1. **How has covid-19 crisis hit the logistics and transport industry in your country and what are the key challenges?**

The Logistics and transport industry in Zambia has been affected by the outbreak of the covid-19 given that Zambia is a land linked country and trade is one of the major contributor to the economy. Because of Covid 19 the situation has taken measure that have restricted the flow of goods and materials hence limiting the effectiveness of the supply chains. In a nut shell there are number of challenges hitherto to Covid-19

* Churches and drinking places have been closed for 14 days subject to review. hence warehouses /distribution center operations have come to a standstill and many workers have been laid off
* There has been spike pricing of PPE (facemasks and gloves) and sanitary liquids (hand sanitizers and hand wash liquids) by supplier because of the disruption in the supply chain since most of these materials are imported.
* Public transport operators are experiencing low revenues due the directive to reduce the carrying capacity on buses as a way of implementing social distancing in punlic places.
* Cross border freight and passenger transport driver are subjected to a 14 day quarantine a situation which is impacting operators bottom line because they are forced to preposition relief drivers at the frontiers.

1. **What are the lockdown effects on business relationships and business model?**

* The major effect is that business partners cannot interact in the usual way but through ICT. This has a consequence on SME and the informal sector businesses who in most cases do have the necessary communication infrastructure to support this new business model.
* Many people with health conditions are shunning supermarkets inconvenience of social distancing which is putting off them from shopping in hyper markets they cannot withstand the long hours of queuing.
* The business models are catching up in adopting ICT as model of delivering services but this has a small uptake among society as society is also in a catchup frenzy therefore the disruption to logistics and supply chains are real resulting delays and shortages of essentials goods.

1. **To what extent have business[s and organizations been able to change their operational response already to manage through the covid-19 period?**

* Most of the businesses especially the Civil service have allowed their employees to operate from home or have worked out schedules to ensure that there is some presences at work places. However, for the industry where you need hands on it is quiete a big challenge hence these industries are operating on skeleton strength just to ensure that they attend to confirmed orders and delivery schedules.
* Businesses have up scaled educating their employee on occupational health and safety measures as being propagated by the Health experts i.e. use of PPE and sanitizers.
* Downsizing on worker in order to promote **social distance** which has proved to be the first line of defence in strategies to reducing the spread of Covid-19 after the stay home strategy.

1. **What kind of help and support in your capacity are you getting from government, CILT and other trade bodies? How can B2B and CILT play a role in overcoming the covid-19 challenge?**

* The Zambian government has a multi-sectorial task force where all stakeholders are represented. This team is tasked with gathering information from across sectors and presenting to relevant government offices for decision making To support economic activities the government has released substantial amounts of funds to pay off local suppliers as a way of improving liquidity during this period, further government and employers association have agreed to give employees paid leave as a way of mitigating financials stress on employees and to keep the economy active,
* ZCILT has been instrumental in disseminating information about the Covid 19on the local scene and disseminating/sharing information from CILT International Communiques.
* Some trade bodies have been helpful and supportive to the nation through their donations and compliance to the government directives in fighting the Covid-19.

**SUMMERY DOCUMENT**

**Supply Chain and Logistics response to shortage of medicines and food.**

* The disruption to supply chains are evident across the globe and our situation as a country is not different. However, there is a national call to business houses to serve humanity at this critical time where suppliers have been called to stop hoarding essential goods to fight Covid 19. Most of the goods are marooned at the frontiers because of restricted entry which is causing shortages in some communities.
* On alternative medicines, it will be speculative to give comment because as a country we are not so badly affected in terms of infections so, conventional remedies are being used to manage the cases that have been recorded.
* In terms of foods we are somewhat in a stable situation because we are in the harvest period for our local foodstuffs.

**Safe practice in passenger transport**

* Maintaining social distances at stations/terminals and also reduce the loading capacity to 60% on public passenger transport.
* Hand sanitizing when boarding on buses, airplanes and trains as well as drop offs is encourage.
* Transport operators are directed to disinfect their crafts before loading and ensuring on board spraying.
* Passengers are being asked to buy/ and wearing face masks when using PPT.
* Police Officer are on alert to ensure compliance to this measure by all stakeholders and it is recommended to conduct random Covid-19 testsat terminals/ stations

**Global shipping and the supply chain-short and long term response**

The short term measure for global supply chains would be to ration the available inventories before production can be increased to meet the immediate demand. Further , it is imperative that government consider reducing duties on essential materials needed to fight the pandemic. Long term measures should include localizing production for this critical health equipment and materials. To this effect governments must escalate budget allocations to the health sector as a way of attracting new investments in this industry. This Covid-9 has exposed the weaknesses of global logistics and this no doubt compel nations a serious reconsiderations of how world trade will be done in the future.

**Business continuity and risk management measures**

Some business are severely affected especially the tourism and hospitality industry are the most affected, in this regard operators have to keep visibility through adverts to create awareness about the Covid-19 pandemic.