



WFP Aviation in 2013



World Food Programme

wfp.org

2013 WFP Aviation at a Glance



UNHAS and Other Services

The United Nations Humanitarian Air Service makes up **80%** of WFP Aviation's work

Countries where either WFP Aviation, UNHAS or both operated

- | | | |
|--------------------------|------------|-------------|
| Afghanistan | Indonesia | Niger |
| Bangladesh | Iraq | Panama |
| Burkina Faso | Kenya | Philippines |
| Central African Republic | Lebanon | Somalia |
| Chad | Libya | South Sudan |
| Dem. Rep. Congo | Madagascar | Sudan |
| Dubai | Malaysia | Syria |
| Ethiopia | Mali | Tanzania |
| Ghana | Mauritania | Uganda |
| India | Nepal | Yemen |

UNHAS Operations



x700

364,236 passengers
more than 700 times the capacity of a large jetliner



2,068 medical and security evacuations

237 regular destinations



1,934 mt

of light humanitarian cargo which weighs as much as 350 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



MEDECINS SANS FRONTIERES

UNHAS Top Donors



Humanitarian Aid and Civil Protection



CENTRAL EMERGENCY RESPONSE FUND

Other Services

Airlift, Airfreight and Passenger Services (excl. UNHAS)



2,615 mt of cargo



130 passengers



49 charters

Third Party Services



2 aircraft



3 aircraft



5 aircraft

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

Foreword

WFP serves as custodian of the United Nations Humanitarian Air Service (UNHAS). For more than a decade, WFP has delivered UNHAS as a vital common service for the entire humanitarian community. WFP proudly provides consistent access to the hard-to-reach locations in challenging environments across the globe.

In 2013, UNHAS again proved its readiness by responding to several protracted operations across the world. This service has ensured critical humanitarian access for both sudden-onset emergencies, such as Typhoon Haiyan in the Philippines, as well as conflict-related emergencies, including those in South Sudan and Central African Republic. UNHAS ensured the airlift of vital relief items to affected populations in these countries. Through UNHAS, WFP Aviation provided essential passenger services for the humanitarian community in 14 countries. UNHAS also facilitated emergency medical and security evacuations.

As a frequent passenger on UNHAS flights, I personally witnessed the sacrifices UNHAS personnel make, when delivering high-quality transport services under very difficult circumstances. UNHAS plays a central role allowing NGOs and UN agencies to overcome many operational obstacles, including extremely long distances in the Democratic Republic of Congo, the lack of road network in Niger, or the absence of commercial air operators in Somalia.



WFP Executive Director Ertharin Cousin (fifth from right) with staff in the Philippines, November 2013

Whatever the problem, UNHAS transport solutions enable humanitarians to safely reach populations in need.

It is therefore imperative that UNHAS, and indeed WFP Aviation, continues to keep its competitive edge, providing the efficient, effective and reliable common services that are required to meet the transport needs of the entire humanitarian community. To deliver this mission, UNHAS depends on strong partnerships with governments, NGOs, international organizations and UN agencies.

The outstanding work performed by UNHAS is possible thanks to the dedication of WFP staff, the professionalism of our operators, the investment of donors, and the patronage of our partners who use the service. Together, we make a difference.

A handwritten signature in black ink that reads "Ertharin Cousin". The signature is fluid and cursive.

Ertharin Cousin

Executive Director, World Food Programme



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Acronyms

ACF	Action Contre la Faim (Action Against Hunger)	DRC	Democratic Republic of the Congo
ACTED	Agency for Technical Cooperation and Development	EASA	European Aviation Safety Agency
ADES	Agence de Développement Economique et Social (Agency for Economic and Social Development)	ECHO	European Commission — Humanitarian Aid & Civil Protection
AIRD	African Initiatives for Relief and Development	ECOWAS	Economic Community of West African States
ALPD	Association pour la Lutte contre la Pauvreté et le sous Développement (Association for the Struggle against Poverty and Underdevelopment)	EFSA	Emergency Food Security Assessment
ASF-F	Aviation Sans Frontières-France (Aviation Without Borders)	ERF	Emergency Response Fund
ASU	Aviation Safety Unit (of WFP)	EU	European Union
C.A.R.	Central African Republic	FAO	Food and Agriculture Organization
CARE	Cooperative for Assistance and Relief Everywhere	FLM	Fédération Luthérienne Mondiale (Lutheran World Federation)
CERF	Central Emergency Response Fund	FSF	Flight Safety Foundation
COOPI	Cooperazione Internazionale (Italian International Cooperation)	GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (German Society for International Cooperation)
COPAC	Colegio Oficial de Pilotos de la Aviación Comercial (Spanish Guild of Commercial Pilots)	HRF	Humanitarian Response Fund
DFS	Department of Field Support	HQ	Headquarters
DGR	Dangerous Goods Regulations	IATA	International Air Transport Association
		ICAO	International Civil Aviation Organization
		ICRC	International Committee of the Red Cross

IDPs	Internally Displaced Persons	SO	Special Operation
IFALPA	International Federation of Air Line Pilots' Associations	UK	United Kingdom
IFRC	International Federation of Red Cross and Red Crescent Societies	UN	United Nations
IMC	International Medical Corps	UN AVSTADS	United Nations Aviation Standards for Peacekeeping and Humanitarian Air Transport Operations
IOM	International Organization for Migration	UNDP	United Nations Development Programme
IRC	International Rescue Committee	UNDSS	United Nations Department of Safety and Security
JRS	Jesuit Refugee Service	UNFPA	United Nations Population Fund
KDRT	Korea Disaster Relief Team	UNHAS	United Nations Humanitarian Air Service
KOICA	Korea International Cooperation Agency	UNHCR	Office of the United Nations High Commissioner for Refugees
MEBAA	Middle East Business Aviation Association	UNHRD	United Nations Humanitarian Response Depot
MERLIN	Medical Emergency Relief International	UNICEF	United Nations Children's Fund
mt	metric tonnes	UNMISS	United Nations Mission in the Republic of South Sudan
MSB	Myndigheten för samhällsskydd och beredskap (Swedish Civil Contingencies Agency)	UNOPS	United Nations Office for Project Services
MSF	Médecins Sans Frontières (Doctors Without Borders)	UPS	United Parcel Service
MTI	Medical Teams International	USA	United States of America
NGO	Non-governmental organization	WASH	water, sanitation and hygiene
OCHA	Office for the Coordination of Humanitarian Affairs	WFP	World Food Programme
SC	Save the Children	WHO	World Health Organization
SECADEV	Secours Catholique et Développement (Catholic Relief and Development)	WVI	World Vision International

Flags and Logos



Australia



Japan



Belgium



Luxembourg



Canada



Norway



Central Emergency
Response Fund
(CERF)



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



Denmark



Spain



European Commission —
Humanitarian Aid
& Civil Protection



Sweden



Estonia



Switzerland



Finland



United Kingdom



France



United Nations¹



Germany



United States
of America



Ireland

¹ The UN logo indicates Pooled Fund contributions, including the Common Humanitarian Fund (CHF), Emergency Response Fund (ERF) and the Humanitarian Response Fund (HRF).

WFP Aviation

WFP Aviation looks back at a successful but challenging year in 2013. Our prompt response to large-scale emergencies in the Central African Republic, the Philippines, South Sudan and Syria, and the continuous provision of what has now become a regular passenger service for humanitarian organizations in 14 countries, was made possible by the unflinching commitment of our staff, air service providers, donors and partners.

