

CHAPTER 5

5. FLIGHT SCHEDULE / TASKING

The passenger service operates based on a fixed Weekly Flight Schedule from Saturday to Thursday. Fridays are reserved for aircraft maintenance and to ensure compliance with international safety standards for crew rest duty time limitations and administrative requirements. However aircraft may be utilised any day (including Fridays, and holidays) should emergencies such as medical or security evacuations arise.

5.1. TYPE OF SCHEDULE

5.1.1. SUMMER & WINTER SCHEDULE

During summertime, UNHAS operates its flights earlier than in wintertime due to longer days. This allows UNHAS to operate much smoother due to no winter challenging climate.

During winter, UNHAS operates its flights later than summertime due to shorter days. Operating in wintertime also requires UNHAS and the operators some additional requirements and procedures to follow such as de-icing the aircraft and closely monitoring the weather conditions of those locations scheduled on that particular day.

5.2. TYPE OF FLIGHTS

UNHAS provides different type of flights as per the following list:

- i. Scheduled flights
- ii. Charter flights
- iii. Special flights
- iv. Emergency flights, i.e. MEDEVAC / SECEVAC
- v. Ferry flights
- vi. Others

5.2.1. SCHEDULED FLIGHT

UNHAS has a Weekly Flight Schedule which is shared with all UNHAS users and performed on a weekly basis.

This weekly schedule may be adjusted with new destinations and/or changes in the frequency, which is immediately shared with all users.

5.2.2. CHARTER FLIGHT

UNHAS does provide charter flight services to its users and agencies. The agency addresses its request(s) to UNHAS Booking Office endorsed by CATO after a mutual agreement on the charter flight pricing is made. UNHAS AOCC then prepares the flight tasking accordingly. Charter flight services are provided on the basis of resources availability.

5.2.3. MEDICAL AND SECURITY EVACUATIONS

In the event of an emergency, UNHAS has been providing such services. For medical evacuation (MEDEVAC), the patient (or the client on his/her behalf) must submit the request along with a medical certificate from the doctor certifying he/she is fit to fly and his/her disease is not epidemic (does not endanger the lives of other passengers). Or a special medevac flight would be arranged to the patient.

For the Security Evacuation, the agency has to submit the request indicating the details of the person with approval from the UNDSS (security focal point).

5.2.4. FERRY FLIGHT

Ferry flights could be defined as an aircraft flying within the mission area or overseas for maintenance, therefore the cost of such ferry flight is covered by the operator (the company owns the aircraft). UNHAS will not be liable either to share or cover the cost of such ferry flight. In these circumstances, UNHAS will not utilize the aircraft either to book or put its passengers and cargo in the aircraft.

5.2.5. FIGHT TASKING PROCEDURE

The UNHAS Booking Section is extracting the passenger bookings from E-FMA as per the Weekly Flight schedule and submits the passengers' figures to the AOCC every morning latest by 1100 local time for the next day of flight date. However, on Thursday morning by 1100, UNHAS is making the flight tasking for Saturdays and Sundays due to weekend (Fridays are considered as a weekend "day off – no flights").

The AOCC then releases the Daily Flight Tasking (DFT) at around 12:00LT.

5.2.6. DFT - DAILY FLIGHT TASKING

UNHAS AOCC prepares the DFT for ATO approval and then released to the operation stakeholder once approved.

5.3. FLIGHT SECURITY PROCEDURES

UNHAS mandate is to serve the entire humanitarian community as per the IASMN (Inter-Agency Security Management Network) which in the case of Afghanistan, statistically is composed by 66% non-UN staff (NGO community, Diplomats, Donors) and 34% for UN staff.

It is important to note on this regard, that the non-UN users/staff are not under the umbrella of the United Nations Security Management System.

Security risk management is an integral part for all UNHAS flights, in order to identify and manage risks of undertaking the flights within Afghanistan.

5.4. VALID AERONAUTICAL INFORMATION

5.4.1. NOTAM

UNHAS AOCC is monitoring the NOTAMs for the respective flight destinations and shares them with the crew.

UNHAS does not have the liability of sharing NOTAMs with the crew but does it to support the operator. The flight package shared with the crew, contains NOTAMs, weather reports, security clearance and advisories, PPRs and other relevant documents.

5.4.2. FLIGHT PLAN

The respective operator (aircraft crew) is responsible to file their flight plan at the ATC and Briefing Office at Kabul International Airport prior the flight.

When preparing the schedule, the requirements for each destination are based on number of passengers, security situation, active NOTAMs, approval of PPRs endorsed by the National/International aviation authority, type of aircraft that best suits requirements, daily timings and expected regional weather conditions. No flight will be scheduled to exceed the duty and flight limitation of the relevant crew.

It is the sole responsibility of the respective Operator's Project Manager to provide its crew with up-to-date NOTAMs and weather reports prior to each flight. UNHAS AOCC has no liability in arranging such information but it can do it on ad-hoc and supporting the operator in the best of the safety.

