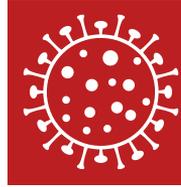




**Republic of Kenya
Ministry of Industrialization,
Trade and Enterprise Development**



2nd June, 2020

GUIDELINES FOR BUSINESS OPERATIONS DURING COVID-19



**MINISTRY OF INDUSTRIALIZATION TRADE
AND ENTREPRISE DEVELOPMENT**

GUIDELINES FOR BUSINESS OPERATIONS DURING COVID-19

2nd June, 2020

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CONTENTS

| | |
|---|----|
| ABBREVIATIONS | 4 |
| FOREWORD BY THE CABINET SECRETARY | 5 |
| ACKNOWLEDGEMENT | 6 |
| GUIDELINES FOR BUSINESS OPERATIONS DURING COVID- 19 FOR DIFFERENT BUSINESS SPACES | 7 |
| INTRODUCTION | 7 |
| 1. RESPONSIBILITY FOR ENFORCEMENT OF PROTOCOLS AND ACCESS TO BUSINESS SPACES | 8 |
| 2. JUA KALI SECTOR GUIDELINES | 10 |
| 3. ITINERANT TRADERS | 12 |
| A) ITINERANT TRADERS & HAWKING SECTOR GUIDELINES | 12 |
| B) WASTE PICKERS, PLASTIC COLLECTORS AND AGGREGATORS | 13 |
| 4. GROOMING (BARBERSHOPS AND HAIR DRESSERS) SECTOR GUIDELINES | 14 |
| 5. RESTAURANTS AND EATERIES SECTOR GUIDELINES | 16 |
| 6. WHOLESALE AND RETAIL SECTOR GUIDELINES | 20 |
| 7. GENERAL OFFICES SECTOR GUIDELINES | 22 |
| 8. LARGE FACTORY SPACES SECTOR GUIDELINES | 24 |
| 9. WAREHOUSING SECTOR GUIDELINES | 26 |
| 10. TRANSPORT, LOGISTICS AND CARGO SECTOR GUIDELINES | 28 |
| 11. AIRPORTS, RAILWAY STATIONS, INTER CITY TERMINI, NATIONAL AND GAME PARKS | 30 |
| 12. E-COMMERCE – OFFICES SECTOR GUIDELINES | 31 |
| 13. E-COMMERCE – WAREHOUSES SECTOR GUIDELINES | 33 |
| 14. E-COMMERCE - TRANSPORT, LOGISTICS AND CARGO SECTOR GUIDELINES | 34 |
| 15. CYBER CAFÉ'S SECTOR GUIDELINES | 37 |
| 16. EXTRACTIVES-SMALL SCALE MINERS, CONSTRUCTION AND REAL ESTATE | 39 |
| 17. AGRICULTURAL WORKERS | 40 |
| 18. MARKET GUIDELINES | 41 |
| 19. GENERAL WORKPLACE PROTOCOLS - MARKETS WITH BUILT-UP INFRASTRUCTURE | 42 |
| 20. GENERAL WORKPLACE PROTOCOLS - OPEN-AIR MARKETS | 43 |
| ANNEX I: MINISTRY OF HEALTH GUIDELINES ON COVID-19 MANAGEMENT | 45 |

ABBREVIATIONS

| | |
|---------------|---|
| KENAHA | Kenya National Hawkers Association |
| MOITED | Ministry of Industrialization, Trade and Enterprise Development |
| MOH | Ministry of Health |
| PDQ | Point of Sale device for credit cards |
| NEMA | National Environment Management Authority |

FOREWORD BY THE CABINET SECRETARY

The outbreak of Novel Coronavirus leading to the COVID-19 disease, which begun in China towards end of 2019 has since become not only a global public health pandemic, but also an economic crisis of unquantifiable proportions. There is no global economy that has been left untouched by this crisis, Kenya included. Interruption of global distribution networks has affected sources of intermediate inputs in Kenya's manufacturing sector and their ability to supply both the domestic and regional markets; the horticulture sector has suffered from lack of critical inputs, imports of finished consumer products affected, stoppage of international travel, closure of hospitality facilities, among other effects.

To contain the spread of the virus, Kenya, just like other global actors, responded by putting in place containment measures including stay-at-home measures, prompting closure of some businesses while others scaled down operations. Most business activities slowed down while some others totally closed down. In responding to these and to ensure that distribution networks for essential goods and services did not grind to a halt, the government, through the Ministry of Industrialization, Trade and Enterprise Development, came up market guidelines as well as a list of essential services. These have served the economy fairly well over the first three months of implementation of containment measures.

It is however noted that no one is certain about the end of the pandemic and for this reason there is need to put in place a mechanism for gradual re-opening of the economy. "The Guidelines for Living with COVID-19" are aimed at allowing business to reopen while at same time strictly observing the social distancing and other containment measures. The guidelines, though not exhaustive provide a framework within which individual operations can be safely run. The guidelines have been developed in consultation with various sector associations and business member associations. Individual businesses, companies, office premises, etc., are expected to derive Standard Operating Procedures from the guidelines for the smooth operation of their enterprises. Each actor is expected to strictly observe the implementation of the SOPs for which they will take responsibility. The guidelines and SOPs will be subject to regular updates to be issued from time to time by the Ministry of Health.



BETTY C. MAINA, CBS
CABINET SECRETARY

ACKNOWLEDGEMENT

The global community is today in the midst of an unprecedented health and socio-economic crisis wrought on it by Covid-19 pandemic. Measures that have been prescribed to deal with the health aspects have equally had devastating impacts on diverse sectors of national economies globally.

Across the entire globe, there is emerging a consensus that Covid-19 is perhaps going to stay with us for an indeterminate future. It is on that understanding that the Government has developed and put out these guidelines to provide a framework for our diverse economic activities and business managers as they prepare to fully re-open their enterprises and business in order to lessen the economic burden impacted by COVID- 19 on our livelihoods.

The guidelines result from the invaluable contribution of various business member associations, stakeholders, departments and individuals to whom we owe gratitude. Special thanks are extended to Patricia Aruwa from State Departments for Industrialization and Michael Mandu, from the State Department for Trade & Enterprise Development, the co-heads of the Business Emergency Response Centre Situation Room, for their tireless effort that enabled that enabled this document to be produced at extremely very short notice; Dr. Moses Ikiara, the MD, KenInvest, the team from McKinsey consulting led by Chania Frost; Gideon Apiyo, Jared Mayieka and Michael Ndung'u from the Ministry. It is also very vital to mention Dr. Anthony Wainaina, Deputy Director of Public Health for his invaluable guidance and insights during this demanding endeavour.

Further, we would like to acknowledge the vital role played at the COVID-19 Command Centre by Mr. George Makateto of the State Department for Industrialization, in ensuring uninterrupted flow of essential goods across the country. We also acknowledge the various business member organizations (BMOs) and other individuals whose inputs made this document even better. Specific thanks is here extended to the KAM, KNCCI, KEPSA, RETRAK, PERAK, Federation of Jua Kali Association of Kenya, and the Kenya National Hawkers Association (Nairobi County), among others.

