



Highlights

Page	Content
3	New Appointments during the FY 2018/2019
4	KenTrade wins coveted Africa Public Service Day Award
7	Impact of the Kenya TradeNet System IFC/World Bank Group Report June 2019
13	What is InfoTradeKenya and how can it be accessed?



VISION

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



MISSION

To facilitate trade by Simlifying and harmonising business process 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 | Team Work

New Appointments during the FY 2018/2019



Rose Chepchirchir Ronoh.

Rose previously served as the Manager Marketing and Communications and also Manager Customer Service and Contact Centre at KenTrade before her appointment as the Director, Trade Facilitation



Ann Wanja Waweru

Director Information Technology, Infrastructure, Innovation and Security. Ann was previously the Business Manager at Eagle Africa Insurance Brokers Kenya Limited



Paul Mbugua Mwaura

Manager Internal Audit, formerly Manager Audit & Risk Management with the National Transport and Safety Authority



Stephen Tumpes Maika

Assistant Manager Risk Management & Compliance, previously served as the Prevention Officer with the Ethics and Anti-Corruption Commission



Jael Philomena Mshai

Executive Assistant previously served as the Administrator at Eziki Ltd



Grace Naitore Murega

Webmaster, previously served at the Kenya Wildlife Service as a Webmaster & IT Applications Analyst Officer

KENTRADE WINS COVETED AFRICA PUBLIC SERVICE DAY AWARD



Kenya Trade Network Agency [KenTrade] was declared the 2nd best Government Institution for being the “Best ethical, managed, accountable, transparent and accessible organization in Africa” during the African Public Service Day (APSD) event that was held from 21st to 23rd June 2019 at the KICC Nairobi. The Agency scooped the award after it presented the Information for Trade in Kenya (*InfoTradeKenya*) portal, an innovative solution which has simplified of international trade procedures for traders. *InfoTradeKenya* is an on-line platform which provides a comprehensive, single-point access to up-to-date trade related information mainly step-by-step guides to imports, exports and transit procedures in Kenya, thus reducing the number of interactions, requirements, time taken and administrative cost for traders. While accepting the award, KenTrade Chief Executive Officer Amos Wangora noted that *InfoTradeKenya* portal was imple

mented to addresses the challenge of inaccurate and unclear information on international trade procedures and regulations of import and export that previously resulted to unwarranted penalties due to errors in documentation. “*InfoTradeKenya* was implemented to simplify trade procedures and contains a practical and up-to-date descriptions of steps to go through, as seen from the user’s point of view to assist in decision-making pertaining to import and exports of commodities” he said. He added that the Agency winning the award was as a result of the united and strong team that was committed to achieving the vision of the organization. The Agency has successfully documented procedures for over sixty import and export commodities and currently simplification of these trade procedures is being done to eliminate redundancies, duplications and removal of unnecessary steps. *InfoTradeKenya* can be accessed via www.infotradekenya.go.ke.

Implementation of *InfoTradeKenya* portal is part of the Government’s initiative to facilitate trade in line with the World Trade Organization (WTO) Agreement on Trade Facilitation, to which Kenya is a signatory and obliges governments to be transparent and to provide information to businesses. Under Article 1 of the World Trade Organization (WTO) Trade Facilitation Agreement (TFA), the WTO members shall make trade information available and updated to the extent possible and as appropriate. Kenya is the first country in East Africa to comply with this agreement through implementation of the *InfoTradeKenya* which publishes trade procedures step-by-step, including all forms, requirements, duties, taxes and fees, time frame and contact data. *InfoTradeKenya* was implemented with support from TradeMark East Africa (TMEA) and United Nations Conference on Trade and Development (UNCTAD).

