

# Table of Contents

<b>Background</b>	2
<b>Message from the FEAFFA President</b>	3
<b>Message from the FEAFFA Secretariat</b>	3
<b>Messages from National Associations</b>	4
• <i>Message from Association Burundaise des Agences en Douane et Transitaires - ABADT</i>	4
• <i>Message from Kenya International Freight and Warehousing Association - KIFWA</i>	5
• <i>Message from Tanzania Freight Forwarders Association- TAFFA</i>	5
• <i>Message from Uganda Freight Forwarders Associations - UFFA.</i>	6
<b>Code of Conduct</b>	7
• <b>PREAMBLE</b>	7
• <b>Article 1– Definitions</b>	7
• <b>Article 2 – Objectives</b>	8
• <b>Article 3 - Professional Qualifications</b>	9
• <b>Article 4 – Financial Standing as a qualified Clearing and Forwarding Agent.</b>	10
• <b>Article 5 - Code of Professional CONDUCT</b>	11
• <b>Article 6 Procedures for handling complaints and enforcing discipline.</b>	13
• <b>Article 7 – Enforcement</b>	15
• <b>Article 8 –Disciplinary Actions</b>	15
• <b>Article 9– Harmonization and Compliance</b>	17
• <b>Declaration</b>	18
<b>Messages of support from key stakeholders.</b>	21

# FEDERATION OF EAST AFRICAN FREIGHT FORWARDING ASSOCIATIONS (FEAFFA)

## CODE OF CONDUCT

### BACKGROUND

The Federation of East African Freight Forwarders Associations (FEAFFA) is the regional apex body of the freight forwarding service providers. It was formed in 2005 and thereafter registered and domiciled in the United Republic of Tanzania in 2006 but its Secretariat is situated in Nairobi, Kenya. FEAFFA represents over 2000 freight forwarders in East Africa through respective national associations.

**VISION:** *To be the model professional Association and authority in freight logistics.*

**MISSION:** *To promote a strong ethical and professional freight forwarding industry which supports trade facilitation and regional economic growth.*

One of FEAFFA's strategic areas of focus is professionalization of the freight logistics industry. This is intended to enhance competitiveness of the sector, spur its development while at the same time raising the profile of the sector as a profession. Towards achieving this, the Federation decided to initiate a self regulatory mechanism aimed at not only enhancing the confidence and support of other stakeholders but also turning the sector into a profession. This will augment efforts directed towards facilitating trade as a precursor to regional economic growth and development.

In fulfilling this vision, FEAFFA embarked on development of a code of conduct to define the standard ethics and practices to be expected of all actors in the industry. This effort culminated into this code of conduct, which we have the pleasure of publishing and presenting.

## MESSAGE FROM THE FEAFFA PRESIDENT AND CHAIRMAN OF ASSOCIATION DES AGENCIES EN DOUANE DU RWANDA (ADR)

**O**n behalf of the FEAFFA board and my own behalf, it is my pleasure to present our first Code of Conduct manual that I hope will be a proud possession of every member of our profession.

We have travelled a long and challenging journey in pursuit of this code of conduct; a journey we needed to take for the good of the freight logistics industry in the East African region. Adoption of this code is testimony to our commitment to a conducive business environment in the East African region.

I am extremely appreciative of the support from USAID COMPETE and the East African Revenue Authorities. Their financial, material and technical support was invaluable and will be invaluable for many years to come.

I challenge my colleagues to use and respect this code of conduct.

**JOHN BOSCO RUSAGARA**

**President – FEAFFA and Chairman ADR**

## MESSAGE FROM THE FEAFFA SECRETARIAT

**F**inally, we bring you the FEAFFA Code of Conduct. This is a milestone achieved through the tireless effort of the Freight forwarding fraternity under the stewardship of the Board of the Federation. It is one of the many initiatives that are currently underway, all aimed at professionalizing the sector. Ultimately, we hope to attain self regulation. Other initiatives toward this end include:

- Training of practitioners in the sector
- Establishment of a registration board for practitioners
- Establishment of an accreditation system
- Development of standard Trading Conditions
- Development of sample contract documents

This Code provides the broad framework of the professional conduct expected of practitioners in the freight forwarding/Customs clearing sector

in the Region. By no means does it imply that the ethical conduct is lacking. It is a proactive attempt to inform the industry and public how to relate. It is also a deliberate effort to further entrench professional ethics in the sector. Implementation of this Code is also expected to revamp the image of the industry, promote fair competition and enhance the growth of the sector.

