SAVING
LIVES

CHANGING
LIVES

WFP AVIATION
GLOBAL PASSENGER AND
LIGHT CARGO AIR SERVICES

USER ORGANIZATION GUIDE

WFP

World Food Programme

Contents

1. GENERAL

As COVID-19 has quickly spread across the world, international travel has had a severe impact, with the shutdown of commercial airlines, as well as lockdowns and movement restrictions. WFP is on the frontlines to tackle COVID-19 pandemic providing critical air transport services that ensure humanitarian staff, the UN, NGOs, the broader humanitarian community, and medical personnel are not restricted by commercial transport closures and can rapidly reach the areas where they are most needed, in full compliance with States' public health procedures.

This User Organization Guide is issued to provide step-by-step guidance to the users of the WFP Aviation Global Passenger and Light Cargo Air Services in the context of the COVID-19 pandemic.

2. SERVICE PROVISION

WFP has established a Passenger Service (long haul and short haul, similar to the Hub & Spoke Model) to support a wide range of organizations, including NGOs, UN agencies, and Diplomatic/Donor community, by providing air transport services for passengers within a network of strategically located hubs.

As long as commercial airlines are serving established passenger hubs, humanitarian and health actors will reach the designated airports using existing commercial airlines. In case of partial or full suspension of commercial services in countries or regions, WFP will adapt its network and establish as required regular long haul and regional passenger services.

A provisional weekly flight schedule, based on humanitarian priorities (refer to paragraph 4.6 of the present Guide), is available and will continuously be adapted to consider new priorities or additional requirements.

3. ACCESS TO WFP AVIATION SERVICE GLOBAL PASSENGER AIR SERVICES

3.1 Organizations Eligibility Criteria

The Global Passenger Air Services managed by WFP are available to personnel from:

- UN Agencies Funds and Programmes;

- NGOs;

- Representatives from Embassies/Donor Community.

Each eligible User Organization seeking access to the Global Passenger Air Services must send a request to covid19.aviationglobal@wfp.org with the filled-in Organization Signatory Introduction Form found in Annex 1. Note that User Organizations that have been registered with UNHAS operations will still be required to register. After sending the request, User Organizations will receive an email including the following documents:

- The Standard Terms and Conditions of Service for the provision of global aviation services (Annex 2);

- Financial Conditions of Service (Annex 3);

- The agency/organisation designated booking Focal Point training materials; and

- The online booking credentials for the agency/organization designated booking Focal Point.

WFP Aviation will periodically undertake a review of the User Organization's eligibility with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) and the World Health Organization (WHO).

The eligibility of passengers to travel on these flights will be linked to their respective agency/organization and it is the exclusive responsibility of each User Organization to submit a travel request only for personnel directly working for the organization.

Notwithstanding the above, only passengers directly involved in humanitarian and health activities will be allowed to travel. The services may be extended to eligible recognized dependents as long as the travel is duty-related and endorsed by the User Organization management.

3.2 Role of User Organizations

User Organizations are requested to ensure that passengers booked and authorized to travel, possess the appropriate travel documents and clearances. All required travel documents such as passports, ID cards, permits/visa and/or security and Ministry of Foreign Affairs clearances, medical certificates, self-declaration forms etc., are the sole responsibility of the traveler. Any fines, penalties, payments or expenditures incurred as a result of a breach of this requirement shall be paid by the passenger or, failing that, charged to the respective passenger's User Organization.

User Organizations are responsible for ensuring that their staff members (passengers) meet the above mentioned eligibility criteria and that only personnel holding the organization's identification card, or a United Nations laissez-passer, and valid National Passport are allowed to travel on WFP chartered aircraft.

3.3 Financial conditions

3.3.1 Account creation and account balance

Upon the completion of the User Organization's registration process, WFP Aviation Service's staff will create a customer account for each user.

Each user organization will be required to deposit a minimum initial amount of US$5,000 (five thousand US dollars) to grant the user organization access to start making reservations. After that, each organization must hold balances commensurate with its use of the passenger service. The user organization will not be able to make any reservations without enough funds for the planned travels. The booking system will automatically disallow bookings should there be insufficient funding in the user organization account in the booking system.

3.3.2 Payment

Cash payments will not be accepted.

Bank transfer payment should be made to the Citibank NA US dollar account. Account details are:

- Bank Name: CITIBANK NA,
- Address: Citigroup Centre 33, Canada Square, Canary Wharf, London E14 5LB, United Kingdom
- USD Account: 13321517
- Sort Code: 185008
- SWIFT: CITIGB2L
- IBAN: GB43CITI18500813321517
- BENEFICIARY NAME: World Food Programme

The unique customer account number assigned to the user organization must be included in the bank transfer details to facilitate the identification of the user organization's funds transfer. After that, proof of payment should be emailed to **covid19.aviationglobal@wfp.org**.

