

FEDERATION OF EAST AFRICAN FREIGHT FORWARDERS ASSOCIATIONS





**PROFESSIONALIZING CUSTOMS
CLEARING & FREIGHT FORWARDING
INDUSTRY**
EAST AFRICA EXPERIENCE

PAUL HIGIRO
TREASURER-FEAFFA
APRIL 2018
KAMPALA, UGANDA

OUTLINE



- About FEAFFA
- Why training and professionalization
- FEAFFA professionalism initiatives

ABOUT FEAFFA



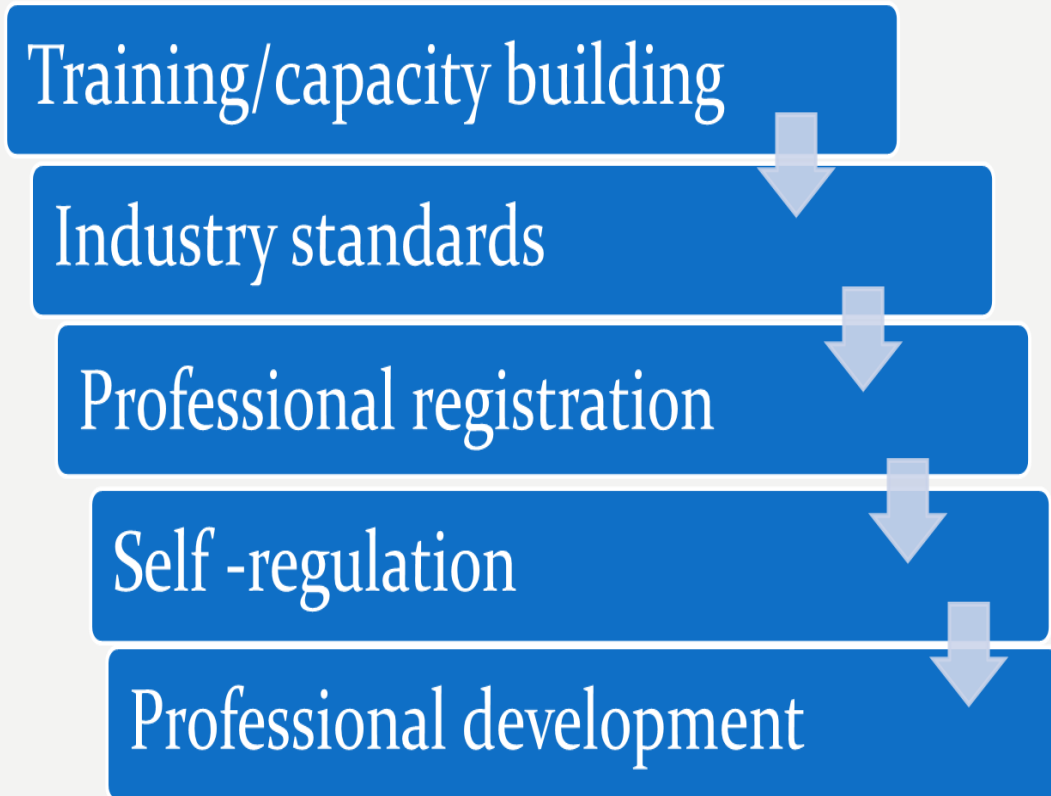
- Regional private sector association for the Customs clearing and freight forwarding industry
- Established in 2006 - Secretariat Nairobi in 2010
- **Mission:** Professional and competitive Customs clearing & freight forwarding industry for Trade facilitation
- **Members-** National industry associations from EAC states – ABADT, ADR, KIFWA, TAFFA, UFFA, ZFB = represents approx. 2500 firms

WHY TRAINING AND PROFESSIONALIZATION



- Poor industry reputation/image
- Compliance challenges
- Inefficiency and poor quality of services
- Mistrust by public sector agencies
- Customer's demand
- Industry's demand

ROAD TO PROFESSIONALIZATION



Logistics Pixel Perfect

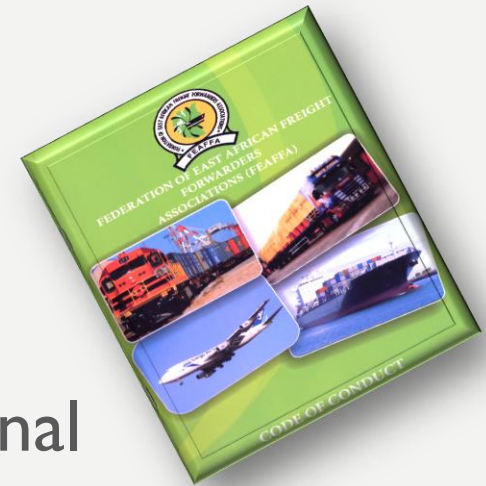


TRAINING (EACFFPC)



- Regional 6-month joint practitioners training program (2006-7) – partnership (industry, EAC, Revenue Authorities (RAs))
- Training ongoing in all countries
- Over 5500 trained and certified
- Certificate a requirement for licensing Customs agents by Customs
- Training good for all interested stakeholders
- Training will soon be available online

INDUSTRY STANDARDS



I. Professional code of Ethics

- The code addresses;
 - ✓ Minimum standards including professional qualifications, Finance standards, Professional conduct etc for our members.
 - ✓ Complaints handling procedures, Discipline enforcing mechanism among others
 - ✓ All members sign to uphold the code at membership renewal

INDUSTRY STANDARDS

2. Standard trading terms and conditions

- Model guidelines for engaging with shippers
- Targets SME firms
- Spell out the duties, responsibilities and liabilities for each party in a transaction
- Available on FEAFFA website via

<http://www.feaffa.com/sites/default/files/files/FEAFFA%20STANDARD%20TRADING%20CONDITIONS%20adopted.pdf>

REGISTRATION & CERTIFICATION



- **Registration and certification Board**- independent board with representation of key stakeholders

East Africa Customs Agents and Freight Forwarders Board (EACAFFB)



- Launched in 2017
- Online reference database
- **Certification** –issuance of practicing certificate

Professional



SELF REGULATION-MODEL LAW



- A Regional model bill developed
- Aims at Professional recognition of CFA practice
- All countries are developing national bills
- Rwanda is piloting
- Final step in professionalizing sector
- Law will regulate individuals, firms, trainers and training institutions
- Bill supported by all stakeholders



THANK YOU

Asante