



The East African Community

AUTHORISED

PROCEDURE

November 2015



REGIONAL AUTHORISED ECONOMIC OPERATOR PROCEDURE MANUAL

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Acronyms

AEO	- Authorised Economic Operator
EAC	- East African Community
EACCMA	- East African Community Customs Management Act
ECTS	- Electronic Cargo Tracking System
PCA	- Post Clearance Audit
SAFE Framework	- SAFE Framework of Standards - to secure and Facilitate global trade
SOP	- Standard Operating Procedures
WCO	- World Customs Organisation

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Definitions

Authorized Economic Operator (AEO) is defined in the WCO SAFE Framework of Standards as a party involved in the international movement of goods, in whatever function, that has been approved by, or on behalf of, a national Customs administration as complying with WCO or equivalent supply chain security standards.

Self-management of bonded warehouse. Self-managed bonded warehouse is a facility extended to a warehousing operator where the responsibilities of a Customs Officer are delegated to the bonded warehouse operator



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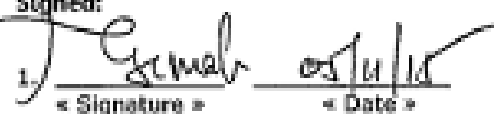













Purpose

This manual is meant for use by Customs officers of the EAC Customs Administrations and reference by Cross Border Regulatory Agencies and the trading community within the EAC. The Standard Operating Procedure (SOP) manual will be developed to provide detailed step-by-step process of this procedure manual.

Approval

This Regional AEO Scheme is hereby approved for implementation in EAC.

Signed:

1.  « Signature »	 « Date »	KABISI, Tlagi Masamaki « Chair Person, Com Customs- TRA »
2.  « Signature »	 « Date »	KATESHUMBWA Dicksons « Com. Customs- URA »
3.  « Signature »	 « Date »	MANIROMBANA Frederic « Com. Customs- OBR »
4.  « Signature »	 « Date »	For: MUSYOKI Julius « Com. Customs- KRA »
5.  « Signature »	 « Date »	TUGIRUMURENYI Raphael « Com. Customs- RRA »
6.  « Signature »	 « Date »	BAGAMUHUNDA Kenneth « Director Customs- EAC »
7.  « Signature »	 « Date »	CHOPRA Richard « Programme Director - WCD »



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1 Introduction

The Authorised Economic Operator program is derived from the WCO SAFE Framework of Standards. The SAFE Framework was adopted by the Directors General of Customs representing the members of the World Customs Organisation (WCO) at the June 2005 annual Council Sessions in Brussels. In June 2015, the WCO Council adopted the updated edition of the SAFE Framework 2015.

The Customs Administrations of Burundi, Kenya, Rwanda, Tanzania and Uganda are members of the WCO and each of them have submitted a letter of intent to implement the WCO SAFE Framework. The EAC Partner States Customs Administrations adopted the SAFE framework and agreed to implement the AEO program as a region in 2007.

1.1 Background

The 21st century has been characterized by globalization of trade, tremendous growth in volumes of imports and exports within the East African region. Customs is faced with an ever increasing demand for faster clearance and fewer trade bottlenecks which have to be balanced against a need to check all traded consignments 100%.

The introduction of Authorised Economic Operators (AEO) aims to fundamentally change the relationship between businesses and the Customs Administrations by implementing preferential treatment to those businesses that are established to be compliant through a structured assessment of risk (authorisation). The AEOs shall benefit from simplification of procedures and/or facilitation with regard to Customs controls related to security and safety throughout the EAC Region.

1.2 Scope

This Manual describes processes and procedures for implementing the Regional AEO program as envisaged in the WCO SAFE Framework within the East African Community Partner States. The implementation of the AEO program shall be in line with the Single Customs Territory business processes.

1.3 Who can apply

Any economic operator that is established in at least one of the EAC Partner States, involved in the international supply chain and carries out Customs related activity in the EAC can apply for the Regional AEO status irrespective of the size of the business. An applicant will be assessed in line with the respective nature of business.



