



UNHAS Annual Review 2023

An enabler of global humanitarian connectivity

June 2024

The United Nations Humanitarian Air Service (UNHAS) is the link between communities battling the effects of emergencies and the humanitarian actors who can assist and protect them.



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A Note of Appreciation

At the outset of this review, I would like to extend my heartfelt appreciation to the diligent team at WFP Aviation whose steadfast commitment has ensured another extraordinary year for UNHAS. Despite facing unprecedented challenges, their unwavering efforts yielded outstanding achievements, as you will see in this report.

The year 2023 bore witness to many challenges ranging from violence and extreme climatic events to widespread health crises such as cholera and the enduring threat of COVID-19. These precipitated massive displacements and exacerbated hunger to unprecedented levels. Humanitarian needs surged, 245 million people targeted for humanitarian assistance, according to OCHA's Global Humanitarian Overview (December 31 2023 update), a stark increase compared to four years prior.

UNHAS swiftly answered the call, serving as a vital lifeline to connect vulnerable communities with aid workers and essential relief supplies. This year, UNHAS transported more than 388,000 humanitarian and development workers, alongside 4,800 metric tons of vital relief cargo across 21 countries where our operations are active.

We salute the generosity of our donors, governments and other partners whose support has been key. Their partnership and collaboration amplifies our impact – a true embodiment of Sustainable Development Goal number 17 – partnership for the goals.

In the pursuit of an ever more effective service, WFP Aviation is always looking to apply new technology in its operations. For instance, our collaboration with the Kenyan government in a pioneering demonstration of humanitarian assistance delivery utilizing unmanned aircraft, a promising innovation for regions with restricted accessibility.



To enhance WFP's capacity to respond swiftly during sudden crises, WFP Aviation instituted the centralised funding mechanism in June 2023. This means that donations can also be channelled centrally, so that resources can be allocated flexibly and promptly to areas of utmost need.

In line with our commitment to continuous environmental improvement and the reduction of our carbon footprint, WFP Aviation has embarked upon key initiatives this year, including cabin waste management guidelines. These guidelines are designed to assist contracted air carriers in defining and aligning their cabin waste management processes. It encompasses a set of capacity strengthening activities that are consistent with WFP's Environmental Policy and adhere to international aviation best practices.

In WFP Aviation, we remain resolute and committed to advancing our cause of alleviating suffering and fostering the resilience of communities globally: guided by the humanitarian principles of humanity, neutrality, impartiality and operational independence.

Dr. Franklyn Frimpong
Chief of Aviation
UN World Food Programme



Introduction

2023 has been another year characterised by protracted humanitarian crises and new emergencies. Conflicts and climate-induced disasters around the world have wiped out homes, crops, schools, and hospitals, causing people to be forcibly displaced internally or across international borders and impeding people's ability to feed their families. This is why it is crucial to maintain humanitarian and development actors' ability to reach people affected by conflicts, disasters and the impact of extreme weather events.

The United Nations Humanitarian Air Service (UNHAS) is one of the primary services that WFP Aviation provides to the humanitarian community. It ensures that humanitarian workers can quickly, safely and reliably reach almost any destination in the world that needs immediate support. It is the link between communities battling emergencies and the humanitarian actors who can assist them.

Aviation is one of the first points of call when emergencies start. UNHAS teams are often the first on the scene, providing passenger and cargo transport, facilitating medical and security evacuations when the need arises, offering solutions to expedite assessment missions, and more.

Having used aviation services in its operations for decades, WFP will continue to manage UNHAS, leveraging its network of aviation organizations and specialists, supporting national and regional aviation infrastructure, and strengthening aviation safety and security standards.

Thanks to the generous contributions of donors, in 2023 UNHAS transported over 388,000 passengers and 4,500 metric tons of light humanitarian cargo, ensuring that humanitarian personnel from over 647 organizations could reach over 437 remote and hard-to-reach destinations.

This was done with a fleet of over 144 fixed-wing and rotary-wing aircraft - which also facilitated more than 1,555 medical and security evacuations.

UNHAS provided vital operational support and services across the world in 2023. It created airbridges to reach conflict-affected zones in Sudan and facilitated security evacuations to Nairobi and Entebbe, transporting life-saving cargo to the UN hub in Port Sudan. In May, UNHAS resumed flights in Cameroon after the lifting of restrictions which had grounded flights for almost a year. In July, during the crisis in Niger, UNHAS organized domestic flights to relocate and evacuate humanitarian staff and dependents. In Haiti, the earthquake, tropical storms, and growing insecurity required enhanced access to affected communities: UNHAS stepped up and delivered. In Madagascar, the cyclone season demanded the deployment of additional air assets to allow aerial assessments and rapid access to affected areas. In Burkina Faso, widespread insecurity resulted in deteriorated access and required the deployment of seven rotary-wing aircraft to reach people in need. In Malawi, following Cyclone Freddy, two UNHAS rotary-wing aircraft were deployed to support the delivery of vital food to flood-affected people.

Wherever called upon, UNHAS scaled up operations to meet the humanitarian community's needs, leveraging new solutions to respond to emergencies. UNHAS is exploring sustainable alternative air transport solutions, fleet diversification (especially of rotary-wing, the use of remotely piloted aircraft systems (RPAS) for cargo delivery into inaccessible areas, new approaches to fleet and route optimization in connection with infrastructure rehabilitation, and building coalitions in areas such as environmental efficiency, gender diversity and inclusion, flexible financing, and digitalization.

UNHAS has continued to prioritise the management of aviation security risks in all field operations. This includes comprehensive assessments in areas where new air operations are needed, with a view to putting in place processes and systems that reduce exposure to security-related incidents.

These are just a brief overview of the achievements and activities delivered in 2023. This Annual Review provides a full, detailed appraisal and set of insights into UNHAS performance in 2023.

Partnerships are the engine that propels us forward. WFP Aviation thanks all partners: the donor community, governments, the International Civil Aviation Organization (ICAO), civil aviation authorities, regional civil aviation agencies, the International Air Transport Association (IATA), contracted air carriers, user agencies, passengers, and all WFP Aviation staff working around the clock to ensure safe, effective and efficient humanitarian air services.

9 things you may not know about UNHAS



UNHAS can spark growth in local aviation sectors, by establishing vital routes in under-served regions, demonstrating they can be safely and reliably operated and thereby attracting commercial interests. Once commercial operations are up and running, UNHAS withdraws, leaving a legacy of thriving aviation networks in previously inaccessible areas.



UNHAS operates in diverse environments. From the Democratic Republic of Congo, Yemen, Somalia, to Afghanistan, and across the Sahel, UNHAS operates amidst violence and climate extremes, underpinning the humanitarian community's ability to support vulnerable communities. In 2023, UNHAS operated flights in 21 countries across 3 continents.



UNHAS serves the entire humanitarian community – not just **United Nations** agencies, funds and programmes. All humanitarian organisations – including national and international NGOs – are served by UNHAS. This also includes governments and the donor community that contributes significantly to humanitarian efforts.



UNHAS is made possible by an array of experts behind the scenes. Aeronautical engineers, pilots, safety professionals, aviation security personnel, aviation cooperation professionals, and other essential contributors are key to UNHAS's ability to operate safely and effectively.



WFP Aviation developed a comprehensive environmental training course in 2023, which includes a blend of text, videos and interactive quizzes to help raise awareness of and promote the implementation of its Environmental and Sustainability Programme.



UNHAS is one of the services provided by WFP Aviation. Besides that, WFP Aviation also provides dedicated bilateral services and ad hoc air transport such as airlifts and airdrops. This comprehensive support ensures timely assistance and efficient logistics in crisis zones globally.



In 2023, **UNHAS achieved a 96 per cent satisfaction rate among its service users**, reflecting the organization's commitment to excellence and the effectiveness of its operations.



In 2023, UNHAS utilized a **fleet of 144 aircraft, including 35 rotary-wing aircraft**, to effectively access and serve over 430 destinations, demonstrating the organisation's expansive reach and capability in facilitating humanitarian assistance worldwide.



UNHAS turns 20 in 2024!

Air transport was an integral part of WFP's logistics by the 1980s, and by the 1990s many United Nations agencies were using air support to respond to a major surge in global humanitarian crises. Gradually, WFP Aviation started providing a common service for the overall humanitarian community. At the request of the United Nations High-Level Committee on Management, on January 1, 2004, WFP accepted the mandate of leading all United Nations humanitarian air operations. Hence, the United Nations Humanitarian Air Service (UNHAS) was born.

What exactly does UNHAS do?

UNHAS in a nutshell

The United Nations Humanitarian Air Service (UNHAS), managed by the World Food Programme (WFP), serves the entire humanitarian community. Its primary function is to support humanitarian aid operations in regions affected by conflict, climate extremes or other emergencies. Frequently, those most in need of aid reside in areas with limited or non-existent transport infrastructure, making access challenging. In such cases, where commercial flights are unavailable and ground transportation is unsafe, UNHAS fills in the crucial gap. By providing air transport for humanitarian and development workers as well as lifesaving supplies, UNHAS facilitates the delivery of assistance to vulnerable populations, bridging the gap between relief efforts and those in need.

Is UNHAS like an airline?

UNHAS is not a commercial airline; it is a mandated common service managed by the World Food Programme (WFP), extending its support not only to UN personnel deployed in the field but to all humanitarian and development workers. It's crucial to understand that UNHAS doesn't aim to replace commercial aviation actors within the countries where it operates. Instead, its mission is to provide a safe, effective and efficient alternative for humanitarian workers when conventional aviation services are impractical or unavailable. This includes performing medical or security evacuations for humanitarian personnel as the needs arise on the ground.

UNHAS therefore is a facilitator of humanitarian response, ensuring that both aid workers and relief cargo reach the people most in need in hard-to-reach locations, in contexts of emergency and protracted crises.

UNHAS also collaborates with national authorities in its countries of operation to maintain and rehabilitate aviation infrastructure as the needs may arise.

How does a UNHAS operation get established?

There are several steps in the process of establishing a UNHAS operation. First, the UN Humanitarian Coordinator launches an official request. In countries where there is no UN Humanitarian Coordinator, the UN Resident Coordinator launches the request. Where a WFP Country Office already exists, the request is addressed through the WFP Country Director. If there is no Country Office, the request is made through the WFP Regional Director.

Following receipt of the request, the WFP Aviation Service carries out a feasibility assessment of the air services that have been requested. The results of this assessment are used to inform decision-making.

The report and associated recommendations are presented to the requesting party (the HC or RC) for their endorsement before the UNHAS service is established.

A decision to set up an air service is taken based on the following criteria:

- Air assets are deemed practical to support the relief operation.
- The proposed air operation is approved as financially and operationally sustainable.
- There are no viable commercial alternatives capable of providing the service.
- Authorization has been granted by the host government to establish an air operation.
- The air transport services managed by WFP meet the standards and recommended practices of ICAO, the United Nations Aviation Standards for Peacekeeping and Humanitarian Air Transport Operations (UNAVSTADs), and the national civil aviation authority regulations in the countries where it operates.

Who is behind UNHAS?

UNHAS is made up of over 600 national and international staff across its operations, whose diverse technical skillset enables UNHAS to facilitate air services, customer care, booking processes, and local capacity building through pre-service training and continuous on-the-job training.

Voluntary donations from governments, foundations, and private organizations are the service's lifeblood. In 2023, UNHAS raised US\$ 251 million from donors to sustain aviation operations.

How do you get your UNHAS flight ticket?

In 2023, the WFP Aviation Service launched the United Nations Booking Hub, a user-friendly and efficient system which enables UNHAS users to book flights online. It is also accessible on mobile devices through a dedicated app. Requests are accommodated on a first-come, first-served basis, and in line with the passenger prioritization system as outlined in the WFP Aviation Policy (more on page 89).

What does UNHAS do exactly?



Growing up I had **two big dreams** that seemed incompatible at the time: **work for a humanitarian organization and work in the aviation industry.**

But then I applied for a position at the WFP managed United Nations Humanitarian Air Service in Juba, and saw that **I could achieve both.**

JOSEPHINE ABAK

WFP-UNHAS Aviation Officer in DRC

Josephine started her aviation career with WFP-UNHAS in South Sudan and now works in the Democratic Republic of Congo, becoming the first South Sudanese international aviation officer working with UNHAS.



Who are 'UNHAS users'?

The United Nations Humanitarian Air Service (UNHAS) facilitates the operations of organisations engaged in humanitarian and developmental work, spanning from national and international non-governmental organizations (NGOs), United Nations, donors, diplomatic entities, to governments, and other pertinent partners, including the Red Cross/Red Crescent movement.

Furthermore, UNHAS extends its support to host governments by assisting in the enhancement of aviation infrastructure, such as the rehabilitation of airstrips. Additionally, the program engages in capacity-building initiatives tailored for government aviation personnel, further strengthening the aviation sector's operational efficiency and effectiveness.

The role of UNHAS in emergency response promotes collaboration between governments, regional organizations, the humanitarian community, and international civil aviation stakeholders.

What do users think about our services?

UNHAS monitors and evaluates the effectiveness of service delivery through regular interaction with its users and their personnel. These surveys are called the Provision of Access Satisfaction Survey (PASS) – which is meant for the user organisations; and the Passenger Satisfaction Survey (PSS) – meant for personnel/ individuals. These are systematically conducted twice a year and they provide opportunities to get feedback for continuous improvement.

The overall user satisfaction rate for UNHAS services in 2023 stands at 96 per cent. This signifies a steady increase in satisfaction levels since 2020 when the rate was recorded at 83 per cent, primarily attributed to disruptions stemming from COVID-19 restrictions affecting UNHAS services. Subsequent years witnessed a consistent improvement in user satisfaction, with rates of 94 per cent in 2021 and 95 per cent in 2022.

Additional services offered by WFP Aviation



Airlift

Transportation of cargo by aircraft on a predefined route to any destination around the world.

These are often performed to or from otherwise-inaccessible areas. Cargo usually transported includes lifesaving such as emergency food, medical supplies or other essential equipment to an area devastated by political upheaval or disasters.

WOULD YOU LIKE TO SEE HOW UNHAS PERFORMS AIRLIFTS?

Scan the QR code



or click [here](#)

Airdrop

This is a kind of airlift in which goods (usually food) are dropped from the aircraft. In certain circumstances – security concerns, a lack of operational airfields, or access issues impede delivery. It is here that airdrops come in, as the best and last resort, to deliver food directly into a crisis area and prevent catastrophe.

The goods are usually dropped with parachutes to slow down the descent as much as possible.

WOULD YOU LIKE TO SEE HOW UNHAS PERFORMS AIRDROPS?

Scan the QR code



or click [here](#)



Dedicated bilateral services

for passenger transport that meets other organisations' needs.

Scheduled and ad hoc air transport for passengers

including air transport for emergency medical evacuations, and security relocations.

Top left photo:

A WFP Aviation heavy-lift rotary-wing Mil Mi-26T being loaded with 12 tons of Super Cereal Plus (fortified food with vitamins and minerals) for a flight from Bor (Jonglei State) to Pibor (Greater Pibor Administrative Area), South Sudan.

Bottom left photo:

An Ilyushin 76 ready to airdrop food arriving in Doro, Maban County, South Sudan.

Top right photo:

Handlers unload bags of rice from the back of the high-capacity helicopter (Boeing-Vertol 234LR "Chinook") in Arbinda, a commune in the Province of Soum, in the Sahel Region of Burkina Faso.

Bottom right photo:

Check-in process at Nouakchott airport prior to boarding a UNHAS flight in Mauritania.



WFP-managed **European Union Humanitarian Aid Flight**

2023 key figures



20,000
passengers transported



600
mt of humanitarian cargo transported



4,500
flights performed across 7 countries



WATCH HOW THE EUROPEAN UNION AND WFP WORK TOGETHER TO GET AID WORKERS TO REMOTE PLACES IN THE DEMOCRATIC REPUBLIC OF THE CONGO & MALI.

Scan the QR code or click [here](#)



In February 2020, WFP signed an indirect management delegation agreement for the provision of humanitarian air services in support of DG ECHO-funded (Directorate-General for European Civil Protection and Humanitarian Aid Operations) and other humanitarian aid projects in DRC, Kenya and Mali - with the possibility to cover other countries through special flights during the lifespan of the action.

The European Union Humanitarian Aid Flight's operation (EU HAF), managed by WFP, proved its effectiveness by capitalizing on partnerships and collaborations previously established by UNHAS. A synergistic approach was developed and implemented to guarantee the coordination of flight routes, fostering partnerships with local Civil Aviation Authorities (CAA), other humanitarian air service providers, as well as security networks within the areas of operation. The project is flexible and agile in responding to changing environments in protracted settings. It will continually make adjustments needed for dedicated, safe, and cost-effective air transport in support of EU-funded humanitarian projects in existing or new operational settings. UNHAS continuously strives to adapt the air services based on user needs, while upholding the highest standards of aviation safety and security.

WFP-managed EU HAF operations in 2023

Burkina Faso



An EU Humanitarian Aid Flight rotary-wing aircraft has been active in Burkina Faso since November 2022.

In 2023, the WFP-managed EU Humanitarian Aid Flight rotary-wing transported over 10,000 passengers and 178 metric tons of cargo.

Chad



A WFP-managed EU HAF rotary-wing aircraft was deployed to Chad from August to October 2023, to support humanitarian efforts in the east of the country, following the spillover of the crisis in Sudan. During this period, the WFP-managed EU HAF rotary-wing aircraft transported 700 passengers and 1 metric tons of cargo.

D.R. Congo



With one fixed-wing aircraft in Kalemie and one rotary-wing aircraft based in Goma, the service provides access to areas affected by conflict and disruptive natural events, such as floods and landslides in the Sud Kivu province. In 2023, EU HAF transported over 5,000 passengers and 165 metric tons of cargo.

Kenya



UNHAS Kenya has been managing EU HAF to provide support to ECHO-funded humanitarian activities. EU HAF connected Nairobi to Kakuma and Dadaab refugee camps from 2020 until its closure in March 2023. During the first quarter, EU HAF transported 1,700 passengers and 6 metric tons of cargo.

Madagascar



A Mil Mi-8 rotary-wing aircraft was deployed during two-months to support the 2023 cyclone response, enabling aid workers to access devastated areas and deliver nutritious food to remote rural communities that had been affected. The WFP-managed EU HAF transported over 700 passengers and 156 tons of cargo.

Mali



The EU Humanitarian Aid Flight project has been operational in Mali since 2020, connecting aid workers to remote locations across the country. UNHAS operates an aircraft from Mopti and offers air transport to some hard-to-reach locations. In 2023, the air service transported over 1,300 passengers and 13 metric tons of cargo.

Somalia



In Somalia, a rotary-wing aircraft was deployed for a two-months period (December 2023 - January 2024), to support the flood response in the country, allowing humanitarian partners to reach those in need with essential cargo. In December, the WFP-managed EU HAF airlifted almost 73 metric tons of cargo, including tents for shelter of displaced people.