The WFP-managed United Nations Humanitarian Air Service (UNHAS) transported approximately 362,000 passengers to some of the world's most remote and challenging areas. An emergency UNHAS operation in the Philippines enabled an additional 2,262 humanitarian staff, donors and government representatives to respond to the crisis caused by Typhoon Haiyan. Furthermore, through a combination of ad hoc strategic airlifts and airfreights, WFP Aviation transported 2,615 metric tonnes (mt) of relief supplies, including food and non-food items, for several organizations such as Catholic Relief Services, Irish Aid, FAO, Solidarités International and WFP. This was done in coordination with the United Nations Humanitarian Response Depot (UNHRD). Details of our wide-ranging activities during the year are outlined in this Annual Review.

Our traditional goals of timely delivery and effective emergency response for the humanitarian community have been augmented by the WFP Aviation Strategic Plan (2013-2015), which has enabled us to become a more accountable and performance-oriented service. The Strategic Plan emphasizes the need to ensure financial sustainability, strengthen field capacity, embrace new initiatives and foster strategic partnerships, and in so doing it is guiding our alignment with WFP's organizational design, 'Fit-for-Purpose'.

Predictable funding is key to obtaining sustainable contractual arrangements with our air operators. In 2013, donors ensured this was achieved by

contributing promptly in response to the funding requirements.² An encouraging trend was donors' flexibility towards multilateral funding to UNHAS operations. This enabled us to provide funding to operations with critical needs, and allowed us to provide uninterrupted access for humanitarian aid workers to all target locations as planned.

Various training initiatives were implemented during the year. These strengthened staff skills and, thus, promoted safe operations. In line with our exit strategy, the initiatives also helped build the capacity of civil aviation authorities, local government institutions and other humanitarian aviation service providers. WFP Aviation staff successfully participated in training programmes that included Aviation Emergency Response and Preparedness, Aviation Procurement and Contracts Management, and Dangerous Goods. Through on-the-job training, the capacity of our field staff was further improved.

In order to reinforce our resource mobilization capacity, support our operations in West Africa, and improve coordination from a regional perspective, we created an Air Transport Officer post in the WFP Regional Bureau in Dakar, Senegal. This replicated the post already established in Kampala, Uganda for our operations in Eastern and Central Africa.

We are pursuing the following strategic initiatives embarked upon in 2013:

Firstly, we initiated the Performance Management Project to enable us to apply WFP's corporate ethos of Value-for-Money to aviation activities. The project seeks to develop a framework and tool to quantify the suitability of the aircraft types and operators deployed (Economy), measure the level of access provided (Effectiveness) and monitor the operating cost of each operation (Efficiency). This should enable WFP Aviation to better visualize and optimize fleet and schedule planning. It will also facilitate more detailed reporting to donor representatives.

² Income generated through donor contributions amounted to approximately 80 percent of total costs for UNHAS operations, while 20 percent was generated through cost recovery.

Secondly, we are reinforcing our customer relationship management through standardized branding and by developing a customer service strategy in all UNHAS operations to cement our 'Common Service' approach.

Finally, in view of the evolving nature of security threats affecting the aviation industry, WFP Aviation

is adopting the industry's Aviation Security approach in humanitarian aviation. We are committed to institutionalizing it as an important area in the UN Security system and are working with all stakeholders in this regard. In 2013, Aviation Security assessments were conducted in UNHAS operations in Afghanistan, Mali, Niger, South Sudan and Sudan.

WFP Aviation Financial Overview

The total cost of WFP Aviation air operations in 2013 was just under US\$189 million. Of this, 85 percent was spent on UNHAS Special Operations enabling

the humanitarian community to access vulnerable beneficiaries.

Table 1. Cost breakdown in 2013

WFP Air Services	Total Costs US\$
UNHAS Operations	US\$159,553,632
Short-term Aviation Services for WFP and External Clients	US\$13,589,428
Longer-term Aviation Services for External Clients	US\$10,080,659
Operational Structure	US\$5,295,356
Total Expenditure in 2013	US\$188,519,075

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 delivery 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 to support humanitarian entities such as the United Nations Department of Safety and Security (UNDSS) and the Office of the United Nations High Commissioner for Refugees (UNHCR).

Strategic Airlifts, Airfreight and Third Party Services

Strategic Airlifts and Airfreight

As well as managing UNHAS operations, WFP Aviation provides other services, such as: airlifts in support of humanitarian interventions; airfreight; dedicated (third party) services; and bilateral passenger services. In 2013, WFP Aviation offered wide-ranging assistance to a variety of humanitarian organizations responding to emergencies across the world.

Philippines

In response to the emergency caused by Typhoon Haiyan, WFP Aviation deployed support equipment on behalf of WFP and UNHRD and its partner organizations. The equipment included prefabricated office and accommodation units, telecommunications equipment, generators, mobile storage units, and other operational support items. High energy and nutritious foods were also delivered to assist the affected populations. Air transport was provided through a combination of fully chartered aircraft, chartered aircraft cost-shared with UNHRD partners, and commercial airfreight. This mix enabled WFP Aviation to achieve an optimal balance of air assets and cargo space while maintaining cost efficiency. During November and December 2013, approximately 1,200 mt of cargo were transported to Cebu and Manila.

Syria

The humanitarian situation in Syria continued to deteriorate in 2013. As the year progressed, the conflict intensified and the food security of people affected by the crisis became critical. Overland cargo delivery was severely hampered, and WFP Aviation performed several airlifts to deliver equipment and relief items. In December alone, around 440 mt of cargo — including food items, family water kits and medical kits — were airlifted for WFP and the UN Children's Fund (UNICEF) from Erbil, Iraq to Qamishli, Syria.

Central African Republic and South Sudan

Towards the end of 2013, the crises in Central African Republic (C.A.R.) and South Sudan escalated. In December, WFP Aviation airlifted 65 mt of humanitarian cargo — including security equipment, supplementary foods and emergency health kits — to Bangui, C.A.R., and 37 mt of highly nutritious foods to Juba, South Sudan on behalf of the respective WFP Country Offices.

Third Party Services

WFP Aviation provides dedicated air services to a number of third party organizations on a cost-recovery basis. In 2013, WFP Aviation chartered aircraft in Chad, DRC and Tanzania on behalf of UNHCR; in Somalia/Kenya for UNDSS; and in Madagascar on behalf of the UN Development Programme (UNDP).

UNDP's Mission in Madagascar

In October and December 2013, five helicopters were deployed on behalf of UNDP to assist the National Electoral Commission in transporting ballot boxes from remote polling stations by air.

'I would like [...] to express my profound appreciation and sincere thanks to all of you for the hard work and the superb logistics support extended to UNDP during the 16 days preceding the announcement of the provisional results for the first round of the presidential election. Without the expertise and dedication of the WFP Aviation team, the personal involvement of [...] (WFP Representative in Madagascar), [...] (WFP Representative in Mozambique) and [...] (Resident Representative/Resident Coordinator in Mozambique), the publication of the provisional results for the 20,001 polling stations that took place on Friday 8 November (i.e. two weeks after the first round of elections) wouldn't have been possible.'
— Fatma Samoura, UNDP Resident Representative, UN Resident Coordinator, 2013

United Nations Humanitarian Air Service

The United Nations Humanitarian Air Service (UNHAS) is one of the most renowned Common Services. We provide non-governmental organizations (NGOs), UN agencies, donor representatives, the diplomatic community and humanitarian implementing partners with the access they need to reach remote or inaccessible beneficiaries promptly. Put simply, we get people to work. This enables them to implement and monitor life-saving projects that include food security; water, sanitation and hygiene (WASH); protection; health; and early recovery.

Air operations have become an essential component of the humanitarian response strategy because timely access to affected populations is prerequisite to an effective response. In most countries requiring humanitarian assistance, surface travel is impeded by challenging security situations, long distances and poor road conditions. Furthermore, most of the destinations the humanitarian community needs to

reach are not served by safe commercial air operators. In such cases, UNHAS is the only available option for humanitarian organizations to access beneficiaries in a safe and reliable way.

