

### OVERVIEW

UNHAS Sudan has established a regular flight service and set up airbridges between Nairobi, Kenya and Port Sudan, Sudan, as well as between Amman, Jordan, and Port Sudan, Sudan. UNHAS flights currently operate thrice weekly from Jomo Kenyatta Airport, Nairobi and once a week from Queen Alia International Airport, Amman supporting the humanitarian community transporting passengers and light humanitarian cargo.

A list of Frequently Asked Questions (FAQs) is compiled below to provide guidance on the use of the airbridges and other UNHAS Sudan standard procedures.

The FAQs are not exhaustive and further queries must be addressed to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org).

### 1. ELIGIBILITY

#### 1.1. Who can use the flight service of UNHAS Sudan?

The air service is intended for the use of the humanitarian and development community engaged in relief operations and operating with the agreement of the Government of the Republic of Sudan. As such, all organizations registered with the Humanitarian Aid Commission (HAC) and UN agencies, donor and diplomatic missions and NGOs endorsed by the Steering Committee are entitled to use the service after completing UNHAS Sudan user registration process.

#### 1.2. Can Personal Travel be booked on UNHAS Sudan Airbridge flights?

No. Personal or private travel by staff of user organizations, that is, staff not travelling for official business may not be facilitated on the current airbridge service.

#### 1.3. Are National Staff or Eligible Family Members allowed to use UNHAS Sudan Airbridge flights for Medical Referrals?

The UNHAS Sudan Airbridge service will only transport humanitarian workers travelling on official business.

However, as exceptionally advised by the Steering Committee, medical referrals for national staff or their eligible family members may be supported by this service. Conditions to be met are:

1. The flight cost will be charged to the requesting user organization account.
2. The request must be received with an approval from the Head of User Organization using a Letter of Introduction (LOI).
3. A medical referral is not a medical evacuation; however, a MEDEVAC FIT-TO-FLY form must be provided duly completed, with Doctor's fit-to-fly statement and noting that this is a Medical Referral.
4. Eligible Family Members are usually the staff member's spouse or dependant-children, or both.

The LOI is mandatory, and will simultaneously, with the endorsement of the Head of User Organization, provide the reason for travel e.g., "staff / family member medical referral".

UNHAS Sudan will only consider a request with both the Fit-to-fly statement endorsed by a doctor and LOI endorsed by the Head of User Organization. In the latter, a request or signature from a focal point will not be accepted.

All other travel documents and requirements must be in place.

### 2. FLIGHT SCHEDULE & DESTINATIONS

#### 2.1. How can I access the current UNHAS weekly flight schedule?

The current schedule is easily accessed by all UNHAS registered user organisation Booking Focal Points and employees authorized to access the UNHAS main on-line platform, the [UN Booking HUB](#) or an e-mail request may be sent to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org).

Any revisions, changes or extensions to the weekly flight schedule will be communicated directly by UNHAS.SUDAN to user organization focal points and published on the [UN Booking HUB](#).

Due to the uncertain security situation and short-term clearances issued by local authorities, UNHAS will publish a weekly schedule 7 workdays prior to the beginning of the following month. Bookings are therefore only permissible from month to month.

#### 2.2. What locations are currently served by UNHAS Sudan?

Nairobi – Port Sudan – Nairobi: On Sundays, Tuesdays and Thursdays, flight departures from Nairobi, Jomo Kenyatta International Airport (NBO) are at 07:30 local time, arriving at Port Sudan, Sudan (PZU) at 12:00 local time. Departures from Port Sudan (PZU) are at 13:00 local time, arriving in Nairobi (NBO) at 19:30 local time.

Amman – Port Sudan – Amman: On Tuesdays, flight departures from Amman, Queen Alia International Airport (AMM) are at 09:30 local time, arriving at Port Sudan, Sudan (PZU) at 11:15 local time. Departures from Port Sudan (PZU) are at 12:15 local time, arriving in Amman (AMM) at 16:00 local time.

Refer to the [UN Booking HUB](#) for the current locations.