CHAPTER 6

6. ELIGIBILITY AND REGISTRATION PROCESS

6.1. ELIGIBLE USERS

The eligible users are the Humanitarian Community such as National and International NGOs, UN agencies, Donors and diplomatic/embassies, Implementing Partners, which are approved and endorsed by the UNHAS Board of Directors.

For any and all eligible UNHAS users, seat allocation and confirmation of flights will be done on a "first come, first served" basis. UNHAS does not differentiate between UN agencies or any other type of organizations, NGOs, and other users, neither between international nor national staff.

6.2. REGISTRATION PROCESS

The registration form is to be duly completed and submitted as follows:

- a. For UN Agencies, Diplomatic Missions and Donor Agencies: Complete PART “A” Only with a covering letter. No other documentation is required to be attached to this application. The application form and the letter is required to be signed by the Head of Agency/Mission.
- b. For an International and National NGO: Complete PARTS “A” and “B” only. This registration form is to be submitted together with:
 - i. A letter of introduction of the organization;
 - ii. A letter of introduction/recommendation from the funding organization;
 - iii. A copy of the organizations registration form with the Ministry of Economics

Note: When submitting the application for registration, the organization concerned is to bring with it the original registration certificate for inspection and verification by UNHAS.

- c. For any Organization Contracted by UN Agencies, Diplomatic Missions, Donor Agencies and International NGOs for Humanitarian and Rehabilitation Projects: Complete PARTS “A” and “C” only. This registration form is to be submitted together with:
 - i. A letter of introduction of the organization;
 - ii. A letter of introduction/recommendation from the funding organization;
 - iii. A copy of the Company’s Certificate of Incorporation; and
 - iv. A letter of acknowledgement from the Head of the Afghan Ministerial Body responsible for the project.

The duly completed application for registration and all documents (as required) is to be presented to the UNHAS Booking Office Supervisor in the UNHAS main Office Kabul to process the application and submit to the UNHAS Board of Directors.

All applications will be forwarded to the UNHAS Board for approval. Applicants will be notified in writing of the Board’s decision.

IMPORTANT NOTICE TO APPLICANTS

Please note that the privilege of travel on UNHAS aircraft is limited only to personnel who are directly employed by the organization registered. The abuse of

this privilege may result in the registration of the offending organization being cancelled without prior notice and withdrawal of all privileges.

For eligible UNHAS clients, seat allocation and confirmation of flights will be done on a “first come, first served” basis. UNHAS does not differentiate between UN agencies and other clients, neither between international or national staff.

Standard Passenger Movement Reservation Request Form (PMRF) has been distributed by UNHAS, and is available to prospective passengers in all UNHAS booking offices.

6.3. JOURNALISTS

Journalists may fly with UNHAS provided that they:

- a. Are sponsored and booked through a diplomatic mission (Embassy), UN agencies and national or international NGO.
- b. Are in possession of a press-card or letter of accreditation from the media they represent.
- c. Their mission must be related to the work of the sponsoring agency.
- d. The sponsoring agency takes full accountability for the booking, in terms of security, behaviour, and for the contribution per passenger transported (cost recovery) as per the published fares, noting that in all cases, the journalists are paying the same UN rate, even if sponsored by NGO.

In absence of the above, no journalist will be accepted to fly on UNHAS

6.4. MILITARY AND POLICE

As per UNHAS mandate, no military or police personnel are allowed to fly by UNHAS aircraft, wearing military or police uniforms/clothe/gear.

Additionally any passenger wearing military uniform/clothe, will be denied or advised to change clothes before accepted by the check-in counter.

6.5. DEPENDENT TRAVEL

Dependent travel, children (below the age of 18 years old) and/or mahrams (family member escorting female staff) can be authorized by the Head of the relevant Agency requesting by letter to UNHAS and to be processed together with the booking request, which also requires the approval from UNHAS management. All dependents are subject to the same charges and rates as per the parent agency requesting the travel.

A child younger than 2 years old is allowed to travel free of cost while no occupying an available seat.

6.6. BOOKING PROCEDURE AND FOCAL POINT RESPONSIBILITY

6.6.1. ONLINE INTERNET (WEB-BASED) BOOKINGS

UNHAS implemented the 2nd Phase of Electronic Flight Management Application (EFMA) – booking system, wherein the Users would be provided with a client friendly working tool, which would allow the Users to book on-line, without having to come in person or submit email booking forms.

Online booking will initially be accepted from agencies who have opened accounts and deposited down payments with UNHAS, those who have consistently made timely payments or those with separate approved agreements with UNHAS. All the agencies maintaining an active account with UNHAS, shall be availing the on-line booking system, to process all bookings or passenger travel on UNHAS Flights through the online web page. The new system may replace the Booking form with an on-line User name and Password, which shall be duly advised to the head of organization, who in turn should nominate a respective Focal Point.

