

# ENABLING EAST AFRICANS TO TRADE

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TRADE  
MARK  
EAST AFRICA

*Growing Prosperity Through Trade*



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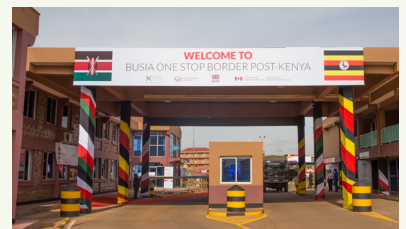
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*Burundian women cross border traders*

## AID FOR TRADE DELIVERING RESULTS AND GROWING PROSPERITY.

Trade and enterprise have the power to change people's lives. As witnessed on every continent, what will eventually lift tens of millions out of poverty, is the dynamic engine of economic growth. Trade provides business opportunities and jobs. It creates choices for consumers. For most people, trade offers the easiest escape route from poverty. Trade is beneficial to societies, and contributes to poverty eradication and sustainable development.

Today, Africa spends US\$ 35 billion to import food. This is projected to grow to \$110 billion by 2025. Africa is importing what it should be producing thus enhancing poverty while exporting jobs from the continent. We must tackle the obstacles to trade and growth and encourage African countries to buy and sell from each other and conduct business with one another and with the world.

An African free trade area could increase Gross Domestic Product (GDP) across the continent by an estimated \$62 billion a year. That is \$20 billion more than the world gives sub-Saharan Africa in aid. For years, dilapidated physical infrastructure at the ports, on the road and rail systems, congested borders, and outdated technology constrained trade opportunities—especially for women and small businesses. Imagine what would happen if investment in people and infrastructure is backed by sound governance and effective tax systems! Lives will be transformed, businesses will grow, new jobs will be created, and family livelihoods increased. I am proud of the contribution TradeMark East Africa (TMEA) has made since its launch in 2010, through its partners in government, business and civil society. Together, we have reduced barriers to trade.

When we started work in 2010, it would take around 20 days to move a container from Kenya's port of Mombasa to Uganda's capital, Kampala – 1,200 kms away. TMEA and its partners reduced by half; infrastructure barriers, border delays, red tape and corruption. Costs have also fallen by a third. These interventions have made cross border trade easier and cheaper and rekindled the hope of women cross border



*Frank Malsaert, Chief Executive Officer*

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traders, linking the region's businesses with new markets in neighbouring countries.

Women remain central in trade, as over 70% of cross-border traders are women. With facilitation from the TMEA Women and Trade Programme, they can now formally trade across borders. In fact, by targeting them, 14,108 women traders are now more likely to increase their incomes through access to markets.

This fourth edition of the TMEA impact compendium documents voices from beneficiaries from TMEAs projects and showcases how aid for trade is transforming the lives of people and communities in East Africa.

Read about Clare Kabakyenga who trades between the borders of Uganda and Rwanda and has benefited immensely from our Women and Trade Programme. Through access to information about export requirements in the East African Community (EAC), Clare recently scaled up her business to trade at Kenya's Busia Border. Her earnings have increased from UGX 800, 000 (\$224) per season from selling maize to UGX70million (\$19600).

James Ssewankambom, a Ugandan truck driver ferries goods weekly from the port of Mombasa on Kenya's coast to Uganda's capital Kampala. He has seen transit times come down and secured goods as a result of the regional cargo tracking system.

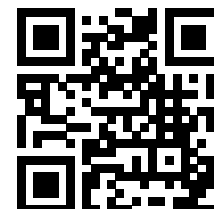
We have learned that TMEA's actions on their own are not enough. All TMEA's work is based on the key principle of

partnership – in turning good ideas into increased trade –and working with like-minded partners in the private sector, governments and the EAC. This collection of stories also highlights the collaborative nature of our work in achieving real results, and that together we can make a significant difference to the lives of millions across East Africa.

Facilitating trade continues to be a key priority for EAC governments and will drive our exciting new strategy known as Strategy 2, running from 2017 to 2023. It builds on our first phase, completed in June 2017. It is a demand-led strategy responding to the development needs of the region, based on extensive consultation with regional and national partners. It focuses on creating prosperity – 500,000 new jobs – and more inclusive growth that benefits all traders, whether small-scale or for larger, established businesses. Our new work is aimed at small-scale cross-border trade – conducted overwhelmingly by women – to put more money in the purses of the most economically vulnerable. The strategy is a mix of continuity and innovation.

We hope these stories inspire you as an individual or organisation in contributing towards greater prosperity for all East Africans. We are proud of the results achieved with you our partners, and we look forward to generating more results over the coming years.

My thanks go to my incredibly dedicated team at TMEA, our partners and supportive donors in achieving these results.







**Africa spends \$35 billion on importing food.**

**This is projected to grow to \$110 billion by 2025**



An African free trade area could increase GDP across the continent by an estimated **\$62 billion** a year



**\$20 billion** more than the world gives sub-Saharan Africa in aid



**TradeMark East Africa (TMEA)**

through its partners in government, business and civil society. Together, we have reduced the barriers to and the costs of trade.

**2010**



**Distance: 1,200 kms  
Time: 20 days**

**2017**



**Distance: 1,200 kms  
Time: 10 days**



**over 70%** of cross-border traders are women  
With facilitation from



**14,108** women traders are now more likely to increase their incomes through access to markets.



**Strategy 2**  
**500,000** new jobs to be created





*Namubiru Judith, a coffee farmer in Uganda and is a member of TradeMark East Africa Challenge (TRAC) fund NUCAFE project*

## THEORY OF CHANGE OVERVIEW

TMEA revised its strategic focus to reflect objectives informed by constraints in the regional integration process. The revised theory of change is anchored on three key strategic objectives: Increased Physical Access to Markets (SO1), Enhanced Trade Environment (SO2) and Improved Business Competitiveness (SO3). A series of interrelated propositions guide what TMEA does with its partners. These propositions are underpinned by knowledge, assumptions and beliefs about how and why

particular actions will trigger change. These propositions are called 'theories of change'.

At the higher end of the theory of change, it is proposed that the three key strategic objectives contribute to increased trade which is believed to enhance economic growth and poverty reduction. TMEA believes that increased trade will contribute to tangible gains for all citizens in East Africa.



**Increased physical  
access to markets**



**Enhanced trade  
environment**



**Improved business  
competitiveness**



**Increased physical  
access to markets**







*Anna Rwebangira preparing food for sale*



## ANNA RWEBANGIRA: A SYMBOL OF ONE STOP BORDER POST SUCCESS

If you are a regular traveller to Kobero through the Kabanga One stop Border Post (OSBP), on the border between Tanzania and Burundi, you might have encountered Anna Rwebangira. Anna is a popular food vendor and businesswoman, who earns a living by utilising the advantage of the Kabanga OSBP on the Burundi side of the border.

The mother of three was initially doing her food vending business in Nzasa Village, where the border post on the Tanzanian side was formerly located before it was moved to Kabanga, three kilometres away. Before the OSBP was opened, Anna was afraid of working in Burundi despite the opportunities there. She was however encouraged to do so when she saw Tanzanians and Burundians working under one roof at the Kabanga OSBP.

The free movement of Tanzanians and Burundians at Kabanga OSBP encouraged Anna to cross the border daily to and from Burundi. "I had always wanted to do business in Burundi but I was initially discouraged by inconveniences at the border. There were two border points that worked independently and crossing regularly to and from Burundi was unimaginable. But things have now changed, with the OSBP and the relatively peaceful situation in Burundi". Many Tanzanians now cross the border daily into the neighbouring country. Since Tanzania exports a lot to Burundi, Kobero is the ideal area for her to do business because it is much busier than Kabanga.

Under the OSBP arrangement, all transit and Tanzanian trucks travelling to Burundi are inspected at Kobero in Burundi where immigration and other officials from the two countries

are operating under one roof. This was also an incentive for Anna to choose to operate from Kobero. Having employed six Burundian women, the single mother, says that the business helps her take care of her three daughters and pay their school fees. "I thank God that this business at the border has given me a livelihood. It was initially not easy for me to work in Burundi because of the political situation, but I kept telling myself that working in Burundi may not be that bad. I got started after the OSBP was established. I chose Kobero because the place is peaceful, and the people are kind and trustworthy."

Commenting on the current business situation, Anna says that the number of customers has decreased compared to when she was operating from Nzasa. The business has changed, having been affected by global economic factors. Many truck drivers also cook their own meals, and this has affected business. However, the good thing is that there are a lot of women doing business here. The competition is very healthy," she says. "I have nothing to complain about. I have managed to build a big house here at Nzasa and I also own some plots. I am also able to pay fees for my three daughters, the eldest of whom is studying at the National Institute of Transport (NIT), in Dar es Salaam," Anna says. She adds that Burundians are good people and they like Tanzanian food. I cook various types of Tanzanian dishes such as ugali and rice with beans which I sell for 3,000 Burundian francs 2400 Tanzanian Shillings per serving. For Tanzanian truck and bus drivers and travellers who miss their favourite dishes, this is the place for them."