Benefits of the *InfoTradeKenya* portal

- Provides a concise summary of foreign trade processes
- Repository of trade related laws, regulations, acts and legislations
- Succinct responses to queries made by traders on compliance issues
- Traders and investors are empowered with prior information to comply with regulatory requirements for importation and exportation of goods.
- Traders are able to perform all trade procedures with fewer time consuming interactions Ensures Kenya is compliant with World Trade Organization (WTO) Bali Agreement on Trade Facilitation.
- Provides a step by step guide on foreign trade procedures
- Curbs and reduces the chances corruption
- Boosts Kenya's efforts to become a globally competitive player
- Provides a trader's point of view of foreign trade processes
- User friendly and easy to navigate
- Assists government agencies to evaluate and simplify their trade related processes
- Fosters transparency in trade processes
- Improves ease of doing business
- Bridges the information gap on trade processes
- Reduction in penalties resulting from non-compliance
- Reduction errors in documentation



CEO Amos Wangora with KenTrade staff



Trophy for Best Ethically managed, Accountable, Transparent and Accessible Organisation



Left to right- Director Trade Rose Ronoh present the trophy to CEO Amos Wangora



Left to right- Trade Facilitation Manager Daniel Kiange, Director Trade Rose Ronoh and CEO Amos Wangora

Board Activities (pictorial)



KenTrade Chairman Suleiman Shabhal(centre) with CEO KenTrade Amos Wangora(left) follows proceedings during Nairobi stakeholders forum



Director Wambui Namu delivering a speech on behalf of KenTrade Chairman Suleiman Shabhal during a stakeholders forum in Mombasa



Chairman Suleiman Shabhal gets feedback from some of the delegates from Trade Logistics Industry who participated in the Nairobi stakeholders forum

Key benefits and achievements to the government and agencies, traders and other stakeholders

- **Cost Reduction** - Automation of processes and procedures has resulted in reduction of delays, improved convenience and substantial cost savings
- **Improved Connectivity, Security, Processes and Procedures** - 25 state agencies that issue various permits and 5 that have mandate to view the permits have been connected to the TradeNet System and 83 processes/procedures are fully automated.
- **Increased Level of Automation** - Automation has reduced costs, improved efficiencies and productivity (both for the traders and government agencies)
- **Reduction in Time and Number of Processing Pre-import Documents** - The System offers convenience through a paperless (electronic) application for permits by traders on a 24/7 basis and has greatly improved efficiency in document processing
- **Enhanced Efficiency, Productivity and Consistency in Operations of Government Agencies** - The TradeNet System boost efficiency by making it simpler and easier for the state agencies to receive and access permit application forms, process them online, and deliver approved or rejected permits to the traders in a timely and consistent manner.
- **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.
- **Improved Governance, Accountability and Transparency** - The Kenya TradeNet 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 and transparency.
- **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.
- **Improved Compliance, Revenue Collection and Traceability** - The Kenya TradeNet System has increased compliance and ensures a correct revenue yield.
- **Improved Collaboration between Government Agencies** - Apart from an improved awareness of mandates and functions of the various government agents within the government agencies, the Kenya TradeNet System has catalyzed and enhanced collaboration and coordination between various government agencies especially for those that are inter-dependent in the issuance of trade documents.
- **Enhanced Reporting and Availability of Trade Facilitation Statistics** – Unlike in the past where data (physical files/records) was stored and retrieved manually, Kenya TradeNet System ensures availability of relevant trade statistics owing to easy to access data.

What the Users of the Kenya TradeNet System said

“... it has helped a lot, today we receive documents from the ship owner and lodge them through the Single Window and the same are made available to relevant stakeholders immediately on approval – always very fast”
Silvester Kututa MD, Express Shipping and Logistics (EA) Limited

“It is perfect in terms of movement and processing of documents”
Humphrey Ashumbwe, Head of Operations, Urgent Cargo

“The system has eradicated the time and travel expenses to various regulatory bodies while applying for the permits which is a good plus for everyone involved”
Geoffrey Mbai, Conventional Cargo Conveyors Limited

“General ease of business process for our clients since the submitted data is used by all relevant agencies like KRA, HCD and KEBS”
James Aboge, KEPHIS