#### 2.3. What are the standard requirements for a passenger using the airbridge flights?

To book with UNHAS and to board UNHAS aircraft, valid travel documents (Passport/UNLP) + work ID / Letter of Introduction and valid visas where applicable, are required.

Acquisition of valid visas is the responsibility of the traveller.

#### 2.4. What are the requirements for a passenger flying to Port Sudan, Sudan?

A valid travel document and valid visa are required. A **Sudan visa** is mandatory for all travellers whose destination is Sudan.

**Note:** The Sudan Immigration demands that a Passenger's Travel Document must be **valid for at least 6 months** for acceptance into Sudan.

#### 2.5. What are the requirements for a passenger flying to Amman, Jordan?

A valid travel document and valid visa, where applicable are required.

For Jordan, a UNLP holder does not require a visa to enter/transit in Jordan and most national passport holders may acquire a visa on arrival. If in transit for less than 10 hours no visa is required.

Refer to the link for Jordan visa accessibility: [https://moi.gov.jo/EN/Pages/Restricted\\_and\\_Non\\_Restricted\\_Countries\\_Nationalities](https://moi.gov.jo/EN/Pages/Restricted_and_Non_Restricted_Countries_Nationalities)

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### 2.6. What are the requirements for a passenger flying to Nairobi, Kenya?

A valid travel document and Electronic Travel Authorisation (eTA) are required.

All visitors including infants and children who intend to travel to the Republic of Kenya must have an approved eTA before they start of their journey.

For Kenya, a UNLP holder does not require an eTA to enter Kenya. A passenger with a direct transfer/connecting flight without leaving the airport does not require a transit visa.

Here's the link on [How to Apply | Kenya Electronic System for Travel Authorisation \(eTA\) \(etakenya.go.ke\)](#). Authorities inform that "the processing time is three (3) working days but in some cases it may take longer."

### 2.7. Is there a booking fee for the airbridge flights to and from Port Sudan?

Yes, a partial cost recovery of USD two hundred (\$200) will be charged per passenger booking (one way), and USD three (\$3.00) per 1 kg of light Humanitarian Cargo.

The booking fee is subject to change as endorsed by the Steering Committee.

### 2.8. Can I pay with cash for the flight?

No. Cash payments are not accepted.

## 3. FINANCE PROCEDURES

### 3.1. How do I pay for a flight?

Each eligible user organization has a customer account created by UNHAS Finance Unit where an initial deposit of USD 2,000 is made and thereafter ensures an account balance above USD 600 kept, to permit bookings.

The account is deducted automatically when bookings are made.

A designated focal point or authorized person may contact [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) to request from UNHAS Finance, their account balance/statement, however monthly statements are distributed to all users by the tenth day of the following month.

### 3.2. Which bank should the initial deposit or topup of funds be made?

Due to the critical situation in Sudan local banks are not reliable and, in most cases, not operating.

UNHAS Finance requests that transfer is made using the two options offered below:

#### Option 1: Local payment through WFP Kassala Area Office

- User Organization makes USD cash payment to WFP Kassala Finance
- Bank transfer is made from organization's Blue Nile Mashreg Bank (BNMB) account to WFP Kassala BNMB account below:

ACCOUNT NAME: WFP Sudan Sub-Imprest Kassala Account  
ACCOUNT NUMBER: 67370163  
CURRENCY: USD  
BRANCH: Kassala  
BANK: Blue Nile Mashreg Bank

#### Option 2: Transfer to WFP HQ Bank Account below:

CITIBANK NA  
CANADA SQUARE, CANARY WHARF, LONDON, E14 5LB, UK  
USD ACCOUNT: 13321517  
SORT CODE: 185008  
SWIFT: CITIGB2L  
IBAN: GB43CITI18500813321517  
BENEFICIARY NAME: WORLD FOOD PROGRAMME

The description of transfer must read: **UNHAS Sudan**

Detailed guidance on user accounts and/or bank transfers must be sought through the available **Finance Contacts** listed on the very last page of the FAQs.

### 3.3. How do I access the on-line platform?

To gain first-time access to the on-line platform a user organization must register with the UN Booking Hub using their corporate e-mail accounts or create and register their personal e-mail accounts with the UN Booking Hub.

