



WFP Aviation in 2014



World Food Programme

wfp.org

2014 WFP Aviation at a Glance



UNHAS
Humanitarian Air Service

UNHAS and Other Activities

The United Nations Humanitarian Air Service made up **65%** of WFP Aviation's work

● Countries where either WFP Aviation, UNHAS or both operated

- | | | |
|--------------------------|-------------|--------------|
| Afghanistan | Iraq | Senegal |
| Algeria | Israel | Serbia |
| Bangladesh | Kenya | Sierra Leone |
| Bosnia and Herzegovina | Liberia | Somalia |
| Cameroon | Libya | South Sudan |
| Central African Republic | Madagascar | Sudan |
| Chad | Mali | Syria |
| Dem. Rep. Congo | Malta | Tanzania |
| Djibouti | Mauritania | Uganda |
| Ethiopia | Mozambique | Ukraine |
| Ghana | Niger | Yemen |
| Guinea | Nigeria | |
| Honduras | Philippines | |

UNHAS Operations



x460

240,885 passengers
(excl. 139,166 transits)
more than 460 times the capacity of a large jetliner



2,637
people evacuated

258
regular destinations



3,931 mt

of light humanitarian cargo which weighs as much as 715 adult elephants



UNHAS as a COMMON SERVICE is equally accessible to NGOs and UN agencies

UNHAS Top-3 NGO & Top-3 UN users



Save the Children



unicef



wfp.org



UNHCR
The UN Refugee Agency



UNHAS Donors*



*Donors to the UNHAS component of the SO in response to the Ebola outbreak are not included.

Other Activities

Airlift, Airfreight and Passenger Services (excl. UNHAS)



36,984 mt
of cargo



1,297
passengers

Airdrops



1,134
airdrops



36,831 mt
of food

Dedicated Services



UNDSS

2 aircraft



UNHCR
The UN Refugee Agency

3 aircraft

WFP Aviation offers long-term aircraft charters to support NGOs' and UN agencies' interventions.

Foreword



Ramiro Lopes da Silva

The international community's ability to respond effectively to humanitarian crises can make a difference between life and death for people in need. Air transport is often the only way to access many epicentres of need in an emergency context, making humanitarian air services the lifeline for millions of vulnerable people around the world.

WFP, as the custodian of the United Nations Humanitarian Air Service (UNHAS), provides safe, reliable, cost-efficient and effective common air services to the humanitarian community, responding to the need for access to remote and challenging locations, often under precarious security conditions, where no safe surface transport or viable commercial aviation options are available.

Last year was a year of challenges and unprecedented levels of complex emergencies that strained the international community's capacity and tested its ability to respond. WFP Aviation and UNHAS moved more than 77,000 metric tons of cargo, more than any other year in the last decade, and provided pivotal services to numerous large-scale responses, including Central African Republic, Iraq, South Sudan and Syria. In West Africa, where the world grappled to contain the

largest outbreak of the Ebola Virus in history, UNHAS-initiated passenger and cargo air services enabled the medical response to scale up at a time when services and systems stopped functioning, including commercial flights to the affected countries.

The provision of integrated access by UNHAS enabled the humanitarian community to deliver assistance to many remote locations in some 20 countries that were otherwise very difficult, if not impossible, to reach, proving yet again its capacity to respond.

A lot was achieved in 2014 and this was thanks to our partners, our highly committed operators and our dedicated staff. It is on their behalf, as well as on behalf of those we serve, that WFP reaffirms its commitment to providing safe, predictable and agile air operations and other common services through a coordinated response with other humanitarian stakeholders.

A handwritten signature in black ink, appearing to read 'R. Lopes da Silva', with a long, sweeping tail that extends to the right.

Ramiro Lopes da Silva
*Assistant Executive Director
Operations Services
World Food Programme*

A WFP food shipment is loaded for airlift in Bangui, Central African Republic as the country's food crisis deepens.



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Acronyms

| | | | |
|---------------|---|---------------|--|
| ACF | Action Contre la Faim (Action Against Hunger) | DAI | Development Alternatives, Inc. |
| ACT | Action by Churches Together | DRC | Danish Refugee Council |
| ADES | Agence de Développement Economique et Social (Agency for Economic and Social Development) | DRC | Democratic Republic of the Congo |
| AECOM | Aecom International Development Inc. | ECHO | European Commission – Humanitarian Aid & Civil Protection |
| AIRD | African Initiatives for Relief and Development | ECOWAS | Economic Community of West African States |
| AMISOM | African Union Mission in Somalia | EVD | Ebola Virus Disease |
| ARRA | Ethiopian Administration for Refugee and Returnee Affairs | FAO | Food and Agriculture Organization of the United Nations |
| ASF-F | Aviation Sans Frontières-France (Aviation Without Borders-France) | FLM | Fédération Luthérienne Mondiale (Lutheran World Federation) |
| ASU | Aviation Safety Unit (of WFP) | FRC | Finnish Red Cross |
| C.A.R. | Central African Republic | GIZ | Deutsche Gesellschaft für Internationale Zusammenarbeit (German Society for International Cooperation) |
| CARE | Cooperative for Assistance and Relief Everywhere | HRF | Humanitarian Response Fund |
| CEO | Chief Executive Officer | IATA | International Air Transport Association |
| CERF | Central Emergency Response Fund | ICRC | International Committee of the Red Cross |
| CHF | Common Humanitarian Fund | IMC | International Medical Corps |
| COOPI | Cooperazione Internazionale (Italian International Cooperation) | IOM | International Organization for Migration |
| CRS | Catholic Relief Services | IRC | International Rescue Committee |

| | | | |
|-----------------|---|---------------|---|
| JRS | Jesuit Refugee Service | UNFPA | United Nations Population Fund |
| MEDEVAC | Medical evacuation | UNHAS | United Nations Humanitarian Air Service |
| MONUSCO | United Nations Organization Stabilization Mission in the Democratic Republic of the Congo | UNHCR | Office of the United Nations High Commissioner for Refugees |
| MSF | Médecins Sans Frontières (Doctors Without Borders) | UNHRD | United Nations Humanitarian Response Depot |
| NGO | Non-governmental organization | UNICEF | United Nations Children's Fund |
| NRC | Norwegian Refugee Council | UNMEER | United Nations Mission for Ebola Emergency Response |
| OCHA | Office for the Coordination of Humanitarian Affairs | UNSOM | United Nations Assistance Mission in Somalia |
| OTI | Office of Transition Initiatives | UPS | United Parcel Service |
| Oxfam GB | Oxfam Great Britain | USA | United States of America |
| PMT | Performance Management Tool | USAID | United States Agency for International Development |
| SC | Save the Children | WFP | World Food Programme |
| SCF | Save the Children Fund | WHO | World Health Organization |
| SCI | Save the Children International | WVI | World Vision International |
| SECADEV | Secours Catholique et Développement (Catholic Relief and Development) | | |
| SNAF | Somali National Armed Forces | | |
| SO | Special Operation | | |
| UK | United Kingdom | | |
| UN | United Nations | | |
| UNDP | United Nations Development Programme | | |

Flags and Logos



Canada



Netherlands



Central Emergency
Response Fund
(CERF)



Norway



Denmark



Spain



European Commission –
Humanitarian Aid
& Civil Protection (ECHO)



Sweden



Finland



Switzerland



Germany



United Kingdom



Greece



United Nations¹



Holy See



Office of the United Nations
High Commissioner
for Refugees (UNHCR)



Ireland



United States
of America



Japan



World Bank



Luxembourg

¹ The UN logo indicates Pooled Fund contributions (Common Funds). These include the Common Humanitarian Fund (CHF) and the Humanitarian Response Fund (HRF).

WFP Aviation

In 2014, WFP Aviation supported the humanitarian community's response to multiple complex emergencies through a combination of airlifts, airfreights and airdrops, and by providing access to hard-to-reach locations in 20 countries through the United Nations Humanitarian Air Service (UNHAS). WFP Aviation also facilitated the humanitarian response to large-scale emergencies that included the Ebola Virus Disease (EVD) outbreak in West Africa and conflicts in Central African Republic (C.A.R.), South Sudan and Syria.

During the course of the year, WFP activities in aviation expanded in terms of geographical coverage and aircraft fleet. Overall, the Aviation Service moved more than 77,700 metric tons (mt) of cargo² – more than in any other calendar year in the last decade. In addition, the WFP-managed United Nations Humanitarian Air Service transported 240,885 passengers (excluding 139,166 transits) for a variety of humanitarian organizations, including the International Rescue Committee, Médecins Sans Frontières, Save the Children, UNHCR and UNICEF.