“The directorate has registered and licensed increased number of importers and exporters, enhanced customer satisfaction and less complaints...”
Vincent Chirchir, AFA Nuts and Oil Products Directorate

National Electronic Single Window System

Leaders take



"In order to establish the legal framework for operation of the National Electronic Single Window System, I will soon submit the National Electronic Single Window Bill, 2019 for deliberation by the National Assembly. The Bill proposes to legislate the use of the National Single Window System as well as re-establish the Kenya Trade Network Agency. In addition, the Bill also seeks to amend various Statutes to recognition and formalize the issuance of electronic certificates/permits that are currently issued by various Agencies through the System" **Extracts from the 2019 – 2020 Budget speech read by The National Treasury Cabinet Secretary Henry Rotich at the National Assembly on June 13, 2019**



"I would like to re-affirm the commitment of the State Department of Trade in supporting KenTrade's trade initiatives and also work with all other institutions to enhance trade facilitation in Kenya. This will result in competitiveness in the regional and global markets and the growth of intra African trade" **Principal Secretary, State Department of Trade, Dr. Chris Kiptoo at the launch of Watchlist Screening system (iScreenKenya) on March 13, 2019**



"TradeMark East Africa is committed to growing prosperity through trade in the Eastern Africa region; and we recognize the impact of the single window on the trade value chain. That is why, we are committing to support the enhancement of this system in order to increase its capacity as an effective trade facilitation tool. It complements with our other investments at the port of Mombasa, with Kenya Revenue Authority, and at various one stop border posts." **TMEA Kenya Country Director Ahmed Farah during the signing ceremony of KES. 150 Million Partner Support Agreement for Single Window System enhancement and Implementation of the Maritime Single Window between KenTrade and TMEA on April 5, 2019**



"We are currently finalising the integration of the Kenya TradeNet System with KRAs Integrated Customs Management System (ICMS). We have progressed well and on May 10, 2019 ICMS integration of Single Window and Cargo Release module for Partner Government Agencies "went live" for Air Cargo (Consignment). Currently we are working on Sea Cargo module which is scheduled to "Go – Live" before end of June 2019. Once completed, the integration will facilitate seamless exchange of messages and status updates between the Kenya TradeNet and the ICMS System and ultimately reduce the cost of doing business by introducing paperless clearance". **KenTrade Chief Executive Officer Amos Wangora during Mombasa Stakeholders sensitization in Mombasa on May 30, 2019**

At KenTrade Together Everyone Achieves More.



KenTrade team during the annual 2019 Team Building event at Kenya School of Monetary Studies, Nairobi grounds

Every year, KenTrade organizes team building exercise for employees with the objective of increasing morale, motivation, positive reinforcement, improved quality of work and greater creativity. Team building helps break down these barriers by creating a forced interaction between the established groups & creates opportunities for networks & friendships to develop. On June 15, 2017 employees renewed their focus on how to enhance team spirit during the event held at the Kenya School of Monetary Studies in Nairobi. While officially opening chief executive officer Amos Wangora

noted that the success of Agency depends on the ability employees to work as a team, understand each other's strengths as well as weaknesses, take interest in each other's interest, and deliver the quality work that is desired, together. "The exercise aims at building trust, mitigating conflict, encouraging communication, and to increase collaboration, he said. During the exercise, the staff were engaged in activities that enabled them to get to know and understand each other better, enhance camaraderie, improve communication, promote critical thinking and problem solving, enhance stronger collaboration, increase

motivation and leadership skills. Participants also got a chance to apply creativity and figure out ways to overcome obstacles, and they bring that valuable experience to their professional obligations.

At the end of the exercise, participants agreed that indeed cohesive employees are less likely to be confrontational toward one another and more accepting of each other's' decisions and that effective teamwork can greatly increase the work-flow speed of a company as well as make the workplace more enjoyable. The exercise was facilitated by SBO Research company.

