

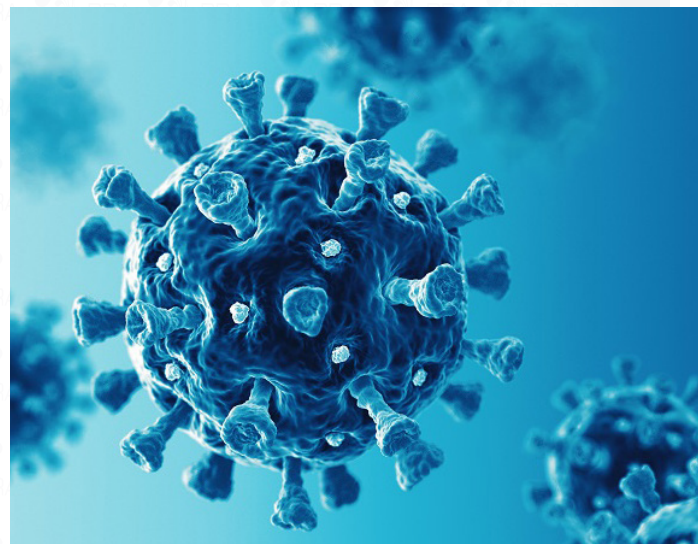
WHATSUP RRA

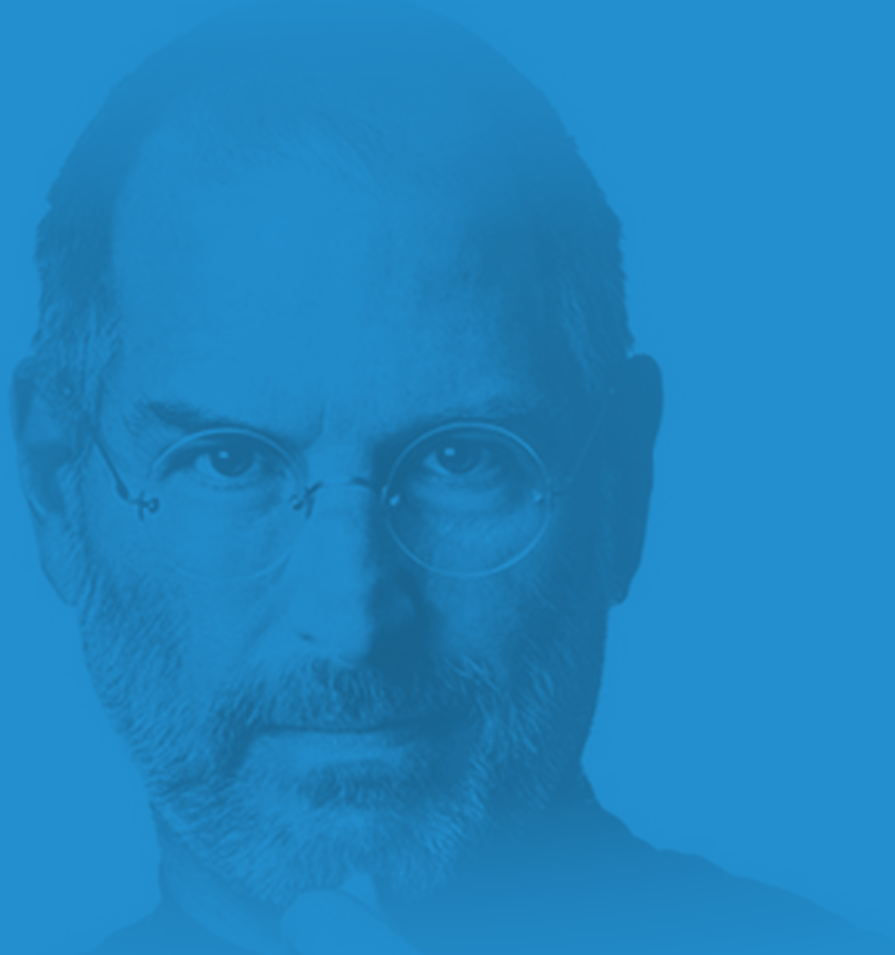
E-NEWSLETTER ISSUE #03042020 | EDITOR: TWUBAHE PASCAL



INSIDE THIS ISSUE

- STAFF NEWS
- CUSTOMS NEW SITES
- CORONAVIRUS
- WORKING FROM HOME
- HR POLICIES
- VALUES CORNER





QUOTE OF THE MONTH

If you are working on something exciting that you really care about, you don't have to be pushed. The vision pulls you

Steve Jobs

STAFF NEWS

IN

A WARM WELCOME TO OUR EVER GROWING RRA FAMILY!