Despite operating in some of the world's most challenging environments, UNHAS has an exemplary safety record. Our response capacity, efficiency and well-established structure have made UNHAS the air transport provider of both choice and necessity for global humanitarians working with difficult-to-reach, vulnerable communities.

In 2013, UNHAS operations continued in Afghanistan, C.A.R., Chad, the Democratic Republic of the Congo (DRC), Ethiopia, Mali, Mauritania, Niger, Somalia/Kenya, South Sudan, Sudan and Yemen. A new UNHAS operation, initiated as part of the response to Typhoon Haiyan in the Philippines, ran from November 2013 until February 2014.



Preparations for a UNHAS flight from Cebu to Tacloban on behalf of the Korean Disaster Relief Team (KDRT) in collaboration with the Korean International Cooperation Agency (KOICA)

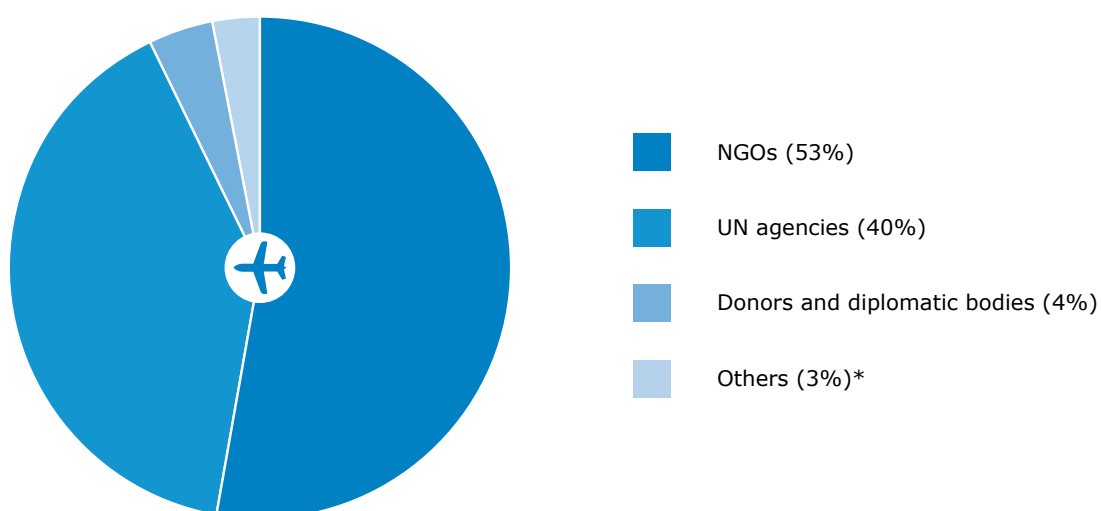
Table 2. Performance overview of UNHAS Special Operations in 2013

Country	Fleet size*	Hours flown	Passengers	Cargo (mt)	Medical and security evacuations	Number of regular destinations	Number of user organizations
Afghanistan	3	2,118	23,321	88	6	22	159
C.A.R.	2	2,091	9,401	272	50	15	67
Chad	3 (+1)	3,779	57,838	227	121	19	112
DRC	4 (+1)	4,277	40,374	320	79	33	180
Ethiopia	3	2,556	9,096	32	80	8	60
Mali	2	1,952	11,614	37	6	5	97
Mauritania	2	1,032	4,547	14	10	6	40
Niger	1	1,675	17,140	40	5	6	139
Somalia/Kenya	7	6,706	60,540	356	43	25	133
South Sudan	9	7,346	83,841	255	1,624	35	291
Sudan	7	5,733	43,359	279	32	40	120
Philippines	4	466	2,262	13	12	20	82
Yemen	1	100	903	1	0	3	20
Total	48 (+2)	39,831	364,236	1,934	2,068	237	Not applicable **

* Fleet size varies according to operational demands, and figures given here represent the average. The numbers of stand-by helicopters operating in Chad and DRC have been added in brackets. Statistics for Emergency Response stand-by helicopters and fixed-wing aircraft have been included in figures reported for the countries into which they were deployed (Chad, DRC, Niger, Somalia/Kenya, South Sudan and Sudan). The same applies for ad hoc aircraft that supported various operations.

** Some user organizations operated in several different countries, which is why no total is given in this column.

Figure 1. Breakdown of UNHAS passengers by category



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

**Table 3. United Nations Humanitarian Air Service (UNHAS)
2013 Budget and Project Revenue**

Country	Budget for 2013 (US\$)	Total project revenue in 2013* (US\$)	Comments
Afghanistan	18,908,164	18,131,428	
C.A.R.	7,638,002	8,691,699	Funds carried over to 2014
Chad	21,321,468	17,494,798	Project needs reduced due to fleet revision
DRC	22,000,519	24,181,806	Funds carried over to 2014
Ethiopia	7,405,687	9,167,922	Funds carried over to 2014
Mali	7,071,769	8,819,242	Funds carried over to 2014
Mauritania	6,725,508	7,607,061	Funds carried over to 2014
Niger	7,931,359	11,446,902	Funds carried over to 2014
Somalia/Kenya	35,502,102	32,182,801	Project needs did not grow as expected
South Sudan	34,187,210	37,600,118	Funds carried over to 2014
Sudan	30,709,549	31,563,637	Funds carried over to 2014
Yemen	1,604,063	2,157,390	Funds carried over to 2014
Global	6,525,395	4,506,066	Project expenditure reduced due to limited deployment
Total	207,530,795	213,550,870	Not Applicable

* Total project revenue includes: funds carried over from the previous reporting period; contributions registered in 2013; and cost recovery income received in 2013.

In 2013, financial requirements of UNHAS operations were met through generous contributions from donors and income generated from cost recovery. Thanks to flexible and timely contributions,

WFP Aviation could plan long-term, maintain the favourable arrangements with air operators, and ensure uninterrupted services. Funds carried over were essential to sustaining operations into 2014.

