

## KenTrade set for Kenya TradeNet Upgrade



● Easier Cargo Clearance ● Efficient e-Payment ● Faster Cross Border Clearance

HIGHLIGHTS

06 | *Understanding the Mombasa Port and Northern Corridor Community Charter*

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*and more.....*



# Message from the Chief Executive Officer

The year 2019 was both challenging and exciting for us here at KenTrade. 2019 was a year that was filled with challenges, successes, and energy. We have expanded the Agency on all fronts, re-energized our workforce and forged new strategic partnerships. We also successfully completed the integrations with other key platforms and service providers across the Kenyan trade facilitation industry.

We are on course with the Kenya TradeNet System Upgrade project and expect to 'Go - Live' by end of the year 2020. We are committed to ensuring that Kenya's transition from the current to the next generation of the electronic Single Window System is on time, smooth and of minimal disruptions to our valued customers and users of the System. We strive to sustainably facilitate international trade in Kenya through

the support of the Government of Kenya and our development partners. Looking ahead, 2020 is shaping up to be a spectacular year in its own right as we build on the momentum of 2019 to maintain our rapid development and growth as the trade facilitation Agency. As an agency, we will continue to update our core technology, double our efforts to accelerate and improve the trade industry - preserve our place as market leaders.

As you know the world has been hit by COVID - 19, a new illness that can affect our lungs and airways, caused by a virus called coronavirus. Given the increasing number of countries affected by COVID-19, the Government has advised all citizens to restrict non-essential travels as well as allow employees to work from home in order to minimize the spread of the virus.

Importantly, the Ministry of Health is at the forefront in giving latest development with regards to the pandemic. In this regard I urge all of us to monitor closely information being provided by relevant authorities to enable you and your loved ones to stay safe.

Finally, I would like to personally thank everyone who, through their dedication and support, has had a hand in our success including our talented, hard-working team, our board members, our parent ministry The National Treasury, Development Partners, Partner Government Agencies, the private sector including our suppliers and of course - our core customers, the System Users.

We could not have done this without each and every one of you - and I can't wait to see what we'll achieve together in 2020. My very best wishes to all.

**Amos Wangora.**  
**Chief Executive Officer**

# VISION

To be a global leader in trade facilitation through innovative e-commerce solutions.



# MISSION

To facilitate trade by simplifying and harmonizing business processes through effective and efficient management of the TradeNet System and provision of related services for Kenya's global competitiveness.



# CORE VALUES

Customer focus | Integrity and accountability | Efficiency  
| Equity | Creativity



# KenTrade hosts stakeholders forum on Kenya TradeNet System Upgrade



CEO's Alignment forum on Kenya TradeNet System Upgrade

KenTrade held workshops in Mombasa and Nairobi to sensitize stakeholders on the ongoing Upgrade of the Kenya TradeNet System and status on implementation of the Maritime Single Window System.

During the Workshops, CEO Amos Wangora noted that the Kenya TradeNet has been operational for over six (6) years has transformed the way trade transactions are conducted in Kenya. "Today the Kenya TradeNet System serves over 12,000 Users and we process close to 600,000 transactions annually and this number is expected to grow. To accommodate this growth and to ensure that our stakeholders continue to receive efficient services, we are in the process of upgrading the Kenya TradeNet System. This upgrade will be a seamless process with minimum disruptions and once completed, the system

will provide a much better experience for users" he said. On implementation of the Maritime Single Window, Wangora noted that the project is on course and automation of the FAL Forms was in progress and once completed will mitigate against unnecessary delays in maritime traffic and assist in securing the highest practicable degree of uniformity by reducing paperwork and simplifying formalities and procedures associated with the arrival, stay and departure of ships, cargo, passengers and crew engaged on international voyages. Speaking on behalf of Shippers Council of Eastern Africa Chief Executive Officer Gilbert Langat said that the implementation of the Kenya TradeNet by the government through KenTrade was a welcome move to trade logistics and shippers in addressing the lengthy, time consuming and costly procedures that resulted in high un

competitive services. "It is important for users to ensure that the Single Window continues to provide services that benefit the trading community, thus the need to ensure sustainability of the System" he added Kenya International Freight and Warehouse Association National Secretary Charles Kariuki noted that KIFWA members formed the majority users of the Kenya TradeNet System noting that the Agency to continue providing efficient customer services to the business community. His sentiments were echoed by the Branch Chairman Mohammed Ramadhan who said that clearing agents were happy with the services that KenTrade was providing.

Kenya Ships Agents Association Chief Executive Officer JumaTellah appreciated the Agency for involving stakeholders in sharing information.

# KenTrade Upgrades the TradeNet System to enhance User Experience



Stakeholders undertaking a GAP analysis exercise for the Kenya TradeNet Upgrade

The Kenya TradeNet System was rolled out in 2013 and has been serving stakeholders in the trade logistics industry for over six (6) years. The TradeNet System has brought transformation in the way business is done especially in the import and export documentation process. To ensure the system continues to serve the economy and its trade community and with the changing business requirements and evolving technologies, it is important that the Kenya TradeNet System is not only maintained and supported but also continually improved through functionality and technological enhancements.

It is for this reason, that KenTrade in December 2019 commenced the process of upgrading the Kenya National Electronic Single Window System (Kenya TradeNet) a process that will take approximately 15 months.

KenTrade is undertaking the system upgrade in collaboration with CrimsonLogic, a leading Trade Facilitation Solution provider based in Singapore. The next generation Kenya TradeNet is being built on an open and flexible platform incorporating best practices and international standards.

To ensure a seamless and consultative upgrade process the Agency extensively engaged stakeholders from the public and private sectors. In January 2020, KenTrade conducted numerous sensitization engagements to update the stakeholders on the Kenya TradeNet Upgrade roadmap, timelines and expected milestones and more importantly to marshal the support required to ensure that the project is implemented successfully. In February 2020, a detailed GAP Analysis exercise with key stakeholders was undertaken aimed at ensuring

that the stakeholders provide their input during the initial stages of the upgrade process. Another important stage that will require stakeholders' participation is the User Testing, which is set to commence in September 2020. User Testing is critical as it will accord the Users or those who perform specific tasks in the Kenya TradeNet System the opportunity to test and evaluate the system usability and functionalities to determine whether it meets their requirements.