During the UNHAS registration process, a user organization will provide a Focal Point Assignment Form (endorsed by the Head of Agency) with up to three persons authorized to make bookings and cancellations on behalf of the organization. The full names, titles, specimen signatures, e-mail addresses, and other contact details on the Organization Signatory Introduction Form will be used by UNHAS to record and synchronize its systems, thereby permitting authorized persons access to the [UN Booking HUB](#).

In case there is a change of Focal Points or contact details, a new form must be submitted to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org).

## 4. PASSENGER BOOKING, CONFIRMATION AND CANCELLATION PROCEDURE

### 4.1. How do I book an UNHAS flight?

Passenger bookings are to be made on-line through the [UN Booking HUB](#) by designated agency focal points at least 3 working days (Sundays - Thursdays) prior to the date of flight.

Reservation must be made by Tuesday for Sunday flights, Thursday for Tuesday flights, and Monday for Thursday flights to keep within the deadline.

Any queries related to the Booking Hub should be addressed to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org).

### 4.2. What documents are needed to ensure facilitation of the booking process?

A copy of bio data page of valid passport/UNLP and applicable visa/eTA are documents which are mandatory during the on-line booking process, and required as well for check-in protocols and travel.

### 4.3. What is the passenger luggage and carry-on baggage weight limit?

All passengers are requested to have at the maximum, 23 kg checked luggage (up to 2 pieces) and a maximum of 7 kg hand luggage (1 piece only), a total of 30 kg.

Users may book excess luggage/weight up to 30 kg at an extra cost of three USD per 1 kg. Note that items must be for the passenger's personal use only.

Excess luggage for a passenger must be booked by the Travel Focal Point during the on-line passenger booking process.

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### 4.4. What is the maximum number of bookings allowed for an organization per flight?

A maximum of five (5) bookings per flight may be requested by the same User Organization and any additional seats may be facilitated on stand-by basis and allocated subject to space availability. The user organization will be advised of any passengers/cargo on the waiting list.

### 4.5. How can the user organization book more than five passengers on the same flight?

Should there be a special need by an organization for above five passengers to be booked on the same flight, a request in writing with justification shall be submitted to UNHAS [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) at the time of booking.

A final decision on additional seats is subject to the availability of seats or, approved by the discretion of the Head of UNHAS Sudan or designated officer. The Booking Focal Point will be advised accordingly for further appropriate action to be taken.

### 4.6. Is there a cancellation deadline for passenger reservations?

Cancellations may be made on-line or communicated by the user organization focal point to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) by 10:00 hrs, 2 working days (Sunday-Thursday) prior to the initial reservation to prevent charge of the nominal booking fee.

### 4.7. When will tickets be issued for the current flight schedule?

UNHAS will send e-tickets to e-mails of the reservation by Thursday for Sunday flights, by Sunday for Tuesday flights and by Tuesday for Thursday flights.

Receipt of tickets confirms the flight of the passenger and excess luggage, if booked.

### 4.8. How do I contact UNHAS outside of work hours or workdays, for an emergency request?

Requests for a **Medical Evacuation (MEDEVAC)**, a **Security Evacuation**, or other **Emergency** flights outside of official office hours and/or workdays (Sunday-Thursday), UNHAS may be reached through the numbers - **+249 91 230 5973 / +249 91 216 7099**.

An immediate e-mail to follow-up for initiation by UNHAS must be sent by the user organization's authorized employee or Booking Focal Point in writing to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) giving full details related to the emergency request.

### 4.9. How do I book a passenger with a special need?

UNHAS refers to special passengers as those with special needs such as a MEDEVAC, a pregnant passenger, an adult travelling with an infant, a VIP passenger, a passenger with a disability/impairment or other, not mentioned.

The Booking Focal Point will select "Special Requirement" during the booking process on the [UN Booking HUB](#).

After initiation of special requirement booking on-line by the Travel Focal Point, UNHAS must review and accept to enable the booking to be processed.

UNHAS may request additional information to facilitate a special needs passenger and recommends that a customer informs UNHAS, when a wheelchair is required, a VIP lounge has been arranged by the user

organization or, other pertinent information, by sending an e-mail to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) during the booking process.

