



# UNITED NATIONS

  

## AVIATION STANDARDS FOR PEACEKEEPING AND HUMANITARIAN AIR TRANSPORT OPERATIONS

**Fourth Edition  
Amendment 1**

*This edition supersedes all previous editions of the United Nations Aviation Standards for Peacekeeping and Humanitarian Air Transport Operations, including any exemption or exception issued referencing previous versions.*



It is intended that a UN body of experts convened in the UN Aviation Technical Advisory Group (UNATAG) keep the United Nations Aviation Standards (UNAVSTADS) up to date. To prevent the use of an UNAVSTADS outdated printed version, the electronic copy of its current version will be made available at: <https://www.un.org/Depts/ptd/aviation>

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## RECORD OF AMENDMENTS

<b>Amendment #</b>	<b>Date included</b>	<b>Description of amendment</b>
<i>Edition 4</i>	<i>December 2022</i>	-
1	April 2025	Update of crew member training, Qualifications and experience  New sections introduced: Environmental Management System (EMS) UAS Operations

# **SECTION 1**

## **INTRODUCTION**

## SECTION 1. INTRODUCTION

### 1.1 Background

1.1.1 In recent times, the UN has significantly increased its aviation activities, especially in the field of peacekeeping operations and humanitarian support. A large number of fixed and rotary wing aircraft are participating in missions with an extreme variety of operational tasks. Commercial operators and military units from different countries are taking part in these operations. Although the commercial operators comply with Rules and Regulations of their State Authorities, and through them with the International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARPs), differences in national regulations and practices might exist that could potentially generate different standards of aviation safety.

1.1.2 To avoid that possibility and in line with the ICAO recommendation that the UN promulgate its own aviation standards and procedures, the Department of Operational Support and the World Food Programme (WFP) have, with the assistance of ICAO, established common aviation standards for humanitarian and peacekeeping air transport operations to facilitate interoperability.

### 1.2 Applicability

1.2.1 These Standards are applicable to UN entities involved in provisions of air transport services through commercial air charter agreements. Those entities shall have the appropriate structure and staff in accordance with Section 3.

*Note.— Air charter agreements refer to any contracted aircraft operating under long term charter agreements and/or contracted aircraft moving passengers under short term agreements.*

1.2.2 These standards shall apply to all persons or organizations operating and/or maintaining civil registered aircraft for the UN. In addition, and unless otherwise specified, all ICAO Annexes and Standards and Recommended Practices (SARPs), as published by ICAO and conform to their applicability date, apply, and shall be implemented.

1.2.3 These standards are applicable to all staff working for or on behalf of the UN in support of the UN Aviation Operations.

1.2.4 Standards addressing general matters establish acceptable practices for all aircraft operated for the UN. When a specific national requirement applicable to the AOC Holder differs from these standards the more restrictive provision shall apply.

1.2.5 For a civil air transport operator, the provisions of the operations specifications associated with the air operator certificate (AOC), issued by the State of the Operator, shall govern the operation of aircraft operated for the UN by that operator.

1.2.6 Subsequently, in these standards, the term “Authority” is used to denote the “State of the Operator”, and “AOC Holder” is used to denote a civil air transport operator.

### 1.3 **Rules of construction**

1.3.1 Throughout these UN Aviation Standards, the following word usage applies

“Approved” means the Authority (as appropriate) has reviewed the method, procedure, or policy in question and has issued a formal written approval;

“Acceptable” means the Authority (as appropriate) has reviewed the method, procedure, or policy and has neither objected to nor approved its proposed use or implementation; and

“Prescribed” means the Authority has issued written policy or methodology.

*Note.— These terms are used by the UN when handling its own internal documentation.*

### 1.4 **Administration and Organization**

1.4.1 Notes to provide exceptions, explanations, and examples to individual requirements appear immediately after the statement to which they apply.

1.4.2 Each UN Organization involved in Air Transport Operations shall develop Aviation Manuals (e.g. Operations, Safety, Security and Quality) that detail the means of compliance with these Standards. In addition, all UN field missions shall develop Standard Operating Procedures that are fully compliant with those Manuals and reflect the specific nature of the operations concerned.

1.4.3 Where references to ICAO SARPs and guidance material are given, the source of the standard to which the reference is attached can be found in those regulatory or advisory documents, and the most recent edition as published by ICAO shall apply.

1.4.4 DOS and WFP shall establish an Aviation Technical Advisory Group (UN ATAG) that, inter alia, will:

- a) Establish common aviation standards (UNAVSTADS) for peacekeeping and humanitarian air transport operations;
- b) Forward the UNAVSTADS to DOS and WFP Air Operations and Aviation Safety for implementation through appropriate procedures and monitor their effectiveness, and
- c) Periodically review the UNAVSTADS for relevance and consistency with International Standards (ICAO SARPS) and recommend amendments.

1.4.5 The process for the establishment, review and repeal of standards is described in the UN ATAG Terms of Reference.

1.4.6 ICAO shall be invited, in an advisory capacity, to participate in the work of the UN ATAG.

## **1.5 ICAO published Significant Safety Concerns (SSC)**

UN ATAG shall assess the impact of all ICAO published Significant Safety Concerns (SSC) on United Nations operations and recommend actions as appropriate.

# **SECTION 2**

## **DEFINITIONS**

## SECTION 2. DEFINITIONS

The following definitions are provided to clarify the use of terms within these Standards.

This is not intended to be an all-inclusive listing of definitions. For the purposes of United Nations Aviation Operations, the definitions contained in the Annexes to Chicago Convention apply unless otherwise listed below.

**Accountable Manager/Executive.** The manager who exercises authority on behalf of the Operator for ensuring that all prescribed actions are performed to the standard required by the Authority. When authorized by the Authority, the accountable manager may delegate all or part of his or her authority in writing to another person within the organization, who becomes the accountable manager for the matters delegated (e.g. CEO, president, managing director, director general, general manager)

**Accountable Officer.** The Officer of the UN who is overall responsible for air transport operations and aviation safety and who exercises authority on behalf of the UN organization for the management of air transport and aviation safety.

**AOC Holder.** A civil air transport operator in possession of a valid air operator certificate.

*Note.— AOC Holder is used as an alternative to “operator” when referring to a civil air transport operator.*

**Appliance.** Any instrument, mechanism, equipment, part, apparatus, or accessory, including communications equipment, that is used or intended to be used in operating or controlling an aircraft in flight, is installed in or attached to the aircraft, and is not part of an airframe, engine, or propeller.

**Approved Maintenance Organization (AMO).** An organization approved by a Contracting State, in accordance with the requirements of ICAO Annex 6, Part I, Chapter 8 – Aeroplane Maintenance, to perform maintenance of aircraft or parts thereof and operating under supervision approved by that State.

*Note 1.— Nothing in this definition is intended to preclude that the organization and its supervision be approved by more than one State.*

*Note 2.— An AMO may be part of an operator’s organization or it may be another organization to which the operator has sub-contracted maintenance tasks.*

**C2 Link.** The data link between the remotely piloted aircraft and the remote pilot station for the purposes of managing the flight.

**External UAS operator.** UAS Operator with UN charter agreement.

**Flight monitoring.** In addition to the requirements defined for Flight Following, Flight Monitoring includes the:

- 1) operational monitoring of flights by suitably qualified operational control personnel from the point of departure throughout all phases of flight;
- 2) communication of all available and relevant safety information between the operational control personnel on the ground and the flight crew;
- 3) provision of critical assistance to the flight crew in the event of an in-flight emergency or security issue or at the request of the flight crew.

**Flight time – aeroplanes.** The total time from the moment an aeroplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

*Note.— Flight time as here defined is synonymous with the term “block to block” or “chock to chock” time in general usage which is measured from the time an aeroplane first moves for the purpose of taking off until it finally stops at the end of the flight.*

**Flight time – helicopters.** The total time from the moment a helicopter’s rotor blades start turning until the moment the helicopter finally comes to rest at the end of the flight, and the rotor blades are stopped.

**Flight watch.** in addition to all of the elements defined for flight following and flight monitoring, flight watch includes the active tracking of a flight by suitably qualified operational control personnel throughout all phases of the flight to ensure that it is following its prescribed route, without unplanned deviation, diversion or delay and in order to satisfy State requirements.

**Internal UN UAS operation.** UAS operations performed directly by an internal UN UAS operators.

**Internal UN UAS operator.** All UN personnel and Cooperating Partners’ personnel during the execution of a UN supported project or program, as well as external service providers, working in support of UAS operations.

**Remote pilot station (RPS).** The component of the remotely piloted aircraft system containing the equipment used to pilot the remotely piloted aircraft.

**Remotely piloted aircraft (RPA).** An unmanned aircraft which is piloted from a remote pilot station.

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## **SECTION 3**

# **UN ORGANIZATION AND ADMINISTRATION OF AIR TRANSPORT OPERATIONS**

## **SECTION 3. UN ORGANIZATION AND ADMINISTRATION OF AIR TRANSPORT OPERATIONS**

### **3.1 Organization Structure**

3.1.1 The UN shall establish a functional structure at Headquarters and in the Field to undertake Aviation Operations. This structure shall be under the responsibility of an Accountable Officer and based upon Safety Management Systems principles to ensure effective and efficient discharge of the responsibilities for the following functions:

- a) Air Transport Management, including but not limited to:
  - i) Aviation contract administration and bilateral agreements;
  - ii) Air /ground support services required for field operations;
  - iii) Resource planning including adequate UN staff training;
  - iv) Tasking of aviation and movement resources for the movement of personnel, supplies, materiel and equipment by air;
  - v) Provision of resources for Search and Rescue where applicable;
  - vi) Emergency evacuation and MEDEVAC/CASEVAC services;
  - vii) Accounting for the utilization of resources and disbursement of funds; and
  - viii) Applying appropriate operational risk management process.
  
