security
UNHAS	United Nations Humanitarian Air Service
UNHCR	United Nations High Commissioner for Refugees
UNLP	United Nations Laissez-Passer
USD	United States Dollar
VFR	Visual Flight Rules
VHF	Very high frequency (radio frequency)
WFP	World Food Programme

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For more information about WFP Aviation and UNHAS DRC:

<http://www.wfp.org/logistics/aviation>
<https://humanitarianbooking.wfp.org/>

Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services

WFP/UNHAS is mandated to procure, on behalf of accredited users of the Humanitarian Community ("User Organization"), safe, reliable, economical and efficient air services ("Services") for passengers and cargo to, from and inside the respective Country/Countries.

The Services provided are operated by independent operators ("Carriers") contracted by WFP/UNHAS for the official business and purposes of the United Nations, and are not offered as commercial services or as services for the general public. Services are provided in possibly hazardous conditions, including hostilities.

Funding for the Services is provided by donors on a voluntary basis. Unavailability and/or shortages of funding may eventually lead to the cancellation of services. WFP shall not take responsibility or be held liable for such cancellation.

The User Organization shall express their requirements for Services through the User group.

All Services provided by WFP/UNHAS are governed by the present Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services ("Standard Terms and Conditions"), the Financial Conditions for the Provision of Air Transportation Services ("Financial Conditions") and the Standard Administrative and Operating Procedures ("SAOPs"), which collectively form the **General Terms and Conditions of Services for the provision of United Nations Humanitarian Air Services** ("General Terms and Conditions of Services").

The Financial Conditions (where applicable) and the SAOPs are provided in separate documents to the User Organization.

Article I. Passenger Authorization and Cargo Documentation

- a. The User Organization shall be fully responsible for ensuring that only authorized personnel with valid employment contract and security clearance are provided access to the Services.
- b. The Services may be extended, on the express request of the User Organization, to non-personnel passengers whose travel is relevant to the Humanitarian operations in the area. The User Organization shall be responsible for the eligibility of such passengers and for the cost of their transportation. Acceptance of these passengers by WFP/UNHAS will be subject to seats availability and the provision of a letter of indemnity signed by the employer of the non-personnel as provided in **Section 3** of the UNHAS Standard Administrative and Operating Procedures ("SAOP").
- c. The User Organization shall be responsible to follow the passenger and cargo documentation's procedures detailed in the respective Booking Procedures' paragraphs in the UNHAS SAOP.
- d. The User Organization shall ensure that all customs documentation for its cargo is in accordance with the applicable regulations.
- e. The User Organization shall be responsible for and shall indemnify WFP/UNHAS against any fines, taxes, duties including any other charges of a public nature which may be assessed by the competent authorities in connection with its passengers and/or cargo.

Article II. Transport of Passengers and Cargo

WFP/UNHAS shall transport the User Organization's passengers and cargo as manifested – subject to weather, security and other operational conditions.

Article III. Refusal and Limitation on Transport of Passengers and Cargo under Special Circumstances

- a. WFP/UNHAS shall have the right to refuse transportation of any passenger and/or cargo that does not satisfy ICAO/IATA safety requirements for the transportation of unsafe/dangerous cargo (content and packing) or which may compromise or jeopardise flight safety. Irrespective of the aforesaid, the final acceptance of passenger and/or cargo on-board the aircraft shall remain the sole discretion of the pilot.
- b. WFP/UNHAS shall have the right to honour or refuse any/all booking requests.

Article IV. Flight Schedule, Delay and Cancellation

- a. WFP/UNHAS shall take all reasonable measures to ensure the transport of passengers and /or cargo as scheduled. Schedules are subject to change without notice due to weather, security and other operational conditions.
- b. WFP/UNHAS shall not accept responsibility for the delay, cancellation or disruption of flights for any reason.

Article V. Agent

- a. When providing Services, WFP/UNHAS shall be acting as agent for the User Organization and shall not act as Carrier.

