

United Arab Emirates – Federal Customs Authority
20 April 2020

Response to Covid-19 outbreaks and Business Continuity Plans

The Federal Customs Authority (FCA) and the local Customs Administrations have been following the recommendations of the Government, the National Emergency Crisis and Disaster Management Authority (NCEMA), the Ministry of Health and Community Protection and the relevant health authorities in order to contain the outbreak of the novel covid-19 pandemic. The FCA is a member of the NCEMA team, which allows the customs to be part of the decisions made by the crisis team and hence ensuring the continuity of customs tasks and procedures while taking the precautionary measures.

The UAE recognizes the importance of maintaining the global trade and the international supply chain, while taking all the necessary precautions and preventive measures put forth by the concerned authorities. Economic incentives by the government have been put in place to ensure the safeguard of the economy from being gravely affected by this outbreak. Customs plays a vital role in this matter, ensuring the flow of legitimate trade and by implementing some customs initiatives to traders.

General Preventive Measures as per the Recommendations of NCEMA and the Ministry of Health:

- Ensure that disinfection and sanitization operations are carried out through the application of standards, instructions and requirements issued by NCEMA and the Ministry of Health or under the supervision of a specialized medical staff periodically in the office space, facilities and the premises.
- Implementing remote work for all administrative jobs as per the decision of the Government (Federal Authority for Government Human Resources); noting that Customs is implementing alongside the decisions and recommendations of the Government, the ISO 22301 regarding Business Continuity.
- Providing the necessary equipment to scan and detect high temperature of employees and customers in the inspection department.
- Raising awareness through various communication channels on how to reduce the spread of diseases and epidemics within in the Customs Community.
- Take precautionary measures for inspectors by using set procedures such as wearing masks and gloves to carry out their tasks as well as providing all vehicles and offices with hand sanitizers and surface disinfectants.
- Take precautionary measures during inspection by reducing physical inspection, and instead using technology and x-ray equipment.

Further details can be found on the following websites:

- Federal Customs Authority (www.fca.gov.ae)
- National Emergency Crisis and Disaster Management Authority (<https://www.ncema.gov.ae/>)
- Ministry of Health and Community Protection (www.mohap.gov.ae/)
- Federal Authority for Government Human Resources (www.fahr.gov.ae)