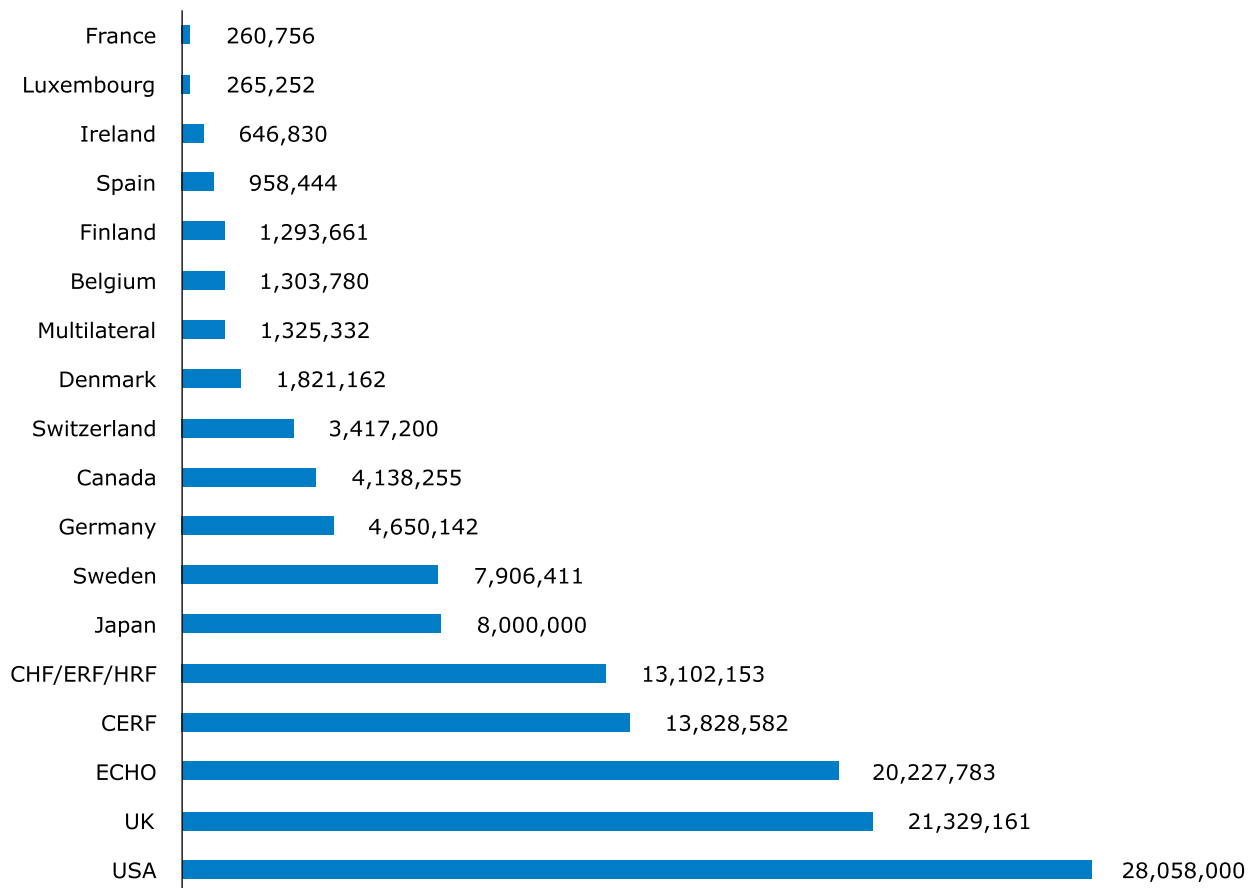


A WFP Aviation-chartered Boeing 747 cargo plane carried relief items to Bangui, C.A.R., in December 2013

Donor Support in 2013

In 2013, the generous support of donors totalled US\$132,532,904. A breakdown is shown below.

Figure 2. Overview of donor contributions in 2013



In addition to the above-listed donors, UNHCR is one of WFP Aviation's primary partners contributing to the common service.

UNHAS Special Operations

Afghanistan: SO 200360

Performance overview, 2013	
Average fleet size	3
Passengers	23,321
Cargo (mt)	88
User organizations served	159
Regular destinations	22
Medical evacuations	4
Security evacuations	2



Afghanistan faces enormous challenges after more than three decades of war and civil unrest. Access to beneficiaries remains constrained and many humanitarian actors rely on UNHAS to reach populations in need.

In 2013, UNHAS Afghanistan added a 19-seater MI-8MTV-1 helicopter to its existing fleet of two fixed-wing aircraft, and expanded services to eight new regular destinations in response to increased demand from the humanitarian community. These developments enabled continuous access to key areas of humanitarian interventions, including several deep field locations. As more areas were served, the humanitarian response capacity was enhanced. Humanitarian staff also had more access to flights for medical and security evacuations. Of UNHAS' new destinations in Afghanistan, Ghazni is one of the most requested.

Delivering life-saving medical supplies

UNHAS Afghanistan works in close collaboration with the International Committee of the Red Cross (ICRC). In July 2013, the hospital in Kandahar became so short of medical supplies that it almost closed. ICRC requested UNHAS' assistance in responding to this dire situation. The Dash 8 aircraft was reconfigured and UNHAS successfully transported a total of 4.5 mt of medicines to Kandahar to normalize the situation.

UNHAS Afghanistan top 10 users

Aga Khan Foundation	UNDP
FAO	UNHCR
GIZ	UNICEF
ICRC	UNOPS
SC	WFP



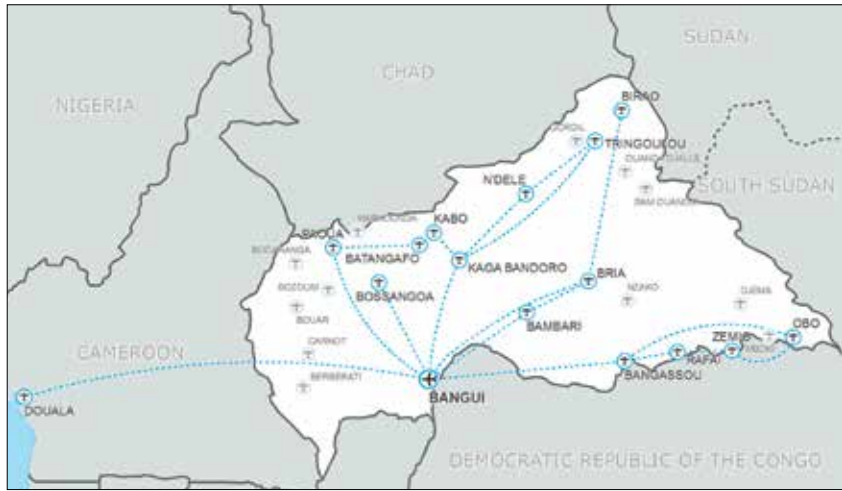
Delivering vital hospital supplies to ICRC in Kandahar

Thanks to the following donors for their generosity:



Central African Republic: SO 200522

Performance overview, 2013	
Average fleet size	2
Passengers	9,401
Cargo (mt)	272
User organizations served	67
Regular destinations	15
Medical evacuations	18
Security evacuations	32



Throughout the year, the security situation in C.A.R. was highly volatile and unpredictable. With two LET-410 aircraft, UNHAS ensured uninterrupted access that enabled humanitarian actors to provide life-saving assistance to internally displaced persons (IDPs), refugees and other vulnerable populations. In December 2013, the country experienced a surge in fighting and humanitarian needs increased. UNHAS deployed an extra aircraft – a Dash 8 – to C.A.R. to increase the response capacity in-country and to open a new link with flights between Bangui and Douala in nearby Cameroon.

Evacuating endangered staff

In August 2013, UNHAS facilitated the evacuation of humanitarian staff from south-eastern C.A.R. following an attack on a convoy of two vehicles belonging to Mercy Corps. Two injured Mercy Corps staff were promptly evacuated to receive treatment in Bangui. A few days later, a follow-up evacuation flight was conducted for all international staff working in the region.

‘To all at WFP/UNHAS, we thank you sincerely for the important role your organization took on during this time of need. The solidarity and courage demonstrated by your team in CAR exemplify the humanitarian mission of your organization.’
– Neal Keny-Guyer, Chief Executive Officer, Mercy Corps, 2013



Loading cargo onto a UNHAS flight for rapid intervention at the onset of the C.A.R. emergency

UNHAS C.A.R. top 10 users

- | | |
|-------------|--------|
| ACTED | MERLIN |
| COOPI | OCHA |
| IMC | UNHCR |
| MSF | UNICEF |
| Mercy Corps | WFP |

Thanks to the following donors for their generosity:



Maps key			
	Operational Base		Helicopter Destination
	Regular Destination		Ad-hoc Helicopter Destination
	Ad-hoc Destination		UNHAS Route

Chad: SO 200512

Performance overview, 2013*	
Average fleet size	3 (+1)
Passengers	57,838
Cargo (mt)	227
User organizations served	112
Regular destinations	19
Medical evacuations	120
Security evacuations	1

* Details on passengers, cargo and evacuations include performance figures of the UNHCR-dedicated helicopter.

Political, climatic and economic challenges in Chad impact livelihoods and food security, and have resulted in a protracted humanitarian situation. Since 2004, humanitarian actors have been relying on UNHAS to gain access to populations in need.

In 2013, UNHAS Chad swiftly responded to the changing needs of its users by introducing new destinations such as Am Timan, Bol and Moussoro on the regular schedule, and by increasing the frequency of flights to Haraze and Tissi.

During the rainy season, some key destinations became inaccessible to fixed-wing aircraft. To ensure continued access to the remote areas of Bir Nahal, Haraze, Koukou and Tissi, UNHAS operated an MI-8 helicopter as a dedicated service for UNHCR. The helicopter transported 3,089 passengers and 89 mt of cargo during the five months from June to November.

