

Humanitarian Airbridge Panama-Haiti (Upstream)

Haiti Logistics Sector, May 2024

This document provides an overview of the humanitarian **airbridge service** between Panama and Haiti facilitated by the World Food Programme (WFP) through the United Nations Humanitarian Response Depot in Panama (UNHRD) and the Haiti Logistics Sector team. This document will be periodically revised to include relevant updates and recommendations from the humanitarian community.

1. Overview

The Logistics Sector is co-led by the Directorate-General of Civil Protection in Haiti (DGPC in French) and WFP. The Logistics Sector provides coordination and information management support services and facilitates access to humanitarian logistics services. Currently, the Logistics Sector Haiti team, with the support of the donor community including the European Commission's European Civil Protection and Humanitarian Aid Operations (ECHO) and the United States Agency for International Development (USAID) Bureau for Humanitarian Assistance (BHA), facilitates access to free air services to humanitarian partners. Starting mid-May 2024, an airbridge from Panama City to Cap-Haïtien will move humanitarian cargo into Haiti for an estimated duration of two months (funding permitting). Port-au-Prince will be added as a destination once the airport opens again, and if the security situation allows.

2. Operational arrangements

2.1 Operating principles

- Services will be provided per the priorities set by the Humanitarian Country Team (HCT) in collaboration with the Inter-Cluster Coordination Group (ICCG):
 - Alignment with the CERF rapid response strategy and the actual humanitarian situation
 - In order of priority: 1) Health 2) Nutrition 3) Protection 4) Shelter 5) WASH 6) Education
 - Geographic targets and priority review timelines will change based on accessibility status and programmatic needs.
 - Type of organization: UN agencies and NGOs that are active in the relevant Cluster community.
 - Operational considerations: cargo that is ready to be handed over in Panama City can be transported first.
- The implementation of services depends on the security situation, which may affect schedules and access.
- Services will be facilitated by the Logistics Sector team in Haiti and UNHRD Panama.
- To access these services, partners are encouraged to sign in advance the relevant agreements with the respective organizations (WFP, UNHRD, etc.)

2.2 Roles and responsibilities

- **Haiti Logistics Sector:** ensures proper operational coordination and information sharing for the use of the airbridge services along WFP.
- **UNHRD:** ensures partners' cargo is properly received, reconditioned, and transported from the UNHRD warehouse to the departure airport.
- **DGPC:** ensures coordination with different government entities involved in air transport and customs clearance process.
- **HCT:** endorses the cargo under the prioritization criteria.
- **Partners:** UN, national/regional/international NGOs submit requests to the Haiti Logistics Sector team.
- **Regional Logistics Working group** – share information and requests with the Haiti Logistics Sector team.

2.3 How to access the Airbridge service.

- To access the service, a [Service Request Form](#) needs to be submitted providing all the required information about your cargo (description, weight, specifications, palletization, location, etc.)
- For more information, please contact the following focal points:
 - Logistics Sector in Haiti, email: haiti.logisticsservices@wfp.org
 - Please copy the UNHRD Customer Service e-mail: unhrd.customerservice@wfp.org and francisco.quesada@wfp.org
- The Haiti Logistics Sector team and UNHRD will evaluate your request and provide an answer in the following two business days.
- Exceptionally, UNHRD will accept non-partners cargo. In these cases, UNHRD's role will be limited to planning. All customs, cargo insurance and related responsibilities fall under the organization's responsibility.
- Cargo requiring special handling should be clearly stated in the request. This is to ensure clarity in exactly which cargo requires specialized handling and movement.
- If your cargo request is approved, you will receive a confirmation from the Haiti Logistics Sector team providing further information/instructions.
- You will be contacted by UNHRD to properly organize the cargo and estimated date of departure for the next flight rotation.

2.4 Pre-departure from Panama (UNHRD)

- Handling and transportation of your cargo:
 - If already in UNHRD Panama – the handling, packaging, and transport will be done by UNHRD.
 - If outside UNHRD Panama – partners to share commercial invoice and packing list with UNHRD. Also, partners to transport their cargo to UNHRD warehouse at their own cost.
- For UNHRD partners, UNHRD can provide inbound and outbound customs clearance services.
- For non-UNHRD partners, the sending organization oversees inbound and outbound customs clearance. To become a UNHRD partner, you can contact unhrd.customerservice@wfp.org
- You will receive an estimated departure date by UNHRD related to your cargo request at least 3 business days before the departure.
- The day before the departure, concerned organizations will be invited for a joint coordination meeting.
- For further information regarding cargo handling in Panama please contact the UNHRD Customer Service e-mail: unhrd.customerservice@wfp.org and francisco.quesada@wfp.org.

2.5 Cargo reception in Haiti, Cap-Haïtien (Logistics Sector)

- The Haiti Logistics Sector team will be at the airport for ground coordination.
- Partners follow up on the status of the flight with UNHRD and ensure their focal point will be at the airport one hour before arrival.
- Partners to contract a customs clearance agent and transport, forklift services to receive the cargo at the destination airport before the arrival of the flight and at their own cost. The contact details of the customs clearance agent at the airport needs to be shared with the Haiti Logistics Sector team in advance.
- Partners to inform the Haiti Logistics Sector team via the [Service Request Form](#) if they pick up cargo immediately or will need storage, and keep the Haiti Logistics Sector team informed if plans change.
- For downstream solutions such as transport in the country, please indicate in the service request form. The Haiti Logistics Sector team will confirm the planning with you.
- For further information please contact the Haiti Logistics Sector Coordinator, Danliang LIAN, at danliang.lian@wfp.org