6.6.2. PASSENGER MOVEMENT RESERVATION REQUEST FORM (PMRF)

The PMRF has been distributed by UNHAS, and is available to prospective passengers in all UNHAS booking offices.

The PMRF can be presented in our UNHAS Booking Offices or sent by email, from the authorized Agency Focal Point.

6.6.3. BOOKING OFFICE AT UNHAS (BO)

UNHAS Booking Offices (BO) are in organizational structure of UNHAS Office in Kabul (Booking Office) and Field Booking Offices (FBO) which are deployed in strategic locations or hubs. Reservations can be arranged for any destination at the UNHAS offices in the Kabul BO, Bamian, Jalalabad, Faizabad, Kunduz, Mazar, Herat and Kandahar. Weekly flight plan is a basic document for the booking and planning of the flights.

BO located in Kabul will compile all booking request, on basis of which the AOCC will produce the DFT for the next day

6.6.4. BOOKING OFFICE AT FIELD STATIONS (FBO)

Field stations will do booking as per procedures in place. They must enter the booking details/data in the Booking System (EFMA).

If request for booking is received in a Daily Report and passenger is on a wait list, Field Station will inform by the email respective UNHAS office on passenger status. Station has to inform the agency/passengers of the status of their bookings. Passengers on a waiting list must be advised about their travel alternatives.

Late booking can be accepted subject to approval by UNHAS management.

Reservation of seats in the Station must be closely coordinated with the BO in Kabul. Reservation of seats is officially closed 48 hours in advance. After that time reservation of seats can be done only with prior consultation and authorization from BO Kabul.

Booking request details will be forwarded to the MBO Kabul in the Daily Report and passenger has to be informed on earliest convenience on his booking status.

All Booking details must be recorded and sent daily in a Daily Report at 16:00 the one day before the flight

6.6.5. VERIFICATION OF DOCUMENT AND INFORMATION

Upon presentation of a request for travel booking by a customer the UNHAS clerk at the booking counter, after confirming the sit availability on the particular requested flight, receive officially the request by stamping the request with current date. It is to note that uncompleted form or partially completed form is not to be accepted (Agencies focal points/passengers MUST ensure to provide full names with nationality on the PMRF and the names must match with their agency ID card and passport).

Passengers without a proper request are not allowed to fly except in emergencies. In such cases request for travel should be accepted by UNHAS Management by email and duly completed PMRF documentation shall be submitted on earliest convenience.

All reservations must be made by presentation of the documentation required above to the nearest UNHAS office. Where there is no UNHAS BO, reservations must be made by the passenger's organization in Kabul through the BO of UNHAS Kabul. Passengers making reservations for unofficial travel through their respective organizations are responsible for making arrangements to reimburse their organization for their expenses.

No requests for reservations by Email or telephone will be accepted. Only those agencies maintain customer account with UNHAS, they can send their booking as per E-mail booking procedures (duly completed PMRF) to be sent by scan to the UNHAS-AFG.RESERVATION@WFP.ORG or those agencies who already started online (internet booking).

Only fully paid reservations (either by cash payment or account holder) will be confirmed “on a first come, first served basis” if seats are available.

All passengers are obliged to provide the relevant UNHAS office with their mobile number, E-mail address and the point of contacts to enable UNHAS to inform passengers in case of a change of flight schedule or of a late cancellation of the flight

Once a booking is received and valid, it must be inserted in the passenger manifest in the UNHAS Booking System. No passenger is allowed to travel on UNHAS flights without valid Agency Identification (ID card), national identity card (Afghan Nationals) and or passport (For International staff).

In order to meet minimum security requirements, it is mandatory that passengers possess these vital documents when traveling on UNHAS flights. As per security procedures in place ID card printed in a plain piece of paper WILL NOT BE ACCEPTED. Only valid and laminated (interlocking with plastic coated) ID card will be accepted.

Any non-agency staff (consultants or any other staff on short term contract or mission), booked and sponsored by UN Agencies, NGOs, Donor, Embassies, must have a letter signed by the head of his/her agency with photo attached on the letter, confirming that the agency sponsors/guarantees, in terms of liability, security and responsibility. This letter must be produced and endorsed by UNHAS at the booking office prior to date of travel.

Non-compliance with the above regulation, the passenger/s will be denied access to UNHAS flights and will be considered as "no show" for the flight and loose in totality flight charges paid thereof.

6.6.6. BOOKING PROCESS / TIME LINE

Booking Time Line (closing deadline)

In line with the UNHAS Standard Administrative and Operating Procedures (SAOP) bookings are officially closed 48 hours (working days) in advance before the travel date.

Late bookings for all flights may be EXCEPTIONALLY accepted subject to space availability. The Passenger Movement Request Form (PMRF) must be duly completed and sent to UNHAS before 1200 Hrs the day preceding (before) the date of intended flight - Reference table below. You are kindly requested to book earlier than the deadline to avoid disappointment.