The United Nations Humanitarian Air Service (UNHAS) flies to the rescue of crisis-affected people in the Sahel

Story by WFP staff from the Regional Bureau for West and Central Africa

Whether in Mauritania, Mali, Niger, or Chad, the planes and helicopters of the United Nations Humanitarian Air Service (UNHAS) managed by the World Food Programme (WFP) fly over conflict-affected zones in the Sahel while avoiding bumpy roads to reach remote areas with health and medical equipment, food, and humanitarian workers.

UNHAS operations above the Sahelian strip are crucial. Whatever the cost, the cost of saving lives is more valuable.



TO READ THE
FULL ARTICLE
ON MEDIUM

Scan the QR code
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UNHAS' presence in Mali is essential to facilitate the work of humanitarian and development actors who must reach affected communities, **particularly those who rely on our support to maintain their livelihoods.**

ERIC PERDISON

WFP's Representative and Country Director in Mali



United Nations Humanitarian Service: **Navigating Afghan skies amid challenges**

Story by Ziauddin Safi

In the heart of Afghanistan's challenging terrain and ever-shifting dynamics, the United Nations Humanitarian Air Service plays a crucial role in facilitating humanitarian operations across the nation.

UNHAS remains steadfast, delivering essential aid to those in need.



**TO READ THE
FULL ARTICLE
ON MEDIUM**

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Amid the turbulence of conflict, I've witnessed the power of humanity soaring above borders, delivering hope where it's needed most. Through the skies of Afghanistan, I've learned that true courage takes flight not only in the flightdeck but in the hearts of those we serve.

Together, we navigate not just airspace, but a journey of compassion, bridging divides with each mission flown.

ETIENNE BRUWER

WFP-UNHAS Pilot in Afghanistan

”



Women in aviation

Story by Volana RARIVOSON and Aina ANDRIANALIZAHA

Cyclone Freddy: these women who save lives across the skies of Madagascar

While the whirlwind of violent winds hits once again the Great Red Island, WFP teams - particularly those from the air service - continue to assist the populations impacted by the natural disaster. And among them, women.

Fanirisoa ANDRIAMAMPINANINA
Aviation Assistant
and Customer Service

The day after the bad weather hit the east coast of the island, WFP distributed 53,000+ hot meals to 19,500 displaced people. The first hours are crucial for the survival of people impacted by cyclone Freddy.



Nomena RAMAHEFA
Aviation Assistant
and UNHAS Trainer

"My greatest pride is to be part of the first team which carried out the operational study for the establishment of UNHAS in Madagascar."



**TO READ THE
FULL ARTICLE**
IN FRENCH ON [WFP.ORG](https://www.wfp.org)

Scan the QR code
or click [here](https://www.wfp.org)



Women voices

I began my career in aviation initially as a flight dispatcher. I have been passionate about flying, it was my dream since I was young and that's why I decided to become a pilot. My advice to women in aviation is: do not limit yourself, you can achieve whatever you want.



Caroline Omondi

Cessna Grand Caravan First Officer
UNHAS Kenya



Women

voices

“

This work is an opportunity to challenge myself to meet the needs of our users here in South Sudan.

This is an adventure, every day is different!

”



Margaret Apollo

Logistics Assistant
UNHAS South Sudan

Women

voices

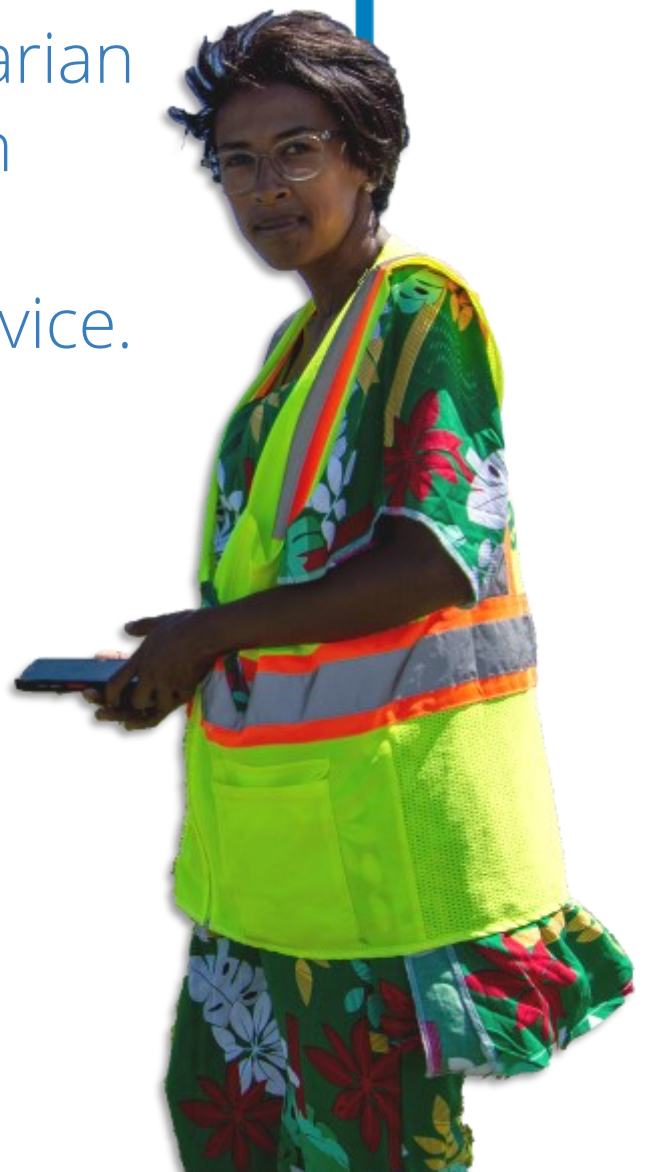


At the end of each day,
I tell myself that I have
contributed, even indirectly,
to helping someone in need
somewhere, through the
work of the humanitarian
who safely travel with
the United Nations
Humanitarian Air Service.



Estelle Rakotobe

Aviation Assistant
UNHAS Madagascar



Looking back at 2023





UNHAS operations active in 2023



48,000

flights
performed



400+

destinations reached
(regular + ad hoc)



Haiti

Mauritania

Mali

Niger

Guinea

Burkina Faso

Nigeria

Cameroon



388,000

passengers
transported



WFP

4,800 MT

of light humanitarian
cargo transported

● 21 operations

The boundaries and names shown, and the designations used on this map do not imply official endorsement or acceptance by the United Nations.



96%

percentage of users
satisfied with services
provided



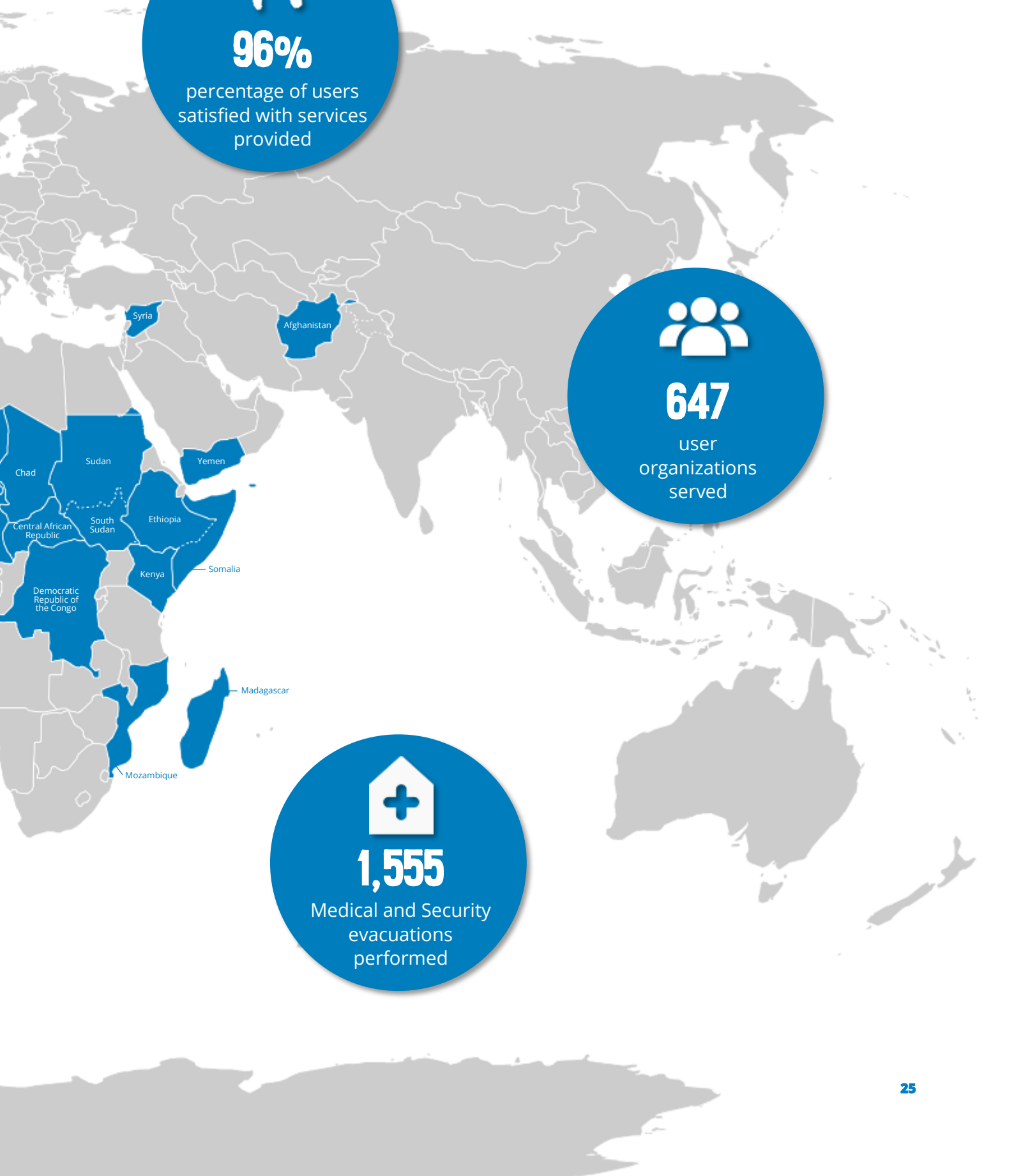
647

user
organizations
served



1,555

Medical and Security
evacuations
performed



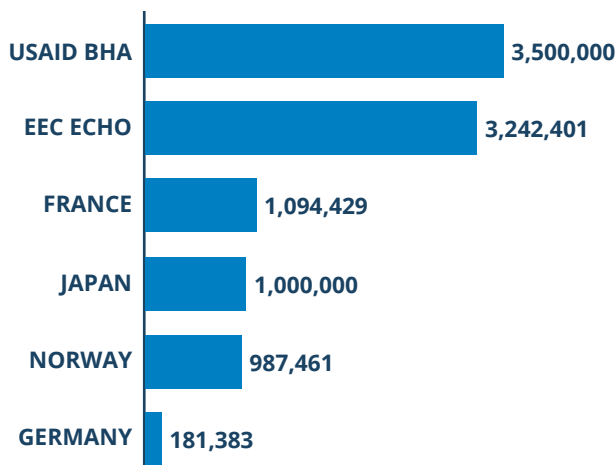
UNHAS

Afghanistan

According to the 2023 Humanitarian Response Plan (HRP), an estimated 26.3 million people¹ – more than half of Afghanistan’s population – require life-saving humanitarian assistance to survive in 2024 as the country reels from decades of war and grapples with climate-induced crises, recurrent natural disasters, entrenched poverty, and barriers to women’s participation in public life. Of the 26.3 million people in need, humanitarian partners prioritized 21.7 million people to receive well-coordinated multi-sectoral assistance in 2023.

At the beginning of 2023, the de-facto authorities of Afghanistan imposed a ban on women’s work, including humanitarian organizations and NGOs. This meant the reduction or closure of many humanitarian projects in the country, while telecommuting was developed. UNHAS adapted to the fast-changing situation by adjusting its schedule and fleet to the humanitarian community’s needs.

2023 donor contributions (US\$)



Maintaining a safe transport alternative through international airbridges with Doha (Qatar), Dubai (UAE), Dushanbe (Tajikistan) and Islamabad (Pakistan) has been a critical mission for UNHAS Afghanistan. At the beginning of 2023, an Airbus A320 was shared with the UNHAS Yemen operation to serve the Dubai – Kabul route in complement of the Doha-based Embraer 145LR serving the Doha airbridge.

From March, these two separate routes were combined: Doha – Dubai – Kabul and back. This helped save approximately one million US dollars per month. At the end of 2023, to further adjust the fleet to the actual demand, reduce flight hours and increase the Kabul-based evacuation capacity, the Embraer 145LR was relocated to Kabul and another 50-seater jet was chartered, also based in Kabul.

UNHAS maintained vital air bridges through Doha, Dubai, Dushanbe and Islamabad to support humanitarian operations in Afghanistan including along the border with Pakistan.

Rotary wing flights were operated to and from Torkham to support UNOCHA, the UN DSRG, IOM, and other humanitarian missions to continue delivering life saving assistance.

Several capacity-building activities were executed for staff and external partners. The operation also completed infrastructure improvement works around the country to enhance safety, such as in Faizabad, by adding markings on an inactive metal runway to improve visibility and prevent accidents.



Providing safe and reliable flights in Afghanistan in adverse weather conditions, poor air navigation services, disasters, and a volatile political environment.



performance figures **2023**



22,909
passengers
transported



45.1
mt of humanitarian
cargo transported



25
destinations reached
(24 regular | 1 ad hoc)



12
MEDEVACs performed
(patients)



3,668
flights
performed



118
user organizations
served



7
aircraft
(including 1 rotary-wing)

With the resumption of flights to and from Kabul by international commercial airlines from mid-November 2023, UNHAS decided to discontinue the Dubai airbridge. In 2024, UNHAS will maintain its domestic operations and several of its airbridges to accommodate the needs of the humanitarian community.

The PSS and PASS surveys conducted by UNHAS Afghanistan at the end of 2023 showed an overall satisfaction rate of respectively 93 per cent and 95 per cent.

¹ Afghanistan Humanitarian Response Plan 2023 (March 2023) | [QCHA \(unocha.org\)](https://www.unocha.org/afghanistan)

UNHAS

Burkina Faso

In 2024, an estimated 6.3 million people are projected to be in need of humanitarian assistance in Burkina Faso, versus 3.8 million in 2023. This represents an increase of 35 per cent. The country continues to experience the worst humanitarian crisis in its history, with an estimated 10 per cent of the national population (more than 2 million people) internally displaced due to violence and insecurity.

Approximately 1.2 million people are located in some 40 population centres across seven regions cut off from the rest of the country². With road access severely impeded, air transport is crucial to reach these populations.

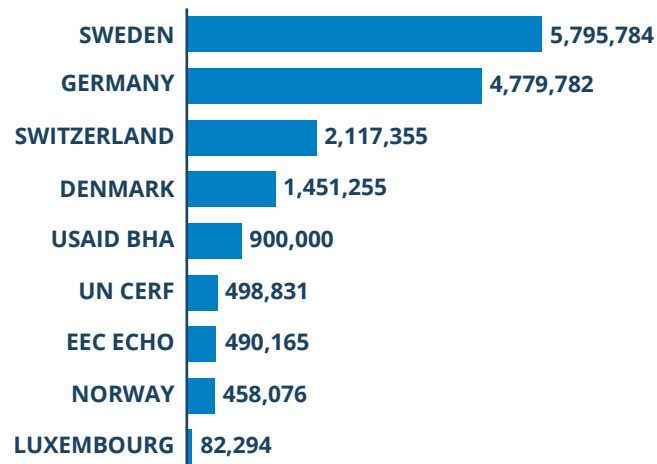
Thanks to contributions from donors and revenue generated through its partial cost recovery system, UNHAS

successfully sustained and scaled up its operations^{3,4}. With the growing demand for flights, the operation increased its fleet from two to three rotary-wing aircraft. The fleet thus comprised two Mil Mi-17 and one Super Puma, the latter funded by the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG-ECHO) of the European Commission.

Operating since 2020 in the face of a highly volatile security situation on the ground, UNHAS rotary-wing aircraft are currently the only safe options to reach conflict-affected destinations in Burkina Faso.



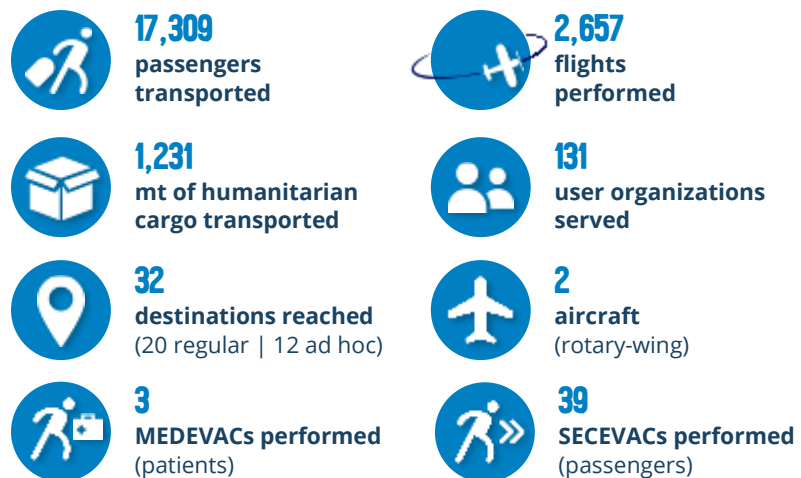
2023 donor contributions (US\$)



Flight schedules were regularly revised to accommodate user organisations' demand for air services and to reach new destinations, demonstrating the ability to adapt to evolving needs. Given the substantial increase in passenger and freight volumes, UNHAS began to reassess its operations for 2024, aiming to meet these growing needs.

Conducted in June, the Passenger Satisfaction Survey (PSS) and the Provision of Access Satisfaction Survey (PASS) showed an overall user satisfaction rate of 95.5 per cent. The end-of-year PASS and PSS survey from November 2023 resulted in an overall satisfaction rate of 94.5 per cent.

performance figures 2023



² Global Humanitarian Overview 2024 [EN/AR/FR/ES] - [World | ReliefWeb](#).

³ Cost recovery: Representing 12.22 per cent of UNHAS resources, the recovered costs are generated by ticketing prices covered by UNHAS users.

⁴ In accordance with WFP's aviation policy, the generated cost recovery throughout the year should ensure operational continuity for a minimum period of three months at any given time. Therefore, the current cost recovery will be adjusted from 12 per cent to 29 per cent, following the approval of the UNHAS Steering Committee in October 2023. UNHAS Burkina Faso will implement the new tariffs starting from 1 January 2024.