- b) Aviation Safety Management including but not limited to:
  - i) Establish and implement an Aviation Safety Policy in line with Safety Management System principles;
  - ii) Identification of safety hazards, analysis and issuance of safety recommendations;
  - iii) Establish acceptable levels of safety for UN Aviation Operations in consultation with the State of the Operators and Operator's concern;
  - iv) Monitor and conduct regular assessment of safety level achieved;
  - v) Improve the overall level of safety through appropriate recommendations;
  - vi) Ensure the adequate exchange of safety information among all stakeholders; and
  - vii) Liaise directly with the State of the Operator and Operators concerning safety issues related to on-going operations.

- c) Aviation Quality Assurance Management:
  - i) Establish and implement a quality assurance policy and programme;
  - ii) Assess the continued competency of aviation and related support services including corrective actions;
  - iii) Amend the Quality Assurance Programme as necessary; and
  - iv) Liaise directly with the registered air carriers concerning contracted operational issues related to on-going operations.
  
- d) Aviation Security Management including but not limited to:
  - i) Aviation Security Management System (SeMS) Framework
    - 1) Management commitment and accountability;
    - 2) Resources (including third-party service providers);
    - 3) Threat and risk management;
    - 4) Performance monitoring, reporting and continuous improvement;
    - 5) Incident response;
    - 6) SeMS training programme; and
    - 7) Communication.
  
  - ii) Establish and implement an Aviation Security Policy in line with ICAO Doc. 8973 – Aviation Security manual principles;
  - iii) Assure the protection and safety of passengers, crew, ground personnel, aircraft and facilities of an airfield / helicopter landing site serving UN aviation, against acts of unlawful interference perpetrated on the ground or in flight.
  - iv) Establish acceptable levels of aviation security for UN Aviation Operations in consultation with the Host Country and all Stakeholders including UN Field Missions;
  - v) Provide adequate structure and resources at Headquarters and in security challenged field operations;
  - vi) Identification of aviation security threats, assessments, analysis and issuance of aviation security recommendations;
  - vii) Monitor and maintain a repository to conduct an analysis of all aviation security occurrences reported into the UN aviation operation or areas of interest to improve the overall security system;

- viii) Monitor and conduct regular Aviation Security assurance audits, evaluations and inspections to identify noncompliance with policy requirements as well as to evaluate the overall security system;
  - ix) Improve the overall level of aviation security through the results of threat assessments, surveys, inspections, investigations and occurrence reporting analysis;
  - x) Ensure the adequate exchange of aviation security information among all stakeholders; and
  - xi) Liaise directly with the Host Country (State of Operation), State of the Operators and relevant stakeholders concerning aviation security issues related to on-going operations.
- e) Air Operator Registration Management:
- i) Establish technical criteria for pre-qualification and registration;
  - ii) Conduct on-site evaluation of prospective and active air carriers;
  - iii) Approve and maintain Air Operator database; and
  - iv) Suspend or revoke registration.

## 3.2 Personnel Requirements

3.2.1 An accountable officer shall be assigned who is overall responsible for air transport operations and aviation safety and who exercises authority on behalf of the UN organization for the management of air transport and aviation safety. The accountable officer shall be at least at a D-2 level.

3.2.2 The UN shall at least establish management positions in a hierarchical structure to perform aviation management functions at headquarters and in the field.

### 3.2.3 Air Transport Management – Headquarters

- a) A professional at P5/D1 level responsible to the Accountable Officer for the organization and the overall management of the organization’s air transport related activities; and
- b) A sufficient number of Professional staff at P3/P4 level as well as suitable number of General Service staff at appropriate level to perform the functions as outlined in paragraph 3.1.a.

### 3.2.4 Air Transport Management - Field Operations

- a) A professional at P4/P5 level responsible for the overall management of the organization’s field air transport related activities and reporting operationally to the Air Transport

Management in Headquarters and administratively to the Head of Field Mission; and

b) A sufficient number of Professional staff at P3/P4 level as well as suitable number of Field/General Service staff at appropriate level to perform the functions as outlined in paragraph 3.1.a.

3.2.5 Aviation Safety Management – Headquarters

a) A professional at P5 level responsible to the most senior official supervising the implementation of the organization’s aviation safety policy. This staff member is responsible for the overall management of the organization’s aviation safety activities; and

b) A sufficient number of Professional staff at P3/P4 level as well as suitable number of General Service staff at an appropriate level to perform the functions as outlined in paragraph 3.1.b.

3.2.6 Aviation Safety Management - Field Operations

a) A professional at P4/P5 level responsible for the overall management of the field’s aviation safety activities and reporting operationally to the Aviation Safety Management in Headquarters and administratively to the Head of Field Mission; and

b) A sufficient number of Professional staff at P3/P4 level as well as suitable number of Field/General Service staff at appropriate level to perform the functions as outlined in paragraph 3.1.b.

3.2.7 Aviation Quality Assurance Management – Headquarters

a) A professional at P4 level responsible to the Air Transport Management for the organization and the overall management of the organization’s aviation quality assurance activities; and

b) A sufficient number of Professional staff at P3 level as well as suitable number of General Service staff at appropriate level to perform the functions as outlined in paragraph 3.1.c.

3.2.8 Aviation Quality Assurance Management - Field Operations

a) A professional at P3 level responsible for the management of the organization’s field aviation quality assurance activities and reporting to the Air Transport Management in Field Operations; and

b) A sufficient number of Professional staff at P2 level as well as a suitable number of Field/General Service staff at appropriate level to perform the functions as outlined in paragraph 3.1.c.

3.2.9 Aviation Security Management – Headquarters

a) A professional at P4 level responsible to the most senior official supervising the

implementation of the organization's aviation security policy. This staff member is responsible for the overall management of the organization's aviation security activities; and

b) A sufficient number of Professional staff at P3 level as well as suitable number of General Service staff at appropriate level to perform the functions as outlined in paragraph 3.1.1. d. above.

### 3.2.10 Aviation Security Management – Field Operations

a) A professional at P4/P3 level responsible in security challenged field operations for the overall management of the field's aviation security activities and reporting operationally to the Aviation Security Manager in Headquarters and administratively to the Head of Field Mission; and

b) A sufficient number of Professional staff at P3/P2 level as well as suitable number of Field/General Service staff at appropriate level to perform the functions as outlined in paragraph 3.1.1. d. above.

### 3.2.11 Air Operators Registration Management - Headquarters

a) DOS Air Transport Management and WFP designate an appropriately qualified P4/P5 staff to manage Air Operators Registration in accordance with the established policies and procedures of each organization; and

b) A sufficient number of Professional staff at P2/P3 level as well as suitable number of General Service staff at appropriate level to perform the functions as outlined in paragraph 3.1.d.

## 3.3 Personnel Qualification Requirements for Air Transport Management

3.3.1 No person shall be appointed to a professional P5/D1 grade as the person responsible for overall management of the organization's air transport related activities at HQ unless he/she meets at least the following requirements:

a) Holds or has held an Airline Transport Pilot License or a Commercial Pilot License (or equivalent);

b) A minimum of 15 years' experience in the aviation industry;

c) Has UN aviation field operations experience in a management position; and

d) A minimum of 5 years of management position in aviation operations, air transport management or safety and has successfully completed an Air Operations Management Course or Aviation Safety Management course, or equivalent.

*Note.— Persons who hold or have held an Air Traffic Control License or a Flight Operations Officer License (or equivalent), may be considered for this appointment provided that the person*

*meets the criteria in paragraph 3.3.1 b. and c. above and has completed at least two tours of duty as the overall manager of two field air transport operations.*

3.3.2 No person shall be appointed to a professional P3/P4 grade HQ staff positions in air transport unless the person meets at least the following requirements:

- a) Holds or has held a Commercial Pilot License, Air Traffic Control License or Flight Operations Officer License (or equivalent), Aeronautical Engineer or Maintenance Engineer License;
- b) A minimum of 10 years' experience in the aviation industry; and
- c) Has UN aviation field operations experience in a supervisory position.

3.3.3 No person shall be appointed to a professional P5 grade as the person responsible for management of the organization's field air transport related activities unless the person meets at least the following requirements:

- a) Holds or has held an Airline Transport Pilot License or a Commercial Pilot License (or equivalent);
- b) A minimum of 15 years' experience in aviation industry;
- c) Has UN aviation field operations experience in a management position; and
- d) A minimum of 03 years of management position in aviation operations, air transport management or safety and has successfully completed an Air Operations Management Course or Aviation Safety Management course, or equivalent.

3.3.4 No person shall be appointed to a professional P3/P4 grade in a field staff position in air transport unless the person meets at least the following requirements:

- a) Holds or has held a Commercial Pilot License, Air Traffic Control License or Flight Operations Officer License (or equivalent), Aeronautical Engineer or Maintenance Engineer License;
- b) A minimum of 8 years' experience in the aviation industry; and
- c) Has a supervisory or management position in aviation operations or safety or has successfully completed an Air Operations Management Course or Aviation Safety Management course, or equivalent.

3.3.5 No person shall be appointed to a professional P2 grade in air transport management unless the person meets at least the following requirements:

- a) Holds or has held an Airline Transport Pilot License, Commercial Pilot License, Air Traffic Control License, Flight Operations Officer License, Aeronautical Engineer or Maintenance Engineer License, or equivalent; and

- b) A minimum of 5 years of relevant experience.

### 3.4 **Personnel Qualification Requirements for Aviation Safety Management**

3.4.1 No person shall be appointed to professional P5 grade HQ staff position responsible for the overall management of the organization's aviation safety activities unless the person meets at least the following requirements:

- a) Holds or has held an Airline Transport Pilot License, Commercial Pilot License, Air Traffic Control License or Flight Operations Officer License (or equivalent), Aeronautical Engineer or Maintenance Engineer License;
- b) A minimum of 15 years' experience in the aviation industry;
- c) Has a supervisory or management position in aviation operations or safety or has successfully completed an Aviation Safety Management course, Air Operations Management Course, or equivalent; and
- d) Qualified in one or more of the following disciplines:
  - i) Aircraft Accident Prevention/Investigation;
  - ii) Aviation Safety Inspector (Airworthiness/Operations); and iii) Aviation International Safety Oversight.

