

# ANTI-COUNTERFEIT AGENCY NEWSLETTER

Third Edition



Promoting Genuine



March 2017

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## Editorial Team

Dr. John Akoten, PhD.

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*An illegal LPG cylinder plant*

## Illegal LPG Refillers Crack-down in Nairobi

In a crackdown against illegal LPG gas refilling units, our inspectors together with Kenyan Police busted a ring running unlicensed gas refilling business on the outskirts of Nairobi in Embakasi and along Mombasa road.

A total 125 LPG cylinders of different trademarks and one lorry carrying suspect cylinders were impounded from one of the premises. The inspectors also placed a Notice of Closure on the gates where premises were found closed.

This is not the first time the Agency has raided illegal refilling of cylinders. Most of the cases are still in court as the owners

*Continued on Page 3*

# Executive Director Brief



## About Anti-Counterfeit Agency

*Anti-Counterfeit Agency is a state corporation within the Ministry of Industry, Trade and Cooperatives.*

*It is established by the Anti-Counterfeit Act, 2008 and is responsible for coordinating the Kenyan Government efforts in protection of Intellectual Property (IP) rights, including patents, designs, trademarks and copyrights.*

*The Agency sees IP enforcement, whether civil or criminal, as crucial for innovation and economic growth, and as such supports the coordination and cooperation across the IP community to tackle counterfeiting and piracy.*

### **Vision**

A Counterfeit-Free Kenya.

### **Mission**

Prohibit Counterfeiting through Promotion and Enforcement of Intellectual Property Rights.

Welcome to our third edition of the Anti-Counterfeit Newsletter!

It has been a while since our last issue and we would like to share some of our latest updates with you. I am glad to say it was a productive first and second quarter of the year for the Agency, and we are fully prepared for the year 2017.

As we start the year, let me announce to you about two great happenings for the Agency: 1) our strategic relocation from our headquarters at the heart of Nairobi to the industrial area so as to serve you better. And number 2) the appointment of Mr. Pradeep Paurana as the substantive Chairman of the Board of Directors. The future looks brighter for us at the Agency.

We have also validated our second Anti-Counterfeit Agency Strategic plan 2016-2020 in October last year and hope to launch it before the end of 3rd Quarter in March this year. We appreciate the role of stakeholders towards its validation and the support made over the past six years under our first 2011-2016 Strategic Plan.

In this issue of our newsletter, we cover the work of our indefatigable teams in awareness department who went all the way to Turkana County. This followed similar series in the Mount Kenya Region covering Nyeri, Embu and Meru Counties. We now have a working relationship with these county governments having trained key officers involved in trade and inspectorate departments.