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This includes;

- Exporters
- Transporters
- Importers
- Freight forwarders
- Customs Agents
- Bonded warehouse owners
- Manufacturers
- Carriers
- Ports, Airports, Terminal operators

A person may apply for authorisation under one or more of these client categories. If the application for authorisation is approved, authorisation will relate to the specific client categories that the client has qualified for.

1.4 Legal provisions

The AEO program derives its mandate from the provisions of Trade Facilitation and Customs modernisation under the East African Community Customs Management Act (EACCMA) 2004 and the Compliance and Enforcement Regulations.

1.5 AEO Type

The Regional AEO applicant shall be assessed using the criteria below and the status shall qualify the AEO for Customs simplification, Safety and Security.

2 Benefits Management

This chapter defines the identified Regional AEO benefits and how they will be administered. The benefits to be enjoyed by a regional AEO are divided into four client categories depending on the nature of business. The client shall enjoy the benefits for the category/categories that they are authorised for. These benefits shall apply across the EAC Region. The Regional AEO shall be uniquely identified throughout the clearance process.

2.1 Importers/Exporters/Manufacturers

2.1.1 Expedited processing of entries/declarations – all AEO declarations will be given priority throughout the whole clearance process. This will include;



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2.1.1.1 Automatic passing of declaration.

Once all conditions for lodgement of a declaration are fulfilled by the AEO, the declaration shall be lodged and selected BLUE lane and thereafter system released.

2.1.1.2 No physical or document examination except for random or risk based interventions/exceptional cases.

Where an AEO declaration is randomly selected to the red or yellow lane, priority treatment shall be given during examination. The operator shall also have the option to choose the location for the physical examination.

2.1.1.3 ECTS requirement waiver where applicable.

In cases where the ECTS is required, operator shall also have the option to choose whether to use it or not.

2.1.1.4 Expedited payment of refund claim.

Priority shall be given in processing of the refund claims. Where applicable, some procedures can be simplified for the AEO.

2.1.1.5 Reduced Customs security wherever applicable

Subject to relevant provisions of law/regulations, consideration for a lower Customs Security on a case-to-case basis will be for an AEO.

2.2 Customs Agents

2.2.1 Guaranteed renewal of Customs agent's license

The renewal of the AEO Customs Agent's licence shall not be subject to the vetting process but the AEO shall be required to make payment for licencing fees and any other related payments.

2.2.2 Priority to participate in Customs initiatives

AEO shall be given first opportunity to take part in new trade facilitation initiatives within Revenue Authorities.



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2.2.3 Priority treatment in cargo clearance chain

Any consignment declared by an AEO Customs Agent shall be processed before the non-AEO declarations.

2.2.4 Waiver of movement bond for AEO

AEO goods in transit to the warehouses shall be exempted from movement bond requirements. This shall only apply to consignments where the Importer/Exporter, Customs Agents, and the transporter are ALL AEOs.

NB: This benefit shall not absolve the Clearing Agent from any liability in the event that the consignment is lost or short-landed.

2.3 Transporters

2.3.1 Guaranteed renewal of transit goods licence and any other licences issued by Customs.

The renewal of licences issued by Customs shall not be subject to the vetting process but the AEO shall be required to make payment for licencing fees and any other related payments.

2.3.2 Exemption from the mandatory use of Customs Electronic Cargo Tracking System (ECTS).

In cases where the ECTS is required, AEO will enjoy the benefit of optional use of ECTS.

2.3.3 Priority clearance at the borders.

Subject to adequate adequacy, Consignment transported by AEOs will enjoy expedited border processes.

2.4 Warehouse Operators

2.4.1 Self-management of bonded warehouse

Self-managed bonded warehouse is a facility extended to a warehousing operator where the responsibilities of a Customs Officer are delegated to the bonded warehouse operator. However the Warehouse Operator is required to adhere to the provisions of the law and any other conditions that may be given by the



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Commissioner. This facility is extended to AEOs to enhance flexibility of bonded warehouse operations in terms of time and cost. The status of the AEO shall be recognised across the EAC Region.

2.4.2 Guaranteed renewal of Warehouse Operator's license

The renewal of the AEO Warehouse Operator's licence shall not be subject to the vetting process but the AEO shall be required to make payment for licencing fees and any other related payments.

