FLASH STUDIO PROJECT
STANDARD OPERATING PROCEDURES

This manual has been

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1. INTRODUCTION AND BACKGROUND

The International Humanitarian City (IHC) was founded by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the United Arab Emirates and Ruler of Dubai, in 2003.

Chaired by HRH Princess Haya Bint Al Hussein, wife of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, IHC is the world's largest humanitarian logistics hub. It is the only non-profit, independent, humanitarian free-zone Authority hosting a community of 80 plus Members comprising humanitarian organisations (including UN organisations, international non-profits and intergovernmental entities) and commercial companies.

2. FLASH STUDIO PROJECT OVERVIEW

Developed by IHC, the Flash Studio project is configured within the framework of those programmes and activities promoting a healthy approach to cooperation, capacity building and information sharing amongst IHC, its Members and other humanitarian organizations/media outlets on a general level.

The Flash Studio came to life with the aim to communicate "stories from the field", facilitate the dissemination of information and implement awareness related to the humanitarian actions performed by IHC and its Members amongst media, general and humanitarian audiences, reaching as well relevant decision makers within the UN network and Governments.

The Flash Studio consists of a set of technology tools made available by IHC to different end-users (such as organizations falling under the UN, NGOs and international organisations, Members of IHC), allowing them to broadcast and livestream audio/video material collected directly on the territory of interest (i.e. as soon as disasters, natural or manmade, strike) and to share them with any *"receiving hub"* around the globe.

The Flash Studio project covers two different typologies of equipment sets:

- **Fly Away Kits:** media tool kits destined to be used mainly in the field. Easily carried by the operator, guaranteeing efficient connectivity, able to transfer audio/video material to any receiving IP in the world.
- **Mobile Studio on wheels:** media tool kit travelling on wheels (entire kit composed by tech equipment & vehicle), mainly located in the UAE, but ready to be transferred to countries of interest in order to guarantee media coverage in hardly reachable areas.

3. SCOPE AND APPLICABILITY

The purpose of this document is to provide the end user with a comprehensive understanding of the Flash Studio Project and to establish uniform procedures pertaining to the proper and efficient use of both Flash Studio Fly Away Kit and the Mobile Studio on Wheels.

These SOPs are applicable to all entities involved in the planning, coordination, preparation and effective usage of the Fly Away Kit (or part of it) and Mobile Studio on Wheels.

4. DEFINITIONS

Members: UN agencies, international non-governmental organizations, intergovernmental organizations and commercial companies licensed by IHC and belonging to IHC community.

Flash Studio: Special Project combining tech tools selections into both fly away kits and mobile studio on wheels

Fly Away Kit: a complete, self-contained, kit composed by different connectivity, broadcasting and editing tools able to capture audio/video material and stream it live or pre-recorded to any "host point", anywhere in the world.

Mobile Studio on Wheels: a full comprehensive studio deployable in remote areas, able to provide to the end user the same solutions developed through a Fly Away Kit, but integrated with additional ones, more complex and time/effort consuming.

User/Applicant: any humanitarian organization, UN agency, NGOs, International Organisation, NPOs Members of IHC requesting to use IHC Flash Studio tools.

In addition, media outlets present in areas where humanitarian operations are in due course, may request access to the tools with the purpose of sharing reports from the field, create awareness and sensitise response.

5. OWNERSHIP AND DELIVERY

The equipment is procured and owned by IHC.

IHC will take care of the regular maintenance and shall look after the upgrade of the technical equipment on a yearly basis.

5.1. FLY AWAY KIT:

The cost of dispatching the equipment to and from the field is normally falling entirely under the end User's responsibility.

Please note that IHC may bear the transport cost via emergency airlift and on a case by case basis.

The equipment (fitting into easily transportable rigid ad hoc suitcases) might be delivered by IHC technical operators in case the end User will request their presence and support on field while using the Fly Away Kit. Alternatively, the requesting Member should arrange for its pick up at IHC's headquarters.

5.2. MOBILE STUDIO ON WHEELS:

IHC will take care of the delivery of the Mobile Studio on Wheels to the field and back to the headquarters.

A specialized IHC operator will travel together with the Mobile Studio on Wheels and s/he will be the only one entitled to use the equipment.

For additional information related to the request of technical support (Fly Away Kit and/or Mobile Studio on Wheels) and related logistics arrangements and operational charges, please consult chapter 11 of this document.

