



**THE FEDERATION OF EAST AFRICAN FREIGHT FORWARDERS  
ASSOCIATIONS (FEAFFA)**

**COVID-19 STANDARD OPERATING PROCEDURES (SOPs)  
FOR  
CARGO TRANSPORTERS AND FREIGHT FORWARDERS IN  
EAST AFRICA**

**JUNE 2020**

## SOP REVIEW FRAMEWORK

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## **LIST OF ABBREVIATIONS AND ACRONYMS**

CA	Customs Agent
COVID-19	Corona Virus Disease 2019
DSP	Designated Stop Point
EAC	East African Community
FF	Freight Forwarder
FEAFFA	Federation of East African Freight Forwarders Associations
ICD	Inland Container Depot
JMP	Journey Management Plan
MOH	Ministry of Health
PPE	Personal Protective Equipment
SOP	Standard Operating Procedures
WHO	World Health Organization

# **1. GENERAL INFORMATION ON THE SOPs**

## **1.1 Scope of the SOPs**

The present SOPs aim to establish procedures to be followed by cargo transporters and freight forwarders in East Africa when operating in the region as a result of the coronavirus disease (COVID-19). Due to the volatile situation and the pace of the changes regarding the procedures that apply to contain the spread of the disease, best practice for SOPs in such a situation is to review them every 15 days or as regulations are introduced that have an effect on the SOPs in place. This will ensure that the SOPs remain relevant at any particular time.

## **1.2 Objectives of the COVID-19 SOPs**

There are various reasons why these SOPs have been developed including:

- To guide day-to-day operations of industry players with focus on customs agents and freight forwarders, warehouses, inland container depots, truckers, and related offices and equipment.
- To facilitate a common approach/framework for sector players to ensure smooth movement of goods and services through border corridors while implementing the measures against COVID-19.
- To guide industry players within East Africa as they continue providing the essential freight logistics services while maintaining the highest health and safety standards against COVID-19.
- To support the East African community (EAC) Partner States in implementing a harmonized regional approach to ease cargo movement through borders, to test and manage cargo and truck drivers during the pandemic, among other things.
- To contribute and support national, regional and global response towards managing COVID-19.

## **1.3 Responsibilities**

In order to successfully implement the guidelines and procedures contained herein, the actors in the sector must assume their responsibilities as outlined below:

### **Management**

- Provide information and technical assistance regarding safe work practices during the coronavirus pandemic.
- Provide all necessary materials, tools and equipment required by employees in preventing COVID-19.
- Provide training to employees on COVID-19 transmission, prevention and management.

### **Supervisors**

- Implement the work practices outlined in this document within departmental / section / unit operations.
- Ensure all employees follow social distancing requirements of at least six feet.
- Ensure all employees use personal protective Equipment (PPE) as outlined in these procedures.
- Ensure all employees sanitize / wash hands as recommended.

## **Employees**

- Implement and follow the work practices outlined in this document.
- Report any contact with bodily fluids suspected to be from a COVID-19 positive person to supervisor immediately.
- Self-monitor for signs and symptoms of COVID-19.
- Report when sick or experiencing symptoms of COVID-19 to supervisor.
- Follow guidelines including social distancing requirements of at least six feet, sanitizing / hand washing and appropriate use of PPEs.

### **1.4 General Guidance and Directions**

The following are the general standard operating procedures to guide sector players in cargo transport, warehousing, customs clearance and freight forwarding in East Africa:

- Minimize being in groups of more than 5.
- Minimize contact with other drivers, loaders, ground personnel and other staff.
- Reduce time in public areas or going out into the general population while in transit.
- Avoid hand shaking (no touching) and use social distancing (maintain approximately 6 feet (2 metres) if possible) whenever out in public.
- Avoid crowds, shopping malls, sporting or mass events, and other situations likely to attract large numbers of people.
- Avoid close contact with people who are sick whenever possible.
- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 70% alcohol. Always wash hands that are visibly soiled/greased.
- Avoid touching your face (eyes, nose and mouth) because contaminated hands may transfer the virus to your body through these openings.
- When sneezing or coughing, cover your mouth and nose with bent elbow or tissue and immediately dispose of the tissue in an appropriate place.
- Self-monitor your health condition;
  - If suspected to be infected or exposed, take temperature test with a thermometer twice a day and watch for cough or difficulty breathing. If thermometers are not available, get the temperature checked at the nearest health facility during scheduled stops.
  - Immediately report any fever, cough, or difficulty breathing to the supervisor and/or the health medical contacts as provided in the country. (fever means feeling feverish or having a measured temperature of 37.3 degrees Celsius or higher).
  - Only return to work when free of symptoms without medication for 24 hours and cleared by management.
- Use face masks as they can limit transmission of the virus to others if you are sick or showing the symptoms as described above.
- Observe various COVID-19 guidelines issued by various players in the freight logistics chain.
- Contact Ministry of Health (MOH) or other relevant government agency in the country if exposed to individuals with suspected COVID-19.
- Stay informed by carefully reading and listening to information distributed through the various government agencies concerned with COVID-19 management.

