

AIR TRAVEL POLICY GUIDELINES

I. Introduction

1. As stated in the WHO eManual III.17.2.20, the primary responsibility for the security and protection of UN system personnel lies with the Host Government. Similarly, the primary responsibility for the safety of UN system personnel using commercial passenger air operators rests with the Host Government's civil aviation authorities, which have the ultimate responsibility for ensuring that air operators are appropriately licensed and regulated in accordance with the International Civil Aviation Organisation's (ICAO) established Standards and Recommended Practices (SARPS).
2. Notwithstanding the responsibility of the Host Government, UN System personnel, including those of the WHO, also play a role in ensuring their own safety and security and in implementing safe practices with regard to air travel.

II. Purpose

3. The purpose of these guidelines is to provide information on the new method of categorization of commercial air operators and the authorization for use for WHO-authorized official travel via Commercial Air (Transport) Operators, the cost of which is borne by WHO ("official travel") in accordance with the provisions contained in eManual VII.7 and III.8 of: (i) staff members; (ii) their spouses and children; and (iii) non-staff referred to in eManual VII.7.1. This excludes medical evacuation flights.
4. These guidelines should be read in conjunction with all relevant UN Security Management System (UNSMS) policies, mainly the Chapter VII.B of the UN Security Policy Manual (Air Travel Policy) and UNSMS Security Management Operations Manual (SMOM) on Air Travel Operational Guidelines, attached herewith as Annexes 1 and 2.

III. WHO Air Travel Focal Points (ATFPs)

5. ATFPs are individuals assigned to act as the representatives of WHO, and are primarily responsible for responding to questions from WHO staff relating to air travel in accordance with the organization's policy and this guidelines.
6. The identified WHO ATFPs are the following:

Name	Email Address	Office Location	Phone
SEC, Nairobi			
Angelito Bermudez	bermudezan@who.int	Nairobi, Kenya	+254703992543
Pierre Nazroo	nazroop@who.int	Nairobi, Kenya	+254719458382
LSS, Geneva			
John Flanagan	flanaganj@who.int	Geneva, Switzerland	+41795601979
Patrick Jorand	jorandp@who.int	Geneva, Switzerland	+41795006539

IV. WHO Managers with Signature Authority

7. The managers with signature authority are those entrusted with the authority to weigh the risks associated with air travel against those associated with the delivery of organisation's activities and programmes, in accordance with the UNSMS and WHO Framework of Accountability
8. The WHO Managers with Signature Authority are the following:

For WHO HQ:

Coordinator, SEC	Primary
Director, OSS	Alternate

For WHO Regions:

DAF	Primary
RFSO/ASO	Alternates

V. Management: Organisation Rules/Requirements

9. The management, organizational rules, procedures and requirements of all WHO official travels are covered and in accordance with the relevant provisions of the WHO eManual, mainly Chapter VII thereof.
10. Security requirements are in accordance with the provisions of the WHO eManual, Chapter III.17 (Staff Security Policy).

VI. Categorization of Commercial Air Transport Operators

11. Commercial Air (Transport) Operators are categorized using the International Civil Aviation Organization (ICAO) methodology, which filters air operators into one of three categories: Unrestricted Use, Conditional Use, or Restricted Use. The categorization of any air operator shall only be used for internal purposes and shall not be made available to any individual or organization not covered by WHO and the UNSMS.
12. The three categories and their implications for use for official travel are further explained below:
 - a. **Unrestricted Use:** The air operator meets established safety criteria and is considered suitable for use by Personnel on official travel.
 - b. **Conditional Use:** The air operator is considered suitable for use on official travel when an Unrestricted Use air operator is not available. A risk assessment using the Risk Management Tool (RMT) may be conducted by the designated ATFPs to support decision-making for the use of these air operators. Supplemental

information may be provided by ARMO, DSS to clarify the Conditional Use categorization and enable the ATRP to provide advice regarding suitability for use.

- c. **Restricted Use:** The decision to use air operators categorized as 'Restricted Use' for official travel shall be made by the Manager with Signature Authority (see para 8 hereof) after conducting a risk assessment using the RMT, and the request initiated with a duly filled up and signed form attached herewith as Annex 3.

13. **Booking List.** A list of all air operators that are considered ARMO, DSS eligible for use for official travel. This is disseminated and updated on a periodic basis, when there are any changes, or as determined by the ARMO, DSS. The list shall be provided by the ATRP/SEC to the WHO DAFs, and may be shared with the Administrative and Travel Units and official Travel Agents for ready reference. The following, however, should be noted:

- a. The Booking List is a CONFIDENTIAL document; and for WHO internal use only.
- b. Information applies only to WHO and not for onward forwarding.
- c. The list is not comprehensive
- d. For further information about booking an air operator not found on list, contact the ATRP listed in para 6 through the respective Travel Units.

14. WHO Official Travel Agents have been informed that they are required to seek authorization via Security Services, (sec@who.int), through the respective Travel Units, before making a reservation for official travel on a commercial airline which is not categorized as Unconditional Use.