I thank God that this business at the border has given me a livelihood. It was initially not easy for me to work in Burundi because of the political situation, but I kept telling myself that working in Burundi may not be that bad, and I got started after the OSBP was established. I chose Kobero because the place is peaceful, and the people are kind and trustworthy.

**Anna Rwebangira**  
*Small-scale trader*



Anna Rwebangira is assisted by other women to get the meals ready

What makes Anna enjoy her work is the ease with which she now moves between Tanzania and Burundi. "I now move quite easily without fear of being bogged down by cumbersome border procedures. Prior to the OSBP, moving between Tanzania and Burundi was a nightmare because of bureaucracy and bribery. "The Secretary General of the Tanzania Women Chambers of Commerce (TWCC) in Kabanga recalls the days she used to sell a variety of items at the border. "Before the OSBP, we small-scale cross-border businesswomen, worked in a tough environment. We frequently lost our luggage while using illegal means of crossing the border. But since Tanzanian and Burundian officials began working under one roof, life has become much easier. Bribery cases are now reducing because of the ongoing reforms at the border that will ensure that there is transparency during transactions".

Anna gained knowledge on cross border trade processes during a zonal course for women entrepreneurs conducted in Mwanza by TMEA, and which drew participants from; Simiyu, Shinyanga, Kagera, Mara and Mwanza regions. 'I thank TMEA for the valuable training which provided me with the required knowledge and encouragement. The establishment of the OSBP has come as a big boost to my business as I'm now able to cross the Kabanga border daily to Kobero and return without any harassment or inconveniences. "The establishment of the OSBP has come as a timely saviour of small-scale traders, especially women who need to cross the border daily," says Anna.

She says that she was also among participants in a food processing seminar in Mbeya organised by TMEA for women



Before the OSBP, we (small-scale cross-border businesswomen) worked in a tough environment and we frequently lost our luggage through using illegal means of crossing the border. "But since Tanzanian and Burundian officials began working under one roof, life has become much easier. There is no longer bribery as they now work transparently as part of ongoing reforms

**Anna Rwebangira**

*Small-scale trader*





Customs official attending to visitors at the Busia One Stop Border Post

small-scale traders from various regions. "During the seminar, we learnt how to process food items as well as cross borders by following the required procedures. We were also trained on how to improvise and market our products during the course in which officials from the Tanzania Food and Drugs Authority (TFDA) and Tanzania Bureau of Standards (TBS) also made presentations," adds Anna.

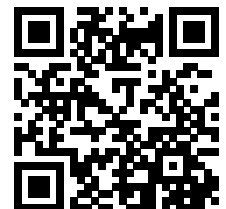
Born in Misenyi, Bukoba, Kagera Region 40 year old Anna also imports textiles from Burundi which she sells in Dar es Salaam. "I concur with President John Pombe Magufuli's plea to all Tanzanians that they should work hard. I work hard because I believe this is the only way for me to improve my

life, rather than depending on someone else", she says. Anna adds that because of business opportunities availed by OSBP, she is now contemplating setting up a wholesale business, selling wheat and rice. She says, however, that the big capital needed is the main drawback. "One needs to have capital to transport merchandise to Burundi to pay custom fees at the border. I would immediately have gone into business had it not been for the prohibitive costs involved." Anna encourages other women small-scale traders not to give up and persevere as they strive to grow their businesses.

“

During the seminar, we learnt how to process food items as well as cross borders by following the required procedures. We were also trained on how to improvise and market our products during the course in which officials from the Tanzania Food and Drugs Authority (TFDA) and Tanzania Bureau of Standards (TBS) also made presentations

**Anna Rwebangira**  
Small-scale trader





*Women fetching water from nearby stream, before she undertakes her daily activities*



## RAISING THE BENCHMARK ON ENVIRONMENTAL MANAGEMENT:

### KENYA PORTS AUTHORITY SEEKS WATER HARVESTING SOLUTIONS

The coastal city of Mombasa experiences heavy rains and flooding several times a year. Whenever the rain pounds this historic destination, the storm water causes havoc sometimes resulting in death and destruction of property.

Despite the constant flow of the Tana River into the Indian Ocean and the huge volumes of rain water that Mombasa receives annually, the city suffers major water shortages. The constant flooding and lack of water management systems poses a health hazard. In May 2017, heavy downpour resulted in flooding leaving in its wake cholera and other water borne diseases.

Large government institutions have not been spared from water shortages. The Kenya Ports Authority (KPA), says it has never had enough water for use by either its workers, clients or general port users. Bernard Kyumbu, a frequent user of the port says many are the times he has been thoroughly embarrassed when he could not access sanitation facilities at the port, because they were locked.

“I import cars and there have been times when after spending hours at the port waiting for clearance of containers and when the toilet facilities are shut down we are informed it is due to lack of water.”

The green port policy adopted by the port management with the support of TradeMark East Africa (TMEA) is expected among other things to address the issue of water harvesting, recycling, water purification, and sewerage treatment.

Under the Mombasa Resilient Infrastructure Programme, the United Kingdom Department for International Development

(DFID) through TMEA, has provided KPA with US \$ 36 million to implement some of these environmental interventions among them water supply, reticulation and storage.

The policy will also address the issue of hillside protection at the port to avoid the repeat of 1997 El Nino floods which forced the closure of the container terminal at the port for two weeks.

“We dream of a port that is not just green but one whose employees, management and clientele are environmental champions,” says Senior Economist at KPA Mohammed Golicha.

Mohammed acknowledges the concerns of scientists and geologists that the sea levels are sinking and in the event of a Tsunami, the port which is on a hilly location could literally disappear. KPA therefore, seeks to develop infrastructure that is resilient and protects the port from the effects of nature. In this regard, TMEA has supported the integrated design for all hillsides at the port and implementation of Eco Terra Facing works for 2 critical zones at the port while KPA is financing Eco Terra Facing for additional zone.

Mohammed A. Hassan, KPAs Senior Environment Officer says: “Another challenge we face is marine pollution from the port and from our neighbours.”

His team has established many points where waste water drains into the sea directly in its raw form. “We need to put up facilities like bio digesters that would treat sewage before it goes into the sea,” he adds, “In the long term we should invest in the purification of sea water for use at the port to complement the rain water harvested.”



I import cars and there have been times when after spending hours at the port waiting for clearance of containers and when the toilet facilities are shut down we are informed it is due to lack of water

**Car Dealer**



Flooded streets in Mombasa

A polluted sea damages the corporate image of KPA and can cause loss of business from environmentally conscious global clients.

Mohamed says that KPA has taken the water harvesting and waste management so seriously that it has met all key stakeholders over its green port policy. KPA has signed a memorandum of understanding with the county government of Mombasa on water sanitation and tree planting within the ports of Mombasa, Lamu, Malindi and the South Coast.

The KPA senior management is alive to the fact that carbon emissions within the port are extremely high and carbon absorber trees need to be planted urgently.

The port generates a lot of liquid and solid waste which is not managed by the county government. This includes waste from ships. With no designated waste management facility at the port, both KPA and the county government of Mombasa must act fast to restore good environmental management practices and standards. Through a consultative process, KPA with support from TMEA is developing a comprehensive waste management plan to cover the entire Port of Mombasa.



We dream of a port that is not just green but one whose employees, management and clientele are environmental champions

**Mohammed Golicha**  
*Senior Economist at KPA*



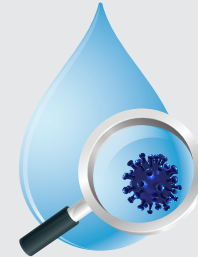
# Challenges



Water causes havoc sometimes resulting in loss of human life and destruction of property.

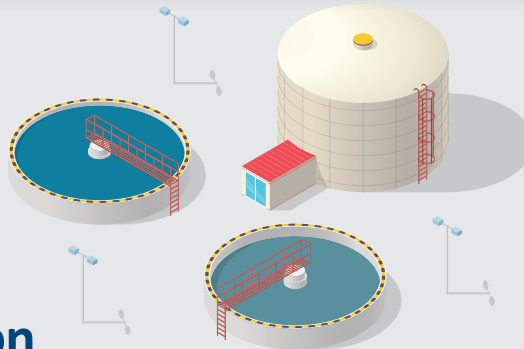


Toilet facilities are shut down due to lack of water



Outbreak of Cholera and other water borne diseases

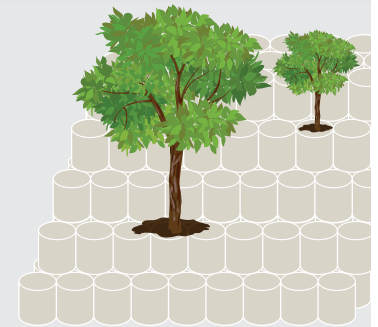
# Solutions



**US \$36 Million**

Provided to implement some of these environmental interventions

Water harvesting, recycling, water purification, and sewerage treatment.