For this purposes, please be informed that UNHAS Flight reservation and booking offices are open during week days - Sundays through to Thursdays but will remain

closed on Fridays and Saturdays. Therefore, please remember that passengers wishing to travel on Saturdays and Sundays must submit booking requests not later than Thursday 1200 p.m (48 hours).

In the event of flight cancellations falling during Official UN public holidays, UNHAS will advise accordingly via specific memos.

Online Internet (web-based) Bookings UNHAS is implementing the 2nd Phase of Electronic Flight Management Application (EFMA) – booking system, wherein the Users would be provided with a client friendly working tool, which would allow the Users to book on-line, without having to come in person or submit email booking forms.

Online booking will initially be accepted from agencies who have opened accounts and deposited down payments with UNHAS or those who have consistently made timely payments to UNHAS. All the agencies maintaining an active account with UNHAS, shall be availing the on-line booking system, the Electronic Flight Management Application (EFMA – Takefilte) to process all bookings or passenger travel on UNHAS Flights. The Booking form will now be replaced with an on-line User name and Password, which shall be duly advised to your head of organization, who in turn should nominate a respective Focal Point.

The bookings have to be processed via the EFMA, not later than 48 working hours in advance of travel date and shall specify:

- i. Destination;
- ii. Date of travel
- iii. The Passenger's Name, Nationality, etc.

The User organization would take sole responsibility for the integrity of bookings processed and passenger travel facilitated on UNHAS flights.

For the online Booking the eligibility of passengers to travel on UNHAS flights will be the responsibility of each entity/agency submitting a request for travel. UNHAS will consider any request for travel submitted by the designated entity/agency's focal point(s) as a valid request from this entity/agency.

Entities/agencies are requested to ensure that passengers booked and authorized to travel on UNHAS flights have appropriate travel clearance - UN personnel must have UNDSS Travel Authorization (all required travel documents where and when needed such as visa and/or security clearances are the sole responsibility of the traveller and his/her agency).

6.6.7. BOOKING POLICY / FIRST BOOKED, FIRST SERVED

As per UNHAS Mandate, the “First booked, First served” will apply for all passengers and agencies. After receiving a valid booking requests, the flight manifest will be completed on a “First Booked” basis.

Only fully paid reservations (either by cash or account holder) will be confirmed “on a first booked, first served basis” if seats are available.

6.6.8. VIP PASSENGER BOOKING/MOVEMENT

As all possible assistance should provide to this passenger category, it is important that their status is indicated in the reservation, please indicate VIP in the booking forms. The VIP code will then be indicated in the passenger list.

6.6.9. SPECIAL NEED PASSENGER

UNHAS is dedicated to provide safe, convenient and reliable travel to all individuals. In accordance to our booking procedure, we provide assistance to passengers with special need, with maximum respect and comfort. The identification of the special need at the time of reservation enhance our ability to offer the service that meet, whenever possible.

6.6.10. BAGGAGE ALLOWANCES

In order to improve service delivery, as per UNHAS Board of Directors decision effective 1st May 13, the excess baggage services discontinued, therefore, passengers with more than the maximum allowable personal baggage of 20 Kgs will have to book the additional weight as cargo and at least 24 hours before flight. Cargo charges will apply.

It is the responsibility of the passenger to make sure that their baggage conforms to the baggage weight limitations.

6.6.11. TAXES

Ministry of Transport and Aviation has imposed passenger airport tax on all flights including UNHAS. For domestic flights passenger needs to pay 1 USD and for international flights passenger needs to pay 10 USD.

UN staff using UN terminal at KIA are exempted from the tax but they are to be charged in all other airports.

UNAMA staff are exempted from the tax across the country airports.

All other agencies are to be charged at any airport in Afghanistan.

As per the endorsement of Board of Directors and approval of the Country Director, UNHAS absorbs this cost and pay it to the Ministry of Transport from the UNHAS cost recovery on monthly basis.

The payment of the taxes, and follow up actions will be done by the Finance office.

6.6.12. CONFIRMATION OF RESERVATION

Online Booking will automatically confirm the reservation of booking by the system.

Walk in Passenger, last page of PMRF will be stamp and confirm to the focal point.

6.6.13. STANDBY / WAITING LIST PASSENGER

Passengers will be notified when making their reservation in cases where seats are no longer available and it will be up to the passenger to decide if he/she wants to be WAIT LISTED. In such case travel request form will be stamped "WAIT LISTED"

6.6.14. ISSUING TICKET

UNHAS Booking Office will issue and send out the flight tickets for all confirmed passengers the day before the flight (between 1400 - 1600 hours) electronically to the concerned agencies focal points, for all booking made with UNHAS.