However, the benefits of this Code will only accrue once service providers in the sector commit to live this document. This should entail internalizing the Code by the individual (both human and corporate) in the sector. Firms in the sector are therefore to take the document back home and implement it at the corporate, management, operational and individual levels. Most important is to ensure that each firm puts in place systems and mechanisms that will guarantee compliance with the Code. I therefore appeal to all the practitioners to do whatever it takes to operate within the provisions of this code of conduct.

Special gratitude and appreciations to all our partners and especially USAID-COMPETE, Revenue Authorities in the East Africa, Port operators, Directorate of Customs of EAC Secretariat, Secretariats of the Northern and Central corridors among others. More importantly, let me thank the individual firms and practitioners who now assume the responsibility of living this Code of Conduct.

**John K. Mathenge**  
**Regional Executive Officer - FEAFFA**

## **MESSAGES FROM NATIONAL ASSOCIATIONS**

### **Message from Association Burundaise des Agences en Douane et Transitaires - ABADT**

We are delighted to be associated with other members of the Freight Forwarding industry in the East African region in publishing the FEAFFA Code Of Conduct. We shall ensure that our members abide by this code of conduct. It is also our hope that FEAFFA become a reference for other Associations of the EAC region in promoting industrial professionalism.

**Mathew Bizimana**  
**CHAIRMAN - ABADT**

## **Message from Kenya International Freight and Warehousing Association - KIFWA**

The FEAFFA Code of Conduct marks the second bold step in professionalizing the industry after the East African Customs Freight Forwarding Certificate (EACFFPC). It sets out the regulating mechanisms that will guide all industry operators and the sanctions imposed on non-compliance thereof.

Freight forwarders have in the past been unregulated and portrayed as rogue business operators, an image we have to reverse in order to take our position as crucial economic drivers. This code will promote the public image of the industry.

Compliance requires a commitment by each member and KIFWA, being a signatory to this Code calls upon the entire membership to show commitment in the transformation of the industry by subscribing to the Code of Conduct.

**Gerald M. Kagumo**

**National Chairman KIFWA and FEAFFA-Vice President**

## **Message from Tanzania Freight Forwarders Association- TAFFA**

TAFFA sincerely applauds the work by FEAFFA in championing the establishment of the EACFFPC training program and the Code of Conduct for the current and future practitioners in customs supply chain logistics aimed at fostering professionalism in the industry.

We pledge our support and commitment to popularizing the code of conduct within our membership. The code of conduct and ethics is a noble tool in the industry, which should be owned and obeyed by every individual operator in the fraternity of freight logistics chain in the region.

**O. O Igogo**

**President - TAFFA**

## **Message from Uganda Freight Forwarders Association – UFFA.**

Ratification of the FEAFFA code of conduct is a huge step towards professionalizing the freight logistics industry at regional level. It will ensure discipline among members. The impact of this code will depend a lot on adherence by all. Congratulations FEAFFA.

***Charles Kareeba***  
***Chairman - UFFA***



## CODE OF CONDUCT

### PREAMBLE

- Having as one of its primary objectives, the promotion of ethical, efficient and professional practice among clearing and forwarding agents (CFAs) and all other professionals within the freight logistics industry in the region;
- Recognizing that unethical, unprofessional or illegal conduct by any operator has adverse repercussions on the reputation and functioning of the industry as a whole;
- Embracing its mandate to achieve and maintain uniformly high professional and ethical standards throughout the freight logistics industry in Eastern Africa,
- Consistent with article of 9 its Constitution

The Federation of East African Freight Forwarders Associations (hereinafter referred to as “FEAFFA”) and its constituent member National Associations have agreed to enforce the following Code of Conduct among their members.