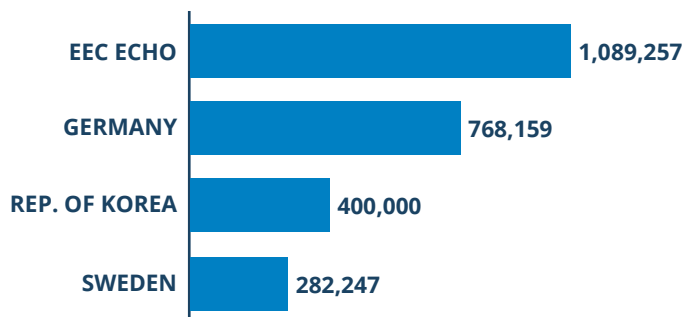
UNHAS Cameroon

The humanitarian situation in Cameroon continues to worsen with the presence of multifaceted and complex crises in three different parts of the country.

By November 2022, the crises in neighbouring Nigeria and Central African Republic (CAR) had brought into Cameroon over 487,000 refugees (355,667 CAR and 132,151 Nigerian refugees) and displaced over 357,631 Cameroonians internally along the Nigeria-Cameroon borders (according to UNHCR)⁴. The security situation in Northwest and Southwest regions remains very volatile, disrupting the normal livelihood and production activities and resulting in the displacement of more than 500,000 people.

Thanks to consistent advocacy, sharing of information, and fostering a robust and trusted relationship with the Government, UNHAS was able to resume flights in Cameroon.

2023 donor contributions (US\$)



The operation resumed flights in May 2023, after almost a year of being grounded.

In the northern regions where UNHAS operates mainly, insecurity and physical access are main constraints to humanitarian access. Indeed, the Far North region continues to suffer from armed conflict, intercommunity conflicts, poor road infrastructure, especially in the rainy season, and the impacts of the climate crisis and harsh weather, impeding humanitarian access in some areas of the region.

Access to Ngaoundéré (Adamawa region) from Yaoundé for example is a one-day drive by road, Garoua (North region), is a two-day trip. With UNHAS, these are reduced to under two hours. These services therefore remain essential to ensure a reliable link between Cameroon's capital and the Far North, North, and Adamawa regions, which remains fragile.

The fleet consists of a Beechcraft 1900D 19-seater aircraft operated from its base in Yaoundé to Maroua and N'Djamena (also serv-

ing Kousséri) three days a week, while continuing with advocacy efforts with the government for access resumption to the Northwest and Southwest regions.

On average, UNHAS transported 215 passengers and 0.27 metric tons of cargo, every month, giving a total of 1311 passengers from 41 organizations and 1.93 metric tons of cargo transported in 2023.

This year, 86 regular flights, and two chartered flights were conducted. Again, the operation completed one

MEDEVAC and supported the mission of Her Royal Highness Princess Sarah Zeid of Jordan.



⁴ Source: UNHCR, <https://reporting.unhcr.org/cameroon> (as of April 2023).



Operating in Cameroon since 2015 to ensure the safety of humanitarian staff compromised by travelling long distances by road.

performance figures **2023**



1,311
passengers
transported



2.5
mt of humanitarian
cargo transported



3
destinations reached
(3 regular)



1
MEDEVACs performed
(patients)



86
flights
performed



41
user organizations
served



1
aircraft
(fixed-wing)

The traditional donor pool was maintained, ensuring available funding to match the needs of the operation in 2023.

User organisations this year included 18 UN agencies, 39 local and international non-governmental organizations (including the Red Cross organizations), 14 diplomatic missions, and associated agencies.

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 98 per cent and 100 per cent respectively.

UNHAS

Central African Republic

Since 2013, CAR has been severely impacted by civil war, which has led to a humanitarian crisis throughout the country. Challenging access, mainly due to insecurity on the ground and very limited air service, has added further complexity in the country.

In 2023, the GHO reported that 3.4 million people will need assistance, an increase of 10 per cent compared to 2022⁵. Humanitarian access constraints are severe due to insecurity, poor road infrastructure, increasingly frequent heavy rains causing floods, and logistics constraints.

Improvised explosive devices have made travel more difficult, particularly in the west of the country. In addition, flooding during the rainy season (April-September) damages roads and bridges, making many areas inaccessible. The complete absence of local and reliable commercial air operators further adds to the complexity.

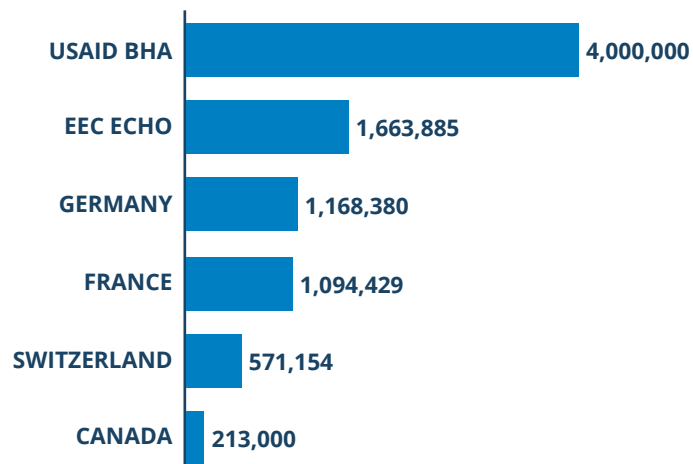
UNHAS has been operating in the Central African Republic since 2018 to eliminate severe access constraints, such as poor road networks, and infrastructure damage due to increasingly frequent floods.





In this complex scenario of access challenges that greatly impact humanitarian response and activities in country, UNHAS operations have become essential for reaching vulnerable populations and for supporting humanitarian activities in the deep field all over the country.

2023 donor contributions (US\$)



This year, a fleet of one Dash 8 (37-seater) aircraft, one Let L-410 Turbolet (19-seater) aircraft, one Dornier 228 (19-seater) and one Mil Mi-8 (19-seater) rotary-wing aircraft was operated.

Through out 2023, the operation worked towards reducing operational cost by fleet optimization, route network restructuring, use of long range/fuel-efficient short takeoff and landing (STOL) aircraft, and maximizing payload through both passenger and cargo.

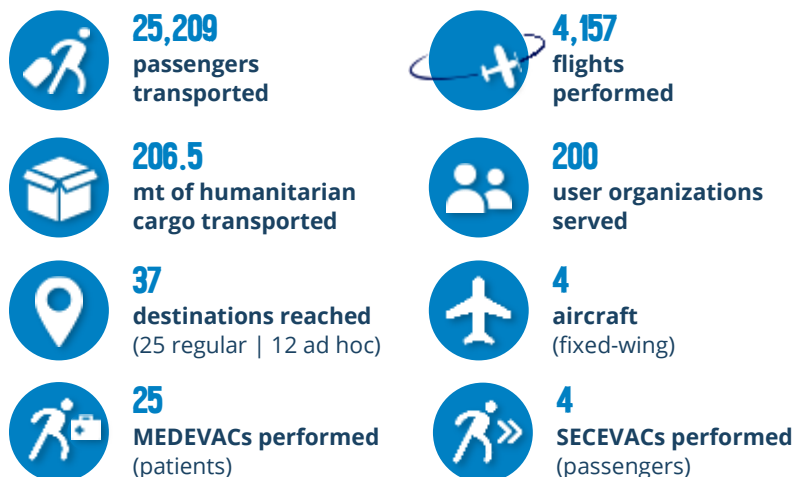
Due to persisting fuel scarcity in the field, increased operational cost and insufficient donor contributions, an aircraft fleet review and optimisation

exercise was initiated in the last quarter.

To date, the operation runs flights to 25 regular destinations in the country and is continuously adapting its flight schedule to meet the traffic demand. It regularly serves locations where the bulk of humanitarian response is concentrated, including hotspots such as Bria, Alindao, Bambari, Bangassou, Zemio, and Obo.

In 2023, the PSS and PASS surveys showed an overall user satisfaction rate of 95 per cent and 93 per cent respectively.

performance figures 2023



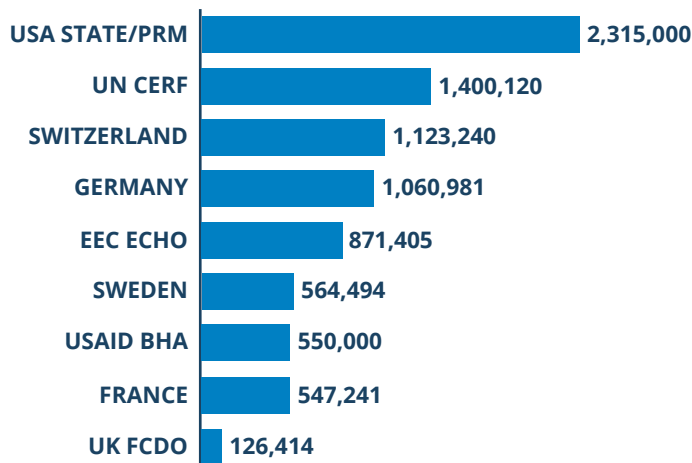
UNHAS

Chad

Chad is ranked among the countries least developed and most vulnerable to the climate crisis. Since the beginning of 2020, the country has been affected by increasing internal insecurity and regional dynamics, driving population displacement, refugee influxes, and growing humanitarian needs. Chad faces the consequences of the recent crisis in Sudan with a dramatic increase of the number of refugees close to the Sudanese border. Chad is one of the seven countries receiving the largest number of refugees in the world, with 1,033,180 refugees as of 16 October 2023⁶.

Access by land is time-consuming for humanitarian workers, due to poor road conditions, which worsen during the rainy season. This is exacerbated by insecurity. Moreover, no commercial airlines can currently provide safe and reliable air services to enable the humanitarian community to reach beneficiaries in remote areas of the country.

2023 donor contributions (US\$)



In this context, UNHAS ensures access to people in need by operating regular and on-demand flights as well as medical and security evacuations when needed.

Following the onset of the Sudan crisis, WFP Chad strengthened operations in the East with the implementation of a flight schedule in accordance with the growing needs. Consequently, the average monthly number of passengers transported increased by 75 per cent between 2022 and 2023.

The operation performs

airstrip rehabilitation and maintenance works and implements capacity-building activities, including for staff, security officers, airport authorities, and government and aviation partners. The airstrip of Goz Beida and Farchana were rehabilitated to allow the humanitarian community to overcome road blockages and reach the Chadian population and refugees during the rainy season.

The network is strategically structured to provide maximum coverage of the large geographical area of

the country. In addition, UNHAS prioritizes remote locations to support partners in assisting beneficiaries in hard-to-reach areas.

The continued need for the service has been expressed by the humanitarian community and is demonstrated by the significant increase in user demand registered in 2023.

This demand has been addressed with updated flight schedules to be served by the current fleet size of four fixed-wing aircraft.



Operating since 2004 to fill gaps in commercial air transport and solve the issue of limited to no access via land due to poor road conditions and high insecurity.



performance figures **2023**



25,380
passengers
transported



65.4
mt of humanitarian
cargo transported



21
destinations reached
(19 regular | 2 ad hoc)



60
MEDEVACs performed
(patients)



3,845
flights
performed



141
user organizations
served



4
aircraft
(fixed-wing)



98
SECEVACs performed
(passengers)

In addition to its regular and ad hoc destinations across the country, the operation temporarily operated two additional destinations served under the EU HAF operation from August to October 2023.

In 2023, the PSS and PASS surveys for showed an overall satisfaction rate of 94 per cent and 100 per cent respectively.

⁶ Global Humanitarian Overview 2024 [EN/AR/FR/ES] - World | ReliefWeb.

UNHAS

Democratic Republic of the Congo

In the Democratic Republic of the Congo (DRC), the security situation in the East continued to deteriorate in 2023, with the escalation of violence causing large-scale population displacement and acutely growing humanitarian needs. The situation was exacerbated by inflation, epidemics, and natural disasters. In 2023, 10 million people were targeted for humanitarian assistance.

UNHAS provided safe, effective, and efficient air services to the humanitarian community with a fleet of ten aircraft. Thanks to adequate donor contributions and cost recovery income, operations were 100 per cent funded for 2023. The increase in resources compared with 2022 allowed for the deployment of a second aircraft in Kinshasa, making the service more reliable in linking the west and east provinces of

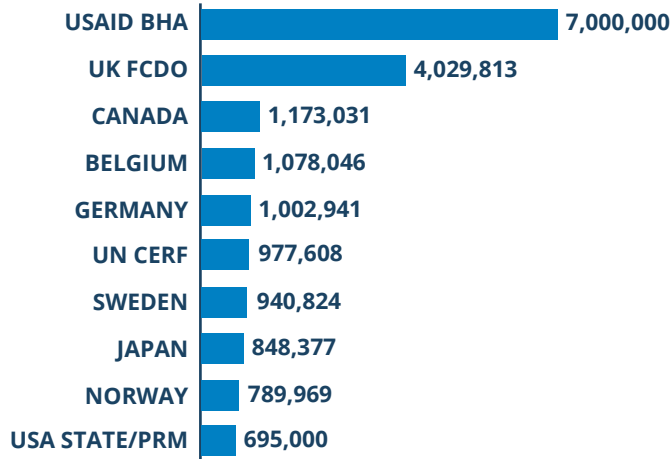
the country. Active collaboration was pursued with UNHCR and other humanitarian partners working in support of refugee and internally displaced populations.

In October and November 2023, the operation supported the voluntary repatriation of Congolese refugees from Angola to DRC, transporting a total of 525 refugees.

UNHAS has been operating since 2008 as the only air service provider in areas that critically require uninterrupted humanitarian response.



2023 donor contributions (US\$)



In view of the impending withdrawal of United Nations Organization Stabilization Mission in DRC (MONUSCO), UNHAS' gap-filling strategy is to take appropriate proactive measures to ensure continuity of operations. As this will be an additional cost to the operation, WFP will need to increase fundraising to support these efforts in due course.

The operation completed the rehabilitation of the Moba airstrip in Tanganyika province to mitigate operational safety risks and support the national aviation industry.

Major challenges faced included a higher rate of flight cancellations due to adverse weather conditions, undeclared UAS activity by state forces at the Bukavu airport, recurrent fuel shortages in Kananga, which caused intermittent disruptions to the weekly flight schedule in the Kasais, and continued flight restrictions in North Kivu due to insecurity.

To ensure continuous and safe operations, deconfliction efforts were intensified, including the development of Deconfliction Standard Operating Procedures in North Kivu. It also encompassed a flight safety notification process for operations in high-risk zones within and bordering the no-fly zone to all concerned parties.

Furthermore, WFP took a significant step in enhancing operational safety, by repainting a fleet of helicopters operational in the volatile region of eastern DRC, orange.

In a conflict context like DRC, aviation security risks were managed through effective partnership and collaboration with United Nations safety and security agencies, local security organisations, local authorities, and field partners in deep field locations. In addition, the operation continues to provide security and safety training to its staff and partner organizations in the field.

In 2023, the PSS and PASS surveys showed an overall user satisfaction rate of 93 per cent and 96 per cent respectively.

performance figures 2023



36,428
passengers
transported



4,903
flights
performed



485.5
mt of humanitarian
cargo transported



206
user organizations
served



59
destinations reached
(40 regular | 19 ad hoc)



8
aircraft
(including 1 rotary-wing)



181
MEDEVACs performed
(patients)



40
SECEVACs performed
(passengers)

UNHAS

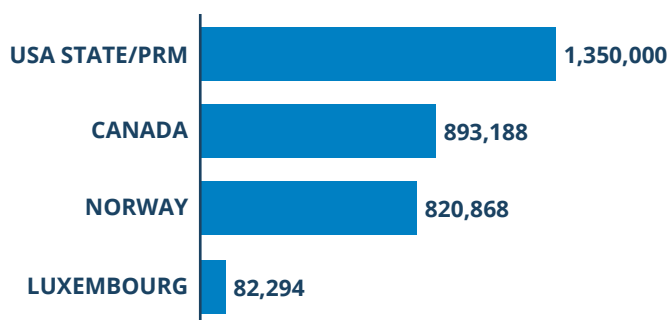
Ethiopia

Although the end of 2022 brought about peace in Ethiopia, humanitarian needs stemming from a two-year conflict were still high in 2023. The amount of internally displaced persons (IDPs) was estimated to 4.6 million⁷.

Moreover, climate extremes are making established rainfall patterns more erratic and hazards more severe, impacting food security as well as disease outbreaks and displacement. The most recent drought, caused by 6 consecutive failed rainy seasons (2022-23) is considered the most severe in 40 years.

Drought is a major driver of food insecurity, and while sufficient rainfall has given relief (water availability and pasture) to previously drought-affected areas, recovery from the drought will take several years. The HRP estimated 13 million people were targeted for humanitarian response in drought-affected areas in 2023⁸. Increased support is required to facilitate returns and scale-up recovery efforts.

2023 donor contributions (US\$)



To support the humanitarian community in responding to the complex emergency, UNHAS continues to play a vital role by providing safe and reliable passenger and light cargo air services in Ethiopia.

Additionally, humanitarian organizations, diplomatic missions and donor organizations all rely extensively on the air services to operate across the country in an increasingly challenging environment.

Due to the resumption of regular commercial flights by Ethiopian Airlines between Addis Ababa and Tigray (Mekelle and Shire), the service's demand on these routes drastically reduced. Therefore, as of July 11, 2023, the operation discontinued the use of Dash 8 aircraft in its fleet. Consequently, flights to Mekelle and Shire were removed from the regular schedule.

The operational fleet now consists of two fixed-wing aircraft (Cessna Grand Caravan), serving mainly the Somali region of Ethiopia. In 2024, the operation plans to extend its regular flights to destinations such as Dolo Ado and Bokh in the Somali region.



Operating since 2008 to meet constantly increasing humanitarian needs in remote locations, including refugee camps.



performance figures **2023**



5,266
passengers
transported



27.4
mt of humanitarian
cargo transported



6
destinations reached
(4 regular | 2 ad hoc)



4
MEDEVACs performed
(patients)



744
flights
performed



108
user organizations
served



2
aircraft
(fixed-wing)

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 99 per cent and 100 per cent respectively.

⁷ Global Humanitarian Overview 2024 [EN/AR/FR/ES] - [World | ReliefWeb](#).

⁸ Ethiopia: Humanitarian Response Plan 2023 (February 2023) - [Ethiopia | ReliefWeb](#).

UNHAS

Guinea

In 2023, UNHAS Guinea supported a response to the diphtheria crisis in Kankan and Siguiiri area by transporting experts, medicines and vaccines. Following the recommendations of the Quality Assurance Unit, the operation put in place flight following in June, convened its Steering committee meeting in October and carried out an aviation emergency response plan (A-ERP) exercise at the end of December.

In March 2023, the operation received USD 1.5 million in funding from the International Monetary Fund (IMF) through the government of Guinea. This contribution, which was the first WFP received from the IMF, supported UNHAS operations until the end of the year.