2.4.3 Reduced Customs security wherever applicable

Subject to relevant provisions of law/regulations, consideration for a lower Customs security on a case-to-case basis will be for an AEO.

It is important to note that in the process of delivering the above benefits;

1. **Dedicated service point** at all customs offices/clearance points.
An officer shall be assigned to handle AEO consignment for faster clearance at all Customs offices. A clear signage shall be put up at Customs Offices to guide AEOs where they will be served.
2. All stakeholders shall need to be involved in facilitating clearance of AEO (Port Authorities, Shipping line and relevant stakeholders)

3 Eligibility Requirements

This chapter outlines the Eligibility criteria for the Regional AEO Scheme. Eligibility requirements are conditions, standards and measures which shall be used in evaluating applicants for Authorized Economic Operator status in the EAC. An applicant **MUST** be a legal entity incorporated within the EAC.

To be eligible for authorization, the Commissioner of customs may require the applicant to verify any statement in an application. The applicant should be able to provide information pertaining to all of the following or any other;

- i. Company details
- ii. Record of compliance
- iii. Maintenance of records
- iv. Financial solvency



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- v. Security and safety standards
- vi. Volumes of business
- vii. Nature of Goods traded in
- viii. Trade partners

The detailed required information is described in the section that follow.

3.1 Company Details

- i. Company profiles; which should indicate the industrial or professional affiliations and position of the official responsible for customs matters in the organization structure.
- ii. Contact persons and their respective contact details
- iii. Nature of business which should be in line with eligibility requirements.
- iv. Employee Profile; key employees with knowledge and experience in customs matters.

3.2 Record of Compliance

The applicant should not have contravened any laws, rules and regulations pertaining to Customs, Domestic Taxes and all relevant Government Agencies for a period of 3 years prior to application for authorisation.

The applicant should provide, and/or demonstrate the following;

- i. The applicant should have compliance history of at least 3 years;
 - a. With no record of fraud or attempted fraud.
 - b. With a tolerable number of technical errors/mistakes and evidence of corrective action.
 - c. With evidence of self-compliance checks & voluntary disclosure
 - d. Presence of and adherence to a professional code of conduct
 - e. With no tax arrears (taxes past the due date).
 - f. With evidence of compliance with all relevant regulations.
- ii. The applicant should indicate whether the application is new or Re-application. If the applicant held previous AEO status holder, check if the client was deregistered before and for what reasons.
- iii. Re-application of a revoked AEO status shall be submitted after three years (except where the said revocation was effected at the request of the authorized economic operator).



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- iv. The applicant must not have been convicted of any criminal offence.
- v. The applicant's representative/agent in customs matters must not have been convicted for any criminal offence.

3.3 Maintenance of records

The applicant shall maintain timely, accurate, complete and verifiable records relating to its customs transactions.

The applicant must demonstrate that the computer systems, the organizational internal operational procedures and processes will ensure compliance. In this regard therefore the following shall be examined:

- i. Automation of company processes
 - a. Electronic registers
 - b. Stock movements
 - c. Inbound & outbound processes
- ii. Availability of audited reports by qualified auditors
- iii. Ease of access to company records by customs
- iv. Integrated accounting systems consistent with the generally accepted accounting principles
- v. Internal control procedures
- vi. Maintenance/archiving of records for a specified period in line with EACCMA.
- vii. Adequate Information Technology (IT) security measures to protect against access by unauthorized persons

3.4 Financial Solvency

The applicant must demonstrate adequate financial standing. The applicant shall be deemed to have met the conditions of solvency if it can be proven for the past 3 years.

The applicant must provide evidence (financial statements) indicating a good financial standing sufficient to fulfill its commitments with regard to the type of business. The applicant must have fulfilled his obligations regarding payments of Customs duties, taxes and other charges for last three years.

AEO shall maintain and provide documents to demonstrate their financial solvency, which may include, profit and loss statements and balance sheets; declaration of



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insolvency proceedings, if any, and statements from banks, financial institutions or National Tax Authority.