### Article 1- Definitions

For the purposes of this Code of Conduct:

**“Board”** means the Board of Directors, Executive Committee or other policy-making entity acting collectively in accordance with the quorum and voting provisions for meetings of such entity.

**“Clearing and Forwarding Agent” or “CFA” means:**

- (i) any member or associate member (natural or legal) of FEAFFA or its constituent national associations; and
- (ii) any person engaged on behalf of the owner, charterer or operator of cargo in providing clearing and forwarding services, including but not limited to making arrangements for Customs and cargo

documentation and/or packing, consolidating or forwarding of cargo.

**“National Association”** means any one of Association des Burundaise des Agencies en Douane et Transitaires (ABADT), The Kenya International Freight and Warehousing Association (KIFWA), Association des Agencies en Douane au Rwanda (ADR) (ADR), Uganda Freight Forwarders Association (UFFA) and the Tanzania Freight Forwarders Association (TAFFA) and any other organization constituted for the purposes of:

- (i) Providing a central organization for those engaged in the profession of Clearing and Forwarding Agents;
- (ii) Establishing and upholding standards of conduct and practice for the profession as may assist them in the discharge of their duties; and
- (iii) Regulating and monitoring conduct of members and enforcing disciplinary action as necessary,

**“Professional Examination”** means the examination passing of which is required by FEAFFA and/or the constituent National Association on subjects specifically related to the Clearing and Forwarding profession in order to demonstrate competence in the field.

## Article 2 – Objectives

By promoting and enforcing this Code of Conduct, FEAFFA aims to:

- (i) uphold a high standard of business ethics and professional conduct among Clearing and Forwarding Agents (CFAs) and all other professionals within the freight logistics industry across Eastern Africa;
- (ii) ensure a high level of professional education and experience essential to provision of efficient services;
- (iii) encourage operation of financially sound, stable and accountable Clearing and Forwarding Agents;

- (iv) combat corruption, freight logistics fraud, illicit trade and trafficking of goods and persons, including unsafe or controlled substances; and
- (v) Provide a framework through which national associations can monitor and enforce integrity and professionalism in their various jurisdictions.
- (vi) promote healthy competition among operators in the industry.
- (vii) provide the basis for regulating behavior and framework for dealing with errant operators and resolution of disputes.

Protect and promote the reputation and good public image of the clearing and forwarding industry.

### **Article 3 - Professional Qualifications**

To be considered professionally qualified, and to be accredited to the practice on his or her own, a Clearing and Forwarding Agent must:

- (i) Have fulfilled the prerequisites and passed such Professional Examination(s) as required by FEAFFA and/or the relevant National Association. The scope and details of such examination(s) shall be determined by the said entities.
- (ii) Have attained competence by long experience the level of which shall be determined by FEAFFA and/or the relevant National Association.
- (iii) Be of good moral standing, be able to demonstrate his good reputation among others in his or her geographical area of activity, and not have been convicted before any tribunal on accusation of fraud, corruption or tax evasion.

In the case of a corporate entity, employ such persons professionally qualified as above to ensure the proper performance of the entity's functions

## **Article 4 – Financial Standing as a qualified Clearing and Forwarding Agent.**

To be considered financially sound, a corporate entity (and where practicing alone, an individual Clearing and Forwarding Agent) must:

- (i) Be legally registered and hold and maintain current all business, tax and regulatory permits required by law;
- (ii) Operate from a permanent address with all the necessary facilities and equipment to conduct business in an efficient, thorough and timely manner;
- (iii) Have financial resources adequate to its business (evidenced by references from banks, financial institutes or auditors) to the satisfaction of FEAFFA and/or the relevant national association;
- (iv) Maintain detailed and authentic financial records, following generally accepted accounting principles and maintaining appropriate control policies and procedures;
- (v) Arrange a detailed annual audit by an established, registered and qualified accountant;
- (vi) Have adequate property and liability insurance through a registered and established insurance company to cover all professional liabilities.
- (vii) Shall submit annual returns to the Secretariat on a standard form as shall be determined by FEAFFA and/ or relevant national association. The National Association shall reserve the right to verify any information provided in the annual returns.