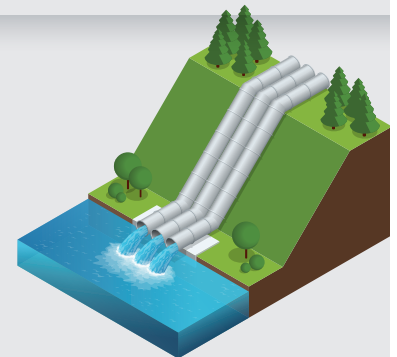


TMEA has supported the implementation of Eco Terra

# long term



Planting carbon absorber trees



Putting up facilities such as bio digesters that would treat sewerage before it goes into the sea



*The immigration hall of Mutukula One Stop Border Post, Tanzania. As at June 2017, crossing from Tanzania to Uganda has reduced by 90% While time to cross from Uganda to Tanzania has reduced by 66%*



## CROSSING TIME REDUCED BY ONE STOP BORDER POSTS

The One Stop Border Posts (OSBP) operations introduced at Holili/Taveta (linking Tanzania and Kenya), Mutukula-TZ/Mutukula-UG (linking Tanzania and Uganda) and Kabanga/Kobero (linking Tanzania and Burundi) have paved the way for faster cross-border movement of people and goods.

The OSBPs have enhanced cooperation and collaboration among East African member states and their people as the “One Destiny” dream is slowly being realised through various initiatives taken to harmonise cross-border movement.

The construction of OSBP projects funded by UKAID through TradeMark East Africa (TMEA) commenced in 2011 as one of the components of the East African Transit and Transport Facilitation project (EATTFP).

The projects include facilitation training conducted by TMEA for border staff to enhance and harmonise their working environments.

The OSBPs are currently operational and users (truck and bus operators, citizens, logistic agents and passengers) have hailed and acknowledged Ukaid through TMEA, for the timely establishment of OSBPs which have, not only reduced the time it takes to cross borders but also enhanced business and partnerships among East African people and their movement.

Previously, traders in the region were slowed down by tedious clearance procedures and manual processes at the two customs points which required detailed inspection on either side of borders.

This process created delays and congestion at border posts, according to most of the drivers.

Drivers say it took up to two weeks for goods to move from one side of the border to the other, with much of the delays being caused by clearance processes.

Raphael Washala, who works with Georine Logistic Agency, says that he can quickly clear trucks for customers at the Mutukula OSBP because officials from the two countries now work together.

“When my customers arrive here, they do not spend much time. They quickly go through passport control and in five minutes they are done. When they go to the cargo inspection area, they are also cleared within a short time because of the joint inspection being conducted by all responsible authorities like Tanzania Bureau of Standards and Tanzania Food and Drugs Authority,” he says.

Raphael says, “Unnecessarily long delays increased costs borne by traders and affected the final consumer, and this hampered the growth of business in the region”.

“This used to consume a lot of time whereby a customer could spend weeks just for cargo inspections and clearance, but the OSBPs have now increased efficiency by reducing time and transport costs incurred by businesses, farmers and transporters while crossing from one partner state to the other,” he says.

Musa Abdi, a bus conductor with Tahmeed Bus Company, says that they used to experience long delays at all border posts before the OSBPs.

“If our passengers are quick in filling in immigration forms, we can spend between 30 minutes and an hour to cross the border. Sometimes we are delayed by inspection of passengers’ luggage, which is still being done manually. They should consider using scanners for fast and effective scanning instead of visual inspection” says, Abdi.

Having more than five years’ experience in transporting people across borders, Abdi says things have changed for the better.



I thank God that this business at the border has given me a livelihood. It was initially not easy for me to work in Burundi because of the political situation, but I kept telling myself that working in Burundi may not be that bad, and I got started after the OSBP was established. I chose Kobero because the place is peaceful, and the people are kind and trustworthy.

**Anna Rwebangira**  
*Small-scale trader*



A Kenyan pastor, Kawiti Mamboleo of the African Inland Church (AIC-Kenya), who regularly crosses the border at Holili border, says he no longer walks for duplicated checks.

“When I come from Kenya, I skip the Taveta border post in Kenya and walk straight to Tanzania’s Holili OSBP and within five minutes I’m done. When I return to Kenya, I skip the Holili and go straight to Taveta on the Kenyan side.

“Skipping one border post during entry or exit has drastically reduced the time spent at the border in contrast to the past when one was required to undergo checks at both border posts,” says another pastor, Boniface Wambura of the Kaivari Gospel Church of Kenya.

“I have been impressed by the quick services. We are now making good strides in border crossing and smooth movement of people, goods and services,” he says.

Leticia Kadomole, who is the chairperson of the Mutukula Traders Forum, says that doing business at the border is now much easier for members of the group.

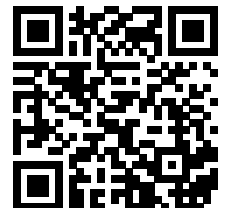
“In the past, some traders used to cross the border through illegal means because of the inconvenience and bureaucracy. We used to spend hours just to clear the cargo, but this is now done within a short time,” she says.

“The group has more than 250 members who are small-scale traders from Kanyigo, Misenyi and Bukoba rural areas who are involved in cross-border business. We were affected by the old border crossing system because it used to take a long time to clear our luggage, and this increased costs which were passed on to the final consumer, but now traders usually have only themselves to blame for delays, which are mostly caused by failure to observe procedures,” says Leticia.



When my customers arrive here, they don't spend much time. They quickly go through passport control and five minutes they are done. When they go to the cargo inspection area, they are also cleared within a short time because of the joint inspection being done by all responsible authorities like TBS (Tanzania Bureau Standards) and TFDA (Tanzania Food and Drugs Authority (TFDA).

**Raphael Washala**  
*Georine Logistic Agency*







President of Rwanda, Paul Kagame at the Kagitumba (Rwanda) Mirama Hills (Uganda) border crossing during his visit to Kagitumba OSBP in February 2017.

“We have so far licensed more than 240 trucks this year, much more than before the OSBP became operational. Business people now know what to do when they arrive here, thanks to a billboard installed with the support of TMEA. The billboard contains important instructions, particularly for those who are crossing the border for the first time,” says Mwinyala, who was deployed at Mtukula two years ago before construction of the OSBP began.

“Road transporters now spend a few hours for clearance instead of several days as was the case in the past. They don't have to wait if all the paperwork is in order,” says Mutukula OSBP manager Samwel Mori.

On average, 725 trucks and 224 private vehicles pass through Mutukula every day.

“Inspection is conducted by the border agencies of both Uganda and Tanzania to avoid unloading and reloading cargo,” Mori

says, adding that the introduction of the OSBP system has brought many benefits.

“These new facilities have eased the movement of people and goods between our countries and the resulting effect has increased cooperation in the border regions. The new system has eliminated the need for both trucks and passengers to make two stops on every crossing,” says Samwel.

“The project has promoted private sector development, provided better living standards for the region's residents and supporting the development of the Central Corridor.

Each OSBP has more than 30 government departments, including customs and immigration, an inspection shed, clearing and forwarding agents' block, police, forestry, health, TFDA and TBS, in a move aimed at reducing border crossing time



When I come from Kenya, I skip the Taveta border post in Kenya and walk straight to Tanzania's Holili OSBP and within five minutes I'm done. When I return to Kenya, I skip the Holili and go straight to Taveta on the Kenyan side.

**Kawiti Mamboleo**

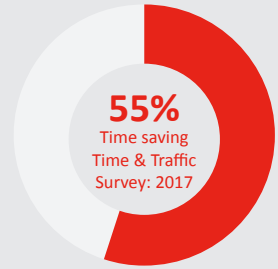
*African Inland Church (AIC-Kenya)*



Busia Ug-  
Busia Ke  
1 HR 26 Mins  
2011



Busia Ug-  
Busia Ke:  
36 Mins  
2017



Holili-Taveta  
7 HR 19 Mins  
2011



Holili - Taveta  
1 HR 41 Mins  
2017



Mutukula Ug-  
Mutukula Tz  
10 HR 12 Mins  
2011



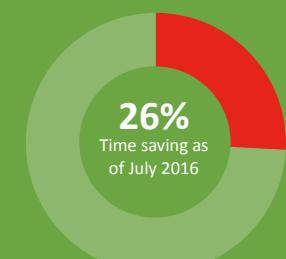
Mutukula Ug-  
Mutukula Tz  
3 HR 24 Mins  
2017