Article VI. Liability

- a. WFP/UNHAS shall not assume responsibility for any casualty including but not limited to death, personal injury, disability, loss or damage to baggage or cargo arising out of the execution of UNHAS flights except as may be caused by the gross negligence or wilful misconduct of WFP/UNHAS and/or its officials.
- b. WFP/UNHAS shall ensure that any Charter Agreement entered with the Carrier provides that:
 - i. the Carrier has liability insurance of at least SDR 1,000,000.00, of which SDR 113,100.00, as a strict liability and immediate payment as in line with the Montreal Convention, for damages arising from the death or bodily injury of a passenger caused on board the aircraft or in the course of any of the operations of embarking or disembarking, with no possibility to exclude or limit such liability.
 - ii. the Carrier shall hold adequate liability insurance covering its liability under applicable air law conventions including third party liability and war risks.
- c. The User Organization shall be responsible for making adequate arrangements for the insurance of any passenger or cargo transported at its request. The User Organization shall be responsible for obtaining from the insurer an express waiver of their rights of action against WFP/UNHAS for any claim of whatever nature which may be brought in connection with the operation of the aircraft or the carriage of any person or cargo.
- d. The User Organization shall indemnify and hold harmless WFP/UNHAS and/or its officials against any claim of whatever nature which may be brought in connection with any death, personal injury, disability or any loss or damage arising out of the operation of the aircraft (including airdrop or similar activities) or the carriage of any person or cargo, except as may be caused by the gross negligence or wilful misconduct of WFP/UNHAS and/or its officials.

Article VII. Duration & Termination

- a. The General Terms and Conditions of Services shall be valid for the duration of the WFP/UNHAS operation from the date of the acceptance by the User Organization representative.
- b. WFP/UNHAS shall be entitled to exclude any User Organization from the services provided without prior written notice in the event of a material breach of the User Organization's essential obligations established in the General Terms and Conditions of Services, provided that the User Organization has been properly notified in writing of such breach and failed to cure it within 14 days of notification.

Article VIII. Dispute Resolution

- a. The General Terms and Conditions of Services shall be governed by the general principles of international commercial law, with the exclusion of any single national system of law.
- b. If the User Organization is a UN entity, any dispute, controversy or claim arising out of the interpretation or execution of the General Terms and Conditions of Services shall be settled by direct negotiations between the Parties. Failing resolution in this manner, the matter will be referred to the Executive Director of WFP and the Executive Head of the User Organization for decision.
- c. If the User Organization is not a UN entity, any dispute, controversy or claim arising out of the interpretation or execution of the General Terms and Conditions of Services that cannot be resolved by mutual agreement shall, at the request of either party, be settled by arbitration in accordance with the Arbitration Rules of the United Nations Commission on the International Trade Law (UNCITRAL), as at present in force. The place of arbitration shall be Rome and the language to be used in the arbitral proceeding shall be English. Any arbitration award rendered in accordance with the provisions provided herein shall be final and binding to the Parties.

Article IX. Privileges and Immunities

Nothing in the General Terms and Conditions of Services shall imply a waiver by the United Nations World Food Programme, UNHAS, ICAO, the United Nations or any of its Agencies or Organizations, of any privileges and immunities enjoyed by them pursuant to the 1946 Convention on the Privileges and Immunities of the United Nations, the 1947 Convention on the Privileges and Immunities of the Specialized Agencies, customary international law, other relevant international or national agreements, and under domestic law.



