GUIDELINES FOR BUSINESS OPERATIONS DURING COVID-19
E-COMMERCE - TRANSPORT, LOGISTICS AND CARGO
GUIDELINES FOR BUSINESS OPERATIONS DURING COVID-19

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The outbreak of Novel Coronavirus leading to the COVID-19 disease, which begun in China towards end of 2019 has since become not only a global public health pandemic, but also an economic crisis of unquantifiable proportions. There is no global economy that has been left untouched by this crisis, Kenya included. Interruption of global distribution networks has affected sources of intermediate inputs in Kenya’s manufacturing sector and their ability to supply both the domestic and regional markets; the horticulture sector has suffered from lack of critical inputs, imports of finished consumer products affected, stoppage of international travel, closure of hospitality facilities, among other effects.

To contain the spread of the virus, Kenya, just like other global actors, responded by putting in place containment measures including stay-at-home measures, prompting closure of some businesses while others scaled down operations. Most business activities slowed down while some others totally closed down. In responding to these and to ensure that distribution networks for essential goods and services did not grind to a halt, the government, through the Ministry of Industrialization, Trade and Enterprise Development, came up market guidelines as well as a list of essential services. These have served the economy fairly well over the first three months of implementation of containment measures.

It is however noted that no one is certain about the end of the pandemic and for this reason there is need to put in place a mechanism for gradual re-opening of the economy. “The Guidelines for Living with COVID-19” are aimed at allowing business to reopen while at same time strictly observing the social distancing and other containment measures. The guidelines, though not exhaustive provide a framework within which individual operations can be safely run. The guidelines have been developed in consultation with various sector associations and business member associations. Individual businesses, companies, office premises, etc., are expected to derive Standard Operating Procedures from the guidelines for the smooth operation of their enterprises. Each actor is expected to strictly observe the implementation of the SOPs for which they will take responsibility. The guidelines and SOPs will be subject to regular updates to be issued from time to time by the Ministry of Health.

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The global community is today in the midst of an unprecedented health and socio-economic crisis wrought on it by Covid-19 pandemic. Measures that have been prescribed to deal with the health aspects have equally had devastating impacts on diverse sectors of national economies globally.

Across the entire globe, there is emerging a consensus that Covid-19 is perhaps going to stay with us for an indeterminate future. It is on that understanding that the Government has developed and put out these guidelines to provide a framework for our diverse economic activities and business managers as they prepare to fully re-open their enterprises and business in order to lessen the economic burden impacted by COVID-19 on our livelihoods.

The guidelines result from the invaluable contribution of various business member associations, stakeholders, departments and individuals to whom we owe gratitude. Special thanks are extended to Patricia Aruwa from State Departments for Industrialization and Michael Mandu, from the State Department for Trade & Enterprise Development, the co-heads of the Business Emergency Response Centre Situation Room, for their tireless effort that enabled this document to be produced at extremely very short notice; Dr. Moses Ikiara, the MD, KenInvest, the team from McKinsey consulting led by Chania Frost; Gideon Apiyo, Jared Mayieka and Michael Ndung’u from the Ministry. It is also very vital to mention Dr. Anthony Wainaina, Deputy Director of Public Health for his invaluable guidance and insights during this demanding endeavour.

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GUIDELINES FOR BUSINESS OPERATIONS DURING COVID-19 FOR DIFFERENT BUSINESS SPACES

Introduction

COVID-19 being a very new disease still not very well understood. Major modes of transmission of COVID-19 have been found to be through respiratory droplets and contact from an infected person. Droplets from an infected person when inhaled by a healthy individual have high chances of developing COVID-19 disease. Close contact with an infected person or touching surfaces and items contaminated with the coronavirus then touching may also spread the disease.

The Ministry of Industrialization, Trade and Enterprise Development (MoITED) Situation Room has produced these guidelines to offer direction to different players on how to minimize the risk of infection with Corona Virus leading to COVID-19 disease. These guidelines are meant to help businesses operate safely during COVID-19 pandemic and reduce the rate of COVID-19 spread across different work spaces.

Measures proposed herein will entail ensuring:

i. Designation of staff or teams responsible for in-facility enforcement of compliance with the guidelines (committee or single staff depending on the establishment)

ii. Social distancing amongst members of staff and as well as customers/clients; maintain a physical distance of at least 2 meters (6 feet)

iii. Regular hand washing using running water and soap. This is a sure way of minimizing many other communicable diseases besides COVID-19. In the absence of hand washing facilities, use alcohol based hand sanitizers. Use of gloves does not replace hand washing.

iv. Disinfection of surfaces such as tables, chairs, counters, tools and other equipment regularly.

v. Donning of masks whenever in public places including work places.

vi. No handshaking / hugging as a means of exchanging greetings

vii. Proper management of waste arising Personal Protective Equipment (PPEs) such as used masks and gloves

These guidelines provide the framework against which business entities/ will develop SOPs to suit their individual business premises in order to ensure compliance with these measures to cut the transmission and prevent the spread of coronavirus.
The sectors included in these guidelines Jua Kali, itinerant traders, waste collectors and aggregators; grooming sector, restaurants, wholesale and retail; transport and logistics; air, rail and ground terminals; e-commerce, cyber cafes, warehouses, extractives, construction sector, agriculture, bars and gyms.