**MAZIMPAKA
ANGE LOUIS**

LEGAL OFFICER

CONGRATULATIONS



RONALD NIWENSHUTI
**THE NEWLY APPOINTED
DEPUTY COMMISSIONER
FOR LARGE TAXPAYERS
OFFICE**

RRA REVISED CUSTOMS SERVICES TO AVOID THE SPREAD OF COVID-19



Due to collective efforts to prevent the spread of Corona virus in Rwanda, the Management of Rwanda Revenue Authority decided to revise Customs services clearance with effect from 27 April 2020. Changes are mainly based on relocating customs services from Kigali to new customs sites: Kiyanzi, Kagitumba and Cyanika respectively in Kirehe, Nyagatare and Burera Districts.

According to Rosine UWAMARIYA the Commissioner for Customs, extending to border posts customs clearance services that were previously conducted in Kigali aims at controlling cross border truck drivers, who were becoming key agents in spreading Covid-19, while ensuring the free movement of goods.



Customs officers ready to offer quick and good services to RRA customers



Warehouse established at Kianzi



Parking for cargo trucks at Kagitumba

Facilities like warehousing, inland cargo depots and other services needed by importers were availed at the entry points. Warehouse operators including Dubai Ports (DP) World, Magerwa and Bollore Logistics, and many more were therefore requested to extend their services to different border posts, including Kagitumba and Rusomo alongside other service providers like Freight Forwarders.

For good service delivery, Rosine urged all importers to use availed technological based practices to avoid any delay in customs service.

All cargo trucks are disinfected by sanitation agents arranged by RBC immediately after crossing the border and before being cleared by customs officers.

Despite COVID19 outbreak, RRA Management promised quick and good service to all customers and assured to do everything needed to facilitate trans-border business.