### 1.5 Personal Protective Equipment (PPE)

Transport operators, warehousing operators, customs agents and freight forwarders shall ensure availability of the following PPE items for their own staff (meeting specifications of WHO and MOH in their respective countries):

- Face masks
- Face shield or eyes googles
- Gloves
- Gowns
- Non-contact infrared thermometers
- Disinfectant gels (alcohol-based hand sanitizers over 70%)
- Biohazard bags
- All staff shall be trained on basic rules on how to put on/take off PPE as recommended.

### 1.6 Isolation Guidelines if exposed to a COVID-19 Positive Case

Isolation is used to separate people infected with the virus (those who are sick with COVID-19 and those with no symptoms) from people who are not infected. People who are in isolation should stay home until it is safe for them to be around others. In the home, anyone sick or infected should separate themselves from others by staying in a specific “sick room” or area and using a separate bathroom (if available).

If you do **not** live in an area with malaria or dengue fever, please do the following:

- If you become ill, even with very mild symptoms you must self-isolate.
- Even if you don’t think you have been exposed to COVID-19 but develop symptoms, then self-isolate and monitor yourself.
- You are more likely to infect others in the early stages of the disease when you just have mild symptoms, therefore early self-isolation is very important.
- If you do not have symptoms, but have been exposed to an infected person, self-quarantine for 14 days.

If you have had COVID-19 (confirmed by a test) self-isolate for 14 days even after symptoms have disappeared as a precautionary measure – it is not yet known exactly how long people remain infectious after they have recovered. Follow national advice on self-isolation.

### 1.7 Specific Reporting Contacts for each Country

The following are contacts to report a suspected case of COVID-19, inquire and clarify any information in the pandemic in the different EAC countries.

Country	Agency	Telephone Contacts	SMS Short code
Kenya	MOH	719	*719#
Burundi	MOH	113	113
Rwanda	MOH	114	0788202080 (WhatsApp)
Uganda	MOH	*260#	919
Tanzania	MOH	191	*191#
South Sudan		6666	-

## 2. ROAD CARGO TRUCKING COVID-19 SOPs

The following guidelines are to be followed by those in the cargo trucking sector. These SOPs may change based on new directives and guidelines issued by respective countries in the EAC region.

### 2.1 General Guidelines

#	General Guidelines
GRT1	A strict single truck-one principle driver policy will prevail. An assistant driver (crew) can however be added as optional. In exceptional circumstances 2-3 persons may be allowed.
GRT2	The driver/crew will be required to undergo COVID-19 testing and registration process before travelling out of their country to any other country in the region.
GRT3	The driver and crew tested and cleared for travel will be expected to handle the truck throughout the journey. In the event of any change of driver or crew due to unavoidable circumstances, the transport company must inform the relevant government authorities through a structured release process. The idea is to attach each driver to an "address"-their truck.
GRT4	Drivers will be expected to develop a journey management plan (JMP) with the relevant route/journey, cargo details, driver and crew details, temporary stop points and primary stop points. The JMP will be updated during and after the journey.
GRT5	Driver must only stop at designated stop points only unless for emergency services or police checks and in which case social distancing and wearing face mask must be observed.
GRT6	Driver and crew should be trained by their respective transport companies on COVID-19 mitigation measures and provided with basic pictorials and posters in local and widely spoken languages on COVID-19.
GRT7	Driver and crew should ensure physical documents that need to exchange hands are in a clear sealable, easy to sanitize document holder i.e putting the documents in clear plastic envelopes or using laminated documents.
GRT8	Driver and crew should ensure that while at loading point no unauthorized persons should access the truck or touch truck and/or container surfaces.
GRT9	At any point during the journey, the driver and crew will be isolated if they record any COVID-19 symptoms or become exposed to a COVID-19 positive case. The truck should be disinfected and allocated to a new team to complete the journey.
GRT10	All employees, clients and visitors accessing the transporters premises must wear masks and sanitize their hands using an alcohol-based sanitizer or wash hands with soap and running water.
GRT11	Drivers and crew after a journey should fill a form providing information about journey completed, route, stop points, final cargo destination, countries travelled to and essential health information. Such form should be kept by the transport company.
GRT12	All transporter premises must have temperature handguns for screening of all visitors and staff before entering the premises. Staff and visitors with unsafe temperature reading should be isolated immediately per WHO/and MOH guidelines.
GRT13	All visitors accessing the premises must be logged in by providing proper and authenticated identification (national ID, Passport) with their full names, contact information, company, time in/out and reason for access.