3.4.2 No person shall be appointed to a professional P3/P4 grade in Aviation Safety Management for HQ position unless the person meets at least the following requirements:

- a) Holds or has held an Airline Transport Pilot License, Commercial Pilot License, Air Traffic Control License, Flight Operations Officer License, Aeronautical Engineer or Maintenance Engineer License;
- b) A minimum of 10 years' experience in the aviation industry of which a minimum of 2 years' experience shall be in operational aviation safety or a safety regulatory system;
- c) Has UN aviation field operations experience; and
- d) Possesses professional qualifications in aviation safety management.

3.4.3 No person shall be appointed to professional P5 grade in Aviation Safety Management for Field Operations unless the person meets at least the following requirements:

- a) Holds or has held an Airline Transport Pilot License, Commercial Pilot License, Air Traffic Control License or Flight Operations Officer License (or equivalent), Aeronautical Engineer or Maintenance Engineer License;
- b) A minimum of 15 years' experience in the aviation industry;
- c) Has supervisory or management position in aviation operations or safety or has

successfully completed an Aviation Safety Management course or Air Operations Management Course, or equivalent; and

- d) Qualified in one or more of the following disciplines:
  - i) Aircraft Accident Prevention/Investigation;
  - ii) Aviation Safety Inspector (Airworthiness/Operations); and iii) Aviation International Safety Oversight.

3.4.4 No person shall be appointed to a professional P3/P4 grade in Aviation Safety Management for Field Operations unless the person meets at least the following requirements:

- a) Holds or has held an Airline Transport Pilot License, Commercial Pilot License, Air Traffic Control License, Flight Operations Officer License, Aeronautical Engineer or Maintenance Engineer License;
- b) A minimum of 10 years' experience in the aviation industry of which a minimum of 2 years' experience shall be in operational aviation safety or a safety regulatory system; and
- c) Possesses professional qualifications in aviation safety management.

3.4.5 No person shall be appointed to a professional P2 grade in aviation safety unless the person meets at least the following requirements:

- a) Holds or has held an Airline Transport Pilot License, Commercial Pilot License, Air Traffic Control License, Flight Operations Officer License, Aeronautical Engineer or Maintenance Engineer License, or equivalent; and
- b) A minimum of 5 years of relevant experience.

### **3.5 Personnel Qualification Requirements for Aviation Quality Assurance Management**

3.5.1 No person shall be appointed to a professional P4 grade as the person responsible for the management of the organization's aviation quality assurance programme at HQ unless the person meets at least the following requirements:

- a) Professional training and experience in Aviation Quality Assurance, Air Transport or Aviation Safety Management;
- b) Professional credentials in the development and implementation of Quality Assurance Systems or equivalent experience;
- c) A minimum of 10 years of progressively responsible experience in aviation industry, including 3 years' experience in aviation quality assurance / aviation standards;
- d) Knowledge of ICAO SARPs and experience in developing and implementing rules,

regulations and operating manuals within a Civil Aviation Authority or an international airline;

- e) Has UN aviation field operations experience; and
- f) Experience in the development and implementation of master surveillance plans, inspector policy and procedure manuals in all functional areas of flight operations inspector.

3.5.2 No person shall be appointed to a professional P3 grade in Aviation Quality Assurance at HQ unless the person meets at least the following requirements:

- a) Professional training and experience in Aviation Quality Assurance, Air Transport or Aviation Safety Management;
- b) Professional credentials in the development and implementation of Quality Assurance Systems or equivalent experience;
- c) A minimum of 8 years' experience in aviation industry, including 3 years' experience in aviation quality assurance / aviation standards;
- d) Knowledge of ICAO SARPs and experience in developing and implementing rules, regulations and operating manuals within a Civil Aviation Authority or an international airline;
- e) Has UN aviation field operations experience; and
- f) Experience in the development and implementation of master surveillance plans, inspector policy and procedure manuals in all functional areas of flight operations inspector.

3.5.3 No person shall be appointed to a professional P3 grade in Aviation Quality Assurance for Field Operations unless the person meets at least the following requirements:

- a) Professional training and experience in Aviation Quality Assurance, Air Transport or Aviation Safety Management;
- b) Professional credentials in the development and implementation of Quality Assurance Systems or equivalent experience;
- c) A minimum of 8 years' experience in aviation industry, including 3 years' experience in aviation quality assurance / aviation standards;
- d) Knowledge of ICAO SARPs and experience in developing and implementing rules, regulations and operating manuals within a Civil Aviation Authority or an international airline;
- e) Has UN aviation field operations experience; and
- f) Experience in the development and implementation of master surveillance plans, inspector policy and procedure manuals in all functional areas of flight operations inspector.

3.5.4 No person shall be appointed to a professional P2 grade in Aviation Quality Assurance for field unless the person meets at least the following requirements:

- a) Professional training and experience in Quality Assurance;
- b) Professional credentials in the implementation of Quality Assurance Systems or equivalent experience; and
- c) A minimum of 05 years of relevant experience.

### 3.6 Personnel Qualification Requirements for Aviation Security Management

3.6.1 No person shall be appointed to professional P4 grade HQ staff position responsible for the overall management of the organization's aviation security activities unless that person meets at least the following requirements:

a) Hold the ICAO Aviation Security Professional Management certification or international Aviation security industry recognized equivalent qualification (e.g. ACI, IATA), or Aviation Security Management university/college degree or a CAA AVSEC Inspector/instructor credential.

*Note: Qualifying credentials are mandatory. The UN hiring manager/human resources will verify/determine such equivalencies.*

- b) A minimum of 10 years' experience in the aviation industry or in a relevant Authority of a State role of which a minimum of 5 years' experience shall be in aviation security, in one or more of the following disciplines: AVSEC Security management, Aviation Security Inspector/Instructor (regulatory/operational).
- c) UN Aviation field operations experience will be highly desirable, but not determinat.

3.6.2 No person shall be appointed to a professional P4/P3 grade in Aviation Security Management for Field Operations unless the person meets at least the following requirements:

- a) Hold the ICAO Aviation Security Professional Management certification or international Aviation Security industry recognized equivalent qualification (e.g. ACI, IATA), or Aviation Security Management university/college degree or a CAA AVSEC Inspector/instructor credential.
- b) A minimum of 5 years' experience in the aviation industry of which a minimum of 3 years' experience shall be in operational aviation security or aviation security regulatory system.
- c) UN Aviation field operations experience will be highly desirable, but not determinat.

3.6.3 No person shall be appointed to a professional P2 grade in Aviation Security field operations unless he/she/they the person meets at least the following requirements:

- a) Hold the ICAO Aviation Security Professional Management certification or

international Aviation Security industry recognized equivalent qualification (e.g. ACI, IATA), or Aviation Security Management university/college degree or a CAA Aviation Security Inspector/instructor credential.

- b) A minimum of 5 years of relevant experience.
- c) UN Aviation field operations and/or any field operations (e.g. Oil and Gas Production [OGP] or other relevant sector) experience will be highly desirable, but not determinant.

### 3.7 **UN Call Signs**

3.7.1 Aircraft under contract with the UN shall use the UNO call sign. Peace operations shall have the letter “P” after the flight number (e.g. UNO 123P). Humanitarian air services shall have the letter “H” after the flight number (e.g. UNO 123H).

*Note.— Radiotelephony example; UNO123H would be transmitted as “UNITED NATIONS 123 HOTEL” and UNO321P would be transmitted as “UNITED NATIONS 321 PAPA”*

3.7.2 Peace numbers will be managed by DOS and humanitarian numbers will be managed by WFP.

### 3.8 **Insurance**

3.8.1 AOC Holders shall provide insurance coverage which includes at least:

- a) comprehensive third-party liability insurance, including passenger legal liability, sufficient to cover all persons authorized by the UN to use the chartered aircraft and protect the UN and AOC Holder against claims of bodily injury death or bodily injury;
- b) additional war risk insurance, where applicable, including hijacking and confiscation;
- c) full hull insurance, including all risk, both in flight and not in flight; and
- d) workman’s compensation insurance.

3.8.2 Coverage for passenger legal liability shall not be less than what is specified in the most current provisions of the Montreal Convention - Convention for the unification of certain rules for international carriage by air.

3.8.3 Insurance policies shall:

- a) Name the United Nations as additionally insured;
- b) Provide territorial limits as applicable;
- c) Under “conditions”, shall provide “All and every use incidental to the United Nation’s operations”;

- d) Include a waiver of subrogation of the AOC Holder's rights to the insurance carrier against the United Nations;
- e) Provide that the United Nations shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage;
- f) Specify the registration number of each aircraft covered the amount of the third party liability coverage and passenger legal liability coverage.

### 3.9 **Operations and Special Approvals**

#### 3.9.1 Airborne Collision Avoidance System (ACAS)

- a) DOS and WFP shall perform a safety risk assessment for the intended area of operations and, if such assessment reveals a high risk in airspace management issues, will enforce strict contractual clauses to cater for the mandatory installation of ACAS (or suitable replacement equipment), irrespective/regardless of the aircraft's maximum certified take-off mass and/or number of passengers carried.
- b) Similarly, additional equipment might be required, subject to a safety risk assessment for each high-risk area. The above will be subject to internal directives or policies.

#### 3.9.2 Night Vision Imaging System (NVIS)/ Night Vision Goggles (NVG)

- a) For NVIS/NVG operation, the Carrier must be authorized by the appropriate Civil Aviation Authority to perform NVIS/NVG Flights with the type of helicopter offered.
- b) The helicopter must be properly equipped and certified to perform NVIS/NVG Flight in VFR Operations, as appropriate.
- c) The Operator's personnel must be suitably trained, certified, and experienced to perform operations in NVIS/NVG environment as appropriate.
- d) Declaration from CAA which authorizes the Carrier to perform NVG operations, in the form of Operations Specifications or (in cases whereby certain CAAs do not issue such authorization in the Operations Specification) any Special Authorization or equivalents shall be required.