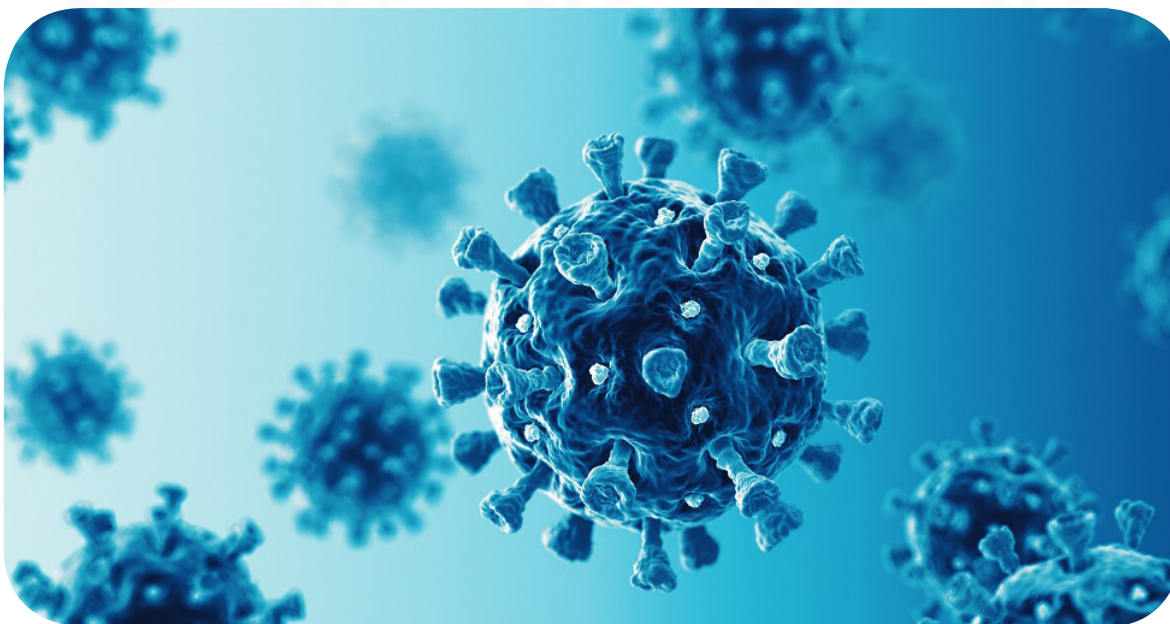


Cargo trucks get disinfected after crossing the border to Rwanda



MAGERWA services are available at borders

CORONAVIRUS-COVID19



Since the beginning of 2020 coronavirus related news have dominated the media outlets around the world. Television channels have been flooded with information about the outbreak that originated in China with live updates.

The media has diligently reported on the number of deaths, infected patients as well as possible causes of the virus. Whatsup Newsletter will not focus on the pandemic related updates and statistics but will put much emphasis on important information and discipline needed to overcome the outbreak.

IMPORTANT INFORMATION FOR YOU

I. How coronavirus is transmitted

COVID-19 is mainly transmitted through contact with respiratory droplets from the nose or mouth and can spread from person-to-person when a person with COVID-19 coughs or exhales. Droplets may land on objects or surfaces around an infected person and others may catch COVID-19 when touching objects or surfaces, followed by touching their eyes, nose or mouth. It is possible for the virus to spread before exhibiting symptoms, however people are most contagious when they are symptomatic.

II. COVID19 Symptoms

The symptoms and complications of confirmed COVID-19 cases have ranged from mild sickness to severely ill and dying. Symptoms may include:

- Fever
- Cough
- Shortness of breath
- Associated symptoms may include sore throat, runny nose, body aches, or chills

Based on symptoms associated with similar family viruses, like MERS-CoV, it is believed that symptoms of COVID-19

may occur as quickly as 2 days up to 14 days after exposure.

In addition, if you have traveled to a country with confirmed cases and showing signs and symptoms, notify a healthcare professional immediately or call 114.

III. Reduce risk of infection

We referred to Rwanda Biomedical Center (RBC) and World Health Organisation (WHO) to collect different materials that can help you to minimize risks of coronavirus infection.

If you observe the following instructions, you will not only stay free from coronavirus but also from many other infectious disease.

STAY HEALTHY WHILE TRAVELLING



If you become sick while travelling, inform crew and seek medical care early



If you seek medical attention, share travel history with your health care provider

STAY HEALTHY WHILE TRAVELLING



When coughing or sneezing cover mouth and nose with flexed elbow or tissue - throw tissue away immediately and wash hands



If you choose to wear a mask, be sure to cover mouth and nose – avoid touching mask once it's on

Immediately discard single-use mask after each use and wash hands after removing masks

STAY HEALTHY WHILE TRAVELLING



Avoid close contact with people suffering from a fever and cough



Frequently clean hands by using alcohol-based hand rub or soap and water



Avoid touching eyes, nose or mouth

STAY HEALTHY WHILE TRAVELLING

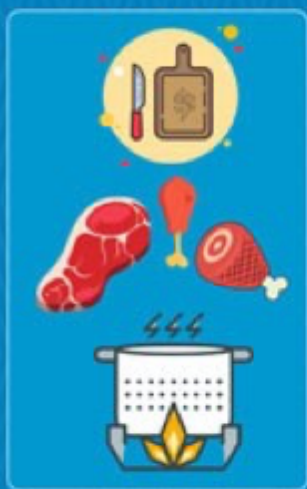


Avoid travel if you have a fever and cough



If you have a fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider

PRACTISE FOOD SAFETY



Even in areas experiencing outbreaks, meat products can be safely consumed if these items are cooked thoroughly and properly handled during food preparation

PRACTISE FOOD SAFETY



Sick animals and animals that have died of diseases should not be eaten

PRACTISE FOOD SAFETY



Use different chopping boards and knives for raw meat and cooked foods



Wash your hands between handling raw and cooked food

**WORKING IN WET MARKETS?
STAY HEALTHY!**



Frequently wash your hands with soap and water after touching animals and animal products



Clean and disinfect equipment and working area at least once a day

**WORKING IN WET MARKETS?
STAY HEALTHY!**



Wear protective gowns, gloves, masks and facial protection while handling animals and animal products