Thanks to the donor community, our partners, our highly committed operators, and our staff who

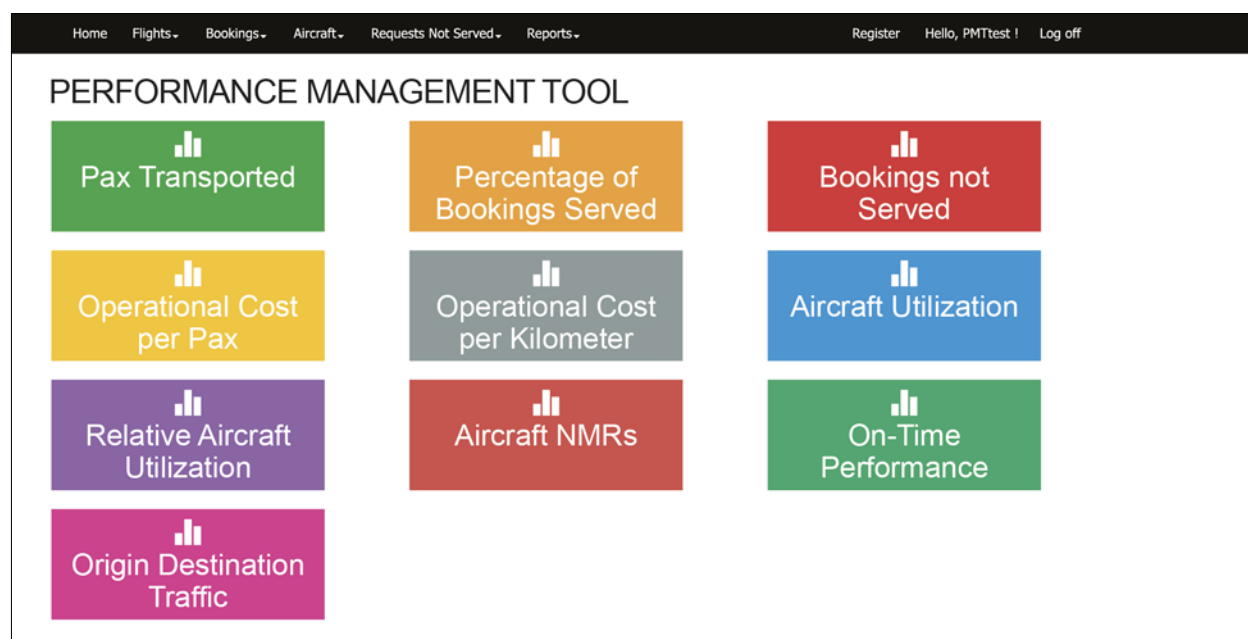
often work under extremely challenging conditions, WFP Aviation managed to deliver high-quality services to the humanitarian community at large.

Implementation of the WFP Aviation Strategic Plan 2013–2015 continued in 2014. To enhance staff capacity various initiatives were implemented, including training in a broad range of subjects. Special focus was placed on creating a customer service mind-set in staff; and, in conjunction with the International Air Transport Association (IATA), a customized workshop was organized in Rome for UNHAS field staff to share experiences.

During the year, our field operations were further strengthened through the continued implementation of the Performance Management Framework. The Performance Management Tool (PMT) was further developed and staff were engaged in assessing the effectiveness and efficiency of UNHAS operations. Consequently, the PMT has been introduced to all UNHAS operations to support management decisions in air operations.

A snapshot of outputs of the PMT is shown below in Figure 1.

Figure 1. Outputs of WFP Aviation's Performance Management Tool



² Includes airlift and airfreight (36,984 mt) and airdrop activities (36,831 mt), as well as UNHAS cargo movements (3,931 mt).

Another important step to enhance the quality of aviation field operations was the development of a risk register specific to WFP Aviation that will assist in better managing all risks peculiar to aviation operations.

Strong partnerships are key for the successful implementation of WFP Aviation activities and the year saw United Parcel Service (UPS) supporting

WFP Aviation’s Performance Management Project through a financial contribution. Existing partnerships were maintained with key stakeholders such as ECHO, ECOWAS and various civil aviation authorities. A new event — the International Humanitarian Aviation Summit — was organized to encourage more direct dialogue between WFP Aviation and contracted air operators, the aim being to improve delivery in humanitarian aviation.

International Humanitarian Aviation Summit (IHAS)

In May 2014, the International Humanitarian Aviation Summit was held in Toledo, Spain. The summit, organized by WFP Aviation in collaboration with the Spanish Guild of Commercial Aviation Pilots (COPAC), brought together more than 40 aviation service providers and other stakeholders from all over the world to discuss pressing issues in the humanitarian aviation sector.

WFP Aviation Financial Overview

The total costs of WFP Aviation air operations in 2014 exceeded US\$318 million. This represents a year-on-year increase of over 65 percent.

Table 1. Cost breakdown in 2014

| WFP Air Services | Total costs (US\$) |
|---|--------------------|
| Regular UNHAS operations | 190,042,117 |
| UNHAS (sudden-onset emergencies — Ebola response and the Philippines) | 13,856,381 |
| Short-term aviation services for WFP and external clients | 104,632,039 |
| Longer-term aviation services for external clients | 5,776,799 |
| Operational structure | 4,310,097 |
| Total expenditure in 2014 | 318,617,433 |

Services provided by WFP Aviation

UNHAS: provision of passenger air services on behalf of the humanitarian community upon request of the Humanitarian Coordinator or the Humanitarian Country Team in a specific country.

Short-term aviation services for WFP and external clients: provision of airlifts and airdrops for food deliveries during emergency operations; airfreight services (charter of cargo space on scheduled commercial aircraft); and the air transportation of passengers outside UNHAS operations.

Longer-term aviation services for external clients: third-party services/dedicated services to support specific organizational needs of humanitarian entities.

Dedicated services: WFP Aviation provides dedicated air services to a number of external clients. In 2014, WFP Aviation chartered aircraft for UNDSS in Somalia/Kenya and South Sudan, and for UNHCR in the Democratic Republic of the Congo (DRC), Ethiopia and Tanzania. These services are fully funded by the requesting partner.

Strategic Airlifts, Airfreight, Airdrops and Passenger Services

WFP Aviation's services consist of transportation by air for WFP and external clients of passengers, food and non-food items. In 2014, activities in these areas grew considerably. For instance, WFP Aviation transported more than 70,000 mt of cargo for WFP and partners such as CARE, UNDP and WHO.

Airlifts in response to flooding in the Balkans

In mid-May, heavy rainfall caused extensive flooding in Bosnia and Herzegovina and Serbia, affecting more than a million people in Bosnia and Herzegovina and 1.6 million in Serbia. In response to various requests from partners, WFP Aviation performed several airlifts to deliver High Energy Biscuits (HEBs) and relief items such as generators, water tanks, water purification units, tents and mobile toilets. Over a twelve-day period, approximately 150 mt of cargo were delivered to the affected region.

Airdrops in South Sudan

The conflict in South Sudan, which began in 2013, continued to affect the lives of millions of people. Surface transport was severely hampered due to insecurity and seasonal rains, and delivery by air became the last resort. WFP Aviation facilitated

food deliveries to conflict-affected populations in Jonglei, Unity and Upper Nile states and other hard-to-reach locations in the country. In addition to airlifts conducted throughout the year, a total of 1,134 airdrops were conducted between March and December dispatching more than 36,800 mt of food.



'Cleared to drop.' Staff supervise a food airdrop in South Sudan. WFP uses every means possible to ensure assistance reaches people in some of the world's most remote areas.



The waiting room at Kissidougou airport, Guinea where UNHAS supported the Forward Logistics Base for the EVD outbreak response.

Response to the Ebola Virus Disease (EVD) outbreak

WFP Aviation’s support for the response to the EVD outbreak in West Africa consisted of humanitarian passenger services through UNHAS, and the

delivery of more than 2,570 mt of humanitarian relief items to the affected region. Cargo included ambulances, mobile storage units, tents, blankets, generators and nutritious foods. Strong coordination was implemented with the Logistics Cluster, UNHRD and humanitarian partners.

Greening WFP Aviation: deploying the right aircraft for each operation

WFP Aviation’s environmental footprint is strongly linked to changing operational needs. It is important to note that delivery by air is used only as a last resort. However, in 2014 the large-scale emergencies to which the humanitarian community responded required extensive use of airlifts and airdrops.

Climate concerns are an increasingly important factor in WFP Aviation’s decision-making processes. Analysing the usage of aircraft types and air operators deployed enables the organization to make improvements where necessary. WFP processes and visualizes a large amount of operational data in order to easily quantify and optimize air operations. This includes measuring various performance indicators for individual routes, aircraft, and air operations as a whole. The result? With each optimization achieved, WFP saves resources and fuel, ultimately lowering its carbon footprint.

United Nations Humanitarian Air Service

The United Nations Humanitarian Air Service (UNHAS) provides common air services to some of the world's most remote and challenging locations. In so doing, it facilitates the implementation and monitoring of humanitarian interventions in numerous life-saving thematic areas. When no other means of reaching isolated communities is available, aid workers can rely on UNHAS to provide access. What sets UNHAS apart from commercial airlines is its mission: to provide access to remote destinations where others do not usually go.

In 2014, UNHAS operated in Afghanistan, Central African Republic (C.A.R.), Chad, the Democratic Republic of the Congo (DRC), Ethiopia, Mali, Mauritania, Niger, Somalia/Kenya, South Sudan, Sudan and Yemen, as well as in the Philippines in response to Typhoon Haiyan.

UNHAS also provided air services in support of the humanitarian community's response to the Ebola Virus Disease outbreak affecting Guinea, Liberia and Sierra Leone.

