

FEAFFA LOGISTICS EXCELLENCE AWARDS

Federation of East African Freight Forwarders Associations

ELIGIBILITY CRITERIA & TERMS AND CONDITIONS

GLC 2026 Edition · Effective: 12 June 2026 · logisticsawards@feaffa.com · www.feaffa.com

By submitting an application, applicants agree to these Terms in full.

A ELIGIBILITY CRITERIA

A1 General Eligibility — All Categories

All applicants must satisfy every general requirement listed below. Category-specific requirements are additional.

- A1.1 Legal registration:** Legally registered and actively operating in an EAC Partner State (Burundi, DRC, Kenya, Rwanda, South Sudan, Tanzania, or Uganda) at the time of submission.
- A1.2 Sector activity:** Actively engaged in freight forwarding, customs brokerage, logistics services, logistics technology, or a directly related supply chain field.
- A1.3 Regulatory standing:** In good regulatory standing — current freight forwarding and/or customs agent licence, tax compliance, and all relevant statutory approvals in force at the date of submission.
- A1.4 Good faith:** All information and evidence submitted must be accurate, complete, and in good faith. Applications containing knowingly false or misleading information are ineligible.
- A1.5 Submission deadline:** Complete application — SAQ or Nomination Form, supporting evidence, and proof of fee payment — received by the Secretariat no later than 23:59 EAT on 6 July 2026. Late submissions are not accepted under any circumstances.
- A1.6 Fee payment:** The applicable category fee (see A2) must be paid in full prior to submission. Unpaid applications will not enter evaluation.

A2 Category-Specific Eligibility

In addition to A1, each category carries specific eligibility requirements:

Cat.	Award	Fee	Specific Eligibility Requirement
CAT 1	Company of Year — Large	USD 400	Revenue ≥ USD 300,000 from freight forwarding / customs clearing. Current licence required.
CAT 2	Company of Year — Medium	USD 200	Revenue USD 100,000–299,999. Current licence required.
CAT 3	Company of Year — Small	USD 100	Revenue below USD 100,000. Current licence required. Informal evidence accepted.
CAT 4	Sustainability & Green Logistics	USD 300	Any logistics or logistics-adjacent organisation of any size in an EAC Partner State.
CAT 5	Innovation & Technology Award	USD 300	Any organisation of any size (creator or adopter of technology) in an EAC Partner State. Organisational award — not open to individuals.
CAT 6	Young Professional of Year	USD 100	Individual logistics professional aged 35 or under at date of submission. Official proof of date of birth mandatory. Self-nomination and third-party nomination accepted (nominee written consent required for third-party).
CAT 7	Female Achiever in Logistics	USD 100	Woman working at any career stage in East African freight forwarding, customs brokerage, or a related logistics field. Self-nomination and third-party nomination accepted (nominee consent required).
CAT 8	Best National Association	USD 300	Current FEAFFA member national association in good standing at the time of submission and at the ceremony date.
CAT 9	South Sudan Country Excellence (South Sudan)	USD 100	Primary operations in South Sudan. No revenue threshold. SSRA Customs Agent Licence mandatory — applications without a valid SSRA licence are ineligible. Assessment calibrated to South Sudan frontier-market context.

A3 Multiple Category Applications

- An organisation or individual may apply for more than one category where they meet the eligibility requirements of each.
- Each category application requires a separate, complete submission using the correct instrument. Application fees apply independently per category entry.
- An individual may simultaneously submit a personal nomination (CAT 6 or 7) and lead their organisation's corporate category SAQ.
- An organisation may enter a Company of the Year category (CAT 1, 2, or 3) and a thematic category (CAT 4 or 5) in the same cycle. The submissions are evaluated independently.

A4 Ineligibility and Disqualification

The following render an application ineligible or subject to disqualification at any stage:

- A4.1 Revenue misrepresentation:** Submitting under an incorrect revenue tier is a material eligibility breach. The application will be disqualified and the fee will not be refunded.
- A4.2 Lapsed or invalid licence:** An organisation whose freight forwarding or customs agent licence is not current at the date of submission is ineligible. For CAT 9, a missing or invalid SSRA licence is an absolute bar regardless of narrative claims.

- A4.3 Age misrepresentation (CAT 6):** A nominee over 35 at the date of submission, or who fails to provide verifiable proof of age, is ineligible. Subsequent discovery of age misrepresentation will result in disqualification and revocation of any award made.
- A4.4 False information:** Any application found to contain deliberately fabricated evidence, forged documents, or materially false claims will be immediately disqualified. The applicant may be barred from future cycles. The matter may be referred to the relevant professional regulatory body.
- A4.5 Non-FEAFFA association (CAT 8):** An association that is not a current FEAFFA member body is ineligible for CAT 8.
- A4.6 Post-submission disqualification:** Where a material eligibility issue is identified after evaluation — including licence revocation, criminal prosecution, or public regulatory sanction — the Awards Board retains authority to revoke any award made.