There is no additional charge for a special needs passenger, such as a wheelchair passenger or a medevac passenger booked on UNHAS regular flights as the nominal booking fee is charged.

### 4.10. How do I book a passenger/make a reservation beyond the booking deadline?

A Booking Focal Point must submit an e-mail request to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) with justification for the late request, attaching all supporting documents. UNHAS shall evaluate the situation of the request and provide guidance accordingly.

Since a late booking does not meet the clearance processes 72-hour stringent Sudan Authorities requirement, UNHAS cannot guarantee confirmation, as facilitation is subject to acceptance by authorities.

## 5. CHECK-IN PROCEDURES

### 5.1. What documents must a passenger show at UNHAS Check-in?

For UNHAS international airbridge operations, each passenger must show a valid travel document (**Passport/UNLP**) + work ID / Letter of Introduction, a valid **Visa** where applicable, and their **Ticket**.

A passenger must report to UNHAS Check-in **2 hours** (at the very latest) prior to the flight departure. Check in counter open and closure times will be indicated on the ticket.

### 5.2. When is a Letter of Introduction (LOI) required for a passenger?

A letter of introduction is used by a registered user organization to sponsor a non-staff member and whose travel relates to humanitarian operations or staff not in possession of the organization ID card.

Acceptance of the passenger is subject to the provision of a Letter of Introduction (LOI) with acceptable justification of travel and signed by the Head of User Organization. The LOI shall be uploaded by the Booking Focal Point during the on-line reservation process along with travel documents. The LOI template is found in UNHAS Forms on the [UN Booking HUB](#).

The LOI shall also be used by an organization for the Head of Agency to endorse the purpose of travel for a National of Sudan (official travel) or for a Medical Referral request for a National Staff or Eligible Family Member.

UNHAS will only consider a Letter of Introduction once prepared on the requesting organization's letterhead and endorsed by the Head of User Organization.

### 5.3. When is a passenger considered a no-show?

A late passenger cancellation or a passenger arriving late after check-in closure or a passenger who does not show up for check-in is considered a no-show. No-shows are charged the full nominal fee.

Cancellation of a passenger reservation may be made online or communicated by the User Organization Focal Point to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) by 10:00 hrs, 2 working days (Sunday-Thursday) prior to the flight.

A request to waive the late cancellation policy can be made in writing by the Head of the Agency to the Head of UNHAS Sudan or his/delegate, with reason, for consideration.

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### 5.4. What happens if a flight is cancelled?

Passengers should immediately contact the UNHAS Booking Office by email at [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) to reconfirm the seats for the next available flight.

When a flight cancellation is experienced due to weather, security, or operational reasons, UNHAS will inform passengers via SMS and by e-mail, once contact details were accurately inserted by focal point while booking.

However, due to unforeseen technical problems, UNHAS may be unable to inform passengers in advance.

Accommodation and other related expenses are borne by the passenger and under no circumstance are paid for by UNHAS.

## 6. CARGO BOOKING, CONFIRMATION AND COLLECTION PROCEDURE

### 6.1. How do I book cargo on UNHAS Flights?

Cargo may only be facilitated for a registered user organization, as no commercial cargo is allowed.

A Cargo Movement Request Form (CMR) [Cargo Movement Request Form.pdf](#) duly complete with organization's stamp and authorized signature must be sent to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org). The CMR must be accompanied by a Packing list.

UNHAS shall acknowledge receipt of the CMR and issue a provisional ticket with guidance on the requirements for further process of the cargo to FP.

A confirmation e-ticket shall be sent by UNHAS two workdays prior to the flight, once processes are complete, i.e., shippers, handlers and customs pre-entry clearance approvals are confirmed.

Passengers have priority over cargo, unless cargo is deemed to be of life-saving nature, such as urgently needed medical supplies.

All other queries related to the safe transport of cargo on UNHAS, such as, Portable Electronic Devices (PEDs), Lithium batteries, Communication equipment, Medical supplies, Dangerous Goods etc., must be requested from UNHAS at [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org), for specific guidance.