Kobero -  
Kabanga  
11 HR 56 Mins  
2012



Kobero -  
Kabanga  
8 HR 48 Mins  
2016

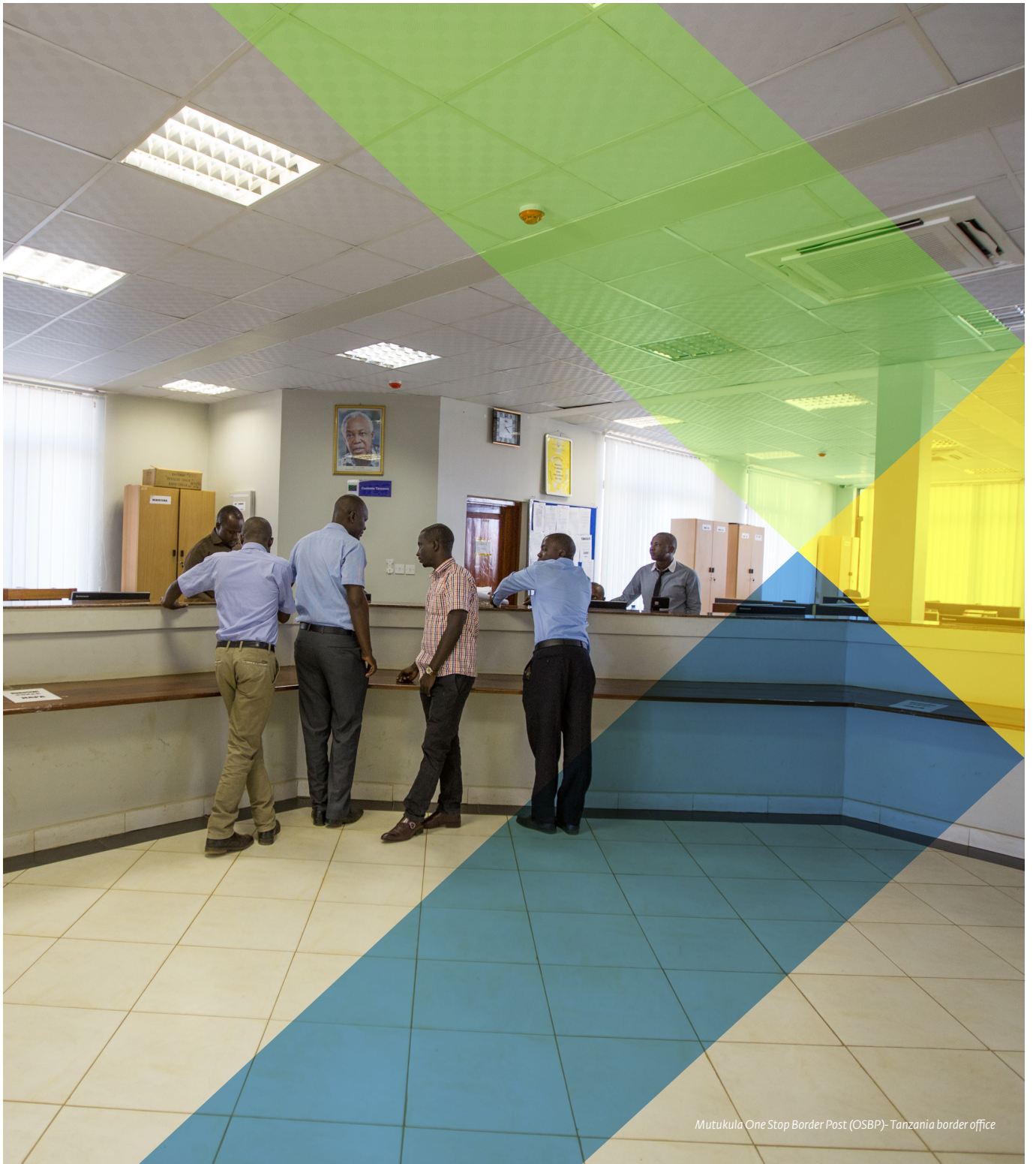


Kagitumba-  
Mirama Hills  
1 HR 47 Mins  
2012



Kagitumba-  
Mirama Hills  
15 Mins  
2012





Mutukula One Stop Border Post (OSBP)- Tanzania border office



## ONE STOP BORDER POSTS MOTIVATE WORKERS

TradeMark East Africa (TMEA), through United Kingdom's Department for International Development (DFID), and Global Affairs Canada, have financed the construction of OSBPs to facilitate the easy movement of goods and people in East Africa thus supporting the region's integration process.

As you approach most of the borders in Tanzania, including Holili/Taveta (linking Tanzania and Kenya), Mutukula (linking Tanzania and Uganda) and Kabanga (linking Tanzania and Burundi), you cannot miss the new OSBP buildings that house the offices of customs, immigration and other government agencies (OGAs)

The OSBP facilities are fitted with modern Information and Communication Technology equipment; computers with Internet, wall-mounted flat-screen televisions and office furnishings. There is also spacious parking for trucks, buses and private cars.

The OSBPs have replaced the traditional border posts whose operations were mostly manual. The old buildings were starved of space and lacked reliable power supply, and internet. Inspection tents were too small and could accommodate only one or two trucks at a time. This caused delays and long queues.

Hafidh Abdallah, a health officer at Kabanga OSBP (linking Tanzania and Burundi), recalls his former work station as a small wooden hut at the former border post in Nzasa.

The current Kabanga OSBP has been built about three kilometres from the previous post.

He says his former office was devoid of not only critical facilities, but of electricity and working equipment. Very few people knew it was the health office.

"The office did not have computers and all work was done manually. But when I wanted to use a computer, I had to go to the revenue offices. There was no place for storing perishable medical supplies, which had to be kept in a nearby government hospital," Abdallah says.

"But now I work in a very conducive environment with an air-conditioned office, which also has all the necessary tools and equipment. There is also running water and a standby generator just in case there is power outage," says Abdallah, who was first posted to Ngara a decade ago, long before the Kabanga OSBP was envisaged.

However, Abdallah says that he faces a few challenges in his work as his office is expected to prevent the entry into Tanzania of communicable diseases such as Ebola.



The office had no computer and all work was done manually. But when I wanted to use a computer, I had to go to the revenue offices. There was no place for storing perishable medical supplies, which had to be kept in a nearby government hospital

**Hafidh Abdallah**

*Health officer at Kabanga OSBP*

## Kobero One Stop Border Post



“We don’t have an isolation room to hold people in case of suspect Ebola cases,” says Abdallah.

He says that it becomes very hectic when Ebola breaks out in neighbouring countries as hundreds of people, especially from Burundi, cross the border into Tanzania daily.

Grace Nade Bayo, a natural resources’ officer at Kabanga OSBP, says that the new facilities have made it easier for her to discharge her duties.

She is now able to collect about Sh11 million per month, up from Sh3million she used to collect three years ago.

“I was here before the OSBP was established. There is a difference between the old and current border post. The current facilities have greatly facilitated work and that is why revenue collections have gone up.

“When I was at Nzasa, I had neither an office nor a computer. I used to seek favours from other offices. Thanks to TMEA, I’m

now able to work simultaneously at Kabanga (Tanzania) and Kobero (Burundi) border posts,” says the soft-spoken Grace.

“This is as per the OSBP agreement, which requires corresponding departments in the two countries to have joint offices at the posts. I regularly go there to solve problems when they arise, I thank TMEA and the government for providing such efficient OSBP facilities, which have to a great extent eased our operations,” she says.

Koba Kasele, a health officer at Holili OSBP, says that safety measures have been taken at new OSBP facilities, in contrast to the past when offices were scattered and there were no measures to monitor the movement of people and goods.

“We now have CCTV cameras which we use to monitor OSBP and people’s movement. This has greatly improved security.



When I was at Nzasa, I had neither an office nor a computer. I used to seek favours from other offices. Thanks to TMEA, I’m now able to work simultaneously at Kabanga (Tanzania) and Kobero (Burundi) border post

**Grace Nade Bayo**

*Officer at Kabanga OSBP*



## Kabanga One Stop Border Post



Before



After

## Collection at Kabanga OSBP

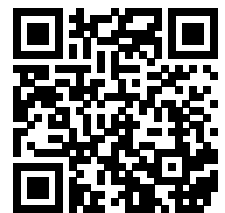
2014

**Tsh 3million  
per month**



2017

**Tsh 11 million  
per month**



In the past, we had inadequate toilet facilities for staff and travellers, but the current OSBP has enough clean toilets with enough water. We even have facilities for VIP guests. For example, we hosted Burundian President Pierre Nkurunziza when he visited Ngara to meet his Tanzanian counterpart, Dr John Magufuli

**Mohammed Shamte**  
*Officer at Kabanga OSBP*



## PHASING OUT ASBESTOS FOR A CLEANER ENVIRONMENT

Millions of Kenyans are oblivious to the dangers posed by some materials used in the construction of their homes and work environments with negative implications for their health and well-being.

One of these materials, used extensively in the 1950s and 1960s is asbestos, a name given to a group of minerals that occur naturally in the environment as bundles of fibres that can be separated into thin, durable threads. Resistant to heat, fire, and chemicals, asbestos does not conduct electricity, hence its wide use in many industries.