Remove protective clothing after work, wash aprons daily and leave at the work site



Avoid exposing family members to soiled work clothing and shoes

PROTECT YOURSELF AND OTHERS FROM GETTING SICK

WASH YOUR HANDS

After coughing or sneezing

When caring for the sick

Before, during and after you prepare food

Before eating

After toilet use

When hands are visibly dirty

After handling animals or animal waste



THE USE OF FACEMASKS

In this period when people are allowed to move outside their homes, facemasks have become key in preventing the spread of COVID19. Therefore, we wish to remind you some directions to follow in your daily use of facemasks.



DOS AND DON'TS

The Dos

- Wear facemask when in public to prevent the spread of COVID19.
- Wear your mask for a period not exceeding 6 hours.
- Wash your mask with your mask with warm soapy water and iron when dry(when you use cloth facemask)
- Cover your face with a mask from the nose, mouth to the chin.
- Do have at least two masks so that one can be worn when the other is being washed (When you use cloth facemasks)

The Don'ts

- **Do not** remove or lower your mask when speaking, coughing or sneezing.
- **Do not** touch your nose or mouth when wearing your mask.
- **Do not** buy your mask from uncertified places. They are only sold in pharmacies, supermarkets and other places approved by Rwanda FDA.
- Masks are sold in sealed packages from the manufacturer. Do not try them before purchasing.
- **Do not** share your mask with anyone else.

Remember that the use of facemask is mandatory every time you go in public including your workstation.

WORKING FROM HOME



10 Essential Tips for Working from Home during the Coronavirus Pandemic

COVID-19 has led many institutions to recommend that employees work from home. For many, remote work is a new reality and one that takes some getting used to. Below are a few tips for working remotely from different HR practitioners to help you make the most out of the situation.

Whether it is done by choice or by necessity, working from home has its benefits, like avoiding your daily travel. However, it also means it is up to you to motivate yourself and get as much out of your time as you would in an office setting. Consider the following:

1. Get started early

Believe it or not, one way to work from home productively is to dive into your to-do list as soon as you wake up. Simply getting a project started first thing in the morning can be the key to making progress on it gradually throughout the day. Otherwise, you'll prolong breakfast and let the morning sluggishness wear away your motivation.

2. Build a Permanent Work Space

Regardless of space or location, establish an area of your home where you will work, and commit to working in this space every day. Be sure your workspace is quiet so you can focus on the task at hand

Establishing a designated workspace can help tell your brain you're in the place where you do work productively

3. Set Real Work Hours

Now that you have your office or work area set up, it is time to get down to business – literally. If you are going to make working from home an everyday commitment, then set specific business or work hours.

4. Communicate expectations with anyone who will be home with you

Of course, you might be working from home but still have “company.” Make sure any roommates, siblings, parents or spouses respect your space during work hours. Just because you are working from home does not mean you are home.

5. Structure your day as you would in the office.

When working from home, you are your own personal manager. Without things like an in-person meeting schedule to break up your day, you can be quick to lose focus or burn out

6. Plan out what you will be working on ahead of time.

It is important to let your agenda change if you need it to, but it is equally as important to commit to an agenda that outlines every assignment before you begin. Try solidifying your schedule the day before, making it feel more official when you wake up the next day to get started on it

7. Communicate, Communicate, Communicate

Coronavirus or not, the key to working from home is clear communication with your boss – and knowing exactly what's expected of you

Use available communication tools to communicate with your supervisor, your colleagues, customers and other people you used to be in touch with in your office. If you usually ask your coworkers about their weekends, keep that up. If you would usually comment to them about a specific topic, reach out. These little interactions go a long way.

8. Take Short Breaks

Although taking breaks might seem counterproductive, research has shown that taking short breaks can actually increase productivity and creativity levels. If you don't have a work-life balance, then you won't last too long working at home

It is important to let your agenda change if you need it to, but it is equally as important to commit to an agenda that outlines every assignment before you begin. Try solidifying your schedule the day before, making it feel more official when you wake up the next day to get started on it

9. Make it harder for yourself to mess around on social media.

Social media is designed to make it easy for you to open and browse quickly. At work, though, this convenience can be the detriment of your productivity.