3.5 Security and Safety Standards

The applicant must demonstrate a high level of awareness on security and established safety measures, internally and in its business activities with clients. Understanding and implementation of safety and security controls must extend to the applicants personnel. The applicant must provide evidence of;

- i. Internal controls to embody safety and security procedures
- ii. Premises security
- iii. Employees issued with identification.
- iv. Routine procedures to ensure integrity of cargo
- v. Administrative procedures on handling of cargo
- vi. Ownership & maintenance of cargo storage facilities.
- vii. Sealing and tracking of cargo
- viii. Procedures for inspecting cargo
- ix. Entry restriction to cargo areas
- x. Supervision of loading & offloading of cargo
- xi. Conveyance security
- xii. Information and IT security
- xiii. Measures for crisis management and incident recovery
- xiv. Imposing security requirements on trade partners
- xv. Regular self assessment of the security management system
- xvi. Contractual agreements to contain elements of safety & security
 - a. Employment policy to include security checks on employees
 - b. Presence of security awareness programmes

3.6 Volume of business

The volume of the applicant's business will be used to gauge eligibility (Risk assessment) for authorisation. Whereas specific requirements may vary, the following shall be examined to establish the relevant position;

- i. Statistics on the operator's business operation
- ii. Statistics on customs matters
- iii. Fiscal statistics

3.7 Nature of Goods Traded

The applicant shall be assessed as to the nature and flow of goods traded in. The assessment shall take into account;



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- i. Customs Procedures in respect of the nature of goods, i.e.
 - a. Tariff classification of the goods,
 - b. Fiscal aspects
 - c. Non-fiscal aspects
 - d. Origin of the goods
 - e. Value of the goods,
 - f. Legal requirements
- ii. Internal aspects with regard to control over stock movement shall also be examined;
 - a. Reconciliation of movement of goods (ordered, entered & received)
 - b. Storage
 - c. Production
 - d. Chain of Custody
 - e. Outgoing flow of goods (delivery from warehouse, shipment, transfer).

3.8 Trade Partners

The applicant shall have to prove to the satisfaction of Customs that its trade partners demonstrate high level of awareness of security and established safety measures by;

- i. Where applicable, when entering into negotiated contractual arrangements with a trading partner, encourage the other contracting party to assess and enhance its supply chain security and, to the extent practical for its business model, include such language in those contractual arrangements.
- ii. Establishing a system of reviewing relevant commercial information relating to the other contracting party before entering into contractual relations.
- iii. The AEO applicant shall furnish Customs with documentary evidence to demonstrate its efforts to ensure that its trading partners are meeting these requirements.

4 The Authorisation Process & Procedures

This chapter describes the complete authorisation process, from application to Authorisation. It should be noted that the Authorisation process logically flows from and alongside the regional Risk Management and Post Clearance procedures. It is



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advised that the user of this document should be familiar with those other procedures as they pertain to the Authorised Economic Operator.

This process begins when the formal conditions and the criteria of the Authorised Economic Operator have been published.

A graphical representation of the process flow is included as **Appendix 2**.

4.1 Inputs / requirements

This process has the following inputs at various stages;

- Checklist for Compliance
- AEO Application and Self-Assessment Forms and attachments
- Criteria
- Risk Profiles (National and Regional)
- Offence History
- Post Clearance Audit Reports
- National Security Profiles
- Government Agency Published Reports
- Regional Strategic Plan
- Promotional Brochures
- Financial Viability – (Record Keeping/Bank Statements)
- Customs Integrity Compendium
- Certifications/authorizations granted by other Agencies.
- AEO status in any other country

4.2 Preparation and self-assessment

- 4.2.1 The applicant shall obtain the AEO Application and Self-Assessment Form from the respective Customs Administrations or multipurpose online web-portal as may be available at the time.
- 4.2.2 The applicant shall carry out a self-assessment against the set criteria and only submit the application to the Commissioner in the respective Customs administrations of the partner states if he/she meets the criteria.
- 4.2.3 The applicant will be taken through the sensitization process by the AEO Office to obtain more information about the programme.