## 2.2 Specific Cargo Trucking Procedures

Process Stage	Process Steps	Procedure No.	Procedure	Responsible
<b>Pre-Journey</b>	1. COVID-19 Testing and Accreditation	1.1	Undertake a mandatory COVID-19 testing and be issued with a certificate 48 hours before the journey. If tests are positive one must undergo isolation and treatment procedures per the EAC host country procedures.	Driver Crew
		1.2	Plan the journey within the validity period of the COVID-19 Certificate currently at 14 days' subject to driver complying with SOPs during the journey. If still in transit, undertake another test two days before expiry of the initial 14 days.	Driver Crew Transporter
		1.3	Register driver in the applicable cargo/journey tracking system upon negative testing. Driver can only be registered under one company.	Transporter
		1.4	Apply for a permit to move. A pre-journey application is made for each single trip and only one JMP will be possessed at a time.	Transporter
	2. Preparing for the Journey	2.1	Carry out a pre-trip vehicle check (employer to provide a pre-trip checklist) to ensure roadworthiness. This will help avoid transgressions such as failure to observe social distancing, impairing use of PPE, violation of JMP protocols, interaction with communities etc as would be witnessed in case of a breakdown.	Driver Transporter
		2.2	Confirm that the vehicle is well serviced with sufficient fuel preferably for a round trip journey.	Driver Transporter
		2.3	Pack recommended PPE particularly masks, gloves, reflector vests / overalls, safety shoes, sanitizers, and handwashing soap before start of journey.	Driver Transporter
		2.4	Pack water (both drinking and washing), functional mobile phones with airtime, snacks or food if possible to avoid having to interact with communities en-route in search of food, water or drinks except at official Government Designated Stop Points (DSPs) within the EAC.	Driver Crew
	3.	3.1	Prior to entry and before embarking on a journey, clean and sanitize truck exterior and cabin using recommended guidelines and protocols by the MOH.	Driver Crew

<b>Process Stage</b>	<b>Process Steps</b>	<b>Procedure No.</b>	<b>Procedure</b>	<b>Responsible</b>
	Gaining Entry into Truck Cabin	3.2	Wash hands or use a sanitizer before entering the truck cabin.	Driver Crew
		3.3	For both driver and crew, observe social distancing in the truck cabin, use face masks and gloves.	Driver Crew
		3.4	Confirm appropriate documentation including COVID-19 certificate, permit to move, JMP, other cargo and personal documentation as required.	Driver Crew
<b>Loading</b>	4. Loading Point Activities	4.1	Schedule when to report to the loading point, avoiding congestion, queues in order to maintain social distancing guidelines. Where possible if reporting to warehouse/ICD for offloading, a release order detailing cargo, crew, trucks particulars should be communicated in advance.	Driver Crew
		4.2	On arrival and reporting at loading point observe COVID-19 guidelines. Face mask should be on throughout. Sanitize and/or wash hands, accept disinfection of the truck cabin and container, observe parking guidelines, and always maintain 6 feet (2 metres) recommended social distance.	Driver Crew
		4.3	During loading ensure that no unauthorized persons have access to the truck/cabin or touch truck and/or container surfaces.	Driver Crew
		4.4	As the truck is being loaded, avoid congregating with other truck crews, dock workers, and loading personnel by staying in the truck cabin. Ensure truck cabin is well ventilated by opening the windows. Where it is not possible, ensure 6 feet (2 metres) social distancing, and ensure mask is on at all times.	Driver Crew
		4.5	Once cargo documents have been received, place them in a sealable easy to sanitize document pouch and sanitize.	Driver Crew
		4.6	After loading and before exiting, wash hands or sanitize before entering the truck.	Driver Crew
<b>Journey Management</b>	5. During the Journey	5.1	Begin the journey by ensuring the journey strictly follows the declared route in the JMP.	Driver
		5.2	During the journey and at every DPS, sanitize the cabin regularly focusing on the common touch points such as steering wheel, radio, levers, door	Driver Crew

Process Stage	Process Steps	Procedure No.	Procedure	Responsible
			handles, etc. Clean/sanitize tools or equipment shared with crew and others during journey. In case of own food cooking, disinfect cooking utensils before/after use.	
		5.3	No passengers or any other person is allowed in the cabin apart from one crew member. In special circumstances, especially domestic cargo transportation, the goods owner may be allowed on board the truck. All in the cabin must observe hygiene, social distancing and use of face masks at all times.	Driver
		5.4	Observe health hygiene in the cabin throughout the journey including avoidance of smoking, sharing food and water from the same container, coughing and sneezing without covering mouth etc.	Driver Crew
		5.5	As the journey progresses, keep the cabin aerated but minimize use of air conditioning when in company of crew.	Driver Crew
		5.6	Stop at the DSP to allow for refreshment, health breaks and taking of vitals if deemed necessary and updating of JMP.	Driver Crew
	6. Weighbridges and Police Checks	6.1	On arrival at weighbridge or being flagged by police, remain in the cabin unless requested to disembark, in which case a face mask should be on and social distancing observed.	Driver Crew
		6.2	Upon clearance to proceed if driver and crew had disembarked, before entering the truck wash / sanitize hands, sanitize / disinfect door handles and sanitize the cargo documentation in the sealable document pouch.	Driver Crew
	7. Border Points	7.1	On arrival at border points disembark from the truck to swipe health card or have Health card scanned by health official and proceed to the Port health monitoring unit/team for clearance. Driver and crew must have masks on, keep social distance, wash/sanitize hands on disembarking.	Driver Crew
		7.2	Produce required documentation including the COVID-19 Certificate at the departure point and destination.	Driver Crew
		7.3	Go through any laid-out procedures at the DSP including filling out a form providing more information on the self and travel route.	Driver Crew