All agencies must ensure to receive or collect tickets for their passengers the day before the flight and inform passengers accordingly. It is not the responsibility of UNHAS to inform the relevant passengers directly. No tickets will be issued at the check-in counter except for transit passengers.

6.6.15. E-TICKET

Booking Office will send out E-Ticket to the Focal Point not to the passenger.

6.6.16. CANCELLATION OF RESERVATION / REFUND

In case of any flight cancellation due to bad weather or any technical and security problem the focal points will be informed by the UNHAS Bulk SMS.

Cancellations of booked passengers by agencies may be made without penalty if the cancellation is received and acknowledged by UNHAS before "flight closing time":

For normal week days, from Monday to Thursday the “flight closing time” is 12:00 PM (noon) the day before the flight. For weekend days, Friday, Saturday and Sunday the “flight closing time” is 12:00 PM (noon) on Thursday.

For passenger eligible to refund any booking cancelled before the flight closure time is 100% refunded.

For passenger eligible to refund any booking cancelled after the flight closure time and two hours (2:00) before reporting time for the flight is reimbursed at 80%. A late cancellation fee of 20% applies.

In case of any booking cancellation UNHAS processes refunds payment only upon reception of an official refund request from the Head of Agency. The request should clearly mention the reason for cancellation and should be stamped and signed by an authorized Agency representative.

6.6.17. REFUND POLICY

Please kindly note that no refund is paid on the spot and the refund process take usually a week to 10 days.

Refund claim received 30 days (month) after the initial date of travel booking will not be entertained. No refund will be made

Refund made ready for collection and not collected within 40 days from the date of reception of the refund request will be cancelled and moneys will be re-credited to WFP/UNHAS account.

“No Show” passengers falling under the three above categories are eligible for refunds and will be charged a cancellation fee of 20%.

6.6.18. PASSENGER STATUS

“No Show” passengers

A “No Show” passenger is a passenger who failed to cancel his / her booking as per above paragraph 7/ and who failed to board the aircraft.

“No Show” passengers are by default not eligible to refund.

However UNHAS reserve the right to review the “No Show” passenger’s status is the event of:

Passenger “No Show” due to medical reason.

- i. A medical certificate (in English) from a recognized patrician certifying that the condition of the passenger does not allow her/him to either contact UNHAS or her/his agency nor travel.

- ii. A medical certificate (in English) from a recognized physician certifying that the condition of the passenger does not allow her / him to travel.

Passenger “No Show” due to late arrival of the original flight covering the previous leg of a multiple legs journey (with less than 01:00 hours available for check in on UNHAS Aircraft)

Passenger “No Show” due to act of god or act of war.

6.6.19. CARGO AND POUCH BOOKING

Cargo, Pouch, Parcel and Excess baggage should be booked in advance subject to meeting the below requirements

Each registered/eligible agency to nominate/introduce at least one focal point BUT not more than two (2) to deliver and receive cargo and pouches

The nominated agency focal point MUST have a valid Agency identification card (ID) in order to secure entry in the UN Airport Terminal;

UNHAS reserves the right to open all Cargo/parcel, Mail and Pouch randomly and or should they deem it necessary.

6.6.20. WEAPONS & AMMUNITION

Weapons and ammunition, as per UNHAS worldwide mandate are not allowed on UNHAS flights, however specifically for Afghanistan was approved exceptionally by the Board of Directors, considering the general and volatile security situation.

The approval from the Board of Directors is for Close Protection Teams (CP) when escorting the Ambassador and/or the Head of Aid of the Embassy from a Donor Country, properly registered in Afghanistan as a Diplomat mission, and subject to the following conditions:

Letter for approval from the UNHAS Management must be sought in advance with full details and quantity clearly indicated.

No hand grenade permitted.

No smoke grenade permitted.

No aerosols permitted.

Personal Protection Equipment (PPE) like helmet and flak-jackets are permitted, however cannot be worn during the flight and will be treated as normal cargo.

The Weapon is made safe, the magazine is removed and the breech-block is separated from the stock and all components of the weapon are properly packed separately in bags/boxes.

They are to be deposited with the aircraft captain before boarding the aircraft (All equipment has to be handed-over prior to check in).

A notice of dangerous goods will be issued and handed-over to the captain.

A positive identification of the boxes/bags will be performed prior to the flight on the parking in order for the security personnel/body guards to be sure that the equipment is loaded on board.

Ammunition – Maximum allowed is 5 Kg. per person, packed in original packaging or in a suitable container, and must be checked baggage. Note any shipment greater than 5 Kg. must be shipped as DG with the correct paper work etc., completed by trained persons. Ammunition can be carried up to a maximum of 5 Kg. per person with no DG acceptance / paperwork.

The aircraft captain will return the components of the weapon after the aircraft has come to a stop after landing.

NOTE

In order to follow the flight schedule (not to delay or miss the flight), passengers and CP Team must ensure to report minimum 2 hours before the flight departure.