Financial Conditions for the Provision of Air Transportation Services

Between the United Nations World Food Programme and		in Country
<p align="center">This document establishes the Financial Conditions for the provision of Air Transport Services by WFP/UNHAS ("Financial Conditions"), as referred to in the Standard Terms and Conditions of Service for the provision of United Nations Humanitarian Air Services ("Standard Terms and Conditions") and the Standard Administrative and Operating Procedures ("SAOPs").</p>		
1. TERMS OF PAYMENT		
<p>1.1 The User Organization shall pay in advance for all flights and services rendered by WFP/UNHAS unless otherwise agreed. The prepayment may be received as:</p> <ul style="list-style-type: none"> • Advance payment for individual passenger or cargo movements • Lump-sum payment for a month(s) planned movements for both passenger and cargo • Prepayment for Special Flight (s) <p>1.2 In each case, the prepayment will be an estimate of expected movements; final costs will be based on actual flights and services rendered and the statements will be shared with the User Organization.</p>		
2. ADDITIONAL CHARGES		
<p>2.1 Excess baggage charges Excess baggage shall be charged as stated in WFP/UNHAS SAOPs.</p> <p>2.2 Sharing of Special Flights charges When special flights are arranged for several User Organizations, movements shall be charged proportionally to each User Organization. The relevant charges shall be shared between User Organizations based on number of occupied seats or respective cargo's volume and weight by each User Organization or as agreed between User Organizations.</p> <p>2.3 Medical Evacuations The User Organization shall follow the procedures established in the SAOPs should medical evacuation be required. If a request cannot be accommodated on a scheduled WFP/UNHAS flight, WFP/UNHAS shall task a Special Flight for medical evacuation using the most appropriate air asset available at the time of request or procuring/deploying an additional air capacity, as appropriate. The User Organization shall bear all costs of such flight(s).</p> <p>2.4 Handling services On scheduled flights, no additional fee shall be charged for apron services, handling and loading facilities, equipment and staff to receive, handle and load/offload onto the aircraft</p>		
3. PREPAYMENT / DEPOSITS		
<p>The User Organization may opt to maintain a fixed deposit on account with WFP/UNHAS instead of prepayments. In this case, WFP/UNHAS will issue an invoice for the monthly costs incurred in lieu with the monthly Balance of Statement subject to the balance being positive.</p>		
4. INVOICING		
<p>4.1 In the case of special individual agreements between WFP/UNHAS and the User Organization, the User Organization will be invoiced by the 15th of every month and shall arrange payment to WFP/UNHAS no later than 30 (thirty) days from receipt of invoice.</p> <p>4.2 Any failure by the User Organization to honour its payment obligations stipulated herein within 30 (thirty) days from receipt of invoice may result in passengers and/or cargo being denied boarding until full settlement of any outstanding amounts.</p>		
5. LATE CANCELLATION, NO SHOWS, & NON-UTILISED SPECIAL FLIGHTS		
<p>Cancellations which are not notified to WFP/UNHAS in the conditions set forth in the Booking Procedures' correspondent paragraph in the SAOP and "No Shows" shall be charged to the User Organization at full ticket price. When special flights have been requested but not utilized, demurrage at a minimum guaranteed hour rate of applicable 2 block hours per day will be charged to the User Organization unless cancellation is made in writing at least 24 hours prior to the flight date.</p>		
6. OPERATIONAL CONDITIONS		
<p>Special Flights block hours for air-aborts or extended flights shall be due by the User Organization in all cases, including but not limited to unexpected changes in weather, air-safety or security conditions, at the point of departure, en-route or at destination.</p>		
7. FLIGHT COSTS AND PAYMENTS		
<p> </p>		
THE SIGNATORY WARRANTS THAT (S) HE IS AUTHORIZED TO SIGN THE PRESENT FINANCIAL CONDITIONS IN THESE TERMS		
SIGNED FOR AND ON BEHALF OF:	DATE:	
NAME:	SIGNATURE:	
POSITION WITHIN ORGANIZATION:		



Organization Signatory Introduction Form

would like to introduce the below staff members as the authorized/approving officers and/or focal points to process and handle all our official passenger bookings/cargo with UNHAS

GENERAL INFORMATION

(TO BE COMPLETED BY THE ORGANIZATION)

NAME/TITLE OF ORGANIZATION	BUSINESS ADDRESS	HEAD OF ORGANIZATION EMAIL ADDRESS	HEAD OF ORGANIZATION TELEPHONE NUMBERS

DETAILS FOR THE AUTHORIZED/FOCAL POINT SIGNATORIES TO APPROVE STAFF TRAVEL BOOKINGS/CONSIGNMENT OF CARGO

FOCAL POINT <small>(PLEASE INCLUDE EXACT NAME AS SHOWING ON ID CARD)</small>	TITLE/DESIGNATION	SIGNATURE	ORGANIZATION ID #
1 NAME: EMAIL: TELEPHONE:			
2 NAME: EMAIL: TELEPHONE:			
3 NAME: EMAIL: TELEPHONE:			

I, the Accountable Officer of the above mentioned organization, affirm that the Officers named above possess the delegated authority to authorize the consignment of the organization's cargo and the travel of staff directly employed by the organization on UNHAS aircraft and that such travel/consignment of cargo shall be in accordance with UNHAS rules and regulations currently in force.

