TOEC – Annex 1

<u>United Nations Technical Flight Service Vendor Registration Expedited Process – During Corona Virus Crisis</u>

A) General Requirements

1.   The United Nations Technical Procedure for Expedited Flight Service Vendor Technical Registration is an addendum to the Provision of Aircraft Charter Services by Commercial Operators Technical and Operational Evaluation Criteria (TOEC), 2014, as published on this page.

2.   **English Language**

All submittals must be provided in English language as per International Civil Aviation Organization (ICAO) standards and recommended practices (SARPs).

3.   **Who can apply**

An air operator can only be considered for United Nations flight service vendor registration if in a possession of an Air Operator Certificate (AOC), which is rendered valid and there is no open Significant Safety Concerns (SSC) issued by the ICAO to a State of Operator.

4.   **Application Letter**

Letter of application, including aircraft type(s) to be offered. The letter must be signed by the accountable manager (CEO, General Manager, General Director or President of the company). A technical point of contact must be designated by the accountable manager for the registration exercise, who remains the main focal point for the future correspondence and coordination regarding the registration status. Company personnel of the commercial department are not accepted as communication partners when dealing with the technical and operational parts of the registration.

5.   **Electronic Submittals Accepted Only**

All required information, including all requested attachments, certificates and documents must be submitted in the way requested. Only complete application will be processed.

All technical submissions and correlated correspondence shall be made as per the following instructions:

Air operators shall submit an email directly to the UN technical Vendor Registration team (andersch@un.org and bekteshi@un.org) while setting sukkarieh@un.org in copy, containing:
a)   Secure electronic access link to the air operator's server;
b)   UN Username;

    c)   UN Password;
    d)   Period of validity of electronic access as applicable.
        e)   Technical Vendor Registration team shall confirm to air operator receipt and operation credentials provided.

NOTE:
All third party "cloud" based service providers, like "Dropbox" or "WeTransfer" – for example, **are not acceptable** for Web-based Authenticated Access for UN flight service vendors' and vendor applicants' electronic submittals, due to cyber security reasons.

B) Technical Application Requirements
All interested AOC Holders shall submit the following e-documentation in support of their interest to become a United Nations flight service vendor:

1. Certificates & Approvals:
    a)   Air Transport License, Air Operator Certificate, Operations Specifications, Maintenance Organization Approval Certificate, CAMO Approval Certificate;
    b)   Aircraft Certificate of Registration, and
    c)   Airworthiness Certificate(s) (including Airworthiness Review Certificate if applicable).
2. Insurance Certificate(s);
3. Lease Agreement(s) (if applicable);
4. Safety Management System:
    a)   Safety Policy 2020;
    b)   Safety Goals 2020;
    c)   Safety Review Board Meeting Minutes 2019;
    d)   Safety Committee/ Safety Action Group - last three (3) meeting minutes;
    e)   Annual Compliance Monitoring Plan of 2019 and 2020;
    f)   Last three (3) reports of internal audits;
    g)   Three (3) samples of root-cause analysis performed of non-conformities raised during an internal audit;
    h)   2020 list of open items/findings/non-compliances;
    i)   Flight Data Monitoring Procedure (where applicable);
    j)   Results of the last evaluation of company Safety Performance Indicators (SPI);
    k)   Fatigue Risk Management Policy;
    l)   Company Emergency Response Plan;
    m)   Company Risk Register, and
    n)   Sample of the last Management of Change procedure performed.
5. Company Document Tree/ list of controlled company documentation.

C) Ambulance/Hospital Flight Additional Requirements
The following items are required in addition to elements listed under (B) for AOC Holders offering Ambulance/Hospital Flights:

1. Duties and responsibilities of other personnel (non-crew members/ medical staff), as applicable;
2. Patient/passenger baggage policy;
3. Flying of passengers on board of an ambulance aircraft;
4. Medical equipment loading/unloading procedure;
5. Special, intensive or long missions flight procedure/precautions, and
6. After mission aircraft hygiene procedure.

D) Additional Aircraft Type

Technically cleared United Nations flight service vendors who wish to add an additional aircraft type to their existing flight service vendor technical registration shall electronically submit as applicable the following:
1. Current Air Operator Certificate (AOC) and associated Operational Specifications (OpsSpecs);
2. Maintenance Organization Approval Certificate and/or Continuing Airworthiness Management Organization Approval;
3. Certificate/ Maintenance Control Organization Approval;
4. Airworthiness Certificate(s);
5. Certificate(s) of Aircraft Registration;
6. CAA approved Operations Manual–pertinent to aircraft type, only;
7. OM-A General Part/ Organization & Management, including minimum crew qualification requirements of aircraft type offered and company health precautions;
8. OM-B, Aircraft Type related part(s);
9. MEL aircraft type/ per serial number offered;
10. OM-D Training Manual related to aircraft type(s);
11. CAME/ Maintenance Manual,
12. Maintenance Program(s) per aircraft type/ SN, and
13. Insurance Certificate(s).