Once the upgrade is finalised, Kenya TradeNet System will be a much superior system built on an open and flexible architecture, with improved user experience, superior System integration capabilities incorporating best international standards and practices.



Project Manager from Crimson Logic Flora Phyo (standing) make a presentation during a Single Window System GAP Analysis forum at our head office for KenTrade staff and Partner Government Agencies

# Understanding the Mombasa Port and Northern Corridor Community Charter



The Mombasa Port and Northern Corridor Community Charter Steering Committee(MPNCCC).

The Mombasa Port and Northern Corridor Community Charter is document that proclaims the desire of the Port and Northern Corridor community to realize the full trade facilitation potential of the Port and Northern Corridor, while underscoring the acceleration of the socio-economic transformation of the country and the region.

The initial charter was launched by H.E. President Uhuru in June 2014 and the objective was to establish a permanent framework of collaboration, binding port community stakeholders to specific actions, collective obligations, service delivery targets and timelines. This charter achieved substantial milestones with support from government agencies and private sector players to make

the port more efficient.

In pursuit of Charter objectives which saw significant improvements in the quality of logistics services in Kenya, the steering committee embarked on reviewing the charter and after extensive consultations with private and public sector stakeholders, including government agencies, the business community, civil society organizations, drafted the second edition of the Mombasa Port and Northern Corridor Community Charter (MPNCCC) 2019 .

The reviewed charter anticipates improved coordination of the monitoring and evaluation process, generate smarter goals, better performance indicators and inclusion of performance indicators for a wider range of service providers. The review has strengthened the Charter further

to enable greater involvement of top government offices and other stakeholders.

The Steering Committee for the Charter comprises of the Shippers Council of Eastern Africa (Chairing the Committee) , the Kenya Maritime Authority ( Secretariat) , the Kenya Ports Authority, the Kenya Revenue Authority, the Kenya Trade Network Agency , Trademark East Africa, Kenya Ship Agents Association and the Northern Corridor Transit and Transport Coordination Authority (NCTCA) responsible for coordinating the execution of Charter's objectives.

However, all stakeholders are obligated to pursue and encourage realization of the Northern Corridor's full trade facilitation potential, as intended by the Charter.



MPNCCC Communication Sub-Committee



MPNCCC ICT Sub-Committee

# KEPHIS showcase how InfoTradeKenya has simplified Trade processes

By Sagwe Kang'ei & Elizabeth Murengi

Kenya Plant and Health Inspectorate Services (KEPHIS) is among Partner Government Agencies that have recorded success with the implementation of the informational for Trade in Kenya portal (InfoTradeKe) managed by KenTrade.

KEPHIS is charged with the mandate of quality assurance of agricultural inputs and produce, to prevent adverse effects on the economy, environment and human health. Traders intending to export or import fresh or dry produce are required to first register with KEPHIS.

Prior to simplification, the procedure of registration of exporters of fresh or dry produce with KEPHIS had a total of ten (10) steps to complete, thirteen (13) required documents and took a duration of ten (10) to twenty-eight (28) days; as outlined on the "Register with Kenya Plant Health Inspectorate Service (KEPHIS) - Original" procedure on the Portal.

Simplification of trade procedures involves the elimination of steps, redundancies and duplication of requirements, by looking at the current procedure against the law (Acts and Regulations) that governs it.

Additionally, simplification critically analyses the administrative cost incurred by businesses while applying for certificates, Licenses and permits for export and import. The Portal has incorporated an Administrative Burden Cost (ABC) module that helps calculate the hidden cost within procedures of obtaining licenses, certificates and permits.

KEPHIS has since implemented reduction in steps to five (5) procedures with two mandatory requirements to just two (2), and the duration of the procedure to between at six (6) to fourteen (14) days. KEPHIS has also introduced application form in the registration procedure.

Previously, traders were required to submit a cover letter addressed to the Managing Director, stating their intent to export, market of export, crop to export, among other details.

Simplifying KEPHIS' registration procedure has not only impacted the total number of steps involved in the export of coffee, tea, flowers, beans, peas, avocados, nuts and oil crops products, cotton, sisal etc., but has also significantly reduced the administrative burden cost incurred by businesses in the registration procedure from Ksh 40,197.35 to Ksh 15, 287.29 therefore saving business a total of Ksh 24, 910.06.

More efforts are being made by KenTrade, in collaboration with Regulators to simplify more procedures to increase Kenya's competitiveness in the international trade arena and improve the ease of doing business.



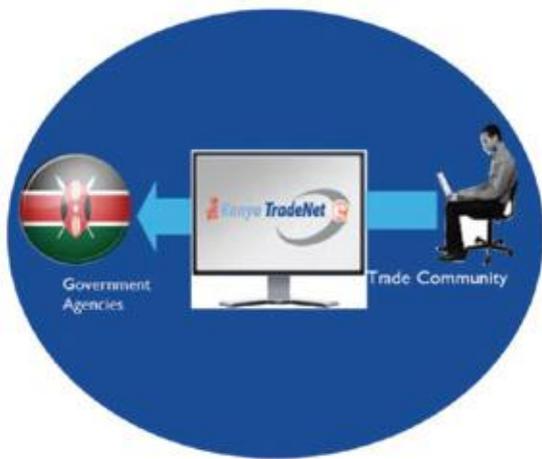
InfoTradeKenya

A clear and accurate source of information on Kenya's international trade procedures

- 01 Obtain farm inspection report from Agriculture and Food Authority (AFA) Horticultural Crops Directorate - (HCD)
- 02 Obtain packhouse inspection report from (AFA HCD)
- 03 Obtain export license from (AFA HCD)
- 04 Register with Kenya Plant Health Inspectorate Service (KEPHIS)
- 05 Obtain registration letter from Kenya Revenue Authority (KRA)
- 06 Obtain certificate of origin from depending on the export market i.e. EAC, EU, COMESA, AGOA or GSP (KRA)
- 07 Obtain Phytosanitary certificate from (KEPHIS)
- 08 Obtain Consignment clearance from relevant Government Regulating Institution(s)

For more information log on to [www.infotradekenya.go.ke](http://www.infotradekenya.go.ke)

# Benefits of the Kenya TradeNet System



KenTrade's Tom Biegon show a trader how to apply for permit using the Kenya TradeNet System.