In June 2013 Kristalina Georgieva, the EU Commissioner for International Cooperation, Humanitarian Aid and Crisis Response, travelled with UNHAS to the area of Tissi to meet with refugees and returnees from Sudan. After the mission, UNHAS received the following testimonial.

'The mission to Chad of our European Commissioner for Humanitarian Aid and Civil Protection Madame Kristalina Georgieva took place in excellent conditions. In this regard, we wanted to send you our most sincere thanks for the help that your agency has provided us throughout this mission, especially in regards to the UNHAS flights. The availability of your team as well as their flexibility have contributed to its successful execution.' – Andrea Koulaimah, Head of Unit B2 (Central Africa, Sudan, South Sudan), ECHO, 2013



UNHAS Chad top 10 users

ADES	OCHA
AIRD	SECADEV
FLM	UNHCR
IRC	UNICEF
JRS	WFP



A regular UNHAS flight landing in Mao, Chad

Thanks to the following donors for their generosity:



Democratic Republic of the Congo: SO 200504

Performance overview, 2013*	
Average fleet size	4 (+1)
Passengers	40,374
Cargo (mt)	320
User organizations served	180
Regular destinations	33
Medical evacuations	19
Security evacuations	60

* Details on passengers, cargo and evacuations include performance figures of the ECHO-funded helicopter.



Access to vulnerable communities affected by DRC's protracted emergency is a key challenge for humanitarian staff. The country is vast, and its road networks are poorly developed. Thus, air transport is the most effective means of travel. In 2013, other humanitarian air services were present in the country. However, UNHAS, with its operational bases in Goma, Kalemie and Kinshasa, was the only service open to all humanitarian actors.

As stated by ACF International, UNHAS' assistance was crucial to the implementation of humanitarian projects in DRC.

'Indeed, without you, the realization of our projects would be totally impossible.' — Jean-Christophe Tapin, Head of Mission in Eastern DRC, ACF International, 2013

WFP Aviation managed not only UNHAS' regular fleet, but also a Mi-8T helicopter based in Goma that provided a dedicated service for ECHO partner agencies. The helicopter, which was fully funded by ECHO under a Technical Service Agreement, transported 1,832 passengers and 82 mt of cargo, and carried out 55 security and 8 medical evacuations.

Relocating stranded staff

In September 2013, Save the Children contacted UNHAS about two of their staff who had become stranded in the remote town of Punia and faced health risks after running out of basic necessities. UNHAS retrieved them and relocated them to Goma.

'Excellent! I knew we should rely on UNHAS!' — Moise Liboto Makuta, Field Manager/Bureau Chief, Save the Children International, 2013



WFP Executive Board delegation boarding for a Kinshasa-Goma flight

UNHAS DRC top 10 users

CARE International	SC
ICRC	UNDP
IRC	UNHCR
MSF-F	UNICEF
Oxfam GB	WFP

Thanks to the following donors for their generosity:



Ethiopia: SO 200364

Performance overview, 2013	
Average fleet size	3
Passengers	9,096
Cargo (mt)	32
User organizations served	60
Regular destinations	8
Medical evacuations	80
Security evacuations	0



In spite of its fast-growing economy, Ethiopia remains among the world's poorest countries. It ranked 173 out of 187 in the 2013 UNDP Human Development Index.

Because of the dearth of commercial air services to remote destinations, and the volatile security situation in the Somali Region which hinders surface transport, UNHAS' assistance has become essential. More than 80 percent of UNHAS' passenger flights in Ethiopia are to and from Dollo Ado, where most humanitarian assistance is carried out in the refugee camps.

Thanks to our services, Médecins Sans Frontières (MSF) — one of the 60 user organizations that rely on UNHAS — had constant access to affected populations in the Wardher zone of the Somali Region.

'The twice-weekly UNHAS flight to Wardher was a lifeline for MSF operations in the entire zone, providing transport for medical supplies, humanitarian workers and life-saving medical referrals for the population. MSF appreciated the collaboration and flexibility of UNHAS in 2013 to adapt flight services to MSF's operational needs.' — Lucia Ringtho, Head of Mission, MSF Holland, 2013

UNHAS Ethiopia top 10 users

ACF	SC
IMC	UNHCR
IRC	UNICEF
MSF	WFP
Oxfam GB	WVI



Offloading medical supplies from a UNHAS aircraft at Dollo Ado airstrip for delivery to the Somali Region of Ethiopia

Thanks to the following donors for their generosity:



Humanitarian Aid and Civil Protection

Mali: SO 200521

Performance overview, 2013	
Average fleet size	2
Passengers	11,614
Cargo (mt)	37
User organizations served	97
Regular destinations	5
Medical evacuations	5
Security evacuations	1



Mali’s social indicators remain among the lowest in the world. An Emergency Food Security Assessment (EFSA) conducted in July 2013 indicated that 1.3 million people, living in various parts of the country, were food-insecure.

Access to beneficiary populations is constrained by a challenging security situation. Key locations such as Gao, Kayes, Kidal, Mopti and Timbuktu can only be reached safely by air. Thus, UNHAS Mali is crucial to humanitarian organizations operating in the country. In the second half of 2013, user demand increased significantly due to a scale-up of humanitarian operations in the north. UNHAS passenger numbers increased to 1,255 per month – more than double the number carried previously. Because of this surge, in June another aircraft was added to the fleet.

As well as the regular service, 26 special flights were performed to facilitate joint assessments, coordination and specific donor missions. UNHAS Mali also provided medical and security evacuations in response to user requests.

‘Here in Mali, the Canadian embassy staff have used UNHAS services to travel to field sites to monitor our projects and speak with the individuals and communities reached, which is essential to ensuring that we are achieving development results. UNHAS services also allow many of our humanitarian partners to maintain a presence in remote and insecure regions, and to deliver life-saving cargo quickly and efficiently. Despite working “behind the scenes”, UNHAS plays a critical role in Mali for the well-being of the population and we are pleased to support their work here.’ – Marc-André Fredette, Director, Canadian Cooperation Office in Mali, Canadian Embassy, Bamako, Mali

UNHAS Mali top 10 users

- | | |
|------------------------|---------------------------|
| Handicap International | Plan Mali |
| IRC | Solidarités International |
| MSF-F | UNHCR |
| OCHA | UNICEF |
| Oxfam | WFP |

Thanks to the following donors for their generosity:



Mauritania: SO 200406

Performance overview, 2013	
Average fleet size	2
Passengers	4,547
Cargo (mt)	14
User organizations served	40
Regular destinations	6
Medical evacuations	9
Security evacuations	1



Mauritania is a low-income, food-deficit country with a high prevalence of malnutrition, particularly among women and children under the age of 5. The conflict in neighbouring Mali has resulted in a large influx of refugees, and the border region has become the focus of humanitarian operations.

In 2013, UNHAS Mauritania operated two aircraft: a 19-seat Beechcraft 1900D based in Nouakchott, and a 19-seat LET-410 based in Nema. The flight schedule was designed to ensure that Bassikounou, the centre of humanitarian activities, could be readily reached.