Process Stage	Process Steps	Procedure No.	Procedure	Responsible
		7.4	Get clearance from the Health Unit to proceed if no one (driver and crew) test positive or is exhibiting COVID-19 symptoms such as a high temperature.	
		7.5	Based on test results, if a driver or crew member tests positive at point of entry or displays COVID-19 symptoms, immediately isolate following the host country MOH procedures.	Driver Crew
		7.6	Disinfect the truck where the driver and crew member are isolated because of COVID-19 symptoms, before the resumption of the journey. Provide a different driver and crew member to complete the journey.	Driver Crew Transporter
		7.7	Proceed to the customs area for clearance while ensuring the masks are on and social distancing is observed. Follow all the COVID-19 guidelines given by Customs and other government agencies.	Transporter
		7.8	Upon clearance, driver and crew should before entering the truck wash / sanitize hands, sanitize / disinfect door handles and sanitize the customs clearance documents in the sealable document pouch.	Driver Crew
		7.9	After cargo and truck clearance return to the truck. Disinfect the interior parts of the cabin as the journey is resumed.	Driver Crew
	8. Stops during the Journey	8.1	Unless an emergency, police stops or weighbridges, for long and overnight stays, meals (prepare own or buy), vehicle checks, rest, receiving health updates and briefings, stop at the DSP for cargo trucks along the main corridors.	Driver Crew
		8.2	On arrival at the DSP, the driver and crew shall remain on-board until the designated health officers have performed health screening.	Driver Crew
		8.3	To sleep/rest outside the DSP use accredited lodging places and ensure they comply with the COVID-19 guidelines.	Driver Crew
		8.4	To sleep/rest in the cabin, ensure that before and after the rest, the cabin is disinfected especially the sleeper area and seats.	Driver Crew

<b>Process Stage</b>	<b>Process Steps</b>	<b>Procedure No.</b>	<b>Procedure</b>	<b>Responsible</b>
		8.5	At all times in the DSP or the short health break points, driver and crew should observe social distancing, wearing of masks and any other COVID-19 guidelines issued along the transit corridors and border points.	Driver Crew
		8.6	Before departing the last DSP, make a pre-alert arrival to the delivery point. This will allow for the preparation and scheduling at the receiving point.	Driver Transporter
<b>Delivery of Cargo and Offloading</b>	9. Reporting arrival	9.1	Report at the delivery point gate house for security check. Allow security checks while observing social distance and face mask on. Identify and follow the specific COVID-19 guidelines issued at the gate house.	Driver
		9.2	Based on the pre-arrival notification and schedule, report at the reception of the offloading point and present cargo delivery documentation. Follow COVID-19 regulations by washing/sanitizing hands and having the mask on.	Driver Crew
		9.3	Disinfect the truck and container and follow other COVID-19 regulations set by the receiving entity including parking guidelines and social distancing.	Driver Crew
	10. Offloading	10.1	Set the truck at the offloading point as directed and ensure that no unauthorized persons have access to the truck or touch truck and/or container surfaces.	Driver Crew
		10.2	As the truck is being offloaded, avoid congregating with other truck drivers and crews, and offloading personnel preferably by staying inside the cabin. Ensure truck cabin is well ventilated by opening the windows.	Driver Crew
		10.3	Once cargo documents have been received, place in a sealable document pouch and sanitize.	Driver Crew
		10.4	After offloading and before exiting, wash hands or sanitize before entering the truck. Disinfect cargo delivery documents received from the offloading point.	Driver Crew
<b>Post-Journey/Post</b>	11. Return to Home Office	11.1	During the return journey, observe all the journey protocols highlighted in steps 4 – 10 above. Regular washing of hands, disinfection of the cabin touch points, social distancing within the cabin and during return journey and having facemask on throughout should be observed.	Driver Crew

<b>Process Stage</b>	<b>Process Steps</b>	<b>Procedure No.</b>	<b>Procedure</b>	<b>Responsible</b>
<b>Delivery of Cargo</b>		11.2	Thoroughly clean and disinfect the truck, cabin and container before parking at the office/yard, yard on arrival.	Transporter
		11.3	Before departure for home, fill in the journey completion form and undergo COVID-19 screening (temperature check). If symptoms are detected self-isolate for further observation and testing.	Driver Crew Transporter
		11.4	Proceed home or resting place if no symptoms detected while observing all the basic COVID-19 guidelines.	Driver Crew

### 3. WAREHOUSING/ICD OPERATIONS COVID-19 SOPs

The following guidelines are to be followed by those operating Warehouses/ICD. These SOPs may change based on new directives and guidelines issued by respective countries in the EAC region.