GUIDELINES FOR BUSINESS OPERATIONS DURING COVID-19 FOR DIFFERENT BUSINESS SPACES

Introduction

COVID- 19 being a very new disease still not very well understood. Major modes of transmission of COVID- 19 have been found to be through respiratory droplets and contact from an infected person. Droplets from an infected person when inhaled by a healthy individual have high chances of developing COVID- 19 disease. Close contact with an infected person or touching surfaces and items contaminated with the coronavirus then touching may also spread the disease.

The Ministry of Industrialization, Trade and Enterprise Development (MoITED) Situation Room has produced these guidelines to offer direction to different players on how to minimize the risk of infection with Corona Virus leading to COVID- 19 disease. These guidelines are meant to help businesses operate safely during COVID- 19 pandemic and reduce the rate of COVID- 19 spread across different work spaces.

Measures proposed herein will entail ensuring:

- i. Designation of staff or teams responsible for in-facility enforcement of compliance with the guidelines (committee or single staff depending on the establishment)
- ii. Social distancing amongst members of staff and as well as customers/ clients; maintain a physical distance of at least 2 meters (6 feet)
- iii. Regular hand washing using running water and soap. This is a sure way of minimizing many other communicable diseases besides COVID- 19. In the absence of hand washing facilities, use alcohol based hand sanitizers. Use of gloves does not replace hand washing.
- iv. Disinfection of surfaces such as tables, chairs, counters, tools and other equipment regularly.
- v. Donning of masks whenever in public places including work places.
- vi. No handshaking / hugging as a means of exchanging greetings
- vii. Proper management of waste arising Personal Protective Equipment (PPEs) such as used masks and gloves

These guidelines provide the framework against which business entities/ will develop SOPs to suit their individual business premises in order to ensure compliance with these measures to cut the transmission and prevent the spread of coronavirus.

The sectors included in these guidelines Jua Kali, itinerant traders, waste collectors and aggregators; grooming sector, restaurants, wholesale and retail; transport and logistics; air, rail and ground terminals; e-commerce, cyber cafes, warehouses, extractives, construction sector, agriculture, bars and gyms.

The guidelines may need review and update from time to time as new evidence emerges about COVID- 19.

Responsibility

Business owners/managers are expected to adhere to these guidelines and put measures in place to ensure that each and every worker and client comply.

The SOPs will be implemented together with, and in addition to the various Coronavirus containment measure pronounced by the Ministry of Health from time to time. The responsibility of implementing and ensuring compliance rests with business owner(s)/manager/supervisor/contractor or foreman. The name and contact of the responsible person shall be deposited with the local Public Health/MoH representative and the nearest local security agency for prompt action.

In case businesses have any questions or feedback regarding SOPs related to their spaces they should contact the MoTED situation room through our 24-hour hotline on +254 110 922 066 and email advisorycentre@trade.go.ke.

Signed:



Amb. Johnson Weru
Principal Secretary

Trade & Enterprise Development



A handwritten signature in black ink, appearing to read 'Dr. Francis Owino', written over a horizontal line.

Dr. Francis Owino, PhD, CBS
Principal Secretary
Industrialization

1. RESPONSIBILITY FOR ENFORCEMENT OF PROTOCOLS AND ACCESS TO BUSINESS SPACES

The business owners have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific businesses.

In places of collective businesses such as Markets, the Management committee will have the ultimate responsibility. In business, spaces where private security guards are deployed to assist in access and control the respective owners and committees shall ensure that security guards have protective gear at their disposal as they are in the frontline during the COVID- 19 pandemic.

They shall provide private communications to nearest security command for further support.

Security guards will be the first to introduce the protocols at each business premises including but not limited to:

1. Social distancing guidelines
2. Cleaning, disinfection and protective gear guidelines
3. Temperature screening protocol
4. Pre-cautionary contact tracing protocols where applicable

2. JUA KALI SECTOR GUIDELINES

Social distancing guidelines:

1. Restructure all markets and workspaces to maintain at least 2 meters (6 feet) between co-traders and customers
2. Designate work station areas and tools for individual artisans and decontaminate in case of shared tools. Optional use of privacy screens
3. Encourage cashless transactions to reduce circulation of hard currency, use alternatives methods such as mobile money
4. Limit the number of people in the market, in order to maintain the required distance between people

Cleaning, disinfection and protective gear guidelines:

1. Provide hand washing stations for people entering the market, hand washing shall be mandatory
2. All traders and customers shall don masks at all times while at the workplace. It is a legal requirement for all citizens to wear masks while in public according to Public Health Regulations of 2020.
3. Clean and disinfect stalls and tools with alcohol-based disinfectants, on a regular basis throughout the day
4. Clean low traffic areas at the end of each day, with soap and water and disinfect surfaces ; fumigate where possible
5. Provide easily accessible stations for hand-washing, with mandatory hand-washing at regular intervals or use hand sanitizer with at least 70% alcohol content
6. Provide separate receptacles for storing used PPEs such as used masks and gloves before collection for disposal.

Screening protocol:

1. Stall owners / supervisors to encourage workers to call 719 whenever they start experiencing flu-like symptoms.

Pre-cautionary contact tracing protocols:

1. Maintain an up-to-date list of contact details of traders in each market

How to humanely deal with positive or potentially exposed traders:

1. Traders exhibiting COVID- 19 like symptoms are encouraged to call 719 or whenever they start experiencing flu-like symptoms
2. Traders diagnosed with COVID- 19 shall not lose their trading spot as a result of being absent during quarantine

Clear two-way communication guidelines:

1. Update to the Jua Kali traders and clients the latest guidelines and communications issued by the Ministry of Health concerning COVID- 19 clearly within the market in both English and Kiswahili.
2. Set up bulk SMS and WhatsApp platforms to share information and exchange messages with the Jua Kali Association members
3. Set up a hotline/appointed number that people in the market can call for queries and suggestions, e.g. local city council / Ministry of Industry, Trade & Enterprise development Business Support Room hotline at +254 110 922 066 and appoint a point person to deal with traders Q&A on a daily basis or as required by the traders, to trace any urgent needs
4. A responsible person shall be appointed at the market, worksite to check on compliance that is 'self-enforcement'

Responsibility

The Chairperson of the market/ traders association shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific markets/ worksites.

3. ITINERANT TRADERS

A) Itinerant Traders & Hawking sector guidelines

Social distancing measures

1. Restructure all stalls and workspaces to maintain at least 2 meters (6 feet) between co-traders and customers
2. traders and customers shall maintain a distance of not less than 1.5 meters when trading door-to-door and avoid entering customer's homes,
3. Encourage cashless transactions to reduce circulation of hard currency, use alternatives methods such as mobile money where possible

Cleaning, disinfection and protective gear protocols

1. Clean and disinfect stalls, tools and non-food products with soap water or alcohol or chlorine-based disinfectants, on a regular basis throughout the day, where possible
2. Wash hands with soap and running water on a regular basis or use hand sanitizer with at least 60% alcohol content in the absence
3. All traders and customers shall don masks at all times while at the workplace. It is a legal requirement for all citizens to wear masks while in public according to Public Health Regulations of 2020.
4. Traders selling fresh food items food items such as vegetables, should not chop the vegetables, these should be sold whole to avoid contamination
5. Provide for separate receptacles for storing used PPEs such as used masks and gloves before collection for disposal.