6. FLY AWAY KIT & MOBILE STUDIO ON WHEELS - END USERS

Any IHC Member (UN agency, NGO, NPO, etc) is entitled to submit a formal request in order to reserve a Fly Away Kit or the Mobile Studio on Wheels.

For all what is related to official reservation procedures and guidelines please refer to chapter 10 of this document.

7. FLY AWAY KIT & MOBILE STUDIO ON WHEELS INSURANCE & LIABILITIES

IHC will cover the insurance cost of the entire equipment constituting the Fly Away Kit and Mobile Studio on Wheels. IHC strongly encourages the Member towards the application and implementation of an additional insurance policy covering the requested equipment.

IHC will be liable under **no circumstances** for any indirect, incidental, or consequential damage to people or objects due to equipment damage or failure caused by negligence/misuse/abuse

In order to better record any equipment damage or loss/theft, Users are requested to perform check-ups on each and every reserved item, before and after usage (please consult chapter 12 of this document for further details).

8. FLY AWAY KIT COMPOSITION, ACTIVITIES AND EQUIPMENT LIST

8.1. FLY AWAY KIT PRE-SET PACKAGES

Each Fly Away Kit reservation process has been studied in order to provide the End User with different pre-set packages, according to his own final needs/desired results. Over and above these options, the End User will also have the opportunity to select each and every requested item, thus "customizing" his own package.

Please find here below a list of all presented pre-set options:

FLASH STUDIO KIT – SOLUTION PACKAGES	
Desired service/ end result	Related sub-kit/ items package
Proper connectivity on field	Peplink router Inmarsat Satellite (back up) WMT (back up)
Content production and editing (only)	Sony Camcorder/ laptop equipped with editing software/ other media tools (spotlights, standing lights, etc)
Content production (and editing) & connectivity on field (transfer of content, live streaming on social media, email, simple data transfer,...)	Sony Camcorder/ laptop equipped with editing software/ other media tools (spotlights, standing lights, etc) Peplink router
Content production (and editing) & connectivity on field (transfer of content & live Television broadcasting)	Sony Camcorder/ laptop equipped with editing software/ other media tools (spotlights, standing lights, etc) WMT Inmarsat Satellite (connectivity back-up)
Other desired end result	Please refer to full items list and select the desired ones

For complete Fly Away Kit equipment catalogue please refer to the following link: http://www.ihc.ae/flashstudio/equipment.

9. MOBILE STUDIO ON WHEELS COMPOSITION AND EQUIPMENT LIST

In phase of reservation, the mobile Studio on Wheels shall be considered as one unique line item.

Please find here below the complete list of tech tools the Mobile Studio on Wheels is equipped with.

9.1. CONTROL PANEL

Quantity	Items description
1	Industrial PC with 750 W Power Supply, MoBo ASUS Z270 prime, Processor i7 8.700 Mhz, 16 MB RAM 3.000 Mhz, SSD 128 GB, 2 x SSU Samsung 480 GB, Multiformat memory reader, DVD/CD Reader/recorder, BMD 8 channels In/Out Board, M Audio MEight Rackmount USB Audio Mixer 8 ch. With USB cable and power supply, 2 x M Audio monitor, 2 x ASUS 24" LCD Monitor low Latency, Sennheiser HD203 Headset, Windows 10, VMIX Pro
1	Sony Battery NP FV100
1	Manfrotto C192 Soft Bag
1	Cartoni Camera tripod Focus 8 with soft bag
1	BDM Router switcher HD SDI 20x20 with
1	Altair wireless intercom main station with Gooseneck Microphone, 4 body pack with Headset, battery, battery charger, transport case.
1	Patch panel 1 U Rack 8 Video BNC + 8 Audio XLR
1	Patch panel HDMI 2x2
1	Patch panel Rj45
1	External patch panel 16 Video BNC
1	SWIT S1093F (Lux) SDI Monitor 9" Color with case, batteries, battery charger, 2 m VK5 BNC HD cable, carring case
1	Sennheiser IEM 1 ch. TX 3RX + IE4
1	Glensound GS-MPI005HD/MK2 Hybrid Rack mount HD voice broadcaster's phone, headset, Gooseneck microphone
2	Coaxial cable roll 100 m Superflex BNC
2	Coaxial cable roll 50 m Superflex BNC
1	Power supply cable 3x3 mm 50 m on roll with plug and socket
1	Portable chroma key 200 x 100 cm
1	Rack structure mount on Sineblock anti-shock rubber sockets with monitor support, blind panels and desk