NAME IN FULL OF HEAD OF ORGANIZATION:	STAMP
SIGNATURE:	
DATE:	



Passenger Booking Request Form

ONE PASSENGER - MULTIPLE DESTINATIONS

COMPLETE IN BLOCK LETTERS ONLY. Forward by e-mail to

THE BOOKING FORM, WHEN COMPLETED, IS TO BE FORWARDED / DELIVERED TO UNHAS AT LEAST TWO WORKING DAYS PRIOR TO THE DATE OF TRAVEL

PASSENGER NAME:	CUSTOMER ACCOUNT NUMBER:	RECEIVED BY:	
GENDER M/F:		DATE:	
UN/NGO AGENCY NAME:			
TELEPHONE:			
E-MAIL CONTACT:		PASSPORT NUMBER:	ID DOC. NUMBER:
NATIONALITY:	FROM	TO	UNHAS BOOKING REFERENCE NUMBER
REQUESTED FLIGHT DATE			
PURPOSE OF TRAVEL			

IMPORTANT REMARKS:

THE SIGNATORY CONFIRMS HEREWITH THAT THE APPLICANT IS AN EMPLOYEE OR ASSOCIATE OF THE ABOVE AGENCY/ORGANIZATION AND CERTIFIES THAT TRAVEL IS FOR **OFFICIAL** DUTIES ONLY

AUTHORIZED BY AGENCY FOCAL POINT: (PLEASE PRINT NAME)	STAMP
SIGNATURE:	
DATE:	



Passenger Booking Request Form

MULTIPLE PASSENGERS - SAME ROUTE; SAME DATE

COMPLETE IN BLOCK LETTERS ONLY. Forward by e-mail to

THE BOOKING FORM, WHEN COMPLETED, IS TO BE FORWARDED / DELIVERED TO UNHAS AT LEAST TWO WORKING DAYS PRIOR TO THE DATE OF TRAVEL

DATE OF FLIGHT:		CUSTOMER ACCOUNT NUMBER:	RECEIVED BY:	
DEPARTURE POINT:			DATE:	
ARRIVAL POINT:				
TELEPHONE:				

PASSENGER NAME	E-MAIL CONTACT	GENDER M/F	NATIONALITY	UN/NGO AGENCY NAME	TELEPHONE	ID DOC. NUMBER	BOOKING NUMBER	REMARKS

PURPOSE OF TRAVEL

IMPORTANT REMARKS :

THE SIGNATORY CONFIRMS HERewith THAT THE APPLICANT IS AN EMPLOYEE OR ASSOCIATE OF THE ABOVE AGENCY/ORGANIZATION AND CERTIFIES THAT TRAVEL IS FOR **OFFICIAL** DUTIES ONLY

AUTHORIZED BY AGENCY FOCAL POINT: (PLEASE PRINT NAME)	STAMP
SIGNATURE:	
DATE:	

LETTER OF INTRODUCTION

Date:

Dear UNHAS CATO,

The bearer of this letter has been booked to fly on UNHAS but is not in possession of an Agency/Organization ID Card. To comply with the UNHAS regulation, the bearer asks to be accepted for travel using the following form of identification: -

(All Fields are Mandatory)

Passenger Full Name:

Name of Agency Requesting:

Flight Date(s):

Route: From: _____ To: _____

Type of ID (National, Passport, Etc.):

ID Number:

Date of Birth:

Passenger currently working for (specify name of passenger's organization):

Position held in the organization/company:

The Concerned Partner/Company Contact Information (Phone Number/E-mail address):

Reason of travel:

Should UNHAS wish to clarify the status of this traveler, kindly contact our Focal Point: -

Focal Point Name:

Focal Point Tel:

Head of Agency/Organization/Mission Name:

Signature: _____

NB: Agency stamp required



Cargo Movement Request Form

INSTRUCTIONS FOR USE: Please complete this form as detailed as possible and attach a full packing list as a supplement. The form and packing list have to be sent electronically to WFP UNHAS Cargo Booking office.								FOR WFP-UNHAS USE ONLY		PRIORITY			
								ETD:					
								MVT REQ#:					
ORGANIZATION NAME						ONE FORM PER DESTINATION							
						FROM:							
CONSIGNER			CONSIGNEE			TO (UNHAS DESTINATION ONLY):							
CONTACT PERSON:						FINAL CARGO DESTINATION: (IF DIFFERENT FROM UNHAS DESTINATION)							
TITLE:						REQUESTED SHIPPING DATE (DD/MM/YY):							
TELEPHONE:						If you need to request movement for more than 14 lines of commodities, please use several forms, do not add lines to this spreadsheet.							
E-MAIL:													
	QUANTITY	UNIT OF MEASURE	DESCRIPTION OF ITEMS	PACKAGE TYPE	PACKAGE QTY	TOTAL GROSS WEIGHT (KG)	TOTAL GROSS VOLUME (M³)	ORG. ITEM DESC./ CODE ITEM	REMARKS				
EX	24	KIT	HEALTH KIT	PALLETS	2	15	2	ANALYSIS KIT					
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
TOTAL		TOTAL PIECES / WEIGHT (KG) / VOLUME (M³)						** Be prepared to move shipment to the loading point with 24 hours notice					
COMMENTS, SPECIAL INFORMATION ON CARGO (COLD CHAIN) AND DANGEROUS GOODS INFORMATION				Dangerous Goods cargo for transport will only be carried when packaged & labelled according to ICAO regulations. The comments box above should list the UN ID number for any & all hazardous 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 WFP-UNHAS Cargo Booking staff (xxxxx@wfp.org). All customs / governmental / taxation / transport issues should be complete and the cargo available at the departure location as requested by the Logistics Officer at the respective loading location. Please note that WFP cannot be held liable for any damage or loss of any goods. WFP-UNHAS 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 TRANSPORT IS PACKED IN ACCORDANCE WITH ICAO 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.									
SIGNATURE/NAME (ELECTRONIC): AGENCY/ORGANIZATION AUTHORISED PERSON				FOR WFP-UNHAS USE ONLY									
				CALLSIGN/PLANNED DATE/TRANSPORT		CALLSIGN/ACTUAL DATE/TRANSPORT		REMARKS					
DATE:													



Shipper Dangerous Goods Declaration

SHIPPER		REFERENCE NUMBERS	
NAME:		AIR WAYBILL:	
ADDRESS:		SHIPPER REFERENCE NUMBER:	
CONSIGNEE:		NAME OF CARRIER/AGENT:	
RESERVED FOR TEXT, INSTRUCTIONS, ETC.			
MEANS OF TRANSPORT:		PORT/PLACE OF DEPARTURE:	
PORT/PLACE OF DESTINATION:			
RESERVED FOR TEXT, INSTRUCTIONS, ETC.			
MARKS & NUMBERS. NUMBERS AND KIND OF PACKAGES; DESCRIPTION OF GOODS* / INDICATE: HAZARD CLASS/DIV; UN NUMBER: FLASHPOINT (IN CO) (IF REQUIRED)			
GROSS WEIGHT (KG) / NET QUANTITY (IF REQUIRED)			
ADDITIONAL INFORMATION			
Special information is required for (1) substances and articles in classes 1 and 2, (2) Infectious substances (Class 6.2), (3) Radioactive materials (Class 7) and (4) Dangerous goods in limited quantities. In certain circumstances (5) a container packing certificate, (6) a vehicle declaration, (7) a weathering certificate, or (8) a certificate exempting a substance or article from the provisions of the International Maritime Dangerous Goods (IMDG) code is required.			

DECLARATION

I HEREBY DECLARE THAT THE CONTENTS OF THIS CONSIGNMENT ARE FULLY AND ACCURATELY DESCRIBED ABOVE BY PROPER SHIPPING NAME, AND ARE CLASSIFIED, PACKAGED, MARKED, AND LABELLED/PLACARDED, AND ARE IN ALL RESPECTS IN THE PROPER CONDITION FOR TRANSPORT ACCORDING TO THE APPLICABLE INTERNATIONAL AND NATIONAL GOVERNMENTAL REGULATIONS.