Screening protocol

1. Kenya National Hawkers Association (KENAHA) to encourage traders to come forward if they are exposed or have come into contact with a COVID-19 case or start experiencing flu-like symptoms. They are encouraged to call 719

Pre-cautionary contact tracing protocols

1. KENAHA to maintain an up-to-date list of contact details of traders in in each area/neighbourhood

How to humanely deal with positive or potentially exposed traders

1. For any traders exhibiting COVID- 19 symptoms, call 719

Clear two-way communication guidelines:

1. Update itinerant traders on the latest guidelines and communications issued by the Ministry of Health concerning COVID- 19 in both English and Kiswahili.
2. Encourage setting up of bulk SMS and WhatsApp platforms to broadcast messages to KENAHA members
3. Set up a hotline/appointed number that traders can call for queries and suggestions, e.g. KENAHA / Ministry of Industrialization, Trade & Enterprise development Business Support Room hotline at +254 110 922 066 and appoint a point person to deal with traders Q&A on a daily basis or as required by the traders, to trace any urgent needs.

B) Waste pickers, Plastic collectors and Aggregators

Social distancing measures

1. Restructure all workspaces to maintain at least 2 meters (6 feet) between co-traders and customers
2. Traders and customers shall maintain a distance of not less than 1.5 meters when trading door-to-door and avoid entering customer's premises,
3. Encourage cashless transactions to reduce circulation of hard currency, use alternatives methods such as mobile money where possible

Screening protocol

1. Kenya National Hawkers Association (KENAHA) to encourage traders to come forward if they are exposed or have come into contact with a COVID- 19 case or start experiencing flu-like symptoms. They are encouraged to call 719

Pre-cautionary contact tracing protocols

1. KENAHA to maintain an up-to-date list of contact details of traders in in each area/neighbourhood

How to humanely deal with positive or potentially exposed traders

1. For any traders exhibiting COVID- 19 symptoms, call 719

Clear two-way communication guidelines:

1. Update itinerant traders on the latest guidelines and communications issued by the Ministry of Health concerning COVID- 19 in both English and Kiswahili.
2. Encourage setting up of bulk SMS and WhatsApp platforms to broadcast messages to KENAHA members

3. Set up a hotline/appointed number that traders can call for queries and suggestions, e.g. KENHAHA / Ministry of Industrialization, Trade & Enterprise development Business Support Room hotline at +254 110 922 066 and appoint a point person to deal with traders Q&A on a daily basis or as required by the traders, to trace any urgent needs

4. PERSONAL CARE AND GROOMING (BARBER SHOPS, HAIRDRESSERS & BEAUTY CARE)

Social distancing measures

1. Maintain appropriate distances between workstations in Hair Salons and Barbershops i.e., keep at least one work station open between clients
2. Limit the number of people in the Hair Salon or Barbershop at a given time such that minimum distance between people is achieved
3. Clients to wait outside the salon/shop until the hair dresser / beautician / barber is ready to serve them
4. Encourage cashless transactions to reduce circulation of hard currency, use alternatives methods such as mobile money

Cleaning, disinfection and protective gear protocols

1. All workers/beauticians and customers shall don masks at all times while at the salon/barbershop. It is a legal requirement for all citizens to wear masks while in public according to Public Health Regulations of 2020.
2. The owner of the salon/barbershop shall provide enough hand washing stations with running water and soap and hand sanitizers
3. Clean and disinfect workstations and tools with alcohol based disinfectants/ UV sterilizer, after each client.
4. Premises to be cleaned on a regular basis, with soap or alcohol based disinfectants
5. Windows shall remain open during work hours
6. Use clean capes for every client, capes should be laundered between each client, alternatively salons/barber shops may consider using disposable capes and dispose the same after use
7. Disinfect/sterilize hair equipment and workstations after serving every client
8. Clean high-touch surfaces (doorknobs, handles, faucets, sinks) regularly and thoroughly with soap or alcohol-based disinfectants, minimum twice daily, preferably 3-4 times daily
9. Clean and disinfect all restroom surfaces including floors, sinks and toilet bowls daily, minimum twice daily, preferably 3-4 times daily
10. Provide easily accessible stations for hand-washing, with mandatory hand-washing after every client or use hand sanitizer with at least 70% alcohol content
11. Provide hand washing stations for people entering the premises and make hand washing mandatory
12. Provide separate receptacles for storing used masks and other PPEs meant before disposal

Pre-cautionary contact tracing protocols

1. Implement a daily attendance register at receptions with names, IDs and contact details of all visitors
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case; thereafter, follow MoH guidelines

How to humanely deal with positive or potentially exposed traders

1. For any workers exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Update Business owners on the latest guidelines issued by the Ministry of Health. Display social distancing and health guidelines clearly within the market/premises in both English and Kiswahili
2. Set up a hotline/appointed number that people can call for queries and suggestions, e.g. local city council / Ministry of Industry, Trade & Enterprise development Business Support Room hotline at +254 110 922 066 and appoint a point person to deal with hair dresser's Q&A on a daily basis or as required by the business owners, to trace any urgent needs
3. Set up bulk SMS and WhatsApp platforms to broadcast messages to business owners and to the public

Responsibility

The grooming business owners have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in each of their premises.

5. RESTAURANTS AND EATERIES SECTOR GUIDELINES

Social distancing guidelines:

1. Maintain appropriate distance between restaurant employees and patrons wherever possible (food service aside), avoid using the bar area for patrons, assign patrons to tables instead
2. Establish social distancing in seating layouts, including separating tables
3. Stagger shifts and rotate staff members to reduce the number of employees in the establishment, to the extent possible
4. Encourage cashless transactions to reduce circulation of hard currency, use alternatives methods such as mobile money
5. Use e-commerce platforms as much as possible and take advantage of the no-contact delivery options, minimizing contact between customers and couriers
6. Designate spacious waiting and collection areas for couriers and customers
7. Arrange transport for staff, where possible, to reduce public transport use; arrange transport and relevant documentation for any staff leaving after curfew hours; adhere to gazetted transport restrictions and guidelines.

Cleaning, disinfection and protective gear guidelines:

1. All workers shall don masks at all times while in public. It is a legal requirement for all citizens to wear masks while in public according to Public Health Regulations of 2020.
2. The owner / manager of the restaurant shall provide enough hand washing stations with running water and soap and hand sanitizers
3. Train employees in social distancing, personal hygiene and protection measures to limit their risk of contracting COVID- 19 both within and outside of the workplace
4. Clean high-touch surfaces (doorknobs, handles, faucets, sinks) and other food handling and food preparation environments, regularly and thoroughly with soap or alcohol-based disinfectants, minimum twice daily, preferably 3-4 times daily
5. Keep the premises clean using water and soap, disinfected using chlorine-based disinfectant (bleach)
6. Sanitize seating areas, tables cutlery and glassware directly in front of each patron before they are seated; laminate and sanitize menus between each use or use disposable paper menus
7. Open and pour beverages in the presence of the patron

8. Require all patrons to wash their hands with running water and soap. Sanitize hands (with sanitizer or soap and water) upon entry;
9. Take temperature measurement for all restaurant employees and sanitize upon entry to the workplace and wash hands with running water and soap regularly
10. Keep doors open wherever possible, or use swing doors, to minimize contact of door handles; keep windows open wherever possible for maximum air circulation
11. Clean and disinfect all restroom surfaces including floors, sinks and toilet bowls, minimum twice daily, preferably 3-4 times daily
12. Seal food for delivery in tamper-evident packaging
13. Provide separate receptacles for storing used masks and other PPEs meant before disposal.