*By Evelyn Wamae*

The Kenya National Electronic Single Window System (Kenya TradeNet System) was implemented to facilitate trade through enhanced cargo clearance to reduce the cost of trade thus promoting the economy by providing the trading community and all stakeholders a single access point for all external trade related services. The System has been operational for since October 31, 2013 and was launched in 2014.

In 2019, the International Finance Corporation carried out a study to determine the effectiveness and impact of the Kenya TradeNet System.

The study found that the system has facilitated a reliable and dependable platform on which stakeholders involved in international trade collaborate and is no doubt a revolutionary trade facilitating tool for both the traders and regulators.

## Benefits

- **Enhanced Efficiency, Productivity and Consistency in Operations of Private Sector Organizations:** Traders and their trade facilitation agents have observed improved efficiencies in their operations – taking less time and costs in obtaining permits, approvals and other documents; and thereby enabled these stakeholders to transact more within the same time leading to increased revenue, effective and efficient deployment of resources, and improved employee productivity.
- **Improved Governance, Accountability and Transparency:** The System has reduced, and in some cases eliminated, human interaction between officers in government trade facilitation agencies and the private sector, leading to improved governance, accountability and transparency in the way business is conducted.
- **Faster Clearance and Release of Cargo:** Cargo documentation for clearance of cargo are submitted through the Kenya TradeNet System once and made electronically available for seamless use by customs and other government agencies. This has minimized the effort required to confirm the authenticity of the permits and eliminated the need to submit hardcopy permits at the time of clearance of cargo.
- **Reduction in Revenue Leakage:** Kenya TradeNet System is linked to the financial institutions through Kenya Revenue Authority's i-Tax System and the Government's eCitizen platforms, and therefore providing an end to end electronic cargo documentation platform and reduction/elimination of cash transactions at the government agencies.
- **Improved Collaboration between Government Agencies:** Kenya TradeNet System offers an improved awareness of mandates and functions of the various government agents within the government agencies, catalyzed and enhanced the collaboration and coordination between various government agencies especially for agencies that are inter-dependent in the issuance of trade documents.
- **Enhanced Reporting and Availability of Trade Facilitation Statistics:** Kenya TradeNet System offers a secure, accurate and efficient data repository, and reporting capabilities leading to real-time data update and better sharing of relevant data across the PGAs and departments and enabling PGAs to generate reports with ease for prompt decision-making. Kenya TradeNet System has enabled the country to have a single source of data and trade facilitation statistics which is available on real-time basis.



# Pictorial



KenTrade Chairman Hon. Suleiman Shahbal was the guest speaker at the Kenya National Highway Authority (KeNHA) Board retreat in Serena, Mombasa. He was with KenTrade Board members CEO Amos Wangora and George Wanjau.



KenTrade CEO Amos Wangora (second from left) briefing the press in Mombasa during a stakeholder engagement meeting.



The acting head of Strategy, Compliance and Business Development Director Mr David Ngarama (extreme left) represented Kenya as the Chair of AAEC Technical Committee in the African Alliance for Electronic Commerce (AAEC) Technical meeting in Casablanca, Morocco in December 2019.



We are proud to have partnered with the Standard Chartered to help raise Ksh.60 M for the 'Future Makers' youth initiative program via the Nairobi Standard Chartered Marathon 2019. The charity run was also a fun moment for our team.



KenTrade CEO Mr Amos Wangora (seated right) and Kenya Ports MD Dr. Arch Daniel Manduku (seated second right) with officials from Kenya and Singapore Crimsonlogic Group and PSA International led by Singaporean High Commissioner to Kenya, Yatiman Bin Yusof (seated center) during a meeting in Nairobi.



KenTrade staff paid a visit to inmates at Industrial Area Remand Prison.

# KT Pictorial



KenTrade Board of Directors led by Chairman Suleiman Shahbhal and staff were hosted by Kenya Bureau of Standards-The National Standards Council (KEBS Board) for a joint meeting on Trade Facilitation in Nairobi.



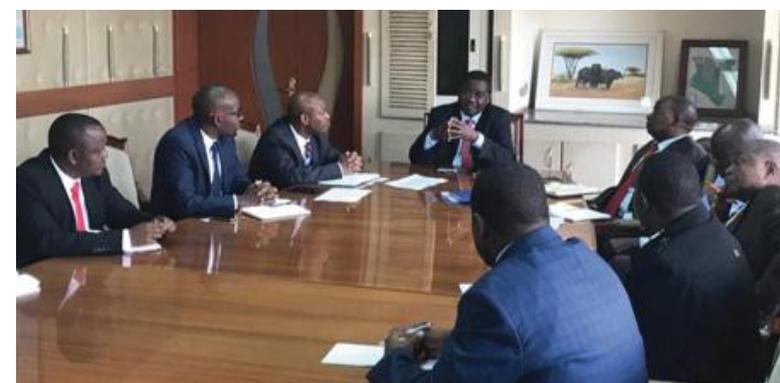
CSR- NAIOROBI CHILDRENS HOME- KenTrade donated food-tuff to the Nairobi Children Home to mark the 2019 Customer Service Week