Although the Government of Kenya banned the use of asbestos in 2006, nearly all government institutions, educational facilities and county government estates built in the 1950s and 60s still have asbestos roofs.

Popular in the construction, manufacturing, shipbuilding and automotive industries, asbestos has been used for strengthening cement and plastics as well as for insulation, roofing, fireproofing, and sound absorption. Asbestos has also been used in ceiling and floor tiles; paints, coatings, and adhesives.

Many residential estates constructed in major towns and cities across Kenya were fitted with asbestos roofing. To date, thousands of Kenyans still live and work under asbestos roofs. More alarming is that many families harvest rain water from such rooftops for drinking and domestic use, ignorant of the real health risks of such practices.

One institution that still holds large quantities of asbestos is the Kenya Ports Authority (KPA). Several of its old buildings and warehouses are roofed with asbestos. In some of its yards, large quantities of asbestos are piled up in bulk awaiting disposal.

To mitigate against the dangers that asbestos may pose to port users and its employees, KPA with the assistance of TradeMark East Africa (TMEA), is working on a programme to safely rid the port of this deadly cargo. TMEA is alive to the fact that safe and healthy working environment enhances efficiency and thus grows productivity and trade. TMEA has invested US \$ 3.1 million towards removal, handling and disposal of asbestos and their replacement with aluminium roofing sheets. TMEA has also supported rain water harvesting and solar lighting initiatives at the Port of Mombasa.

“We have tons of asbestos within the port either in heaps or still on roofs. We are seeking to dispose of it in accordance with the National Environmental Management Authority (NEMA) regulations,” says Mohammed Hassan, senior Environment Officer at KPA.

The General Manager Corporate Services, Edward Kamau, says that several attempts to advertise and secure a qualified Mombasa firm to safely remove, transport and dispose off the asbestos from KPA premises have not borne fruit. The Port is now widening the search to include firms in Nairobi.

Asbestos exposure has been linked to the development of serious respiratory diseases and cancers including mesothelioma,



We have tons of asbestos within the port either in heaps or still on roofs. We are seeking to dispose of it in accordance with the National Environmental Management Authority (NEMA) regulations

**Mohammed Hassan**

*Environment Officer at KPA*



Lung cancer, asbestosis and many other undesirable health conditions.

Exposure occurs once asbestos products begin to deteriorate, becoming lethal when they are cut, sanded down or drilled releasing microscopic fibre or dust into the air that can remain in the air for hours. Once inhaled, they become trapped in the respiratory tract and lungs where they cause scarring and inflammation leading to respiratory complications.

Symptoms may not appear until after 10 to 50 years of initial exposure. In America, an estimated 3000 people are diagnosed with mesothelioma, a rare cancer caused almost exclusively by asbestos exposure that attacks mainly the lungs, chest, abdomen and heart. Between 2,000 and 3,000 people die annually in the United States of America from asbestos related cancers.

Kamau says that the large quantities of asbestos at the KPA yards must not be touched or disturbed until the port has finalised plans for safe packaging, removal, transportation and eventual disposal.

It has been proven that workers who handle asbestos materials or who work in environments with asbestos can carry the fibre in their hair, skin or even clothes creating secondary exposure to their families. Even a gesture as innocent as a hug to a loved one can transmit the fibre and dust.

Between 1941 and 1954, researchers at Mount Sinai Medical Centre in New York City studied the health of 679 family members from the 1664 workers employed at a factory in Patterson, New Jersey. The researchers discovered fibre cases of mesothelioma among family members of the factory workers. Sources of asbestos dust were also found in the



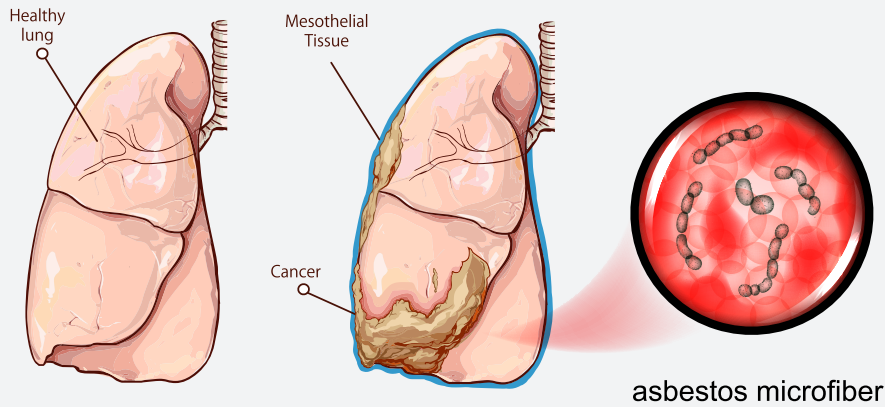
The cost of environmental damage caused by asbestos pollution, including asbestos related cancer which are more difficult to treat is higher than what we would spend to replace the rooftops

**Izaak Elmi**

*Chief Research officer at the NEMA*



## Mesothelioma



homes of former Patterson factory workers 20 years after the factory had shut down.

Izaak Elmi, Chief Research Officer at the NEMA was recently quoted in the Standard Digital News saying: "The cost of environmental damage caused by asbestos pollution, including asbestos related cancer which are more difficult to treat is higher than what we would spend to replace the rooftops."

In April 2013, NEMA Published guidelines on the safe management and disposal of asbestos. The NEMA definition of asbestos waste is given as: "waste containing asbestos and may include waste from renovation, demolitions and repair

of asbestos ceiling boards and asbestos clutch plates, brake pads and linings and insulation materials."

According to legal notice number 121 of the Environmental Management and Coordination (Waste Management) Regulations, 2006, classifies waste containing asbestos in the form of dust or fibre as hazardous waste.

TMEA is also assisting KPA review the KPA Act to align it with the Constitution of Kenya which espouses the tenets, duties and responsibilities of the State and its institutions to eradicate all forms of environmental degradation and the promotion of sustainable development.

**Between 2,000 and 3,000 people die in the United States of America from asbestos related cancers annually**





## BUSIA ONE STOP BORDER POST DEEPENS KENYA/ UGANDA TRADE TIES



Busia (Kenya) One Stop Border Post

Edna Mudibo, a Kenyan small-scale trader, who has for years engaged in cat and mouse games with border officials along the Kenya/Uganda town of Busia, has found a renewed drive to conduct her business.

Edna is energized by a new initiative that seeks to bolster trade relations between Kenya and Uganda.

Unwilling to pass through the gazetted routes due to payment of duty, Edna, and many other traders, would use clandestine but dangerous routes to ferry goods across the Kenyan-- Ugandan border.

At times she would hire a wheelbarrow pusher to transport her goods through rough terrain, away from the main road network and it would take her days to cross to the Kenyan side.

On a bad day she would bump into police officers on patrol who would confiscate her goods, take her money and sometimes beat her. "It was a terrible experience and sometimes women do this because of lack of experience. The majority of women who used to take these routes would end up being raped by these policemen," she recalls.



The presidents of Kenya and Uganda, H.E. Uhuru Kenyatta and Yoweri Museveni, during the launch of Busia OSBP

Edna is among over 20,000 small scale traders in Kenya and Uganda who are now growing their fortunes by freely trading across the border, thanks to the new one stop border posts.

The initiative, which was unveiled in February, 2018 by Presidents Uhuru Kenyatta of Kenya and Yoweri Museveni of Uganda, combines two national border controls into one

reducing the time it takes to clear goods and people across the shared borders.

While ensuring effective border control mechanisms, it will boost trade by cutting the time taken to clear goods and improve coordination and collaboration between the different agencies. This will reduce transport costs while increasing



This facility is an important link for ease of trade between our two countries. Uganda continues to be an important trading partner for Kenya. Opportunities for increased trade and investment have been created. I am happy to hear that because of this OSBP here in Busia, our revenue authority has been able to collect more revenues, a clear indication of increased trade flows

**Uhuru Kenyatta**

*President of Kenya*



Small scale traders crossing the Busia (Uganda) - Busia (Kenya) border crossing.

volumes of transit cargo through the Northern Corridor. It is expected that time to cross the border will continue reducing.

The OSBP, straddling the border comprises offices and space for immigration processes and verification; customs offices including warehousing and cold rooms for the goods traded across the border reducing the time it takes to clear goods and people across the shared borders.

While ensuring effective border control mechanisms, it will boost trade by cutting the time taken to clear goods and improve coordination and collaboration between the different agencies. This will reduce transport costs while increasing volumes of transit cargo through the Northern Corridor. It is expected that time to cross the border will continue reducing.

The OSBP, straddling the border comprises offices and space for immigration processes and verification; customs offices

including warehousing and cold rooms for the goods traded across the border. The facility is one of the measures President Kenyatta and his counterparts from other EAC countries have spearheaded to ease the movement of goods and people within the region.