10. Exercise & Stretch Regularly

Exercise naturally boosts endorphins, which increases happiness, enjoyment, and interest levels, all of which are important for productivity.

Regularly stretching helps you maintain great posture. At a minimum, stretch throughout the day so you do not get sore or hinder your quality of life.

Stay home, stay safe.

Ten ways to stay healthy at home

Knowing that many of us are working from home, our colleague Sheena Lemon, HR expert from HM Revenue & Customs-UK wishes to share the following tips with RRA staff:

THE 10 TIPS TO STAY HEALTHY AT HOME

1. Wake up with an attitude of gratitude

Before you reach for your phone or get out of bed, just spend a few moments reflecting on what you are grateful for in your life. Various studies have shown that having an appreciative mind-set can have a powerful effect on the way you perceive your reality and, ultimately, the way you deal with what is going on around you.

2. Embrace the day

Get up and get going. It is not a good idea to start your working day while you are still in bed, so get washed and dressed, and take pride in your appearance, even if you aren't going to see anyone.

3. Morning exercise

Start the day with some exercise, it encourages a healthy mind. When you go outside for a walk, remember to practice social distancing. You could

also look online for some exercise classes to follow to help keep you motivated. Get up every 30 minutes to stretch and do some deep breathing.

4. Structure your day

With so much turbulence about, it will be really beneficial for your mental health to establish a routine. This will help you to embed good habits and behaviours. Structure your day by creating a plan with timed activities such as meals, relaxation breaks, and check-ins with work, family and friends.

5. Limit your news intake

If you look at bad news, make sure you actively seek out something positive as well, so that you create a healthy balance of what else is going on around you. Also, limit yourself to the number of times you check the news.

6. Let the laughter in

Find things that make you laugh, as laughter is a great stress reliever. Connect with someone who is uplifting, watch a comedy show or spend a few minutes watching something funny to provide distraction and give you a boost.

7. Nourish yourself well

Being stuck at home can lead to boredom because of the lack of variety in your life, so it could be easy to overeat and spend time fridge-gazing. Sugary snacks and caffeine may give you a quick fix, but in excess, they are bad for your health both physically and

mentally. Avoid snacking but, if you do want something, prepare small portions of chopped fruit or vegetables so you always have some healthy food nearby.

8. Drink water

By keeping hydrated you will feel more alert and energised. There are lots of delicious herbal teas available and these will also add to your recommended quota of around six to eight glasses a day.

9. Stay connected

Humans are social creatures and thrive by feeling connected to others. Technologies provide you with so many different ways to communicate, so reach out and start some positive conversations today.

10. Learn something new every day

You may find you have more free time on your hands, so use it wisely. This is the perfect time to try out new things and keep your mind fresh and stimulated. By being creative you will have the opportunity to explore, discover, learn and grow.

Thank you Sheena

WORKING FROM HOME- SHARING EXPERIENCE



Following the confirmation of the first case of COVID 19 in Rwanda on 14 March 2020, the Government of Rwanda announced an initial two-week lockdown on March 21 at the onset of the coronavirus outbreak, which was extended twice until April 30. During the lockdown, a very small number of RRA staff mainly from Customs department continued their work on field and in offices outside their homes.

From 4 May 2020, new measures allowed institutions to resume work with essential staff preferably less than 50% while other employees continue working from home.

It is now around 70 days since a half of RRA staff have started working from home.

How is it working from home?

We reached some of our colleagues working from home to check on their well-being, challenges, and overall experiences during COVID19 period.



Angelique Head of Motor Vehicle Service Division

What are the main activities have you been able to do at home?

We were able to handle customer issues related to moto vehicle taxes declarations, checking compliance of taxes, follow up declaration of VAT of moto vehicles, etc.

The only service we were unable to provide were those related to clearing moto vehicles and transfer since it requires meeting customers.

How did you manage to stay connected with the rest of your team?

We used to have scheduled meetings on our WhatsApp group. I also contact my workmates via phone call whenever I need them.

What do you like most about working from home?

High level of Concentration. We sometimes find ourselves losing time in offices because of different customer queries and other forms of interruption. Work arrangement is easier at home than in office.

Share your work from home experience.