6.6.21. ANIMAL/PETS

Animals/Pets are not allowed in UNHAS flights, however exceptionally and on a case by case basis, UNHAS will support animal transportation, and may authorize their carriage under below circumstances:

- i. Dogs for drug and explosive detection accompanying their trainer.
- ii. Guide dogs accompanying blind and/or visually impaired passengers.

In all cases, international rules apply and are not limited to: cage size, animal documentation, vaccination, and in all cases will adhere to required paperwork that includes medical documentation, import/export permit and confirmation from operator for acceptance of animal for the onward transportation. Animals must be in containers/kennels and will be transported in a cargo compartment.

6.6.22. MEDEVAC / CASEVAC

MEDAVAC/CASEVAC evacuations must be cleared by a doctor and then sent to UNDSS for approval and coordination (Specific to UN staff only).

Organisations from UNHAS eligible list (all other non UN registered users) may request a MEDEVAC for their staff. The head of organization of the organisation will submit written request for the MEDEVAC to the UNHAS.

UNHAS aircraft are not equipped as air ambulances with medical personnel, equipment and facilities. However, they may have a stretcher capability and be available if no other means are available to the organization, to provide air transportation for the evacuation of staff of its member organizations and in some aircraft entry doors are not wide enough for patient/s to enter the plane in horizontal position. When requesting a MEDEVAC/CASEVAC, the organization making the request MUST:

- i. Ensure that the patient is in a medical state to be safely transported by aircraft. A doctor's certificate specifically stating that it is safe to transport the patient by air and neither does the patient suffer from a contagious disease;
- ii. Arrange for the patient to be delivered to the aircraft and received from the aircraft at the destination;
- iii. Any other form of assistance (e.g. wheelchair) which may be required,
- iv. Provide a point of contact and to have a representative to pick up and assist the evacuee with Immigration and Health formalities if required, and
- v. Ensure that the patient and escorts possess valid travel documentation and the necessary visas/permits.

Should there be a requirement for a passenger to be transported with life-support equipment and other specialized medical equipment, the Medical Officer arranging for the MEDEVAC, MUST coordinate the requirement with UNHAS and the operator to ensure that the aircraft's electrical and oxygen systems are able to accommodate the equipment. UNHAS assumes no responsibility for the provision, maintenance and operation of any medical equipment carried on board its aircraft.

For the reasons mentioned above the Air Evacuation Request (see Form in Annex) must indicate:

Doctor's request for MEDEVAC, diagnosis and his statement confirming that passenger can be evacuated by air.

6.6.23. BODEVAC

The agency raises request to UNHAS Office with attached documents from pathologists and approved documents from the Government. If it is requested transport out of Afghanistan, confirmation for acceptance for onward transportation from commercial airliner is required. The request must be received at least 48 hours before intended date of transportation with complete documentation.

Relevant expenses associated with the MEDEVAC/BODEVAC will be charged to the relevant agency.

Please note that some type of aircraft cargo compartments are not large enough to fit coffins.

6.6.24. SECURITY EVACUATION - SECEVAC

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

The Designated Official (DO) for Security (UNDSS) in Afghanistan. The DO will decide if a relocation or evacuation is necessary.

Evacuation shall be executed in accordance with the Evacuation Plan and decision of WFP CD. Reference UN and WFP Evacuation Plan.

For NGOs and others, OCHA and/or INSO is the coordinating body who would further coordinate with UNDSS and UNHAS.

6.6.25. CHARTER/SPECIAL FLIGHT

UNHAS Users may charter any UNHAS aircraft subject to the aircraft being available and 72 hours' notice in advance. The UNHAS charter request format to be duly completed and sent to UNHAS. After the assessment, we will notify in writing the requesting agency the possible charter flight with the relevant cost.

6.6.26. CUSTOMER SERVICE

UNHAS Suggestion Boxes for Customers Feedback/Complaints is located at all UNHAS Locations

Bulk SMS System (reaching passengers immediately on timely manner if there is any flight delay/changes/cancellation)

Surveys are conducted for the new destinations based on the user group needs and demand

Customer Satisfaction Survey are used to receive feedback for the continuous improvement.

Customer Service Training and Awareness are conducted in all Field/Operation/Booking Offices within Afghanistan in order to improve the communication of UNHAS staff

New Updates/Information/newsletter and trends of the CS will be searched and shared with UNHAS staff from time to time

Full accessibility to customers (24/7) for all UNHAS flight information and bookings is encouraged.

Updated Flights Information/Circulars are regularly sent out to all clients

Logging Customer Complaints/claim and respond less than 72 hours

UNHAS Organizes quarterly meeting with the user community focal points to share and develop ideas, improve communication and update the users about new policies/procedures.

Providing training to the focal points for the online web-based booking system is UNHAS standard approach.