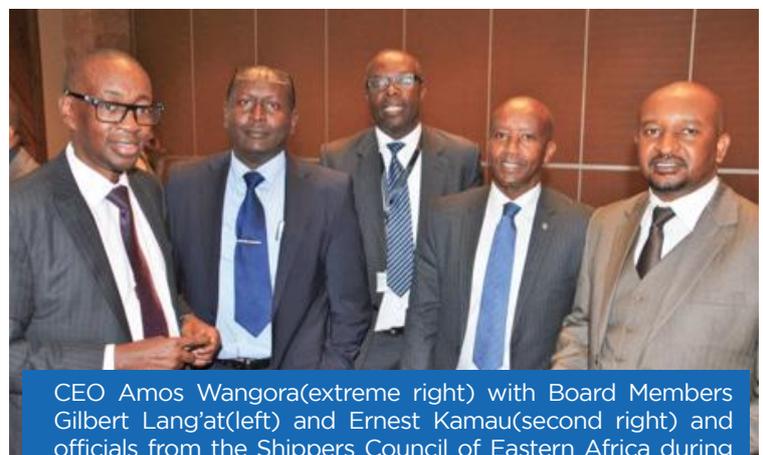
KenTrade participated in the KRA Tax Summit 2019.



KenTrade hosted discussions centered on collaboration towards Kenya's compliance with the World Trade Organisation (WTO) requirements on customs and border control and specifically the risk management on cargo clearance at the customs and border control units.



Petroleum and Mining Principal Secretary Mr John Omenge hosted our delegation led by Acting Director Strategy, Compliance & Business Development Mr David Ngarama. Talks centered on improving partnership in facilitating international trade transactions on minerals through TradeNet System



CEO Amos Wangora(extreme right) with Board Members Gilbert Lang'at(left) and Ernest Kamau(second right) and officials from the Shippers Council of Eastern Africa during workshops for shippers in Nairobi.

# Pictorial



KenTrade in partnership with GIZ organised a sensitization forum on cargo risk management.



Our Busia based Regional Rep Nicholas Mutua (L) in consultative meeting with Directorate of Veterinary Services Regional Representative, Dr.Robert Mulembani (in back) & DVS Officer, Hardforce Mwavali.



KenTrade and Crimson Logic officials during Kick off meeting of Single Window System upgrade



Mombasa based Importers, Bankers, Exporters, Shippers, Insurers and Clearing Agents follow presentations during a stakeholders meeting in January.



KenTrade staff during the industry award gala dinner held in Nairobi



KIFWA officials led by their Chairman, Roy Mwanthi during sensitization on Kenya Customs Agents Freight Forwarders Bill 2019 to KenTrade management. KenTrade pledged to support the bill

# KenTrade Tech Corner



**By Boniface Asiligwa**

The world is moving past the digital transformation era and most global businesses are now adopting data driven smart and transformative technologies. They are asking what next and looking beyond buzzwords like Block-chain, Artificial Intelligence, Internet of Things(IOT), Social Media etc. This means that in post-digital age, in the current business dynamics, companies are not going to differentiate themselves to customers by simply engaging on social media or having a mobile app or deploying solutions on the cloud.

In post digital era, organizations that will survive are those that will be able to develop personalized relationships in order to deliver rich individualized products based on customers digital identities. Now to do this, executives and employees must have an idea of the two tech trends that are envisaged to shape the future of business for the next 3 years. IT disruptions like Distributed Ledger Technologies such as Blockchain, Artificial Intelligence, Extended Reality and Quantum Computing(also known as DARQ) and Social, Mobility, Analytics, Cloud (SMAC) will be the buzzword. Technology and innovations are siblings and when you combine the two, a night is long enough for a complete revolution to happen. A mini dissection of the two trends is as follows:

SMAC (Social, Mobile, Analytics, Cloud)

**Social** - The number of people using social media, such as Facebook, What's-up, Instagram, Tweeter etc. keeps climbing, and will continue to do so as humans are social creatures and will never stop connecting.

**Mobile** - Smartphones are changing the buying behavior of consumers as customers can now buy almost anything anywhere, any time. This means more accessibility for them and insights into their buying preferences for businesses.

**Analytics** - Here the "buzz phrase" is Big Data. The ability to analyze data gathered from social and mobile platforms by leveraging on Internet of Things/ Everything (IOT/E) will allow businesses to gain a detailed comprehension of their customers' preferences.

**Cloud** - Businesses are now able to avoid large investments in premise-based equipment and technology. By utilizing cloud computing, data can be collected and delivered continuously around the clock.

For instance, the data from a user's social media activity can be combined with location data, data from online and mobile payments from his or her smartphone. The combined data can then be analyzed to determine buyer purchase behavior and buying criteria.

Because of its easy availability, low overheads, and global reach, SMAC can help companies move into high-margin areas. It creates limitless opportunities for businesses to better understand, engage and influence their target customers. Data collected from SMAC exposes buyer preferences and tastes, allowing for more personal brand communications tailored to customer interests. Today's customers have far less brand loyalty than those in the past.

DARQ (Distributed Ledger, Artificial Intelligence, Extended Reality and Quantum Computing) Behind SMAC there are four technologies, that will be the catalysts for change in the post-digital era.

Unlike SMAC, one can leverage on one or a combination of the DARQ technologies and remain relevant in decision-making. XR, an immersive technology, creates entirely new ways for people to experience and engage with the world around them. For instance, leveraging on excellent 5G connectivity companies can use XR through powering realistic online shopping by allowing shoppers to virtually "try on" clothes Distributed ledgers (DLT) are perhaps best known for cryptocurrencies, but it is much more, they are expanding capabilities by eliminating

the need for trusted third parties in logistics and supply chain. DLT lets consumers and businesses control their data and conduct transactions in a manner previously not possible. With a single source of truth, people can securely conduct transactions and collaborate on a large scale with strangers. Quantum computing, remains the most experimental, it will usher in an approach for solving the hardest computational problems. Big-tech companies are now into Quantum-Supremacy , with IBM and Google both claiming to have developed a superfast computer that can in seconds process what a typical super-server will take to process in 10,000 years! Quantum computing will power many new advancements in medicine resulting in new drugs. In material science it will result in products advancement, traffic optimization, supply chain, logistics and cybersecurity.