Quantity	Items description
1	Dometic generator TR5.500 4,5 KW COP with remote control
1	Mitsubishi AC Compressor MXZ + 2 internal Mitsubishi MLZ diffusor for a total of 18.000 BTU
1	Dometic Freshjet 1100 supplier with remote control
1	EB Elettronica UPS 6 KVA rack mount with batteries for 10'
1	Insulation transformer 6 KVA Insulation 15 KV for 20'
1	Electrical system: 1 external main panel with panel plug 32A, Line analyzer 2x16A socket, 1 internal switching panel with main/group switch, Line Analyzer, 6 sectorial switch on rack panel 19U

9.2. OTHER EQUIPMENT

Quantity	Items description
1	Sony PXWZ90 Camcorder HD 4K
3	Sony Battery NP FV100
1	Manfrotto camera tripod 504 with soft bag
1	SWIT S2041 Camera Light with battery and battery charger, soft bag.
2	Cineroid Portable Light Kit LM400 with 1 Battery, 1 Battery Charger, Mini Floor Stand.
4	Kigstone memory card SD High Speed 64 GB
3	Sennheiser Wireless Microphone EW122PG4 with MKE2EW levalier Microphone + Wind Screen
1	Sennheiser Wireless Microphone EW135PG4 Hand Held Microphone
1	GV Edius Pro 9 Editing Suite License
1	Sennheiser Headset 203HD
1	Glensound GS-MPI004 G3 G4 LTE Mobile HD Telephone Hybrid kit with Resin Fly case, Headset, Ear set (1 line)
2	SWIT Battery S-8152S 146 Wh
1	SWIT battery Charger S3802S
1	PepLink HD4 Multisim Modem
1	WMT ENG Backpack Live Link with H264 Encoding, travel Bag
1	Inmarsat Cobham Explorer 5075GX

10. EQUIPMENT RESERVATION

10.1 RESERVATION SUBMISSION

Any IHC Member, holding credentials (username and password) provided by IHC (after fill in of related form, *Flash Studio registration form,* which can be requested via email to

flashstudio@ihc.ae) is entitled to access a restricted online portal section, hosting different relevant documents and modules, such as the *Equipment Reservation Form (*http://www.ihc.ae/flashstudio/reservation)

A unique identification number will be assigned to each approved reservation and shared with the User via mail upon confirmation of the reservation.

10.2 RESERVATION CRITERIA AND PROCEDURES

10.2.1. Composition - Fly Away Kit

The User has the ability to reserve the entire Fly Away Kit or part of it according to the activities s/he wishes to perform (please see Chapter 8 for pre-set packages assembled according to specific needs)

10.2.2. Composition - Mobile Studio on Wheels:

Please note that the Mobile Studio on Wheels has been studied and assembled as a full-fledged package. Therefore, different requests for vehicle and technical media equipment will not be processed as Mobile Studio components cannot be booked separately.

10.2.3. Deployment location

- A single application can cover requests for multiple days within the same country and same location of deployment.
- If the equipment is meant to be internally transferred from one location to another (within the same country) this needs to be notified in the *"notes"* section in the Equipment *Reservation Form* (accessible via authentication credentials http://www.ihc.ae/flashstudio/reservation) **(please do mention departure and arrival locations and intended transfer date)**. The same has to be again notified via email to IHC (flashstudio@ihc.ae) **at least 3 days prior to transfer**. The User shall be considered fully accountable and responsible for all aspects related to internal transfers of the Fly Away Kit. IHC operators shall be considered fully accountable for any transfer of the Mobile Studio on Wheels.
- Multiple requests (even back to back requests in terms of timing) for different countries should be submitted separately (User should fill in separate reservation modules, one for each request). In case of back to back reservations for multiple countries, the transfer shall be notified in the *"notes"* section in *the reservation modules* **(please do mention departure and arrival countries/locations and intended transfer date).** The same has to be again notified via email to IHC (flashstudio@ihc.ae) **at least 3 days prior to transfer.**

10.2.4. Requests prioritization

The Flash Studio equipment will be reserved and released according to the below criteria of use, listed by priority:

1. L3 Emergency operations
2. L2 & L1 emergency operations
3. Post recovery and development operations

NB:
Once received, the request will be processed by IHC and a feedback will be guaranteed to the Applicant as follows:

- Within 24 hours for emergency requests
- Within 72 hours for non-emergency requests

In addition, when submitting a reservation please consider the following:

- Visa request and approval timings for IHC operators (if any) and User-side operators
- Equipment related pre-custom clearance procedures timings
- Related approvals and documentation request and attainment timings
- Other major potential time constraints

IHC might try to accommodate late requests as well, but it will not guarantee timely responses.
IHC might also try to accommodate any last minute reservation extension request, when possible.