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4.3 Application for Authorised Economic Operator status

- 4.3.1 The officer receives a completed AEO Application and Self-assessment Form and all the other required documents from the applicant.
- 4.3.2 The officer shall verify that the application is complete, correct and valid.
- 4.3.3 Where the application is incomplete, the officer shall record the company details and notify the applicant of the missing information within 14 days.
- 4.3.4 Where the application is complete, it proceeds for acknowledgement.

4.4 Acknowledgement

- 4.4.1 The officer shall record the details in the receiving register
- 4.4.2 The officer shall issue an acknowledgement with a unique reference number to the applicant and notify the applicant within 14 days.
- 4.4.3 The officer shall compile a list of application forms received, batch them and submit the forms to the validation committee.

4.5 Validation

- 4.5.1 The validation committee shall obtain the information regarding the compliance of the applicant and consult the other partner states to establish whether they meet set criteria.
 - 4.5.1.1 Where the application does not meet the set criteria, a list of unsuccessful applicants shall be compiled, results communicated to the Commissioner and applicants notified.
 - 4.5.1.2 Where the application meets the criteria, validation shall be carried out



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- 4.5.2 The validation committee shall prepare the inspection schedule, inspect the applicant's business premises, collect relevant data and analyse the data against documents earlier submitted.
- 4.5.3 The Audit is conducted in accordance with the Post Clearance Audit (PCA) Standard Operating Procedure (SOP) and a report of findings submitted to the approval committee with recommendations (refer to the PCA SOP)
- 4.5.4 All information will be stored in a regional information system.
- 4.5.5 The approval committee shall consider the audit report and make recommendations to the Commissioner.
- 4.5.5.1 Where the findings are satisfactory, the applications are submitted to the commissioner.
- 4.5.5.2 Where audit findings are unsatisfactory, the application shall be rejected and applicant notified. However the approval committee may consider putting some of the applicants on the Compliance Improvement plan for future consideration.

4.6 Authorisation

The Commissioner of Customs,

- 4.6.1 Shall notify unsuccessful applicant(s) stating the reasons for rejection.
- 4.6.2 Shall invite the successful applicant(s) to sign an MOU.
- 4.6.3 Shall activate the Applicants AEO status in the Customs Management System (Process 4.7).
- 4.6.4 Shall submit the list of approved applicants(s) to the Director Customs (EAC).

The EAC Director of Customs;



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- 4.6.5 Shall inform all the Commissioner of the successful applicant(s) and request for their Activation in the respective Customs management systems (Process 4.7).
- 4.6.6 Shall issue the applicant the Regional Authorized Economic Operator a three (3) year Regional AEO certificate based on the AEO category.

4.7 Activation

- 4.7.1 The AEO shall be assigned a unique Identifier that will be recognized throughout the region.
- 4.7.2 The AEO status shall be activated in all Partner State Customs Management Systems.

5 Post Authorisation Management

- 5.0.1 The AEO Offices in the partner states shall periodically (every 3years) conduct a reassessment.
- 5.0.2 The AEO Offices in the partner states in conjunction with the Post Clearance Audit unit shall conduct a reassessment which will include post clearance audit and incorporate information on the Regional data base, assemble evidence, evaluate and document the audit results, write a report and make recommendations to the approval committee.
- 5.0.3 The AEO offices in the partner states shall carry out Ad hoc/ Surprise visits to the operator's premises to check if the compliance levels are maintained.
- 5.0.4 The AEO Offices shall appoint Client Relationship managers to oversee smooth running of the day to day AEO transactions

5.1 Re-authorisation

Where the operator is found compliant, the validation committee shall prepare a report of findings and submit to the approval committee for reauthorisation. A copy of the report shall be provided to the AEO together with the renewed AEO Certificate.



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5.2 De-authorisation

5.2.1 Where the Operator has been found non-compliant, depending on the gravity of non-compliance the approval committee shall make recommendations to the Commissioner for warning, suspension or de-authorisation.

5.2.2 Where warning or suspension is recommended the Commissioner may warn or suspend the AEO status for a period not exceeding 6 months subject to correction of the noncompliance issues and notify the Committee on Customs.

