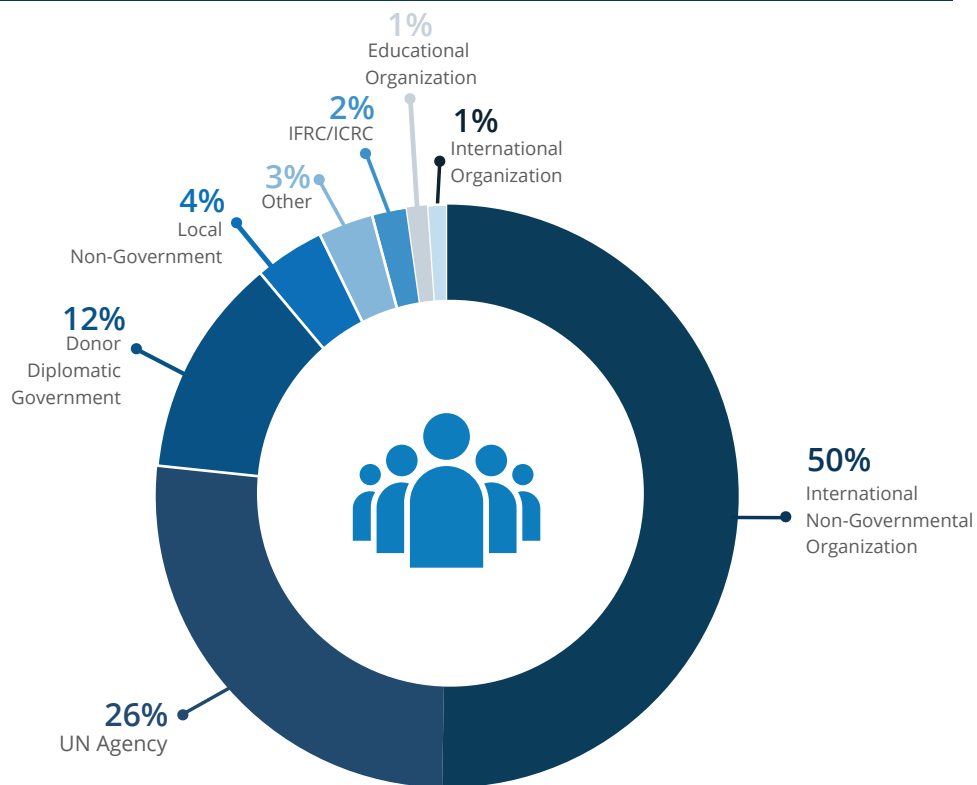


WFP COMMON SERVICES COVID-19

AIR PASSENGER AND FREE-TO-USER CARGO SERVICES FEEDBACK SURVEY RESULTS

NOVEMBER 2020



55%

of respondents were NGOs



93%

of respondents were either very satisfied or satisfied with the Air Passenger Services



78%

of respondents were either very satisfied or satisfied with the Cargo Services

How likely would it be for you to recommend WFP's services to your management to support your organization's response capacity?

Very Likely Likely Neutral Unlikely Very Unlikely

Air Passenger Services



Overall

85%

Respondents would recommend WFP Air Passenger Services to their management to complement/ support their organization's response capacity

Free-to-User Cargo Services

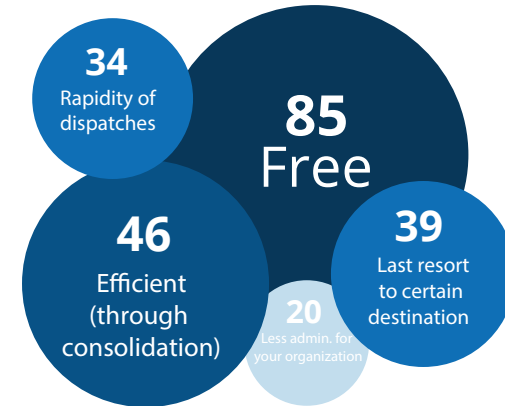


Overall

78%

Respondents would recommend WFP Cargo Services to their management to complement/ support their organization's response capacity

Reasons for using the Free-To-User Cargo Services:



65%

of respondents relied solely on WFP Air Passenger Services for the movement of staff from locked-down region

How did WFP Common Services support your organization?