#### 3.1 General Guidelines

#	General Guidelines
GRW1	The warehouse/ICD operators should put together a risk communication plan and use it to sensitize the surrounding communities, suppliers, transporters, and drivers that access the warehouses/ICD at all branches or through their associations.
GRW2	Place prominently around the gate house, reception areas, offices, yards, receiving and dispatch areas COVID-19 communication material such as charts, pictorials, and posters in local and widely spoken languages. Broadcast audio messages on COVID-19 guidelines to employees and visitors.
GRW3	Train all staff on COVID-19 mitigation measures. Ensure the gate house officers are trained on how to measure temperature of persons accessing the premises as well as maintaining social distance while carrying out security checks.
GRW4	All operations must be planned and scheduled in advance in order to ensure space and time allocation for loading and offloading. Limit the number of staff working at any one point to ensure social distancing within the warehouse/ICD.
GRW5	Put in place a policy prohibiting unnecessary visitors. Limit access to only 1 driver and an assistant per truck.
GRW6	All visitors accessing the premises must wear masks, sanitize their hands using an alcohol-based sanitizer or wash hands with soap and water as well as maintain social distance.
GRW7	All visitors accessing the premises must be logged in by providing proper and authenticated identification (national ID, Passport) with their full names, contact information, company, time in/out and reason for access.
GRW8	All drivers accessing the warehouse/ICD should fill out a questionnaire to provide further information including route and final destination of cargo, countries recently travelled to and essential health information per WHO and MOH guidelines.
GRW9	For those visitors who must come to the office/warehouse/ICD, limit the numbers coming into the premises at one time by using appointments. During the visit, interactions should follow the WHO/MOH standard operating procedures including at a minimum, social distancing of up to 2 meters, wearing masks and sanitizing hands upon entry to the premises.
GRW10	All warehouse/ICD premises must have temperature handguns for screening of all visitors and staff before entering the premises. Staff and visitors with unsafe temperature reading should be isolated immediately as per WHO/MOH guidelines.
GRW11	Manual loading and offloading should be avoided where possible. Use of forklifts or other equipment should be utilized instead.

GRW12	Overcrowding at loading bays should be avoided, with a minimum of 4-5 loaders/staff working together at any one time while socially distancing and wearing face masks always.
GRW13	Overcrowding or congregating at parking areas while awaiting clearance to enter the premises, to deliver or pick cargo should be avoided. All drivers and crew should wait in their vehicles until their time to enter the premises, offload or pick cargo reaches.
GRW14	Cleaning and sanitizing/disinfection of the premises (high touch areas), facilities and equipment must be carried out on a regular basis preferably several times a day based on people traffic.
GRW15	To prevent congestions at the receiving and dispatching area, ensure manpower planning in advance of receiving of goods. Maintain a small number of staff based on the space allocation to ensure social distancing and ensure all loading and off-loading staff are properly kitted with the right PPE.
GRW16	Limit the number of meetings. Adopt remote meeting applications such as Zoom. Limit physical meeting at 50-60% of room capacity with the appropriate distances observed.
GRW17	Ensure adequate aeration of office premises through open doors, windows, and cleaned ventilators.



### 3.2 Specific Warehousing/ICD Standard Operating Procedures

Process Stage	Process Steps	Procedure No.	Procedure	Responsible
<b>Pre-arrival Notification and Preparation</b>	1. Advance Shipment Notice	1.1	Establish as a requirement an Advance Shipment Notice system for all the customers. This is the pre-alert/notification aiding in preparation for receiving cargo at the warehouse/ICD. This enables the warehouse/ICD make safety preparations for the receipt.	Warehouse / ICD Operator
		1.2	Verify that the shipment meets all the requirements and regulations in relation to COVID-19 including transporter/carrier health accreditation status particularly the driver, crew and assigned truck.	Warehouse / ICD Operator
		1.3	Schedule truck arrival providing good estimate of the timeline for completing of truck processing (fumigation of containers), inbound order processing and therefore avoiding congestions in the warehouse/ICD.	Warehouse / ICD Operator
<b>Gatehouse / Reception / Barrier Activities</b>	2. Arrival of trucks, delivery vehicles, employees and visitors	2.1	Gate officers screen all the visitors for temperature, donning of face masks as recommended. For those within acceptable temperature range, allow entry. Isolate anyone with an unsafe temperature reading and report the case to MOH officials.	Gatehouse / Security Supervisor
		2.2	Direct all visitors to wash/sanitize hands using the facilities provided by the warehouse/ICD. Ensure all have masks on throughout and observe social distance guidelines (Place markings at barrier gate providing of 6ft spacing per person).	Gatehouse Supervisor
		2.3	Record details of all visitors to the warehouse/ICD including names, telephone contacts, company, identification document number.	Gatehouse Supervisor
		2.4	Gate officers in adherence to COVID-19 guidelines (use of face masks, gloves and social distancing) approach the truck / vehicle for document checking and clearance while subjecting occupants to temperature checks, hand sanitizing/washing.	Gatehouse Supervisor
		2.5	For delivery vehicles, confirm pre-delivery schedule / appointment as per the Advance Shipment Notice (ASN).	Gatehouse Supervisor

