

SAVING
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WFP Pacific Humanitarian Air Service

Standard Operating Procedures – Passengers
Version 1



World Food
Programme

July 2020



Standard Operating Procedures - Passengers

Overview and Service Provision

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 providing critical air transport services that ensure humanitarian workers, 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.

The Pacific Humanitarian Air Service has been established to provide cargo and passenger services to Pacific island countries and territories. This service is designed to fill the current gaps that exist within the commercial sector and does not aim to replace the commercial sector or disincentivize the return of commercial carriers to full operations.

The Pacific Logistics Cluster continues to monitor commercial passenger and freight options within the Pacific Region. This information is updated twice a week and posted on the Pacific Logistics Cluster Operations webpage <https://logcluster.org/ops/pacific>.

The Pacific Humanitarian Air Service is donor funded and managed by WFP Aviation. It is for international services only and does not extend to internal domestic flights.

Eligibility

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

- UN Agencies, Funds and Programmes;
- World Bank and other Financial Institutions;
- NGOs;
- Representatives from Embassies/Donor Community.

Travel is also possible, depending on space, for non-personnel members endorsed by registered User Organizations, such as dependents, implementing partners and media.

As such, the priority system is as follows:

- First priority is for travel of the personnel of registered NGOs, UN Agencies, Funds and Programmes;
- Second priority is for travel of the personnel of registered Embassies, Donor organizations, World Bank and other Financial Institutions;
- Third priority is for travel of non-personnel members endorsed by registered User Organizations, such as dependents, implementing partners and media.

Carriage of uniformed personnel or individuals wearing military uniforms, and transportation of firearms and weapons is not permitted.

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 engaged in the organizations' activities. Notwithstanding the above, the service may be extended, upon request of the User Organization, to non-personnel passengers, such as dependents, implementing partners and media whose travel is relevant to humanitarian operations/duty related. Acceptance of such passengers is subject to the provision of Letter of Introduction signed by the Head of User Organization sponsoring the passenger and subject to seat availability.



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User Organizations are responsible to ensure that all their passengers meet WFP eligibility criteria: only organization's personnel in possession of the user organization photo identification card, a United Nations laissez-passer or Letter of Introduction are allowed to travel on WFP chartered aircraft. The Letter of Introduction is attached at Annex B.

Each eligible User Organization seeking access to the Pacific Humanitarian Air Service must send a request to pacific.passengers@wfp.org with the filled-in Organization Signatory Introduction Form attached at Annex A.

Role of User Organizations

In order to provide effective customer support, WFP requests User Organizations to have a centralized booking management approach to the extent possible. Therefore, User Organizations are encouraged to register at the regional level minimizing country-level registration where possible.

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 (where relevant), permits/visa and/or Ministry of Foreign Affairs clearances, medical certificates, self-declaration forms etc., are the sole responsibility of the traveller.

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 personnel (passengers) fully comply with the government public health requirements at the country of origin, destination and transit. The User Organization is fully responsible to ensure that its passengers have the latest information on such requirements prior to travel and possess sufficient financial resources to sustain the travel accounting for possible delays

User Organisations will need to understand and adhere to the Standard Terms and Conditions of Service for the provision of aviation services. These are attached at Annex C. By registering your organisation, you are acknowledging and accepting these terms and conditions on behalf of your organisation and your travellers.

Booking Process and Documentation

In order to book a seat on a WFP Pacific Air Operations flight, organisations must follow these steps:

- Register as an eligible organisation for approval by WFP by submitting a Organization Signatory Introduction Form which must be signed by Heads of Agencies / Executive Directors. The form is attached at Annex A and should be submitted to pacific.passengers@wfp.org.
- With the above-mentioned form, nominate a minimum of two relevant Agency point of contact who will be the liaison between WFP Pacific Humanitarian Air Operations and the organisation and will be responsible for submitting all booking requests.
- Ensure that the traveller has appropriate approvals in place to enter or transit the country of destination. This might include a transit visa or a letter of approval from Immigration or the Ministry of Foreign Affairs or an onward ticket. The travellers may be required to provide proof of this when boarding the aircraft.
- As flights are announced, submit the booking form attached at Annex D along with a picture or PDF of the bio-data page of the traveller's passport to pacific.passengers@wfp.org.
- WFP Pacific Humanitarian Air Service will acknowledge the receipt of the request and seek clarification on the information if required.



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- Once all the relevant paperwork has been completed, WFP Pacific Humanitarian Air Service will contact the organisation focal point to confirm that they are booked on the flight and advise on timings, ticketing and boarding passes or any other relevant information.

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 Pacific Humanitarian Air Service. The maximum allowance for checked passenger luggage is 23kg and 7kg for cabin baggage per passenger. Please note that luggage allowance may vary based on aircraft configuration and performance

Each passenger is required to provide proof of identity at the check-in counter and before boarding the aircraft. This will include:

- Organisation photo ID Card, a United Nations laissez-passer or Letter of Introduction; and
- Passport.

Cancellations

WFP Aviation will confirm the booking 48 hours before departure by sending the e-Tickets to organisation focal point. Tickets are nominal and cannot be exchanged or traded.

Passenger cancellations should occur at least 24 hours prior to the flight. Such cancellations should be done in writing (email) to pacific.passengers@wfp.org by the user organisation booking Focal Point. If organisations continue to cancel bookings, their future bookings will not be prioritised.

Cost to user organisations

WFP Pacific Humanitarian Air Service is donor funded and operates on a no-cost to user basis. This is subject to review at any time dependent on funding.



COVID-19 Measures

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

- Persons with COVID-19 like symptoms (fever of 37.3 C° or higher, persistent dry cough, dizziness/vertigo, difficulty breathing, muscle pain, diarrhoea, 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 configurations will be adapted to allow for social distancing
- Wearing of masks onboard aircraft is mandatory for all people on board the aircraft, including passengers. Passengers must ensure masks are availability for their own personal use;
- Each passenger has to fill-in a self-declaration form (Annex E) 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/>.
- Subject to privileges and immunities under the Vienna Convention on Diplomatic and Consular Relations and other relevant customary international law, international or national agreements and under domestic law, Passengers must fully comply with the government immigration, customs and public health requirements at the country of origin, destination and transit. The User Organization is fully responsible to ensure that its passengers have the latest information on such requirements prior to travel.

Annexes

Annex A – Organisation Signatory Introductory Form

Annex B – Letter of Introduction

Annex C - WFP Aviation Terms and Conditions

Annex D – Passenger Booking Form

Annex E – Self Declaration Form