The guidelines may need review and update from time to time as new evidence emerges about COVID-19.

Responsibility

Business owners/managers are expected to adhere to these guidelines and put measures in place to ensure that each and every worker and client comply.

The SOPs will be implemented together with, and in addition to the various Coronavirus containment measure pronounced by the Ministry of Health from time to time. The responsibility of implementing and ensuring compliance rests with business owner(s)/manager/supervisor/contractor or foreman. The name and contact of the responsible person shall be deposited with the local Public Health/MoH representative and the nearest local security agency for prompt action.

In case businesses have any questions or feedback regarding SOPs related to their spaces they should contact the MoTED situation room through our 24-hour hotline on +254 110 922 066 and email advisorycentre@trade.go.ke.
RESPONSIBILITY FOR ENFORCEMENT OF PROTOCOLS AND ACCESS TO BUSINESS SPACES

The business owners have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific businesses. In places of collective businesses such as Markets, the Management committee will have the ultimate responsibility. In business spaces where private security guards are deployed to assist in access and control the respective owners and committees shall ensure that security guards have protective gear at their disposal as they are in the frontline during the COVID-19 pandemic.

They shall provide private communications to nearest security command for further support.

Security guards will be the first to introduce the protocols at each business premises including but not limited to:
1. Social distancing guidelines
2. Cleaning, disinfection and protective gear guidelines
3. Temperature screening protocol
4. Pre-cautionary contact tracing protocols where applicable
E-COMMERCE - TRANSPORT, LOGISTICS AND CARGO SECTOR GUIDELINES

Social distancing guidelines:
1. For passenger vehicles (including rail, buses, matatus, taxicabs, motorcycles and tricycles, e-hailing services and air passenger transport), limit the number of passengers per vehicle as per the gazetted public health restrictions (excluding where security requirements override this, e.g. for Cash In Transit which requires armed government security conveyance in pairs)
2. For both passenger and non-passenger vehicles, allocate the same driver and crew (max 3 people) to a single vehicle (limit, as far as possible, driver and crew rotations across different vehicles); strictly no ferrying of unauthorized passenger for cargo operators
3. Pick and drop passengers in public service vehicles (matatus & buses) at designated bus stops.
4. Assign senior team member(s) e.g. driver or head of logistics, responsible for keeping other crew members or passengers accountable for all instituted guidelines
5. Practise contactless delivery wherever possible which involves logistics providers placing packages at safe drop off points where they do not have to interact directly with customers
6. Maintain social distancing and minimise physical contact in the on boarding, off-loading and transporting stages wherever possible
7. Avoid unauthorised stops of transport crew members; transport crew should be encouraged to carry own food and drink for trips to avoid food stops in road side kiosk or canteens
8. Encourage cashless transactions to reduce circulation of hard currency, use alternatives methods such as mobile money

Cleaning, disinfection and protective gear guidelines:
1. Follow MoH guidelines for employees, passengers and transport crew on wearing masks in public places; issue hand sanitizer to employees wherever possible
2. Clean low-contact areas of vehicles once daily (e.g. containers on trucks), with soap or alcohol/chlorine-based disinfectants; fumigate where relevant e.g. with chlorine-based disinfectant (low cost)
3. Clean high-contact areas, surfaces and equipment after each trip (steering wheels, vehicle door handles, window handles, driver cabin, passenger cabin) with soap or alcohol/chlorine-based disinfectants; clean Proof on Delivery gadgets in front of customers prior to every signing for delivery
4. Assign cleaners to specific vehicles (do not rotate them to different vehicles)
5. Keep windows open wherever possible for maximum ventilation

Screening protocol:
1. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines
2. Measure temperature of transport crew using thermometers before and after their shifts wherever possible

Pre-cautionary contact tracing protocols:
1. Implement a daily attendance register of all crew members for each vehicle
2. Arrange for transport crew members to stick to similar routes wherever possible and do not carry any unauthorized passengers
3. Encourage employees to self-monitor for symptoms of COVID-19
4. Request employees to declare having knowingly been in close contact with a confirmed COVID-19 case; then, follow MoH guidelines

How to humanely deal with positive or potentially exposed traders:
1. For any employees exhibiting COVID-19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:
1. Circulate up-to-date company, Ministry of Health and Ministry of Transport COVID-related guidelines to all transport and logistics crew, either by SMS, mass email or on notice boards of central premises
2. Use bulk SMS, mass email, notice boards, WhatsApp or video platforms e.g. Zoom, Microsoft Teams etc, to broadcast general messages to staff
3. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs, complaints or suggestions

Responsibility
The management of the premises shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific premises.
If you have fever and/or cough you should stay at home regardless of your travel or contact history.
If you have returned from an area that is subject to travel restrictions due to COVID-19 you should restrict your movement for 14 days.

**Stop**
shaking hands or hugging when saying hello or greeting other people

**Distance**
yourself at least 1.5 metres away from other people, especially those who might be unwell

**Wash**
your hands well and often to avoid contamination

**Cover**
your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue

**Avoid**
touching eyes, nose, or mouth with unwashed hands

**Clean**
and disinfect frequently touched objects and surfaces