## Article 5 - Code of Professional CONDUCT

The Clearing and Forwarding Agent shall:

- (i) Discharge his or her duties to his or her principal(s) with honesty, integrity and impartiality;
- (ii) Perform in a conscientious, diligent and efficient manner all services undertaken as a CFA ;
- (iii) Refuse any business that the CFA is unsure he or she can perform competently, diligently and in the time required;
- (iv) Exercise due diligence to ensure that goods handled are maintained at the standard of care required to ensure their safety and quality on delivery, particularly in matters concerning food storage and handling, facility maintenance and the handling of dangerous or controlled substances;
- (v) Observe all national laws and other regulations relevant to the duties he or she undertakes and take reasonable care not to knowingly engage with parties who conduct illegal or unethical business;
- (vi) Promote a professional business environment, avoiding violence, discrimination, harassment and intimidation of and against principals, employees and colleagues;
- (vii) Protect the privacy and confidentiality of his or her principal(s) and only disclose non-public information regarding his or her principal and/or the principal's business if required by law or if failure to do so would result in a crime or in imminent and serious bodily harm to the principal, the CFAs or a third party;
- (viii) Refrain from fraudulent practices, including but not limited to:
  - Forgery or illegal alteration of any document;
  - Misappropriation of funds or destruction of property whether tangible to intangible;

- False, fictitious or misleading entries or reports; and
  - False or misleading statements to those investigating irregularities other misconduct.
- (i) Refrain from directly or indirectly paying or receiving a bribe or kickback or conferring any benefit intended to influence the conduct of any public or quasi-public official or any political figure;
  - (ii) Exercise due care when handling monies on behalf of his or her principal(s) and not misappropriate or deal dishonestly with the principals' money or other property;
  - (iii) Apply monies received from the principal or any other party only for the purposes for which they are intended;
  - (iv) Disclose to the principal any conflict of interest that may arise in the conduct of the Clearing and Forwarding Agent's duties and refrain from making any secret or inappropriate profit or commission from his or her transaction with the principal;
  - (v) Promptly return any goods, monies, documents or other property belonging to the principal on termination of contract and refrain from retaliation against any principal for termination;
  - (vi) Deal truthfully with principals and other Clearing and Forwarding Agents and refrain from making any claim known by the Clearing and Forwarding Agent to be false; and
  - (vii) Refrain from retaliation against a principal or any other person for reporting or substantiating misconduct by the Clearing and Forwarding Agent.
  - (viii) At the time of contracting or at the earliest opportunity possible, provide the principal with a set Standard Trading Conditions.
  - (ix) All members of FEAFFA are committed to full compliance with all respective government Laws, Rules, and Regulations that may apply to their activities

- (x) Any illegal activity, including fraud and corrupt practices is strictly forbidden and if proven will result in immediate cancellation of membership and notification to the relevant authorities and all parties concerned

## **Article 6 Procedures for handling complaints and enforcing discipline.**

### **6.1 Handling Complaints**

- (a) Members are encouraged to forward in writing their concerns of any knowledge of potential, suspected or actual violation of this code to the Secretariat. Such concerns shall be of inter-associations or cross border nature and will be confidentially investigated.
- (b) Upon receipt of a written complaint on alleged breach of the Code of Conduct, the Secretariat will wherever possible, acknowledge in writing within 48 hours.
- (c) The Secretariat will simultaneously write to the member against who a complaint has been made requiring a response within 7 working days.
- (d) If the accused member confirms or the Secretariat deduces from the written response that there is a breach, the Secretariat requires such Member to remedy the breach where possible.
- (e) If the accused does not respond per notice in (b) above or the breach cannot be remedied, the Secretariat shall immediately notify the Convenor of the Disciplinary Committee. The Convenor shall convene a meeting of the Committee within 7 working days and the Secretariat will accordingly notify the accused.

However, if the Convenor, in his discretion determines that the offence is not of a serious nature he will:

- (i) Endeavour to secure commitment of the offending party to comply or to desist from further breach.

- (ii) Refer the matter to the Committee if his efforts do not resolve the issue satisfactorily.