Table 2. Performance overview of UNHAS activities in 2014

| Country of operation | Average fleet size* | Hours flown | Passengers transported (including transits) | Passengers transported (excluding transits) | Cargo (mt) | Evacuations (medical and security)** | Number of regular destinations | Number of user organizations*** |
|-----------------------------------|---------------------|---------------|---|---|--------------|--------------------------------------|--------------------------------|---------------------------------|
| Afghanistan | 3 | 2,266 | 23,528 | 15,598 | 85 | 15 | 25 | 146 |
| C.A.R. | 3 | 2,962 | 20,399 | 12,379 | 307 | 141 | 21 | 105 |
| Chad | 3 | 3,829 | 45,930 | 24,844 | 141 | 212 | 19 | 81 |
| DRC | 5 | 4,341 | 42,481 | 25,504 | 484 | 39 | 36 | 255 |
| Ethiopia | 3 | 2,318 | 8,800 | 8,094 | 45 | 101 | 7 | 32 |
| Mali | 2 | 2,330 | 16,262 | 9,654 | 53 | 14 | 9 | 121 |
| Mauritania | 2 | 1,062 | 4,405 | 2,308 | 13 | 11 | 6 | 40 |
| Niger | 2 | 1,642 | 13,719 | 8,464 | 45 | 4 | 6 | 64 |
| Philippines | 2 | 127 | 1,225 | 942 | 7 | 3 | 6 | 10 |
| Somalia/Kenya | 7 | 6,777 | 64,848 | 40,303 | 427 | 81 | 12 | 155 |
| South Sudan | 14 | 12,398 | 89,406 | 63,767 | 2,041 | 1,991 | 52 | 270 |
| Sudan | 7 | 4,942 | 41,763 | 23,795 | 235 | 15 | 41 | 120 |
| West African Countries**** | 4 | 1,007 | 6,594 | 4,640 | 46 | 10 | 15 | 77 |
| Yemen | 1 | 80 | 691 | 593 | 2 | 0 | 3 | 22 |
| Total | 58 | 46,081 | 380,051 | 240,885 | 3,931 | 2,637 | 258 | N/A |

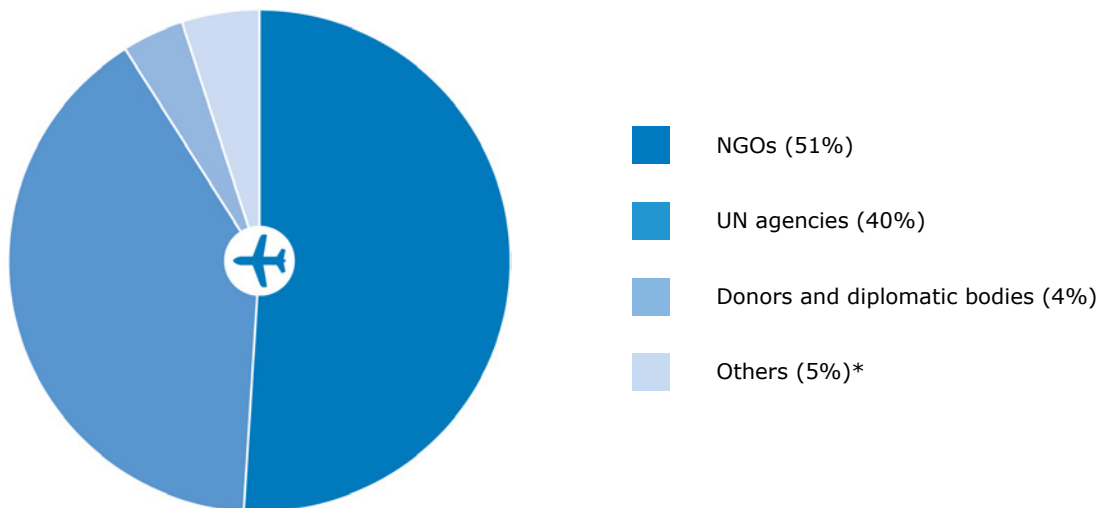
* Fleet size varies according to operational demands, and figures given here represent the average.

** This refers to the number of people evacuated.

*** The same user organization may have used UNHAS in more than one country, which is why no total is given in this column.

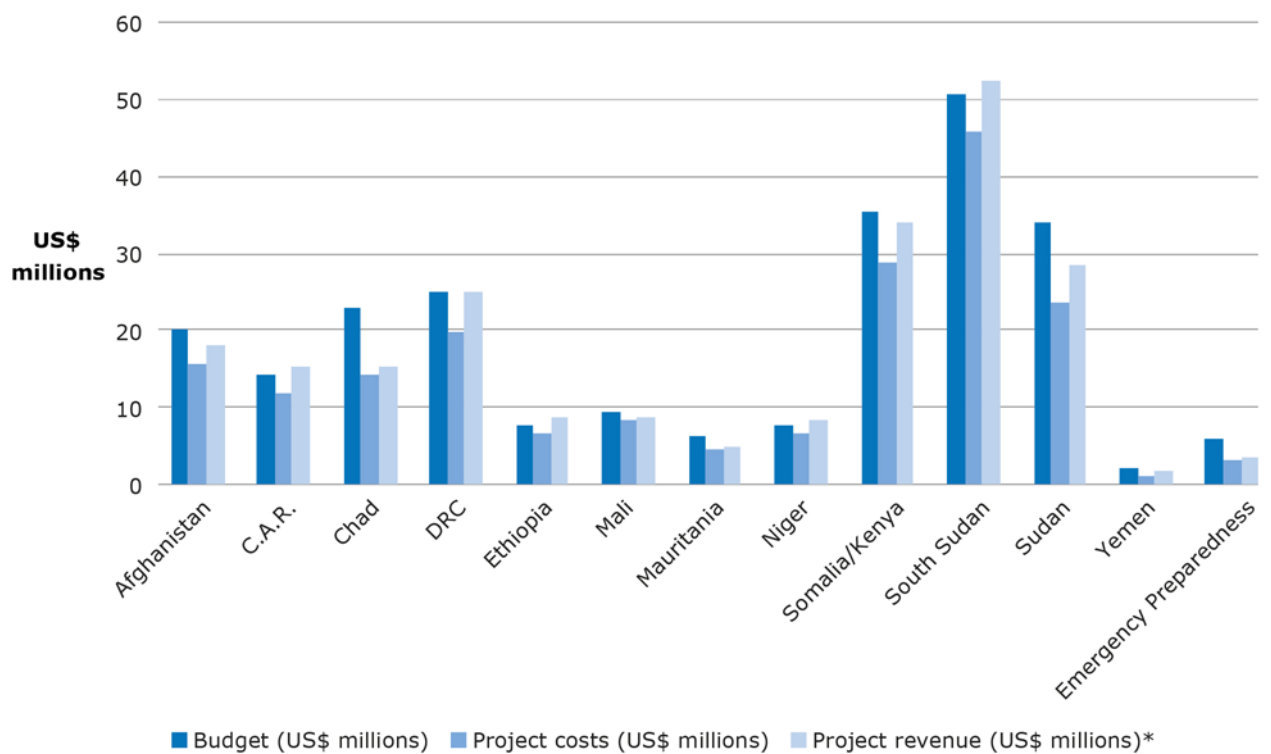
**** West African Countries denotes Guinea, Liberia and Sierra Leone — the countries served by the EVD outbreak response.

Figure 2. Breakdown of UNHAS passengers by category



* Others includes entities such as host government representatives and the media.

Figure 3. Regular UNHAS operations – 2014 budget, project costs and project revenue



* Project revenue in 2014 includes: funds carried over from the previous reporting period; contributions registered in 2014; and cost recovery income received in 2014.

UNHAS operations were implemented thanks to contributions from donors, as well as income generated from cost recovery schemes. Funds carried over from 2013 were also essential to sustaining operations into 2014, and enabled longer-term engagements with air operators.

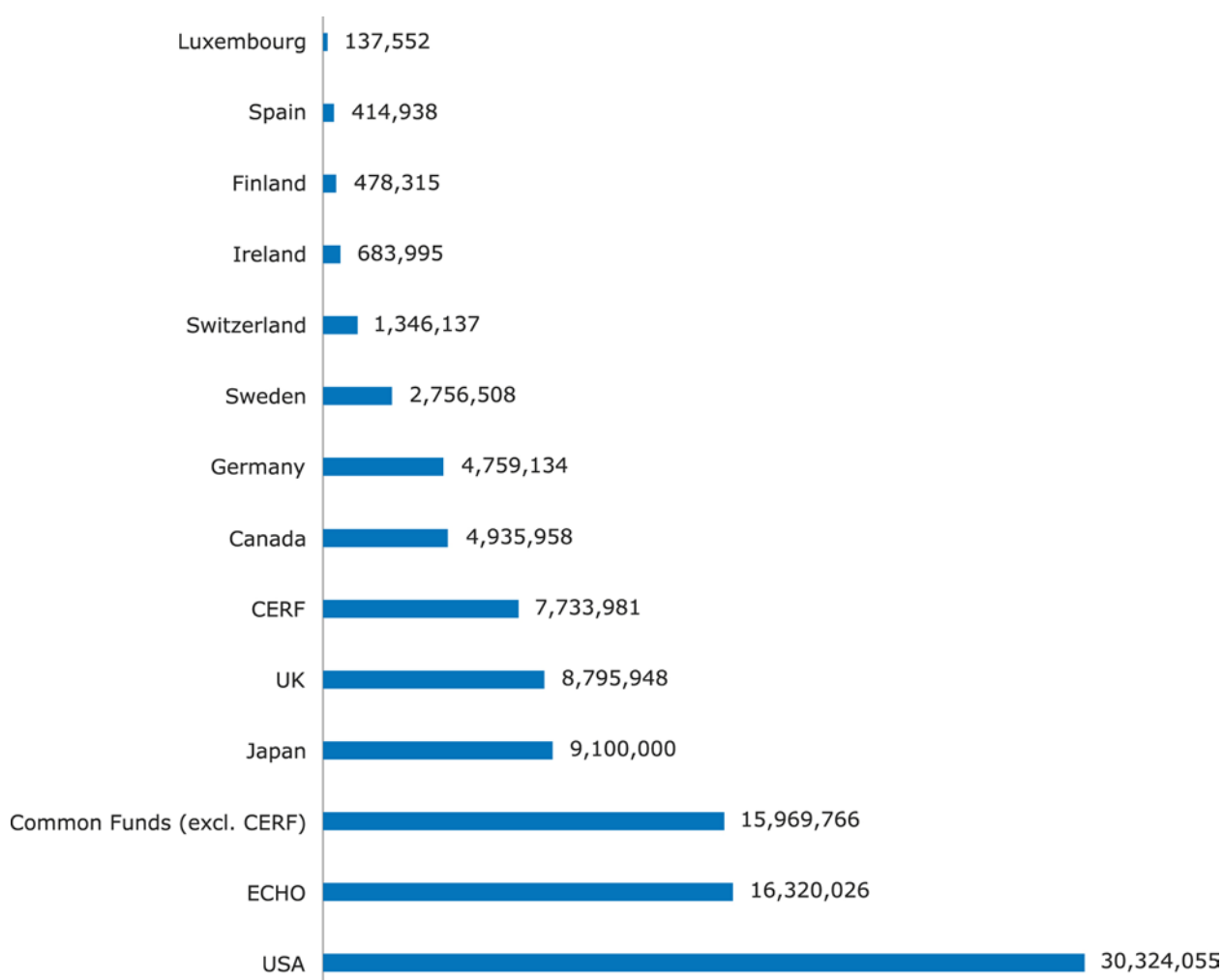
Intermittent gaps in funding resulted in some UNHAS operations not implementing all activities as planned. For example, in September funding challenges compelled UNHAS Mali to reduce its fleet and cancel some destinations. (The second aircraft was eventually reinstated in February 2015.)