5.2.3 If the company fails to resolve the non-compliance issues within the 6 months the Commissioner may proceed to the next level of action.

5.2.4 Where de-authorisation is recommended the Commissioner shall notify the Committee on Customs to deliberate and decide on the case

5.3 Appeal

5.3.1 Where the Operator wishes to appeal against the decision above, then they may submit in writing their appeal to the Commissioner.

5.3.2 The appeal will be reviewed by the Commissioner and handled in accordance with Part XX of the EACCMA.

5.3.3 Where the Operator does not appeal in writing within the stipulated time frame the de-authorisation is upheld.

NOTE: Data shall be sent to the regional information system

5.4 Outputs

This process has the following major outputs:

- Authorised Economic Operators.
- Warned, Suspended or De-authorised Operators.
- Rejected applications.
- Forms, notices, list of cases, profiles, etc.
- Reports (performance, audit).
- Risk profiles (new, old, updates).
- A fully developed and tested framework for national and regional AEO Certification.
- Risk register.



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6 Appendices

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6.1 APPENDIX 1: AEO APPLICATION AND SELF-ASSESSMENT FORM



AEO APPLICATION AND SELF ASSESSMENT FORM

I would like to apply for accreditation to the Authorised Economic Operator (AEO) Programme that you offer.

I take cognisance of all the conditions listed below so as to be part of this programme, and hereby confirm my unreserved adherence to the said conditions, namely:

- a) Submission of the completed form does not automatically imply acceptance to this programme
- b) As an AEO I shall comply with all laws and regulations under the East African Community Customs Management Act, 2004.
- c) That the Commissioner of Customs Services may revoke the AEO status if I am found in violation of the conditions and requirements for participation in the AEO programme.
- d) By submitting this application I accept that information regarding my operations may be shared with other Customs administrations as well as other regulatory agencies within the EAC.
- e) Any other conditions as may be imposed by the Commissioner of Customs Services under this programme.

Date

« Name of the Signatory »

« Title »

« Signature and Company stamp »





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A. APPLICATION

1. Company Information

Corporate Name.....

Legal status.

PIN/TIN

Postal address.....

Physical address *(please state)*

Town.....Street.....

Building.....Floor.....

Phone:.....Fax:

E-mail:.....

Names of Directors/Partners ID/ Passport No. Signature

a).....

b).....

c).....

d).....

Nature of Business *(tick appropriate)*

Importer/Exporter Licensed Clearing Agent Transporter Bonded

Warehouse Operator Other (specify





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Contact Person

Surname

Other Names.....

Title.....

Direct phone line.....

Mobile.....

E-mail.....

Please state the main nature of your business?

.....
.....
.....
.....
.....
.....

What was the gross turnover of your business per annum over the last three years?

.....
.....
.....
.....

How many employees does your company have?

Briefly describe the organization structure of your business (You may attach an organization chart).



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B. SELF ASSESSMENT

		Response	Observat
1.0	COMPANY INFORMATION		
1.1	Do you trade with businesses which are related to you?		
1.2	Provide details of any independently accredited standards to which you adhere.		
1.3	Internal organization		
1.3.1	Provide the professional and contact details of the senior personnel responsible for customs matters in your organization.		
1.3.2	Have you documented fall back procedures when key staffs are absent?		
2.0	COMPLIANCE RECORD		
2.1	Compliance history		
2.1.1	Has any action been taken against your company on any infringement/offence committed under the E.A.C Customs Management Act and regulations in the last 3 years? If yes, please specify type of offence and action taken?		
2.1.2	Does your company owe any unpaid duties to the Customs Department or have any other outstanding obligation to any of the EAC Revenue Administrations? If yes, specify.		
2.1.3	Provide brief details of any customs authorisation held or sought by your business which has been withdrawn, suspended or denied in the last three years.		
2.1.4	Have you documented procedures for identifying and disclosing irregularities/ errors to Customs or other regulatory authorities as appropriate?		
2.1.5	Provide brief details of any compliance errors or irregularities you have discovered in your business in the last three years.		
2.1.6	Have you taken any remedial action as a result of the above? Explain		