3.3.3 Cost of Flight

The global passenger service is partially funded thanks to the commitment from Donors and is in part supplemented by the following cost recovery fees:

- Long haul flights between Geneva, Rome and Addis Ababa/Accra - $800;

- Flights between passenger hubs - $500;

- Flights in the West Africa Region - $500;

- Flights in the East Africa Region - $350

- Flights between countries in East Africa region (e.g. Juba) to Geneva/Rome via Addis Ababa - $1,150;

- Similarly, flights between countries in West Africa region (e.g. Dakar) to Geneva/Rome via Accra - $1,300

Cost recovery fees for other regions will be communicated at a later stage.

The cost recovery fee is based on a 35 percent cost recovery rate applied to aircraft reduced seating capacity used to ensure COVID-19 social distancing on board. The fee corresponds to the average economy rates applied on similar routes prior to the COVID-19 outbreak.

The WFP Aviation Service will regularly examine the fee structure and update it if and when required, after coordination with all partners.

3.3.4 No Show Fee

The full fee is chargeable when there is a "No Show" or "Late Cancelation". Booking cancellations have to be made in writing and before 10:00 am on the working day prior to the date of flight.

3.3.5 Refund

In case a flight is cancelled, refunds will be made into the account of a user organization as a cash refund will not be available.

3.3.6 Invoicing

The User Organization will be invoiced by the 15th of every month and needs to arrange payment to WFP Aviation Service no later than 30 days from receipt of the invoice.

3.3.7 Account Closure

Should a User Organization no longer require these air services and wish to close their account, the following process will be applied:

- A written notification from the user organizations' management has to be sent to **covid19.aviationglobal@wfp.org** of the intent to close the account. The notification must also include a request for an updated balance on the account.

- Upon receipt of the account balance, the user organization should decide whether to use the full remaining balance or request a reimbursement.

- The user organization issues a written notification to **covid19.aviationglobal@wfp.org** with the decision either to be reimbursed or to use the balance, clearly stating the current balance.

- Should a user organization choose to be reimbursed, the notification must be written on a company letterhead paper and include details of the remaining balance, full banking details of the account to which refunds will be credited, and contact details, should additional information be required. The account closure and final reimbursement process will take a minimum period of two weeks.

4. PASSENGER SERVICE

4.1 User Organizations Focal Points

Each User Organization has to appoint a designated Focal Point, as the authorized person who makes the booking requests or cancellations on behalf of the organization. Each User Organization Focal Point (and/or alternates) is required to complete and submit the Organization Signatory Introduction Form (Annex 1).

4.2 Passenger Booking, Confirmation and Cancellation Procedures

Each passenger booking request must be submitted online using the link provided in the Focal Points Training Materials. Booking requests must be completed in full, providing all required information along with the passenger contact details. Booking requests shall be submitted at least 72 hours before the flight but not earlier than one month in advance. Bookings will be accepted on a "first come – first served" basis. In case number of passenger bookings exceeds available aircraft capacity, WFP will ensure to address travel needs in the most effective manner, including introducing an aircraft with more passenger seating capacity.

Once the User Organization Focal Point enters a booking request, a confirmation of the booking submission will be sent to the Focal Point's email address.

WFP Aviation will confirm the booking 48 hours before departure by sending the e-Tickets to the emails provided during the online booking process. Tickets are nominal and cannot be exchanged or traded.

Passenger cancellations are only possible at least 24 hours prior the departure (10:00 Hrs on the last working day preceding the date of the booked flight). Such cancellations can be done online or communicated in writing to the WFP Aviation Customer Service Desk by the user organization booking Focal Point.

4.3 Passenger Check-in and Luggage Allowance

Detailed check-in instructions will be indicated on the passenger tickets and communicated to the Focal Point by the WFP Aviation Customer Service Desk.

The maximum allowance for checked passenger luggage is 40 kg and 10 kg for cabin baggage per passenger. Please note that luggage allowance may vary based on aircraft configuration and performance.

4.4 COVID-19 Measures

The following COVID-19 measures have been implemented to facilitate service provision:

- Person with COVID-19 alike symptoms (fever of 37.3 C⁰ or higher, persistent dry cough, dizziness/vertigo, difficulty breathing, muscle pain, diarrhea, vomiting, or obvious unwell condition) will not be allowed to use the passenger service to ensure no cross-contamination is happening on board of the chartered aircraft and to guarantee a continuation of the service . If passengers develop COVID-19 symptoms during the flight, he/she will be treated in accordance with the airline COVID-19 procedures;

- Aircraft seating configuration have been adapted to allow for social distancing by having the middle seats blocked.