Screening protocol:

1. Measure temperature of employees daily using thermometers before and after their shifts wherever possible
2. Measure temperature of all patrons upon entry
3. Keep all staff updated on MoH guidelines

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register, including name, ID, contact details and temperatures, of all employees, delivery personnel and patrons
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case; thereafter, follow MoH guidelines

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises, set up a complaints/suggestions box for all employees
2. Use bulk SMS, mass email, notice boards, WhatsApp to broadcast general messages to staff
3. Appoint a point person to deal with employee & customer Q&A on a daily basis or as required by the employees and customers to resolve any urgent needs

Responsibility

The restaurant business owners have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in each of their premises.

6. WHOLESALE AND RETAIL SECTOR GUIDELINES

Social distancing guidelines:

1. Clearly mark appropriate distances for customer spacing in shopping counter lines, maintain at least 2 meters (6 feet) between traders and customers
2. At the paying counters, put a plexi glass to create a barrier between the cashier and the customer
3. Allocate employees to small pods or teams with specialized skill sets that have minimum interactions with other pods
4. Stagger shifts and rotate staff members on leave to reduce the number of people on the premises at any given time
5. Limit external visitors and request they abide by all workplace safety protocols whilst on the premises
6. Optional supply of products through online platforms for customers to order for home delivery
7. Assign senior team member(s) responsible for keeping office members accountable for all instituted guidelines
8. Arrange transport for staff, where possible, to reduce public transport use.

Cleaning, disinfection and protective gear guidelines:

1. All traders and customers shall don masks at all times while at the workplace. It is a legal requirement for all citizens to wear masks while in public according to Public Health Regulations of 2020
2. Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible e.g. with chlorine-based disinfectant (low cost)
3. Clean high-traffic areas, surfaces and equipment 3-4 times per day (kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads, PDQs)
4. Sanitize shopping carts and baskets after use by customers wherever possible
5. Provide easily accessible hand washing stations with soap and running water or sanitization bottle for employees and customers e.g. at till area, PDQ point, entry points and parking machines
6. Adequately aerate premises through open doors, windows and cleaned ventilators

7. Ask employees to bring their own cutlery and crockery to the premises, or at minimum wash cutlery and crockery on site with plenty of detergent, or alternatively provide disposable cutlery
8. Provide for separate receptacles for storing used PPEs such as used masks and gloves before collection for disposal.

Screening protocol:

1. Measure temperatures of employees and customers using thermal guns before they enter the premises.
2. Keep all staff updated on MoH guidelines regarding signs and symptoms
3. Implement a daily attendance register with names, ID numbers and contact details of all employees

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID-19 symptoms, follow Ministry of Health guidelines
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis.

Clear two-way communication guidelines:

1. Use bulk SMS, mass email, notice boards, WhatsApp or video platforms e.g. Zoom, Microsoft Teams etc., to broadcast messages to staff
2. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards; set up a complaints/suggestions box for all employees

Responsibility

The wholesale and retail business owners have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in each of their premises.

7. GENERAL OFFICES SECTOR GUIDELINES

Applies to all businesses office spaces (including Professional services, financial services/ workspaces)

Social distancing guidelines:

1. Maintain appropriate distances between co-workers and clients wherever possible; limit the number of people in meetings (number to be determined - TBD)
2. Designate clear workstation areas and tools for individual employees that are strictly not to be shared. Set up screen barriers at work stations with heavy traffic (e.g. reception) if possible
3. Stagger shifts and rotate staff members on leave to reduce the number of people in office at any given time
4. Allocate employees to small pods or teams with specialized skill sets that have minimum interactions with other pods
5. Limit external visitors and request they abide by all workplace safety protocols whilst on the premises
6. Engage clients through phone or internet platforms where possible
7. Assign senior team member(s) responsible for keeping office members accountable for all instituted guidelines
8. Maintain social distancing measures in communal areas and canteens, or close them for the duration of the pandemic; encourage employees to bring food from home
9. Encourage remote working through text and video platforms such as email, WhatsApp, Zoom, Microsoft Teams etc.
10. Arrange transport for staff, where possible, to reduce public transport use.

Cleaning, disinfection and protective gear guidelines:

1. All workers shall don masks at all times while at the workplace. It is a legal requirement for all citizens to wear masks while in public according to Public Health Regulations of 2020.
2. Clean starting with relatively cleaner areas going to dirtier places. For example, start with offices then going to the sanitary facilities.
3. Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible e.g. with chlorine-based disinfectant (low cost)
4. Clean high-traffic areas, surfaces and equipment minimum 2, preferably 3-4 times per day (kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads, PDQs)
5. Provide easily accessible hand washing stations for employees

6. Assign cleaners to clean specific areas on the premises (do not rotate them to different areas)
7. Leave doors open to limit contact with handles
8. Adequately aerate premises through open doors, windows and cleaned ventilators
9. Ask employees to bring their own cutlery and crockery to the premises, or at minimum wash cutlery and crockery on site is with plenty of detergent, or alternatively provide disposable cutlery

Screening protocol:

1. Take temperature of employees using infrared thermometers before entry wherever possible
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines

Pre-cautionary contact tracing protocols:

1. Introduce and maintain a daily attendance register at receptions with names, IDs and contact details of all visitors
2. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards and broadcast messages to staff via mass email, text or video platforms;
2. Set up a complaints/suggestions email contact for all employees
3. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs

8. LARGE FACTORY SPACES SECTOR GUIDELINES

Social distancing guidelines:

1. Maintain appropriate distances between co-workers and clients wherever possible; limit the number of people in meetings (number to be determined - TBD). The area of the room to determine the numbers, minimum distance between two workers to be 1.5 meters
2. Design workstation areas and tools for individual employees. Optional use of privacy screens
3. Stagger shifts and rotate staff members on leave to reduce the number of people on the premises at any given time
4. Allocate employees to small pods or teams with specialized skill sets that have minimum interactions with other pods
5. Limit external visitors and request they abide by all workplace safety protocols whilst on the premises
6. Engage customers through phone or internet platforms where possible
7. Assign senior team member(s) to be responsible for keeping factory workers accountable to all instituted guidelines.

Cleaning, disinfection and protective gear guidelines:

1. Follow MoH guidelines for employees and clients on wearing masks in public places; issue hand sanitizer to employees wherever possible; issue hand sanitizer wherever possible
2. Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible e.g. with chlorine-based disinfectant (low cost)
3. Clean high-traffic areas, surfaces and equipment minimum 2, preferably 3-4 times per day (kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads)
4. Provide easily accessible hand washing stations, with mandatory hand-washing at regular intervals
5. Ask employees to bring their own cutlery and crockery to the premises, or at minimum wash cutlery and crockery on site with plenty of detergent, or alternatively provide disposable cutlery.