### 3.10 **Exemptions and exceptions to the UNAVSTADS**

3.10.1 Exemption or exception to these UNAVSTADS shall be based on a safety risk assessment completed by the proposing organization and shall be approved by ATAG after due consideration.

3.10.2 An exemption or exception shall not exceed the time of the following UNAVSTADS update.

# **SECTION 4**

## **AIRCRAFT OPERATOR REQUIREMENTS**

## **SECTION 4. AIRCRAFT OPERATOR REQUIREMENTS**

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## 4.1 Participation in UN Charter Contracts

### 4.1.1 Registration

- a) Any AOC Holder desiring to operate aircraft on contract for the UN shall first be pre-qualified by and registered with the UN as per applicable procedures.
- b) Any Broker desiring to provide freight forwarding services to the UN shall first be registered and listed with the UN as per applicable procedures.
- c) AOC Holders shall not be registered if the company, owner, majority shareholder, accountable manager or key post holders are in the “Watch List” of any UN body.

### 4.1.2 AOC Holder’s Management Personnel Requirements

- a) Each AOC Holder shall have an accountable manager who has corporate authority for ensuring that all flight operations and maintenance activities can be financed and carried out to the highest degree of safety standards; and
- b) The AOC Holder shall have qualified personnel, with proven competency in civil aviation, available and serving in the following positions or their equivalent:
  - i) Director of Operations;
  - ii) Chief Pilot;
  - iii) Director of Safety;
  - iv) Director of Maintenance; and
  - v) Quality Manager.

*Note.— “Competency in civil aviation” means that an individual shall have the technical qualifications and management experience acceptable to the Authority and the UN for the position served.*

- c) The persons listed above shall not be simultaneously employed by another AOC Holder when the AOC Holder fleet is composed of aircraft authorized to carry more than 19 passengers, and they should be dedicated full-time to the job of reference.
- d) The AOC Holder, which fleet is composed of aircraft authorized to carry 19 passengers or less, shall provide evidence that all AOC Holder’s persons listed above are dedicated full-time to the job of reference when applying for the registration process with DOS and/or WFP.
- e) In case if the AOC Holder, which fleet is composed by aircraft authorized to carry 19 passengers or less employs post holders listed above who are serving other AOC Holder/s, the

AOC Holder applying for the registration process with DOS and/or WFP shall provide confirmation of approval from the competent Authority.

f) Provided the mentioned Authority's approval is provided, the following aspects shall be considered regarding suitability and operational adequacy during the registration process assessment:

- i) The complexity of the AOC Holder operations;
- ii) The number and type of aircraft utilized (one aircraft or a few single-engine VFR aircraft is an example of a situation where sharing management personnel between AOC Holders may be accepted);
- iii) The location of the area of operations and management (an AOC Holder not located in the proximity of the area of operations or with multiple headquarters would be a factor to consider to justify a non-acceptance of management sharing between AOC Holders);
- iv) Allocation of sufficient time for the fulfillment of the role assigned by each AOC Holder pertinent to the scale and scope of the correspondent work.

#### 4.1.3 Documentation

a) An AOC Holder seeking to be registered with the UN shall submit a duly completed Aircraft Operator's Registration Form with certified true copies of the following documents and manuals in the English language:

- i) authorization to conduct business issued by the appropriate authority;
- ii) Air Operator Certificate, including authorizations, conditions and limitations (e.g. operations specifications) issued in conjunction with the AOC. The AOC shall contain at least:
  - 1) the name and location (main place of business and operations) of the AOC Holder;
  - 2) the date of issue and period of validity;
  - 3) a description of the type of operation authorized;
  - 4) the type(s) of aircraft authorized for use;
  - 5) the authorized areas of operation; and
  - 6) other special authorizations, approvals and limitations issued by the AOC Holder's Authority in accordance with the standards which are applicable to the operations and maintenance conducted by the AOC Holder.
- i) most recent audit report of the company from the economic authority;

- ii) most recent airworthiness and operations audit report conducted by the AOC Holder's Authority;
  - ii) if available, the most recent airworthiness and operations audit report conducted by an external auditor;
  - iv) the Operations Manual accepted and, where required, approved by the AOC
  - v) as applicable, the Safety Management System Manual (required as of 1st January 2009);
  - vi) the Quality Assurance Programme;
  - vii) the Maintenance Control Manual accepted by the AOC Holder's Authority; and
  - vii) the approved Aircraft Maintenance Program for each aircraft on the AOC
- b) All AOC Holders shall, in response to bids for the charter of aircraft, include a certified true copy of the following documents in the response:
- i) the Type Certificate or Type Certification Data Sheet, Certificate of Registration, Certificate of Airworthiness and the most recent Maintenance Release for each aircraft offered;
  - ii) documentary evidence of a system to ensure that aircraft are released to service in an airworthy condition; and
  - iii) if the aircraft is leased by the AOC holder:
    - 1) the lease agreement for the aircraft approved by the appropriate authorities;
    - 2) if the State of Registry of the aircraft is not the AOC Holder's Authority, the agreement between the AOC Holder's Authority and the State of Registry outlining the responsibilities for airworthiness and crew competence; and
    - 3) all lease agreements have provisions specifying responsibilities for maintenance control and operational control.

#### 4.1.4 Criteria for the Award of Contracts

##### 4.1.4.1 No aircraft may operate under contract for the UN unless:

- a) The AOC Holder is listed in the UN Register;
- b) The aircraft Type offered for the performance of the contract is included in the AOC Holder's AOC, and meets the requirements as per 4.1.3.b.(2);

- c) The authorizations, conditions and limitations issued in conjunction with the AOC authorize the AOC Holder to undertake the operation for which the AOC Holder is contracted; and
- d) The UN has a direct contractual relationship with the AOC Holder.
- a) The UN can only contract an aircraft which is operated by only one AOC Holder for the duration of a contract.

## 4.2 **Crew Member Training, Qualifications and Experience**

### 4.2.1 Composition of the Flight Crew

- a) For all aircraft operating for the UN, the AOC Holder shall provide a minimum of two pilots qualified and rated, for the intended area of operation and meet the minimum experience of the tables below; and
- b) Notwithstanding the requirement for two pilots per aircraft, the number and composition of the flight crew may not be less than that specified in the flight manual or other documents associated with the airworthiness certificate, and not less than that specified in the AOC Holder approved operations manual.
- c) For all aircraft operated on behalf of the UN, the composition of the flight crew shall be in multi-pilot configuration.
- d) For single-pilot certified aircraft operated in multi-pilot configuration, for the safety purposes, the AOC Holder shall implement appropriate procedure and training program for multi-pilot operations on single-pilot certified aircraft and relevant risk assessment shall be provided.

### 4.2.2 Pilot Age Limits for UN Chartered Flights

- a) When approved by the AOC Holder's Authority, the UN shall accept a person, who has attained their 60th birthday to exercise their duties on a UN chartered flight as a Pilot-in-Command until they have attained their 65th birthday for multi crew operations.
- b) When a Pilot have passed their 60th birthday the medical assessment validity shall be reduced to six months. Additionally, the air operator must adhere to national regulations concerning additional mitigation measures for pilots aged over 60, which may include reducing maximum flight time and duty limits;
- c) In case one pilot exceeds 60 years of age, the other pilot shall be under 60 years old.

### 4.2.3 Flight Crew Qualifications Requirements

#### 4.2.3.1 The following requirements apply to all operations:

- a) No pilot shall act as PiC of an aircraft operated in multi-pilot operations unless the pilot

holds a valid and current ATP licence or Commercial Pilot license with current IR and a current type rating for that aircraft, a current medical certification, English Language Proficiency, and radiotelephony license, as specified per the applicable Civil Aviation Authority (CAA) regulation and as described in the AOC Holder approved operations manual;

b) No pilot shall act as a co-pilot of an aircraft operated in multi-pilot operations unless the pilot holds a valid and current Commercial Pilot license with current IR or higher and a current type rating for that aircraft, a current medical certificate appropriate to the license, English Language Proficiency, and radiotelephony license, as specified per the applicable Civil Aviation Authority (CAA) regulation and as described in the AOC Holder approved operations manual.

4.2.4 Crew English Language Proficiency requirements (privileges of the licenses):

a) All crew members involved in radio communications must speak fluent English and be certified with ICAO Level IV English language proficiency or higher as per national regulations

b) UN has the right to ascertain the English proficiency of the crew member involved in radio communications;

c) Cabin crew members shall be able to communicate with the cockpit crew. In addition, they shall speak English language, and as far as practicable, they should be able to communicate with passengers on the national/local language in the area of operation on issues related with cabin safety.

4.2.5 Flight Crew Qualifications – Aeroplanes

4.2.5.1 Flight crew hours flown shall be logged and demonstrated according to applicable ICAO SARPs and shall include both flight time on aircraft and time in a flight simulator training device. Approved for the respective purpose. These flight hours shall be accepted and accounted for recency, proficiency checks and all flight experience requirements.

4.2.5.2 Recency requirements shall be observed according to ICAO Annex 6, Part I, 9.4.1. In addition the flight crew shall have accumulated 40 sectors in aircraft types within 90 days.

<b>Crew Qualification and Experience</b>	Single-engine turboprop	Multi-engine turboprop up to 7.6 T (or having a Passengers Seating Configuration of up to 19)	Multi-engine above 7.6 T - up to and including 20.0 T (incl. multi-engine jets up to 7.6 T)	Multi-engine above 20.0 T
<b>License</b>				
Captain (PIC)	CPL/IR	CPL/IR	ATPL	ATPL

Co-Pilot	CPL/IR	CPL/IR	CPL/IR	CPL/IR
<b>Flight Experience</b>				
<b>CAPTAIN</b>				
Total Time	750	1500	3000	3000
Total Time as PIC (all types)	250	500	1000	1000
Total Time on aircraft Type <sup>1</sup>	200	450	500	500
Total Time on aircraft Type as PIC	100	250	350	350
Total Time in similar type of operations <sup>2</sup>	100	100	100	100
<b>CO-PILOT</b>				
Total Time	300	500	1000	1000
Total Time as PIC (all types)	100	100	250	250
Total Time on aircraft Type*	50	100	200	250
Total Time in similar type of operations <sup>2</sup> .	50	50	50	50
<b>Aircraft Type</b>  (examples)	C208B  (3.9T); PAC 750 (3.4T); PC-12(4.1T); PC-6(2.8T); TBM 700 (3T)	B200 (5.7T);  DHC-6 (5.7T); L410 (6.6T); B1900 (7.6T)	S340B (13.4T);  EMB120 (12T); ATR42-500 (19T); DHC8 -100/-200 (16T); DHC8 -300 series (19T)	ERJ 135/145 (21T); CRJ100/200 (21.5T); S2000 (22T); AN- 72 (27.5T); DHC8 -400 series (29T)

<sup>1</sup> This does not override the requirements stated in 4.2.3 a).