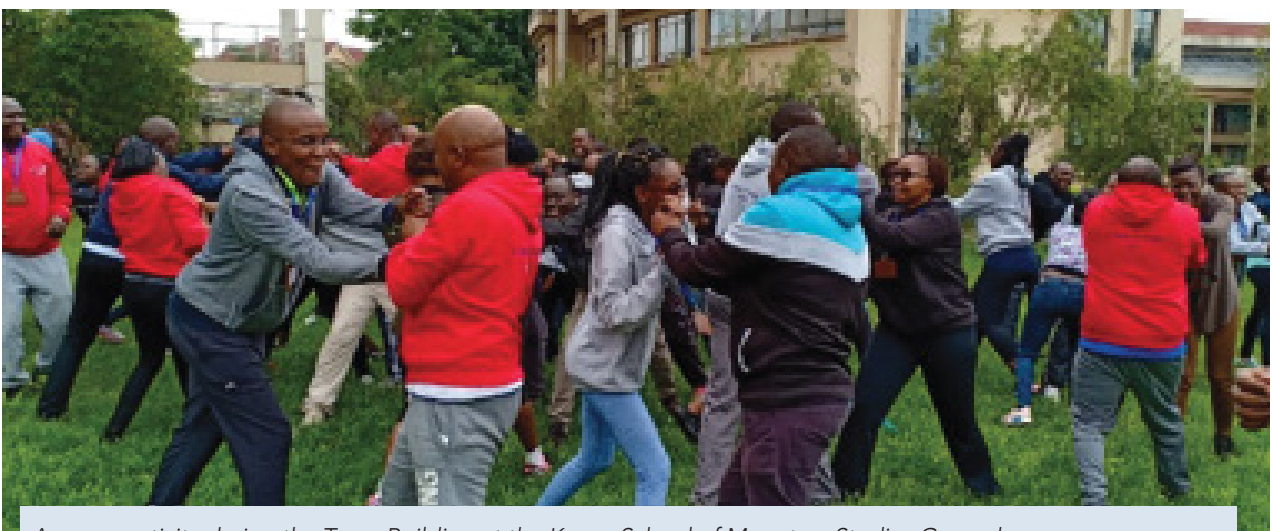
Team Building Pictorials



KenTrade family and facilitators from SBO Research company in a group photo after the team building event.



KenTrade team members await for cue from the facilitator during the team building event



A group activity during the Team Building at the Kenya School of Monetary Studies Grounds

Corporate Pictorials



KenTrade C.E.O (in red tie) Amos Wangora and staff enjoying a light moment during an empowerment session to mark the International Father's Day. The empowerment talk was delivered by motivational speaker **Mr. Peter Amos**



KenTrade senior officer, Vincent Bwire (third right) with our stakeholders during an engagement forum in Busia county



KenTrade team clockwise
Sylvia Njeri, Obadiah Kibet, Erick Lukoye, Jane Musyoki and Evelyn Wamae all set for World Environment Day Celebrations



KenTrade innovation showcase
Senior Officer Juliet Wangechi(right) explains our InfoTrade portal innovation during Africa Public Service Day preparations at KSG, Nairobi

Demystifying HIV and AIDS

What our stakeholders should know

What is HIV?

HIV stands for human immunodeficiency virus. It is a virus that attacks immune cells called CD4 cells, which are a type of T cell. These are white blood cells that move around the body, detecting faults and anomalies in cells as well as infections. When HIV targets and infiltrates these cells, it reduces the body's ability to combat other diseases. This increases the risk and impact of opportunistic infections. However, a person can carry HIV without experiencing symptoms for a long time. HIV is a lifelong infection. However, receiving treatment and managing the disease effectively can prevent HIV from reaching a severe level and reduce the risk of a person passing on the virus. No effective cure currently exists, but with proper medical care, HIV can be controlled.

What is AIDS?