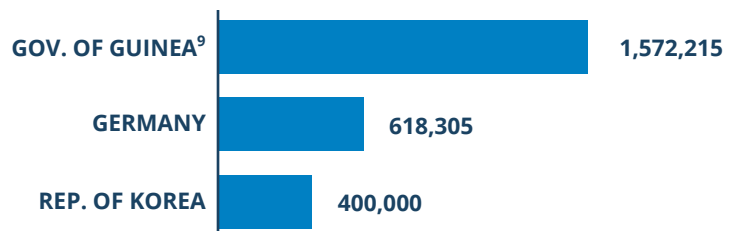
The humanitarian community in the country has continued to express their appreciation for the services and have requested the continuation of the operation, which registered a 97 per cent user satisfaction rate according to the PSS and PASS surveys carried out in December 2023.

UNHAS has been operating since 2021 in Guinea to fill gaps in a context of extremely poor road conditions exacerbated by recurrent extreme climate events to support the humanitarian community address needs resulting from health emergencies.





2023 donor contributions (US\$)



performance figures 2023



1,665
passengers
transported



143
flights
performed



16.5
mt of humanitarian
cargo transported



16
user organizations
served



6
destinations reached
(5 regular | 1 ad hoc)



1
aircraft
(fixed-wing)



5
MEDEVACs performed
(patients)

⁹ Contribution from the Government of Guinea through the International Monetary Fund (IMF).

UNHAS

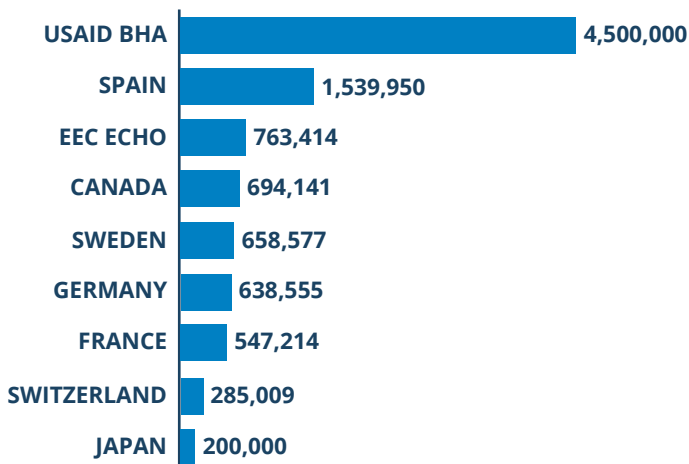
Haiti

In 2023, Haiti continued to face severe social unrest and increased armed group -related violence, exacerbated by fuel shortages impacting utilities and essential services like water and healthcare. These challenges intensified the existing food insecurity crisis, resulting in 4.35 million people (44 per cent of the population) in IPC Phase 3 (Crisis) and above. In 2023, 5.2 million people were in need of humanitarian assistance, according to the GHO.

The security situation in Haiti remains dire, with armed groups controlling large areas and obstructing access both into and out of the capital, exacerbating challenges for affected communities.

Extreme violence perpetrated by armed gangs against the Haitian population has continued to spread across the country, reaching distant rural areas as the state's presence has continued to erode.

2023 donor contributions (US\$)



Historically, internal displacement has been triggered by extreme weather events in Haiti. However, in a marked shift, violence has resulted in the displacement of over 200,000 people in 2023. At the same time, forced repatriation of Haitian migrants from neighbouring countries has accelerated. Insecurity combined with rainfall deficits disrupted the agricultural season, resulting in 44 per cent of the population facing acute food insecurity.

In 2023, UNHAS had a substantial impact, supporting transporting over 16,000 aid workers to communities in need – a 25 per cent increase compared to 2022. Despite the non-extension of the corporate scale-up, which was in place from October 2022 to April 2023, operations continued in the second half of 2023, utilizing one rotary-wing aircraft to address the emergency scale-up. Throughout the year, over 130 mt of cargo was transported including

support for various medical evacuations. Concurrently, efforts were made to strengthen national civil aviation capacity. This was through the installation of air navigation radar for the Haiti Civil Aviation authority (OFNAC) as well as training partners to enhance the crucial Airfield Focal Point network.

The operation's assets also played a vital regional role, serving as the only structured air service for the humanitarian community to respond to

sudden-onset of emergencies in nearby countries. UNHAS, for example, supported the humanitarian community by transporting cholera medications and other supplies from the Dominican Republic to Haiti.

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 85 per cent and 89 per cent respectively.



UNHAS has been operating since 2019 in Haiti in the face of a continuously deteriorating humanitarian situation resulting from climate extremes, displacement, political instability, and high insecurity.



performance figures **2023**



16,146
passengers
transported



1,690
flights
performed



119.5
mt of humanitarian
cargo transported



120
user organizations
served



30
destinations reached
(9 regular | 21 ad hoc)



1
aircraft
(rotary-wing)



6
MEDEVACs performed
(patients)

⁹ Global Humanitarian Overview 2024 [EN/AR/FR/ES] - World | ReliefWeb.

UNHAS

Kenya

Like other countries in East Africa, Kenya is struggling to recover after five consecutive rainy seasons where rainfall was below average resulting in one of the worst droughts in recent history.

After the drought ended, Kenya experienced heavier-than-usual rains that brought floods, ravaging parts of central, coastal, southeastern, north-western, western, and northeastern Kenya, resulting in the deaths of at

least 174 people since October, according to authorities. As of 18 December 2023, authorities reported that more than half a million people were displaced due to flooding and heavy rains, while UNHCR reported¹⁰ that over 30,000 refugees have also been affected.

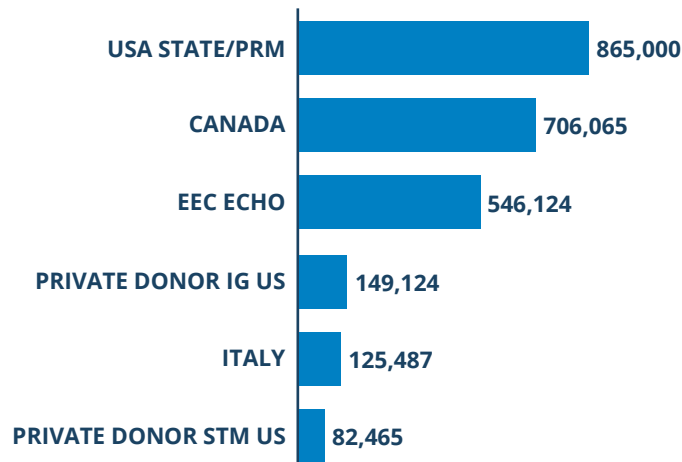
In Kenya, UNHAS plays a crucial role in ensuring that humanitarian actors can reach vulnerable communities in remote locations through regular

and ad-hoc passenger and cargo flights. In addition, the operation ensures round-the-clock readiness for medical evacuations and security relocations.

UNHAS has been operational since 2012 providing uninterrupted access to life-saving assistance and resilience-building initiatives for refugees and asylum seekers.



2023 donor contributions (US\$)



During the 2022-2023 drought in Kenya, the team operated over 50 special chartered flights to affected locations as well as ad-hoc flights to remote locations in the country. The operation also added an additional flight day to its regular schedule for missions to the Kakuma and Dadaab refugee camps.

In response to security challenges along the road connecting Dadaab and Garissa, flights were introduced at the end of March 2023 to facilitate seamless humanitarian operations between these two locations.

In partnership with the Government of Kenya, a rotary-wing aircraft was

provided to respond to floods in the northeastern regions of Kenya. In one month, the helicopter transported 196 passengers, and delivered 149.18 metric tons of cargo to 37 destinations.

In 2023, the PSS and PASS surveys for UNHAS Kenya showed an overall satisfaction rate of 97 per cent and 95 per cent respectively.

performance figures 2023



15,585
passengers
transported



954
flights
performed



203.9
mt of humanitarian
cargo transported



60
user organizations
served



8
destinations reached
(4 regular | 4 ad hoc)



2
aircraft
(including 1 rotary-wing)

¹⁰ <https://reliefweb.int/report/kenya/kenya-heavy-rains-and-floods-impact-and-response-20-december-2023>

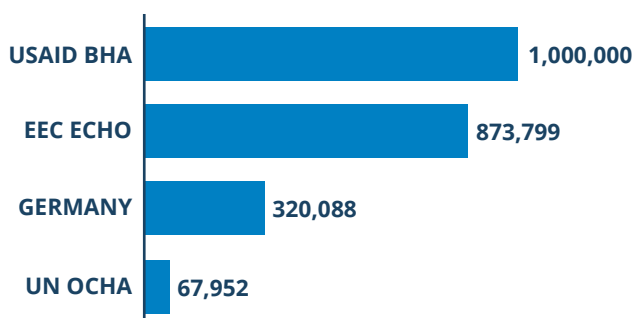
UNHAS

Madagascar

Madagascar faces acute food insecurity driven by consecutive shocks, as well as high food prices. Acute malnutrition continues to be critical, with a combined prevalence of global acute malnutrition of 10.7 per cent in 2023. The beginning of 2023 was marked by the tropical cyclones Cheneso and Freddy, which hit particularly the southeastern and southwestern regions of Madagascar, affecting an already highly food-insecure population. Cyclone Freddy struck Madagascar twice and persisted over a month, displacing populations and causing significant damage to houses, roads, schools, health facilities and livelihoods.

Madagascar also continued to perceive the protracted effects of the Covid-19 pandemic and other factors, which resulted in inflation and hikes in food and energy prices. Approximately 2.3 million people in Madagascar needed urgent humanitarian assistance in 2023¹¹.

2023 donor contributions (US\$)



In 2023, UNHAS Madagascar offered weekly connections between Antananarivo, Ambovombe, Ampanihy, Bekily, Betroka, Fort Dauphin, Toliara, Mananjary and Manakara, providing a critical service for humanitarian actors operating in the area.

The operation supported a multi-sector rapid assessment mission led by OCHA and BNGRC by performing low altitude flights to the areas affected.

Furthermore, the European Civil Protection and Humanitarian Aid Operations (ECHO) in partnership with UNHAS, deployed a Mil Mi-8 rotary-wing to Mananjary, in the southeast of Madagascar, enabling humanitarians and cargo to reach the isolated areas during the cyclone season.

For the two months it operated, the helicopter transported 734 passengers and 156 mt of aid cargo to

57 hard-to-reach locations for 14 humanitarian organisations.

To ensure the safety of operations, periodic maintenance in remote airfields (Ambovombe, Ampanihy and Bekily) were performed.

In addition, dedicated safety trainings were conducted for air operators, the civil aviation authority, staff and airfield focal points.



Operating since 2021 to ensure humanitarians can alleviate the suffering of a population facing multifaceted humanitarian crises.



performance figures **2023**



2,666
passengers
transported



13.6
mt of humanitarian
cargo transported



21
destinations reached
(9 regular | 12 ad hoc)



5
MEDEVACs performed
(patients)



758
flights
performed



43
user organizations
served



1
aircraft
(fixed-wing)

In 2023, the PSS and PASS surveys both showed a satisfaction rate of 100 per cent, demonstrating the importance of maintaining air operations and high standards in activity implementation.

These results can be attributed to continuous learning and adoption of recommendations from quarterly meetings with users.

¹¹ Global Humanitarian Overview 2024 [EN/AR/FR/ES] - World | ReliefWeb.

UNHAS

Mali

The insecurity in Mali caused significant population displacement, increasing the humanitarian needs in all sectors. As of April 2023, Mali had roughly 392,000 internally displaced people. The number of people in need increased to 8.8 million in January 2023, indicating a 17 per cent rise compared with 2022.

UNHAS has been operational in Mali since 2012, following the outbreak of internal conflict which required a large-scale humanitarian response in

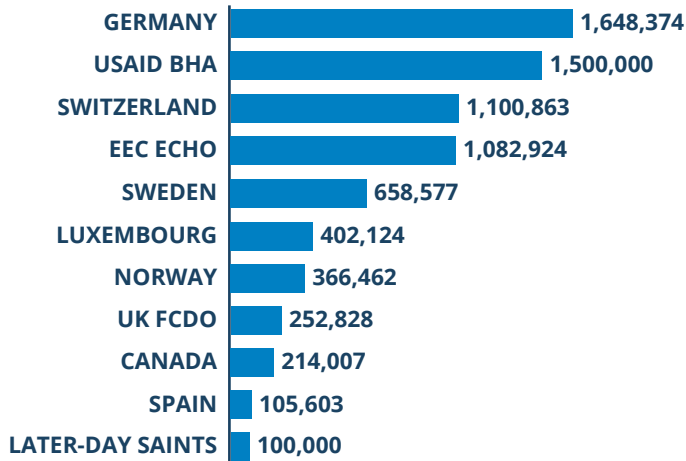
the northern and central regions of the country. In 2023, the operation continues to play a critical role in facilitating humanitarian access because of the precarious security situation, long distances, and poor road conditions in central and northern Mali. Freight demand also grew considerably in 2023, with a 110 per cent increase compared to 2022. In December 2023, the withdrawal of the United Nations Multidimensional mission (MINUSMA) increased the need for wider service coverage.

Through its three aircraft (two Beechcraft 1900D and one Dornier 228), the operation provided regular services from Bamako to Mopti, Timbuktu, Gao and the remote airstrip of Menaka. Additionally, on-demand destinations such as Kayes, Ansongo, Goundam, Niafounke and Douentza were served.

UNHAS has remained a critical service to the humanitarian community in Mali since 2012 by providing safe, reliable, and efficient air transport services connecting relief workers to remote locations.



2023 donor contributions (US\$)



In April 2023, the country office embarked on enhancing the coordination of traditional flights and the European Union Humanitarian Aid Flight (EU HAF) flights, consolidating both schedules into a unified framework. This strategic initiative was undertaken to optimize operational efficiency and foster increased traffic flow through the establishment of a hub-and-spoke feeder route network.

By amalgamating schedules, passengers utilizing EUHAF gained the convenience of seamless connections onto UNHAS flights and vice versa, facilitating same-day travel opportunities. Notably, the route network underwent meticulous optimization to eliminate redundancy and streamline operations.

In response to security imperatives, the recruitment of additional full-time flight follower was initiated. This improved surveillance capabilities, ensuring comprehensive monitoring of all aircraft movements and facilitating direct communication between aircrew and ground personnel. The provision of real-time security updates to flight crews in the event of an incident was thereby enhanced, mitigating potential risks.

The operation will continue investing significantly in capacity building of personnel, non-governmental organizations (NGOs) staff, and national authorities. These efforts especially geared towards national entities will empower them to assume greater responsibility for aviation services thereby paving the way for a smooth implementation of the exit strategy.

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 99 per cent and 94 per cent respectively.

performance figures 2023



17,009
passengers
transported



3,188
flights
performed



161.6
mt of humanitarian
cargo transported



132
user organizations
served



7
destinations reached
(5 regular | 2 ad hoc)



3
aircraft
(fixed-wing)



7
MEDEVACs performed
(patients)



5
SECEVACs performed
(passengers)

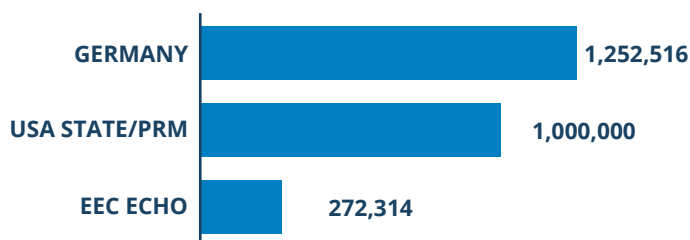
UNHAS

Mauritania

Mauritania suffers from chronic vulnerability driven by a challenging natural environment and extreme weather conditions that cause recurrent droughts and floods. The country is also affected by the challenges in the Sahel, particularly the conflict in neighbouring Mali which has been ongoing since 2012, and consequent continuous refugee influxes. In total, 55,000 refugees arrived in the Hodh Chargui region in 2023 and as of January 2024, Mauritania hosts over 153,000 refugees and asylum seekers, with the Mbera camp alone hosting 104,000 refugees.

These populations remain highly dependent on humanitarian assistance given the severe disruption to their livelihoods. Since its establishment in 2012 in response to the sudden arrival of large numbers of refugees fleeing conflict in northern Mali, UNHAS is continuing to provide a link from the capital Nouakchott to key destinations for humanitarian activities in the country, providing crucial access to hard-to-reach areas due to long distances, limited infrastructure, the absence of reliable commercial air operators, coupled with insecurity.

2023 donor contributions (US\$)



The destinations served include Bassikounou in the southeast, considered to be the epicentre of humanitarian response in Mauritania given the presence of the Mbera refugee camp.

Since the rehabilitation of the Bassikounou aerodrome, thanks to collaboration with the government, civil aviation authorities, and the donor community, humanitarian workers can reach project implementation sites in the

area in two and a half hours, departing from Nouakchott. Special quarterly maintenance of the Bassikounou runway is carried out to ensure it remains in good condition, particularly during the rainy season.

Due to increasing numbers of refugee arrivals in 2023, UNHAS users have expressed the need for access to additional destinations. UNHAS is continuously working to serve additional locations,

pending government approvals and as soon as safety conditions are met. This is in addition to the completion of airport infrastructure and runway rehabilitation works.

WFP continued advocating for funding for the construction of fences around the Kaédi and Aioun airstrips, and envisages to serve these destinations as soon as safety conditions are met.



Operating since 2012 to provide crucial access to areas that are hard to reach due to long distances, limited infrastructure, no reliable commercial air operators, and insecurity.



performance figures **2023**



1,595
passengers
transported



125
flights
performed



6.7
mt of humanitarian
cargo transported



27
user organizations
served



5
destinations reached
(4 regular | 1 ad hoc)



1
aircraft
(fixed-wing)



3
MEDEVACs performed
(patients)

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 97 per cent and 100 per cent respectively.

This overall success can be attributed to the prioritisation of safety and security of flights.

¹² Global Humanitarian Overview 2024 [EN/AR/FR/ES] - World | ReliefWeb.

UNHAS

Mozambique

In 2023, the humanitarian situation in northern Mozambique was marked by the steady return of IDPs to their home districts, for the first time the conflict began in 2017, as a result of the improved security situation. By August, the number of returnees stood at more than 570,000 people.

However, this did not mark the end of vulnerability as 850,599 people remain displaced internally due to violence perpetrated by non-state

armed groups and the devastating impact of the climate crisis¹³.