<sup>2</sup> These environments include diverse weather conditions, mountainous terrain, desert landscapes, specific airfield conditions, remote locations, high-elevation airports, extreme temperatures, jungle areas, and complex air traffic management scenarios, etc

#### 4.2.6 Flight Crew Qualifications – Helicopters

Crew Qualification and Experience	Light	Medium	Heavy
	(1400-5000 Kg)	(5001- 13500 Kg)	(Above 13500 Kg)
<b>License</b>			
Captain (PIC)	CPL/IR	ATPL*	ATPL <sup>1</sup>
Co-Pilot	CPL/IR	CPL/IR	CPL/IR
<b>Flight Experience</b>			
<b>CAPTAIN</b>			

Total Time	1500	2500	3500
Total Time as PIC (all types)	500	1000	1500
Total Time on aircraft Type**	250	750	1000
Total Time on aircraft type as PIC	100	500	750
Total Time in similar type of operations <sup>2</sup> .	100	100	100
Night	100 and current	150 and current	200 and current
<b>CO-PILOT</b>			
Total Time	500	750	1000
Total Time as PIC (all types)	N/A	N/A	300
Total Time on aircraft Type**	100	200	300
Time in similar type of operations <sup>2</sup> .	50	50	50

Night	30 and current	50 and current	100 and current
<b>Aircraft Type</b> (examples)	Bell 206, Bell 206L, Bell 204, AS350, BO 105, AS355, BK117, PZL Mi 2, Bell 412, Bell 412ST.	Mil MI 8, Mil MI 17, SA 330 Puma, AS 332 Super Puma, PZL W3 SOKOL, Sikorsky S-76, S-92, S-58, Kamov Ka32.	Mil MI 26, Boeing Chinook, EH 101

<sup>1</sup> Flight crew members required to hold an ATPL but only holding a CPL-IR may be accepted when performing PIC functions at field locations, provided that they meet the licence, medical and rating minimum requirements specified in the respective State regulations and in accordance with ICAO Annex 1, Part I, 2.4.2. This exception applies only if the State does not issue an ATPL for the specific aircraft type.

<sup>2</sup> These environments include diverse weather conditions, mountainous terrain, desert landscapes, specific airfield conditions, remote locations, high-elevation airports, extreme temperatures, jungle areas, and complex air traffic management scenarios, etc.

#### 4.2.6.1 Helicopter Categories:

- a) Light (1400-5000 Kg): Bell 206, Bell 206L, Bell 204, AS350, BO 105, AS355, BK117, PZL Mi 2;
- b) Medium (5000-13500 Kg): Mil MI 8, Mil MI 17, SA 330 Puma, Bell 412, Bell 412ST, AS 332 Super Puma, PZL W3 SOKOL, Sikorsky S-76, S-92, S-58, Kamov Ka32.

- c) Heavy (Above 13500 Kg): Mil MI 26, Boeing Chinook, EH 101.

#### 4.2.7 Alternative means of compliance for required experience

UN DOS or WFP may consider proposals for the utilization of industry recognized standards as alternative means of compliance for the Experience Required by UN.

#### 4.2.8 Competency-based training and assessment (CBTA)

4.2.8.1 The hours listed in 4.2.5 and 4.2.6 reflect a reduction based on experience. It is understood that hours flown on their own do not constitute a good representation of pilot competency, and that there is a general move away from reliance on hours and towards a direct assessment of pilot competency. When applying the minimum hours, the issue of pilot competency will need to be carefully considered.

4.2.8.2 A gradual transition towards CBTA is anticipated and will be addressed in future revisions. A review of the minimum required hours, aligned with this transition to CBTA, is also expected as further experience is gained.

#### 4.2.9 Cabin crew Qualifications Requirements

- a) No person shall act as a cabin crew member who performs, in the interest of safety of passengers, duties onboard an aircraft unless the person holds a valid and current cabin crew attestation and medical certification as per the applicable air operator's ground and flight training programme as approved by the respective CAA.
- b) For operations not requiring actual cabin crew, safety related duties in the passenger cabin may be performed by any person other than the minimum flight who shall have performed the applicable air operator's induction, ground, and flight training programme as approved by the respective CAA .

#### 4.2.10 Training Requirements

The AOC holder shall ensure that all crew members meet the knowledge, skill and experience requirements as specified in ICAO Annexes including but not limited to 1, Annex 6, Annex 8, Annex 10, Annex 17, Annex 18 and Annex 19. In addition, the AOC holder is required by the UN to ensure that all crew members have undergone the following training:

- a) **Dangerous Goods Training.** No person may serve nor may any AOC Holder use a person as a crew member unless the person has completed the appropriate initial dangerous goods curriculum approved by the Authority.
- b) **Aviation Security (AVSEC) Training.** No person may serve nor may any AOC Holder use a person as a crew member unless the person has completed the initial security curriculum approved by the Authority.
- c) **Human Performance and Threat and Error Management.** No person may serve nor may any AOC Holder use a person as a flight operations officer or crew member unless that

person has completed CRM training that includes the appropriate Human Performance and Threat and Error Management Training approved by the Authority.

d) **Introduction of New Equipment or Procedures.** No person may serve nor may any AOC Holder use a person as a flight crew member when that service would require expertise in the use of new equipment or procedures for which a curriculum is included in the AOC Holder's approved training program, unless that person has satisfactorily completed that curriculum, with respect to both the crew member position and the particular variant of that aircraft.

e) **Safety Management Systems (in Aviation).** No person may serve, nor may any AOC Holder use a person as a crew member unless the person has completed the initial and recurrent Safety Management Systems course(s) (in Aviation).

f) **Bird strike Threat Awareness.** The AOC Holder should provide flight crew with bird-strike avoidance training in its training program.

g) **Awareness of Operations in remote airfields/aerodromes.** The AOC Holder should provide flight crews with awareness of the common safety risks encountered while operating at remote airfields/aerodromes.

#### 4.2.11 Flight Crew Exemptions to Experience Required by UN

a) Any AOC Holder who cannot provide pilots qualified in accordance with the tables in 4.2.4 and 4.2.5, may request exemption to experience required by UN as per applicable procedures;

b) Each AOC Holder requesting an exemption shall propose individually tailored crew training requirements, specifically regarding line introduction training operations in challenging locations. In addition, each AOC Holder should consider crew pairing options, incorporating a risk-based approach on accepting crew members by taking the respective CAA requirements and the AOC Holders' SMS into consideration;

c) AOC Holders shall ensure and be able to demonstrate that, prior to the application for an exemption, they have completed a safety risk assessment including the monitoring until the concerned pilot has reached the applicable UNAVSTADS requirements;

d) AOC Holders shall not request more than two (2) exemptions per contract;

e) Two exemptions shall not be granted for the same pairing of the cockpit crew;

f) UN reserves the right not to approve the exemption if it may lead to negative implications and/or operational risks for the UN.

#### 4.2.12 Exemptions and Exceptions to the UNAVSTADS

4.2.12.1 Exemption or exception to these UNAVSTADS shall be based on a safety risk assessment completed by the proposing organization and shall be informed/ reported to the UN ATAG

promptly.

4.2.12.2 An exemption or exception may be continued beyond the time of the following UNAVSTADS update, provided timely notification from respective organization to UN ATAG is effected.

#### 4.3 **Operational Control Functions**

##### 4.3.1 Operational Control

An AOC Holder shall demonstrate that it has an adequate organization and methods to exercise operational control over contracted flights for the UN, including the initiation, continuation, diversion or termination of a flight.

##### 4.3.2 Qualified Persons Required for Operational Control Functions

A qualified person shall be designated by the AOC Holder to exercise the functions and responsibilities for operational control.

##### 4.3.3 Operational Flight Plan

The AOC Holder shall prepare an operational flight plan for each UN chartered flight in accordance with their Operations Manual. The flight release/operational flight plan must contain at least the following information:

- a) Company or organization name;
- b) Make, model, and registration number of the aircraft being used;
- c) Flight or trip number and date of flight;
- d) Name of the PiC, each flight crew member, and each cabin crew member;
- e) Departure aerodrome, destination aerodromes, alternate aerodromes, and route;
- f) Minimum fuel supply (in gallons/kilograms/pounds);
- g) A statement of the type of operation (e.g., IFR, VFR);
- h) The latest available weather reports, and forecasts for the destination aerodrome and alternate aerodromes; and
- i) Any additional available weather information that the PiC considers necessary;

#### 4.4 **Flight Time, Flight Duty Periods and Rest Periods**

The AOC Holder Operations Manual shall establish flight time and flight duty time period limitations for flight crews and make provisions for adequate rest in accordance with the appropriate national regulations. The AOC holder shall also establish a system to manage the risks associated with flight crew fatigue.

## 4.5 The Air Operator Certificate

### 4.5.1 Applicability

This paragraph applies to the carriage of passengers and/or cargo by an AOC Holder, and prescribes requirements for the original certification and continued validity of Air Operator Certificates (AOC) issued by the AOC Holder's Authority.

### 4.5.2 Compliance with an Air Operator Certificate

- a) No person may operate an aircraft in commercial air transport operations which are not authorized by its AOC and associated authorizations, conditions and limitations (e.g. Operations Specifications); and
- b) Each AOC Holder shall, at all times, continue to be in compliance with the AOC terms, conditions of issuance, and maintenance requirements in order to hold that certificate. Failure to comply may result in the immediate cancellation of all contracts with the AOC Holder.