There many tasks that can be successfully performed from home. My children are mature enough to know that I was working from home.

If you have family/friends, communicate and make sure they understand that just because you are at home, it does not mean you are available for chats. You are still working; you are in that productive headspace and cannot be distracted. The main point is to know your tasks and stay focused on them.

Did you met some challenges? How did you overcome them?

Yes, I met challenges.

Stay home came abruptly and we were not prepared to work from home. I did not have a computer and when we requested laptop from IT, they did not provide it. I was supposed to find I computer during the lockdown, which was very challenging.

Finding home internet was also complicated. By the time, I was using mobile hotspots I used to spend even 5000 francs per day. To overcome this, I bought a 4G router and started using a monthly package.

What do you recommend RRA Management to do for staff to productively work from home?

By now, I can recommend to two things:

1. To put in place an arrangement through

which staff can be financially assisted to buy their own computers to be used while working from home.

2. To acquire advanced teleconference technology that can be used to connect staff working from home. I think RISA can assist

What is your overall perception about working from home?

I am very positive with working from home. It is efficient and I think it will leave a lesson that will be useful even after COVID19.

I felt very happy when I heard from CG that RRA services are part of the most appreciated services in the whole country during COVID19 period.



**Jean Luc AMINI/
Business Analyst GL**

What is the main activity have you been able to do at home?

I mainly provided system support to RRA staff and customers

Do you have all the equipment you need in order to work from home

Yes I do.

I have a good computer, good internet, VPN and access to needed information

At the beginning, we used to use our own resources but now it is OK. Everything is provided.

Have you experienced some challenges?

No,

Everything is going smoothly

What do you like BEST about working at home?

Working at home makes me more efficient because of extended working time and concentration at work. When I work from home, I am able to do my work as planned since there are less disturbance at home than in office.

What is the secret behind your success while working from home?

It is all about planning and self-discipline to work productively:

- I have time to receive requests from phone calls, WhatsApp, email, SMS and time to respond to each request.
- I stay connected to my workmates especially IT who can assist in finding solutions to customer queries.
- I have a dedicated work place at home where I sit and concentrate at work

Accompanied with resilience and other values, these points made me productive while working from home.



HASHAKIMANA
Diogene RRA-RSSB
Integrated Collection

What is your main task performed from home?

As always, I support RRA customers and staff in declaration of RSSB schemes (pension,

medical, maternity). I work closely with Business Analyst team.

How are you working from home?

Working from home is must for me in COVID19 period since I live in Rwamagana.

My job continued as usual even during the lockdown. I always provide support from home via telephone, email, etc.

Do you meet some challenges? How do you overcome them?

Working on VPN is not like working on RRA domain being at office. During peak period it was difficult to serve many taxpayers since the system was somehow slow.

The fact that many offices were closed during lockdown made me overloaded by queries from customers across the country. I had to manage hundreds of correspondences per day and it was challenging.

Hard working was the only weapon to overcome all the challenges.

What do you like BEST about working at home?

Frankly speaking working from home is beneficial to me in terms of time saving and money. Coming all the way from Rwamagana to Kigali and going back at evening is not easy at all.

On the other side, working from home allowed me to be concentrated on the job and gain more working time. There is huge different between working alone and working in hall facing movement of people.

How did you manage to be in working environment at home?

Communication is key.

I had time with my family and made them understand that even though I am home, I have work to do. I make sure that they know my working schedule. It is a matter of communication

HUMAN RESOURCE POLICIES



Human resource Policies

HR Policies are formal rules and guidelines put in place to provide frameworks within which consistent decisions are made and promote equity in the way employees are treated and developed for improved performance. It is therefore, important for all of us to be aware of HR policies in force and take advantage of them.

