

Rwanda Customs Administration measures to prevent the spread of COVID-19 and continue to facilitate the movement of goods.

Considering the urgent need to restrain the spread of COVID-19 and consequently maintaining the core functions of the Country; Customs Administration is committed to facilitate the movement of goods and safeguard the supply chain continuity while applying appropriate risk management measures to enhance COVID-19 preventive measures.

Measure taken to facilitate movement of goods:

- We continue to facilitate the movement of cargo (imports, exports and Transit);
- Prioritize and expedite the clearance of import, export and transit of relief consignments by offering immediate release and applying WCO standards;
- Enhanced risk-based control to minimise the need for physical inspection;
- Maximum utilization of intrusive cargo scanners for homogenous goods;
- The whole clearance process for imports, export and transit is conducted in the RESW which minimizes to a great extent any human intervention;
- Enforced stakeholders and the general public to use online services available in Rwanda Electronic Single Window System (RESW);
- Special arrangements for 24h operations for Electronic Cargo Trucking system, OSBPs
- Shared contacts for operational managers with the public for ease of communication;

Measures taken to protect Customs Officers

- A small number 10% of operational staff work from office to clear essential goods while other staff from support units perform their duties from home with monitoring mechanisms and resources in place;
- All staff on duty are equipped with safety equipment (hand gloves, face masks, hand sanitizers and enough working space for a 2 meter social distancing);
- Avoided physical contacts with clearing agents and transporters. All documents are submitted in the system to avoid exchange of hard copies;
- Convenient transport available for staff on duty and lunch arrangements in place to safeguard staff;

- Management meetings are conducted virtually through online conferences like zoom-in and other platforms created for smooth information exchange;
- Encouraged online exchange of files;
- Flexibility in approval of annual leave on rotational basis for the safety of staff;

Enhancement of Communication, Collaboration & Cooperation between stakeholders

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- Continuous engagement of our stakeholders, (Clearing &Freight forwarding Associations, importers, exporters, warehouse operators and the general public) to facilitate the movement of goods;
- Several National measures have been put in place for both private and public institutions to implement which has called for collaboration to ensure the society is protected;
- Shared contacts with the public for ease of communication;
- Customs is virtually working with all responsible agencies to coordinate borders and ensure their smooth functioning;