2.1.7	Do you have a documented personnel code of conduct? (Yes or No)		
2.2	Have you been convicted for any criminal offence? (Yes or No), if yes provide details		
3.0	MAINTENANCE OF RECORDS		
3.1	Do you maintain a full audit trail of your customs activities? (Yes or No) Please give details.		
3.2	Accounting and logistical system		
3.2.1	What accounting package/logistical application system (e. g sun system, sage e. t. c) do you use for your commercial and duty management?		
3.2.2	Provide the name of the software manufacturer		
3.2.3	Where are your computer servers located?		
3.2.4	If the accounting system is automated, is it possible for Customs to interrogate and extract the data from the system? (Yes or No)		
3.3	Internal control system		
3.3.1	Have you documented procedures by which employees within the different units in your business operate? (E.g. sales, production, etc.) (Yes or No)		
3.3.2	Does your company have an independent internal audit function? (Yes or No)		
3.3.3	Is there a framework established to take actions on recommendations of the Internal Audit? (Yes or No)		
3.3.4	Have your internal control processes been subject to any internal/external audit? (Yes or No)		
3.3.5	Have you documented procedures to control your key and confidential business information?		
3.4	Making customs declarations and the use of customs agents		
	Have you documented procedures for verifying the accuracy of customs declarations including those submitted on your behalf by a third party representative e.g. agent, forwarder e. t. c?		
4.0	FINANCIAL SOLVENCY		

4.1	Are all your annual accounts up to date? (Yes or No)			
4.3	Do you have copies of your external auditors' reports and management letters for the last 3 years? (Yes or No)			
5.0	SECURITY AND SAFETY STANDARDS			
5.1	Information security			
5.1.1	Have you documented procedures for back-up, recovery, fall back, archiving and retrieval of your business records? (Yes or No)			
5.1.2	Have you documented procedures to protect your computer system against unauthorized access? (Yes or No)			
5.1.3	Have you documented procedures to ensure your company documents are secure? Explain			
5.2	Logistical security			
5.2.1	Which means of transport are normally used by your business?			
5.2.2	Transport ownership a. sole ownership b. third party c. both			
5.2.3	If "b" or "c" above, do you have agreements in place outlining responsibilities and procedures for the security of goods under conveyance? (Yes or No)			
5.3	Premises security			
5.3.1	Have you implemented measures to secure your business premise? Describe			
5.3.2	Have you documented procedures for control of entry to cargo areas? (Yes or No)			
5.4	Personnel security			
5.4.1	Are employees provided with identification while at work?			

5.4.2	Does your company conduct security awareness programs to employees? Describe		
5.4.3	Do you carry out back ground checks on newly recruited staff? Describe		
6.0	Volume of business		
6.1	Fiscal statistics on Customs matters		
6.1.1	What is the number of Customs declarations (imports, exports and re-exports) made by your company in the last 3 years?		
6.1.2	What is the total amount of Customs duties and taxes paid by your company in the last 3 years?		
6.1.3	Has your company dealt in exempted goods in the last 3 years? (Yes or No)		
7.0	NATURE AND FLOW OF GOODS TRADED IN		
7.1	Nature of goods		
7.1.1	Provide a list of the main countries with which you trade.		
7.1.2	Do you deal in goods which are subject to preferential rate of duty? (Yes or No)		
7.1.3	Do you import/export or re-export goods subject to licenses, permits, certificates or restrictions? Provide details.		
7.2	flow of goods		
7.2.1	Have you documented procedures to control stock movement? (Yes or No)		
7.2.2	Have you documented procedures to control your manufacturing processes? (Yes or No)		
7.2.3	Have you documented procedures to control the delivery of goods from stock to your customers? (Yes or No)		
8.0	TRADE PARTNERS		
8.1	When entering into negotiated contractual arrangements with a trading partner, do you encourage your contracting party to		

	assess and enhance its supply chain security?		
8.2	Have you established a system of reviewing relevant commercial information relating to your contracting party before entering into contractual relations?		

APPROVED

6.2 APPENDIX 2: REGIONAL AEO ACCREDITATION PROCESS