### 4.5.3 Base of Operations

Each AOC Holder shall have a principal base of operations where it exercises managerial and operational control. The principal base of operations shall be located in the State issuing the AOC.

### 4.5.4 Quality System

- a) Each AOC Holder shall establish a quality system and designate a quality manager to monitor compliance with, and adequacy of, procedures required to ensure safe operational practices and airworthy aircraft. Compliance monitoring shall include a feedback system to the accountable manager to ensure corrective action as necessary; and
- b) Each AOC Holder shall ensure that each quality system includes a quality assurance programme that contains procedures designed to verify that all operations are being conducted in accordance with all applicable requirements, standards and procedures.

### 4.5.5 Personnel Records

- a) Each AOC Holder shall maintain current records which detail the qualifications and training of all its employees, and contract employees, involved in operational control, flight operations, ground operations and maintenance;
- b) Each AOC Holder shall maintain records for those employees performing crew member or flight operations officer duties in sufficient detail to determine whether the employee meets the experience and qualification for duties in commercial air transport operations; and
- c) Each AOC Holder shall retain the following records:

- i) flight time, flight duty period and rest period records for all crew members; and
- ii) flight crew qualification records.

#### 4.6 **AOC Holder's Operations Management**

##### 4.6.1 Operations Manual

- a) Each AOC Holder shall issue an Operations Manual, together with all amendments and revisions containing procedures, instructions and guidance for use by operational personnel in the execution of their duties, to all personnel that are required to use it; and
- b) The Operations Manual shall be accepted, and approved where required, by the AOC Holder's Authority.

##### 4.6.2 Training Programme

- a) Each AOC Holder shall ensure that all operations personnel are properly instructed in their duties and responsibilities and the relationship of such duties to the operation as a whole; and
- b) Each AOC Holder shall have a training programme approved by the State of the Operator containing the general training, checking, and record keeping policies.

##### 4.6.3 Aircraft Operating Manual

The Aircraft Operating Manual shall be issued to the flight crew members and persons assigned with operational control functions for each aircraft operated under the AOC.

##### 4.6.4 Required Cabin Crew

- a) The AOC Holder operating contract flights for the UN shall establish a minimum number of cabin crew required for each type of aircraft, based on seating capacity, in order to effect a safe and expeditious evacuation of the aircraft, and the necessary functions to be performed in an emergency or a situation requiring emergency evacuation that is to the satisfaction of the its Authority; and
- b) The AOC Holder shall establish requirements, acceptable to the Authority, for the minimum number of qualified personnel to be on board to initiate and direct an evacuation of passengers from a parked aircraft.

##### 4.6.5 Carriage of Special Needs Passengers

No AOC Holder operating charter flights for the UN may allow the transportation of special needs passengers except as provided in the AOC Holder's Operations Manual procedures and with the

knowledge and concurrence of the PiC.

#### 4.6.6 Cockpit Check Procedure

- a) The AOC Holder operating on behalf of the UN shall issue to the flight crews and make available on each aircraft, the checklists containing the normal, abnormal and emergency procedures accepted by the Authority, appropriate to the type and variant of aircraft;
- b) Each AOC Holder shall ensure that checklists procedures include each item necessary for flight crew members for use prior to, during and after all phases of operation and in emergency; and
- c) Each AOC Holder shall make the checklist procedures readily useable in the cockpit of each aircraft and the flight crew shall be required to follow them when operating the aircraft.

#### 4.6.7 Minimum Equipment List (MEL) and Configuration Deviation List (CDL)

- a) Each AOC Holder shall provide for the use of the flight crew members, maintenance personnel and persons assigned with operational control function during the performance of their duties, a MEL approved by the State of the Operator;
- b) The MEL shall be specific to the aircraft type and variant which contains the circumstances, limitations and procedures for release or continuance of flight of the aircraft with inoperative components, equipment or instruments; and
- c) Each AOC Holder shall provide for the use of flight crew, maintenance personnel and persons assigned with operational control functions during the performance of their duties a CDL specific to the aircraft type if one is provided and approved by the State of Design. An AOC Holder operations manual shall contain those procedures acceptable to the Authority for operations in accordance with the CDL requirements.

#### 4.6.8 Aircraft Loading and Handling Manual

- a) Each AOC Holder shall provide for the use of the flight crew members, ground handling personnel and persons assigned with operational control functions during the performance of their duties, an aircraft handling and loading manual acceptable to the AOC Holder's State of the Operator; and
- b) This manual shall be specific to the aircraft type and variant which contains the procedures and limitations for servicing and loading of the aircraft.

#### 4.6.9 Mass and Balance Data Control System

Each AOC Holder shall have a system approved by the State of the Operator regarding instructions for mass and balance control for each type and series of aircraft operated. The AOC Holder shall have a system for obtaining, maintaining and distributing to appropriate personnel current information regarding the mass and balance of each aircraft operated.

#### 4.6.10 Cabin Crew Manual

- a) The AOC Holder shall, where applicable, issue to the cabin crew members and provide to passenger agents during the performance of their duties, a cabin crew manual acceptable to the Authority;
- b) The cabin crew manual shall contain those operational policies and procedures applicable to cabin crew and the carriage of passengers; and
- c) The AOC Holder shall issue to the cabin crew, a manual specific to the aircraft type and variant which contains the details of their normal, abnormal and emergency procedures and the location and operation of emergency equipment.

*Note.— All manuals may be combined into one manual for use by the cabin crew.*

#### 4.6.11 Ground De-icing and Anti-icing

- a) Each AOC Holder planning to operate or expecting to operate an aircraft in suspected or known ground icing conditions shall not permit the aircraft to take-off unless it has been inspected for icing and, if necessary, has been given appropriate de-icing/anti-icing treatment. Accumulation of ice or other naturally occurring contaminants shall be removed so that the aircraft is kept in an airworthy condition prior to take-off;
- b) Each AOC Holder planning to operate where ground icing conditions are known to exist shall have ground de-icing and anti-icing procedures, equipment and capability to carry out the procedures; and
- c) Each AOC Holder with a ground de-icing and anti-icing programme shall ensure that ground and flight crews are trained and competent in the implementation of the programme.

#### 4.6.12 In-flight Icing

An AOC Holder shall establish procedures to ensure that flights shall not be operated into known or expected icing conditions unless the aircraft is certificated and equipped to cope with such conditions.

#### 4.6.13 Routes and Areas of Operation

The AOC Holder shall provide additional procedures for the guidance of their personnel applicable to the routes and areas where the intended operations are to take place. These procedures shall be approved by the AOC Holder's Authority.

#### 4.6.14 Aircraft Operating Performance

An AOC Holder shall establish systems so that UN contracted flights operate within the aircraft performance limitations established by the State of Registry and contained in the current flight

manual approved by the State of Registry and the aircraft operating manual acceptable to the State of the Operator.

#### 4.6.15 Flight Watch

All AOC Holders shall have in place the elements required to provide flight watch.

#### 4.6.16 Minimum Flight Altitudes

AOC Holders shall have procedures in place to ensure, in the event of the critical engine becoming inoperative at any point along the route or planned diversions there from, to continue the flight to an aerodrome without flying below the minimum flight altitude at any point.

### 4.7 AOC Holder's Maintenance Requirements

#### 4.7.1 Maintenance Responsibility

a) An AOC Holder operating contracted flights for the UN shall ensure that, in accordance with procedures acceptable to the AOC Holder's Authority:

- i) each aircraft they operate is maintained in an airworthy condition;
- ii) the operational and emergency equipment necessary for an intended flight is serviceable; and
- iii) the Certificate of Airworthiness of each aircraft they operate remains valid.

b) An AOC Holder operating for the UN shall not operate an aircraft unless it is maintained and released to service by an Approved Maintenance Organization (AMO); and

c) The AOC Holder shall ensure that the maintenance of its aircraft is performed in accordance with the approved Maintenance Programme.

#### 4.7.2 Maintenance Arrangements

a) Each AOC Holder that is authorized to conduct maintenance under its AOC and is an Approved Maintenance Organization (AMO) shall maintain a certified maintenance base;

b) An AOC Holder that outsources the whole or any part of its maintenance shall provide copies of the service agreement between the AOC Holder and the AMO; and

c) The AOC Holder shall provide additional line station maintenance procedures for the guidance of maintenance arrangements applicable to each theater of operations. These procedures shall be approved by the AOC Holder's Authority.

#### 4.7.3 Maintenance Control Manual or Continuous Airworthiness Management Exposition (CAME)

- a) The AOC Holder shall provide, for the use and guidance of maintenance and operational personnel concerned, a maintenance control manual, acceptable or approved by the appropriate authority (s);
- b) The AOC Holder shall ensure that the maintenance control manual is amended as necessary to keep the information contained therein up to date; and
- c) Copies of all amendments to the AOC Holder's maintenance control manual shall be furnished promptly to all organizations or persons to whom the manual has been issued.

#### 4.7.4 Maintenance Programme

- a) The AOC Holder shall provide, for the use and guidance of maintenance and operational personnel concerned, a Maintenance Programme, approved by the appropriate authority(s);
- b) The AOC Holder shall have an aging aircraft programme as a part of its approved Maintenance Programme; and
- c) Pressurized passenger aircraft that exceed 20 years of age shall not be accepted for UN contracted flights unless the AOC Holder implements the aging/maintenance programme, developed by the State of Design and approved by the State of Registry.

#### 4.7.5 Aircraft Technical Log

An AOC Holder shall have, for every aircraft, a technical log that is carried on the aircraft and contains a journey records section and an aircraft maintenance record section.

### 4.8 **AOC Holder's Security Management**

#### 4.8.1 Applicability

This paragraph provides those certification requirements that apply to the AOC Holder's protection of aircraft, facilities and personnel from unlawful interference.