Screening protocol:

1. Measure temperature of employees and customers using infrared thermometers before entry wherever possible
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register at receptions with names, IDs and contact details of all visitors
2. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case; thereafter, follow MoH guidelines.

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis.

Clear two-way communication guidelines:

1. Use bulk SMS, mass email, notice boards, WhatsApp or video platforms e.g. Zoom, Microsoft Teams etc, to broadcast messages to staff
2. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards; set up a complaints/suggestions box for all employees
3. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs

Responsibility

The management of the office spaces/ factory spaces shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific premises.

9. WAREHOUSING SECTOR GUIDELINES

Social distancing guidelines:

1. Maintain appropriate distances between co-workers wherever possible; limit the number of people in meetings (number to be determined - TBD), at least 1.5 meters from one another.
2. Designate work station areas and tools for individual employees wherever possible
3. Stagger shifts and rotate staff members on leave to reduce the number of people on the premises at any given time
4. Allocate employees to small pods or teams with specialized skill sets that have minimum interactions with other pods
5. Limit external visitors and request they abide by all workplace safety protocols whilst on the premises
6. Assign senior team member(s) responsible for keeping warehouse workers accountable for all instituted guidelines
7. Maintain social distancing measures in communal areas and canteens, or close them for the duration of the pandemic; encourage employees to bring food from home
8. Arrange transport for staff, where possible, to reduce public transport use

Cleaning, disinfection and protective gear guidelines:

1. All workers shall don masks at all times while at the workplace. It is a legal requirement for all citizens to wear masks while in public according to Public Health Regulations of 2020
2. Cleaning shall proceed from clean areas proceeding to dirtier areas if same staff cleaning all areas, i.e. start cleaning the relatively clean places like offices / pantry rooms then proceed to other places like sanitary facilities.
3. Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible e.g. with chlorine-based disinfectant (low cost)
4. Clean high-traffic areas, surfaces and equipment minimum 2, preferably 3-4 times per day (kitchen, canteens, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads).
5. Provide easily accessible hand washing stations, e.g. at entry point of premises and canteens, with mandatory hand-washing at regular intervals
6. Assign cleaners to clean specific areas on the premises (do not rotate them to different areas)

7. Ask employees to bring their own cutlery and crockery to the premises, or at minimum wash cutlery and crockery on site is with running water and detergent, or alternatively provide disposable cutlery

Screening protocol:

1. Measure temperature of all employees using thermal guns before they enter warehouse premises wherever possible
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register at receptions with names, IDs and contact details of all visitors
2. Request employees to declare having knowingly been in close contact with a confirmed COVID case; thereafter, follow MoH guidelines

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Use bulk SMS, mass email, notice boards, WhatsApp or video platforms e.g. Zoom, Microsoft Teams etc. to broadcast messages to staff
2. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards; set up a complaints/suggestions box for all employees
3. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs

Responsibility

The management of the warehouse/ office spaces shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific premises.

10. TRANSPORT, LOGISTICS AND CARGO SECTOR GUIDELINES

Social distancing guidelines:

1. For passenger vehicles (including rail, buses, matatus, Tourist Service Vehicles, taxicabs, motorcycles and tricycles, e-hailing services and air passenger transport), limit the number of passengers per vehicle as per the gazetted public health restrictions of not more than 50% licensed capacity (excluding where security requirements override this, e.g. for Cash In Transit which requires armed government security conveyance in pairs)
2. For both passenger and non-passenger vehicles, allocate the same driver and crew (max 3 people) to a single vehicle (limit, as far as possible, driver and crew rotations across different vehicles); strictly no ferrying of unauthorized passenger for cargo operators
3. Assign senior team member(s) e.g. driver or head of logistics, responsible for keeping other crew members or passengers accountable for all instituted guidelines
4. Practise contactless delivery wherever possible which involves logistics providers placing packages at safe drop off points where they do not have to interact directly with customers
5. Maintain social distancing and minimise physical contact in the on boarding, off-loading and transporting stages wherever possible
6. Avoid unauthorised stops of transport crew members; transport crew should be encouraged to carry own food and drink for trips to avoid food stops in road side kiosk or canteens
7. Encourage cashless transactions to reduce circulation of hard currency, use alternatives methods such as mobile money

Cleaning, disinfection and protective gear guidelines:

1. Follow MoH guidelines for employees, passengers and transport crew on wearing masks in public places; issue hand sanitizer to employees wherever possible
2. Clean low-contact areas of vehicles once daily (e.g. containers on trucks), with soap or alcohol/chlorine-based disinfectants; fumigate where relevant e.g. with chlorine-based disinfectant (low cost)
3. Clean high-contact areas, surfaces and equipment after each trip (steering wheels, vehicle door handles, window handles, driver cabin, passenger cabin) with soap or alcohol/chlorine-based disinfectants; clean Proof on Delivery gadgets in front of customers prior to every signing for delivery
4. Assign cleaners to specific vehicles (do not rotate them to different vehicles)

5. Keep windows open wherever possible for maximum ventilation

Screening protocol:

1. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines
2. Measure temperature of transport crew using thermometers before and after their shifts wherever possible

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register of all crew members for each vehicle
2. Arrange for transport crew members to stick to similar routes wherever possible and do not carry any unauthorized passengers
3. Encourage employees to self-monitor for symptoms of COVID- 19
4. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case; then, follow MoH guidelines

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Circulate up-to-date company, Ministry of Health and Ministry of Transport COVID- 19 related guidelines to all transport and logistics crew, either by SMS, mass email or on notice boards of central premises
2. Use bulk SMS, mass email, notice boards, WhatsApp or video platforms e.g. Zoom, Microsoft Teams etc., to broadcast general messages to staff
3. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs, complaints or suggestions

A specific 'Protocol for control of COVID- 19 at ground crossings and along transport corridors' has been developed and released by Ministry of Health. It captures Regional Trade and movement across borders. It is uploaded on the website for the Ministry of Industrialization, Trade and Enterprise Development to guide transporters in cross border trade.

11. AIRPORTS, RAILWAY STATIONS, INTER CITY TERMINI, NATIONAL AND GAME PARKS

Airports, Railway Stations, Intercity Termini, National and Game Parks are specialized facilities under various authorities. The State, County and Private sector authorities are to follow the measures prescribed by the Ministry of Health to contain the spread of COVID- 19.

Social distancing guidelines:

1. For passenger terminals, limit the number of passengers as per the gazetted public health restrictions of not more than 50% licensed capacity
2. Assign senior team member(s) accountable for all instituted guidelines
3. Practise contactless service delivery wherever possible providing safe drop off points where interactions directly with customers respect the 2 meter (6 feet) rule.
4. Maintain social distancing and minimise physical contact in the on boarding, off-loading of passengers wherever possible
5. Encourage cashless transactions to reduce circulation of hard currency, by use of alternative methods such as mobile money

Cleaning, disinfection and protective gear guidelines:

1. Follow MoH guidelines for on wearing masks in public places; provide hand washing area/ hand sanitizer to passengers wherever possible
2. Clean high-contact areas, surfaces and equipment after each trip with soap or alcohol/chlorine-based disinfectants;

Screening protocol:

1. Develop protocols for employees and passengers demonstrating symptoms; refer to MoH guidelines

Clear two-way communication guidelines:

1. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards and broadcast messages to staff via mass email, text or video platforms; set up a complaints/suggestions email contact for all employees
2. Appoint a point person to deal with passenger Q&A on a daily basis or as required by the employees, to trace any urgent needs

Responsibility

The management of the above spaces shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific premises.

