

## MEASURES ADOPTED BY THE CUSTOMS NATIONAL AUTHORITY OF ECUADOR TO CONFRONT THE SANITARY EMERGENCY BY COVID19

In order to guarantee the normal development of international trade operations in the context of the sanitary emergency declaration by COVID-19; The National Customs Service of Ecuador ordered that import and export processes and dispatches be handled normally, under strict sanitary protocols.

These measures adopted by the customs administration, are summarized in two types of actions:

1. Crisis Management Model
2. Trade facilitation rules applicable to the health emergency

### 1. CRISIS MANAGEMENT MODEL

1.1. **Trade monitoring round-table:** Considering COVID19 emergency, a trade facilitation round table was conformed, with daily virtual sessions to monitor international trade development

1.2. **Priority Fronts:**

Priority work fronts were defined according to the number of face-to-face and telework personnel required to provide sustainability to the operation. High-level supervisors were appointed to lead each of the 10 fronts described, with the ability to implement all the necessary measures to resolve incidents and to coordinate officials to act in a unit of criteria with the guidelines of the General Direction.

#### 10 priority fronts

- Sanitary security of users and customs personnel
- Transparency and Internal control
- Customs On-line management sustainability
- On site operation efficiency
- User and queries attention
- Donations, relief shipments and supplies for the health emergency import
- Regulations issuance to attend emergency

- Generation of daily updated information on supplies and stocks of health emergency care, and reports for the State authorities.
- Risk Management
- Communication

### 1.3. **Priority attention measures to donations and relief shipments:**

- Single line activation 0996763123 to channel under simplified customs processes: donations, relief shipments and private sector initiatives related to the national emergency COVID-19.
  - Coordination with sanitary and quality authorities to approve abbreviated processes for related supplies to the COVID-19 health emergency.

### 1.4. **Internal control and purchase measures**

- Suspension of any purchase processes if not related with the national emergency, under the sole and direct approval of the highest authority.
- Donations management and / or non-reimbursable funds to implement what is necessary to guarantee the customs operation.
- Complaints line related to acts of corruption in permanent operation.

## **2. TRADE FACILITATION RULES APPLICABLE TO THE HEALTH EMERGENCY**

### **19 measures adopted by the National Customs Service to confront COVID19 emergency**

1. Implementation of the trade facilitation round-table to guarantee the international trade continuity and normality, under strict sanitary protocols, and attention of the sanitary emergency through abbreviated customs procedures, and to coordinate the simplification of sanitary and quality processes for covid19 products and reagents
2. 100% on line attention to guarantee international trade sustainability
  - Ecuapass technological platform: [ecuapass.aduana.gob.ec](http://ecuapass.aduana.gob.ec).
  - Calls to 1800-ADUANA (238262).
  - Email: [mesadeservicios@aduana.gob.ec](mailto:mesadeservicios@aduana.gob.ec).
3. Implementation of zero tariffs in the ecuapass system for supplies and products related to health emergency.
4. Implementation of export restrictions for supplies/products related to health emergency.
5. Extension of payment terms for qualified foreign trade operators to access the dispatch benefit with guaranteed payment, from 20 to 40 business days.

6. Restructuring of quotas for payment facilitation processes that expire during the period of the declaration of a state of emergency for a health emergency COVID19.
7. Enabling the presentation of documents that are not in a single window in PDF to carry out foreign trade procedures, including certificates of origin for exports.
8. Enabling the presentation of customs guarantees in PDF under electronic validation by insurance companies.
9. Enabling the presentation of applications in PDF by the established service means.
10. Strengthening of risk systems of entities to reduce physical inspections of merchandise.
11. Implementation of the exception process for physical inspections that require the presence of a trade operator, through the annex of special authorization to carry out said process without their presence, with their respective endorsements.
12. Extension of the validity of the codes of foreign trade operators.
13. Extension of the authorization / extension time of customs regimes.
14. Suspension of deadlines and terms of tax administrative processes and for administrative processes that are in charge of SENA E.
15. Suspension of deadline and terms for filing objections and administrative appeals.
16. Suspension of collection deadlines.
17. Suspension of deadlines for tacit and / or definitive abandonment of merchandise.
18. Suspension of expiration periods and prescription of all kinds of administrative actions that are within the competence of SENA E.
19. Enabling a special process for household items of migrants who have already passed the first inspection and are found to be observed, in order to issue an authorized exit with a later period to validate the observations.

The National Customs Service of Ecuador maintains its commitment and responsibility by complying with the President of the Republic, Mr. Lenin Moreno guidelines, both in the productive and security sectors to face this situation as a society and as a country