Process Stage	Process Steps	Procedure No.	Procedure	Responsible	
		2.6	For transit delivery trucks, confirm validity of the COVID-19 Certificate for the driver and crew and any other requirements.	Gatehouse Supervisor	
		2.7	For goods retrieval/picking confirm vehicle has a scheduled pick up with the dispatch section.	Gatehouse Supervisor	
		2.8	Direct all delivery and/or picking/retrieval vehicles to the disinfection facility.	Gatehouse Supervisor	
	3. Receive delivery documentation from delivery personnel	3.1	Receive documentation from driver or crew. Ensure 6ft (maintain measurement or use both) distance between the reception table and position of driver/crew. Also, all people in the reception observe social distance, put on masks and sanitize their hands occasionally.	Customer Service	
		3.2	Capture delivery documentation by use of automation such as bar coding and scanner. Where these do not exist, receive hard copy documentation in a sealed plastic bag to allow for disinfection, otherwise use hand gloves. Sanitize any stationery like pens used.	Customer Service	
		3.3	Disinfect high touch truck surfaces prior to inspection using dedicated personnel and approved disinfectants. Where possible, use inspection towers to avoid physical contact by climbing in the trucks and disinfect.	Receiving supervisor	
		3.4	Disinfect all loose cargo before receiving and confirming the delivery.	Receiving supervisor	
		3.5	Direct the delivery vehicle to the offloading bay devoid of congestion.	Receiving supervisor	
	<b>Receiving of goods</b>	4. Opening of truck / container and inspection	4.1	Inspect the delivery vehicle, container and loose cargo for integrity or evidence of tampering of security seals. While doing so, observe the COVID-19 guidelines.	Receiving supervisor
			4.2	Open the truck/container and inspect for visible damages in the presence of truck driver and/or client representative. Ensure all present observe social distancing measures while donning recommended PPE.	Receiving supervisor
5.		5.1	Organize / allocate sufficient work area / space and plan personnel positioning to ensure observation of social distancing during offloading.	Receiving supervisor	

Process Stage	Process Steps	Procedure No.	Procedure	Responsible	
	Unpacking / Offloading Goods (manual or use of handling equipment)	5.2	Fumigate all offloading spaces and equipment before using them.	Receiving supervisor	
		5.3	Unpack / offload the goods into the receiving area. Use automated equipment like forklifts and pallets to offload and avoid as much use of manual labour as possible.	Receiving supervisor	
		5.4	Allocate 4 - 5 employees per container to avoid overcrowding where automated equipment does not exist.	Receiving supervisor	
		5.5	Tally verify actual quantities and condition of stock offloaded against packing list. Maintain social distance while tallying and confirming delivery. Use the approved PPE.	Receiving supervisor	
		5.6	Generate / sign and hand over Goods Received Note (GRN). Minimize the risk by use of automation e.g. warehousing management systems (WMS), web-based and mobile platforms and applications. Where manual processes are being used, ensure observance of COVID-19 regulations.	Receiving supervisor	
	6. Sorting and kitting of goods	6.1	Plan and organize the warehouse/ICD space for sorting and kitting ensuring social distancing and appropriate use of PPE per MOH guidelines.	Receiving supervisor	
		6.2	Disinfect sorting and kitting spaces as well other workstations in the warehouse/ICD every close of day/activity.	Receiving supervisor	
	<b>Put away process</b>	7. Allocation of appropriate stock keeping units (SKUs)	7.1	Automate the stock keeping unit allocation to prevent possible contamination through touching.	Put Away Supervisor
			7.2	Store high-velocity SKUs in a readily accessible and ergonomically friendly area for ease of both picking and replenishment. Frequently disinfect such areas.	Put Away Supervisor
		8. Move stock out of receiving area into allocated SKUs	8.1	Disinfect and clear receiving area as per COVID-19 protocols.	Put Away Supervisor
8.2			Train equipment operators on COVID-19 regulations to be observed during put away processes.	Put Away Supervisor	
8.3			Move stock using available automation and equipment for put away processes to ensure less human interactions.	Put Away Supervisor	