CHAPTER 7

7. CARGO / POUCH BOOKING & ACCEPTANCE SERVICE

UNHAS Afghanistan offers the following cargo movement services. The service is intended for limited quantities of high priority or high value cargo, but bearing in mind that due to capacity limitation priority is given to passenger movement. The cargo service is offered to all destinations served by UNHAS as per the current and published weekly schedule.

UNHAS requires detailed information on any medical supplies presented for transportation. All cargo is subject to inspection by UN Security and UNHAS staff to ensure compliance with all relevant instructions. UNHAS also adheres to the international rules for cargo movement.

Please note that:

Neither WFP nor its agents will be liable for any loss or damage to cargo or baggage during storage, loading or transportation. User Organizations are liable for any death, injury, or damage caused by such cargo.

7.1. POUCH SERVICE

As an adjunct to the Cargo Movement Service, UNHAS offers a pouch service for entitled humanitarian organizations. Some space may usually be made available for the transport of a pouch – a small lockable or sealable bag, about the size of a small briefcase.

Pouches are intended for important official mail, documents or items. Pouches must be properly packed, locked, and/or sealed, and signed by the authorizing

officer of the dispatching organization. They must be clearly addressed to a consignee and delivered to the UNHAS office by 1330 hours of the working day prior to dispatch. The maximum acceptable weight of a pouch is 5 kg. Anything in excess of 5 kg should be sent as cargo, using the CMR procedure.

UNHAS cannot accept liability for the loss of, or damage to, pouches or their contents. The dispatch of cash via the pouch is prohibited.

7.2. TRANSPORTATION OF DANGEROUS GOODS

In the interests of passenger and crew safety, and to prevent damage to 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 International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air.

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

- i. Submit the shipper's declaration specifying the type of dangerous goods, plus any available additional information as attachments to the CMR.
- ii. Identify any dangerous articles or substances in accordance with ICAO regulations.
- iii. Limit the quantity contained in each package to the maximum allowable.
- iv. Use the correct type of packaging.
- v. Mark and label each package in accordance with the regulations.
- vi. Provide full details of the Dangerous Cargo to the UNHAS Cargo Booking Office.
- vii. Inspect each package for damage and/or leakage.
- viii. The shipper is responsible for the completion of a shipper's declaration for Dangerous goods in the IATA format, for shipments containing dangerous goods as defined or classified in the Dangerous goods Regulation.
- ix. Final approval from the CATO and/or her/his OIC is required.

7.3. CARGO CONSIGNMENT RESERVATION

The procedure for the reservation of cargo space on UNHAS aircraft for the transportation of general cargo and personal effects is as follows:

For transport paid by the consignor's organization:

- i. The submission of duly completed Air Waybill (AWB) approved by the Head of organization or designated official; and

- ii. A credit note (if the organization has credit facilities) or a cash receipt (if payment is made by cash).
- iii. For cargo moved from the field to Kabul, as well as excess luggage, the payment should be done in Kabul.

All reservations must be made by presentation of the documentation mentioned above to the nearest UNHAS office. Where there is no UNHAS Office, reservations must be made by the passenger's organization in Kabul through UNHAS cargo unit based at Kabul International airport. Upon receipt of the duly completed AWB and payment, the date of dispatch will be notified to the Consignor.

7.4. THE CONSIGNOR SHALL BE RESPONSIBLE FOR:

- i. The contents of all packages delivered for transportation;
- ii. All export/import documentation, permits and licenses;
- iii. Delivering the cargo to the UNHAS office concerned;
- iv. The packing and integrity of the packaging;
- v. The consigner and consignee address must be clearly attached

Arranging for the Consignee or his/her representative to receive the consignment upon arrival at destination.

Each agency will provide UNHAS with a list of Focal Point approving signatures for receiving/delivering cargo/pouch.

7.5. CARGO TRANSPORTATION

7.5.1. ACCEPTANCE OF CARGO FOR SHIPMENT

Cargo for transportation is to be delivered to the UNHAS transit storage area at least one working day prior dispatch day and for Kabul not later than 1330hrs. The next procedure to be implemented is as follows:

- i. Cargo will be accepted for transportation on the basis of the approved AWB. The Packing list, or issue voucher can be enclosed to the AWB. To be confirmed with CATO
- ii. The items are checked off against the AWB to confirm that each item of cargo is complete and documented;
- iii. The AWB is noted with details of and load discrepancies detected prior to acceptance;
- iv. Any irregularities detected in packing, marking or labelling are resolved with the Consignor prior to acceptance of cargo
- v. To ensure, weight and volume of each item is correct as declared by consigner in the AW.

For all UNHAS flights, any item of baggage which is in excess of the UNHAS baggage allowance (20Kgs including hand luggage) shall be required to be treated as cargo; UNHAS cannot accept liability for the loss of, or damage to, or their contents.