## **6.2 Procedures by Disciplinary Committee**

- (b) Members will be summoned in writing by the Secretariat to appear before the Committee, with the Committee's express authority consistent with procedures above.
- (c) Such notice shall wherever possible be not more than seven (7) working days.
- (d) The member so summoned shall be represented by the Chief Executive and in the absence of the Chief Executive by the next highest-ranking Officer who nevertheless will produce specific letter of authority from the Member.
- (e) brief outline of the complaint, where possible, the name of the complainant and requesting the Member to A member, who without a valid reason, upon being so summoned, fails to appear before the Committee, shall automatically be subject to penalties as stipulated under Article 7 hereof and further subject to Article 8 thereof. The Committee shall exercise its discretion to impose the penalties.
- (f) If the Committee is satisfied with the explanation given by the accused Member at the meeting, it will instruct the Secretariat to advise the two parties within seven (7) days accordingly.
- (g) If the complaint is found to be without basis, the Committee may deem it appropriate to caution, in writing, the complainant or demand a written apology.

## Article 7 – Enforcement

FEAFFA and/or the relevant National Association shall collaborate to ensure that these rules are complied with and shall determine the appropriate disciplinary measures applicable in event of misconduct. These penalties shall be determined and enforced by a duly constituted disciplinary committee, and may include:

1. A written warning to the Clearing and Forwarding Agent;
2. A requirement for an undertaking as to the Clearing and Forwarding Agent's future conduct;
3. Temporary suspension of membership from the relevant National Association;
4. Temporary suspension of authorization to operate as a Clearing and Forwarding Agent (or formal written recommendation of such suspension to the relevant authority by the relevant National Association);
5. Expulsion of membership from the relevant National Association; or Cancellation of authorization to operate as a Clearing and Forwarding Agent (or formal written recommendation of such cancellation to the relevant authority by the relevant National Association).
6. Cancellation of practicing certificate.
7. The deliberations of the disciplinary committee shall be minuted and shared with the Board of FEAFFA or the National Association who will take appropriate action

## Article 8 –Disciplinary Actions

1. The Board of the relevant National Association may by Special Resolution censure, suspend or expel from the association any Clearing and Forwarding Agent that fails to comply with the Code of conduct on recommendation of the disciplinary Committee.
  - (i) Any question of censure, suspension or expulsion of a Clearing

and Forwarding Agent must be dealt with by a meeting of the Board of which not less than 14 days' notice shall be served on the Clearing and Forwarding Agent specifying the date, time and place of the meeting.

- (ii) The Board must include with such notice full particulars of the facts and circumstances, which might justify action being taken by the Board.
  - (iii) The Clearing and Forwarding Agent is entitled to be heard in person or through his or her agent.
  - (iv) The procedure of the meeting is at the discretion of the Board, which is not bound by the rules of evidence and may inform itself in any manner it thinks fit.
2. Notice in writing of a resolution of the Board whereby a Clearing and Forwarding Agent is censured, suspended or expelled must be served on the Clearing and Forwarding Agent within fourteen (14) days of the completion of the hearing.
3. If a Clearing and Forwarding Agent disciplined by a national association appeals to FEAFFA, FEAFFA must convene an Arbitration Panel consisting of 5 natural persons being:
- (ii) 2 full members of FEAFFA's Executive Committee from a country other than that of the Appellant;
  - (iii) A full member of the National Association willing so to act who was not present at the meeting of the Board against the decision of which the appeal is lodged, appointed by the Chairman of the national association.
  - (iv) Two other persons to be appointed by the president of FEAFFA

Not less than 14 days' written notice shall be served on the Appellant specifying the date, time and place of the meeting.

The Board must include with such notice full particulars of the facts and circumstances, which might justify action being taken by the Board.

The Appellant is entitled to be heard in person or through his or her agent. The procedure of the meeting is at the discretion of the Arbitration Panel, which is not bound by the rules of evidence and may inform itself in any manner it deems fit.

Decisions of the Arbitration Panel are by majority vote.