NAME/STATUS OF SIGNATORY:
SIGNATURE ON BEHALF OF THE SHIPPER:
PLACE:
DATE:



Excess Weight & Cargo Form

DATE OF FLIGHT:		FLIGHT NUMBER: UN	
DESTINATION:			
PASSENGER NAME:			
ORGANIZATION:			
FOCAL POINT CONTACT PERSON/EMAIL:			
TICKET NUMBER:		<input type="radio"/> PERSONAL BAGGAGE <input type="radio"/> AGENCY LUGGAGE <input type="radio"/> CARGO	
<small>TICK AS APPLICABLE/BAGGAGE ALLOWANCE IS 20kgs PER PASSENGER INCLUDING HAND BAGGAGE</small>			
EXCESS WEIGHT (kgs):			
TOTAL CHARGES:			

PASSENGER/REPRESENTATIVE ACKNOWLEDGMENT

I ACKNOWLEDGE THAT THE ABOVE PERSONAL LUGGAGE EXCESS WEIGHT AND ITS RELATED CHARGES ARE CORRECT AND THAT THE CHARGES WILL BE BILLED TO ME THROUGH MY ORGANIZATION. FOR ADDITIONAL CARGO WEIGHT & AGENCY LUGGAGE, CHARGES WILL BE BILLED TO MY ORGANIZATION ONCE THEY CONFIRM IT

Name:

Signature:

IMPORTANT REMARKS:



Medical Evacuation Request/Authorization

DATE:	
REQUESTING ORGANIZATION:	
REQUESTOR NAME AND TITLE:	
NAME OF LOCATION TO BE EVACUATED FROM:	
NUMBER OF STAFF TO BE EVACUATED:	

NAMES AND DETAILS OF EVACUEES AS PER ATTACHED BOOKING FORM (LIST).
I DO CONFIRM THAT INFORMATION PROVIDED IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Signature:

Stamp:

UN Doctor or recognized Medical Doctor/Hospital FIT TO FLY statement

NAME OF PATIENT:	YES	NO
THE PATIENT IS FIT TO FLY:		
THE PATIENT SUFFERS FROM A CONTAGIOUS DISEASE:		
THE PATIENT NEEDS TO FLY WITH A STRETCHER:		
THE PATIENT HAS TO BE ACCOMPANIED BY MEDICAL STAFF:		

DOCTOR REPORT, CERTIFICATION/STATEMENT OR OTHER COMMENTS:

Doctor's name
and signature:


Doctor's or
Clinic Stamp:

Clinic name and location:

AFTER MISSION REPORT

Pilot in command:

IMPORTANT REMARKS :

	<p align="center">FLIGHT REQUEST TO A NON-SCHEDULED DESTINATION DEMANDE DE VOL POUR UNE DESTINATION NON PROGRAMME</p>
<p>1. Organisation/ Organizations</p>	
<p>2. Point Focal/ Point Focal</p>	<p>Nom/Name :</p>
	<p>E-mail :</p>
	<p>TEL : SAT :</p>
<p>3. Motif/Objective</p>	
<p>4. Destination/Destination</p>	
<p>5. GPS Coordonnées / GPS Coordinats</p>	<p>Latitude: Longitude:</p>
<p>6. Date aller (+/-1j)/Departure date</p>	
<p>7. Date retour (+/-1j)/ Return date</p>	
<p>8. Logistique contraintes/Logistics constraints</p>	
<p>9. Sécurité & Sûreté contraintes / Security and Safety constraints</p>	
<p>10. Arrangements sécuritaires/ Security arrangements</p>	
<p>11. UNHAS Validation/</p>	

- 8. SVP préciser les contraintes logistiques de cette mission qui justifient selon vous le support hélicoptère/avion
- 9. SVP préciser les contraintes sécuritaires de cette mission qui justifient selon vous le support hélicoptère/avion
 SVP préciser la situation sécuritaire dans la zone.
- 10. SVP préciser le dispositif sécuritaire qui sera mis sur place pour assurer la sécurisation du site et de l'hélicoptère/avion une fois au sol (Si nécessaire)

Special Flight Request Form

Democratic Republic of the Congo

ORGANIZATION:

INTENDED DATE FOR THE FLIGHT:

ROUTE :

NUMBER OF PASSENGERS TO BE TRANSPORTED:

WEIGHT AND VOLUMEN OF THE CARGO TO BE TRANSPORTED:

FOCAL POINT EMAIL:

ADDITIONAL COMMENTS:

IMPORTANT REMARKS:

1. UNHAS will response to the request subject to the aircraft availability and will determine the most suitable asset to carry out the flight.
2. If any of the locations included within the route are not part of the UNHAS scheduled destinations, the Annex 10 in UNHAS SAOP "FLIGHT REQUEST TO A NON-SCHEDULED DESTINATION" must be attached to this form.
3. If the flight is requested to an ad hoc destination where UNHAS doesn't have staff, a Field Focal Point must be assigned/provided as established in the point 3.4 of UNHAS SAOP.
4. A proforma with the estimated cost for the chartered flight will be sent and it must be signed by the organization's representative or focal point and returned to UNHAS prior the intended date for the flight as acceptance of the estimated cost.
5. The final invoice based on the actual hours flown, will be provided by the 15th of the next month after the execution date of the special flight and the payment must be done within the next fifteen (15) following days.

NAME:

SIGNATURE:

FOR WFP-UNHAS INTERNAL USE ONLY

TYPE OF A/C:

REGISTRATION MARK:

BLOCK HOURS:

FUEL CONSUMPTION (l/h):

TASKING OF THE AIRCRAFT FOR THE SPECIAL FLIGHT AUTHORIZED BY:

NAME:

SIGNATURE:

Firearm Declaration Form

Name of Passenger (CPT):	Flight:	From/To:
Identification (Passport, ID card, etc.) :	Ticket No:	Time:
	Bag No:	Date:
Purpose of carrying firearm:	Type:	Serial No:
	Ammunition:	Tag No:
Approved by: WFP/UNHAS REP (Name and signature): Local Authority REP (Name and signature):	Pilot in Command (PIC): (Name and signature)	Passenger (CPT): (Name and signature)
Acceptance - Return of firearm I confirm that I received the above weapon and ammunition. YES There are no further claims made in this matter NO Specify the details below Date:	Returning officer (PIC)/ UNHAS REP (Name and signature):	Passenger (CPT) (Name and signature):



Firearm Statutory Declaration

Firearm Statutory Declaration (CPT OFFICER)

I hereby confirm that I do not have any other munitions or weapons of war on my person or have allocated such items to any other persons on the flight.

I understand that for safety reasons, I am prohibited by international law to carry such items into the cabin.

I confirm that all weapons and ammunitions have been made "safe".

I understand and consent that all weapons and ammunitions will be placed in the aircraft storage or baggage compartment.

I confirm that the weapons and ammunition is packaged in an approved manner.

I hereby indemnify **WFP/UNHAS** and the carrier, Air operator, from any and all damages which may result from the carriage of the declared weapons and/or ammunition.

Passenger (CPT)

WFP/UNHAS Rep

PIC

Name

Name

Name

Signature_____

Signature_____

Signature_____

Date:

Body Evacuation Request Form

REQUEST FOR A BODY EVACUATION **DEMANDE D'EVACUATION MORTUAIRE**

DATE :	TIME / HEURE :
--------	----------------

Requester's name / Nom du demandeur :

Departure date / Date de départ :

Origin / Point de départ:	Destination:
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Name of the deceased/ Nom de la personne décédée :
--

Nationality of the deceased/ Nationalité de la personne décédée:
--

Cause of death / Cause de décès :

Name of the organization requesting the evacuation / Nom de l'organisation parraine:
--

Does the corpse bleed ? / Le cadavre saigne-t-il ?
--

Name of medical personnel certifying death / Nom du personnel médical certifiant le décès :

Name of person(s) accompanying the body / Nom de la ou des personne(s) accompagnant le corps :
--



Body Evacuation Request Form

Other relevant information / Autres informations utiles :

Physician's comments (if any) / Observations du médecin (*le cas échéant*) :

Surname and first name of the doctor / Nom et prénom du médecin:

Signature :

Date :

Name of Requester (Head of Organization) / Nom du demandeur (Chef de l'Organisation) :

Signature :

Date :