7.5.2. CARGO IS NOT TO BE ACCEPTED IF:

- i. Cargo is without approved AWB (signed & stamped by authorizing person)
- ii. The consignment is not properly labelled;
- iii. There is no full address of Consignor and Consignee;
- iv. The weight and volume is not properly declared;(not more 30kg)
- v. Cargo is not properly packaged in accordance with regulations;
- vi. The cargo is classified as dangerous, therefore prohibited from being transported by UN air means of transport.

Dangerous Goods cargo if finally approved is to be transported in accordance with IATA regulations and ICAO Standard.

7.5.3. INSPECTION OF CARGO AND BAGGAGE

- i. The UNHAS cargo offices are required to carry out security inspection of cargo and baggage by visual inspection or by x-ray screening machine. Inspection shall be carried out in conjunction with UNHAS staff and the Consignor/Consignee.
- ii. Shipment must be delivered opened to the UNHAS transit storage area and after the security check will be closed in presence of consigner. The UNHAS cargo office will refuse to transport consignment that is not security checked and will not be accept to transit storage area for onward transportation.
- iii. The UNHAS cargo offices shall report immediately any observed attempt at transportation of prohibited goods to AOCC.
- iv. The UNHAS cargo offices at the destination shall inspect received cargo in accordance with documents. In case of any discrepancies should be reported accordingly.

7.5.4. DOCUMENTATION

Cargo can be transported only with proper documentation.

Cargo office shall prepare a Cargo Manifest for each shipment with details of:

- i. Description of cargo;

- ii. AWB number;
- iii. Number of pieces;
- iv. Weight in kilograms;
- v. The origin and destination.

The UNHAS cargo office shall inform the captain of the aircraft if any hazardous cargo is accepted on board the UNHAS aircraft (NOTOC).

7.5.5. ITEMS PROHIBITED FOR TRANSPORTATION ON UNHAS AIRCRAFT

All items prohibited as per ICAO certification of dangerous goods are prohibited from being carried on UNHAS aircraft either a personal effects in checked or cabin baggage or cargo.

CHAPTER 8

8. PASSENGER CHECKING PROCEDURE

8.1. CHECK-IN INTRODUCTION

Check-in is the essential process of an airport experience for our passengers. At the check-in counter the passengers will make the initial assessment on the service of the airlines. As such, we should provide the customer service that is incomparable and professional. Check-in agents must be pleasant, well trained, efficient, friendly and always on hand to assist our passengers to the best of their ability. Check-in is a process whereby a passenger and baggage is being accepted into the flight according to destination. After completion of this transaction a boarding pass and baggage tag will be issued.

8.2. CHECK-IN ENVIRONMENT

- i. Counters should be kept clean and tidy at all times.
- ii. Signage should always provide accurate flight information, destination(s) and correct time of departure.

8.3. PRE-CHECK-IN PREPARATION

- i. Staff should be well groomed and neat at all times.
- ii. Check-in counters should have an adequate supply of boarding passes.
- iii. Ensure relevant baggage tags and essential stationery are available. Ensure sufficient stock of excess baggage receipts are available.
- iv. Ensure that all equipment, weighing scale, Calculator are functioning

- v. Report any faulty equipment immediately to relevant authorities.

8.4. PRE-FLIGHT

Pre-flight briefings are required to ensure that staff and/or ramp personnel understand the profile and special requirements for the flight. This is also a good opportunity to reinforce UNHAS service goals, highlight new policies or procedures. Ensure the followings are adhered to:

- i. Ensure (staffs/Helpers) know their assigned duties and responsibilities for the flight.
- ii. Highlight and remind any new/change of policies or procedures.
- iii. Remind them of stations targets and provide tips on how to achieve them.
- iv. Flight situations e.g. passenger standby, No shows and other necessary information for the flight.
- v. Special passengers e.g. VIP
- vi. For flight delay handling, consul with Ops Centre
- vii. Clarify staff understanding by asking for feedback and confirmation.
- viii. Keep passengers update of any changes in the flight, e.g. delay due to weather, Airport, VIP movement etc.

8.5. DOCUMENTATION INTRODUCTION

8.5.1. TYPES OF TRAVEL DOCUMENT

- i. Valid laminated photographic ID card issued by the agency.
- ii. In the absent of the Id Card, a letter of introduction has to be presented signed and stamped by the authorizing person, with a recent picture attached (less than 5 years) and stating the reason for travel.
- iii. For UN staff, the UNLP can be taken in lieu of the id. Card.

8.6. CHECK-IN PROCESS

STEP BY STEP PROCESS

- i. Greet passenger by name in a friendly and professional manner.
- ii. Request for passenger's ticket and travel document (If applicable)
- iii. Ascertain passenger's destination and flight number
- iv. Ensure the name on the ticket or booking reference match the name in the system/manifest
- v. Ensure that passengers present themselves individually for check-in.
- vi. Ensure that passenger(s) has the necessary travel documents