#### 4.8.2 Security Management System

- a) The AOC Holder Security Management System shall include an approved written aircraft operator (AOC Holder) security programme (AOSP) by the Appropriate Authority (AA) for Aviation Security of the State of registration of the AOC Holder.
- b) Such AOSP shall be implemented, and maintained, to put into practice; as per the applicable policy regulations, rules, and requirements of the State's National Civil Aviation Security Programme (NCASP).
- c) AOC Holders shall develop and implement their own security requirements, procedures, and instructions, and ensure that they are consistent with the laws, rules, and regulations of the State of Operator and/or Registry.

d) The AOC Holder shall also ensure that its AOSP includes as an appendix/addendum, the security measures or security requirements applicable in the different States where air operations are conducted since they may differ from the State that approved its aircraft operator security programme.

#### 4.8.3 Security Management System Personnel Requirements

The AOC Holders shall designate an Aviation Security manager or a designated person responsible for ensuring that all aviation security requirements are implemented and maintained and shall fully meet the qualifications required by the AVSEC Appropriate Authority of the AOC Holder State of Operator and/or Registry.

#### 4.8.4 Security Requirements

Each AOC Holder shall ensure that all appropriate personnel are familiar, and comply with, the relevant requirements of the national security programmes of the AOC Holder's Appropriate Authority as well as with the aviation security requirements from the other States where air operations are to be conducted, and with the applicable UN aviation security requirements.

#### 4.8.5 Security Training Programmes

a) Each AOC Holder shall demonstrate that it has established, conducted and maintain an approved training programmes which enable the operator's personnel to take appropriate action to prevent acts of unlawful interference such as sabotage or unlawful seizure of aircraft and to minimize the consequences of such events should they occur. As a minimum, the programme shall include the following elements:

- i) determination of the seriousness of any occurrence;
- ii) crew communication and coordination;
- iii) understanding of behavior of terrorists so as to facilitate the ability of crew members to cope with hijacker behavior and passenger responses;
- iv) live situational training exercises regarding various threat conditions;
- v) flight crew compartment procedures to protect the aeroplane; and
- vi) aeroplane search procedures and guidance on least-risk bomb locations where practicable.

b) The AOC Holder shall also ensure that appropriate employees and/or subcontractor's personnel are familiar with preventive measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage on an aeroplane so that they contribute to the prevention of acts of sabotage or other forms of unlawful interference. As a minimum, the programme shall include the following elements :

- i) Protection of Aircraft;
- ii) Access control measures;

- iii) Passenger/Baggage reconciliation;
- iv) Handling of suspected baggage/cargo;
- v) Reporting procedures in case of suspicious behavior; and
- vi) Basic principles of risk assessment and risk management.

#### 4.8.6 Acts of Unlawful Interference

Following an act of unlawful interference on board an aircraft the PiC or, in the PIC absence, the AOC Holder Aviation Security manager or designated person shall submit, without delay, a report of such an act to the designated local authority and to the AOC Holder's Appropriate Authority.

#### 4.8.7 Aircraft Search Procedure Checklist

Each AOC Holder shall ensure that all aircraft carry a checklist of the procedures to be followed for that type aircraft in searching for concealed weapons, explosives, or other dangerous devices.

#### 4.8.8 Flight Crew Compartment Security

- a) If installed, the flight crew compartment door on aircraft operated for the purpose of carrying passengers shall be capable of being locked from within the compartment in order to prevent unauthorized access, and
- b) Procedures must be established regarding communication and coordination between the passenger cabin and the cockpit to ensure that there is no eminent danger near the cockpit door when is opened.

### 4.9 Environmental Management System (EMS)

4.9.1 Each AOC holder should establish and maintain an Environmental Management System (EMS) that is aligned with the principles of all applicable environmental regulations and standards, including ICAO Annex 16. The EMS should be tailored to the specific operational needs and environmental challenges of the AOC holder, with the aim to mitigate adverse environmental impacts, enhance overall environmental performance, and ensure compliance with international aviation environmental standards.

4.9.2 The AOC holder should ensure that the EMS is integrated into the overall management system and that all personnel are adequately trained in their environmental responsibilities.

4.9.3 The EMS should encompass the following key components:

- a) The EMS should be endorsed by the operator's leadership, including a senior executive, CEO, or equivalent, through an EMS Policy Statement signed by the CEO, and it

should be aligned with ICAO Annex 16 requirements;

- b) The EMS should include commitments to minimizing pollution during both ground and flight operations while protecting the natural environment;
- c) The EMS should be appropriate to the operational context, including fleet composition, type of aircraft, and geographical coverage;
- d) Regular training programs should be implemented to ensure the effectiveness and continuous improvement of the EMS for all staff, with specialized training for flight crews on noise and emissions reduction measures to comply with ICAO standards;
- e) The EMS should include a CO<sub>2</sub> emission management and monitoring program to track, report, and eventually reduce the emissions from the AOC holder's air and ground operations;
- f) The EMS should include a structured cabin waste management procedure at the main operational base. This procedure should outline commitments to proper waste segregation, recycling, and responsible disposal protocols to minimize environmental impact; and
- g) The EMS should include emergency preparedness and response plans for environmental incidents.

#### **4.10 Other Requirements**

##### **4.10.1 Aircraft Markings**

Unless otherwise specifically authorized by WFP or DOS, no person may operate an aircraft for the UN for a single or a series of single charters for specific purposes, unless it is painted in the appropriate UN livery and displays the registration markings required by the State of Registry.

##### **4.10.2 Aircraft Instruments and Equipment**

No person may operate an aircraft for the UN unless it is equipped with the required instruments and navigation equipment appropriate to type of flight operation conducted and the route being flown and additional requirements as specified in the contract.

##### **4.10.3 Single Engine Aircraft operations**

The AOC Holder shall ensure that passenger single engine aircraft operating for the UN meet the following:

- a) Day VFR operations only;
- b) The route guide includes routes, which are within gliding distance to safe landing area

at all times;

- c) A turbine-powered engine;
- d) An engine Type Certificate Data Sheet (TCDS); and
- e) The operator has implemented an Engine Trend Monitoring System (ETMS) in accordance with the provisions in its approved Aircraft Maintenance Program.

#### 4.10.4 Passenger Oxygen

All flight operations of pressurized aircraft above 12,000 ft pressure altitude which cannot descend safely within four minutes to a flight altitude of 12,000 ft in the event of loss of cabin pressure require to be equipped with an integrated passenger oxygen system which will deploy oxygen masks automatically when the cabin pressure exceeds 10,000 ft. The total number of oxygen supply and dispensing units shall exceed the number of passenger and cabin crew seats by at least 10 per cent.

#### 4.10.5 GNSS Signal Interference

For operations in areas of proven GNSS signal jamming, the AOC Holder should assure the implementation of risk mitigation measures.

### 4.11 Crew Member Duties and Responsibilities

#### 4.11.1 Authority and Responsibility of the PiC

- a) **Aeroplanes.** The PiC shall be responsible for the safety of all crew members, passengers and cargo on board when the doors are closed. The PiC shall also be responsible for the operation and safety of the aeroplane from the moment the aeroplane is ready to move for the purpose of flight until the moment it finally comes to rest at the end of the flight and the engine(s) used as primary propulsion units are shut down.
- b) **Helicopters.** The PiC shall be responsible for the operation and safety of the helicopter and for the safety of all crew members, passengers and cargo on board, from the moment the engine(s) are started until the helicopter finally comes to rest at the end of the flight with the engine(s) shut down and the rotor blades stopped;
- c) The PiC of an aircraft shall have final authority as to the operation of the aircraft while the PIC is in command; and
- d) The PiC of an aircraft shall, whether manipulating the controls or not, be responsible for the operation of the aircraft in accordance with the rules of the air, except that the PiC may depart from these rules in emergency circumstances that render such departure absolutely necessary in the interest of safety.

#### 4.11.2 Compliance with Local Regulations

- a) The AOC Holder shall ensure that all its employees comply with the relevant laws, regulations and procedures of the States in which the aircraft is operated;

b) If an emergency situation which endangers the safety of the aircraft or persons necessitates the taking of action which involves a violation of local regulations or procedures, the PiC shall:

- i) notify the appropriate local authority without delay;
- ii) submit a report of the circumstances, if required by the State in which the incident occurs; and
- iii) submit a copy of this report to the AOC Holder's Authority.

c) Each PiC shall submit reports specified in paragraph (b) as soon as possible and normally within 10 days.

#### 4.11.3 Negligent or Reckless Operation of Aircraft

No person may operate an aircraft in a negligent or reckless manner so as to endanger life or property of others.

#### 4.11.4 Fitness of Flight and Ground Crew members

a) No person may act as a required crew member when they are aware of any decrease in their medical fitness and/or physical conditions which might render them unable to carry out their duties or to safely exercise the privileges of the person's license

b) The AOC Holder shall ensure that UN flights are planned and performed in line with the air operator's Fatigue Risk Management Policy.

c) The AOC Holder shall ensure that the crew members does not:

- i) commence a flight if any required crew member is incapacitated from performing duties by any cause such as injury, sickness, fatigue; or
- ii) continue a flight beyond the nearest suitable aerodrome if a required crew members' capacity to perform functions is significantly reduced by impairment of faculties from causes such as physical or mental fatigue, sickness or lack of oxygen.

d) The AOC Holder shall ensure that no crew member shall undertake a flight:

- i) within 12 hours after the consumption of any alcoholic beverage;
- ii) while under the influence of alcohol with a blood alcohol level in excess of 0.2
- iii) while using any drug that affects the person's faculties in any way contrary to safety.

e) The AOC Holder shall assign the responsibility for compliance with the above requirements to the PiC for each flight.

f) A crew member shall, up to 8 hours before, or immediately after, acting or attempting to act as a crew member, on the request of a law enforcement officer or appropriate authority, submit to a test to indicate the presence of alcohol or narcotic drugs in the blood.

