



World Food Programme

SAVING LIVES
CHANGING LIVES

UNHAS Nigeria

Monthly report

01-31 October 2023



In numbers

- **05** aircraft
- **14** destinations covered
- **344** flights performed
- **88** organizations served
- **3,029** passengers transported
- **14.8** mt of humanitarian cargo transported
- **63** passengers no-shows

Operational update

Operating in one of the most challenging and complex humanitarian environments, UNHAS Nigeria plays a pivotal role in supporting the delivery of life-saving assistance specifically across the northeast region.

In the operational update for **October**, UNHAS continued its vital role in facilitating humanitarian efforts in Northeast Nigeria. UNHAS' operational achievements for the month includes:

• Passenger Transport:

During the month, UNHAS transported a total of **3,029** passengers, with **744** on fixed-wing aircraft and **2,285** on helicopters. The ability to swiftly and safely transport passengers to and from various locations in the region is crucial for supporting ongoing humanitarian missions.

Destinations	Rotary-wing	Fixed wing
	Maiduguri Banki Bama Damasak Damaturu Damboa Dikwa Gwoza Monguno Ngala Pulka Rann	Abuja Maiduguri Yola

UNHAS conducted a medical transport flight using UNHAS air ambulance for a critically ill patient from a remote location in Northeast Nigeria to Maiduguri, where they could receive the urgent medical attention they required. The patient was accompanied by UNHAS paramedic onboard, demonstrating UNHAS's commitment to providing essential life-saving services.

Additionally, UNHAS conducted four special flights as part of the Rapid Response Mechanism. These flights were dedicated to supporting specific agency's humanitarian missions in Northeast Nigeria, for serving various purposes, including facilitating donor visits to project locations and ensuring that vulnerable populations in the region are provided with the support and oversight they need to sustain humanitarian activities. UNHAS remains committed to responding rapidly and efficiently to the evolving needs of its partners in the field.

UNHAS Nigeria:

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+234 (0)812 758 9976 (Duty Number)

FIXED-WING OPERATIONS:
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October 2023

Photo credit: WFP/UNHAS Nigeria - MIU

• % bookings served:

In October, UNHAS Nigeria maintained its commitment to providing timely and reliable service to our partners. A remarkable **92%** of bookings were served on the same day as the request. The remaining 8% spill was efficiently addressed, with services either scheduled on the next day or accommodated through available flights during the week. These operational adjustments were primarily necessitated by factors such as capacity constraints, operational reasons including fuel availability, security conditions, and unfavorable weather conditions. UNHAS Nigeria remains steadfast in overcoming challenges and ensuring the uninterrupted delivery of humanitarian aid UNHAS User Information and Updates.

• Update on UNHAS Construction Projects :

Fuel shortage and fuel quality have been critical considerations impacting UNHAS operations. To address these challenges effectively, UNHAS has established contracts with two reliable fuel suppliers, ensuring a diversified and resilient approach to fuel sourcing. This approach minimizes dependency on a single supplier and provides alternative options in case of emergency. Furthermore, construction work is currently underway for a dedicated fuel storage facility at Maiduguri airport, which commenced in early October and is anticipated to be completed by January 2024. This construction project enhances UNHAS operations by ensuring a consistent supply of high-quality fuel, further facilitating the swift delivery of humanitarian aid.



• 3rd Quarter UNHAS User Group Meeting Highlights :

During October 2023, the 3rd Quarter UNHAS User Group Meeting (UGM) was a significant success, held in a hybrid format, with both physical and virtual attendees. A total of **140** members from registered user agencies joined in person and virtually via Teams. The meeting focused on a broad range of agenda items, including UNHAS operational procedures, policies, and guidelines.



The meeting covered essential aspects, including adherence to UNHAS standard procedures, cargo operations, helicopter and fixed-wing booking policies, and NGO revalidation processes. Furthermore, it featured a valuable live Q&A session that allowed participants to seek direct clarifications on specific operational issues, such as late cancellation procedures during emergency missions and cargo weight discrepancies. It also provided an opportunity for participants to offer valuable feedback for the continuous improvement of UNHAS services.

The meeting successfully addressed numerous critical questions and concerns of the user agencies, ensuring clarity and consistency in UNHAS operations. UNHAS and the users had a highly productive session, reinforcing the value of these quarterly meetings in fostering collaboration and improving the effectiveness of UNHAS operations.



UNHAS
Humanitarian
Air Service