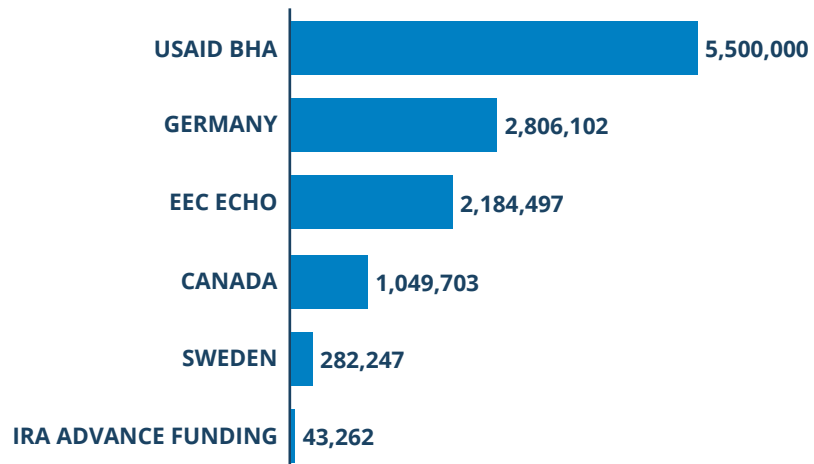
Moreover, Mozambique prone to extreme weather events. The landfall of Tropical Cyclone Freddy in February and March, a year after the devastating Tropical Cyclone Gombe, affected over one million people, destroyed infrastructure, and displaced some 184,000 people.

In 2023, the number of people in need in Mozambique increased to an estimated 2 million according to the Humanitarian Response Plan. This represented an increase of 25 per cent compared with the previous year. Of those 2 million people, 1.6 million people were considered in need of targeted humanitarian assistance.

UNHAS has been operational since 2020 to help humanitarians reach highly vulnerable populations in remote areas that are not covered by commercial operators across Mozambique.



2023 donor contributions (US\$)



Challenges such as a lack of reliable transportation options, poor infrastructure, and adverse road conditions worsened by heavy rain make accessing key locations challenging for humanitarian aid workers. Furthermore, widespread insecurity, the vastness of the areas that need to be covered, and the absence of commercial flights to these areas prompted the launch of UNHAS in Cabo Delgado in December 2020.

Since then, the service has ensured essential access for humanitarian actors to conflict-affected areas in northern Mozambique.

Between February and March, the operation responded to the cholera outbreak in Quilimani and Lichinga by transporting humanitarian workers

and lifesaving supplies like medicine and shelter. In addition, needs assessment flights were coordinated in Maputo to support flood response efforts in collaboration with INGC.

In order to keep abreast with the ever changing aviation industry and promote collaboration and networking, UNHAS ensures the participation of the national civil aviation authority in events such as the Global Humanitarian Aviation Conference.

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 99 per cent and 100 per cent respectively.

performance figures 2023



13,404
passengers
transported



1,079
flights
performed



70.1
mt of humanitarian
cargo transported



63
user organizations
served



23
destinations reached
(7 regular | 16 ad hoc)



2
aircraft
(fixed-wing)



12
MEDEVACs performed
(patients)

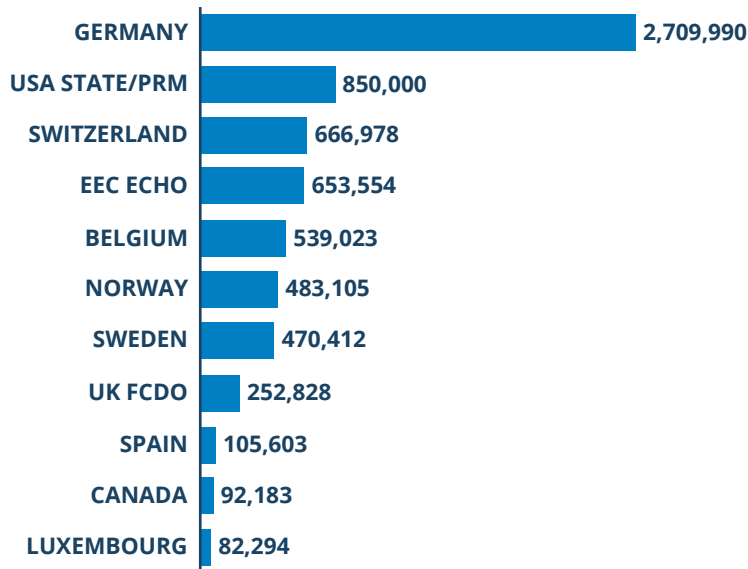
UNHAS

Niger

Throughout 2023, chronic vulnerabilities persisted in Niger due to a variety of compounding factors and shocks, including rapid demographic growth, political instability, climate change, and a lack of basic services and infrastructure.

The number of people in need of humanitarian assistance increased from 2.3 million in 2018 to 4.5 million in 2023 and is projected to be 4.6 million in 2024¹⁴, a level that has never been reached in previous Humanitarian Needs Overviews. As of September 2023, the number of internally displaced persons (IDPs) was estimated to 436,398, an increase of 17 per cent compared to the past year. Many of those displaced persons (IDPs and Refugees) largely rely on humanitarian assistance to meet their essential needs.

2023 donor contributions (US\$)



Meanwhile, vast distances, inadequate road infrastructure and insecurity pose a challenge for humanitarian actors to reach affected populations. UNHAS represents the only safe way to reach remote areas of the country to provide the much-needed assistance to vulnerable beneficiaries and remains the most reliable, flexible, and cost-effective option for transporting humanitarian cargo and personnel in the country.

In 2023, the operation covered six destinations on a regular basis, including areas particularly relevant for IDP and refugee responses. The service also carried out 9 medical evacuations for humanitarian personnel, as well as for refugees and migrants. An instrumental approach was developed and proved key to minimising cancellations during adverse weather conditions. This helped improved further the safety and reliability of the service, ensuring uninterrupted access to populations in need.

In May, 2,172 passengers were transported, breaking the record of most passengers transported in one month since the beginning of operations in 2008. This demonstrates the relevance of the service in a context where humanitarian needs have constantly been growing and access to vulnerable people paramount—all these amid challenges such as the current global increase in fuel prices and other supply chain constraints.

Operations were grounded several times from the onset of the political crisis, resulting in reduced passengers in the second half of 2023.

In August 2023, a special regional operation was activated, connecting Niamey and Ouagadougou (Burkina Faso) to allow for the swift movement of humanitarian personnel in and out of Niger in the absence of reliable commercial operators. This saw the transportation of over 1,100 aid workers and their dependants between August and December.



UNHAS has been operating since 2008 to cover vast distances enabling access to otherwise unreachable areas due to inadequate road infrastructure .



performance figures **2023**



13,898
passengers
transported



1,106
flights
performed



18.8
mt of humanitarian
cargo transported



147
user organizations
served



7
destinations reached
(6 regular | 1 ad hoc)



2
aircraft
(fixed-wing)



9
MEDEVACs performed
(patients)

In 2023, the PSS and PASS surveys for UNHAS Niger showed an overall satisfaction rate of 99 per cent and 98 per cent respectively.

UNHAS

Nigeria

Fourteen years into the conflict, the humanitarian crisis in north-east Nigeria remains profound and widespread. The GHO estimated that 7.9 million people were in need of humanitarian assistance in 2023, of which 4.4 million were considered in need of targeted assistance.

The volatile security situation hampers humanitarian assistance. For example, in Borno State, all primary supply routes are insecure

for civilians, humanitarian workers, and supplies. This leaves air transport as the safest, most reliable and most efficient means to reach populations in need.

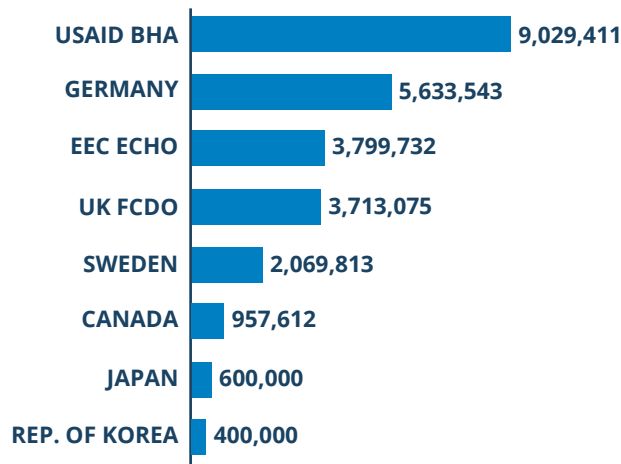
In response to growing demand, UNHAS acquired a larger rotary-wing with enhanced capacity, operational since June 2023. The focus on safety and infrastructure was evident in the successful completion of renovations and construction projects for landing

zones. Key accomplishments include the new helipad in Ngala (March 2023), essential renovations at Damboa helipad, and the repair of the Pulka helipad in July, overcoming significant challenges posed by its condition.

UNHAS has been operating since 2016 in Nigeria serving aid workers by connecting them to deep field locations best accessible by air.



2023 donor contributions (US\$)



To further enhance operations, cargo procedures were significantly improved, including the construction of cargo storage areas and the establishment of a dedicated partner for cargo delivery. These enhancements resulted in an increased amount of cargo transportation, enabling the delivery of vital assistance to vulnerable populations in the region.

In 2023, UNHAS Nigeria made significant achievements in providing humanitarian air services in the northeast region, performing a total of 4,809 flights. These flights transported 45,253 passengers via fixed-wing, connecting Abuja, Maiduguri and Yola, along with rotary-wing to 11 deep-field locations. The operation also facilitated the transportation of 190.7 metric tons of humanitarian cargo to these hard-to-reach locations in northeast Nigeria.

Fourteen medical evacuation flights, were conducted, assisting 16 patients from deep-field locations to Maiduguri. Five of these medical evacuations were performed using the UNHAS air ambulance, equipped with medical facilities and onboard paramedics,

providing primary medical support to patients until they reach the health facility.

Fuel shortage and quality concerns were effectively addressed through strategic contracts with two reliable fuel suppliers. To enhance operational resilience, construction is underway for a dedicated fuel storage facility at Maiduguri airport and is expected to be completed by February 2024. This project aims to ensure a consistent supply of high-quality fuel, ensuring uninterrupted service delivery.

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 99 per cent and 98 per cent respectively.

performance figures 2023



45,537
passengers
transported



4,809
flights
performed



190.7
mt of humanitarian
cargo transported



132
user organizations
served



15
destinations reached
(14 regular | 1 ad hoc)



5
aircraft
(including 1 fixed-wing)



14
MEDEVACs performed
(patients)

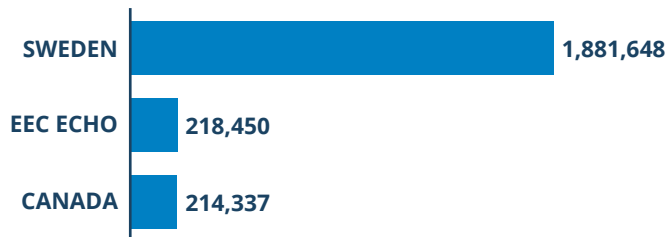
UNHAS Somalia

From late 2020 to early 2023, Somalia faced the worst drought in its recorded history. More than 1.6 million people were displaced by the drought between 2021 and early 2023¹⁶. In late 2023, above-average rains due to the El Niño phenomenon generated floods which destroyed property, disabled access to basic services, displaced populations and led to an increase in water-borne diseases.

In 2023, UNHAS continued to play a critical role in ensuring the humanitarian community can reach millions of people affected by the drought. To support an unprecedented drought response scale-up and enable the delivery of assistance to areas hardest hit by the drought, the operation added six new ad hoc destinations in southern and central Somalia, increased its weekly flights from three to five, and introduced two new aircraft, including a rotary-wing. The service continued to respond promptly to requests for special flights, with an increased demand for the rotary-wing in 2023 compared to 2022. The aircraft was a strategic asset in response to the forecasted El Niño rains.



2023 donor contributions (US\$)



Dedicated charter flights were operated on behalf of UNOCHA to support inter-agency missions, enabling a swift collective response to emerging needs on the ground.

The aviation security team, working in collaboration with the regional Aviation Safety Unit, conducted rigorous safety and security trainings for air operators, airport authorities, and field focal points.

This commitment to maintaining the highest standards of safety ensures that humanitarian missions are carried out without compromising the safety and wellbeing of personnel and partners.

The operation also provided technical expertise in developing the first-ever National Civil Aviation Security Programme Manual for the Somalia Civil Aviation Authority.

Survey findings, along with user group meetings and steering committee meetings, further informed the optimal refinement of operations throughout the year.

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 96 per cent and 98 per cent respectively.



UNHAS has been operational in Somalia since 2007 to cover significant transport infrastructure gaps and a lack of countrywide safe air services.

performance figures **2023**



19,431
passengers
transported



3,523
flights
performed



808.3
mt of humanitarian
cargo transported



105
user organizations
served



39
destinations reached
(14 regular | 25 ad hoc)



4
aircraft
(including 1 rotary-wing)



2
MEDEVACs performed
(patients)



1
SECEVACs performed
(passengers)

¹⁶ Global Humanitarian Overview 2024 [EN/AR/FR/ES] - World | ReliefWeb.

UNHAS

South Sudan

South Sudan continues to face dire economic conditions marked by institutional fragility, economic policy distortions, and limited diversification. The effects of COVID-19, intercommunal violence, flooding, among others further deepened extreme poverty and hampered private sector prospects and livelihood improvements.

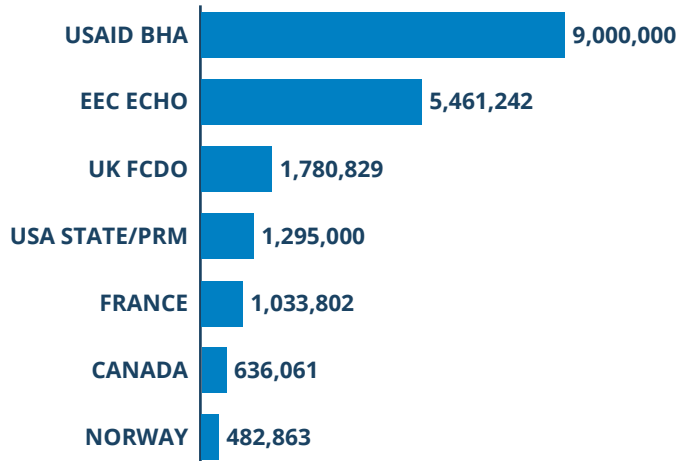
Concurrently, South Sudan is faced with one of the largest refugee crises, with over 2.2 million South Sudanese refugees hosted in neighbouring countries. With the onset of the Sudan crisis in April 2023 and the cessation of food distribution in parts of Ethiopia, thousands of people returned to South Sudan, many of whom arrived in critically underdeveloped areas.

As of the beginning of November 2023, nearly 400,000 returnees had arrived South Sudan, with a further 420,000 anticipated in 2024. The Sudan crisis adds more needs to the already dire humanitarian situation in South Sudan, requiring additional response capacity¹⁷. South Sudan poses complex humanitarian challenges due to its poor road infrastructure and limited aviation services.

Operating since 2011 in response to poor road infrastructure, severe weather conditions, and insecurity and facilitating numerous multi-sector assessment missions in emergencies such as recurrent floods.



2023 donor contributions (US\$)



The aviation sector remains underdeveloped, with insufficient in infrastructure and capacity and a history of poor safety records among commercial carriers. In line with the widespread humanitarian need across the country, UNHAS has dedicated nine fixed-wing aircraft and three rotary-wing. The aircraft are used in locations where airstrips are adversely affected by weather during the rainy season, thereby necessitating the use of agile air assets.

UNHAS operates a hub-and-spoke network structure with the main operational hubs in Bor, Juba and Rumbek counties. UNHAS staff are based in 12 locations across the country that experience the highest air traffic.

In 2023, UNHAS provided safe and effective air transport services for the humanitarian community to 57 destinations.

UNHAS continued to improve operational efficiency through the rehabilitation of damaged airstrips to accommodate fixed-wing aircraft, with higher payload capacity, instead of rotary-wing. In collaboration with partners and through donor contributions, the Bor airstrip was rehabilitated. This, alongside the parking extension allowed the relocation of rotary-wing aircraft from Juba, improving overall cost efficiency.

The service increased the frequency of weekly flights from two to eight to

Renk, the primary county of entry for new arrivals, to support humanitarian organisations, responding to the repercussions of the Sudan conflict.

Additionally, special flights were performed to relocate humanitarian staff and their dependants crossing the border from Sudan to South Sudan.

In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 96 per cent and 98 per cent respectively.

performance figures 2023



75,805
passengers
transported



6,962
flights
performed



1,108.5
mt of humanitarian
cargo transported



244
user organizations
served



47
destinations reached
(47 regular)



12
aircraft
(including 3 rotary-wing)



113
MEDEVACs performed
(patients)



94
SECEVACs performed
(passengers)

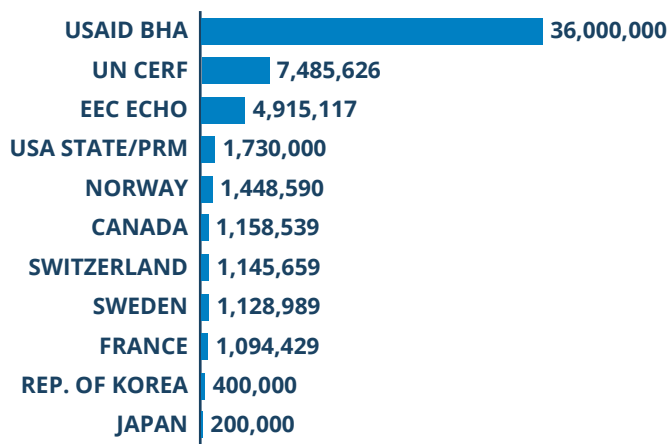
UNHAS

Sudan

Sudan's civilians have suffered over eight months of violent conflict since fighting broke out between the Sudanese Armed Forces and the Rapid Support Forces in April 2023. Heavy fighting that started in Khartoum, quickly spread to Darfur and the Kordofans and has had an impact on every state in the country. The conflict has had over 12,000 fatalities¹⁸ and displaced millions of people.

During the first quarter of 2023 and before the onset of the conflict, WFP successfully provided a reliable, effective air transport service to humanitarian personnel and light cargo in Sudan. This was with a fleet of six aircraft — three fixed-wing and three rotary-wing. These air assets were strategically positioned in Khartoum, El Fasher, El Geneina, Nyala, and El Obeid, in line with a hub-and-spoke approach. This ensured that the larger fixed-wing aircraft shuttled passengers and light cargo from Khartoum to the three Darfur state capitals of El Geneina, El Fasher and Nyala, while the rotary-wing aircraft provided access to deep field areas.

2023 donor contributions (US\$)



With the onset of the war in April, UNHAS met its key critical function by evacuating humanitarian actors out of Sudan – transporting some 600 humanitarian staff and their dependants. From May 2023, several humanitarian organisations set up operational bases in Port Sudan and Nairobi (Kenya). As the situation continued to deteriorate, humanitarian organisations rapidly resumed their programmes to provide life-saving assistance in the country, which required the establishment of hubs as close as possible to people

in need inside Sudan, arranging for cross-border delivery of supplies, and reliable humanitarian access of personnel. In this context, a Concept of Operations (CONOPS) was developed that established regular air transport service to and from Sudan, providing the humanitarian community with reliable air access to Port Sudan to enable the implementation of humanitarian programmes.