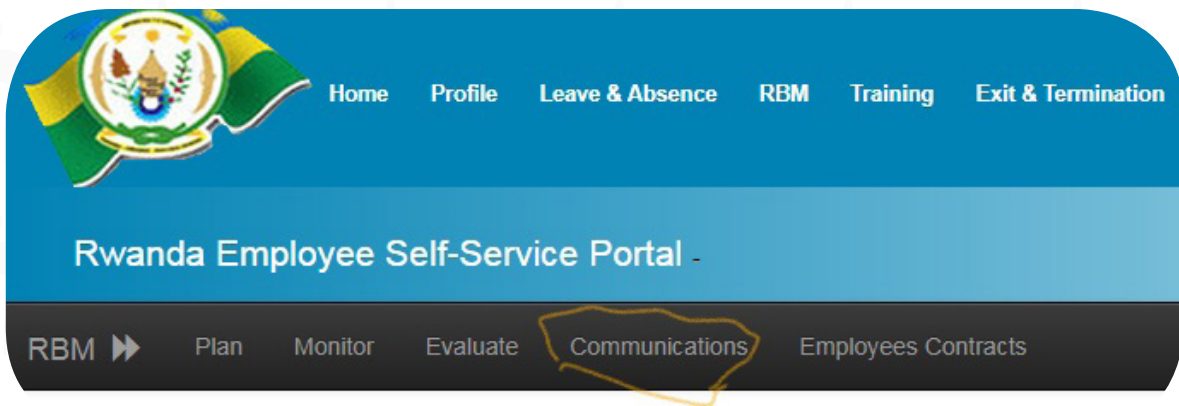
A number of HR policies and related documents were recently approved and uploaded to RRA intranet. Those are:

- Coaching and mentoring policy
- Poor performance management guide (PIP)
- Quarterly performance discussion template
- RRA continuous performance recognition guide

- Employee Assistance Program -Counseling Services Policy
- Succession planning policy, and
- Career management guide
- RRA Leadership statement
- RRA revised core values
- Communities of practice guide

For easy access, visit <http://intranet/intranet/> scroll down to HR policies, click on it, you will see a display of policies and you can click on each policy for detailed information. Please note that RRA intranet can be accessed only when you are on RRA network

NEW RBM AUTOMATED FEATURES



The Results Based Management Policy (RBM) sets out guidelines for implementing results based performance management in the Rwandan Public Service based on the Results Based Management concept and principles.

RBM is a component of Integrated Payroll and Personnel Information System (IPPIS) managed by MIFOTRA.

As we approach the end of the fiscal year 2019/2020, we find it important to update you on new automated features and other points to consider while doing submission for your milestones.

Consider the following:

- 1. New window of communication between manager and employee**
- 2. More than one submission to one milestone reduce marks**
- 3. Submission after deadline of milestone reduce 25 marks**
- 4. The system send a notification reminder for employee to submit the completed work before deadline**

Human Resource Department remind all employees to comply with new ways of Automated RBM to avoid mentioned inconveniences.

VALUES CORNER



INTEGRITY

Integrity or having strong ethical and moral principles is one of RRA core values. Employers should highly value an essential trait. Integrity is the foundation for a successful employee-employer relationship. It promotes a professional culture in which individuals can depend on one another and treat each other with respect. As a result, people are typically more productive and motivated at work.

In this article, we explain what integrity is, how you can improve and display integrity and how it will help you in your career.

WHAT IS INTEGRITY?

Integrity is the act of behaving honorably, even when no one is watching. People with

integrity follow moral and ethical principles in all aspects of life. Integrity should extend to professional areas at work such as decision-making, interacting with colleagues and serving customers or clients.

Employees with integrity are better equipped to provide high-quality service and maintain a positive reputation. When employees have integrity, their managers can trust their team is working diligently.

HOW RRA DEFINES INTEGRITY.

When we say that we act with integrity we are committed to be characterized by the following:

- We are honest, sincere and have high ethical standards,
- We are fair and considerate in our treatment to others,
- We show respect, courtesy and tolerance to the views of others,
- We are open and work with clarity and consistency in dealing with our customers

CHARACTER TRAITS RELATED TO INTEGRITY

While integrity is more of a quality than a skill, it can still be developed over time. To identify your personal strengths related to integrity, here are several examples of attributes related to integrity:

- Gracious. Those with integrity are gracious when others provide assistance. They express gratitude and recognize achievements for people they

work with. To demonstrate gratitude, always be sure to say “thank you” when someone does you a favor, helps you or takes time out of his or her schedule for you. Take time to send a follow-up email after an interview, phone call or meeting.