12. E-COMMERCE – OFFICES SECTOR GUIDELINES

Social distancing guidelines:

1. Maintain appropriate distances between co-workers and clients wherever possible; limit the number of people in meetings (number to be determined - TBD)
2. Designate clear workstation areas and tools for individual employees that are strictly not to be shared. Set up screen barriers at work stations with heavy traffic (e.g. reception) where possible
3. Stagger shifts and rotate staff members on leave to reduce the number of people in office at any given time
4. Allocate employees to small pods or teams with specialized skill sets that have minimum interactions with other pods
5. Limit external visitors and request they abide by all workplace safety protocols whilst on the premises
6. Engage clients through phone or internet platforms where possible
7. Assign senior team member(s) responsible for keeping office members accountable for all instituted guidelines
8. Maintain social distancing measures in communal areas and canteens, or close them for the duration of the pandemic; encourage employees to bring food from home
9. Encourage remote working through text and video platforms such as email, WhatsApp, Zoom, Microsoft Teams etc.
10. Arrange transport for staff, where possible, to reduce public transport use

Cleaning, disinfection and protective gear guidelines:

1. Follow MoH guidelines for employees and clients on wearing masks in public places (unless in an individual office); issue hand sanitizer to employees wherever possible
2. Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible e.g. with chlorine-based disinfectant (low cost)
3. Clean high-traffic areas, surfaces and equipment minimum 2, preferably 3-4 times per day (kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads, PDQs)
4. Provide easily accessible hand washing stations for employees
5. Assign cleaners to clean specific areas on the premises (do not rotate them to different areas)

6. Leave doors open to limit contact with handles
7. Adequately aerate premises through open doors, windows and cleaned ventilators
8. Ask employees to bring their own cutlery and crockery to the premises, or at minimum wash cutlery and crockery on site with plenty of detergent, or alternatively provide disposable cutlery

Screening protocol:

1. Measure temperature of employees using infrared thermometers before entry wherever possible
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register at receptions with names, IDs and contact details of all visitors
2. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards and broadcast messages to staff via mass email, text or video platforms; set up a complaints/suggestions email contact for all employees
2. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs

Responsibility

The management of the office spaces shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific premises.

13. E-COMMERCE – WAREHOUSES SECTOR GUIDELINES

Social distancing guidelines:

1. Maintain appropriate distances between co-workers wherever possible; limit the number of people in meetings (number to be determined - TBD)
2. Designate work station areas and tools for individual employees wherever possible
3. Stagger shifts and rotate staff members on leave to reduce the number of people on the premises at any given time
4. Allocate employees to small pods or teams with specialized skill sets that have minimum interactions with other pods
5. Limit external visitors and request they abide by all workplace safety protocols whilst on the premises
6. Assign senior team member(s) responsible for keeping warehouse workers accountable for all instituted guidelines
7. Maintain social distancing measures in communal areas and canteens, or close them for the duration of the pandemic; encourage employees to bring food from home
8. Arrange transport for staff, where possible, to reduce public transport use

Cleaning, disinfection and protective gear guidelines:

1. All workers shall don masks at all times while at the workplace. It is a legal requirement for all citizens to wear masks while in public according to Public Health Regulations of 2020.
2. Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap and water
3. Wipe frequently touched surfaces with alcohol-based disinfectants.
4. Clean high-traffic areas, surfaces and equipment minimum 2, preferably 3-4 times per day (kitchen, canteens, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, commonly used scanners, keypads)
5. Provide easily accessible hand washing stations, e.g. at entry point of premises and canteens, with mandatory hand-washing at regular intervals
6. Assign cleaners to clean specific areas on the premises (do not rotate them to different areas)
7. Ask employees to bring their own cutlery and crockery to the premises, or at minimum wash cutlery and crockery on site is with plenty of detergent, or alternatively provide disposable cutlery

Screening protocol:

1. Measure temperature of employees using thermometers before they enter warehouse premises wherever possible
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register at receptions with names, IDs and contact details of all visitors
2. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case; thereafter, follow MoH guidelines

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Use bulk SMS, mass email, notice boards, WhatsApp or video platforms e.g. Zoom, Microsoft Teams etc. to broadcast messages to staff
2. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards; set up a complaints/suggestions box for all employees
3. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs

Responsibility

The management of the warehouse shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific premises.

14. E-COMMERCE - TRANSPORT, LOGISTICS AND CARGO SECTOR GUIDELINES

Social distancing guidelines:

1. For passenger vehicles (including rail, buses, matatus, taxicabs, motorcycles and tricycles, e-hailing services and air passenger transport), limit the number of passengers per vehicle as per the gazetted public health restrictions (excluding where security requirements override this, e.g. for Cash In Transit which requires armed government security conveyance in pairs)
2. For both passenger and non-passenger vehicles, allocate the same driver and crew (max 3 people) to a single vehicle (limit, as far as possible, driver and crew rotations across different vehicles); strictly no ferrying of unauthorized passenger for cargo operators
3. Pick and drop passengers in public service vehicles (matatus & buses) at designated bus stops.
4. Assign senior team member(s) e.g. driver or head of logistics, responsible for keeping other crew members or passengers accountable for all instituted guidelines
5. Practise contactless delivery wherever possible which involves logistics providers placing packages at safe drop off points where they do not have to interact directly with customers
6. Maintain social distancing and minimise physical contact in the on boarding, off-loading and transporting stages wherever possible
7. Avoid unauthorised stops of transport crew members; transport crew should be encouraged to carry own food and drink for trips to avoid food stops in road side kiosk or canteens
8. Encourage cashless transactions to reduce circulation of hard currency, use alternatives methods such as mobile money

Cleaning, disinfection and protective gear guidelines:

1. Follow MoH guidelines for employees, passengers and transport crew on wearing masks in public places; issue hand sanitizer to employees wherever possible
2. Clean low-contact areas of vehicles once daily (e.g. containers on trucks), with soap or alcohol/chlorine-based disinfectants; fumigate where relevant e.g. with chlorine-based disinfectant (low cost)
3. Clean high-contact areas, surfaces and equipment after each trip (steering wheels, vehicle door handles, window handles, driver cabin, passenger cabin) with soap or alcohol/chlorine-based disinfectants; clean Proof of Delivery gadgets in front of customers prior to every signing for delivery
4. Assign cleaners to specific vehicles (do not rotate them to different vehicles)

5. Keep windows open wherever possible for maximum ventilation

Screening protocol:

1. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines
2. Measure temperature of transport crew using thermometers before and after their shifts wherever possible

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register of all crew members for each vehicle
2. Arrange for transport crew members to stick to similar routes wherever possible and do not carry any unauthorized passengers
3. Encourage employees to self-monitor for symptoms of COVID- 19
4. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case; then, follow MoH guidelines

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Circulate up-to-date company, Ministry of Health and Ministry of Transport COVID-related guidelines to all transport and logistics crew, either by SMS, mass email or on notice boards of central premises
2. Use bulk SMS, mass email, notice boards, WhatsApp or video platforms e.g. Zoom, Microsoft Teams etc, to broadcast general messages to staff
3. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs, complaints or suggestions

Responsibility

The management of the premises shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific premises.