When filling in the Online Reservation modules the Users shall mention preferred time slots, in terms of days and hours, according to the moment in which they wish to **pick up and drop off** the Fly Away Kit at IHC headquarters in Dubai or according to their favorite time for **delivery and collection** on field of Fly Away Kit or Mobile Studio on Wheels operated by an IHC technician.

11. IHC TECHNICAL OPERATOR SUPPORT REQUEST

11.1. FLY AWAY KIT:
Users <u>can</u> avail themselves of the possibility to request the support of IHC operator(s) when submitting an equipment reservation.

11.2. MOBILE STUDIO ON WHEELS:
The entire Mobile studio (vehicle and technical equipment) is always accompanied by IHC technical operator(s), who will be the only one(s) entitled to power, drive and make use of it. No exception would be made to this standard procedure.

11.3. GENERAL OBSERVATIONS (FOR BOTH FLY AWAY KITS AND MOBILE STUDIO ON WHEELS)
Requests related to IHC operators should be mentioned when filling in the online reservation modules, in the related section.

Once Member's request has been submitted and approved, the operator(s) shall travel together with the Fly Away Kit or Mobile Studio on Wheels to the country of interest.

Also, Applicant entities shall be responsible for all aspects related to operator(s)'s logistic and operational necessities (charges and arrangements related to transfers, accommodations, local SIM cards equipped with voice and data packages, etc).

12. EQUIPMENT CHECKUP

Each Fly Away Kit or Mobile Studio on Wheels undergoes a regular full checkup each time it leaves or reaches back IHC headquarters.

This complete inspection shall be performed by the end User, together with an IHC operator, filling in the related online module *Equipment Checkup Report* (module accessible by IHC operator) before and after usage.

Users and IHC operator(s) are requested to report any kind of flaw/irregularity recorded before and after employment. Any damage recorded during drop off phase will be treat as per related section (chapter 7 – Insurance and liabilities) **Please note that approved reservations might be affected by exceptional cases/last second events/emergencies. In this case IHC will immediately communicate the same to interested Users.**

13. INVENTORY & TRACKING SYSTEM

Each Flash Studio line item has been barcoded as per self-explanatory list.

14. EQUIPMENT LOSS OR THEFT

In case of items, entire Fly Away Kit loss or theft, User is requested to notify the same to IHC filling in the related online module in the *Missing Equipment web section* (accessible via authentication credentials - http://www.ihc.ae/flashstudio/report-missing-equipment)

15. PREPARATORY STEPS TO THE USE OF THE FLASH STUDIO

15.1 FLY AWAY KIT STORAGE

The Fly Away Kits, in all their components, and the Mobile Studio on Wheels are stored and secured in Dubai at IHC headquarters (DIC complex, Sheikh Mohammed Bin Zayed Road,P.O. Box 506030).

Please note that not all requested line items/packages might be available in IHC headquarters at preferred usage time, since they might be deployed outside the UAE during that specific period.

15.2 DEPLOYMENT DOCUMENTATION

15.2.1 Disclaimer

This SOP does not supersede any UAE nor Country of Interest Statute and is intended for use as a procedural guide for the reservation and correct employment of Fly Away Kit and Mobile Studio on Wheels technical tools. Any enquiry requiring legal review and/or opinion concerning the introduction of media equipment into specific Countries of Interest should be investigated and evaluated with related responsible Authorities.

15.2.2 Travel documentation and import approvals

When planning for the reservation of the Fly Away Kit please bear in mind the following:

- The Fly Away Kit is a complete technology tools set, which requires *ad hoc documentation* in order to be regularly imported and used within specific territories.
- Documentation required could vary from country to country, from Authority to Authority. Please find here below a standard list of documents and forms which are usually requested in order to get importation permits from interested governmental bodies.
  - Proper Visa for deployed staff (if Member's operators are already based in the country of interest, ad hoc Visa documentation for the specific "Flash Studio mission" will not be required). When applying for a Visa please consider the following:
    - Typology of Visa – members' staff who will be using the Fly Away Kit might enter the country of deployment carrying all the technical Fly Away Kit equipment, therefore it should be equipped with proper visa.
    - Related Visa request submission and approval timings
  - Specific documentation related to import of technology assets into each and every country of interest, i.e:
    - Technology tools import permit/license released by Ministry of Foreign Affairs, etc … (if User is already familiar with such procedures and has already standard operations in place this could help in speeding up the entire process)
    - Involved countries Governmental Authorities should be properly informed about the Flash Studio Project and related logistics (through official letter to the relevant internal department, such as the Ministry of Foreign Affairs):
      - Country of interest embassy (or any other relevant body) located in the UAE, etc.