- Respectful. People with integrity value other people. They do their best to be on time to meetings, meet project deadlines and keep people’s feelings in mind. You can demonstrate this trait by exercising punctuality, care with your words and careful consideration of people’s ideas.
- Honest. Integrity requires honesty. Those with integrity strive to be truthful. They own up to mistakes and try to learn from them.
- Trustworthy. People with integrity follow through on their commitments. To demonstrate trustworthiness, avoid over-promising. If you are unable to complete a task or meet a deadline, be sure to let others know as quickly as possible. If you are trusted with personal information, respect it.
- Hardworking. Those with integrity strive to produce high-quality work on time, regardless of the task. They recognize that everything they do can impact the organization, their colleagues and business outcomes.
- Responsible. Those with integrity take accountability for their actions. They are also organized and proactive making sure they deliver on their responsibilities.
- Helpful. When someone has integrity, they help those in need. This may be in the form of lending their time for a project without being asked or offering to cover for an employee in an emergency.

- Patient. A person with integrity is able to tolerate challenges, delays and unexpected obstacles while maintaining a calm, even demeanor. They wait their turn to speak in meetings and one-on-one conversations.

WHAT DOES INTEGRITY MEAN IN THE WORKPLACE?

In a workplace setting, acting with integrity often means demonstrating your core values in all efforts. Here are a few behaviors that show integrity:

- Being dependable and following through on commitments
- Being open and honest when communicating with others
- Holding yourself accountable and owning up to your shortcomings

It is important that employees exercise integrity regardless of their department or career level. Integrity is critical, however, in leadership positions where people have the opportunity to set examples for others. By incorporating strong values into your behavior, you can help encourage other employees to do the same.

HOW TO DISPLAY INTEGRITY IN THE WORKPLACE

Whether you are working in a small business or a large corporation, your commitment to integrity will impact the workplace. Acting with integrity not only helps show employers you are capable of handling responsibilities that can advance your career, it also helps foster a positive company culture.

Here are several actions you can take to demonstrate integrity and impact your workplace environment:

1. Show up ready to work. Arrive at your workplace on time and ready to complete tasks. If you have a conflict or a personal emergency, be sure to let a manager know immediately rather than arriving late or being absent from work without notice.
2. Set a positive example. Whether you're in a leadership position or not, it's critical to set a good example for the people around you. If you demonstrate positive behavior, others will be more encouraged to do the same.
3. Be respectful during conflict. Having integrity means you stand up for your ideas opinions, but it also means you avoid speaking negatively of others or using unprofessional language. When you disagree with someone, take time to consider their point of view and respond respectfully.
4. Practice accountability. It is important you admit your wrongdoings and hold yourself responsible for mistakes even when no one else is watching. For example, if you fail to meet a goal, you should explain the situation to your supervisor and explore ways to avoid the same outcome in the future.
5. Follow and enforce company policies. Company policies are developed to keep employees safe, foster professionalism and promote efficiency. Take time to understand these rules and follow them.
6. Improve your work ethic. Take the time to ensure your work is done well and completed on or before the due date. Strive to be productive during working hours and meet each task

or assignment with enthusiasm and motivation.

7. Respect property. Treat others' belongings with care, including company property. Avoid taking business supplies for personal use and be sure to return items to their owners.

QUICK TIPS FOR MAINTAINING INTEGRITY IN THE WORKPLACE

Below are a few tips you can follow to uphold integrity in your workplace:

- Lead by example
- Exercise open communication
- Be accountable for your actions
- Report inappropriate, unethical behavior
- Be civil and respectful
- Exercise patience and emotional control

Integrity is essential for success in any role and can help you advance in your career. By staying committed to your ethical principles, you can set a positive example for others and ensure a better workplace experience for all.

OUR MISSION, VISION AND CORE VALUES



MISSION

To **mobilise revenue** for **economic development** through **efficient** and equitable services that **promote business** growth.



VISION

To become a **world-class efficient** and **modern revenue** agency, **fully financing** national needs.

CORE VALUES



WE ARE **CUSTOMER FOCUSED**



WE ACT WITH **INTEGRITY**



WE ARE **PROFESSIONAL**



WE ARE **ACCOUNTABLE**



WE WORK AS A **TEAM**



CONNECT WITH US



@rainfo



Rwanda Revenue Authority



Rwanda Revenue



Rwanda Revenue