Donor Support

Contributions from donors totalled US\$103,856,313. A breakdown is shown in Figure 4 below.

Please note that contributions to Special Operations 200595 (the Philippines response), and 200760 and 200773 (response to the EVD outbreak in West Africa) are not included in the chart. Please see page 15 for a list of donors supporting the Special Operation in response to the EVD outbreak.

Figure 4. Overview of donor contributions in 2014*



* In addition to the above-listed donors, UNHCR, one of WFP Aviation's primary partners, contributed US\$100,000 to the common service.

Special Operations

Response to Sudden-Onset Emergencies

When an emergency strikes, UNHAS provides a gateway for humanitarian assistance into crisis areas.

In 2014, UNHAS supported the continuing response to Typhoon Haiyan in the Philippines (SO 200595), and played a pivotal role in the

response to the EVD outbreak response in West Africa (SOs 200760 and 200773).

The Philippines service, which evolved from the initial emergency response in November 2013, was finally wound down in February 2014, having transported 942 passengers in 2014 alone.

The service in EVD-affected West African countries extended into 2015.

EVD Outbreak Response

First reported in March 2014, the EVD outbreak in West Africa has been the deadliest ever recorded. UNHAS' involvement was fundamental to establishing and facilitating the humanitarian response.

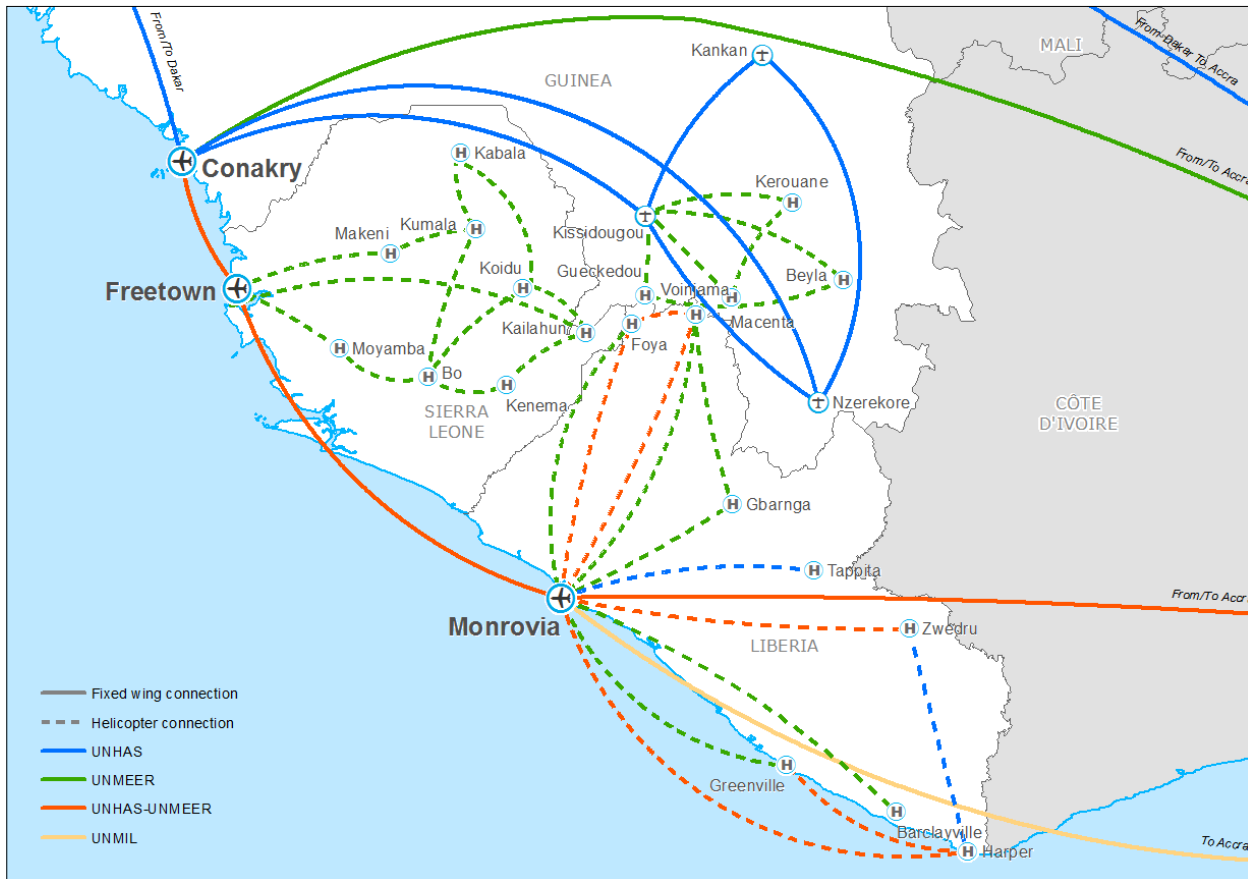
In August, UNHAS initiated passenger and light cargo air services to provide access for health workers and other humanitarian staff to various key locations, including the capitals of the three affected countries — Conakry (Guinea), Monrovia (Liberia) and Freetown (Sierra Leone). Consultations with users and other stakeholders

were held on regular basis to ensure that destinations, frequency of flights, and other operational components were tailored to meet users' demands. UNHAS also coordinated with UNMEER to optimize the use of resources and ensure greater operational efficiency.

As more and more airlines discontinued flights to target countries, it became necessary for UNHAS to establish regional hubs in Dakar (Senegal) and Accra (Ghana) in order to ensure reliable links to functioning commercial air services. The 'Dakar Humanitarian Corridor' was opened on 25 September and flights to Accra commenced on 15 October.



As part of its efforts in supporting the medical response to stop the spread of the Ebola Virus Disease, UNHAS facilitated the rapid deployment of humanitarian staff and the delivery of light cargo by operating a fleet of fixed-wing aircraft and helicopters.



| Performance overview | |
|---|-------|
| Average fleet size | 4 |
| Passengers transported (excluding transits) | 4,640 |
| Passengers transported (including transits) | 6,594 |
| Cargo (mt) | 46 |
| User organizations served | 77 |
| Regular destinations | 15 |
| Medical evacuations | 10 |
| Security evacuations | 0 |

| Maps legend | |
|-------------|-------------------------------|
| | Operational base |
| | Regular destination |
| | Ad-hoc destination |
| | Helicopter destination |
| | Ad-hoc helicopter destination |
| | UNHAS route |

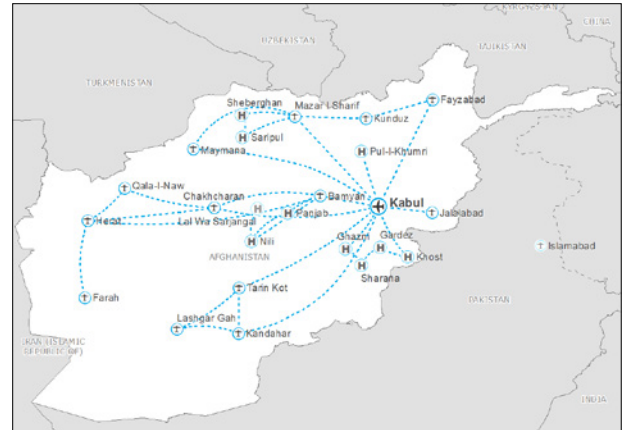
Thanks to the following donors for their support to the EVD outbreak response:*



* The Ebola Response Multi-Partner Trust Fund and private donors also provided contributions.