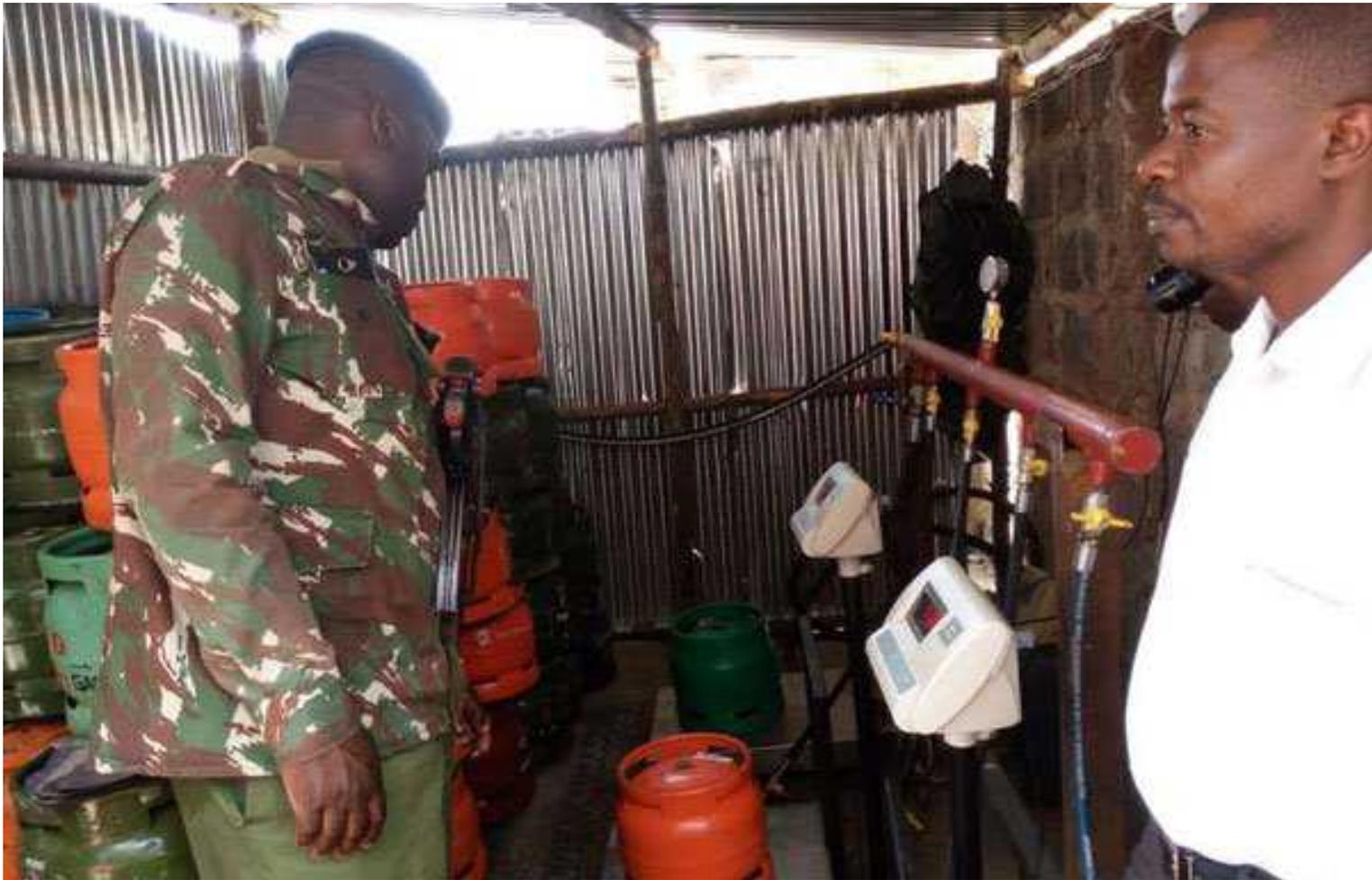
We are expecting more fruitful outcomes this year following heightening our partnership with Kenya Association of Manufacturers and Retail Trade Association of Kenya (RETRAK) in awareness-raising activities to cover as many counties as possible across the country. We are propelling inclusive business model in the spirit of public-private sector partnership. The solution in the war against counterfeits is a stronger partnership but not a weak one.

In addition, as you can read in this newsletter, we have made significant achievements on our enforcement initiatives across the country. We have declared full time war against illegal liquid petroleum gas refillers in Nairobi. We bring you coverage of the successful raids and others across the country. It is never a good idea to be a counterfeiter.

I hope you will enjoy reading this newsletter. Karibu.

Sincerely,

Prof. John Akoten PhD  
Acting Executive Director



*Some of the cooking gas cylinders found being filled with Liquid Petroleum Gas at a residential house*

put spirited defense to counter accusation of counterfeiting.

In most cases, the modus operandi of illegal refilling is simple and identical. They operate from unlicensed premises and are found in the sprawling estates endangering the lives of people.

Illegal LPG gas refilling units pose health and safety risks not only to consumers but in the environments where the illegal refilling takes place. It is not only illegal activity but also very dangerous and may lead to explosions and fire accidents. Illegally refilled cylinders are in most cases under-weight; a contravention of consumers rights.



*Residents outside the premises of an illegal cooking gas filling plant at Ndenyeru in Kiambu County that was closed down.*

# Corporate News

## We have moved to a new office! New ACA headquarters

### We have moved!

We are excited to let you know that we have moved from our normal abode of six years at the central business district of Nairobi to the industrial area since December last year. We are now based at the National Water and Pipeline company new building at their headquarters along Dunga road off Bunyalla road. Our contact information, such as telephone, fax and, email, has remained the same.

The move was a great disruption over the month of December, but well worth it. Our new headquarters building offers adequate office space, meeting rooms and modern conference facilities and ease of access to our clients. ACA staff will thus enjoy improved working environment, as well as room for continued expansion.

We have great hope of serving our clients more effectively especially being in the industrial area where our main stakeholders - the manufacturers are situated.

This move is also coinciding with further acquisition of Regional officers in Eldoret, Kisumu, Garissa and increased capacity of our Mombasa Office.

A change like this doesn't happen very often; We look forward to seeing and serving you better at our new office!

## New chairman of the board of directors



**M**r. Pradeep Paunrana has been appointed to Chair the Board of Directors of the Anti-Counterfeit Agency. His appointment took effect in October last year. He has taken over from Mr. Polycarp Igathe who left the Agency at the end of July 2016.

Mr. Paunrana is a veteran industrialist and philanthropist who is uniquely qualified to bridge the gap between the interests of manufacturers and the government efforts in the war against counterfeits.