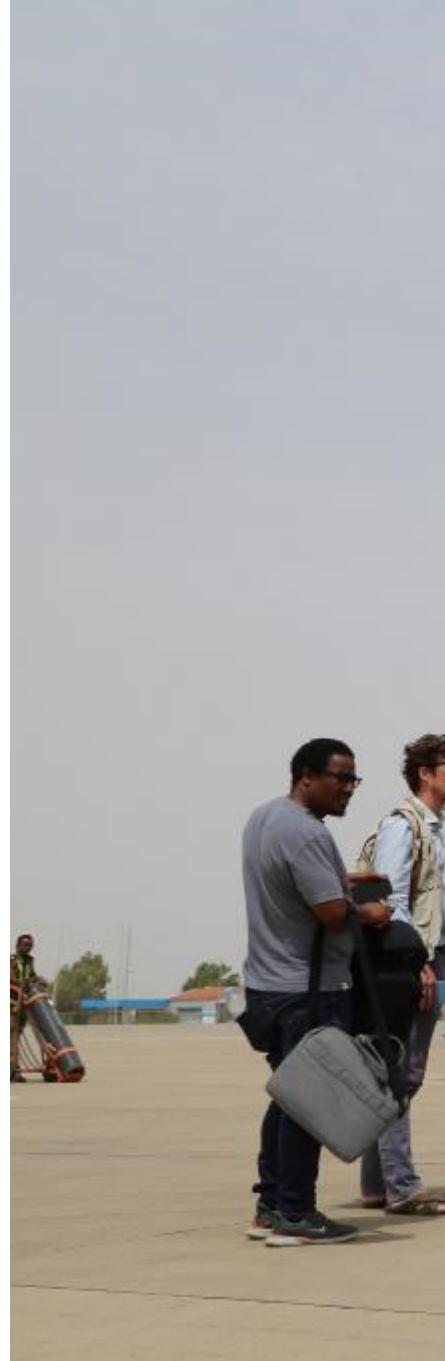
Since the onset of the crisis in April 2023, the service transported more than 4,600 passengers and over

24 metric tons of light cargo through 230 flights in support of 69 distinct user organisations. This was primarily through the airbridges connecting Port Sudan from Nairobi and Amman using one Embraer ERJ 145LR and one Bombardier CRJ 200. In comparison to 2022, the passenger traffic declined by 58 per cent due to diminished access.

At the end of 2023, as conflict continued to spread across the country, internal flights to the hubs were still considered unsafe. However, in collaboration

with national authorities, access negotiation teams, HQ Aviation Security team, UNDSS and other key actors, UNHAS continued to monitor the situation to facilitate the earliest reopening of internal flights with effective risk mitigating measures to ensure safe operations.

Despite the scaled-back scope of operations, the PSS and PASS surveys showed an overall satisfaction rate of 95 per cent and 100 per cent respectively.



UNHAS has been operational since 2004 to support humanitarian response in Sudan amidst the critical insecurity resulting from civil unrest.



performance figures **2023**



10,900
passengers
transported



1,430
flights
performed



36.2
mt of humanitarian
cargo transported



104
user organizations
served



33
destinations reached
(26 regular | 7 ad hoc)



2
aircraft
(fixed-wing)



20
MEDEVACs performed
(patients)



586
SECEVACs performed
(passengers)

¹⁸ Sudan Humanitarian Needs and Response Plan 2024 (December 2023) | OCHA (unocha.org)

UNHAS

Syrian Arab Republic

Syria faces multiple challenges that make it one of the world's most complex humanitarian and protection emergencies: the effects of protracted conflict and climate-related shocks, serious drought and flooding exacerbating existing vulnerabilities. According to the Humanitarian Needs Overview 2023, 15.3 million people were in need this past year – 69 per cent of the total population of the country¹⁹.

Vast distances and localised insecurity make road travel between Damascus, the capital city, and the northern areas of the country difficult, time-consuming, and potentially dangerous. Additionally, many humanitarian organisations are not permitted to use commercial flights in Syria.

UNHAS has been operating in the country since 2020 to provide safe and effective air connections between Damascus and Qamishli in the northeast. The operation has also served Aleppo (located in the north-west) on a regular basis since 2021, and is continuing to advocate for the launch of new destinations as needed.

UNHAS has been operating in Syria since 2020 to cover vast distances and offer viable transport options to aid workers in the face of localised insecurity, making connectivity complex, time-consuming, and dangerous.



2023 donor contributions (US\$)



Since then, the service has filled a critical transport gap by providing regular return flights to the entire humanitarian community in the country with one fixed-wing aircraft, in the face of many challenges.

In 2023, 4,662 passengers and 14 metric tons of life saving light cargo were transported. This was in support of 56 registered humanitarian organisations across various sectors: food security, nutrition, health, shelter, non-food items (NFI); and water, sanitation and hygiene (WASH). Ten medical evacuations were also carried out.

However, the overall number of passengers transported in 2023 decreased by 6 per cent compared to 2022. This decrease was due to the cancellation of 47 flights (out of 69 flights cancelled in 2023) as military activities damaged runways. Most cancellations were recorded between 14 October and 30 December when the Damascus International Airport was out of service and operations were completely on hold.

The criticality of this service was reflected not only in the high customer satisfaction rate (100 per cent satisfaction in the first half of 2023 and 93 per cent in the second half), but also in the 30 per cent increase in the number of organisations using the services.

performance figures 2023



4,657
passengers transported



149
flights performed



14
mt of humanitarian cargo transported



37
user organizations served



5
destinations reached
(3 regular | 2 ad hoc)



1
aircraft
(fixed-wing)



10
MEDEVACs performed
(patients)



UNHAS

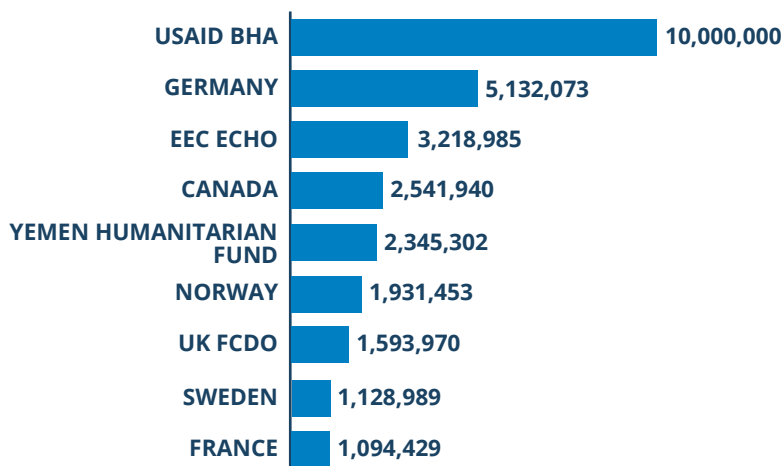
Yemen

Yemen remains among the world’s most concerning humanitarian crises, with over nine years of conflict, climate-related shocks, ongoing economic crisis and disrupted public services.

In 2023, the Global Humanitarian Overview (GHO) assessed that approximately two-thirds of Yemen's population needed humanitarian aid²⁰.

However, there were notable advancements in the humanitarian landscape during this period. The decrease in large-scale conflicts, improved freedom of movement, and heightened influx of commercial and fuel imports, combined with targeted and effective humanitarian action, contributed to a reduction in overall needs.

2023 donor contributions (US\$)



Despite ongoing humanitarian efforts aimed at further ameliorating the situation, progress remained challenged by bureaucratic hurdles, movement restrictions, insecurity, and aid interference incidents. These factors impeded the timely and, in certain instances, obstructed the delivery of critical life-saving assistance.

Since 2015, UNHAS has remained the main common air service facilitating safe and reliable passenger transport into

and across the country for the entire humanitarian community. This enables the delivery of crucial aid where it is most needed.

The operation in Yemen provides air services from Amman (Jordan), Djibouti and Addis Ababa (Ethiopia) to Aden and Sana'a, as well as transportation to Mukalla, Seiyoun and Marib.

The operation recorded continuously increasing user demand throughout 2023, despite many obstacles in accessing the

service due to involvement of multiple authorities governing the country and airspace.

In May 2023, the operation experienced an increase in airport operational costs.

Emerging conflicts in the Gulf of Aden and Red Sea since October 2023 have continued to impact the Yemen airspace, and thus, restricting flight paths. Increased deconfliction coordination has been established with all parties to ensure safe operations.

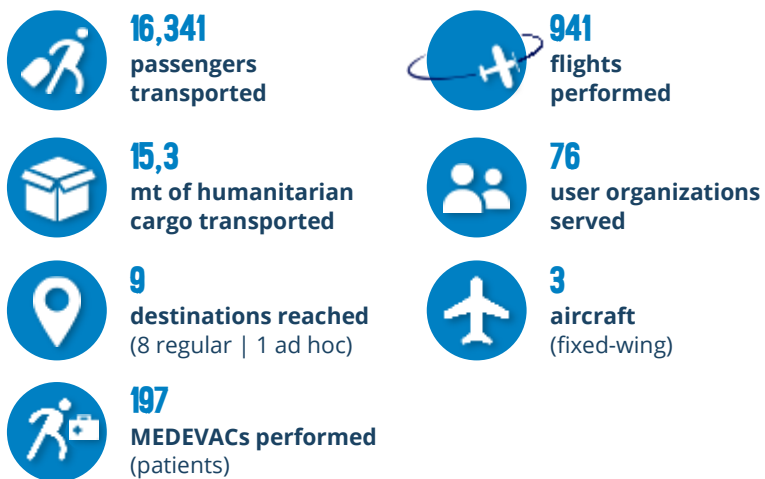
In 2023, the PSS and PASS surveys showed an overall satisfaction rate of 97 per cent and 84 per cent respectively.





UNHAS has been operating since 2015 in Yemen to facilitate international access and ensure safer transport solutions in a country where humanitarian needs are ever concerning.

performance figures **2023**



²⁰ Yemen Humanitarian Response Plan 2023 (January 2023) [EN/AR] - Yemen | ReliefWeb.

UNHAS

funding outlook

In many situations, humanitarian workers rely on UNHAS to reach vulnerable people in need. Therefore, it is crucial to keep UNHAS operations financially sustainable. This would mean that vulnerable populations are deprived of the humanitarian assistance they require to face the effects of sudden-onset and / or protracted humanitarian crises.

It remains fundamental to recognize UNHAS's value and its contribution to global humanitarian and recovery operations in both sudden-onset emergencies and protracted crises. UNHAS remains a demand-driven mandated common service for the entire humanitarian and development community, and depends on voluntary donor contributions from countries and multilateral funds to sustain its operations. At the time of writing, the funding status of the 21 active UNHAS operations requires attention, as their resourcing situation has reached a critical point. Most operations require more funds

to remain financially stable during the next six months, with some operations at risk of continuing at a reduced capacity or suspending activities if additional resources are not received.

The table below provides a snapshot of the current funding status of each UNHAS operation as of 6 April 2024. UNHAS services continue to record user demand increases, indicating their criticality. The maintenance of UNHAS is vital for preventing the further deterioration of humanitarian conditions into extremely fragile contexts.

The generous donations received ensure timely, coordinated, and efficient aid delivery to the most affected communities that otherwise would be inaccessible.

UNHAS requires US\$ 174 million to cover the remaining expenses in 2024. The table below provides details on the budget of each operation, the corresponding shortfalls, and the dates until the operations are financially covered with their current available resources²¹.

COUNTRY OF OPERATION	2024 BUDGET (US\$)	FUNDED UNTIL	(SHORTFALL) ²² SURPLUS (US\$)
Afghanistan	34,425,775	17/08/2024	(12,599,043)
Burkina Faso	31,412,387	03/06/2024	(18,055,825)
Cameroon	3,850,000	15/07/2024	(1,762,162)
Central African Republic	16,173,580	23/08/2024	(5,644,684)
Chad	17,733,840	06/07/2024	(8,554,647)
DRC	34,583,807	30/06/2024	(17,215,356)
Ethiopia	5,508,134	21/09/2025	4,332,579
Guinea	2,596,690	14/07/2024	(1,193,415)
Haiti	11,596,932	18/01/2025	719,316
Kenya	4,596,564	02/07/2024	(2,264,790)
Madagascar	4,120,123	18/09/2024	(1,138,642)
Mali	14,697,490	10/08/2024	(5,639,446)
Mauritania	4,345,266	23/06/2024	(2,245,064)
Mozambique	8,268,585	09/02/2025	1,025,674
Niger	12,274,658	02/08/2024	(4,992,771)
Nigeria	29,001,180	30/06/2024	(14,452,705)
Somalia	19,802,489	30/08/2024	(6,545,361)
South Sudan	55,117,333	15/08/2024	(20,397,398)
Sudan	47,260,587	22/12/2024	(574,273)
Syria	5,978,770	29/05/2024	(3,515,885)
Yemen	32,010,832	21/05/2024	(19,484,942)
TOTAL (US\$)	395,655,022		(140,198,838)

WFP-UNHAS

Centralized Funding Mechanism

The donor community has expressed interest in funding UNHAS operations without earmarking their donations to specific Country Strategic Plans (CSPs). The Aviation Service, as part of WFP Supply Chain and together with Finance, and Partnerships Divisions, has worked to establish a new system to accept and allocate such contributions.

This new approach reveals gains in terms of increased flexibility on funding allocation and swifter response to urgent needs, more predictability, and operational efficiency, allowing WFP to assess better which UNHAS operations require funding, also to support operations with less visibility and less likelihood of attracting sufficient funding.

Additionally, the centralized funding mechanism is a winning solution in scenarios where WFP must quickly cover the costs for deploying assets to support emergencies in countries where UNHAS activities do not exist or are laid dormant within the CSPs and funds are not readily available.

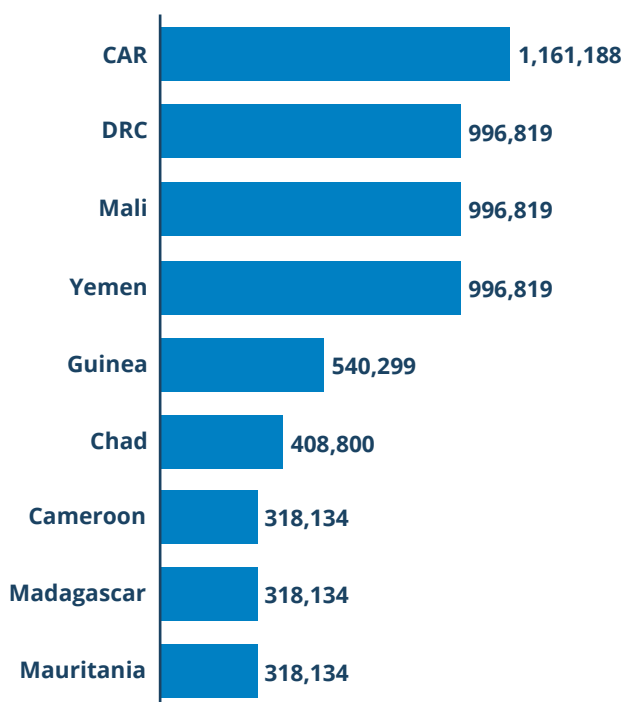
The initiative is managed at HQ, and the overall donor reporting process, including the contribution management/ financial reporting, falls under the accountability of HQ WFP Aviation Service. A resource allocation process is established and managed by the Aviation Funds Application Review Committee and falls under the authority of the Director of the WFP Supply Chain Division.

Country Offices will continue to be able to mobilize and accept contributions for UNHAS activities, following the relevant corporate procedures. The Centralized Funding Mechanism went operational in May 2023 and by December 2023, Germany, France, the Netherlands and Sweden had made contributions. This has significantly enhanced flexibility and agility of UNHAS field operations. The allocations to field operations are guided by a set of SOPs and are done on a quarterly basis.

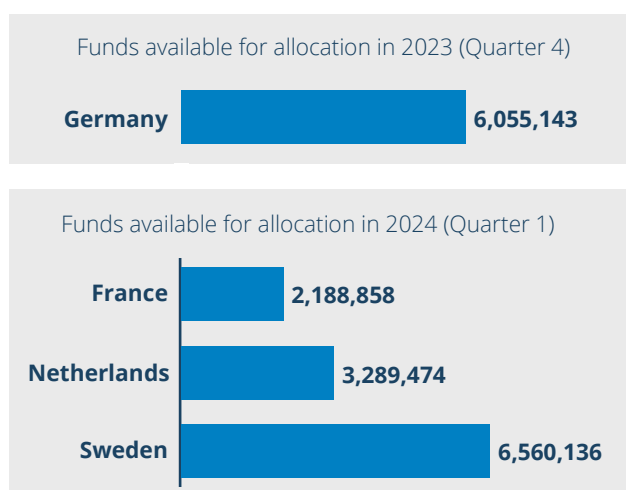
During the fourth quarter of 2023, US\$ 6,055,143 from the German Federal Foreign Office was allocated to 9 UNHAS operations by the Aviation Funds Application Review Committee members (see breakdown below). An ad hoc allocation was made to UNHAS South Sudan following the corporate scale up in response to the spill over effects of

the crisis in Sudan. A new call for submission is being launched in the first quarter of 2024 to allocate funds for to field operations. As of February 2024, US\$ 11.3 million are available through the centralized funding mechanism thanks to contributions received from Sweden, the Netherlands (US\$ 3.3M) and France (US\$ 2.2M).