*Note: AVSTADS define crew members as: Appropriately qualified operator personnel, such as flight crew, technical crew, or cabin crew member, who is assigned by an operator to perform duties related to the safety of passengers and flight during operations.*

#### 4.11.5 Search and Rescue Information

The AOC holder shall ensure the crew has on board the essential information concerning the search and rescue services for the routes and areas over which they intend to operate the aircraft.

#### 4.11.6 Admission to the Flight Deck

- a) An AOC Holder shall ensure that no person may be admitted to the flight deck of an aircraft unless the person being admitted is:
  - i) an operating crew member;
  - ii) a representative of the authority responsible for certification, licensing or inspection, if this is required for the performance of his/her the person's official duties;
  - iii) an authorized UN official for the performance of his/her the UN official's official duties related to the verification of contract compliance; or
  - iv) permitted by and carried in accordance with instructions contained in the Operations Manual.
- b) The PiC shall ensure that:
  - i) in the interest of safety, admission on the flight deck does not cause distraction and/or interference with the operation of the flight; and
  - ii) all persons carried on the flight deck are made familiar with the relevant safety procedures.

#### 4.11.7 Occurrence Reporting System

- a) An AOC Holder shall have an occurrence reporting system capable of collecting, storing  
  
and analyzing data with the purpose of risk management and accident prevention.
- b) An AOC Holder shall ensure that the occurrence reporting system has a confidential and non-punitive nature.
- c) The AOC Holder shall ensure that at least the following types of occurrences are reported:
  - i) aircraft technical deficiencies;
  - ii) facility and navigation aid inadequacies;

- iii) hazardous conditions;
- iv) air traffic incidents;
- v) bird strikes;
- vi) dangerous goods incidents; and
- vii) acts of unlawful interference.

#### 4.11.8 Accident Notification

In case of aircraft accident or serious incident an AOC Holder shall ensure that the PiC is provided with instructions to use all available means of communication for reporting the event to the appropriate authorities as soon as possible.

#### 4.11.9 Operation of Flight Recorders

- a) The PiC shall ensure that whenever an aircraft has flight recorders installed, those recorders are operated continuously:
  - i) for a flight data recorder, from the instant the aircraft begins its takeoff roll until it has completed the landing roll; and
  - ii) for a cockpit voice recorder, from the initiation of the pre-start checklist until the end of the securing aircraft checklist.
- b) The PiC shall not permit a flight data recorder or cockpit voice recorder to be disabled, switched off or erased during flight time. To preserve flight recorder records, flight recorders shall be deactivated upon completion of flight time following an accident or incident.
- c) In event of an accident or incident, the AOC Holder shall act to preserve the recorded data for subsequent investigation.

### 4.12 Flight Rules

#### 4.12.1 Local Regulations

An AOC Holder shall ensure that all employees when abroad know that they must comply with the laws, regulations and procedures of those States in which operations are conducted.

#### 4.12.2 Minimum Heights and Altitudes

All VFR and IFR flights shall respect the minimum heights and altitudes for flight as established by the State in which the operation is being conducted, the AOC Holder's Authority or those in Annex 2 to the Convention on International Civil Aviation, whichever is higher.

#### 4.12.3 In-flight Simulation of Abnormal Situations

The AOC Holder shall ensure that no person simulates an abnormal or emergency situation during UN chartered operations.

#### 4.12.4 Prohibited Areas and Restricted Areas

The AOC holder shall ensure that no person operates a UN chartered aircraft in a prohibited area, or in a restricted area, the particulars of which have been duly published, except in accordance with the conditions of the restrictions or by permission of the State over whose territory the areas are established.

#### 4.12.5 Operations in Uncontrolled/Unattended Aerodromes, Airfields and Landing Sites

The AOC Holder shall establish procedures to ensure that all UN chartered aircraft comply with the following:

- a) When approaching to land at an aerodrome without an operating control tower, each pilot of:
  - i) an aeroplane shall make all turns of that aeroplane to the left; or to the right, if appropriately indicated by the authorities having jurisdiction over that aerodrome; and
  - ii) a helicopter shall avoid the flow of aeroplanes.
- b) When departing an aerodrome without an operating control tower, each pilot of an aircraft shall comply with any traffic patterns established by the authorities
- c) Each pilot of an aircraft shall land and takeoff into the wind unless safety, the runway configurations, or traffic considerations determine that a different direction is preferable.

#### 4.12.6 Restriction or Suspension of Operations

If an AOC Holder or PiC know of conditions, including aerodrome and runway conditions that are a hazard to safe operations, that person shall restrict or suspend all commercial air transport operations to such aerodromes and runways as necessary until those conditions are corrected.

#### 4.12.7 Continuation of Flight when Destination Aerodrome is Temporarily Restricted

No AOC Holder or PiC may allow a flight to continue toward any aerodrome of intended landing where commercial air transport operations have been restricted or suspended, unless:

- a) In the opinion of the AOC Holder or the PiC, the conditions that are a hazard to safe operations may reasonably be expected to be corrected by the estimated time of arrival; or
- b) There is no safer procedure.

#### 4.12.8 Interception

The AOC Holder shall ensure that all UN chartered flights comply with the International Standards regarding the procedures and visual signals concerning the intercept of civil aircraft.

#### 4.13 Carriage of Passengers and Cargo

Each AOC Holder conducting UN chartered operations shall establish procedures for the carriage of passengers and cargo, acceptable to the applicable authority, that at a minimum include the following areas:

- a) A definition of the scope of responsibilities of the AOC holder;
- b) Carriage of cargo attendants in cargo aircraft;
- c) Carriage of passengers in helicopters;
- d) Refueling with passengers on board;
- e) Passenger seats, safety belts, and shoulder harnesses;
- f) Passenger briefing;
- g) In-flight emergency instructions;
- h) Passenger oxygen: minimum supply and use;
- i) Alcohol or drugs;
- j) Passenger compliance with instructions;
- k) Denial of transportation;
- l) Emergency evacuation procedures;
- m) Stops where passengers remain on board;
- n) Carriage of persons with reduced mobility;
- o) Prohibition on carriage of weapons; and
- p) Oxygen for medical use by passengers.

# **SECTION 5**

## **UAS OPERATIONS**

## **SECTION 5. UAS OPERATIONS**

### **5.1 General**

5.1.1 These Standards are applicable to UN entities involved in provisions of air transport services through commercial air charter agreements. Those entities shall have the appropriate structure and staff in accordance with Section 3.

*Note.— Air charter agreements refer to any contracted aircraft operating under long-term charter agreements and/or contracted aircraft moving passengers under short-term agreements.*

5.1.2 Any UN entity that performs UAS operations (external or internal) for purposes other than air transport shall have the appropriate aviation structure, staff and insurance, procedures to assess and control the safety risks following the UNAVSTADS.

### **5.2 Requirements applicable to all UN UAS Operations**

5.2.1 All unmanned aircraft, whether remotely piloted, fully automated or combinations thereof, are subject to the provisions of Article 8 of the Convention on International Civil Aviation (Chicago Convention, Doc 7300).

5.2.2 It is appropriate that categories for operations and an associated regulatory regime covering the whole range of possible operations be utilized. A categorization scheme, consistent with ICAO Annex 6, Part IV, is intended to support an operation-centric, risk-based approach, and could be applied to UN unmanned aircraft operations in cases where States do not have a categorization in their regulatory framework. Such categorization includes Open (low risk), Specific (medium risk/regulated low risk) and Certified (certified airworthiness approach as described in the foreword of ICAO Annex 6, Part IV).

*Note. - Annex 6, Part IV contains the requirements for international operations in the Certified category.*

5.2.3 UN organizations shall only use external UAS operators where these are available. Where external UAS operators are not available, the use of internal UAS operators may be considered.

5.2.4 All UN internal and external UAS operators, as appropriate to the category of operation, size, scope and risk profile, shall:

- a) comply with all applicable national aviation requirements, with all legal, regulatory and contractual obligations and to have the system to monitor changes in those requirements and obligations;
- b) when a specific national requirement applicable to the UAS operators differs from these UN Aviation standards, apply the more restrictive provision;

- c) define, roles, responsibilities and accountabilities for involved personnel;
- d) define the requirements and procedures for the qualification and training of involved personnel;
- e) allocate the resources and implement processes to manage safety and risk to a level that is both acceptable and 'as low as reasonably practicable', based upon, as appropriate, ICAO Annex 19 Safety Management and Document 9859 Safety Management Manual;
- f) allocate the resources and implement processes to ensure protection of UAS, facilities and personnel from unlawful interference or malicious acts;
- g) define emergency response plans to respond to foreseeable emergencies in both the operational and organizational environments;
- h) establish the program of maintenance to ensure that UAS, supporting equipment and applicable infrastructure are serviceable and safe;
- i) define normal, abnormal and emergency procedures for all foreseeable circumstances, as well as operating limitations; and
- j) provide coverage which includes at least comprehensive third-party liability.

### 5.3 **UN External operator requirements**

5.3.1 In addition to the requirements in 5.1, an external UAS (including RPAS) operator desiring to operate UAS on charter agreement for the UN, as appropriate to the category of operation, size, scope and risk profile, shall:

- a) establish a Safety and Quality System and designate suitable managers to monitor compliance with, and adequacy of, procedures required to ensure safe operational practices and related equipment; and
- b) define data security and privacy policy, procedures and training to maintain adequate levels of cyber security and data protection, and to ensure the ethical use of data.

### 5.4 **UN Internal UAS operator requirements**

5.4.1 In addition to the requirements in 5.1, any UN organization desiring to operate UAS shall:

- a) perform operations only in the Open or Specific categories;
- b) operate under aviation structure and requirements as per UNAVSTADS Section 3, or charter another UN organization compliant with UNAVSTADS requirements;

- c) implement policies and procedures for inspection, verification, and operability of all UAS;
- d) implement policies and procedures for ownership of data, confidentiality and security, and inviolability of documents relating to the equipment, infrastructure, and operation; and
- e) obtain the authorization of appropriate State and/or local authorities prior to the commencement of UAS operations;

5.4.2 Any UN organization intending to operate UAS should, as appropriate to the category of operation, size, scope and risk profile, establish a Safety and Quality System.