VIII. Insurance

15. Information regarding insurance coverage is covered under the eManual Section III.7.8 Insurance cover during air travel, which refers to the coverage provided to staff members by the Group Accident and Illness insurance program.

16. Insurance coverage in the event of travel on military aircraft is subject to certain conditions. The ASFP, the Coordinator SEC, the Director HRD and the Head, Insurance Risk Management should be informed prior to the authorization of any travel by military aircraft.

XII. Restrictions on Number of Personnel Per Flight

17. The total number of passengers travelling on official travel on behalf of WHO on any one individual flight is limited to a maximum of 30. This restriction applies to all commercial, international and domestic passenger flights, as well as to all United Nations chartered aircraft flights.

XIII. Special Issues

18. **Donated Flights.** These may include the use of publicly-owned (i.e. State, government) or privately-owned (i.e. corporate, personal) aircraft. Procedures and

authorization for the use of donated flights are in accordance with the Air Travel Policy and the Operational Guidelines attached as Annexes 1 and 2.

19. **UN Chartered Services.** Air charter agreements for use to support WHO mandated activities are governed by the UN Aviation Standards for Peacekeeping and Humanitarian Air Transport Operations (AVSTADS). Procedures and authorization for the use of donated flights are in accordance with the Air Travel Policy and the Operational Guidelines attached as Annexes 1 and 2.

20. **Self-Purchased Tickets and Lump sum Air Travel.** In cases where, in accordance with the eManual, official travels are authorized via self-purchase of air tickets and lump sum air travels, the official traveler must consult the Travel Office and ensure that the air operator to be used is among those in the current Booking List.

XIV. Safety

21. In accordance with eManual Paragraph III.8.7, it is WHO policy that personnel are responsible for their own safety and security as well as that of others with whom they work. They are therefore required to exercise proper precaution and to avoid taking unwarranted risks that jeopardize either their own safety and security or that of others.

22. Fly/Don't Fly Decision

Staff members may decline to take an aircraft if they have concerns for their safety, even if these results in the cancellation of the mission, in any circumstance where:

- a. It is apparent that usual and typical air travel security standards have been breached;
- b. Personnel have serious concerns about the general safety of the proposed flight; and
- c. Instincts and common sense tell them that something is not right.

These concerns may include the following:

- a. There is no co-pilot on the plane;
- b. The aircraft is clearly overloaded, such as too many passengers for the number of seats or excess baggage and/or freight visible in the cabin;
- c. There is no seat with attached safety belt available for personnel, even though there may be room in the cabin;
- d. There is no seat belt available for the seat;
- e. In winter, snow and ice removal procedures for aircraft are not being adequately observed prior to flight; and/or
- f. The crewmembers seem to be impaired.

If time permits, staff members should seek guidance from their supervisor or ATRP prior to the departure of the proposed flight. If this is not possible, a written report should be made, as soon as possible afterwards, to their supervisor, with a copy to



the ATFP and Coordinator SEC, indicating the deficiencies observed and the action taken by the staff concerned.

XV. Final Provisions

23. These operational guidelines supersede the WHO Aviation Safety Guidelines issued through the WHO Information Note 15/2012 dated 27 April 2012.

**REQUEST FOR EVALUATION FOR TIME-LIMITED AUTHORIZATION OF USE OF
CONDITIONAL AND RESTRICTED CATEGORIES FOR WHO PERSONNEL**

Part I: (To be completed by requesting Office)	
Name of Air Operator:	
IATA or ICAO Code:	
Category (Unrestricted, Conditional, Restricted Use):	
Type of Travel (International or Domestic):	
Route (City Pairs) of Travel:	
Schedule of Departure and Arrival:	
Is it envisaged that there will be a need to utilize this flight/airline again in the coming month?	Every day <input type="checkbox"/> Once a week <input type="checkbox"/> Few times a week <input type="checkbox"/> Less frequently than once a month <input type="checkbox"/> Supporting comments:
Alternate Air Carrier/s on the route, if available:	
Alternative Modes of Transportation, if available (by road or water):	
Assessment of safety of alternative modes of travel:	
Alternative modes used by International Organizations and Embassies in the area:	
Alternative modes used by other UN Agencies, Funds, Programs and Organizations the area:	
Operational importance/urgency of the mission to the Destination/s:	
Name and Signature of Requestor (WR):	
Date Signed:	
Part II: (To be completed by WHO ATFP/SEC)	
Categorization as of Verification Date	
Supplemental Information:	
Country of Registry Oversight:	
Air Operator Audit:	
Air Operator Partnership:	
Air Operator Fleet Age:	
IATA Registration:	Yes <input type="checkbox"/> No <input type="checkbox"/>
IOSA Registration:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Results of RMT Assessment:	
Date of RMT:	
Period of Validity of RMT:	
ATFP Recommendation/s:	
Manager with Signature Authority Decision:	
Name and Signature:	
Date:	