<b>Process Stage</b>	<b>Process Steps</b>	<b>Procedure No.</b>	<b>Procedure</b>	<b>Responsible</b>
		8.4	Generate electronic warehouse/ICD receipts and discrepancy reports with electronic signature capabilities. Where this is not possible ensure social distancing and disinfection of stationery and documents raised to support the process.	Put Away Supervisor
<b>Storage of goods</b>	9. Location planning	9.1	Label large, clear, visible and readable markings, durable in nature to withstand disinfection / cleaning impact.	Storage Supervisor
		9.2	Use bar codes to minimize human contact on goods.	Warehouse operator
		9.3	Provide properly organized and planned aisles and sizeable walkways within the warehouse/ICD to allow for social distancing.	Storage Supervisor
	10. Preservation of cargo	10.1	Disinfect warehouse/ICD floors regularly to ensure prevention of transmission of the virus via shoes and instituted a shoe/feed disinfection bath right outside the warehouse/ICD entrance.	Storage Supervisor
		10.2	Institute a storage policy to facilitate picking function i.e Fast moving items be kept at most accessible location of the warehouse/ICD to avoid contaminating cargo that is not being picked.	Storage Supervisor
		10.3	Spread fast moving items over a large number of picking locations to minimize congestion and comply with social distancing guidelines.	Storage Supervisor
		10.4	Co-locate items usually required together near to one another to minimize travelling distance during picking.	Storage Supervisor
<b>Retrieving goods from storage for dispatch</b>	11. Planning for goods order dispatch	11.1	Receive dispatch order electronically by use of email and/or web-based WMS to ensure minimal human interaction.	Retrieval Supervisor
		11.2	Plan and schedule the dispatch and or picking of cargo. Ensure adherence of schedule to avoid congestion at dispatch point.	Retrieval Supervisor
		11.3	Provide for different dispatch / pick up points and times from cargo receiving.	Retrieval Supervisor
	12.	12.1	Direct the picking vehicle to an appropriate slot and ensure the driver and crew is in PPE and observes social distancing.	Dispatch Supervisor

<b>Process Stage</b>	<b>Process Steps</b>	<b>Procedure No.</b>	<b>Procedure</b>	<b>Responsible</b>
	Dispatching goods	12.2	Prepare stock picking, sorting and packing in accordance with loading order. Ensure the dispatch staff adhere to the COVID-19 guidelines in this process.	Dispatch Supervisor
		12.3	Locate, retrieve, and load order using authorized equipment and personnel while observing social distancing and use of appropriate PPE.	Dispatch Supervisor
		12.4	Generate required documentation for the delivery including Good Delivery Note (GDN) and gate pass. Observe social distancing in the process of handing to driver/crew.	Dispatch Supervisor
		12.5	Fumigate all the surfaces and touch points at the dispatch zone after every truck loading and at the end of the day.	Dispatch Supervisor

## 4. CUSTOMS CLEARANCE AND FREIGHT FORWARDING COVID-19 SOPs

### 4.1 General Guidelines

#	General Guidelines
GRCFF1	All offices and premises should have COVID-19 guidelines and measures displayed prominently. Ensure mandatory use of face masks, thermal scanning, sanitation at entrances and office premises. All employees and visitors must sanitize or wash their hands before proceeding to the offices/premises.
GRCFF2	Place prominently around the office entrance, reception areas, offices, and restrooms COVID-19 communication material such as charts, pictorials and posters in local and widely spoken languages. Broadcast audio messages on COVID-19 guidelines to employees and visitors.
GRCFF3	Provide all employees with personal protective equipment and a copy of firm COVID-19 guidelines which they must assent by signing.
GRCFF4	Within the premises, employees must limit physical interactions with other employees at least 6 feet (1.5–2m). Sitting arrangements must be organized to ensure the recommended social distancing guidelines.
GRCFF5	Use of the remote work platforms, email, telephone, internet to engage with customs for declarations as well as in conducting meetings with employees, clients and others using WhatsApp, Zoom, Microsoft Teams etc.
GRCFF6	Meeting limits which should be set at 50-60% of room capacity with the appropriate distances observed.
GRCFF7	Clean and disinfect frequently all high touch surfaces (e.g. kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads, toilet push plates, all taps, tables, machines, counters, elevator buttons etc). soap or alcohol-based disinfectants; fumigate where possible with chlorine-based disinfectant (low-cost) or any other recommended disinfectant.
GRCFF8	Establish a system for employees to declare having knowingly been in close contact with a confirmed COVID-19 positive case. For example, a questionnaire with questions on travel and contact history.
GRCFF9	Employees with flu, cough, cold or fever must stay at home and seek medical assistance with the support of the company.
GRCFF10	Immediately report and isolate workers that are confirmed COVID-19 cases while isolating co-workers they may have come into close contact with following the MOH guidelines.
GRCFF11	Ensure adequate aeration of office premises through open doors, windows, and cleaned ventilators.
GRCFF12	Limit external visitors/clients and ensure they abide by all workplace safety protocols whilst on the premises.

