



*Air Serv International
Operational Procedures
for Chad.*

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AIR SERV INTERNATIONAL AND CHADIAN OPERATIONS.

Air Serv International was started in 1984/5 by Bob Lehnhart, a former MAF pilot, to assist in efforts to alleviate a famine-ravaged Ethiopia. Since then, Air Serv has grown to own or lease 20 + Aircraft that operate in transport deficient, war and famine torn regions all over the world. Our stated Mission is: We are a humanitarian organization that excels in transportation and communication links. Our Vision statement supports that mission.

With 140 000 flights and 16 million miles flown over the last 20 years and dispatch rates of 98%, ASI has not encountered an aircraft accident that resulted in loss of life. This can in part be attributed to all of the dedicated, hard working people that give their hearts and souls to make Air Serv a cost effective humanitarian aid agency that operate equipment that meets and in most cases exceed the minimum operational requirements.

Air Serv's corporate internal systems have developed policies, rules and regulations that pertain to your safety. These will always be with an eye to your safety first and foremost, and schedules and other priorities taking second place. ASI meets or exceeds flight standards and operating minimums as set out by the FAA. Once we are in the flight phase, we may have limited options available to us and ASI must always work within our Operational limitations including daylight available, weight of passengers and baggage, required fuel plus safety margins for anticipated or unanticipated weather and other unforeseen delays. These limitations all impact the useful load carried. ASI will not negotiate your safety for the sake of a mission. Every single factor will be carefully weighed before a decision is taken to fly.

Each ASI flight is different, and so is every country and program. We have adapted this SOP for Operations in Chad and it deals mainly with the refugee crisis in the East bordering Sudan. One of ASI's biggest challenges is lack of flight visibility due to sand storms and strong winds that require the carriage of additional fuel for safety purposes, more so than in normal operating conditions. Many runways in Chad are classified as unimproved and are also softer to land on as the sand dries out leaving the hard bedrock covered. Our Flight crew goal and ASI mandate is to ensure you or your staff are brought from the field safely and securely to your destination.

We trust that you will appreciate the effort to enhance safety of Operations through this SOP and give us any feedback and comments to chad@airserv.org

BOOKING PROCEDURES

1. BACKGROUND

Air Serv International works together with UNHCR to provide transportation of passengers and cargo as a turnkey operation. We commit therefore to not only provide the Aircraft, but also all operations and support structure to assure safety and professionalism with each and every flight.

Passengers who wish to use our service must be a member of a recognized Humanitarian aid organization, registered with both UNHCR and ASI. Due to the Humanitarian Nature of the Flight Program, seats for commercial business or non – sponsored media cannot be provided. It is the policy of Air Serv not to carry any Military Personnel on board any Air Serv Aircraft.

UNHCR must approve all manifests prior to confirmation to passengers. ASI will endeavor to respect published schedules except for exceptional circumstances.

Air Serv International will therefore only take your booking and have it authorized by UNHCR. We cannot make the decision of who flies and who does not fly from a booking perspective, but retains the final authority as vested in the Captain as it pertains to flight safety. Therefore the decision of the Captain is final and not open to discussion.

2. BOOKING PROCEDURE FOR PASSENGERS

If your organization is registered with UNHCR and ASI you may request to book a flight by using the form AIRSERV UNHCR MOP FORM 1 that is attached. (passenger Request)

This form will be filled out by you and authorized by your Country Director or a person designated by him/her that can authorize a booking (Focal Point). Please submit this form at our booking office in N'djamena or Abeche.

The Passenger request form must be filled out completely in order to proceed with your request. All requests must be submitted before 11:00 one day prior to travel.

Confirmed passengers must present themselves at the airport 1 hour before departure. Passengers who arrive less than one hour before departure may be refused travel.

Required Documents For Air Travel

- 1. All Passengers must be on the manifest (unless a medical emergency)**
- 2. All Members of NGOs must Provide Air Serv Staff with Proper Photo Identification from their NGO (NGO Identity card/badge)**
- 3. If the passenger does not have a valid NGO ID Card then they must present an Order de Mission signed by UNHCR and Provide a Government issued picture ID.**

In the event ASI cannot provide a seating another Passenger Movement Request must be submitted. ASI will not automatically re book the passenger for the next flight. When re-submitting it is the responsibility of the Focal point to ensure that the date submitted reflects the initial attempt to register.

Passengers are Prioritized in the following order therefore it is crucial the reason for travel section on the request form is completed. If no information appears in this box it will be assumed the passenger is departing for R&R.

- 1. Medical emergency**
- 2. Crisis intervention**
- 3. international flight**
- 4. return to duty**
- 5. confirmed meetings or workshops**
- 6. Rest and relaxation**

As with any aircraft weight restrictions do apply. These restrictions are in place to ensure the safety of all passengers in the event of an emergency. On all flights between NDJ and ABE a limit of 20kg per passenger is allowed. On Routes in the East a limit of 15kg per passenger is enforced. These restrictions are not flexible and include all carry on items. In the event a passenger will require transportation of additional KGs refer to our cargo booking procedures.

Due to safety reasons Air Serv staff may require to open, inspect, accept or reject any item or luggage to ensure no dangerous goods are carried on board the aircraft.