“This facility is an important link for ease of trade between our two countries. Uganda continues to be an important trading partner for Kenya. Opportunities for increased trade and investment have been created. I am happy to hear that because of this OSBP in Busia, our revenue authority has been able to collect more revenues, a clear indication of increased trade flows,” said President Kenyatta while delivering his address.

Over the years, delays in cross border clearance were attributed to duplication of clearance procedures on either side of the border, poor institutional arrangement and cargo management systems and inadequate physical infrastructure.



The completion and operationalisation of the Busia OSBP is a crucial milestone in increasing access to markets and the facilitation of the movement of cargo along the Northern Corridor

**Frank Malsaert**

*TradeMark East Africa Chief executive officer*

The new established OSBP has already addressed some of these challenges. Surveys indicate that since operationalisation of the OSBP in early 2018, the average time to cross the Busia border has reduced by 84 per cent.

TMEA supported and oversaw the implementation of the project. "The completion and operationalisation of the Busia OSBP is a crucial milestone in increasing access to markets and the facilitation of the movement of cargo along the Northern Corridor. When initially investing \$12 million with our donors, the United Kingdom and Canada, greater access to markets, increased efficiency that would reduce costs by reducing time and improved infrastructure were just a few of our end goals. Ultimately, our projects in physical infrastructure and automation of key government trade processes such as customs, have complemented each other to reduce the cost of doing business and boost trade volumes, increasing both Kenya and Uganda's overall trade competitiveness. Most importantly, they have contributed to economic growth and governments' efforts towards job creation." Says TMEA Chief Executive Officer Frank Matsaert.

Busia border is one of the busiest in East Africa handling transit to and from Great Lakes region of; Rwanda, Burundi, Democratic Republic of the Congo and South Sudan. Based on recent TMEA independent Time and Traffic Survey, total weekly traffic count in Busia Kenya is 3324 vehicles and 1784 for Busia Uganda. Most importantly, this border handles the largest number of informal cross border traders in the East African Community (EAC).

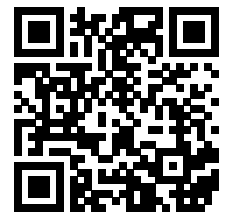
It has been marked as one of the most crucial infrastructural projects fostering integration in East Africa.

"I am glad that the people and the leadership of the EAC have taken this point to heart: wherever I go in the region, I find a new appreciation of the importance of integration, and a new commitment to bringing the people of East Africa together," added President Kenyatta.

Construction of the Busia OSBP was carried out with funding of US\$11.7million from the United Kingdom through the Department for International Development (DFID) while the systems and other related soft infrastructure equivalent to US\$1.2million was funded by Global Affairs, Canada.

TMEA through its donors and in partnership with the East Africa Community has since 2010 established 13 OSBPs in East Africa including South Sudan and has invested about US\$117 million in OSBPs and access roads.

These include Busia and Malaba at Kenya-Uganda borders, Kagitumba/Mirama Hills at the Rwanda- Uganda borders, Mutukula at the Tanzania- Uganda borders, Holili- Taveta at the Kenya- Tanzania borders, Nimule- Elegu at the Uganda-South Sudan borders, and Kobero- Kabanga at the Burundi-Tanzania borders and Tunduma on the Tanzanian side of the Tanzania-Zambia border.



I am glad that the people and the leadership of the East African Community have taken this point to heart: wherever I go in the region, I find a new appreciation of the importance of integration, and a new commitment to bringing the people of East Africa together

**Uhuru Kenyatta**

*President of Kenya*



## Before

**POLICE HARASSMENT**  
Police officers would harass trader who are unwilling to pass through the gazetted routes due to payment of duty



**AVOIDING GAZETTED ROUTE**  
would hire a wheelbarrow to transport goods through rough terrain, away from the main road network.

## After

# US\$11.7 M

### Funded the Construction of the Busia OSBP

Through the Department for International Development (DFID) while the systems and other related soft infrastructure equivalent to US\$1.2million was funded by Global Affairs, Canada.



## HANDLING

**BUSIA KENYA 3324 VEHICLES**  
**BUSIA UGANDA 1784 VEHICLES**  
Increasing volumes of transit cargo through the Northern Corridor.

## OVER 20,000

**SMALL SCALE TRADERS**  
in Kenya and Uganda who are now growing their fortunes by freely trading across the border



# 30%

 Target as at end of June 2017

### Reduction in time (in at least one direction) to cross the border at selected locations

Country A



Border

Country B

### 79% ↓

Decrease at Busia Ke to Busia Ug

### 55% ↓

Decrease at Mutukula Ug to Mutukula Tz

### 25% ↓

Decrease at Kagitumba from Mirama Hills

### 58% ↓

Decrease at Kobero to Kabanga

### 26% ↓

Decrease at Kabanga to Kobero

### 80% ↓

Decrease at Busia Ug to Busia Ke

### 83% ↓

Decrease at Mutukula Tz to Mutukula Ug

### 82%

Decrease at Taveta Border

### 24% ↓

Decrease at Holili Border except containerised traffic



*TradeMark East Africa plays cupid between Rwandan firms and Ugandan markets*



**Enhanced  
trade  
environment**









Uganda Revenue Authority (URA) official scanning the regional electronic cargo tracking system at the Uganda Revenue Authority Headquarters at Nakawa.



## REGIONAL CARGO TRANSPORTERS FIND REPRIEVE IN ELECTRONIC TRACKING

James Ssewankambom stares blankly as a revenue officer fits a tracking device onto his truck while cameras click away.

James, a truck driver, is about to embark on his weekly 1200 kilometre journey of ferrying goods from the Kenyan port of Mombasa to Uganda's capital Kampala.

It is the 14<sup>th</sup> time that James' truck is being fitted with the tracking seal, a requirement under the regional electronic cargo tracking system (RECTS) programme.

The web-based system under pilot from March 2018, seeks to facilitate trade on the Northern Corridor by allowing revenue authorities from Kenya, Uganda and Rwanda to jointly monitor goods from loading to destination.

This is aimed at improving safety and promoting fair terms of trade by eliminating cargo theft.

Initially, James was sceptical about the system, referring to the gadget as a *mulika mwizi*, Kiswahili for shine a spotlight on the thief. However, he is now accustomed to having the little gadget on his truck.

"When this device is fitted, you are under watch. Even a two-minute stop to relieve yourself is enough to earn you a call from the monitoring agents in Nairobi and Kampala," says James. "Initially, the process was cumbersome. But I am now used to it and I feel safer."

On this day, his truck is full of used clothing which authorities say carry a high risk of diversion into the Kenyan market.

### Important information

The electronic gadget is attached to the container's rear and activated before the truck leaves the port. The device is backed by a 4G Safaricom Sim card.

It is pre-loaded with important information including truck details, the type of cargo it is carrying, driver information, container facts, origin and the route to be taken to the final destination.

Transporters pay \$1,200 to install the device on their trucks plus a monthly fee of \$100. However, the new system — which replaced the electronic cargo tracking system (ECTS) in which countries monitored cargo independently — will now see select high value or high risk goods access the tracking system for free.

Transport delays and cargo theft are among the key concerns that importers and exporters using the Northern Corridor have

battled with for years, forcing them to pay high premiums to insure their goods. Drivers have faced the risk of violent robberies, deaths and even arrest for complicity.

"Just knowing that there is someone monitoring the cargo in real time reduces my worries about theft and car-jacking. I feel safe whenever the device is fitted on my truck. In the 14 instances, I only had the rapid team respond once, when a cable dislodged from the device, prompting an alert," says James.

The Kenya Revenue Authority (KRA), Uganda Revenue Authority (URA) and the Rwandan Revenue Authority (RRA) see this tracking system as the solution to the theft and diversion of high risk goods in transit — textiles, rice, sugar, cigarettes and tea.



When this device is fitted, you are under watch. Even a two-minute stop to relieve yourself is enough to earn you a call from the monitoring agents in Nairobi and Kampala

**James Ssewankambom**

*Truck driver*



## Major breakthrough

Revenue authorities consider them to have high custom value or a higher risk of diversion.

“When we arm these trucks at our yard, it is only the customs officials at the destination country who can disarm them,” says KRA operations manager at the Mombasa port Joseph Kaguru.

“We have also installed surveillance cameras at our border post customs offices, which capture the number plates of trucks and also show the interactions between the drivers and customs agents.”

Through its five-month pilot of the electronic tracking system, the URA, which has the highest bulk of transit goods, has been the biggest beneficiary. It has saved more than \$2.5 million in revenue on goods that would have probably been diverted into the Kenyan market.

“The ECTS [launched in 2013] was a major breakthrough from the manual system as it yielded real time monitoring of cargo and reduced transit times; but it was under private firms, which made it difficult for us to access data. With RECTS we have full control of the system and can intervene within seconds stopping the loss of revenue,” says URA Commissioner for customs Dicksons Kateshumbwa.