15. CYBER CAFÉS SECTOR GUIDELINES

Social distancing guidelines:

1. Maintain appropriate distances between co-workers and clients wherever possible; limit the number of people in cyber cafe depending on size of the premise, at least 1.5 meters between co-workers and clients and client to clients
2. Designate clear work computer stations for each client that are strictly not to be shared. Set up screen barriers at work stations if possible
3. Stagger shifts and rotate staff members on leave to reduce the number of people in the cyber café at any given time
4. Limit external visitors into the cyber cafe and request they abide by all workplace safety protocols whilst on the premises
5. Engage clients through phone or internet platforms where possible
6. Assign senior team member(s) responsible for keeping office members accountable for all instituted guidelines
7. Maintain social distancing measures in communal areas and encourage employees to bring food from home
8. Encourage remote working through text and video platforms such as email, WhatsApp, Zoom, Microsoft Teams etc.
9. Arrange transport for staff, where possible, to reduce public transport use

Cleaning, disinfection and protective gear guidelines:

1. Follow MoH guidelines for employees and clients on wearing masks in public places (unless in an individual office); issue hand sanitizer to employees wherever possible
2. Clean low-traffic areas of the premises once daily (e.g. floors, individual desks), with soap or alcohol-based disinfectants; fumigate where possible e.g. with chlorine-based disinfectant (low cost)
3. Clean high-traffic areas, surfaces and equipment minimum 2, preferably 3-4 times per day (kitchen, bathrooms, door handles, stair rails, chair arm rests, reception desk surfaces, computer screen, keyboards, commonly used scanners, PDQs)
4. Provide easily accessible hand washing stations for employees
5. Assign cleaners to clean specific areas on the premises (do not rotate them to different areas)
6. Leave doors open to limit contact with handles

7. Adequately aerate premises through open doors, windows and cleaned ventilators
8. Ask employees to bring their own cutlery and crockery to the premises, or at minimum wash cutlery and crockery on site is with plenty of detergent, or alternatively provide disposable cutlery

Screening protocol:

1. Measure temperature of employees using infrared thermometers before entry wherever possible
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Develop company protocols for employees demonstrating symptoms; refer to MoH guidelines

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register at receptions with names, ID numbers and contact details of all visitors
2. Request employees to declare having knowingly been in close contact with a confirmed COVID- 19 case

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus
3. Follow Kenya labour laws on providing medical coverage for all employees throughout the crisis

Clear two-way communication guidelines:

1. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards and broadcast messages to staff via mass email, text or video platforms; set up a complaints/suggestions email contact for all employees
2. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs

Responsibility

The management of the businesses shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific premises.

16. EXTRACTIVES-SMALL SCALE MINERS, CONSTRUCTION AND REAL ESTATE

Social distancing guidelines:

1. Maintain appropriate distances between co-workers and clients wherever possible; limit the number of people to maintain at least 1.5 meters between co-workers and clients and client to clients
2. Designate clear work spaces for each worker if possible
3. Stagger shifts and rotate staff members on leave to reduce the number of people on site at any given time
4. Limit external visitors and request guests to abide by all workplace safety protocols whilst on the premises

General workplace protocols

1. Encouraging remote & using technology to facilitate site meetings and inspections
2. Employees critical to running of operations at mine sites report in shifts
3. NCA guidelines to be implemented strictly on construction sites
4. Registration of all visitors to building, ensure wearing of face masks within common areas in buildings
5. Increased health and safety requirements including providing water, soaps & sanitizers, temperature checks and disinfecting premises where applicable
6. Ensuring constant supply of water on premises
7. Other: Advocating for adoption of easy to clean building materials such as used in hospitals to avoid spread of virus
8. Team meetings in mining sites, construction sites can only be held outdoors

Responsibility

The management of the businesses shall have the ultimate responsibility for ensuring implementation of these guidelines. They shall appoint a person to be responsible for the enforcement of the Ministry of Health (MoH) measures in the specific sites.

17. AGRICULTURAL WORKERS

Social distancing guidelines:

1. Maintain appropriate distances between co-workers and clients wherever possible; limit the number of people to maintain at least 1.5 meters between co-workers and clients at the office premises and store houses
2. Designate clear work areas for each worker if possible on the farms and stagger shifts to reduce the number of people on farms at any given time
3. Limit external visitors and request guests to abide by all workplace safety protocols whilst on the premises

Screening protocol:

1. Measure temperature of employees using infrared thermometers before entry wherever possible
2. Encourage employees to self-monitor for symptoms of COVID- 19
3. Develop protocols for employees demonstrating symptoms; refer to MoH guidelines

Pre-cautionary contact tracing protocols:

1. Implement a daily attendance register at receptions with names, ID numbers and contact details of all temporary staff and visitors

How to humanely deal with positive or potentially exposed traders:

1. For any employees exhibiting COVID- 19 symptoms, follow Ministry of Health guidelines around isolation
2. Follow Kenya labour laws on paid sick leave for employees who contract the virus

Clear two-way communication guidelines:

1. Display up-to-date company and Ministry of Health social distancing and health guidelines clearly within the premises e.g. on notice boards and broadcast messages to staff via mass email, text or video platforms; set up a complaints/suggestions email contact for all employees
2. Appoint a point person to deal with employee Q&A on a daily basis or as required by the employees, to trace any urgent needs

18. MARKET GUIDELINES

Introduction

The Kenya Constitution 2010 vested the management of markets to the County Governments. However, the National Government is expected to provide guidelines and assume regulatory responsibility for their operations, especially in times of crises as the one being experienced currently. Therefore, National Government has developed standardised guidelines to enhance operational efficiency in the markets during this emergency period. They aim to create order in market operations to allow essential goods to reach the end consumer safely.

There are two categories of markets in the country: (a) those with built-up and well-established infrastructure, particularly those in major cities and towns across the country, and (b) open air markets including (vibandas) spread across many rural and urban) trading centres. Whereas the urban based markets operate daily, most of those in rural trading centre operate once a week except the vibandas, at most. Those in cities and towns tend to deal mainly in food products – fresh produce and cereals while those in rural centres tend to deal in mixed products. Often, these rural centres will have separate areas for livestock.

Government/Regulators Responsibility

Appoint market management committees comprising officers from the Department of Interior and Coordination of National Government (Chiefs and Sub Chiefs); Directorate of Domestic Trade of the State Department for Trade and the respective County Government (departments like Trade, Agriculture & Livestock/Fisheries, Department of Public Health/Meat Inspectors, office of the Governor - County Askaris) – these officers should be provided with the health-related gadgets and clothing (PPE). Their role will be to coordinate security and compliance with restrictions arising out of the COVID- 19 pandemic.

Of importance to the County Emergency Response Committee is to devise an effective way to manage human traffic (and effect social distancing) so as not to compromise livelihood and health of those at the markets whether they are administrators, traders or buyers (Consumers).