**NOTE**

Disqualification decisions are final. Application fees are non-refundable in all disqualification scenarios. Where a third-party nomination is disqualified due to inaccurate information provided by the nominator, the nominator — not the nominee — bears responsibility.

B TERMS AND CONDITIONS**B1 Application and Submission**

- B1.1 Instrument and language:** Each application must be submitted using the current, correct instrument for the applicable category (SAQ, ISAQ, or Nomination Form). All submissions must be completed in English. Supporting evidence in other languages must include an accurate English summary.
- B1.2 Submission method:** Applications must be submitted by email to logisticsawards@feaffa.com with the subject line: [Category Code] — [Organisation or Nominee Name] — [Country]. Submissions without this format may be logged as incomplete pending correction.
- B1.3 Evidence labelling:** Evidence documents must be labelled by dimension and question (e.g. D2-3, D6-1). Evidence not matched to a specific claim will not be considered.
- B1.4 Completeness:** Incomplete submissions — including missing mandatory evidence (e.g. SSRA licence for CAT 9, age verification for CAT 6) or unpaid fees — will be held pending completion until the deadline, after which they are deemed withdrawn.
- B1.5 Authenticity:** Applications must represent the genuine performance of the applicant. Where a submission is found to misrepresent performance through fabricated content — whether consultant-assisted or otherwise — the organisation bears full responsibility.

B2 Application Fees and Payment

- B2.1 Non-refundable:** All application fees are non-refundable once payment is made, regardless of whether the application is evaluated, shortlisted, or results in an award.
- B2.2 Payment currency:** Fees are denominated in USD. Payment in EAC local currencies is accepted at the prevailing exchange rate on the date of payment as determined by the Secretariat.
- B2.3 Confirmation:** Proof of payment must accompany the submission. Applications will not enter evaluation until fee payment is confirmed.

B3 Evaluation Process

- B3.1 Independent evaluation:** All eligible submissions are assessed by the Independent Technical Assessment Team (TAT). Each submission is scored by a minimum of two independently operating, accredited assessors appointed by the Awards Board on the recommendation of the Technical & Framework Integrity Advisor.
- B3.2 Scoring model:** Corporate and institutional submissions are scored using the EIR model: $\text{Score} = (E \times 0.30) + (I \times 0.40) + (R \times 0.30)$. Individual submissions use the adapted EIT model. Both are documented in the published Assessor Orientation & Calibration Manual.
- B3.3 Conflicts of interest:** Assessors must declare all conflicts of interest before receiving submissions. An assessor with a declared conflict will be recused from evaluating that submission.
- B3.4 Moderation:** The Integrity Advisor chairs a Moderation Panel to reconcile divergent assessor scores. Moderated scores form the basis of all award recommendations.
- B3.5 Minimum threshold:** A winner will only be named in a category where at least one applicant achieves a composite score of 6.0 or above. Where no applicant meets this threshold, the Awards Board may elect to withhold the award.
- B3.6 Awards Board:** The Awards Board exercises final constitutional authority over all award outcomes on published grounds only. Its decisions are final and binding.

B4 Confidentiality and Data

- B4.1 Submission confidentiality:** All submitted information — SAQ, Nomination Form, supporting evidence, and supplementary materials — is treated as strictly confidential by the Secretariat, TAT, Moderation Panel, Integrity Advisor, and Awards Board. Individual assessor identities, individual scores, and deliberations are permanently confidential.
- B4.2 Performance Feedback Reports:** Every applicant receives a confidential, personalised Performance Feedback Report from the TAT within three weeks of the ceremony, regardless of outcome. This report is issued to the applicant only and must not be shared publicly without the applicant's written consent.

B4.3 Applicant data: Personal data collected through the application process is held and processed in accordance with applicable data protection law. By submitting, applicants consent to FEAFFA holding their data for programme administration, issuing Feedback Reports, and contacting applicants about future cycles. Data deletion requests may be directed to awards@feaffa.com.

B5 Awards, Recognition and Logo Licence

B5.1 Certificates and trophies: Winners receive an official FEAFFA Logistics Excellence Award certificate and trophy, presented at the GLC 2026 Ceremony, Juba. Finalists and commended applicants receive certificates. Certificates are issued to the named applicant and may not be transferred.

B5.2 Award designation: Winners are authorised to use "FEAFFA Logistics Excellence Award Winner 2026 — [Category]" in corporate communications from the ceremony date. Finalists and commended applicants may use the equivalent "Finalist / Commended" designation.