It is imperative to come to terms with the fact that our Partners, Customers and employees, demand for personalized data and products delivered quickly and seamlessly SMAC alone will no longer be a differentiator but a combination of SMAC and DARQ These new technologies will be an important catalyst for change in a world where every industry already has a large arsenal of digital tools !

## InfoTradeKenya

- ◆ An online step-by-step guide to trade related procedures.
- ◆ A trade facilitation tool for transparency and simplification.
- ◆ Procedures, forms, requirements, contacts available online.

[www.infotradekenya.go.ke](http://www.infotradekenya.go.ke)

# Why EAC Regional Single Window should be implemented



By Evelyn Wamae

East Africa Community (EAC) Electronic Single Window System is a regional initiative that is intended to connect and integrate National Electronic Single Window System of EAC Member States.

The objective is to enable the electronic exchange of border trade-related documents among the Member States.

Trade Both intra-region and extra-region trade plays an important role in the economies of Member States in the region. The regional

Single Window will therefore facilitate trade by simplifying, standardizing and modernizing of procedures, practices and information parameters as relevant to the management of the cargo clearance, with the view to achieving more certainty and efficiency in the clearance of shipments across the regional border.

KenTrade, through the EAC Secretariat is advocating for the implementation of EAC Single Window System with a view to facilitating seamless transfer of information

that supply cargo transit regime for trade among member states.

If implemented, the platform will enable documentation to be provided in advance before arrival of goods at the destination country as well as exchange of electronic cross border data clearance among the member states.

Implementation will be achieved through collective efforts if the relevant ministries and agencies involved in cross border trade in all the EAC countries support the ongoing trade reforms .

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- 2 Register with Kenya Electronic Single Window System (KESWS) (KENTRADE)
- 3 Obtain registration letter from Kenya Revenue Authority (KRA)
- 4 Obtain certificate of origin from KRA (depending on the export market i.e. EAC, EU, COMESA, AGOA or GSP)
- 5 Obtain Phytosanitary from KEPHIS
- 6 Pre-clearance documentation (contract a registered Clearing Agent)
- 7 Obtain passed clearance entry from KRA
- 8 Obtain KEPHIS release
- 9 Obtain export health certificate from Port Health Services
- 10 Obtain Port Health Services release
- 11 Obtain KRA release
- 12 Obtain Kenya Ports(KPA) Authority release
- 13 Obtain export certificate from Kenya Revenue Authority

# Why KenTrade matters in Kenya Border Management



Border Management Committee (BMC) members for Namanga, JKIA and Kilindini Port during a joint training at Voi conducted by US Department of Homeland Security. KenTrade represented by Tom Biegon (Third second row) is a member of BMC due to its key mandate on managing The National Electronic Single Window System.

## By Tom Biegon

KenTrade is a key member of the Border Management Committee (BMC) at all border stations due to its legal mandate and mission.

The BMC brings together all the stakeholders at every border including those that facilitate trade, cargo and human clearance, security agencies and permit processing through the National Single Window. BMC is a governance structure under the Border Control & Operations Coordination Committee (BCOCC).

The objective of the BMC is to achieve Coordinated Border Management structures in Kenya. The main roles of BMC are:

- i. Coordination of operations at the borders
- ii. Implement BCOCC directives
- iii. Escalate necessary border issues to BCOCC
- iv. Advise on emerging border trends and possible solutions.

At the BMCs, KenTrade has managed to guide the stakeholders in ensuring compliance to the import and export requirements and documentation through the use of Electronic Single Window System (Kenya TradeNet System).

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# How to stay safe while using the internet

## HOW TO STAY SAFE ONLINE

*Here are a few habits you can practice to stay safe online*

The Internet has today become part of our lives, ranging from basic communication to shopping to conducting business among other activities we rely heavily on the internet. Developing the habit of protecting our information is imperative. Here are some basic tips that can help you to stay safe online;

### • Harden your password

If you don't want someone breaking into your data, you have to put a firm lock on the door. Hard passwords include a mix of upper- and lowercase letters, digits and special characters. They should be at least eight characters in length and they should definitely not spell out words like your pet's name or your high school mascot.

### • Clear that cache

This goes for all the devices you use in a day - your home computer, your work computer, your friend's iPad, etc. Every time you use a browser like Firefox or Chrome, it keeps track of where you've been and what you've done. Often by default, records of every site you visited and all your uploads and downloads can be kept for days or even weeks. It's very easy for anyone else to view that cache and steal a detailed record of your online activities. Thankfully, it's even easier to clear your cache once you're done or set your preferences to not record any of your activities.

### • Don't use free Wi-Fi

Increasing numbers of cafes, bars, stores or other public places are offering data-hungry mobile users free wireless

access to the Internet, often even without passwords. These services might be convenient, but they're also an open door to everything on your device. Unless you really need it, don't use it. Remember there is really no free lunch!

### • Be careful with flash drives

Flash drives are small and easy to use across platforms, and can store amazing amounts of data. That's why they've become so popular to trade and store data. But they can also spread viruses and malware user-to-user without your ever knowing it. Before you plug any drive into your computer, take a moment to think through the chain of users who preceded you.

### • Watch what you click

One of the most popular and still successful ways bad guys infect your computer, or even entire networks, is through a technique called "phishing." While there are many variants, a phishing hack begins when someone opens an email attachment that looks legitimate, but in fact immediately infects the user's computer. If someone sends you a file or a website you didn't ask for, no matter how much they promise "You'll love this!", don't click on it.

### • Use anti-virus protection

In the struggle to keep the Internet as hygienic as possible, you have a doctor of sorts in your corner. There are dozens of anti-virus services you can use, from the aforementioned Kaspersky to Norton to TrendMicro to many others. Some are free, some aren't, and they offer a wide range of protections. But in the end, anti-virus is a great way to have professional help keeping one step ahead of the hackers.

### • Don't assume you know to whom you're talking

It's natural to assume that when you get an email from a friend or go to a website that you've been to many times before, that what you're seeing is what or who you believe it to be. Yet increasingly, hackers are learning how to mimic your friends and contacts or create fake websites that look like a trusted site but are actually just there to gather intelligence and data about the user.