Humanitarian access hinges on air access

‘The air service provided by UNHAS is fundamental to the humanitarians in Mauritania, especially for the assistance operations to the Malian refugees hosted in the camp of Mbera located more than 1500 km from Nouakchott. We can only welcome this initiative of air service in the hope that the service will be sustained. In fact, one does not realize its true significance until flights are cancelled and also when one needs to evacuate a humanitarian staff member, which often happens. We are obliged to make the trip between Nouakchott and Bassikounou by road, and it is not easy at all. The trip is very tiring and takes more than three days. When you arrive at Bassikounou, you’re exhausted and you cannot dedicate full energy to provide assistance to the refugees in need.’ – Mohamed Sylla, Food Security Officer, UNHCR, 2013

UNHAS Mauritania top 10 users

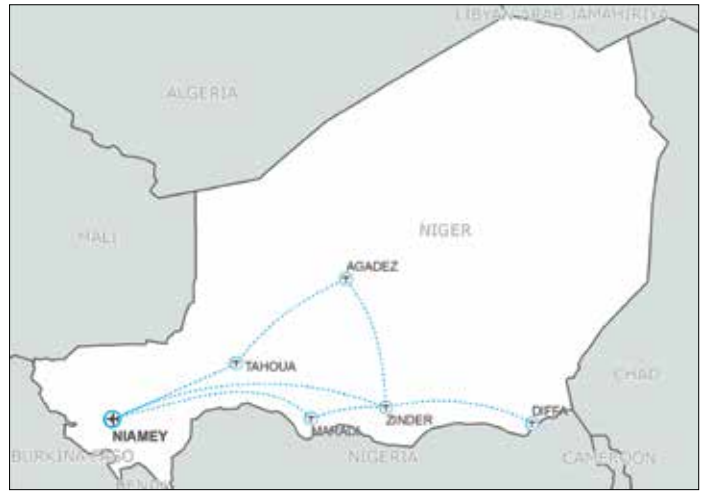
ACF	Oxfam Intermón
ALPD	Solidarités International
FLM	UNHCR
Intersos	UNICEF
MSF-B	WFP

Thanks to the following donors for their generosity:



Niger: SO 200520

Performance overview, 2013	
Average fleet size	1
Passengers	17,140
Cargo (mt)	40
User organizations served	139
Regular destinations	6
Medical evacuations	5
Security evacuations	0



Almost a quarter of Niger’s population of 17 million are reported to be food insecure. Humanitarian operations address not only food insecurity but also other issues, including nutrition, displacement, health, protection, education, and water, sanitation and hygiene (WASH). Distances between beneficiary communities are vast and, due to a lack of alternative means of transport, UNHAS operations are essential to many assistance programmes.

During the first half of 2013, UNHAS Niger operated a Dash 8 and a LET-410 aircraft. To improve efficiency, only the Dash 8 was retained for the rest of the year. Regular service was provided from Niamey to Diffa, Tahoua and Zinder. At the request of the humanitarian community, UNHAS also performed special flights to Dirkou, on the Niger-Libyan border, and to Gao, Mali.

Needs assessments and medical transport

Between February and May 2013, UNHAS Niger performed three special flights from Niamey to Gao for Action Contre La Faim (ACF), Agency for Technical Cooperation and Development (ACTED) and WFP to facilitate needs assessments and the implementation of cross-border activities. Due to a very challenging security environment in northern Mali, and resulting access difficulties, humanitarian activities had been suspended for a long time. UNHAS Niger was the first humanitarian air service provider to resume flights to Gao. These flights were made possible by a combination of strong civil-military coordination between the humanitarian community and the French military in Mali, and interoperability between UNHAS operations in Niger and Mali.

In December 2013, UNHAS facilitated a medical evacuation from the Maradi region to Niamey for a Save the Children staff member who was seriously injured in a motor cycle accident.

‘A big thank you on behalf of the entire SC Niger team.’ – Joubert Xavier, Country Director, Save the Children, 2013

UNHAS Niger top 10 users

Concern	UNDP
ICRC	UNFPA
MSF-B	UNHCR
MSF-CH	UNICEF
SC-UK	WFP

Thanks to the following donors for their generosity:



Somalia/Kenya: SO 200507

Performance overview, 2013	
Average fleet size	7
Passengers	60,540
Cargo (mt)	356
User organizations served	133
Regular destinations	25
Medical evacuations	43
Security evacuations	0



In 2013, a scale-up in humanitarian activities in Mogadishu and northern Kenya increased demand for the services of UNHAS Somalia/Kenya. Throughout the year, UNHAS provided continuous access to its regular destinations, thereby facilitating the implementation of life-saving projects in both countries. Dedicated flights were also conducted for several humanitarian organizations, enabling them to monitor their programmes in Beletweyne, Dhobley, Hudur and Kismayo in Somalia, and in the border city of El Wak.

In June, the UN compound in Mogadishu was attacked by the militant group, al-Shabaab. As well as killing several UN personnel, the attack destroyed staff accommodation. In response, UNHAS increased the frequency of its daily flights between Nairobi and Mogadishu, allowing humanitarian staff to commute between the two cities to ensure an uninterrupted humanitarian response in Mogadishu. To improve access to Central and Southern Somalia, a Dornier 228 aircraft was deployed to Mogadishu.

Within Kenya, UNHAS provided air transport services to 34 organizations engaged in humanitarian operations at the Dadaab and Kakuma refugee camps and other locations in the northern part of the country.

UNHAS Somalia/Kenya top 10 users

FAO	UNICEF
IOM	UNOPS
IRC	WFP
UNDP	WHO
UNHCR	WVI

Thanks to the following donors for their generosity:



Food distribution in rural Somalia



South Sudan: SO 200523

Performance overview, 2013	
Average fleet size	9
Passengers	83,841
Cargo (mt)	255
User organizations served	291
Regular destinations	35
Medical evacuations	298
Security evacuations	1,326



UNHAS provided 291 organizations with access to 35 hard-to-reach locations in South Sudan. As well as supplying passenger transport, UNHAS supported urgent humanitarian interventions by transporting more than 250 mt of non-food items.

During the year, the size of the fleet fluctuated between 9 and 11 aircraft, depending on the availability of financial resources, seasonal needs and the prevailing security situation. For instance, in February funding shortfalls necessitated a reduction in the fleet from 11 to 9 aircraft. In June, however, another aircraft was added when the few roads being used became inaccessible during the rainy season. Additionally, two MI-8 helicopters were deployed in response to the humanitarian crisis in Jonglei and floods in other regions.



UNHAS, South Sudan

Relocating staff stranded by conflict

On 15 December, heavy fighting broke out between different elements of the South Sudan Armed Forces in Juba. This led to the closure of the international airport. By 17 December, fighting had spread to other areas, including Bor in Jonglei State, forcing many humanitarian personnel to seek refuge in the UN Mission in the Republic of South Sudan (UNMISS) compound in Bor. When Juba airport reopened on 19 December, UNHAS immediately resumed operations and relocated humanitarian staff from several locations to the capital. Bor was among the priority destinations: between 19 and 31 December, 282 humanitarian aid workers, who had been stranded in the UNMISS compound, were moved to safety.

UNHAS South Sudan top 10 users

GOAL	UNHCR
IRC	UNICEF
Oxfam	WFP
SC	WHO
UNDP	WVI

Thanks to the following donors for their generosity:



Sudan: SO 200514

Performance overview, 2013	
Average fleet size	7
Passengers	43,359
Cargo (mt)	279
User organizations served	120
Regular destinations	40
Medical evacuations	14
Security evacuations	18



The delivery of life-saving humanitarian assistance continued smoothly in Sudan as a result of the complementary role played by UNHAS. In the Darfur region, UNHAS established a reliable flight schedule that enabled flight connections to many remote destinations using three helicopters and one light fixed-wing aircraft. Two other fixed-wing aircraft linked Khartoum with three Darfur capitals to ensure an effective 'hub-and-spoke' air transport service in the country.

"The EU delegation would like to thank you for your valuable support and good coordination which facilitated the EU ambassador mission to East Sudan. I can confirm that the feedback from the ambassadors was extremely positive. Thanks again for your excellent service [... We are] looking forward to future cooperation between the EU delegation and UNHAS." – Tomas Ulicny, Head of EU Delegation, 2013

As well as the regular flights, 50 charter flights were carried out in response to user organizations' specific requirements. A further 17 inter-agency mission flights were performed.

