

General Authority of Customs, State of Qatar
31 March 2020

Precautionary measures to combat the spread of the Corona virus (Covid-19) taken at the General Authority of Customs (GAC) in the State of Qatar:

- By an Emiri decision, food and medical supplies were exempted from customs duties for a period of 6 months, and this procedure was published on the website of the GAC and the local newspapers.
- The number of employees has been reduced to 20% of the total number, through a structured schedule of shifts, so that work continues 24 hours. Also, a structured schedule has been created for employees working in the morning.
- The remaining 80% of the total employees were assigned to work from their homes remotely and provide all necessary technical measures.
- Employees with chronic diseases were exempted from attending the workplace and only working remotely from their homes.
- Precautionary measures were taken by distributing (protective uniform – gloves, masks and sterilizers) to employees, and hand sanitizers were placed in strategic locations and inspection platforms.
- The reception of individuals and companies has been suspended, and an e-mail has been created for the General Authority of Customs to receive requests and respond to inquiries, with a circular issued includes a list containing of all contact information such as phone numbers and e-mail (for senior officials) to provide any assistance, inquiry or support .
- Personnel and all dealers with the General Authority of Customs were educated in various ways about the prevention methods of corona virus (Covid-19) through continuous sterilization, wearing gloves and masks through developing (approved posters and banners by the Ministry of Public Health in the State of Qatar).
- Some of customs clearance companies and brokers have been contacted with them to confirm the workflow quickly and flexibly.
- A number of TV and social media meetings were held to reassure the public about the progress of import and export operations and the role of customs in providing all the goods needed by the local market.
- Attendance registration by fingerprint were cancelled, and employee cards activated.
- The work has been divided into small groups to limit the spread of coronavirus.
- On-the-job awareness training workshops were conducted for employees on the front lines.