It is the responsibility of the requesting agency to obtain all necessary cargo clearances and provide approved shipping documents to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org)

All UNHAS Request Forms and Cargo request forms (CMR, Shipper Dangerous Goods Declaration, passenger's Excess Luggage Form) may be accessed by the Booking Focal Point on the [UN Booking HUB](#).

### 6.2. As a User Organization, what are my responsibilities in terms of cargo movement?

Cargo packing and labelling, as well as all customs and other applicable formalities at the origin and destination.

Cargo must conform to the description, weight, and volumetric dimensions detailed on the CMR/Packing List to ensure carriage.

UNHAS transports light cargo and the maximum weight per package should not exceed 30 kg unless the cargo cannot be broken down.

Specific procedures for booking cargo must be followed by the organization to facilitate the smooth air delivery by UNHAS under the airbridge operation.

Pre-clearance requirements by authorities for each cargo shipment entering Sudan must be arranged by the requesting user organization. The following must be supplied:

1. Packing list
2. Invoices
3. Certificate of Origin
4. Air waybill (AWB). Note that the original **AWB** used in the previous transportation of cargo (e.g., from other international destination to Nairobi) may be used for the transportation by UNHAS to Sudan.

All documents in the list above must be submitted through the requesting user organization's Customs Broker in **Port Sudan**.

After approvals are granted, the documents must be shared with UNHAS for the cargo transportation process.

### 6.3. What arrangements must be made to uplift incoming cargo?

UNHAS will issue an e-ticket confirmation to the user organization focal point, showing the date of flight and the estimated flight departure and arrival times.

The cargo consignee must be at the airport on arrival of the flight to receive their cargo along with all applicable paperwork should the authorities require to inspect or open the cargo.

Note that currently, UNHAS does not have storage facilities.

## 7. TRANSPORTATION OF FIREARMS AND WEAPONS

### 7.1. Are firearms and weapons allowed on UNHAS aircraft?

The transportation of firearms and weapons is not permitted on UNHAS flights. Some exceptions may be made for the transportation of VIPs, who require to be accompanied by armoured close protection team. In such cases, UNHAS booking office must be informed at the time that the passenger booking is being processed.

## 8. OTHER SPECIAL INFORMATION

### 8.1. Does UNHAS Offer a Pouch Service on the international airbridges?

Yes. UNHAS Sudan offers a Pouch service, free of charge, to its users. A Cargo Movement Request Form (CMR) duly complete with organization's stamp and authorized signature must be sent to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org). The CMR must be accompanied by a Packing list.

Like a diplomatic pouch, the pouch must be a light canvas bag that contains items addressed to specific individuals/users. Items are typically official documents and light-weight items, not exceeding three (3) kilograms, and is not intended for valuables, including money.

UNHAS will send an e-ticket confirmation two workdays prior to the flight and provide details on the drop-off, screening, clearing, pick-up and other protocols to enable a seamless facilitation.

### 8.2. Can a user organization request a charter flight?

Yes. UNHAS aircraft may also be made available for security relocations, medical evacuations, and special flights, upon the request of a user organisation. All non-scheduled flights are charged at full cost recovery, subject to the availability of an aircraft and operational clearances.

UNHAS will provide the cost of the proposed charter flight, for acceptance by the customer.

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The user organization must submit a request to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) with details such as the reason for the request, the origin and destination, the number of passengers, weight/type of cargo, the proposed date and time of the flight etc., for UNHAS review and consideration.

Medical evacuations and Security evacuations are UNHAS priority, and a regular flight already planned may be disrupted or cancelled.

For a medical or security emergency UNHAS will do so in accordance with special protocols and receipt of required documents.

### 9. SECURITY RELOCATION / EVACUATION

#### 9.1. What are the overall guidelines for requesting a security evacuation?

The authority to approve the use of UNHAS aircraft for security evacuations lies with the Designated Official (DO) for Security; in Sudan it is the Humanitarian Coordinator who will decide if a relocation or evacuation is necessary.

Any such flights will be coordinated by UNHAS in direct collaboration with the United Nations Department of Safety and Security (UNDSS) or the NGO Security Forum.