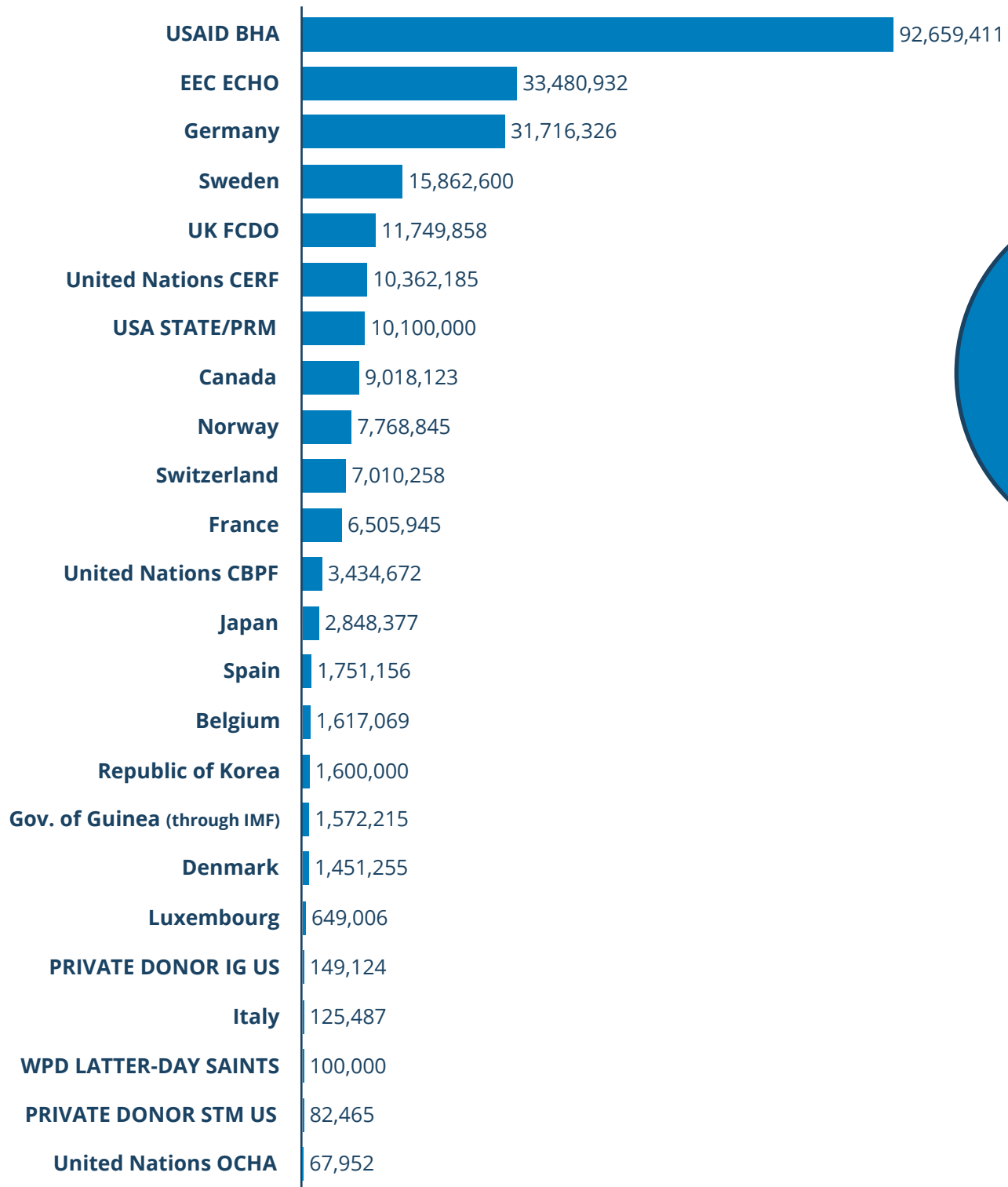
2023 allocation breakdown (US\$)



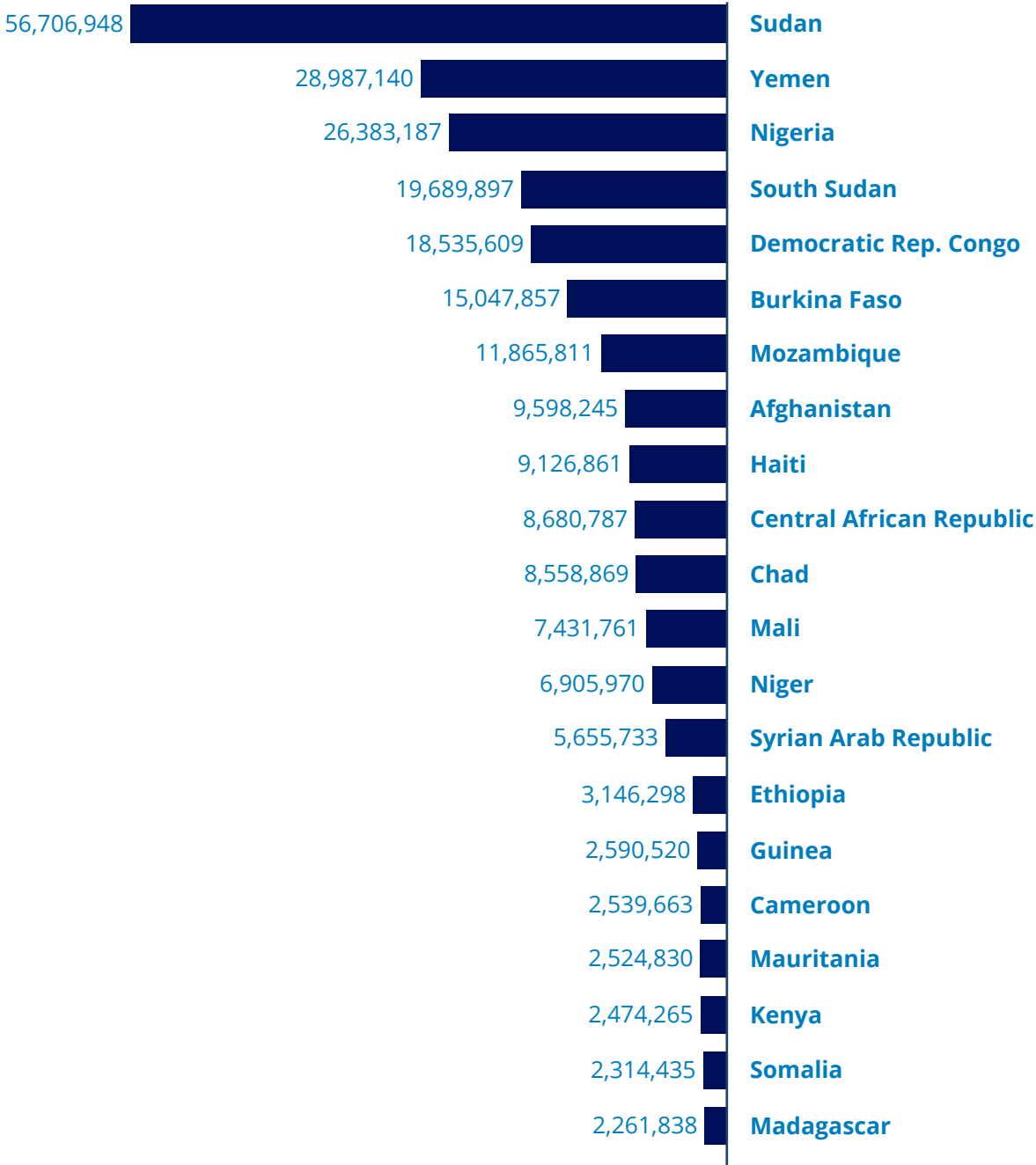
CFM donor contributions (US\$)



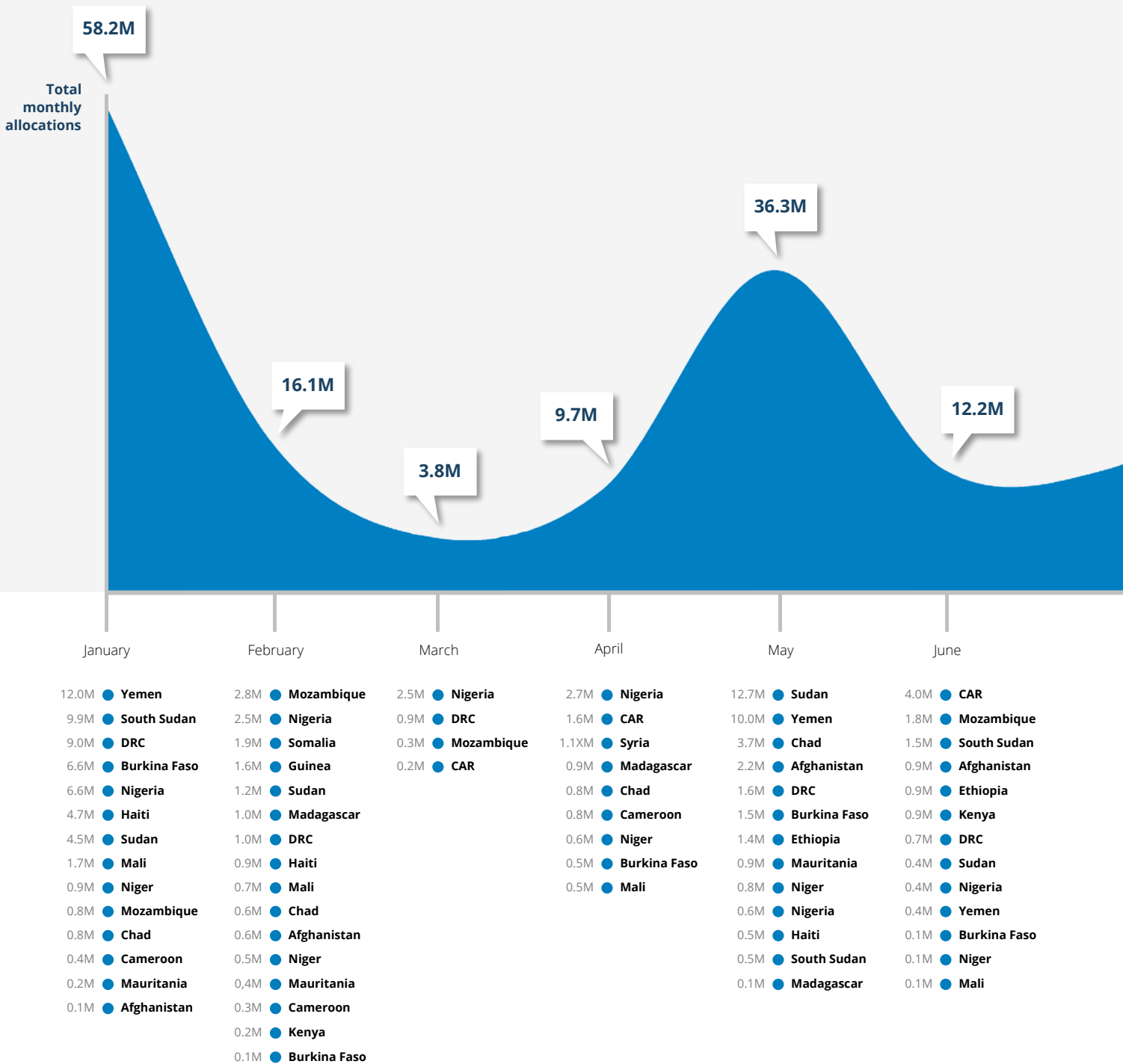
UNHAS donors in 2023



2023 contributions by field operation



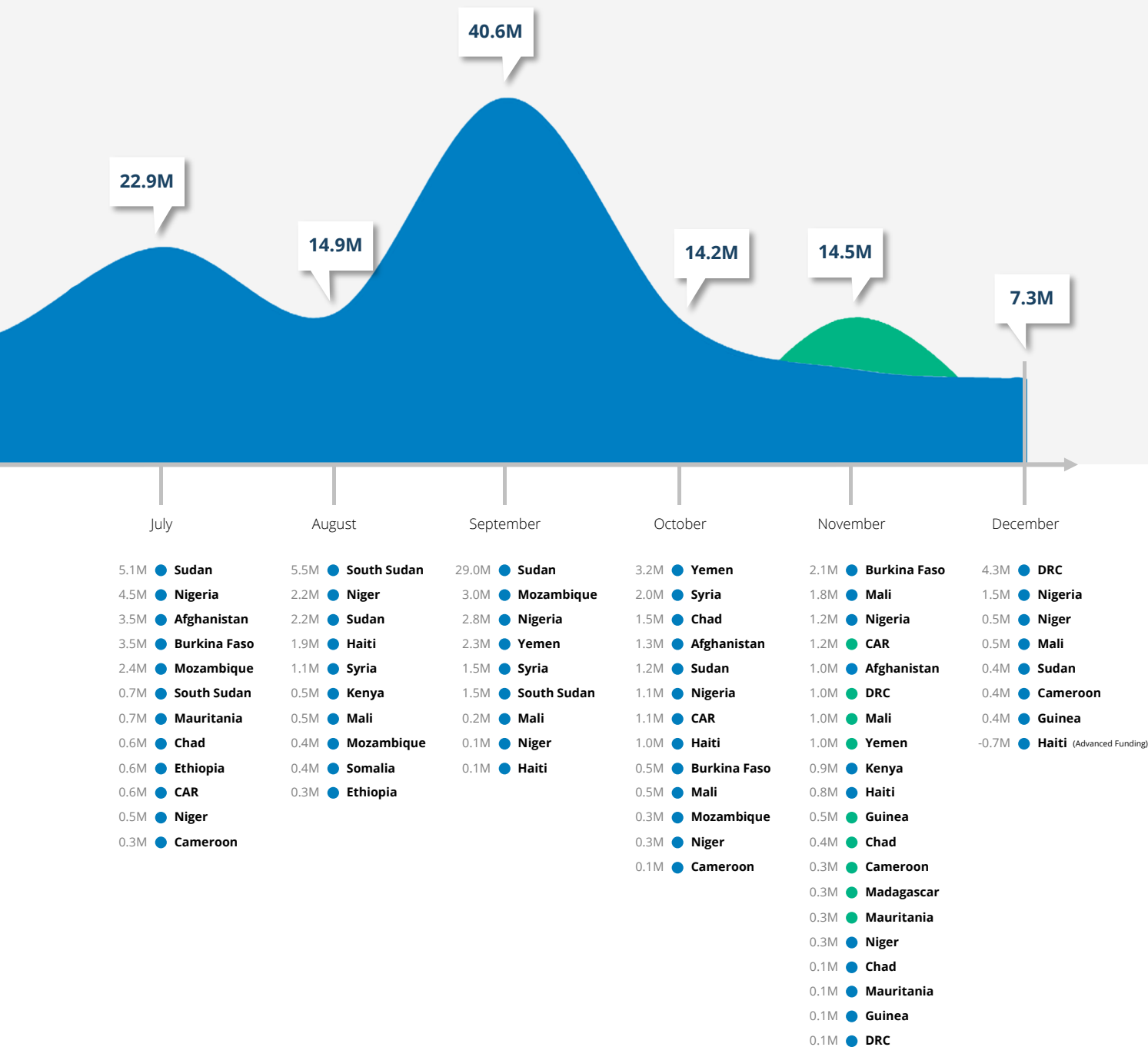
2023 UNHAS contributions timeline



Contributions breakdown

- UNHAS earmarked
- UNHAS Centralized Funding Mechanism

*CAR - Central African Republic
 *DRC - Democratic Republic of the Congo
 *Syrian AR - Syrian Arab Republic



UNHAS
in focus





WFP Aviation Environmental and Sustainability Programme

The WFP Aviation Service has embarked on an Environmental and Sustainability Programme to operationalise its commitment to continuous environmental improvement and the reduction of the carbon footprint of all aviation related services in line with WFP's environmental policy.

The Programme is structured on three pillars:

- **WE MEASURE**
- **WE REDUCE**
- **WE OFFSET**

At the time of writing, the WFP Aviation Service has successfully concluded the “We measure” pillar and transferred its strategic focus to “We reduce” initiatives. In the last year, the Service saw several notable achievements:

Enforcement of environmental management systems:

The WFP Aviation Service has enforced the adoption of an environmental management system (EMS) as a minimum contracting requirement. Through support and vigilant monitoring from the service, 69 per cent of air operators contracted under a long-term agreement have successfully implemented an environmental management system. As a part of this process, the WFP Aviation Service continues to work with its contracted air carriers to develop and implement series of operational opportunities to reduce fuel burn and emissions.

Incorporating environmental indicators in aircraft

procurement processes: Under a new initiative, the WFP Aviation Service developed an environmental component for inclusion in procurement processes. The service revised both the Technical Offer Comparative Analysis Tool and the supporting standard narrative used in the internal memoranda that govern the final selection of air assets.

WFP Aviation Service participation in the ICAO ACT-SAF programme:

In the third quarter of 2023, the WFP Aviation Service became a partner of the ICAO Assistance, Capacity-building and Training for Sustainable Aviation Fuels (ACT-SAF) programme.

This collaboration ensures access to critical information on fuel production pathways, usage limitations, environmental benefits and policy perspectives on the use and development of sustainable aviation fuels.

Electric ground power units feasibility pilot project:

The WFP Aviation Service initiated a pilot project in 2023 to assess the feasibility of electric ground power units (E-GPUs) at Kabul International Airport, Afghanistan. These power units help reduce emissions as well as noise levels. The E-GPUs are scheduled for delivery to UNHAS Afghanistan within the first quarter of 2024. In the subsequent testing phase, the WFP Aviation Service and the E-GPU manufacturer will work together to further evaluate the applicability of this technology and quantify the associated environmental benefits.

Cabin waste management guidelines development:

The WFP Aviation Service has developed cabin waste management guidelines to assist contracted air carriers in defining and aligning their cabin waste management processes. The guidelines encompass a set of capacity-strengthening activities that are consistent with WFP's environmental policy and adhere to international aviation best practices.

Environmental e-learning course: In 2023, the WFP Aviation Service developed and launched its Basic Environmental Training, which is accessible to all WFP staff and contracted air carriers' personnel. The course will increase participants' awareness and prepare them to actively implement and promote sustainable practices within their roles in WFP aviation.

Sustainable Aviation Fuel (SAF): WFP Aviation Service is actively analysing the market for SAF, reviewing the availability, cost and operational feasibility and exploring opportunities to advocate for its procurement. This includes working with governments, airlines, and other aviation stakeholders to promote the use of SAF.

Through a broader framework of sustainable aviation practices, the WFP Aviation Service continues to contribute to WFP's goal of reducing its environmental footprint.



About security

WFP aviation operations often happen in countries and areas with unpredictable and dynamic security situations with possible armed conflicts, armed group movements, IEDs (Improvised Explosive Devices) and other threats at or close to airports/airstrips and en route to various destinations. UNHAS Aviation Security (AVSEC) - comprising over 31 staff and focal points - analyses and establishes aviation security risks in all field operations, provides assessments, mitigates existing risks, reducing exposure to security-related incidents, and provides specialised support enabling immediate access to populations in need.



A new AVSEC Annex G Dashboard (airports/airfield assessment) was rolled out in 2023 and updated on a regular basis for over 400 destinations across 21 countries. All 21 UNHAS aviation field operations are subject to an Aviation Risk Management Risk Assessment (ARM RA) every 90-95 days. In addition, ad hoc ARM RAs were conducted for those countries where the on-site crisis or emergency situation elevated the aviation risk level to High or above for the flight routes or airspace. This required additional monitoring and measures applied for each flight to ensure the AVSEC risk level is as low as reasonably practicable (ALARP) when conducting flight operations.

WFP Flight Notification Deconfliction Processes for UNHAS operations conducted in known conflict areas such as Syrian Arab Republic and the Red Sea Area (Yemen and Sudan) have continued to evolve and to be implemented. This best practice is also being developed for other countries where the need is emerging.

