

SAVING
LIVES
CHANGING
LIVES

Procedures for booking Ebola Virus Disease (EVD) support flights with UNHAS



World Food
Programme

August 2019



Background

As part of EVD preparedness and readiness efforts WFP/UNHAS has received funding to provide logistical air support to humanitarian partners involved in EVD related activities in high priority states.

Purpose of these guidelines

This guideline is intended to inform organizations on the correct procedure for informing UNHAS and requesting support.

Passenger booking procedure

All notifications and bookings related to EVD support missions must be submitted at least 3 days before the departure date to allow enough time for planning purposes. All EVD passenger flights will be offered on a cost-recovery basis i.e. a \$275 charge will apply per passenger regardless of the destination.

1. Check on the [online central repository](#) or the Logistics Cluster [website](#) for the UNHAS EVD flight schedule
2. In the email subject line, please insert: **'EVD support flight request to location on date'** e.g. **EVD support flight request to Yambio on 1 August 2019**; this will allow UNHAS to review and process the booking.
3. Complete the passenger [booking request form](#) and take note of the following important points:
 - In the 'Purpose of Travel' field, insert **'EVD support mission'**
 - In the 'Customer Account Number' field, insert your organisation's registered UNHAS account number
4. **Note on booking Ministry of Health (MoH) officials:** UNHAS will consider requests for MoH officials that wish to join EVD support missions provided:
 - WHO puts in the request by submitting an [introduction letter](#)
 - The Relief and Rehabilitation Commission (RRC) gets final clearance as Government officials
5. Submit the form(s) to the following email addresses:
 - southsudan.evd@wfp.org
 - Diko Amariah (diko.amariah@wfp.org)
 - Fiona Lithgow (fiona.lithgow@wfp.org)
 - Patrick Mills Lamptey (patrick.millslamptey@wfp.org)

**If you receive out-of-office messages from any of these focal points, please ensure you forward messages to their delegated authority (i.e. the focal point covering for EVD in their absence).*

Cargo booking procedure

Subject to the availability of space, besides the personal baggage allowance of 20 kg per passenger (and additional 5kg hand luggage), the following EVD programme intervention cargo may be transported on a free-to-user basis:

- *suspected EVD samples,*
- *personal protective equipment (PPE),*
- *EVD IPC/WASH supplies,*
- *EVD vaccines and vaccination equipment,*
- *SOPs, and case definition material.*

Other cargo not listed will incur a \$3 per kilo charge unless otherwise advised.

6. When sending EVD related cargo on the EVD support flights, organisations need to complete a [cargo movement request \(CMR\)](#) form and submit it to the email addresses listed above for approval
7. Bulky EVD cargo or EVD programme intervention cargo exceeding 700kg must be submitted to the Logistics Cluster for support. To request Logistics Cluster cargo support, complete a [service request form](#) and forward it to southsudan.clustercargo@wfp.org
8. Once all this information is received, the focal points listed above will liaise with UNHAS to process the bookings and will revert with the next steps.

For more information on UNHAS kindly use below QR code.