Police on patrol at different check points on the Northern Corridor respond to violations triggered by the system.

Over the past five months, URA has recorded 65,860 alerts on transit cargo, with going off-route topping the list, followed by tampering with the tracking device.

The majority of the alerts occurred within the Kenyan territory. So far, 20,785 consignments have been tracked using 2,700



We have also installed surveillance cameras at our border post customs offices, which capture the number plates of trucks and also show the interactions between the drivers and customs agents

**Joseph Kaguru**

*KRA operations manager*



Regional electronic cargo tracking system (RECTS) foils theft of inbound and outbound cargo in the East Africa

seals, with plans to have all transit cargo tracked within the next three years.

“We have handled 57 cases so far, with the help of this system. Out of these, nine were attempted robberies, 16 attempted diversions, 17 procedure breaches, nine accidents and six cases of trans-shipment,” says Dicksons.

At the Kampala monitoring office, the URA operations team leader for RECTS David Dongo, gets on the phone with a driver of a truck that has veered off its designated route before Jinja by more than 500 metres.

His diversion has triggered off an alarm on David’s screens and four other customs agents.

“The driver has informed me that he was looking for a safe place to park the truck and take a one-hour lunch break. I have activated Google street view so that I can physically see where this truck is parked. The alarm will deactivate when the truck gets back on its designated route as it heads to Kigali,” he says.

Any tampering with the seal automatically sends alerts to the Central Monitoring Centre (CMC) which notifies the revenue authorities’ Rapid Response Unit.

“Using a system on a tablet, our officers can trace a problem to the exact spot and both audio and video images relayed to the CMC from the scene. We are able to detect any illegal activity when a seal is tampered with or when a truck deviates from its route,” says David.



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**David Dongo**

*URA operations team leader for Rects*



## Easier access at the crossing points

At the Malaba border, customs officer Edmund Mukinda says trucks fitted with the tracking seal are automatically detected by the cameras at the gate, allowing them quicker passage because they are not subjected to inspection.

“We know what they are carrying and given that they are being tracked, and are under strict timelines, they have easier access at the crossing points,” says Edmund.

The average time for the electronic monitored trucks has reduced to one-and-a-half days between Mombasa and either Malaba or Busia border from more than four days.

Kenya International Freight and Warehousing Association national chairman Auni Bhaiji says the reduction on cargo transit time has been a major boost to the ease of doing business.

“For us, the speed of completing deliveries and the ease of bond cancellation are key wins. We have more time to focus on the business because we will not have random stops by different teams asking for documents,” says Auni.



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**Auni Bhaiji**

*Kenya International Freight and Warehousing Association national chairman*



**Electronic gadget**

Is attached to the container's rear and activated before the truck leaves the port. The device is backed by a 4G Safaricom Sim card.



**Police on patrol**

At different check points on the Northern Corridor respond to violations triggered by the system



**65,860**

Alerts on transit cargo, with going off-route topping the list, followed by tampering with the tracking device.

**57 Cases**

**9**  
Attempted robberies



**16**  
Attempted diversions



**17**  
Procedure breaches



**9**  
Accidents



**6**  
Trans-shipment



The average time for the electronic monitored trucks has reduced

Without electronic monitor



Busia/ Malaba



With electronic monitor



Busia/ Malaba



*Uganda National Bureau of Standards  
(UNBS) staff conducting tests*





## STANDARDS HARMONISATION CRITICAL FOR INTRA EAST AFRICAN COMMUNITY TRADE

Trade is a basic economic commodity that activates and improves people's socio-economic livelihoods. To increase competitiveness and spur regional economic growth, quality and control checking are pivotal.

Standards, testing, conformity and assessment processes have been mentioned as barriers to trade. East African countries – Kenya, Tanzania, Uganda, Burundi, Rwanda and South Sudan, are addressing these barriers with the aim of increasing intra EAC regional trade.

Proper testing and certification increases the speed at which East African Community (EAC) goods are traded across borders. It ensures conformity assessment certificates are accepted on both sides of the border and reduces rejections of goods while minimizing costs. It also cuts trading costs for the private sector, making them more sustainable.

One such initiative that is addressing the challenge head on in the East Africa region, is the Standards Harmonisation and Conformity Testing Programme supported by TradeMark East Africa. The programme was launched in 2011 to support the East African National Standards Bureau in achieving regional harmonisation of standards and improving testing capacities with the aim of improving trade competitiveness.

So far, there are 70 new harmonized standards that will go a long way in reducing testing cost and clearance times in all the East African countries. Also, a 59 per cent testing cost reduction and 74 per cent average testing time reduction has been achieved across the East Africa Community (EAC) Bureau of Standards respectively.

There has been a clear attribution of impact of the programme. An analysis of volumes and values of intra and extra EAC trade of sampled products that the programme supported, indicates a growth trajectory – 144 per cent increase in intra and extra EAC trade (from \$857,997 in 2010 to \$2,094,748 in 2014).

The programme has also achieved clear results on market access requirements and certification of locally manufactured products by Small & Medium Enterprises (SME). Particularly in Kenya where there has been an increase in the number of SME products certified and also improved their access to formal markets at both domestic and international levels. There has been a 194 per cent increase in the number of certification permits issued (619 in 2010 to 1820 in 2014). The programme has also contributed to a reduction in the testing cost and time of 85 per cent (from \$800 to \$120) and 93 per cent (from 14 days to one day) respectively.

Similar results have been achieved in Uganda with testing costs and times reducing by 71 per cent (from \$350 to \$100) and 58 per cent (from 19 days to 8 days) respectively. There was also an increase in the number of products certified as a result of an awareness campaign ran by the Uganda National Bureau of Standards (UNBS).

Rwanda has implemented an electronic portal system that automates its internal and external services for the Rwanda Standards Board (RSB) to increase its efficiency by reducing the time taken to process applications for certification and other conformity assessment services offered. Currently, they have achieved a testing cost and testing time of 50 per cent (from \$500 to \$250) and 87 per cent (\$60 days to 8 days) respectively.

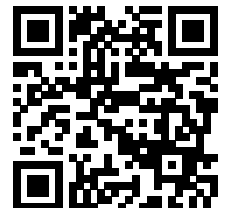
In Burundi, the Burundi Bureau of Standards (BBN) has conducted an analyses on oils, fats, cereals, flour, milk, salt, coffee, tea and alcoholic drinks. The programme has supported the purchase and installation of testing laboratories. Technical training and capacity building programmes have built confidence in the analysts, inspectors and product certifications system in the country. In overall, Burundi has achieved a testing reduction time of 77 per cent – 65 days to just 15 days.



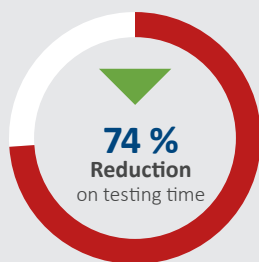
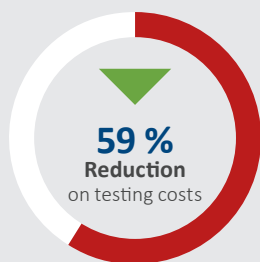
These are some of the key achievements that the four year programme has achieved. There is a lot that needs to be done to mainstream gender issues especially those that relate to technical assistance to informal women cross border traders to improve their understanding of product standards across the region. This is expected to enhance the quality of their products in order to improve their competitiveness and access more markets.

There is need to work closely with key stakeholders in the standards harmonisation sector to support certification of the most traded and priority products in the EAC region that are not yet certified to promote free movement of goods in the region and enhance trade.

This is a process that continues to have its fair share of challenges but let us start celebrating this small but yet major milestone that we have accomplished as a region



# 70 New harmonized standards



**2010**  
\$857,997

**2014**  
\$2,094,748

## Reduction in the testing cost and time



**84 %**  
Reduction  
on testing costs

**2010** \$800 → **2014** \$120

**93 %**  
Reduction  
on testing time

**2010** 14 days → **2014** 1 day



**71 %**  
Reduction  
on testing costs

**2010** \$350 → **2014** \$100

**58 %**  
Reduction  
on testing time

**2010** 19 days → **2014** 8 days



**50 %**  
Reduction  
on testing costs

**2010** \$500 → **2014** \$250

**87 %**  
Reduction  
on testing time

**2010** 60 days → **2014** 8 days



**77 %**  
Reduction  
on testing time

**2010** 65 days → **2014** 15 days

TMEA independent evaluation of standards programme



**Improved business  
competitiveness**







Clare Kabakyenga with her maize harvest



## CLARE KABAKYENGA'S JOURNEY TO PROSPERITY

Since 2015, more than 25,000 East African women have benefited from TradeMark East Africa (TMEA) Women and Trade programme. During the East Africa Trade and Development Forum (EATDF), held in Kampala between February 28 and March 1st, 2018, it was revealed that TMEA had through this programme, increased market access for traders.