In November, a UNDP delegation travelled from Khartoum to El Fasher, Darfur on an UNHAS flight. The Head of the UN Coordination Support Office thanked UNHAS Sudan, saying:

"[...] I want to express my sincere gratitude for the assistance extended to us by the UNHAS ground staff, particularly in Fasher. [...] On arrival in Fasher, we were warmly welcomed by UNHAS staff [...] We were able to successfully see all our appointments through and make it to the airport on time where again, all procedures were handled smoothly by the UNHAS team..." – Natalie Boucly, Head, UN Coordination Support Office, 2013

UNHAS Sudan top 10 users

ICRC	UNDP
IMC	UNHCR
MSF-S	UNICEF
OCHA	WFP
SC-S	WHO

Thanks to the following donors for their generosity:



Yemen: SO 200130

Performance overview, 2013	
Average fleet size	1
Passengers	903
Cargo (mt)	1
User organizations served	20
Regular destinations	3
Medical evacuations	0
Security evacuations	0



Yemen is one of the world’s poorest countries and is classified as a least-developed food-deficit country. Due to widespread insecurity, accessing beneficiary sites is a major challenge for humanitarian organizations. The UNDSS Security Level System classification puts the entire country at either Level III (moderate) or Level IV (substantial). These threats to security make road travel extremely dangerous for humanitarian actors.

In 2013, WFP provided four regular flights per month from Sana’a to Sa’ada and Hodeidah, and transported 903 passengers from 20 user organizations. A further 15 special flights were provided for agencies that included ICRC, UNHCR and WFP. By virtue of this air service, the humanitarian community was able to access affected populations in Yemen to implement and monitor vital projects.

Speeding up delivery of humanitarian assistance

Before WFP introduced the passenger air service, humanitarian aid workers in Yemen used to spend at least a week planning their travel, navigating complex bureaucracy to obtain security clearances, and arranging for road travel permissions from both UNDSS and the Ministry of Interior. Having secured the necessary paperwork, their journeys were arduous and took days. For instance, getting from Sana’a to

Sa’ada used to take at least two days and involved difficult terrain and numerous security checkpoints. Since WFP’s air operation was rolled out, the same journey now takes only 35 minutes by air. This has enabled humanitarian staff to operate much more efficiently, and passengers regularly express their appreciation to WFP for providing such safe and secure air services.

Yemen top 10 users

ICRC	UNDP
MSF-S	UNHCR
OCHA	UNICEF
Oxfam	WFP
SC	WHO

Thanks to the following donors for their generosity:



UNHAS Operation in Response to the Philippines Emergency

Performance overview, 2013	
Average fleet size	4
Passengers	2,262
Cargo (mt)	13
User organizations served	82
Destinations served	20
Medical evacuations	12
Security evacuations	0

'Your unselfish and untiring support has been a very big factor in encouraging us to overcome and recover from this horrible tragedy. On behalf of the whole Ormocanon community, we humbly express our sincerest gratitude for the unwavering and selfless support that you have extended to our beloved City and our people. We hope and pray for your continued assistance in rebuilding and sustaining the full recovery of Ormoc City and its people.'

— The Honourable Edward C. Codilla, Mayor, Ormoc City, 2013

At the onset of the Philippines Emergency in November 2013, blocked roads and damaged infrastructure were a significant constraint to timely humanitarian assistance. Furthermore, the sheer scale of the devastation wrought by Typhoon Haiyan in this nation of islands greatly presented enormous logistical challenges. In response, UNHAS provided air transport services for the humanitarian community to 20 different locations, using a combination of fixed-wing aircraft and helicopters operating mainly out of Cebu.

NGOs, UN agencies and donors relied on UNHAS to conduct needs assessments, and to implement and monitor humanitarian projects in numerous locations. Key representatives of various institutions, such as the UN Secretary General and the Norwegian Minister of Foreign Affairs, also travelled with UNHAS on their official visits to areas affected by

the emergency. In addition, UNHAS conducted 12 medical evacuations for humanitarian staff from various remote locations to Cebu where adequate medical facilities were available.

Transporting emergency medical staff and supplies

On 30 November 2013, UNHAS carried out flights from Cebu to Tacloban on behalf of the Korean Disaster Relief Team (KDRT) in collaboration with the Korean International Cooperation Agency (KOICA). Within 48 hours of KDRT's and KOICA's initial request for assistance, UNHAS mobilized a fixed-wing aircraft and a helicopter to transport the team of 21 medical staff and approximately 1 mt of medical items. No alternative means of transport were available and both organizations were very grateful for the service provided by UNHAS.

UNHAS Philippines top 10 users

ACTED	Oxfam
Handicap International	Samaritan's Purse
IFRC	UNHCR
MTI	UNICEF
OCHA	WFP

Thanks to the following donors for their generosity:³



³ The UNHAS operation was included in the Logistics and Emergency Telecommunications Augmentation Special Operation 200595 with a total budget of US\$25,050,639. Received contributions (2013 and 2014) amounted to more than US\$24,000,000. Approximately US\$4,608,000 of the total contribution were directed to the UNHAS component. The donor list includes all contributions to the SO.

Emergency Preparedness and Response

In various large-scale emergencies between 2008 and 2010, helicopters proved to be the most effective means by which to access and deliver humanitarian assistance to populations in areas inaccessible by road.

However, at the outset of those emergencies WFP Aviation encountered challenges. If helicopters were available in the theatre of need, their charter price often surged due to increased demand. If they were chartered from abroad, valuable days were lost dismantling, freighting, reassembling and testing the aircraft. To circumvent these problems, in 2011 WFP established the Aviation Global Emergency Response project which is designed to ensure that standby helicopter assets are readily available for timely emergency interventions.

By means of an ECHO-funded stand-by fleet of two MI-8 helicopters based in Entebbe, Uganda, WFP Aviation can respond much more quickly to humanitarian emergencies as far away as Madagascar and Pakistan. When not on emergency deployment, the helicopters are available to perform dedicated services for individual organizations upon request and on a cost-recovery basis.

During 2013, the stand-by helicopter fleet was not deployed to any of the large-scale emergencies. However, it was used by various humanitarian organizations in East and Central African regions for several vital emergency operations. One of the helicopters was used by UNHCR programmes in eastern Chad noted earlier in this report. The second was used in Goma to provide dedicated services for ECHO partner agencies in eastern DRC.

In line with the Aviation Global Emergency Response project's emergency preparedness objectives, commercial operators in Asia that had successfully undergone WFP Aviation's evaluation in 2012 could be contracted immediately during the Philippines Emergency in 2013. This significantly improved WFP Aviation's response time and contributed to an effective overall humanitarian response.



A helicopter sling operation to airlift a stranded vehicle across a bridge for ICRC in DRC, after an accident in 2013

Thanks to the following donor for their generosity:



WFP Aviation Partnerships

WFP Aviation has established a series of strategic partnerships with key entities such as civil aviation authorities, ECHO, Flight Safety Foundation (FSF), the International Civil Aviation Authority (ICAO), the International Committee of the Red Cross (ICRC), the United Nations Department of Field Support (DFS), regional bodies, private sector entities and educational institutions. Partnerships play a significant role in WFP's corporate strategy and, particularly in WFP Aviation, are key to operational sustainability. The following are four examples.