4. Within twenty-eight (28) days of the completion of the hearing of the appeal, the Arbitration Panel must hand down its finding by way of written memorandum addressed to the FEAFFA Executive Board, a copy of which must forthwith be served on the Appellant by FEAFFA.
5. The enforcement of disciplinary action on any Clearing and Forwarding Agent does not preclude the aggrieved party pursuing legal action in a jurisdiction of their choice.

### **Article 9– Harmonization and Compliance**

1. Clearing and Forwarding Agents already operating who do not meet the standards of the foregoing Code of Conduct on the date of its adoption will be required to conform by 1<sup>st</sup> January, 2009.
2. Where national laws or regulations conflict with this Code of Conduct, the more stringent provision will apply.
3. The provisions of this Code of Conduct are pass-through provisions, which bind all members of FEAFFA and its constituent member associations as well as all individual members.
4. Where a National Association has a set of rules that conflict with this Code of Conduct, The FEAFFA Code of Conduct will replace the national rules on 1<sup>st</sup> January, 2008.

***This Code of Conduct makes clear the Adherence to the law and ethical behavior. However, compliance requires a commitment by each member who must satisfy this pledge as it will signal their commitment to act in accordance with the Code.***

**Declaration**

We,.....

(Name of Company) certify that we have read the Code of Conduct and understand that we individually and severally must adhere to its standards of conduct and report promptly any action that appears inconsistent with these standards.

Name of officer Signing.....

Designation.....

Signature.....Stamp/seal.....

Date.....

*Signed by Chairpersons of National Associations and the President of FEAFFA at the Novotel, Bujumbura on this Thirtieth day of May in the year two thousand and seven*

Signature



Date: **1st June 2010**

Chairman

Association des Burundaise des Agencies en Douane et Transitaires

---

Signature



Date: **1st June 2010**

Chairman

Association des Agencies en Douane au Rwanda

Signature



Date: **1st June 2010**

National Chairman

Kenya International Freight & Warehousing Association

---

Signature



Date: **1st June 2010**

Chairman

Tanzania Freight Forwarders Association

Signature



Date: **1st June 2010**

Chairman

Uganda Freight Forwarders Association

---

Signature



Date: **1st June 2010**

President, Federation of East African Freight Forwarders



## Messages of support from key stakeholders.

This code encourages freight forwarders to engage in practices that do not undermine but strengthen the logistics service industry. USAID COMPETE is pleased to have played a role in the development of the FEAFFA Code of Conduct. The code of conduct is another step in professionalizing the freight forwarding industry with an aim to achieving self regulation. This code of conduct must be seen to support and strengthen the transport and logistics industry including the shippers and transporters.

USAID COMPETE will continue supporting the private sector and particularly FEAFFA in educating its members about the new code.

It is our hope that the code of conduct will encourage industry practitioners to fulfil their obligations with integrity and professionalism. This code will bolster transit and trade facilitation programs in Eastern Africa by translating the principles of fairness, transparency, integrity and anti corruption and thus improving the performance of the private sector

**Stephen Wall**  
**USAID - COMPETE**

“ FEAFFA members are key stakeholders in the Trade Facilitation value system. To ensure good governance by the public sector within this system; it is necessary that the private sector reinforces the efforts of the public sector, through various corporate governance instruments. In setting minimum standards for its members, the code of conduct underlines FEAFFA’s commitment to good public governance; and to ensuring a level playing field for its members and the wider private sector, which is crucial in improving the business environment. EABC congratulates FEAFFA and wishes the Membership every success in the implementation of this code of conduct.”

**Faustin Mbulu**  
**Chairman - East African Business Council**

“The Code of Conduct for clearing and forwarding agents is a significant milestone in professionalizing the service and enhancing integrity of customs from the side of the stakeholders. This initiative is an implementation of the EAC Treaty which provides for the harmonization of the requirements for registration and licensing of freight forwarders, customs clearing agents and shipping agents. The EAC Directorate of Customs will continue to work closely with FEAFFA on the integration of Customs in the region.”