# Access to Government Procurement Opportunities at KenTrade.....

## Challenges and opportunities

By Joan Kweyu

The Presidential Directive on the women, the youth and persons with disabilities access to 30% of government procurement opportunities is being implemented within the context of a program called AGPO (Access to Government Procurement Opportunities) which was officially launched by His Excellency the President, Uhuru Kenyatta, on October 16th, 2013.

The aim of AGPO Program is to facilitate the Youth, Women and Persons With Disability - owned enterprises to be able to participate in government procurement processes. It is affirmative action aimed at empowering youth, women and persons with disability-owned enterprises by giving them more opportunities to do business with Government, in line with the Presidential Directive that 30% of government procurement opportunities be set aside specifically for these enterprises.

Over time it has been a challenge for KenTrade to fully achieve the 30% target due to several reasons faced by these special groups at various levels. At a previous annual sensitization forum held for these groups, the following came up as some of the challenges that prevent them from participating effectively in government business opportunities through public procurement: -

### • **Inability to raise capital.**

Most of the participants in these target groups are young people who have just finished school and are yet to start earning. Additionally, they are not able to access adequate funds from Agencies such as Uwezo, Women Enterprise and Youth Enterprise Development Fund because the requirements to obtain funds from those institutions are perceived to as being rigid.

Coupled with the funding challenge is the lack of collateral to assist the groups secure loans from banking institutions. As a result, they end up borrowing from relatives or friends who require a share of their profits, or sell their contracts to more established firms at very low costs.

### • **Lack of Information**

The special groups also complain about lack of information on available procurement opportunities. It has been realised that some of them are not aware of where to get information on procurement opportunities from, and do not seek for information from procurement entity websites. Most of them do not have working emails through which they can be communicated to and therefore miss out on a lot of opportunities.

### • **Lack of Business knowledge and skills to tender**

For quite a number of new entities in these groups, the procurement procedures are complex, and most evaluation criteria are very technical and require specialized bidding knowledge and skills. Indeed, many are unable to interpret the standard bid documents and as a result, they get disqualified at the outset because they are not able to compile the bid documents as required of bidders. Additionally, some among these groups lack knowledge on how to obtain mandatory documents like tax compliance certificates, the National Construction Authority Certificates and Food Handling certificates and Manufacturer authorizations among others, where required.

## Way Forward

To address the challenges noted so far, KenTrade has ensured the following:-

• **That the presidential directive of setting aside at least 30 % of the total procurement budget is adhered to.** Special groups are however encouraged to participate in all the other procurement opportunities available beyond the 30%.

• **That information is availed to the suppliers through various channels,** in the Agency newsletters, on the website and through personal interactions.

• **That notable efforts are made to connect the special groups to potential sources of funding** like the Cooperative bank and Youth Enterprise fund in order to give them access to the much needed funding to enable them apply for the tenders successfully.

• **That all suppliers within this category are promptly paid so as to enable them realise value for money** from their end, and as a way of supporting their growth in business and the economy as a whole.

# Corona Virus

what you need to know

Corona viruses are a large family of viruses that cause illnesses ranging from the common cold to more severe diseases such as severe acute respiratory syndrome (SARS) and the Middle East respiratory syndrome (MERS) These viruses were originally transmitted between animals and people. SARS, for instance, was transmitted from civet cats to humans while MERS moved to humans from a type of camel.

The name corona virus comes from the Latin word corona, meaning crown or halo. The novel corona virus, identified by Chinese authorities on January 7 and since named COVID-19, is a new strain that had not been previously identified in humans. Little is known about it, although human-to-human transmission has been confirmed.

What are the symptoms?

Signs of infection include fever, cough, shortness of breath and breathing difficulties ( these symptoms do not necessarily mean you have the illness until confirmed by medical practitioners) .

In more severe cases, it can lead to pneumonia, multiple organ failure and even death. Current estimates of the incubation period - the amount of time between infection and the onset of symptoms - range from one to 14 days. Most infected people show symptoms within five to six days. However, infected patients can also be asymptomatic, meaning they do not display any symptoms despite having the virus in their systems.

# Health Watch



KenTrade Staff were sensitized on the Corona Virus by Dr Carolyne Mulwa, an expert in preventative healthcare and chronic diseases management from Alba Healthcare.

## How to avoid catching or spreading the Virus

There are things you can do to help stop viruses like corona virus spreading

### Dos

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately
- Wash your hands with soap and water often - use hand sanitizer gel if soap and water are not available
- Try to avoid close contact with people who are unwell

### Don'ts

- Touch your eyes, nose or mouth if your hands are not clean
- Treatment for corona virus
- There is currently no specific treatment for corona virus.
  - Antibiotics do not help, as they do not work against viruses.
  - Treatment aims to relieve the symptoms while your body fights the illness.
  - You'll need to stay in isolation away from other people until you've recovered.

Source : <https://www.nhs.uk/conditions/coronavirus-covid-19/>

# Coronavirus: Your questions answered



## •What is a coronavirus?

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease Covid-19.

## •What are the symptoms of Covid-19?

The most common symptoms of Covid-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80 percent) recover from the disease without needing special treatment. Around one out of every six people who gets Covid-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

## •How does Covid-19 spread?

The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with Covid-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch Covid-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch Covid-19 if they breathe in droplets from a person with Covid-19 who coughs out or exhales droplets. This is why it is important to stay more than one meter (3 feet) away from a person who is sick.

## •Are there any medicines or therapies that can prevent or cure Covid-19?

WHO does not recommend self-medication with any medicines, including antibiotics, as a prevention or cure for Covid-19. However, there are several ongoing clinical trials that include both western and traditional medicines. WHO will continue to provide updated information as soon as clinical findings are available.