AIDS stands for acquired immunodeficiency syndrome. It is the most advanced stage of HIV infection. Once HIV infection develops into AIDS, infections and cancer pose a greater risk. Without treatment, HIV infection is likely to develop into AIDS as the immune system gradually wears down.

“HIV is a lifelong infection.”

AIDS is the most severe phase of HIV infection. People with AIDS have such badly damaged immune systems that they get an increasing number of severe illnesses, called opportunistic infections. However, advances in Anti-Retroviral Treatment mean that an ever-decreasing number of people progress to this stage

How is HIV Transmitted from one person to another?

Most commonly, people get or transmit HIV through sexual behaviors and needle or syringe use. Only certain body fluids—blood, semen, pre-seminal fluid, rectal fluids, vaginal fluids, and breast milk—from a person who has HIV can transmit HIV. These fluids must come in contact with a mucous membrane or damaged tissue or be directly injected into the bloodstream (from a needle or syringe) for transmission to occur. Mucous membranes are found inside the rectum, vagina, penis, and mouth. There is not enough HIV virus in other bodily fluids, like saliva, sweat or urine, to transmit it from one person to another.

How Can You Tell if You Have HIV?

The only way to know for sure if you have HIV is to get tested. Knowing your status is important because it helps you make healthy decisions to prevent getting or transmitting HIV. After you get tested, it's important to find out the result of your test. If you're HIV-positive, you should see a doctor and start HIV treatment as soon as possible. You are at high risk of transmitting HIV to others during the early stage of HIV infection, even if you have no symptoms. If you're HIV-negative, explore HIV-prevention options that can help you stay negative.

What is InfoTradeKenya and how can it be accessed?

All you need to know about import and export trade procedures in Kenya.....

InfoTradeKenya

www.infotradekenya.go.ke

KenTrade
Your G2B trading partner

www.kentrade.go.ke

i-Screen

Verify information on business entities globally

- ◆ Dont be duped by international fraudsters
- ◆ Vet businesses before trading
- ◆ Secure your business transactions

Screen it. Dont risk it

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 contactcentreg@KenTrade.go.ke 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 https://registration.kentrade.go.ke/	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 (infotrade-kenya.go.ke)	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 (https://wls.gtnkenya.com/gtn/) 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

OUR CONTACTS

Kenya Trade Network Agency (KenTrade)

Main Office : 1st Floor, Embankment Plaza, Longonot Rd - Upperhill, Nairobi

Address: P. O. Box 36943 – 00200, Nairobi - Kenya

Email address: customercare@kentrade.go.ke; for complaints email complaints@kentrade.go.ke

Tel: +254 20 496 5000

Mobile: +254 709 950 000 /+254 730150000

Email : www.kentrade.go.ke

Regional Offices: Mombasa | Malaba | Busia | Isebania | Namanga

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 contactcentre@kentrade.go.ke 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 (info-tradekenya.go.ke). 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 www.info-trade.go.ke .	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 (https://wls.gtkenya.com/gtn/) 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 / Muungizaji bidhaa wa mara moja Shilingi 5,950.00 - 1,190	Mara moja.

WASILIANA NASI

Afisi kuu: Ghorofa ya kwanza, Embankment Plaza, Barabara ya Longonot – Upperhill, Nairobi

Sanduku La Posta: 36943 – 00200, Nairobi - Kenya

Barua pepe: customer-care@kentrade.go.ke; kwa malalamishi tuma barua Pepe: complaints@kentrade.go.ke

Nambari ya simu: +254 20 496 5000 / +254 709 950 000 / +254 730150000

Afisi Za Ukanda: Mombasa | Malaba | Busia | Isebania | Namanga



SIMPLIFYING TRADE PROCESSES FOR KENYA'S COMPETITIVENESS



Single Window System
for trade

www.kenyatradenet.go.ke



Information on market access
requirements for Kenya
exports and imports.



Screen it don't risk it!
Screen trading partners
globally for secure
international trade.