3. BOOKING PROCEDURE FOR CARGO

Due to size and seating configurations of our Aircraft we ask all organizations needing to send cargo to do so at least 48 hours in advance. Persons wishing to ship cargo must first complete a cargo movement request (see attached). All cargo must be approved, inspected and weighed by an ASI representative to ensure proper packaging and compliance with aviation dangerous goods shipping and handling requirements.

All cargo requests will be taken in sequence of receipt, passengers having priority over cargo with the exception of medical or emergency supplies. The shipper is required to bring the cargo to the departure area during check and wait until confirmation can be provided of its acceptance. It is the responsibility of the shipper to notify all parties concerned to ensure that the cargo is received upon delivery. ASI will not be responsible for any cargo left at the airport.

4. RULES AND REGULATIONS

INTRODUCTION:

Air Serv has an exemplary safety record after operating for twenty years in many different countries, cultures, climates and conditions. The safety of our passengers and aircraft will never be negotiated or jeopardized in any way.

1. The Captain of the Aircraft has the absolute non-negotiable right to:
 - a. Search any bag or object.
 - b. Decide to fly or not to fly a certain route.
 - c. Final authority rests with the Captain to accept any person or cargo irrespective of prior arrangements made.
2. The Following Goods are prohibited by law or ASI policy: A complete listing of Hazmat & other prohibited good can be obtained from our offices in N'djamena.
 - a. Compressed gasses.
 - b. Corrosive materials such as car batteries.
 - c. Hazardous Chemicals that are classified under HAZMAT as being corrosive.
 - d. Gun, Rifles, Pistols, Ammunition, Explosives or munitions. Including goods that you might deem as a curio object such as a blank cartridge.
 - e. Any object that might be used as a weapon such as tradesman tools, screwdrivers, hammers knives etc.
 - f. Radio Active material of any kind
 - g. Internal Combustion Engines.
 - h. Petrol; Diesel, Paraffin or any liquid that is flammable.
 - i. Poisons
 - j. Odiferous food products

IF IN DOUBT WE WILL BE GLAD TO Assist in Determining status

3. The Following are prohibited on board and you risk being refused boarding.
 - a. Drinking Alcohol on board.
 - b. Arriving in an Intoxicated State before boarding.
 - c. Using a Cellular phone on board.

- d. Smoking closer than 50M from the Aircraft.
- e. Being in any military uniform of any country.
- f. Due to our size we don't allow the consumption of hot food on board the aircraft as an additional safety measure.

Our goal is to provide the Customer with a safe and efficient service to enhance your work in the field.

5. Medical Evacuations or "Medevac"

INTRODUCTION

There are three types of "Medevac" cases / situations.

1. **Priority 1 is an urgent and serious** condition such as the loss of a limb; gunshot wound or loss of sight. The reaction time will be 3 to 6 hours. On a case such as this all flights are cancelled and the Aircraft proceeds empty to your location to load the "Medevac".
2. **Priority 2 is an urgent evacuation** and is when a patient that is stable, requires surgical treatment and the reaction time is 12 – 24 hours. The Aircraft might be re-routed to fill in the time frame and the "Medevac" will be sitting and not lying down on a stretcher. Other passengers might still be accommodated at the Captains discretion.
3. **Priority 3 Evacuation** is when a "Medevac" requires medical assistance in a larger centre, but the reaction time is not critical, the patient will board on normal scheduled flights.

IMPORTANT NOTE: In the case of a priority 1 or 2 flight the patient must be accompanied by a nurse or a doctor. In the case of priority 3 flights, the patient must be brought to the airport by the nurse or the doctor and they must give the Captain in command a letter stating that the patient can fly alone.

6. How to order a "Medevac".

The Aircraft is flown and operated by Air Serv Int'l. Any recognized Humanitarian Organisation can contact ASI to request Medivac. The Medevac must be approved and certified by the Doctor before the flight will be made or will commence.

7. Information required by Air Serv from UNHCR / Doctor is.

1. Is the patient a sitting or lying down "Medevac"?
2. Is the patient bleeding?
3. Does he have a contagious disease?
4. Who will accompany him?
5. What arrangement has been made for his arrival e.g. ambulance, hospital etc?

6. Do you have runway lights for a night landing and are they on?
7. Is the runway secure to land on?
8. Who is the field contact person for the "Medevac"?
9. Who is the contact person for the "Medevac"?
10. Who has authorized the "Medevac"?

8. Contact Information.

| Title | Name | Telephone Number |
|------------------------------------|-------------------|-------------------------|
| Country Director | Kabemba Tambwe | 636-1570 |
| Chief Pilot | Lauren Stroschin | 666-9277 |
| Safety Pilot | Daryl Wade | 649-0133 |
| Pilot | James Powers | 618-2587 |
| Engineer | Elish Gokhavi | 652-5347 |
| Base Manager - Abeche | | |
| Booking Clerk ASI Abeche | Foba Samba | 627-7113 |
| UNHCR Focal point Abeche | Apolinaire Ignera | 634-6428 |
| UNHCR Authorizations Abeche | Prosper Mumanya | 627-1659 |

IMPORTANT NOTICE:

Air Serv International Reserves the right to change / modify / delete any; all; or part of this document.