Please note that all of the above shall fall within the full responsibility of the requesting Member **only in relation to the reservation of the Fly Away Kit.**

In case of Mobile Studio on Wheels reservation, IHC will take care of any documentation related to:

- The deployment of the Mobile Studio on Wheels
- The deployment of the IHC operator (i.e.: Visa, entry permits, etc…). Please note accommodation and other potential needs in terms of logistics will fall under the requesting Member's responsibility)

On an additional comment, please note that relevant information related to logistics (ports, airports, means of transportation, railways, main roads), import/export documentation and customs procedures might be obtained by browsing on the Logistic Cluster digital platform and deep diving into the official Logistics Capacity Assessment (LCA) dedicated to the country of interest: https://logcluster.org/countries.

However, IHC encourages the end User to a comprehensive double check of the information found onto the above-mentioned platform, as they might not be completely up to date, especially if related to territories not covered by emergency operations at time of interest.

Finally, please note that the sole responsibility related to temporary introduction of Flash Studio tools remains with IHC Members requesting its use.

15.3 GSM CONNECTIVITY TOOLS TECHNICAL PREPARATION

If the User wishes to reserve GSM connectivity equipment (i.e. Peplink or WMT he should be held responsible for the procurement and consequent charges related to the 8 SIM Cards needed in order to reach optimal item performance (see Peplink and WMT User manuals under Useful Documents section on Flash Studio online platform, accessible via authentication credentials - http://www.ihc.ae/flashstudio/useful-documents).

IHC suggests the use of SIM Cards provided by 2 different local mobile operators (4+4), in order to achieve good chances of proper network coverage in the area of interest (relevant information about country related network coverage might be collected browsing on the *Logistic Cluster* digital platform and deep diving into the official *Logistics Capacity Assessment (LCA)* related to the territory of interest: https://logcluster.org/countries).

IHC encourages the end User to a comprehensive double check of the information found onto the above-mentioned platform, as they might not be completely up to date, especially if related to territories not covered by emergency operations at time of interest.

16. MATERIAL GENERAL DISTRIBUTION & USAGE POLICIES

16.1 AUDIO/VIDEO MATERIAL - CHARACTERISTICS

The Fly Away Kits and Mobile Studio on Wheels are media tools made available by IHC to all humanitarian organizations Members of its community wishing to provide their final audience with a unique and trustworthy set of information and high quality A/V material through a completely transparent approach to news/information sharing.

16.2 AUDIO/VIDEO MATERIAL - MESSAGE

Both Fly Away Kits and Mobile Studio on Wheels have been developed in order to offer support to the User in the collection of A/V material on field. IHC encourages Applicants to make proper use of the provided equipment, bearing in mind the informative and educational purpose of the Flash Studio project, the audience sensitivity to the investigated topics and the respect of human rights granted to each and every individual.

16.3 AUDIO/VIDEO MATERIAL - CHANNELS

Collected material can be broadcasted and live streamed through any relevant channel to any host point around the globe equipped with static ID and play-out.

Receiving channels should be characterized by the following:

- Relevant final target audience, aligned with IHC and User "brand" positioning and image
- Willingness to spread educational information and convey messages in a convenient manner, pairing broadcasted A/V material with proper introduction in terms of content and relevance

17. IHC MENTION

The Members requesting the Fly Away Kits/Mobile Studio on Wheels should mention IHC as focal broadcasting/live streaming service provider. Mention could be done in different ways: normal caption, TV/Radio announcement, TV Closed Captioning, etc.

Message to be conveyed shall be similar to the following:

- Brought to you thanks to Dubai International Humanitarian City
- Broadcasted/Live streamed thanks to Dubai International Humanitarian City

18. RELEVANT CONTACTS

Please contact IHC in case of needed support in terms of Standard Operating Procedures and logistic/technical procedures directly related to the Fly Away Kit/Mobile Studio on Wheels:

E: flashstudio@ihc.ae

T: +971 4 368 0202

Please note that any kind of email communication related to approved reservations should mention the Reservation Code in the email subject, for easy recording and filtering process.