## • Is there a vaccine, drug or treatment for Covid-19?

To date, there is no vaccine and no specific antiviral medicine to prevent or treat Covid-2019. However, those affected should receive care to relieve symptoms. People with serious illness should be hospitalised. Most patients recover thanks to supportive care. Possible vaccines and some specific drug treatments are under investigation. They are being tested through clinical trials. WHO is coordinating efforts to develop vaccines and medicines to prevent and treat COVID-19. The most effective ways to protect yourself and others against Covid-19 are to frequently clean your hands, cover your cough with the bend of elbow or tissue, and maintain a distance of at least one meter (three feet) from people who are coughing or sneezing.

## • Is there anything I should not do?

In any case, if you have fever, cough and difficulty breathing seek medical care early to reduce the risk of developing a more severe infection and be sure to share your recent travel history with your health care provider.

## • Should I worry about Covid-19?

Illness due to Covid-19 infection is generally mild, especially for children and young adults. However, it can cause serious illness: about one in every five people who catch it need hospital care. It is therefore quite normal for people to worry about how the Covid-19 outbreak will affect them and their loved ones. Learn more about how to protect yourself at <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>  
Source: <https://www.nation.co.ke/>

# Working from home?

## 4 tips for staying productive

COVID-19 has led many organisations to recommend that employees work from home. For many, remote work is a new reality and one that takes some

getting used to. To help, here are some tips to keep yourself accountable, collaborative, and productive as you work from home.

**Tip 1: Create “work” triggers for your brain** When you work in an office, the daily routine of getting ready and commuting helps your brain get ready for the day.

When you’re working remotely, you can create “start the day” triggers that get your head ready for work in a similar way, like exercising, reading the news, or making coffee. A workspace may be key. If you can sit down and be productive anywhere, that’s great. If you need more structure, establishing a designated workspace — whether it’s a separate room, a fully stocked desk, or just a clean part of your kitchen table — can help tell your brain you’re in the place where you do work productively and without distraction. To keep your brain in the right mode, avoid doing non work tasks during your work time. For example, schedule a separate time to do laundry instead of tackling it while you’re finishing a work presentation.

**Tip 2: Stay motivated with a list**

A simple to-do list can do wonders for keeping you both organized, motivated, and productive as you work from home. Write or type out your list instead of just having it in your head. You won’t have to devote headspace to constantly remembering what you have to do, and the pleasure of crossing tasks off your list can help you stay motivated.

**Tip 3: Make a schedule for everything**

When creating your schedule, take into account the other commitments in your life and find a routine that lets you take care of those as well. If you have a child, build their care into your schedule. Once you’ve set your schedule, make it visible to your coworkers with a shared calendar. This way, they’ll know when you’re free to meet and when you’ve blocked out work and personal times. It’s also a good idea to make sure friends and family understand your schedule and respect it. Set boundaries and expectations by letting them know that working remotely doesn’t mean you’re free all the time.

**Tip 4: Create a process for collaboration**

Working from home might seem like a solo experience, but it usually still involves interacting with others, whether it’s meeting with your team, getting assignments, making decisions, or giving and receiving feedback. So it’s important to set up methods for collaboration while you work remotely. While email can be effective for making an official decision or passing on information, people’s inboxes can get clogged up quickly. If you need to ask a quick question or send a fast update to your team, chat apps are a good alternative to email. Videoconferencing is also a great way of having regular check-ins with your team. This can help you stay abreast of what others are doing, and also help everyone keep up a rapport that might otherwise go neglected from not sharing a workplace.



# KenTrade Environment Watch

## *Your role in environmental sustainability.*



**By Danson Maina**

Kenya is currently facing severe environmental challenges including, deforestation, soil erosion, land degradation, locust invasion desertification, and loss of biodiversity, water scarcity and lake pollution from industry. The after effects of a damaged environment include altered weather patterns attributed to the negative effects of global warming and an increase in chronic illnesses attributed to an environment laden with toxic substances due to irresponsible environmental behavior. It is therefore imperative that we as citizens always treat our environment in an environmentally sustainable manner which includes avoiding littering, planting as many trees as we can and being totally environmentally responsible in all our actions. At our individual here are what and we can and should do to promote environmental sustainability by:

### **1. Recycling;**

Recycling allows us to minimize the amount of waste driven into the environment by reusing products for their original or different purposes provided there is no harmful consequence of this. This also promotes cleanliness of our immediate environment hence reducing pressure on raw materials and cost of related extraction and processing, additionally there is also saving on the land that would otherwise be used dumping waste.

### **2. Make informed purchase choices:**

When purchasing products for use, we should also be able to understand their impact on the environment as a waste disposed and choose those that promote sustainability.

### **4. Minimize waste;**

We buy products that have undergone a production process which consumed natural resources at some point. Any wastage of finished products contributes to overall environmental wastage as the original inputs into the production go to waste. We should eradicate all forms of wastage by embracing the 3 R's of efficient waste management which are reduce, reuse and recycle.

### **5. Watch your utility bills;**

We should also use our home utilities including electricity and water in an efficient manner and also ensure that related infrastructure is properly implemented to avoid wastage of energy and water through faulty wiring and leaking pipes or faucets.

### **6. Purchase energy efficient appliances;**

While purchasing our appliances we should go for those that are most energy efficient, this will ensure we consume less energy in their operation and additionally recycle these appliances where possible.

### **7. Compost kitchen waste;**

Kitchen waste forms good compost and will aid us obtain natural fertilizer for our kitchen gardens thereby reducing the overall impact of agro chemicals released into the environment while at the same time contributing to our health.

### **8. Carpool or use public transportation more often;**

Where possible we should carpool or use public transportation as this reduces the overall carbon footprint.

### **3. Grow your own garden;**

By growing your own food, you can contribute to environment sustainability by reducing the contribution to the overall carbon footprint brought about by agricultural processes and practices that facilitate the production, packaging and processing of food.