UNHAS Afghanistan: SO 200639

| Performance overview | |
|---|--------|
| Average fleet size | 3 |
| Passengers transported (excluding transits) | 15,598 |
| Passengers transported (including transits) | 23,528 |
| Cargo (mt) | 85 |
| User organizations served | 146 |
| Regular destinations | 25 |
| Medical evacuations | 13 |
| Security evacuations | 2 |



Humanitarian needs in Afghanistan remain high, and access continues to be hampered by inhospitable terrain, limited infrastructure and systemic insecurity. In 2014, an estimated 6.9 million people in Afghanistan were in need of humanitarian support. UNHAS provided 146 organizations with crucial access to 25 regular and several ad hoc destinations such as Islamabad in Pakistan.

Key highlights

- UNHAS Afghanistan’s medical evacuation capacity was enhanced following introduction to the fleet of a 19-seat aircraft which replaced a smaller, 9-seat Beechcraft 350.
- Three new destinations — Khost, Lal Wa Sarjangal and Sharana — were added to the schedule to improve the humanitarian community’s access to deep-field locations.
- In June, flooding in Guzargah-e-Nur district in Baghlan province blocked roads and severely hampered access. Upon request, an UNHAS helicopter was rapidly deployed to facilitate a joint humanitarian mission for the purpose of assessing the impact of the floods.

Evacuating staff in need of medical treatment

On 12 November, UNHAS facilitated the evacuation from Chaghcharan to Kabul of an Action Contre la Faim (ACF) staff member who needed urgent medical attention available only in Kabul.



An UNHAS aircraft in Bamiyan province, central Afghanistan prepares for take-off.

‘A few weeks ago, we were facing some strong issues with the health of one of our staff in Ghor province. We contacted you to get air support to evacuate this person. Our call occurred late evening, and in a very short period of time you were able to confirm the booking of a plane [...]. So I really want to thank UNHAS for its professionalism, as we were able to quickly evacuate a staff and avoid any potential complication in the treatment [...]. — Franck Abeille, Country Director, Action Contre La Faim, 2014

UNHAS Afghanistan top 10 users

| | |
|--|--------|
| ACF | ICRC |
| Aga Khan Foundation/ Aga Khan Development | SCI |
| Network | UNDP |
| CRS | UNHCR |
| GIZ | UNICEF |
| | WFP |

Thanks to the following donors for their contributions:



UNHAS Central African Republic: SO 200522

| Performance overview | |
|---|--------|
| Average fleet size | 3 |
| Passengers transported (excluding transits) | 12,379 |
| Passengers transported (including transits) | 20,399 |
| Cargo (mt) | 307 |
| User organizations served | 105 |
| Regular destinations | 21 |
| Medical evacuations | 22 |
| Security evacuations | 119 |

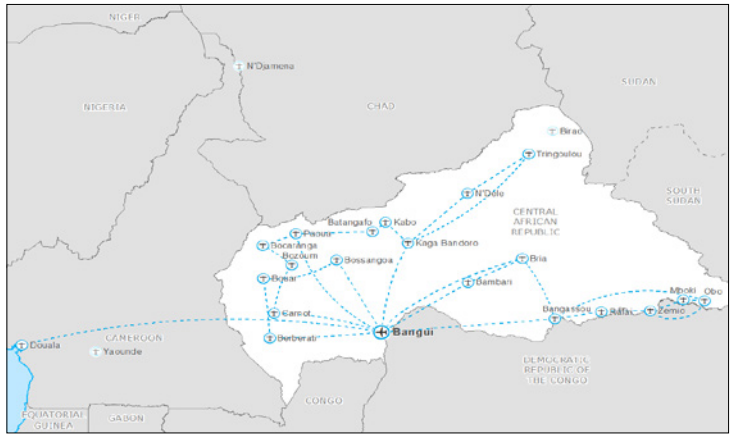
In late 2013, inter-communal violence surged across Central African Republic (C.A.R.). By the end of 2014, the number of people in need of humanitarian assistance had soared to approximately 2.7 million – nearly 60 percent of the country’s entire population. Humanitarian operations scaled up and so did UNHAS C.A.R.’s activities.

Key highlights

- Despite challenges such as unreliable fuel supply and poor airstrip conditions, UNHAS C.A.R. successfully responded to increased demands from the humanitarian community. The number of user organizations registered with UNHAS increased from 67 in 2013 to 105 in 2014.
- Fleet expansion implemented in late 2013 proved crucial throughout 2014. The addition of a Dash-8 aircraft to an existing fleet of two Let 410s ensured operational flexibility and allowed for combined passenger-cargo services. The Dash-8 also boosted UNHAS C.A.R.’s capacity for evacuations and relocations of humanitarian staff, and provided aid workers with a vital link between C.A.R. and neighbouring Cameroon, enabling them to coordinate activities in support of the emergency and to connect to international commercial flights.

Supporting NGO partners

In January, staff of the International Medical Corps (IMC) suffered a security incident in Tiringoulou, one of the deep-field locations. The next day, UNHAS C.A.R. relocated the IMC staff members to Bangui.



Children in C.A.R. wave goodbye to a departing UNHAS aircraft as it taxis before slowly disappearing into the skies.

‘An evacuation flight was promptly scheduled to extract our colleagues from the area. The following day, our staff returned safely to the capital without further incident on board a UNHAS flight scheduled uniquely for the task. [...] We are also very appreciative of the assistance by UNHAS in making the evacuation possible.’ – Nancy A. Aossey, President and CEO, International Medical Corps, 2014

UNHAS C.A.R. top 10 users

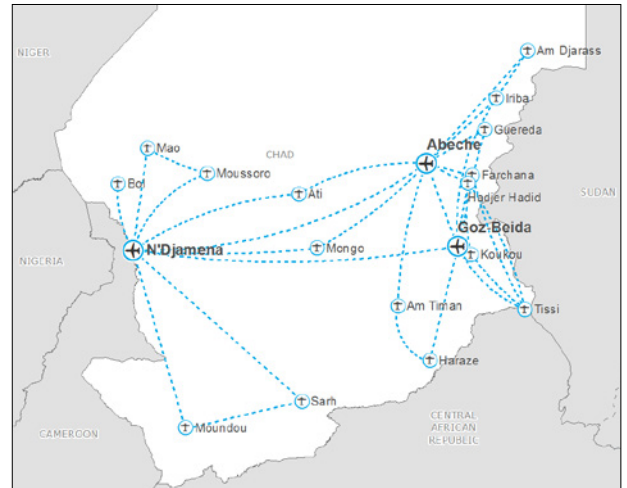
- | | |
|-------------|--------|
| COOPI | OCHA |
| CRS | SC |
| DRC | UNHCR |
| IMC | UNICEF |
| Mercy Corps | WFP |

Thanks to the following donors for their contributions:



UNHAS Chad: SO 200512

| Performance overview | |
|--|--------|
| Average fleet size | 3 |
| Passengers transported (excluding transits) | 24,844 |
| Passengers transported (including transits) | 45,930 |
| Cargo (mt) | 141 |
| User organizations served | 81 |
| Regular destinations | 19 |
| Medical evacuations | 212 |
| Security evacuations | 0 |



In Chad, long distances and poor infrastructure hamper humanitarian organizations' access to fragile populations. Consequently, UNHAS Chad has been the main means of transport for NGOs and UN agencies to reach beneficiary populations and project implementation sites.

Key highlights

- A cost recovery mechanism was introduced in April 2014. Subsequently, the number of 'no shows' fell by 7 percent.
- Thanks to a contribution from the UK, under the leadership of UNHAS the Tissi airstrip was rehabilitated. It is now fully functional all year round, ensuring continuous operation even during the rainy season.
- In response to requests from the humanitarian community, new destinations such as Mao were introduced during the course of the year.

'UNHAS Chad aims to serve its users at the highest level. Passenger satisfaction is one of our top priorities.' – United Nations Humanitarian Air Service, Chad, 2014

UNHAS Chad top 10 users

| | |
|---------|---------|
| ADES | MSF-H |
| AIRD | SECADEV |
| FLM/ACT | UNHCR |
| IRC | UNICEF |
| JRS | WFP |

Thanks to the following donors for their contributions:



Passengers collect their luggage after disembarking at Goz Beida airstrip in south-eastern Chad.

UNHAS Democratic Republic of the Congo: SO 200504

| Performance overview | |
|---|--------|
| Average fleet size | 5 |
| Passengers transported (excluding transits) | 25,504 |
| Passengers transported (including transits) | 42,481 |
| Cargo (mt) | 484 |
| User organizations served | 255 |
| Regular destinations | 36 |
| Medical evacuations | 14 |
| Security evacuations | 25 |

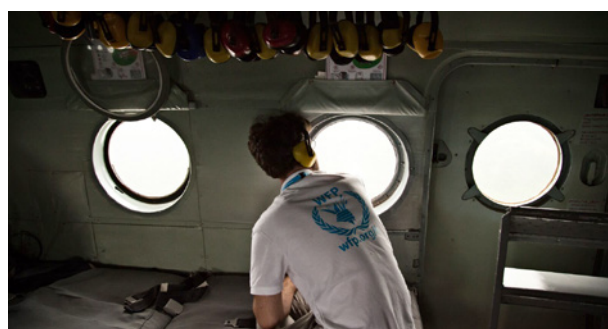
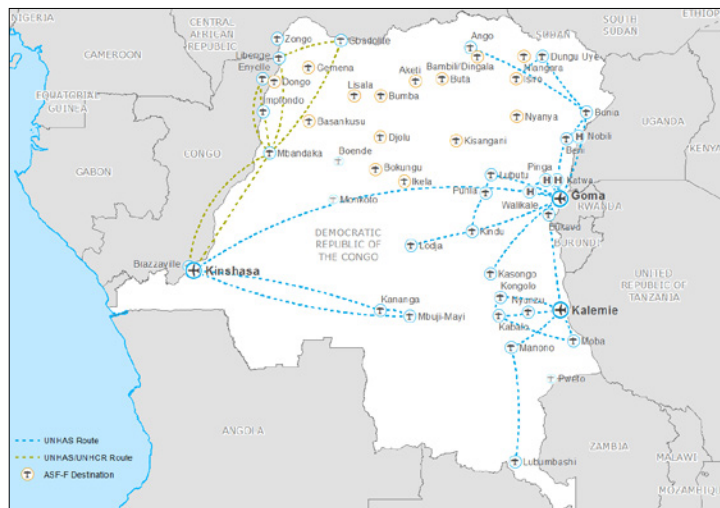
Due to vast distances, continuous conflict and poor infrastructure, access is a major challenge for humanitarian workers in DRC. Air transport is the most effective means to reach vulnerable populations across the country.

