Standard Administrative and Operating Procedures (SAOP)

UNHAS HAITI

JULY 2021
SERVICE USER GUIDE

Since mid-September 2019, the security situation in Haiti has been posing significant challenges to the effective implementation of humanitarian programmes. The precarious security situation is affecting the resiliency of both the public and private sectors supply chain capacity to provide essential services.

There is a critical need for supply chain intervention to overcome these challenges and enable critical access to increasing humanitarian needs. WFP, as the lead of the United Nations Humanitarian Air Service (UNHAS) arranged for the provision of air transport capacity for both passengers and cargo, that will be made available to support the humanitarian and development community in implementing their programmes.

Air Asset(s)

UNHAS Haiti has one Mi-8AMT helicopter based in Port-au-Prince. Locations served will be determined according to the actual needs of the humanitarian and development community. Maximum payload 3MT Cargo -22 Pax or any combination including UNHAS Rep on board.

Contact Details

- Booking and registration queries: haiti.unhas@wfp.org;
- Giuseppe Didiano, Chief Air Transport Officer; giuseppe.didiano@wfp.org
- Jovanie Laguerre, Aviation Assistant; jovanie.laguerre@wfp.org;
- Robine Jean Baptiste, Aviation Assistant ; robine.jnbaptiste@wfp.org;
- Cedrick Saint-Elien, Flight Monitor; cedrick.saintelien@wfp.org;

Please follow the procedures below to access UNHAS service

Registering to UNHAS HAITI

UNHAS requires all potential users to register for the service following the below procedures:

- The requesting user organization must be recognized by the Haiti United Nations Office for the Coordination of Humanitarian Affairs (OCHA) in order to be eligible to use UNHAS service.
- Following OCHA’s endorsement, the requesting user will submit the following information to Haiti.unhas@wfp.org:
  - Organization Signatory Introduction Form
  - Financial Conditions for the Provision of Air Transportation Services (currently free of charge, cost recovery to be advised).
- And read the Annex 4 – UNHAS Standard Terms and Conditions of Service, to which the user automatically agrees with the submission of Annex 9.

UNHAS Haiti Team will review the documents and if the requesting user meets all the requirements, UNHAS will create an account. **Creating an account takes up to five (5) working days.**

All form needs to be completed and sent to haiti.unhas@wfp.org
Please note that the form needs to be signed and stamped by the Agency and sent in PDF format. **Pictures will not be accepted.**

**Registering a Booking Focal Point**
- Each agency can designate up to three Focal Point (FPs) for making bookings with UNHAS, through the Organization Signatory Introduction Form.
- Each organisation will be allocated a maximum of 3 Passengers on flight only. Additional requests will be put on standby (Additional passengers will be informed of their acceptance at manifest closure or at airport counter check in).
- In order to streamline communication, registered FP will be the only point of contact for making bookings with UNHAS, receiving flight schedule, manifest and specific flight notification information.
- **Please note, that bookings made by passengers will not be accepted.**

**Submitting passenger/cargo booking request**
- Based on the flight schedule please book your passenger online with your organization username and password, or send the passenger (non-medical emergency) and/or cargo booking form to haiti.unhas@wfp.org. Nationality, passport (or ID) number and organization ID are required on the booking form.
- The Passenger Booking Form must bear the official stamp of the organization, be signed by the authorized person and sent on PDF format.
- Supplying the full e-mail address of the passenger in clear typed format on the booking form ensures the passenger will receive a copy of the ticket to his/her direct e-mail along with the FP.
- UNHAS will confirm receipt of the booking requests by email as soon as possible. Please note that booking receipt does not guarantee seat to flight at this stage.
- Passenger cell phone shall be included.

**BOOKINGS ARE TO BE RECEIVED BY UNHAS NO LATER THAN 48 HOURS BEFORE THE REQUESTED FLIGHT DATE**

**Flight Confirmation**
- Passenger and cargo E-Tickets will be distributed to registered Focal Points by **14:00 the day before the flight**.
- Only receipt of an E-Ticket means the passenger or cargo has been confirmed on the flight.
- The E-Ticket contains the scheduled times of departure and arrival of the flight and relevant terminal information.
- If the email address of the passenger was included on the booking form, he/she should receive his/her E-Ticket in addition to the Focal Point as well.
- If the E-Ticket(s) is not yet received by 16:00 the day before the flight, please contact UNHAS for clarification.

**Your UNHAS Flight**
- Passengers shall follow specific Terminal and Check-in Instructions shared by UNHAS.
- It is advisable that Passengers are to be at the check-in area on time, to be able to compensate for any unforeseen irregularities or checks.
- Show your E-Ticket and Passport as well as a valid Organization Photo ID and check-in. Both documents are mandatory.
- Due to operational restrictions, maximum baggage allowance is 15 kg. Any excess luggage may be accommodated subject to space availability, in which case a cargo movement request (CMR) should be submitted by the requesting agency/organization.
UNHAS FLIGHT SERVICE UNDER COVID-19

Since 20 March 2020, following the first cases of COVID-19 in Haiti, the below measures have been implemented to facilitate service provision:

- Person with COVID-19 alike symptoms (fever of 37.5 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.

At the airport check-in area and point of entry, the following is applied and should be complied with:

- Mask is mandatory for all crew & passengers
- Keep distance minimum 1 meter from any passenger.
- Passenger should be informed of screening reason and process.
- Passenger will be checked for temperature 3-5 cm in front of forehead. If the temperature reading is high (over 37.5 C) and the passenger has no other COVID-19 symptoms, the passenger will be asked to move to a shaded area and wait. Their temperature will be taken again after 5 minutes for an accurate reading.
  - Passenger will be cleared if there are no symptoms and temperature is below 37.5 Celsius.
  - If temperature is still 37.5 or above, the passenger will put aside. Moreover, Covid-19 focal point should be contacted.

Please contact UNHAS for specific guidance associated with services not outlined in this guide, i.e. medevac, dedicated flights etc.