# Our Development Partners



**We thank you for your support.**

No	SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COST	TIMELINE
1	Attending to Walk-in Customers	Avail self to KenTrade Offices and specify the inquiry	No Payment Required	Within 5 Minutes
2.	Telephone Inquiry	Make a Call to Agency Telephone Numbers	No Payment Required	Within 3 rings
3.	Emails and social media	Email <a href="mailto:contactcentre@KenTrade.go.ke">contactcentre@KenTrade.go.ke</a> and specify the inquiry	No Payment Required	Within 8 Working Hours
4.	Training of stakeholders on the Kenya TradeNet System	Request for training from the KenTrade website <a href="https://registration.kentrade.go.ke/">https://registration.kentrade.go.ke/</a>	Kshs 10,000 Per Person in Nairobi and Mombasa Kshs 18,000 Per Person in Other Regions	Within 3 Days
5.	Respond to System Support issue raised by KRA, KPA and other stakeholders	Respond to all issue raised by Stakeholders	No Payment Required	Within 30 Minutes
6.	Generation of E-slip	Generate E-slip for Import Declaration Form (IDF) /Permits lodged through Kenya TradeNet System	No Payment Required	Within 10 minutes after application
7.	TradeNet User Registration, Passwords and Deregistration	A filled registration form obtained from our website Email requesting the password reset or deregistration	No Payment Required	Within 24 Hours
8.	Availability of the Info-Trade Portal	Access the Portal through the link ( <a href="http://infotrade-kenya.go.ke">infotrade-kenya.go.ke</a> )	No Payment Required	24hrs 7 Days a Week
9.	Payment of Suppliers	Avail copy of Local Sales Order (LSO) /Local Purchase Order (LPO)	No Payment Required	Thirty (30) days after receipt of, LPO/LSO
10.	i-Screen Kenya System	Access the Portal through the link ( <a href="https://wls.gtnkenya.com/gtn/">https://wls.gtnkenya.com/gtn/</a> ) Request for registration Select subscription and pay relevant fees	Banks/Insurance - Ksh. 23,800 Commercial Costs. - Ksh. 11,900 - Ksh. 5,950. Digital Agent, One-off Trader/Importer Ksh. 5,950 – Ksh. 1,190	24hrs 7 Days a Week

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NAMBARI	HUDUMA	MAHITAJI YA KUPATA HUDUMA	GHARAMA	MUDA
1	Kuhudumia wateja wanaokuja	Kujiwasilisha katika afisi za KenTrade na kuuuliza maswali.	Hakuna malipo yanayohitajika.	Katika dakika tano.
2	Kuuliza kwa simu.	Piga simu kwa nambari za simu za Agenti.	Hakuna malipo yanayohitajika.	Kwa muda simu inapolia mara tatu.
3	Barua pepe na mitandao ya kijamii.	Tuma barua pepe kwa <a href="mailto:contactcentre@kentrade.go.ke">contactcentre@kentrade.go.ke</a> kisha uliza swali.	Hakuna malipo yanayohitajika.	Suluhisho katika kipindi cha masaa nane ya kufanya kazi.
4	Kutolewa kwa mafunzo kwa wadau na taasisi washiriki wa serikali kuhusu mfumo wa Kenya TradeNet.	Tuma maombi a mafunzo. Request for training	Shilingi elfu kumi kila mmoja jijini Nairobi na Mombasa. Shilingi elfu 18 kila mmoja kwa maeneo mengine.	Siku tatu.
5	Toa risiti kielektroniki.	Toa risiti kielektroniki ya IDF/ kibali kupitia mfumo wa Kenya TradeNet.	Hakuna malipo yanayohitajika.	Katika dakika kumi naada ya kuomba kibali au IDF.
6	Jibu maswali ya msaada wa mfumo yanayoibuliwa na wadau wa KRA, KPA na wadau wengine.	Jibu maswali yote yanayoibuliwa na wadau.	Hakuna malipo yanayohitajika.	Katika dakika thelathini.
7	Unda mtumizi wa mfumo wa KenyaTradeNet, kubadilisha nywila na kuwaondoa watumizi.	Fomu ya usajili iliyojazwa kutoka kwa wavuti wetu, barua pepe inayoitisha kubalishwa kwa nywila au kuondoa mtumizi.	Hakuna malipo yanayohitajika.	Katika masaa 24.
8	Upatikanaji wa jukwaa la InfoTradeKenya kwa wafanyibiashara.	Tumia jukwaa hilo kupitia kwa ( <a href="http://info-tradekenya.go.ke">info-tradekenya.go.ke</a> ). Tuma ombi la michakato ya kupata stakabadhi ya bidhaa. Ripoti kutofautiana kwa takwimu au data kwenye jukwaa. Pitia kumbukumbu za michakato. Upatikanaji wa jukwaa la InfoTrade.	Hakuna malipo yanayohitajika. Ingia kwa wavuti <a href="http://www.info-trade.go.ke">www.info-trade.go.ke</a> .	Mara hio hio/ mara moja. Katika siku 5 Robo mwaka Masaa 24, siku 7 za wiki.
9	Ulipaji wa wasambazaji bidhaa.	Wasilisha stakabadhi ya hesabu/invoice/rekodi ya utoaji/nakala ya LSO/LPO.	Hakuna malipo.	Siku 30 baada ya kupokea stakabadhi ya hesabu/rekodi ya hesabu, LPO/LSO.
10	Mfumo wa i-Screen	Tumia jukwaa kupitia ( <a href="https://wls.gtnkenya.com/gtn/">https://wls.gtnkenya.com/gtn/</a> ) Tuma ombi la usajili. Chagua usajili kisha lipa ada hitajika. Endelea kuchambua kampuni husika kutoka kwa jukwaa.	Benki / Bima - Shilingi 23,800.00 Gharama ya kibiashara Shilingi 11,900.00 - 5,950.00 Ajenti wa kidijitali/ Mfanyibiashara wa wakati mmoja / Muingizaji bidhaa wa mara moja Shilingi 5,950.00 - 1,190	Mara moja.

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# SIMPLIFYING TRADE PROCESSES FOR KENYA'S COMPETITIVENESS

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Information on market access requirements for Kenya exports and imports.



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**The Kenya TradeNet**

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[www.kenyatradenet.go.ke](http://www.kenyatradenet.go.ke)