B5.3 Logo licence: Winners and finalists are granted a non-exclusive, non-transferable licence to use the FEAFFA Logistics Excellence Awards 2026 logo on their website, marketing materials, and stationery for 24 months from the ceremony date. The logo must be used in its approved format without alteration. Misuse of the award designation by non-recipients is prohibited.

B6 No Score Appeals

B6.1 Finality: Award outcomes endorsed by the FEAFFA Awards Board are final. There is no formal appeal mechanism for score disputes. Applicants who disagree with their Feedback Report scores are encouraged to use the feedback to strengthen a future application.

B6.2 Administrative queries: Applicants with a specific factual concern that their submission was not received or was processed incorrectly may raise an administrative query with the Secretariat within 30 days of the ceremony by email to awards@feaffa.com. The Secretariat will respond within 15 working days. Administrative queries do not affect award outcomes.

B7 Award Revocation

The FEAFFA Awards Board reserves the right to revoke any award on the following grounds:

B7.1 False submission: It is established that the applicant provided materially false, fabricated, or forged information or evidence.

B7.2 Eligibility misrepresentation: The applicant is found not to have met the applicable eligibility requirements at the time of submission, and this was known to the applicant.

B7.3 Regulatory disqualification: The award winner becomes subject to criminal conviction, licence revocation, or formal regulatory sanction — within 24 months of the ceremony — of a nature that would bring the programme into disrepute.

B7.4 Consequences: Upon revocation, the recipient must return the certificate and trophy, immediately cease all use of the award designation and logo, and remove all award references from their communications. FEAFFA reserves the right to issue a public statement.

B8 Publicity Consent

B8.1 Consent: By submitting an application, applicants consent to FEAFFA publishing the names of winners, finalists, and commended applicants across all media in connection with the GLC 2026 Ceremony and subsequent programme communications. Individual nominees (CAT 6 & 7) additionally consent to their photograph, professional biography, and award citation being published.

B8.2 Opt-out: Applicants who do not consent to public recognition must notify the Secretariat in writing at the time of submission. An applicant who opts out will not be named publicly in any context, including as winner or finalist, and will receive their award privately. This election is irrevocable once made.

B9 Limitation of Liability

B9.1 Assessment accuracy: FEAFFA takes all reasonable steps to ensure evaluation integrity but does not warrant that scores are without error. No liability is accepted for any loss arising from evaluation scores or award outcomes.

B9.2 Programme changes: FEAFFA reserves the right to extend deadlines, postpone the Ceremony, modify category structures, or cancel individual categories in circumstances beyond its reasonable control, including force majeure. Where a category is cancelled and fees have been paid, applicants will receive a credit toward a future cycle.

B10 Governing Law and Amendments

B10.1 Final authority: The FEAFFA Awards Board is the final authority on all matters arising under these Terms. Its decisions are final and binding on all applicants.

B10.2 Governing law: These Terms are governed by the laws of the Republic of Kenya. Any dispute that cannot be resolved through the awards governance structure is subject to the exclusive jurisdiction of the courts of Nairobi, Kenya.

B10.3 Amendments: FEAFFA reserves the right to amend these Terms before the submission deadline. Amendments will be published at www.feaffa.com and notified to registered applicants by email. Amendments do not apply retrospectively to submissions already made.

B10.4 Entire agreement: These Terms, together with the relevant SAQ or Nomination Form and the FEAFFA Awards Information Pack (GLC 2026), constitute the entire agreement between FEAFFA and the applicant for the 2026 cycle.

APPLICANT DECLARATION

By submitting an application, the applicant (and nominator, where applicable) confirms that:

- They have read and understood these Eligibility Criteria and Terms and Conditions in full.
- All information and evidence in their submission is accurate, complete, and submitted in good faith.
- They meet all applicable eligibility requirements for the category applied for.
- They consent to the collection and use of their data as described in Clause B4.
- They agree to be bound by the final decisions of the FEAFFA Awards Board.
- For CAT 6 & 7 third-party nominations: the nominee has provided written consent to this nomination and to the publicity provisions of Clause B8.

Contact: logisticsawards@feaffa.com · www.feaffa.com

KEY DATES — 2026 AWARDS CYCLE

12 June 2026	Official launch	6 July 2026	DEADLINE: 23:59 EAT, 6 July 2026
6 July – 10 July	Eligibility screening	13–24 July 2026	TAT desk evaluation
27–31 July 2026	Score moderation	3–7 August 2026	Awards Board sign-off
25–27 Aug 2026	GLC CEREMONY — JUBA	By 17 September	Feedback Reports issued



VALIDITY

These Terms are effective from 12 June 2026 and govern the 2026 awards cycle in full. The authoritative version is published at www.feaffa.com/awards. In the event of any discrepancy, the version at www.feaffa.com/awards prevails.