UPS

Over the past four years, UPS has consistently supported WFP Aviation. In 2013, UPS contributed to WFP Aviation's core activities through a cash donation towards training in essential aviation areas. Through this contribution in 2013, the Aviation Training Unit organized two sessions of IATA Dangerous Goods Regulations Category 6 training in Dakar (20-24 January 2014) and in Nairobi (27-31 January 2014) for 18 French-speaking and 25 English-speaking personnel respectively. Participants were drawn from various UNHAS operations and other humanitarian partner organizations. MSF's Inter-section Flight Coordinator in C.A.R. was one of the attendees. He later stated:

'A big thank you for your availability during my mission. Also thank you for this invitation to the DGR training. It was a whole course in 5 days but I enjoyed and already implemented elements in MSF [and at] a small seminar that I gave last Saturday to 12 people of the 5 sections of MSF.' — Richard Poitras, MSF Inter-section Flight Coordinator, Bangui, Central African Republic

Aviation Sans Frontières

In DRC, WFP Aviation continued its long-standing partnership with the NGO Aviation Sans Frontières-France (ASF-F). The NGO complements UNHAS

operations by providing air services to humanitarian organizations in Equateur and Orientale Provinces. The services ensured that humanitarian staff in the capitals of the two provinces had timely access to various remote locations to carry out their work. The partnership focuses on coordination of flight operations, technical support and advocacy. During the year, ASF-F transported 5,008 passengers and 91 mt of cargo with a fleet of two Cessna Caravan.

ECOWAS

Since 2012, WFP has been in partnership with the Economic Community of West African States (ECOWAS), through a technical agreement to develop efficient humanitarian air services within ECOWAS member states. In May 2013, the first consultative meeting between experts from the ECOWAS Commission and WFP Aviation took place in Rome, Italy, to establish a roadmap for implementing the agreement. Subsequently, WFP Aviation participated in a regional conference on Man-Portable Air-Defense Systems (MANPADS) in Niger (August 2013) and the inaugural meeting of the ECOWAS Air Transport Committee in the Gambia (October 2013). Both meetings were at the invitation of the ECOWAS Commission.

Swedish Civil Contingencies Agency

The Swedish Civil Contingencies Agency (MSB) is a key partner to WFP in various areas within the Logistics Division. In Aviation, MSB supported WFP in developing the latter's efforts in Aviation Emergency Response through the design of a project for the period 2011-2013. A letter of agreement outlining the project was signed in January 2012, following which four workshops were organized to increase WFP Aviation staff's capacity to reduce disaster risks and mitigate the effects of potential accidents. The workshops were facilitated by two experts from MSB.



UNHAS, Afghanistan

Aviation Security

In recent years, security threats affecting the aviation industry have evolved, posing a major challenge to all UNHAS operations. Although all our operations in 2013 faced significant security risks, UNHAS successfully mitigated threats. We worked closely with UN agencies, NGOs, civil aviation authorities and regional aviation bodies

to improve coordination. Thanks to our strong partnerships with ECOWAS and ICAO, in August several UNHAS staff participated in a three-day regional seminar in Niamey, Niger, on Man-Portable Air-Defence Systems (MANPADS) — also known as shoulder-launched surface-to-air missiles (SAMs).

Aviation Training Unit

Figure 3. Areas of training and capacity-building in 2013



Over the years, the Aviation Training Unit has built the capacities of WFP staff, partner NGOs, other UN agencies and civil aviation authorities in countries where UNHAS operates by conducting formal training in various aviation modules.

In 2013, another dimension was added to the training portfolio with the introduction of online courses. The purpose of this new initiative is to reach a broader spectrum of participants in a cost-effective manner.

WFP's Aviation Training model has been revised to blend classroom and online training for staff. While technical modules will still be offered, staff will be also encouraged to take courses that can develop their potential in leadership, management and other functional areas outside aviation.

As noted in the previous section, the Aviation Training Unit organized two, UPS-supported training sessions in Dangerous Goods Regulations to promote awareness in ensuring the safe transportation of dangerous goods by air. Conducted by the IATA Training and Development Institute, the sessions were attended by participants from 13 UNHAS operations and partner organizations, including ICRC, MSF, UNDP, UNICEF, UPS and local civil aviation authorities. All participants praised the training, saying that it was a resounding success. An attendee gave the following feedback:

'It really makes me proud participating in this training and receiving such a prestigious certificate from IATA.' – Mohammed Rashid, UNDP Somalia, 2013

Quality Assurance Unit

The Quality Assurance System is a management tool used by WFP Aviation to monitor and evaluate the performance of its operations. The purpose of the system is to ensure that Aviation Field Operations and HQ units are run in accordance with requirements, standards and operational procedures. This helps WFP Aviation improve the quality of service provided to the humanitarian community.

Through on-site evaluations, analysis of internal audits, external reviews and evaluation reports, the Quality Assurance Unit provides extensive support by consolidating recommendations, producing action plans and following up to ensure implementation.

In 2013, the Unit developed the WFP Aviation Risk Register in order to clearly identify and mitigate risks peculiar to aviation activities.

In line with WFP Aviation's Strategic Plan, steps were taken to achieve higher levels of operational performance. The Performance Management Framework, which was designed in 2013 is managed by the Quality Assurance Unit. The concept will enable staff to have a holistic visualization of operational needs, demands and available air assets, and will assist them to make informed decisions on fleet management. It will also enhance reporting.

WFP Aviation Safety Unit

Passenger safety is at the forefront of all WFP Aviation activities. The WFP Aviation Safety Unit (ASU) was established in Rome in 2003, and has regional offices in Kenya, South Africa and the United Arab Emirates. It is responsible for maintaining an effective and efficient safety organization, the purpose of which is to ensure that WFP's aviation services accord with International Civil Aviation Organization (ICAO) Standard and Recommended Practices (SARPs) and UN Aviation Standards for Peacekeeping and Humanitarian Air Transport Operations (UN AVSTADS).

During 2013, ASU performed 166 evaluations of air operators in 20 countries, both at field bases and at their HQs, and continued to provide safety support to 14 WFP air operations. During the reporting period,

the majority of operator evaluations were performed in Africa and Asia.

Since the establishment of ASU, the geographical distribution of WFP air operations has changed significantly and this has necessitated an increase in safety activities in the Central and West African regions. The Safety Unit has further strengthened its office in Nairobi, Kenya by engaging more staff. This arrangement enables better oversight and facilitates capacity-building for air operators registered with and contracted by WFP in East Africa.

In 2013, WFP Aviation reported no accidents. Two serious incidents (without any injuries) were reported, compared to four recorded in 2012. The main identified concerns for which safety action plans

Figure 4. Examples of hazards experienced by WFP Aviation



are being established include runway incursions, operator maintenance arrangements in WFP field stations, in-flight traffic conflict, risk management in WFP Aviation field operations, and Aviation Security.

In order to achieve WFP's objective of providing safe air transport for humanitarian staff, close cooperation and partnerships with other aviation stakeholders are essential. During 2013 ASU continued its partnerships with the Colegio Oficial de Pilotos de la Aviación Comercial (COPAC), the European Aviation Safety Agency (EASA), the Flight Safety Foundation (FSF), the International Civil Aviation Organization (ICAO), the International Federation of Air Line Pilots' Associations (IFALPA), and the University of Southern California. Strong partnerships were also established with the Middle East Business Aviation Association (MEBAA) through a programme called 'Fly and Feed', and with the Al Aroud Group through a new initiative, 'Eat and Feed'.

5th Global Humanitarian Aviation Conference (GHAC), 2013

GHAC brings together a large group of core air operators and partners to discuss the most important issues concerning WFP's air operations. Good working relationships with all involved are essential to successful aviation interventions, particularly to ensuring the highest level of safety in humanitarian air services.

The 5th GHAC, which was held in Marrakech, Morocco from 9-11 October, reinforced these partnerships, and paved the way for new safety initiatives, greater efficiency in our operations through better collaboration, and the opportunity to explore innovative partnerships.

ASU's Mission

ASU's mission is to enable, maintain and support the continuous improvement of aviation safety standards in WFP air operations by providing guidance on identified safety concerns to WFP Aviation and its stakeholders while monitoring the effectiveness of the implementation process and performing evaluations of AOC Holders and aviation field operations.



UNHAS, South Sudan

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