Key highlights

- In response to increased demands in the Equateur province UNHAS revised its fleet, replacing its 19-seat aircraft with a 37-seater.
- In August, UNHAS augmented its capacity in eastern DRC by fully integrating into the fleet an Mi-8 helicopter that had previously been used for a dedicated service for ECHO. The helicopter opened up access to remote locations without airstrips and it increased UNHAS' capacity in performing field assessments and evacuations for users in eastern DRC.
- When, in July 2014, the United Nations Peacekeeping Mission (MONUSCO) discontinued services in the western part of the country due to a change in its mandate, UNHAS DRC took up more responsibilities to ensure that the required operational standards were maintained.

Agile response to the Ebola Virus Disease outbreak in DRC

On 24 August, DRC's Ministry of Public Health declared an outbreak of Ebola Virus Disease in Equateur province. (This outbreak was unrelated to the one in West Africa.) In September UNHAS, in coordination with its partner Aviation Sans



A WFP staff member based in DRC takes time to admire the view from an Mi-8 helicopter.

Frontières-France (ASF-F), established regular scheduled flights to Boende to support agencies such as MONUSCO, UNICEF, WFP and WHO in responding to the Ebola outbreak. UNHAS also took the lead in coordinating with ECHO Flight and MONUSCO to provide a unified humanitarian response to move emergency cargo to Boende. Between September and December, UNHAS provided 21 flights, transporting 187 passengers and more than 27 mt of cargo. A further 50 flights, conducted by ASF-F, transported 153 passengers and over 19 mt of cargo.

UNHAS DRC top 10 users

| | |
|----------|------------|
| CRS | UNDP |
| IRC | UNHCR |
| MSF-F | UNICEF |
| Oxfam GB | US Embassy |
| SC | WFP |

Thanks to the following donors for their contributions:



| Performance overview | |
|---|-------|
| Average fleet size | 3 |
| Passengers transported (excluding transits) | 8,094 |
| Passengers transported (including transits) | 8,800 |
| Cargo (mt) | 45 |
| User organizations served | 32 |
| Regular destinations | 7 |
| Medical evacuations | 101 |
| Security evacuations | 0 |



In spite of significant economic growth during the last decade, Ethiopia remains one of the world's least developed countries. Since July 2011, humanitarian activities in south-eastern Ethiopia, and in particular Dollo Ado, have increased due to the influx of refugees escaping civil unrest, violence, and drought in south-central Somalia. Most of UNHAS Ethiopia's passengers travel to and from Dollo Ado where humanitarian assistance is implemented in support of the refugees residing in the area.

2014 saw a large influx of South Sudanese refugees into Ethiopia. By the end of the year the number of South Sudanese in camps in the Gambella region exceeded 191,000. WFP provided a dedicated helicopter service enabling UNHCR to reach several camps in the region.

Three locations in Ethiopia — Assosa, Gambella and Jimma — were used as bases from which airdrop operations into South Sudan were conducted. Over 34,000 mt of food were flown to 58 locations in South Sudan. This airlift-airdrop operation was one of the biggest in WFP's history.

Key highlights

- A Performance Management analysis was conducted to establish UNHAS Ethiopia's effectiveness and efficiency. Users provided feedback indicating that destinations offered and the frequency of flights matched their needs.
- UNHAS Ethiopia supported several special flights to facilitate visits to the refugee camps in the Gambella area.

Critical medical evacuation

In August, UNHAS Ethiopia facilitated the medical evacuation of an International Organization for Migration (IOM) staff member who had been seriously injured in a road traffic accident in Gambella. IOM expressed its appreciation of the work carried out by UNHAS:

'Just wanted to say a big thank you for making all the MEDEVAC arrangements for the IOM staff who was involved in a road traffic accident in Gambella and is now en route to Addis on the UNHAS flight. We would like to express our gratitude for the flexibility shown by the UNHAS team on the ground in making this happen.' — Gabriel Okutoi, Senior Operations Officer, IOM, 2014

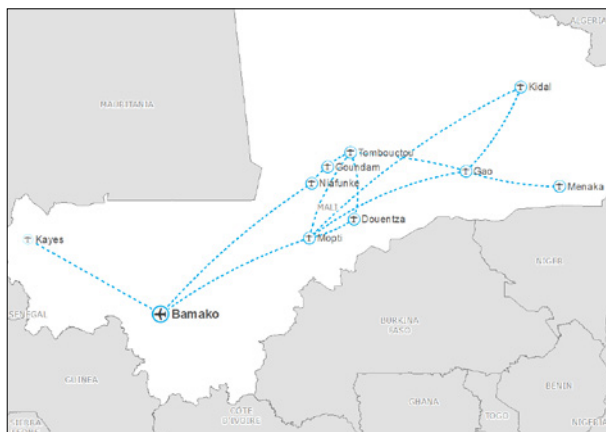
UNHAS Ethiopia top 10 users

| | |
|-------|-------|
| ACF | MSF-S |
| ARRA | NRC |
| IMC | SCI |
| IRC | UNHCR |
| MSF-H | WFP |

Thanks to the following donors for their contributions:



| Performance overview | |
|---|--------|
| Average fleet size | 2 |
| Passengers transported (excluding transits) | 9,654 |
| Passengers transported (including transits) | 16,262 |
| Cargo (mt) | 53 |
| User organizations served | 121 |
| Regular destinations | 9 |
| Medical evacuations | 8 |
| Security evacuations | 6 |



Vast distances, poor road conditions and insecurity in Mali severely hamper humanitarian access to beneficiary populations, and so air travel plays a critical role.

In 2014, however, UNHAS Mali faced a challenging funding situation, and in the fourth quarter of the year the regular fleet had to be reduced from two to one aircraft.

Key highlights

- UNHAS flights allowed humanitarian actors to undertake same-day return trips to Kidal and other destinations in northern Mali, thereby avoiding security risks posed by overnight stay, such as the lack of safe accommodation.
- As part of its staff capacity development objectives, UNHAS continued to train national staff in key areas such as route network, fleet and schedule planning, aviation safety, air operations, flight dispatch, emergency preparedness, customer service, and flight management application.

An appreciated service

In June, a USAID delegation relied on UNHAS Mali to travel within the country. The USAID/OTI Country Representative thanked UNHAS Mali, saying:

'I wanted to say thank you for your help getting us to and from Mopti last week. The retreat was fully a success and could not have been done without your help. Thanks for running such a professional shop!' — Joel Hirst, Country Representative Mali, USAID/OTI, 2014

UNHAS Mali top 10 users

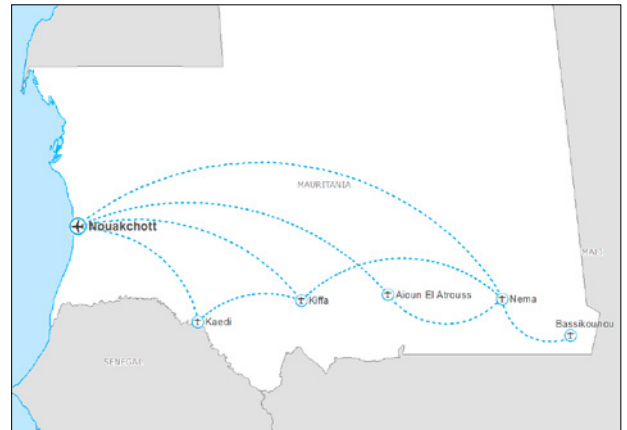
- | | |
|------------------------|---------------------------|
| AECOM/USAID | Oxfam |
| Handicap International | Solidarités International |
| MSF-F | UNHCR |
| NRC | UNICEF |
| OCHA | WFP |

Thanks to the following donors for their contributions:



UNHAS Mauritania: SO 200406

| Performance overview | |
|---|-------|
| Average fleet size | 2 |
| Passengers transported (excluding transits) | 2,308 |
| Passengers transported (including transits) | 4,405 |
| Cargo (mt) | 13 |
| User organizations served | 40 |
| Regular destinations | 6 |
| Medical evacuations | 11 |
| Security evacuations | 0 |



Mauritania suffers from chronic food insecurity and a high prevalence of malnutrition. In 2014, UNHAS achieved its objective of ensuring that humanitarian staff could access remote field locations. In particular, the service was crucial to providing access to the M’bera Refugee Camp – the centre of humanitarian assistance in the country.

Key highlights

- In August, the rehabilitation of 1,200 metres of the Bassikounou airstrip was successfully completed and the facility opened to traffic. Aircraft with higher payloads can now use the airstrip, and an uninterrupted service to the M’bera Refugee Camp during the rainy season can be ensured.
- Following the airstrip’s rehabilitation, UNHAS Mauritania reviewed its fleet and subsequently reduced it from two to one aircraft. A new Beechcraft 1900 turboprop, capable of serving all UNHAS destinations in Mauritania, was deployed in September. The fleet adjustment reduced operational costs without impacting on the level of service provision.