- Wearing of gloves and masks onboard aircraft is mandatory for all people on board the aircraft, including passengers. Passenger must ensure masks and gloves availability for their own personal use;

- Each passenger has to fill-in a self-declaration form (Annex 6) and present it to authorities upon request.

- COVID-19 containment measures are implemented at all airports, in accordance with respective country of operation Public Health Procedures;

- Passengers must have confirmed onward airline booking for transit purposes to avoid being placed under quarantine at the transit location/Hub. Please refer to IATA updated country entry information using the following link: https://www.iatatravelcentre.com/;

4.5 Customer Service

WFP's Customer Service is focused on two aspects: passenger's booking process and service improvement through customer's feedback.

User Organizations focal points are encouraged to address all operational concerns to the following emails:

- **covid19.aviationglobal@wfp.org** for general service inquiries, registration process, finance issues and support;

- **covid19.aviationeurope@wfp.org** for any issues specific to flights to/from Europe;

- **covid19.aviationafrica@wfp.org** for any issues specific to Africa air service;

- **covid19.aviationmideast@wfp.org** for any issues specific to Middle East air service

- **covid19.aviationasia@wfp.org** for any issues specific to Asia air service;

- **covid19.aviationamericas@wfp.org** for any issues specific to Americas air service.

By continuously striving to meet customer expectations and needs, WFP Aviation has designated a team to ensure a high level of customer care is maintained, and procedures related to users' rights and responsibilities are in line with the Global Passenger Service SAOP. Users are encouraged to contact below emails should they have any questions concerns, complaints, suggestions, or compliments.

- **covid19.aviationglobal@wfp.org** for feedback related to the quality of the service.

4.6 Provisional Flight Schedule

WFP Aviation established a provisional flight schedule available to users on the following web pages:

- WFP Service Provision;
- Logistics Cluster;
- Humanitarian Hub.

The schedule is regularly shared with the User Organizations Focal Points by the Customer Service team.

5. CARGO SERVICE

The aircraft underbelly cargo compartments may be used to facilitate the movement of light cargo on established routes through the following provisions:

- Cargo shall be booked using a Cargo Movement Request Form (Annex 4) submitted to the respective regional customer service emails and accompanied by the Packing List.
- Cargo not conforming to the description, weight, and volumetric dimensions detailed on the CMR/Packing List cannot be accepted. WFP Aviation may transport duly requested cargo within two to five working days from the date of submission unless the cargo is deemed to be lifesaving, such as carrying urgently needed medical supplies, which will then be transported as priority one;
- Cargo must be delivered to the ground handling agents at the respective airports;
- All customs and other applicable formalities at the origin and destination are the responsibility of the User Organization;
- Cargo packing and labelling is the responsibility of the User Organization;
- All cargo is subject to inspection by WFP Aviation staff to ensure compliance with ICAO standards governing safe transport of dangerous goods by air;
- The transportation of hazardous materials is standardized by the ICAO "Technical Instructions for the Safe Transport of Dangerous Goods by Air".

6. NON-CRITICAL & NON COVID19 MEDICAL EVACUATION BY AIR

Non-critical medical evacuations refer to the evacuation of an individual on medical grounds to the closest health centre or main operating base. Such an individual is under medical care, however, she/he is not in danger of losing life, limbs, or eyesight but does require further medical treatment that is not available at the field location.

WFP chartered passenger aircraft do not carry special equipment to suit medical evacuations, nor are the aircraft crews trained or available to assist with the medical care of a patient during a flight.

Should the patient need to be transported together with any form of emergency medical lifesaving equipment, all the rules of flight safety and the carriage of dangerous goods shall be observed. Irrespective of the emergency, usual safety standards must be followed and cannot be compromised.

The User Organizations may request for a non-critical medical evacuation of their staff by submitting a non-critical Medical Evacuation Request Form (Annex 5). The form should include adequately filled and signed 'fit to fly' and 'free of contagious disease' statement that is mandatory for WFP Aviation to be able to accept the MEDEVAC request. The requesting user organization is fully responsible for the accuracy of statements made about the patient's conditions. The user is also fully responsible for the patient's transportation to the aircraft at the airport/airfield of departure and from the aircraft upon arrival.

Confirmed COVID-19 patients shall only be evacuated using specialized air ambulances.