#### 4.2 Specific Customs Clearance and Freight Forwarding Procedures

Process Stage	Process Steps	Procedure No.	Procedure	Responsible
<b>Importing and Exporting</b>	1. Client Contact and Contracting	1.1	Establish accredited importers or exporters upon compliance records to ensure a seamless clearance process at all points of cargo clearance.	Customs Agent (CA) / Freight Forwarder (FF)
		1.2	Contact and complete negotiation and contracting with a client using electronic channels e.g. email, phone, mobile applications. This ensures no physical interaction with importer or exporter.	CA/FF
		1.3	Where physical meeting is essential, practice COVID-19 guidelines of social distancing, using face masks throughout contact period, sanitize and washing of hands.	CA/FF
		1.4	When visiting the client's office, in addition to 1.2 above, observe the specific COVID-19 guidelines developed by the client.	CA/FF
		1.5	Where the client visits the freight forwarding offices, ensure that all the visitors observe the COVID-19 guidelines by the government and specific firm COVID-19 guidelines in place.	CA/FF
		1.6	In the event of physical documentation in contracting, disinfect the documents and stationery before and after use.	CA/FF
	2. Preparation of cargo for Export or Import	2.1	Fumigate / disinfect containers before and after loading as may be required by the prevailing COVID-19 measures.	CA/FF
		2.2	Provide all documentation and certification in relation to COVID-19 requirements for export or import are available in a clear sealable, easy to sanitize document holder.	CA/FF
		2.3	Contract entities like transporters, shipping lines and warehouses who have adherence to the relevant COVID-19 measures by governments.	CA/FF
		2.4	During scanning and verification of exports, ensure complete adherence to all COVID-19 guidelines by the Customs Administration.	CA/FF
		2.5	Process all payments for services electronically using online payment systems or mobile money transfer services.	CA/FF

<b>Process Stage</b>	<b>Process Steps</b>	<b>Procedure No.</b>	<b>Procedure</b>	<b>Responsible</b>
	3. Customs Clearance and Release	3.1	Use remote work features of existing automated solutions, by ensuring that documents needed to prepare customs declarations are received and handled electronically.	CA/FF
		3.2	Seek for cargo pre-approved clearance to ensure fast cargo truck clearance at the border.	CA/FF
		3.3	Make payments, queries and follow up with customs electronically. Avoid staff visiting customs offices unless it is essential. In which case government and Customs Administration COVID-19 measures must be adhered to.	CA/FF
		3.4	Limit the number of employees at ports, border points, inland container depots (ICDs) to minimize exposure. Such employees must be trained on COVID-19 measures and must observe set guidelines at those points.	CA/FF
		3.5	Place all physical documents in the clearance process should be placed in a clear sealable easy to sanitize document holder.	CA/FF
		3.6	Facilitate COVID-19 testing every 14 days for staff operating at the borders, ports, ICDs. Any staff with symptoms identified isolated in line with government guidelines.	CA/FF
		3.7	Ensure contracted transporters, have adherence to the relevant COVID-19 measures by governments required of them before loading of cargo from the ports, ICDs, etc.	CA/FF
		3.8	Request from Customs Administration all rights to access entries with payment receipts, exit notes, etc for ensuring minimal contacts for goods held by customs.	CA/FF
<b>Freight Handling</b>	4. Organize for transportation – Own or contracted	4.1	For domestic and transit cargoes, ensure that the transporter has in place COVID-19 measures for both the driver and crew as well as truck. This include social distancing measures, hand washing/sanitizing, use of face masks and fumigation of containers and truck cabin and other measures included in the COVID-19 SOPs for cargo trucking.	CA/FF



<b>Process Stage</b>	<b>Process Steps</b>	<b>Procedure No.</b>	<b>Procedure</b>	<b>Responsible</b>
		4.2	For transit cargo, in addition to the COVID-19 measures put in place by transporter, before loading cargo the driver and crew must have a COVID-19 certificate as required by the various governments in the transit corridors in EAC.	CA/FF
		4.3	For all transit cargo, ensure the cargo electronic tracking device details from customs for ease of monitoring.	CA/FF
		4.4	Send cargo clearance documents electronically to borders before trucks arrive to reduce time spent at borders.	CA/FF
		4.5	Use electronic means to send documents to transporter and any payments.	CA/FF
	5. Arrange for Warehousing and Storage	5.1	Identify and contract a warehouse that provides ample storage space and is less congested in terms of offloading and loading of trucks.	CA/FF
		5.2	Use electronic means to organize and pay for warehousing facilities.	CA/FF
		5.3	Ensure that the warehouse contracted has in place COVID-19 measures for receiving, storing, packaging and dispatching cargoes. This include social distancing measures, hand washing/sanitizing, use of face masks and fumigation of containers and truck cabin and other measures included in the COVID-19 SOPs for Warehousing.	CA/FF