One of the programme beneficiaries, Clare Kabakyenga, trades between the borders of Uganda and Rwanda. Clare, who shared her story, recently scaled up to trade in Kenya's Busia border. She explains her journey, successes and lessons.

"I started trading to increase my income. My journey began in farming, first planting potatoes and then beans. Beans are viewed as women crops in my culture. Farmers in my district are mostly small scale and yet to penetrate markets competitively, you need volumes. So, we formed Manyakabi Area Cooperative enterprise which currently has 8105 farmers, 89% of who are women. Members supply the cooperative with maize and beans in bulk. Markets in Uganda were saturated by the same products and so we contacted middle men who sold to Rwanda and the Democratic Republic of Congo. On learning of the profit margins, they got, we decided to take a risk and export to Rwanda. Our first export spent 8 days at the border because we had to get a certificate of origin (CoO) and a phytosanitary certificate. The CoO was from the export promotion board and phytosanitary certificate from Ministry of Agriculture. Being new in the export business, we had a tough time understanding the documents resulting in a lot of back and forth with border officials. The first trip was a loss. In 2015, we learned of TMEA and we joined the trainings they were supporting at the border. It is from these that we understood export processes and EAC requirements and got market information. You see, such things as the benchmarked moisture content for grains in East African neighbouring

countries sound simple but mean a loss or a profit for traders. Most new traders are unaware. Other aspects of the training included support services, improved post-harvest handling technologies and how to access markets. Prior to this, we would sell all our grains irrespective of the quality, at the same price. After training, we priced our grains by quality and looked for quality conscience buyers. Before the programme and training I would make UGX 800, 000 (\$224) per season from selling maize, now I make UGX 70 million (\$19600) per season.

At cooperative level we would make UGX 9 (US\$2520) million per season, currently we make UGX 603 Million (\$168840) from maize and UGX 152 million (\$42,560) from beans. Our cooperative turnover in the last edited accounts was UGX 2 billion (\$560,000)."

The Uganda Minister of Trade, Industry and Cooperatives Hon. Amelia Kyabbade, commended Clare's cooperative and she highlighted TMEA's ongoing women and trade campaign, *LetWomenTrade* and the impact it will have in changing mindsets towards women traders while highlighting their challenges. She noted that TMEA's efforts complement the Uganda ministry's agenda of empowering women traders. The ministry is currently issuing machines to women's groups for value addition. "The Uganda trade ministry is also reviewing all trade policies to ensure they have gender provisions. Moving forward and as government, through a collaborative effort, we aim to reduce challenges that women face as traders and call upon other organization to join us," says Amelia.

On his part, TMEA, Chief Executive Officer, Frank Matsuert projects that; "In the next five years, we will scale up our programme and reach to over 300,000 women across East Africa."



In 2015, we learned of TMEA and we joined the trainings they were supporting at the border. It is from these that we understood export processes and EAC requirements and got market information.

**Clare Kabakyenga**

*Programme beneficiary*



### Before Training

**UGX 800, 000 (\$224)**  
per season from selling maize

### At cooperative level

**UGX 9 (US\$2520)  
Million**  
per season from selling maize

### After Training

**UGX70 Million (\$19600)**  
per season from selling maize

**UGX 603 Million (\$168840)**  
per season from selling maize

### Cooperative Turnover

**UGX 2  
Billion  
(\$560,000)**





## BEES FOR BUTARE

### RWANDA IS EXCITING HONEY ENTREPRENEURS

The Queen bee holds the key and secret to the success of Wellars Munyaneza's honey production company in Butare, southern Rwanda. Protected fiercely by the worker bees, she is revered by the women of Butare.

"The amount of honey we will harvest from a beehive depends on the queen bee and the effectiveness of her government", Wellars the managing director of Projet Abeille Limited admits. "The workers in the colony follow the queen bee's orders and if she leads well, they will produce a lot of honey for us."

Although there is currently no way to train queen bees in effective leadership, TradeMark East Africa (TMEA) and its partners have been training Rwandan beekeepers in good honey production and providing them with access to new markets.

As good as his honey was for the local market, like hundreds of other honey producers in the country, Munyaneza did not think his product stood a chance of selling in Europe.

Yet this myth was dispelled in 2012, when TMEA provided technical assistance to the Rwanda Agriculture and Livestock Inspection and Certification Services (RALIS), (part of the Ministry of Agriculture and Animal Resources (MINAGRI) to carry out a series of tests on Rwanda produced honey.

The findings from both local and European consultants revealed that Rwandan honey was found to be compliant with European Union (EU) food safety requirements. Rwanda was soon added to the list of developing countries allowed to export honey to the EU.

"TMEA came in and we created a dossier addressed to the EU Commission requesting for access to the market. We then

put in place the Honey Residue Monitoring Plan to analyse and monitor the honey residue for pesticides, antibiotics and heavy metals," says Beatrice Uwumikiza, Director General at RALIS, which was set up in 2011 to prevent the spread of pests and diseases in the country, and to ensure that the standards of Rwanda's exports and imports are up to par.

Getting the country added to the list of exporters to the EU is one of the TMEA Rwanda programme proudest achievement. Ongoing initiatives aim to build capacity of honey producers, so they are able to upscale production to attain quantities and retain quality needed for regional and international markets.

From these capacity-building exercises, Munyaneza and his staff of local men and women learnt several best practices, "We now know the importance of wearing protective coats while processing, so that no impurities enter the honey", says Munyaneza. "We also now collect the honey from modern beehives instead of traditional ones. We also learnt documentation and business management skills."

Although he has modernised all aspects of his honey production, Munyaneza still finds good use for his old equipment. His bee farm located in Nyungwe, the largest natural forest in Rwanda, features an eclectic mix of 150 modern and 80 traditional beehives.

"We start out by attracting the bees to the traditional beehives which they are used to", he explains. "When the bees increase, we lead them to the modern beehives."

One look at the label on his honey jars shows that Munyaneza is now thinking internationally. The 'S' mark of quality provided by Rwanda Standards Board is prominently displayed and a map of Rwanda with a bee in the middle acts as the company



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**Beatrice Uwumikiza**  
*Director General at RALIS*



Logo. The “S” mark is a marketing tool that enables the sale of honey in supermarkets, and that provides confidence to customers.

The label also emphasises that the honey is ‘natural’, harvested in forests where bees are most comfortable, creating healthy honeycombs.

Located along Butare’s Huye highway, is a store that sells honey originating from the same forests, harvested by members of COASACH, a farmers’ co-operative whose members were trained during the capacity building activities. Store attendant Jean Bosco Uzabakiriho learnt about honey processing during field visits and workshops carried out by the Rwanda Standards Board, which also certified the store’s honey with the ‘S’ mark of quality.

“When the honey is brought to the store, it is kept in a processing room”, explains Uzabakiriho. “We weigh it, then test it for water, dust and density, which helps us know whether the honey harvested is natural or not. After testing, we add recipients to the honey to increase its elasticity, because it is so thick.”

John Bosco Kalisa of TMEA would like to see more co-operatives such as COASACH.

“One challenge we still face is the organisation of honey producers into co-operatives,” he says, “but we are supporting the existing structures. At TMEA we are looking to ensure that the value chain is streamlined, from the farm to the table, so that there are no hindrances from production to the market. We especially want information regarding market standards and requirements to reach the individual farmer.”

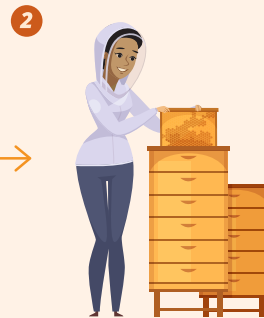
As for Projet Abeille’s next goal, “Our business plan is to employ more people and buy more machines that will support increased production from 3 tonnes to 20 tonnes within two years.”

Thanks to the technical assistance Wellars received from TMEA and MINAGRI, he will soon have both the quality and quantity to become a major exporter of Rwandan honey. The future of Projet Abeille looks so bright, the bees could well be fireflies.

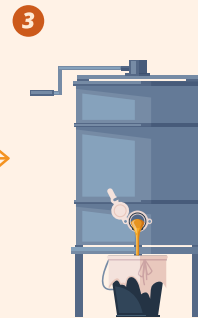
# HONEY PRODUCTION



1 *breeding of bees*



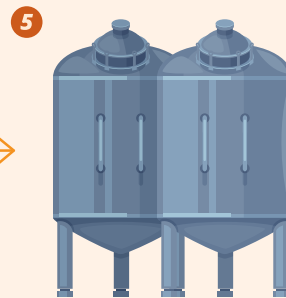
2 *collecting honeycomb*



3 *honey pitching*



4 *filtration*



5 *storage*



6 *ready product*



We are going to employ more people and buy more machines that will support increased our production from 3 tonnes to 20 tonnes within two years. It is in our business plan

**Projet Abeille's**

*Director General at RALIS*

