Customs and Excise Administration – Morocco
17 April 2020
Measures adopted to combat the COVID-19 pandemic

<table>
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<tr>
<th>1. Measures to facilitate the cross-border movement of relief consignments and essential supplies</th>
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<tr>
<td>1.1. Morocco has designated and passed on to the WCO the names and contact details of the national contact points responsible for answering queries about the procedures for the import, export and transit of relief consignments and humanitarian supplies and equipment by air, land and sea.</td>
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<th>2. Measures to support the economy and ensure supply chain continuity</th>
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<td><strong>Dematerialization of procedures and facilitation of Customs clearance</strong></td>
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<td>2.1. Downward revision of the selectivity rate for controls (rates have been reduced by 6% on imports and 7% on exports).</td>
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<td>2.2. EUR1 and EUR-MED certificates to be acceptable in electronic form for imports under the Euro-Mediterranean Association Agreement (between the European Communities and Morocco) – Circular No. 6034/233 of 3 April 2020.</td>
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<td>2.3. Dematerialization of the procedure for managing applications for exemption from Customs duty as required under the tariff quota and in the conventional framework – Circular No. 6035/200 of 9 April 2020.</td>
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<td>2.4. Exchange of (scanned) documents with partners by e-mail.</td>
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<td>2.5. Electronic payment of all Customs debts to be made standard practice, except in special cases, and the procedure for going over to electronic payment to be more flexible (by permitting access on signed request without authentication).</td>
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<td>2.6. Easing of the procedure for requesting amendments to data about operators.</td>
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<td>2.7. Proxy authorizations sent by e-mail to be accepted without requiring authentication of signatures.</td>
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**Support for companies’ cash flow**

| 2.8. Speeding up of payments and refunds to companies. |

**Guaranteed supply of basic necessities**

| 2.9. Levying of import duty has been suspended on the following products: |
• Soft wheat and derivatives thereof (HS 1001.99.00.19; 1001.99.00.90) – Circular No. 6029/211 of 27 March 2020
• Chickpeas (HS 0713.20.90.10), kidney beans (HS 0713.33.90.10), lentils (HS 0713.40.90.10), broad beans (HS 0713.50.90.10) and durum wheat (HS 1001.19.00.10; 1001.19.00.90) – Circular No. 6030/211 of 27 March 2020

2.10. Extension of the validity of administrative documents relating to medicines and health products, issued to import establishments and which have lapsed (Circular No. 6040/311 dated 22/4/2020).

3. Measures to ensure protection for Customs Administration personnel

**Remote-working solutions:**

3.1. As ordered in the circular from the Minister for the Economy, Finance and Administration Reform on measures to prevent the spread of COVID-19, the numbers of Customs personnel present at Customs Administration premises must be kept to the strict minimum.
• Leave of absence has been granted to pregnant women, officers suffering from chronic illnesses and officers responsible for young children (supervision of schoolwork).
• The resources needed to enable a certain number of Customs officers to do their work remotely were set up quickly.
• The degree of digitization of Moroccan Customs is such that a switch to remote working has been possible for both office staff and border staff (30% of frontline personnel are working remotely as compared to 70% of office staff).

**Preventative measures:**

3.2. Gloves and protective masks must be worn by frontline Customs personnel in contact with users (inspecting goods, checking travellers, reception work, etc.) – Customs services have been issued with antiseptic products and disinfectants.

3.3. Buildings (offices and shared spaces) are cleaned rigorously and regularly, and premises are disinfected by local authority sanitation services.

3.4. Shared areas (restaurants, prayer rooms, etc.) have been closed and disinfected.

3.5. Vehicles used for Administration business and staff transportation are disinfected.

3.6. Access for user clients to Customs offices is restricted, except in special cases.

3.7. A video-conferencing system is used for the holding of remote meetings and to avoid Customs personnel and their partners’ having to travel.

4. Measures to ensure protection for the public
4.1. Use of the Government’s “Virtual Office” platform avoids having to deposit physical mail items at Customs offices.

4.2. All requests (claims and inquiries) are steered towards the electronic channel already available.

4.3. Sales by public auction and sales through calls for tenders for goods seized and abandoned while in Customs (to avoid any grouping of buyers) have been suspended.

4.4. Blood is being donated on a national basis for blood transfusion centres where blood stocks have fallen since restrictions were placed on travelling.

5. Other measures

5.1. A range of products has been made subject to export licences or specific authorization:

- Surgical masks (HS 63.07.90.50.00) – Circular No. 6021/311 of 3 March 2020, Official Journal 6861 of 2 March 2020.
- Disinfectants (HS 3808.94; 3401.11; 3402.20.00.00) – Circular No. 6024/311 of 13 March 2020, Official Journal 6864 of 12 March 2020.
- Protective masks (3926.90.92.90, 4818.90, 4823.90, 6307.90.40.00, 6307.90.90.98, 9020.00.00.00) – Circular No. 6024/311 of 13 March 2020, Official Journal of 6864 12 March 2020.

5.2. Other flanking measures:

- Cooperation with the Directorate for Medical and Pharmaceutical Products of the Ministry of Health in controlling the export and import of medical supplies associated with COVID-19 (the current situation is very conducive to the selling of counterfeit products).
- Cooperation with the Ministry of Trade and Industry in guaranteeing that the market is supplied with masks and products for the manufacture thereof.
- Establishment of a paper-free procedure with the Ministry of Health for the authentication of authorizations to export medical products.
- Medicines for human use exported by industrial pharmaceutical establishments: specific authorization (Circular No. 6039/311 dated 20/04/2020)

5.3 Donations of miscellaneous goods seized or abandoned at Customs:

- Donations of foodstuffs for families and people in precarious circumstances.
- Donations to hospitals of medical supplies and equipment that can be used to augment their capacities.
• Donations of confiscated motorcycles to security organizations responsible for enforcing the state of emergency in relation to health.
• Donations of mask-making materials to public bodies.

5.4. Support for the existing measure dematerializing Certificates of Origin by establishing supervision of operations to ensure that data declared are reliable (management of the risk of false declarations of origin).