***Kenneth Bagamuhunda***

***Director of Customs - East African Community***

“The Kenya Association of Manufacturers (KAM) is pleased to note that FEAFFA is embracing ethical business conduct for its members. The Freight Forwarding industry is critical to manufacturers because of the role it plays in cargo movement and trade facilitation. KAM congratulates FEAFFA for taking this bold step.”

***Betty Maina***

***Chief Executive Officer - Kenya Association of Manufacturers***

“As professionals earning a living from society, society demands that freight forwarders act in a manner that recognizes their responsibilities towards it. This code of conduct will help maintain the highest levels of ethical conduct and integrity in the sector, which is in line with Kenya Maritime Authority’s goal on self regulation among maritime service providers.”

***Mrs. Nancy Karigithu, MBS***

***Director General - Kenya Maritime Authority***

“Congratulations FEAFFA for the bold move taken by adopting a Code of Conduct defining the kind of institution that it strives to become in an operating environment that is increasingly demanding greater accountability and transparency. I hope that the Code will be enforced at the respective national levels not only to demonstrate the regional commitment but also to affirm the desire to truly professionalize the industry.”

***Mrs Wambui Namu***

***Commissioner Customs - Kenya Revenue Authority***

“Private sector service providers should inculcate a culture of Professional and Competitive service provision in their businesses. An Industry driven code of Conduct is one such move. The Shippers Council welcomes the effort by FEAFFA to bring freight forwarding industry into self-regulation and professionalism”

***Gilbert Langat - CEO***

***Kenya Shippers Council***

“The Northern Corridor Transit Agreement (TTCA) recommends and supports the FEAFFA Code of Conduct which is going to be a very important document in transit transport bringing about professionalism in the clearing and forwarding industry. Adherence to this Code will contribute to reduction in delays and costs along the Northern Corridor which is one of the core objectives of the TTCA”.

***Lisumbu Eliombo***

***Ag. Executive Secretary - Northern Corridor Transit Agreement***

“TRA fully supports the initiative of FEAFFA developing and instituting a Code of Conduct for its members. This will promote professionalism in the industry and ultimately enhance compliance with Laws, Regulations and Procedures, which will make everybody’s work easier and predictable. We look forward to the enforcement of the Code of Conduct for the benefit of each and every player in international trade flow.”

***Walid Juma***

***Commissioner for Customs and Excise - Tanzania Revenue Authority***

“Integrity is more than simply the absence of corruption, rather it involves developing and maintaining a positive set of attitudes and values that impact on the delivery of services to the people we serve. To enshrine integrity, a code of conduct, is therefore a prerequisite for the proper functioning of the Clearing and Forwarding industry because of the special position within the International Trade Supply Chain”.

***Rukia D Shante,***

***Executive Secretary - Central Corridor Transit Transport Facilitation Agency.***

“I wish to state that we in Uganda Customs support the initiative of a Code of Conduct for FEAFFA. This will go a long way in guiding the Clearance family into the right direction. We strongly support the move.”

***Malinga Mbubi Peter***

***Commissioner Customs - Uganda Revenue Authority***

“Professionalism in freight forwarding industry is critical to ensuring that the freight logistics sector is efficient and competitive. Implementation of the FEAFFA Code of Conduct will go a long way in entrenching professional ethics in the sector. This should lead to better services, increased compliance and lowered cost of doing business in the East African Region. Hence it is an essential ingredient for Trade Facilitation. ”

***Mr. Gichiri Ndua***

***Managing Director - Kenya Ports Authority.***

“The RRA Customs Services supports the development of the FEAFFA Code of Conduct. It is our sincere hope that the Code will promote integrity among Customs agents in the region and in turn lead to professional and predictable service to the trading community and other stakeholders involved in the trade supply chain”.

***Eugene Torero***

***Deputy Commissioner General/Commissioner of Customs Services – Rwanda Revenue Authority***

“We commend and support FEAFFA’s initiatives towards professionalizing the freight forwarding industry particularly the implementation of the FEAFFA Code of Conduct. OBR will continue to partner with FEAFFA in order to facilitate trade in the world and the EAC in particular.”

***Ndarishikanye Joseph***

***Commissioner of Customs and Excise - Burundi Revenue Authority (OBR)***