19. GENERAL WORKPLACE PROTOCOLS - MARKETS WITH BUILT-UP INFRASTRUCTURE

These have entry and exits to the market, overseen by market masters/superintendents, public health officials, security and a leadership structure for the tenants/sellers (market committees). These structures are to be used to:

1. Fumigate the markets well before the traders set up their wares.
2. Designate and manage entry/exit points and set up hand- washing and hand sanitation facilities at the gates.
3. Set up hand washing points at vantage locations within the market so that the vendors can regularly wash/sanitize their hands
4. Make use of the traders' leadership during laying out of wares to ensure adequate space between vendors is provided for. (partition stands to allow for social distancing)
5. Display wares on raised platforms/stands/tables.
6. Ensure that bags/items carried by customers are disinfected
7. Make use of the security to control entry into the markets as a congestion management system.
8. Regular collection of garbage to enhance hygiene.
9. Ensure availability of temperature testers and undertake random tests on buyers and sellers at the markets.
10. Designated places should be identified for those sellers and buyers doing businesses just outside the structured markets by the respective country authorities.
11. Encourage the use of hand gloves and face masks among the market operators where necessary or ensure that the market users strictly and regularly wash their hand during market operations.
12. Develop a COVID – 19 safety message to be passed to market operators.
13. Discourage more numbers from the same family going to the market at the same time.
14. Discourage payment in cash except when the buyers and sellers use hand gloves
15. Make use of the existing market structure to enforce the recommendations or engage county trade officers in collaboration with market committees or structures to enforce the guidelines
16. Sensitize the market users on COVID-19 to let them know that this is a catastrophe and not the time to take opportunity to make fortune. Sensitize sellers on the dangers and effects of hiking prices. This can be done through local FMs a long side COVID-19 awareness messages.

20. GENERAL WORKPLACE PROTOCOLS - OPEN-AIR MARKETS

1. For congested open-air markets, Counties should prepare a new layout plan with markings on the floor separating sellers from each other and a line demarcated for buyers to maintain social distancing to curb the spread of the virus
2. Establish additional markets in underutilized open spaces within the area to further decongest overcrowded markets. The County administration in collaboration with the Ministry of Devolution should temporarily use open spaces such as stadia to allocate traders space for selling food and vegetables while taking into consideration social distancing measures as recommended by the Ministry of Health.
3. Disinfect and clean the open grounds used as temporary markets before every market day;
4. Fruits and vegetables should be sold on a raised platforms/stands in open air markets;
5. Collaborate with owners of water bowsers to provide water for hand washing/sanitization at vantage points across the open market;
6. Promote proper hygienic conditions through the provision of proper washroom facilities;
7. Employ proper garbage and waste disposal mechanisms to avoid the spread of the Corona Virus;
8. Turn distribution trucks into mini stores by directing the trucks into residential estates from where people can buy directly from the trucks to reduce overcrowding in established open markets;
9. Encourage the use of face masks among the market users. Further ensure that the market users strictly and regularly wash their hands during market operations.
10. Discourage the cutting of vegetables at the market place and let the buyer prepare the vegetables on his own;
11. Discourage the sale of salads at the market place;
12. Handle vegetable and fruits hygienically by ensuring clean and disinfected gloves all the time by the seller or ensure strict hand washing throughout the market operations;
13. Develop covid-19 awareness creation message to be passed to the market users;
14. If possible discourage the handling of hard cash by hand except when both buyer and seller use hand gloves.

15. Make use of the existing market structure to enforce the recommendations or engage county trade officers in collaboration with market committees or structures to enforce the guidelines
16. Sensitize the market users on COVID-19 to let them know that this is a catastrophe and not the time to take opportunity to make fortune. Sensitize sellers on the dangers and effects of hiking prices. This can be done through local FMs a long side COVID-19 awareness messages.
17. County Governments to collaborate with market service providers and set up systems to monitor food prices and report prices of key commodities in major markets on daily basis. In addition, they should organize market operations to facilitate movement and selling of agricultural produce in major markets.
18. Food supply chain service providers to provide real time data on marketing of food commodities as an early warning system for food shortages.
19. County Governments to collaborate with the National Police Service and National Government Administration to facilitate security in designated markets and food marketing premises for smooth operations during the period

Transporters and loaders/porters

1. Ensure the trucks transporting produce are disinfected prior to loading;
2. Regularly test the loaders and porters for the virus as they often mingle with the traders and buyers and are potential carriers of the virus;
3. Discourage over crowding around the trucks at the loading area by vendors;
4. Encourage use of protective gears, gloves and masks.

Other measures to employ

1. Encourage random temperature check at supermarket entrances;
2. Supermarkets to manage human traffic within the shopping aisle in order to minimize crowding around the shelves;
3. Customers and suppliers providing supportive distributive networks for essential products must adhere to the one-meter social distancing rule;
4. Operators/traders of essential goods across the country are responsible for managing the number of clients at their premises, always adhering to the social distancing measures.
5. All guidelines issued by Ministry of Health on COVID 19 must be adhered to (see Annex I: Ministry of Health Guidelines on COVID-19 Management)

ANNEX I: MINISTRY OF HEALTH GUIDELINES ON COVID-19 MANAGEMENT

Considering that the COVID-19 disease has now been classified as a pandemic we are taking precautionary measures. All Kenyans should observe the following:

1. Regularly and thoroughly wash your hands with soap and water, or use alcohol-based hand sanitizer.
2. Maintain a distance of at least 1 meter (5 feet) between yourself and anyone who is coughing or sneezing.
3. Persons with a cough or sneezing should stay home or keep a social distance, but avoid mixing with others in a crowd.
4. Maintain good respiratory hygiene by covering your mouth and nose while coughing and sneezing with a handkerchief, tissue, or into flexed elbow.
5. Stay at home if you feel unwell with symptoms like fever, cough and difficulty in breathing.
6. Suspend all public gatherings, meetings, religious crusades games events etc. Normal church services can go on provided they provide sanitizing/ and hand washing.
7. Suspend all school events.
8. Public transport providers are directed to provide hand sanitizers for their clients and regular cleaning of the vehicles. Matatus should carry the required passengers to maintain social distance, provide sanitizers and their vehicles should be disinfected regularly.
9. Temporary suspension of prison visits for the next 30 days.
10. Kenyans must not abuse social media platforms or indulge in spreading misinformation that can cause fear and panic.
11. Travel restrictions outside the country unless absolutely necessary and no travel to disease epicenter countries.
12. All persons visiting public places such as supermarkets, open air markets, public transport should at all times wear a face mask to reduce the chances of transmission of the virus.
13. Utilize the call line facility number 719 to report on any cases regarding the disease and *719# to receive the correct messages.

Contacts

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If you have fever and/or cough you should stay at home regardless of your travel or contact history.

If you have returned from an area that is subject to travel restrictions due to COVID-19 you should restrict your movement for 14 days.



Stop

shaking hands or hugging when saying hello or greeting other people



Distance

yourself at least 1.5 metres away from other people, especially those who might be unwell



Wash

your hands well and often to avoid contamination



Cover

your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue



Avoid

touching eyes, nose, or mouth with unwashed hands



Clean

and disinfect frequently touched objects and surfaces