An UNHAS Mauritania staff member supervises a landing aircraft in Bassikounou, the closest airstrip to the M’bera Refugee Camp.

UNHAS Mauritania top 10 users

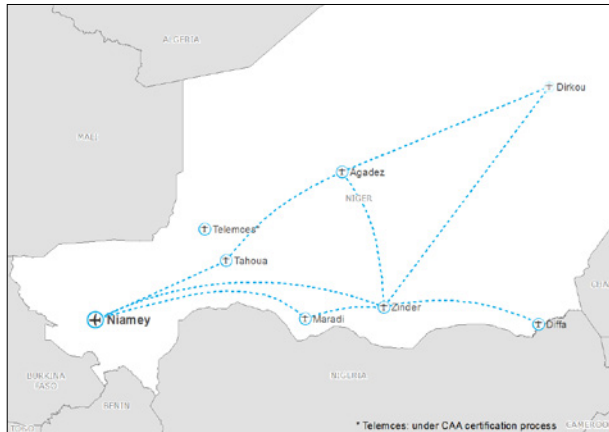
| | |
|----------------|--------|
| ACF | MSF-B |
| FLM | OCHA |
| ICRC | UNHCR |
| Intermon Oxfam | UNICEF |
| Intersos | WFP |

Thanks to the following donors for their contributions:



UNHAS Niger: SO 200520

| Performance overview | |
|---|--------|
| Average fleet size | 2 |
| Passengers transported (excluding transits) | 8,464 |
| Passengers transported (including transits) | 13,719 |
| Cargo (mt) | 45 |
| User organizations served | 64 |
| Regular destinations | 6 |
| Medical evacuations | 4 |
| Security evacuations | 0 |



In 2014, 5.3 million people were estimated to be food insecure in Niger. In addition, conflict in neighbouring Mali and insecurity in Nigeria resulted in an influx of refugees. The humanitarian response was concentrated mainly in the Tahoua and Diffa regions, the latter being UNHAS’ second busiest destination in Niger after Zinder.

Key highlights

- In January, a Performance Management assessment was conducted to measure the effectiveness and efficiency of the operation. This prompted a decision to change the fleet composition from one Dash-8 aircraft to two Beechcraft 1900s.
- Significant changes were implemented, including the introduction of direct flights from Niamey to Tahoua. Following the fleet review, significant travel time was saved for passengers and multiple destinations could still be covered. This ensured efficiency in humanitarian response as well as improved operational flexibility.

‘In 2014, UNHAS Niger underwent changes which greatly improved the service provided to our users. Thanks to the Performance Management Project we have a new tool to ensure that a value-for-money approach is integrated in all decision-making processes. Among other things, a fleet consisting of two aircraft, as compared to only one, provides the necessary flexibility to best serve our users.’ – United Nations Humanitarian Air Service Niger, 2014



The UNHAS Niamey staff, crew and WFP Niger Deputy Country Director take time out from their busy schedule to pose for a photograph.

UNHAS Niger top 10 users

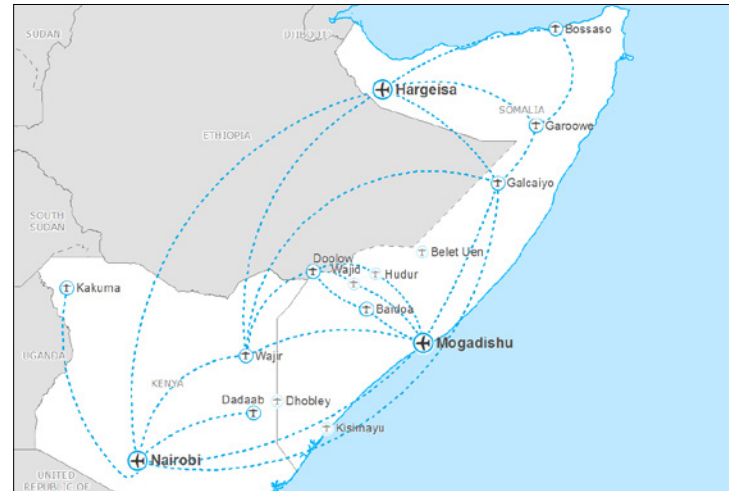
| | |
|---------|--------|
| Concern | UNFPA |
| FRC | UNHCR |
| ICRC | UNICEF |
| MSF-CH | USAID |
| SCI | WFP |

Thanks to the following donors for their contributions:



UNHAS Somalia/Kenya: SO 200507

| Performance overview | |
|---|--------|
| Average fleet size | 7 |
| Passengers transported (excluding transits) | 40,303 |
| Passengers transported (including transits) | 64,848 |
| Cargo (mt) | 427 |
| User organizations served | 155 |
| Regular destinations | 12 |
| Medical evacuations | 81 |
| Security evacuations | 0 |



Operating out of Hargeisa and Mogadishu in Somalia and Nairobi in Kenya, UNHAS Somalia/Kenya played a vital role in humanitarian relief operations. Reliable access was ensured to ten regular destinations in Somalia and several others, as needed. UNHAS also served two scheduled destinations in Kenya. In both countries operational environments were challenging, characterized by poor infrastructure, insecurity and long distances.

Key highlights

- In early March, SNAF-AMISOM began a military offensive to recapture towns seized by al-Shabaab militants. Many civilians fled the violence, and UNHAS expanded its services in support of humanitarian activities by adding new destinations in south-central Somalia. Needs assessments for ACF, DAI, WFP, WHO

and UNICEF were facilitated, and all-cargo flights to Hudur and Wajid were conducted using Cessna Caravan aircraft and a Dornier 228 aircraft to deliver life-saving food and vaccines for WFP and UNICEF respectively.

- In July, a 76-seat Dash-8 Q400 high-speed turboprop was introduced to the fleet to replace two jet aircraft serving Somalia. This plane provides a cost-efficient means of augmenting capacity to meet increased demand. It also offers flexibility because it can use unpaved runways in remote locations.
- In August, a Fokker 50 cargo aircraft with a capacity of 5 mt commenced operation to support relief activities in hitherto inaccessible locations. Cargo was delivered for IOM, SCF, WFP, WVI, UNHCR and UNICEF up to the end of the year.



An UNHAS flight landing in Mogadishu, one of the critical destinations for humanitarian operations in the wake of the protracted crisis in Somalia.

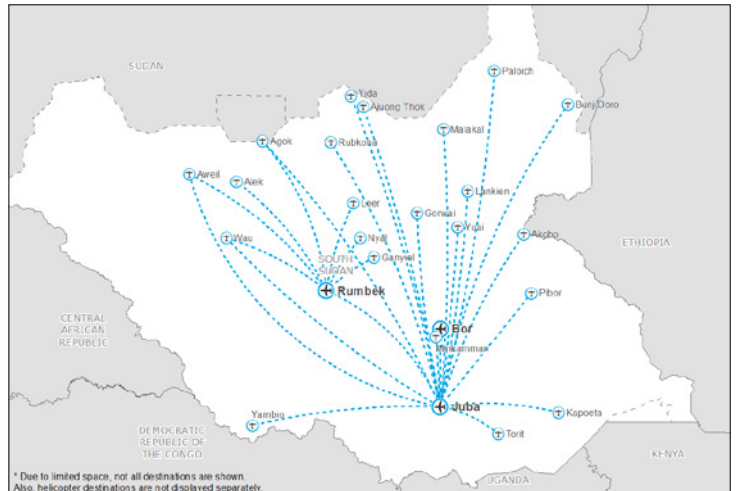
UNHAS Somalia/Kenya top 10 users

| | |
|----------------------------|--------------|
| British Office for Somalia | UNICEF |
| FAO | UNSOM |
| IOM | WFP |
| UNDP | WHO |
| UNHCR | World Vision |

Thanks to the following donors for their contributions:



| Performance overview | |
|---|--------|
| Average fleet size | 14 |
| Passengers transported (excluding transits) | 63,767 |
| Passengers transported (including transits) | 89,406 |
| Cargo (mt) | 2,041 |
| User organizations served | 270 |
| Regular destinations | 52 |
| Medical evacuations | 255 |
| Security evacuations | 1,736 |



In mid-December 2013, fighting erupted in Juba between government and rebel forces. The violence spread swiftly to other parts of the country and mass displacement ensued. In 2014, UNHAS South Sudan played a critical role in facilitating the scale-up of humanitarian response. According to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), over 3.6 million people were reached with life-saving aid in 2014.

Key highlights

- At the request of humanitarian actors twenty new destinations were added to UNHAS’ regular schedule. Of these, the majority were in the regions most affected by conflict: Jonglei, Upper Nile and Unity states.
- UNHAS initially planned a fleet of seven aircraft, but by the end of June it had added another five to meet increased demand for more access to hard-to-reach locations. In August, the fleet was further augmented to 17 aircraft: 13 fixed-wing planes and four helicopters. The helicopters helped reduce the impact of the rainy season on the humanitarian response because they could land on airstrips too wet or too damaged for use by fixed-wing aircraft.
- The operation faced several challenges, including congestion at Juba and Rumbek airports, and fuel shortages in key operational locations due to inaccessible roads slowing down supply.
- UNHAS played a critical role in ensuring the safe relocation of humanitarian staff from several locations, especially in Unity and Upper

Nile states, where armed fighting exposed aid workers to imminent threats to life.