The AVSEC Programme continued to develop with the rollout of the new AVSEC Standard Operating Procedures (SOPs) in May 2023 across all UNHAS operations as required by the UNAVSTADs, WFP Air Transport Manual, the Aviation Policy and other rules and regulations.

Cooperation with internal and external partners has improved, especially with representatives of national authorities, partners, WFP Security, WFP Access/HMI and UNDOS. Specialized support and guidance have been provided for capacity-building and development including of WFP staff, Civil Aviation Authorities, central/regional/local authorities, and other stakeholders. In 2023, the AVSEC Unit, in conjunction with the Aviation Safety Unit, delivered AVSEC training courses to 1,392 persons including WFP staff, WFP contracted air operators, contractors, international and national NGOs, partners and national authorities. The courses touched on topics such as General Aviation Security Awareness (GSAT), Airfield Focal Points (AFPs), Hidden Dangerous Goods (DGs) Awareness, Airside Driving, Induction to AVSEC Culture, Airport Security and Screening – Handheld Metal Detectors (HHMDs), Incident Handling, Airport Emergency Response Plan (A-ERP) – Tabletop Scenarios, and the Drug Alcohol Management Programme (DAMP).



About safety

WFP-chartered operators are required to adhere to the standards and recommended practices set forth by the International Civil Aviation Organization (ICAO) as well as the United Nations Aviation Standards for Peacekeeping and Humanitarian Air Transport Operations. These operators undergo approval by the WFP Aviation Safety Unit (ASU), which is headquartered in Rome with regional offices situated in Kenya, South Africa, and the United Arab Emirates. ASU operates under the direct supervision of the Assistant Executive Director for Programme Operations and is responsible for conducting safety assessments of commercial air operators across all regions, with the objective of including them in a registry of authorised air operators.

The safety assessment process encompasses a thorough examination of certifications, safety records, and identified gaps, thereby providing valuable insights to air operators for enhancing their safety protocols. Additionally, ASU offers training in safety management systems to commercial air operators, civil aviation authorities, and WFP personnel involved in all operational activities.

Annually, the World Food Programme (WFP) organises aviation safety campaigns across diverse regions worldwide. These campaigns serve to heighten awareness surrounding recurring safety issues and cultivate a culture of aviation safety among civil aviation authorities, airport administrations, air carriers, and regulatory bodies. In 2023, such initiatives were conducted in Brazil (representing South America), Miami (representing North America and the Caribbean), Nairobi (representing Africa), and Paris (representing Europe). Key themes addressed in this year's events include disaster and emergency preparedness, best practices in maintenance, humanitarian assistance and disaster response within aviation, regional collaboration during crises, as well as innovation and technologies aimed at supporting humanitarian aviation, among others. These endeavours underscore WFP Aviation's commitment to promoting and upholding the highest standards of safety within the aviation sector on a global scale.



ASU also organises the annual Global Humanitarian Aviation Conference, with the aim of strengthening the capacity of civil aviation authorities, aviation industries and other national institutions in locations where humanitarian organisations work, fostering close relations among air operators and enhancing collaboration in the aviation sector. In 2023, the 15th edition of the GHAC took place in Istanbul, Turkey, bringing together delegates from over 60 countries and over 120 entities. Since its launch in 2009, the conference has become a landmark event for the humanitarian aviation industry and has paved the way for new safety initiatives, innovative partnerships and greater efficiency in humanitarian air operations through better collaboration.



About innovation

In line with its corporate vision of pioneering innovative solutions to achieve Zero Hunger, the WFP Aviation Service is actively supporting the development of remotely piloted aircraft systems (RPAS) and unmanned aircraft systems (UAS) for humanitarian cargo delivery. These advanced technologies are specifically targeted at revolutionizing the “last-mile” delivery process, enabling the transportation of food and other essential cargo to remote areas where traditional aircraft operations are either not cost-effective or are hindered by safety and security or other access concerns.

Recognizing the pivotal role of strategic collaborations in this endeavour, WFP has forged partnerships with leading RPAS/UAS manufacturers. Moreover, WFP has established a comprehensive framework to ensure the safe and secure operation of RPAS/UAS. This framework establishes the basis for the safe and secure operation of RPAS/UAS by WFP personnel ensuring compliance with the minimum standards for UAS operations and the management of UAS operations by external operators in line with established UNHAS practices.

In December 2023, WFP collaborated with the Kenyan Civil Aviation Authority on a MiniFreighter cargo Unmanned Aircraft Systems demonstration. This UAS has the potential to transport and airdrop 160 kg of humanitarian cargo by an unmanned aircraft, per delivery.

Continuing on this trajectory, WFP remains committed to exploring and cultivating strategic partnerships that not only augment its response capabilities through technological innovations and knowledge sharing but also amplify its visibility and advocacy efforts. These partnerships are instrumental in strengthening WFP's mission and broadening its appeal for resources, crucial for its ongoing fight against global hunger .





About capacity building

Our dedicated staff are the heart and soul of UNHAS. Their expertise, unwavering commitment, and relentless efforts are the driving forces behind WFP's ability to deliver humanitarian assistance to those in need.

WFP recognizes that its staff are its most valuable asset in its operations, so there is a constant need to strengthen skills and broaden knowledge to equip them with the flexibility, skills, competencies, and capabilities required to meet the ever-changing operational context in the unique environments where air transport is critical for saving lives. The goal is to establish strategic aviation training priorities while also developing, delivering, and aligning training with the Aviation Service's needs.

In 2023, the Aviation Fundamentals training was continued, both online and in person, and it was made available to WFP partners on the ground, Civil Aviation Authorities, and focal points from other UN agencies that work with UNHAS. This training programme addresses current capacity gaps and develops new skills in response to the ever-changing aviation industry. In November 2023, the WFP Aviation Service also signed a memorandum of understanding with the Department of Civil Aviation in Sharjah (UAE) to provide UNHAS staff with aviation safety capacity-building trainings.

Furthermore, an additional 1,392 people – including staff, air operators, contractors, NGOs, partners, and national authorities – received aviation security training on topics such as General Security Awareness, International Civil Aviation Security, Terrorism, Restricted Articles, Prohibited Items and Dangerous Goods, Security Measures to Protect Civil Aviation Against Acts of Unlawful Interference, Response to Suspicious Activities, and Aviation Security Breaches.



About field support

The Field Support and Projects Unit, established in 2023, is a critical enabler for reinforcing the connection between HQ and Aviation Field Offices. This is done by providing operations support and addressing specific field requirements leveraging the Aviation Service's global expertise, in areas such as comprehensive operational and performance review, cost recovery analysis, and exit strategy evaluation. This approach ensures the optimisation of aviation operations in support of humanitarian missions.



Further, it is critical for maintaining and strengthening an emergency preparedness and response system by enhancing aviation emergency response capabilities, designing response scenarios and serving as a first wave deployment during sudden on set of emergencies. The unit also helps design innovative emergency tools and systems, advancing WFP Aviation Remotely Piloted Aircraft Systems (RPAS) humanitarian cargo drone project in collaboration with the International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA).

Words from UNHAS user



Traveling from Kalemie to Nyunzu is complicated and dangerous due to poor road conditions and insecurity in the area. UNHAS allows us to reach the people we serve quickly and safely.

Etienne Lamah

Head of Office Nyunzu (DRC)
Concern Worldwide



For Etienne, UNHAS flights have become essential in order to travel and monitor his NGO's operations in the Tanganyika region.

Regularly, he travels from Kalemie to reach communities in need Nyunzu, Kabalo and Manono.



WFP Aviation Service 2023 fleet description



The WFP Aviation Service has a total of over 144 aircraft including medium-sized fixed-wing and rotary-wing assets. These are operated in harsh conditions such as snow, sand, and high and hot environments. At the same time, all possible measures are taken to ensure efficiency and safety during take-off and landing, often on short unpaved airstrips.

The recent diversification of the fleet allows greater adaptability and rapid intervention when sudden crises occur.

The global consequences of the conflict in Ukraine also had an impact on UNHAS budget due to the fuel cost fluctuations. Despite the challenges, throughout 2023 WFP Aviation Service continued to provide timely services to support humanitarian response. Increasing needs and consequent higher demand for UNHAS services resulted in the need to rapidly adapt operations based on evolving conditions as well as based on requirements by the humanitarian and development community it serves.

During the July 2023 crisis in Niger, for example, WFP Aviation organized four domestic flights for immediate staff relocations. Special regional flights between Niamey and Ouagadougou continued from August to mid-October, facilitating ongoing humanitarian movements.

WFP Aviation facilitated the airlift of crucial humanitarian supplies, including storage tents, inflatable cold rooms, and refrigerators to Al-Arish, on the border with Gaza in support of ongoing relief efforts. In Sudan, WFP Aviation facilitated security evacuations to Nairobi and Entebbe, transporting life-saving cargo to the UN hub in Port Sudan.

The UNHAS Sudan fleet was reconfigured for international airbridges, initially from Jeddah and Addis Ababa, and currently from Nairobi and Amman.

UNHAS rotary-wing

x2 Airbus Helicopters H225
The Airbus Helicopters H225 (formerly Eurocopter EC225) is a twin-engine, long-range passenger transport helicopter developed by Eurocopter as the next generation of the civilian Super Puma family to carry up to 24 passengers.

x2 Bell 412
A twin-engine utility. Its capacity is up to 13 passengers.
Maximum external load of nearly 3,000 kg. The cruise speed is 122 knots (226 km/h).

x7 Mil Mi-8
A multi-engine (twin) with a passenger capacity of 18 to 22 seats and a payload of 2,500 to 4,000 kg. The cruise speed is 110 knots (205 km/h), the maximum speed is 120 knots (225 km/h).

x2 Mil Mi-17
The rotary-wing is mostly used as a medium twin-turbine transport aircraft and developed from the basic Mil Mi-8 airframe, the Mil Mi-17 was fitted with larger engines, rotors, and transmission, along with fuselage improvements for heavier loads.

x1 Sikorsky S-61
The aircraft is a medium-lift transport rotary-wing that can carry up to 30 passengers and has a cruise speed of 120 knot (220 km/h).

UNHAS fixed-wing



x1

Airbus A320

Passenger capacity totals 180, with two wing pylon mounted turbofan engines. The aircraft cruises at about 470 knots (871 km/h).



x1

ATR42-500

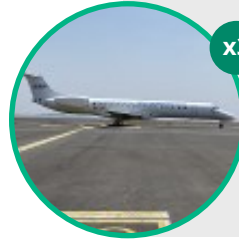
Regional airliner with standard seating capacity of 42 passengers. This high-wing aircraft is powered by two turboprop engines.



x10

Beechcraft 1900

A 19-passenger, pressurized twin-engine turboprop, it cruises at about 285 knots (528 km/h) and can operate safely on relatively short airstrips and can take off and land on grass and rough runways.



x3

Bombardier CRJ 200

A 50-seat aircraft is powered by two turbofans, mounted on the rear fuselage. The cruise speed is 420 knots (780 km/h).



x10

Cessna Grand Caravan

The strutted, high wing Grand Caravan typically seats nine passengers in its unpressurized cabin. The maximum speed is 186 knots (344 km/h).



x12

Dash 8 (100/200/300 series)

A turboprop-powered airplane with a capacity of 37 passengers.



x1

Dash 8 (Q400 series)

Capacity of 70 passengers. The aircraft has a cruise speed of 360 knots (667 km/h) and includes the Active Noise and Vibration Suppression system.



x6

Dornier 228

Twin-turboprop STOL utility aircraft with a seat capacity for 19 passengers. It has a cruise speed of 413 km/h (223 knots).



x1

Dornier 328

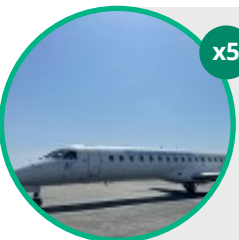
A turboprop-powered commuter airliner with a passenger capacity of 30 to 33. The cruise speed is 620 km/h (330 knots).



x1

Embraer ERJ 135 LR

Twin-engine regional jets, 37-passenger capacity. It has a cruise speed of 420 knots (780 km/h).



x5

Embraer ERJ 145 LR

A turbofan-powered aircraft with 50 seats. It has a cruise speed of 450 knots (833 km/h).



x3

LET L-410 Turbolet

A twin-engine short-range transport aircraft, capable of landing on short and unpaved runways and operating under extreme weather conditions. Its capacity is 19 passengers/1,800 kg. The cruise speed is 219 knots (405 km/h).

Celebrating 20 years of UNHAS

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United Nations Booking Hub

In 2023, the WFP Aviation Service migrated its booking system from the WFP website to a comprehensive online booking system accessible to all user through the corporate web platform, the United Nations Booking Hub.

This new digital solution, accessible to the entire UN system, streamlines the booking process and provides improved user experience using web solutions with self-service functionalities. Significant enhancements were made in the

booking submission process. This improvement addresses the specific needs of these vulnerable groups, ensuring their safe and efficient transportation. The web interface is available in both English and French.

The digital solution is customisable to meet the specific needs of each UNHAS operation and is accessible on commonly used devices, such as desktop computers, laptops, tablets, and mobile phones. The introduction of multi-fare options offers a broader range of pricing choices, catering to

different needs and budgets of the organisations using the service. To maintain uniformity, the account names of user organisations in the UN Booking Hub have been updated to match those in Takeflite, an existing aviation management software.

The UN Booking Hub will continue to evolve and expand in 2024 effectively adapting to changing needs in humanitarian air service operations.




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Acronyms

ACT-SAF	ICAO Assistance, Capacity-building and Training for Sustainable Aviation Fuels
A-ERP	Airport Emergency Response Plan
AFPs	Airfield Focal Points
ALARP	As low as reasonably practicable (risk level)
ARM RA	Aviation Risk Management Risk Assessment
AVSEC	Aviation Security
BHA (USAID)	United States Agency for International Development (USAID) Bureau for Humanitarian Assistance
BNGRC	Bureau National de Gestion des Risques et des Catastrophes
CAA	Civil Aviation Authority
CAR	Central African Republic
CBPF	Country-Based Pooled Funds
CERF	Central Emergency Response Fund
CFM	Centralized Funding Mechanism
CONOPS	Concept of Operations
COVID-19	Coronavirus disease 2019
CSPs	Country Strategic Plans
DAMP	Drug Alcohol Management Programme
DGs	Dangerous Goods
DG ECHO	Directorate-General for European Civil Protection and Humanitarian Aid Operations
DR	Doctor
DRC	Democratic Republic of the Congo
EEC	European Economic Community
E-GPUs	Electric-Ground Power Units
EMS	Environmental Management Systems
EU HAF	European Union Humanitarian Aid Flight
FCDO (UK)	Foreign, Commonwealth and Development Office (United Kingdom)
GHAC	Global Humanitarian Aviation Conference
GHO	Global Humanitarian Overview
GSAT	General Aviation Security Awareness
HC/RC	Humanitarian Coordinator/Resident Coordinator
HHMDs	Handheld Metal Detectors
HQ	Headquarters
HMI	Humanitarian-Military Interaction
HRP	Humanitarian Response Plan
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
IDP	Internally displaced person
IED	Improvised Explosive Device

IG US	World Food Program United States
IMF	International Monetary Fund
INGC	Mozambique National Institute of Disaster Management
INGO	International non-governmental organization
IOM	International Organization for Migration
IPC	Integrated Food Security Phase Classification
IRA/AF	Immediate Response Account/Advance Financing
Kg	Kilogram
MEDEVAC	Medical evacuation
MONUSCO	United Nations Organization Stabilization Mission in the Democratic Republic of the Congo
MINUSMA	United Nations Multidimensional Integrated Stabilization Mission in Mali
MT	Metric ton
NFI	Non-food item
NGO	Non-governmental organization
OCHA	United Nations Office for the Coordination of Humanitarian Affairs
PASS	Provision of Access Satisfaction Survey
PRM	Bureau of Population, Refugees, and Migration (United States of America)
PSS	Passenger Satisfaction Survey
RB	Regional Bureau
RPAS	Remotely Piloted Aircraft Systems
SAF	Sustainable Aviation Fuel
SECEVAC	Security evacuation
SOP	Standard Operational Procedures
STOL	Short takeoff and landing
STM US	Share The Meal United States
SSC	Significant Security Concern
UAE	United Arab Emirates
UAS	Unmanned aircraft system
UN	United Nations
UNAVSTADs	United Nations Aviation Standards for Peacekeeping and Humanitarian Air Transport Operations
UNDOS	United Nations Department of Operational Support
UNDSS	United Nations Department for Safety and Security
UN DSRSG	United Nations Deputy Special Representative of the Secretary-General
UNHAS	United Nations Humanitarian Air Service
UNHCR	Office of the United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
WFP	World Food Programme

Contacts

WFP AVIATION SERVICE/HQ ROME

Franklyn Frimpong | Chief of WFP Aviation | franklyn.frimpong@wfp.org

Oleh Maslyukov | Deputy Chief of WFP Aviation, Operations | oleh.maslyukov@wfp.org

Karishma Kaur | Deputy Chief of WFP Aviation, Services | karishma.kaur@wfp.org

Hedley Tembeng Tah | Head of Information Management and External Relations | hedley.tembeng@wfp.org

UNHAS GLOBAL OPERATIONS

Afghanistan | Guillaume Harel | guillaume.harel@wfp.org

Burkina Faso | Sofiene El Feki | sofiene.elfeki@wfp.org

Cameroon | Gerhard Bezuidenhout | gerhard.bezuidenhout@wfp.org

Central African Republic | Kaviraj Khadun | kaviraj.khadun@wfp.org

Chad | Hugo Mvumbi | hugo.mvumbi@wfp.org

Democratic Republic of the Congo | Eric Moussard | eric.moussard@wfp.org

Ethiopia | Bernard de Wouters | bernard.de-wouters@wfp.org

Guinea | Gratien Kasongo | gratien.kasongo@wfp.org

Haiti | German Puente | german.puente@wfp.org

Kenya | Sandra Legg | sandra.legg@wfp.org

Madagascar | Nejmeddine Halfaoui | nejmeddine.halfaoui@wfp.org

Mali | Hamza Abdalla | hamza.abdalla@wfp.org

Mauritania | Martin Nseke | martin.nseke@wfp.org

Mozambique | Lemlem Getachew | lemlem.getachew@wfp.org

Niger | Mirwais Motakef | mirwais.motakef@wfp.org

Nigeria | Conny Akerstrom | conny.akerstrom@wfp.org

Somalia | Sandra Legg | sandra.legg@wfp.org

South Sudan | Geoffrey Mwangi | geoffrey.mwangi@wfp.org

Sudan | Jared Komwono | jared.komwono@wfp.org

Syrian Arab Republic | Miguel Cussoca | miguel.cussoca@wfp.org

Yemen | Mahfudh Omar | mahfudh.omar@wfp.org

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Via Cesare Giulio Viola 68/70,
00148 Rome, Italy - T +39 06 65131

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