A **relocation** refers to a flight from one location to another location within Sudan, whereby an **evacuation** refers to a flight from Sudan across border(s) to another country.

A MEDEVAC request must be initiated through UNHAS Booking Office at [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) and if initiated online, UNHAS must give the approval to enable further process of the booking by the Booking Focal Point.

### 10. MEDICAL EVACUATIONS

#### 10.1. What are the main responsibilities when requesting a medical evacuation flight?

A Medical Evacuation (MEDEVAC) refers to the evacuation of an individual on medical grounds from the "field" to the closest health centre. In the current context of UNHAS Sudan operations, the medevac patient will travel from Port Sudan to Jordan or from Port Sudan to Nairobi.

UNHAS Users may request a **MEDEVAC** for their staff. At the field level the senior person of the organization requesting the MEDEVAC should contact the UNHAS Officer, or in his/her absence, the UN Security Officer.

The UNHAS Medical Evacuation Request/Authorization and Medical Doctor's Fit-to-Fly statement Form [MEDEVAC\\_REQUEST\\_FORM.pdf](#) must be duly complete with official stamps and authorized signatures of both requesting Agency and Doctor, and sent to [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org) for review.

Careful attention must be paid when filling the Medevac/Fit-to-fly document as special details are required from both the requesting Agency and the Doctor.

The requesting organization is fully responsible for the accuracy of statements made about the patient's condition.

#### 10.2. Are UNHAS aircraft equipped with medical equipment?

No. UNHAS aircraft are not equipped as air ambulances but may facilitate a stretcher. Also, the aircraft entry door is not wide enough for patient/s to enter the aircraft in a horizontal position.

The user organization is fully responsible for the patient's transportation to the aircraft at the airport of departure and from the aircraft, upon arrival at destination and must arrange:

1. An ambulance, if required at the disembarking destination,
2. Any other form of assistance (e.g., wheelchair), which may be required at the disembarking destination and
3. To have a representative to assist with Immigration and Health formalities, if required.

### 11. CONTACTS AND SUPPORT

#### 11.1. How do I contact UNHAS?

The UNHAS Sudan Customer Service Team will be pleased to respond to all requests or queries sent to the generic e-mail [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org).

Through [unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org), users are encouraged to submit any concerns, complaints, suggestions, or compliments through this address.

User participation in UNHAS surveys and passenger feedback support UNHAS in enhancing the service.

#### 11.2. UNHAS SUDAN CONTACTS:

##### UNHAS CUSTOMER CARE & BOOKING OFFICE

[unhas.sudan@wfp.org](mailto:unhas.sudan@wfp.org)  
T + 249 90 006 006 | +254 114 278 351

##### HEAD / CHIEF AIR TRANSPORT OFFICER

[jared.komwono@wfp.org](mailto:jared.komwono@wfp.org)  
T +249 91 230 5973

##### DEPUTY CHIEF AIR TRANSPORT OFFICER

[vincent.oyaro@wfp.org](mailto:vincent.oyaro@wfp.org)  
T +249 91 216 7099

##### OPERATIONS & SAFETY FOCAL POINT

[berutawit.mekuria@wfp.org](mailto:berutawit.mekuria@wfp.org)  
T +254 11 235 5293

##### PORT SUDAN OPERATIONS

[herbert.ayinomugisha@wfp.org](mailto:herbert.ayinomugisha@wfp.org)  
T +249 91 215 9845  
Alternate T +249 91 218 9452

##### NAIROBI OPERATIONS

[joram.kabukumba@wfp.org](mailto:joram.kabukumba@wfp.org)  
T +254 11 240 4670

##### AMMAN OPERATIONS

[william.abira@wfp.org](mailto:william.abira@wfp.org)  
T +962 79 069 0794  
WA +254 731 180 207

##### FINANCE FOCAL POINTS

[janefrances.kirabo@wfp.org](mailto:janefrances.kirabo@wfp.org)  
T +254 11 564 4517  
[mohammed.gaffar-elsheikh@wfp.org](mailto:mohammed.gaffar-elsheikh@wfp.org)  
T +249 91 250 1478