Getting medical assistance to where it is needed

‘During the year 2014 MSF-Spain doubled its operations in South Sudan due to the ongoing humanitarian crisis. WFP-UNHAS has been of support to our operations, helping our staff reach affected locations safe and timely. It would have been very challenging to provide our assistance in South Sudan without the support of WFP-UNHAS.’ — Juan Prieto, Head of Mission, MSF Spain, 2014

UNHAS South Sudan top 10 users

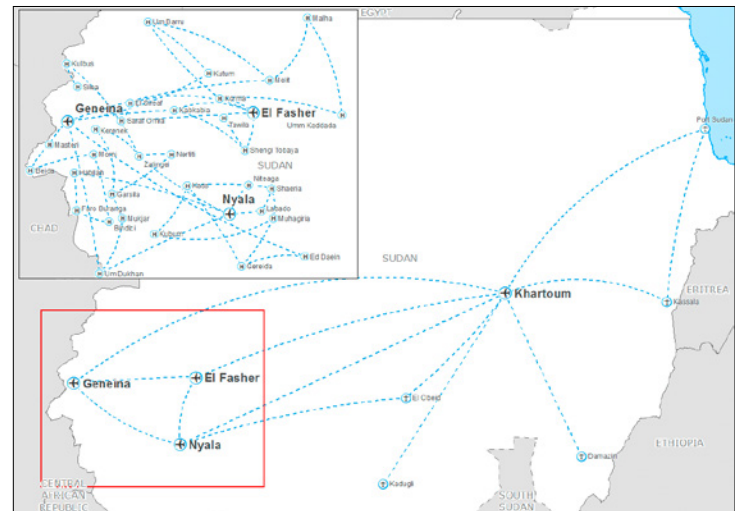
- | | |
|-------|--------|
| DRC | UNHCR |
| IOM | UNICEF |
| IRC | WFP |
| OCHA | WHO |
| SC-UK | WVI |

Thanks to the following donors for their contributions:



UNHAS Sudan: SO 200514

| Performance overview | |
|--|--------|
| Average fleet size | 7 |
| Passengers transported (excluding transits) | 23,795 |
| Passengers transported (including transits) | 41,763 |
| Cargo (mt) | 235 |
| User organizations served | 120 |
| Regular destinations | 41 |
| Medical evacuations | 15 |
| Security evacuations | 0 |



In spite of challenges, such as insecurity and frequent disruptions of the aviation fuel supply chain, UNHAS Sudan delivered effective and efficient air services to humanitarian actors in Sudan.

Key highlights

- A 37-seat jet aircraft was introduced on the Khartoum–Geneina route following the completion of a 3 km paved runway in El Geneina. This considerably reduced travel time for passengers and increased operational efficiency.
- While some routes were rationalized, overall the air service’s coverage grew with the addition of new destinations, including Labado, Muhajaria, Shaeria and Silea in Darfur, and Port Sudan and Kassala in the east. In November, UNHAS Sudan was able to reduce the fleet size from seven to six aircraft, thus reducing operational costs.
- As Zalingei became a key location for coordination of humanitarian project implementation, UNHAS Sudan introduced deep-field helicopter flights to connect the town to a number of remote villages in Central and West Darfur.

Happy users

‘Many thanks to you and the rest of the UNHAS team for the – as usual – excellent UNHAS service [...]. UNHAS’ efficiency and client orientation was much appreciated by all.’ – Ivo Freijsen, Acting Head of Office, UN Office for the Coordination of Humanitarian Affairs, Khartoum, Sudan, 2014

UNHAS Sudan top 10 users

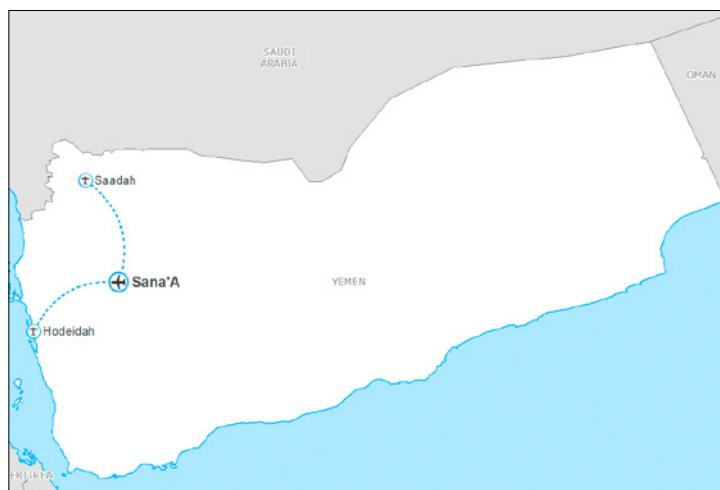
- | | |
|-----------|--------|
| ICRC | UNDP |
| IMC | UNHCR |
| MSF Spain | UNICEF |
| OCHA | WFP |
| SC Sweden | WHO |

Thanks to the following donors for their contributions:



Air Passenger Service Yemen: SO 200130

| Performance overview | |
|--|-----|
| Average fleet size | 1 |
| Passengers transported (excluding transits) | 593 |
| Passengers transported (including transits) | 691 |
| Cargo (mt) | 2 |
| User organizations served | 22 |
| Regular destinations | 3 |
| Medical evacuations | 0 |
| Security evacuations | 0 |



In 2014, Yemen underwent a period of tension, widespread insecurity, violence and armed conflict, which led to internal displacement of hundreds of thousands of people, chronic food shortages, poor social amenities and a general breakdown of the government apparatus. Amid a dire security situation, the humanitarian community faced the challenge of mounting an appropriate response to the crisis and accessing people in need of assistance. Travel by road between key locations was unsafe, and no commercial airlines provided viable alternatives.

Key highlights

- The WFP Yemen Air Passenger Service operated throughout the year, with a Dash-8 aircraft connecting Sana'a with Sa'ada.
- The planned objective for an average number of twelve passengers per flight was achieved despite a very challenging security situation. More than 40 scheduled flights to Sa'ada were cancelled when security clearances could not be obtained from the Government.

Air Passenger Service Yemen top 10 users

| | |
|-------|--------|
| DRC | UNDP |
| ICRC | UNHCR |
| MSF-F | UNICEF |
| OCHA | WFP |
| Oxfam | WHO |

Thanks to the following donor
for its contribution:



Preparedness and Safety

Emergency Preparedness

In various large-scale emergencies between 2008 and 2010, helicopters proved to be the most effective means to access and deliver humanitarian assistance to affected populations in locations not reachable by road. However, deploying them at the outset of an emergency was at times challenging. With support from ECHO, in 2011 WFP established the WFP Aviation Global Emergency Response project to ensure that standby helicopter assets would be readily available for timely and cost-efficient emergency interventions. When not on emergency deployment, the helicopters were available to perform dedicated services for individual organizations upon request and on a cost-recovery basis.

In 2014, insecurity and poor road conditions in South Sudan heavily restricted access to beneficiary sites in several States, resulting in increased demand for

air assets. In mid-April, WFP Aviation deployed one of its two standby helicopters in East Africa to Rumbek, South Sudan to help the Logistics Cluster transport emergency relief supplies for humanitarian actors in the country. By the end of the deployment in October, the helicopter had transported 183 passengers and 335 mt of cargo, and had carried out five medical evacuations.

The second standby helicopter was used in Goma, eastern DRC, to provide dedicated air services for ECHO partner agencies. In this operation, which ran between January and July 2014, the helicopter transported 1,033 passengers and 58.8 mt of light cargo for 27 organizations. It also carried out four medical evacuations. Arrangements under this scheme were discontinued in July and the helicopter was integrated into the main UNHAS fleet on 1 August.

**Thanks to ECHO
for its contribution**



WFP Aviation Safety Unit

The WFP Aviation Safety Unit (ASU) is based in Rome and has three regional offices: Nairobi (Kenya), Johannesburg (South Africa) and Sharjah (United Arab Emirates). To assure an acceptable level of safety in all WFP Aviation field operations, ASU evaluates and supports UNHAS operations, as well as WFP-contracted air carriers who must hold a commercial permit called the Air Operator's Certificate.

Thanks to the robust structure established by ASU, WFP Aviation has not experienced any accidents since 2012. Safety concerns noted mostly pertain to airfield conditions, air traffic management and security.

In 2014, it was encouraging to see continued improvement among air carriers operating for WFP. Although some operators still face challenges in adhering to all areas in the requisite safety standards, ASU is working closely with both WFP field operations and the operators to ensure all issues are addressed. During the course of the year, ASU completed 160 safety evaluations of air operators,

analysed and processed more than 1,300 safety reports, undertook a number of capacity-building initiatives, and increased the number of registered air operators eligible for chartering by WFP.

WFP Aviation operates in challenging regions in some of the most risk-prone environments in the world. Often, these locations have very limited oversight by Civil Aviation Authorities. Despite these challenges, WFP's aviation safety performance is in line with that of most regional airline operations in the developed world. This is in large part due to the strong safety culture and safety organization established by ASU.

The unit held several aviation safety-related events during 2014, including safety campaigns in Nepal and Kenya. It participated in the Middle East Business Aviation Show in Dubai, and organized the 6th Global Humanitarian Aviation Conference & Exhibition in Geneva. At the latter, humanitarian aviation industry professionals and experts gathered for fruitful discussions and established priorities for safety initiatives that had been initiated at the previous year's conference.



UNHAS, South Sudan

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