In addition to being the Chief Executive Officer of ARM Cement Ltd (RHINO CEMENT), Mavuno Fertilisers, he plays an active role in several policy and advocacy institutions, and has chaired and participated in government-led task forces in the energy, environment and agriculture sectors. He is the former Chairman of KAM (Kenya Association of Manufacturers), Director of KEPSA, and EABC (East Africa Business Council) and member of several charitable organisations.

He attended New York University Stern School of Business (NYU Stern), graduating in 1983, with the degree of Master of Business Administration (MBA) in Accounts.

## Validation of the Second Anti-counterfeit Agency Strategic Plan 2016-2020

With a view of firming up a new Strategic Plan for the next 5 years, the Agency held a validation workshop on the 25th October, 2016 in Nairobi. This was after successful deliberations on the expiring first Strategic Plan 2011-16.

Prior to its validation, consultative sessions were held between the Agency and stakeholders drawn from government agencies, private sector, civil society, and development partners among others.

The Chief Guest at the event was Dr. Chris Kiptoo, the Principal Secretary, State Department of Trade

accompanied by the then Acting Chairperson of the Board of Directors of ACA, Ms. Phyllis Wakiaga, among other guests.

Dr. Kiptoo cautioned participants that we are in new era when we have to “let strategy drive our actions - And not the other way round!”

Also speaking at the function, the Acting Executive Director thanked both staff and participants for their huge input into the workshop's outcome and that the Strategic Plan 2016-2020 will be produced and guided by the participation of everyone to create ownership and efficiency towards its implementation.



*Dr. Kiptoo, PS Trade, speaking during the validation of the ACA 2nd strategic plan.*



*Ms. Phyllis Wakiaga responding to a question from the participants, during the validation of the ACA 2nd strategic plan.*



*A group photo of participants at the ACA 2nd Strategic plan validation event.*

# Agency in full swing towards getting ISO 9001:2015 certified!

**W**e are delighted to inform our stakeholders that the Agency is taking a huge amount of effort and involvement from every staff member towards ISO (International Standards Organization) 9001:2015 certifications. And as such, we are putting up measures geared towards meeting the requirements set out in accordance with the ISO standard.

ISO is an independent, non-governmental, international organization which promotes worldwide standards to organizations. Specifically, the ISO 9001:2015 standard is an international recognition given to organizations who implement a rigorous and effective quality management system.

“We want to deliver excellent level of customer service by implementing an effective quality

management system that will deliver an exceptional service to all our stakeholders”, said Dr. John Akoten, the Executive Director in a staff meeting.

The Agency was almost certified for the previous version (ISO 9001:2008) certification, however due to upgrading to the new standard ISO 9001:2015, the Agency had to take-up the new standard that puts greater emphasis on leadership engagement and addresses organizational risks and opportunities.

The ACA expects its stakeholders and suppliers to provide high quality service to ACA as provided for in the Quality Management System as we commit towards excellent service delivery to the people of Kenya.

## Quality Policy Statement

The Anti-Counterfeit Agency is committed to providing high quality services in combating counterfeiting through conducting research, creating public awareness and coordinating with relevant organizations in the enforcement of Intellectual Property Rights.

In pursuit of this commitment, the Agency shall comply with the relevant requirements and continually improve on her effectiveness and efficiency by implementing a Quality Management System based on ISO 9001: 2015.

The Agency shall review established Quality Objectives and this Policy on annual basis to ensure continuing suitability.

# Public Awareness and Training

Regional Anti-illicit Trade Conference in Nairobi, Kenya



*A Call for Stronger Regional enforcement to tackle Illicit Trade and counterfeiting and piracy In East Africa*

**T**he Agency in the spirit of co-ordinating with national, regional or international organizations involved in combating counterfeiting partnered with the East African Business Council (EABC) and the Kenya Association of Manufacturers (KAM) in hosting the Second Regional Anti-Illicit Trade Conference in September 2016 in Nairobi.

Focal to the conference was to review progress of the Action Plans made in the last meeting in 2010 in order to seek 'practical solutions' to the counterfeit menace in the region.

The conference took note of the 'areas of progresses in the fight against illicit trade that regional states have achieved since the 2010 meeting. Key among these includes the adoption of EAC Anti-Counterfeit Bill, 2013, by the Council of Ministers; the full operationalization of the Anti-Counterfeit Agency in Kenya; enactment of the Consumer

Protection Act in Kenya in 2012. Others were the formulation of the Anti-Counterfeiting Goods Bill of 2015 in Uganda which has undergone parliamentary discussion and the formulation of the Competition and Consumer Protection Bill in Rwanda.

The Chief Guest was the Principal Secretary, State Department for Trade in the Ministry of Industry, Trade and Cooperatives, Dr. Chris Kiptoo who called for increased regional partnership and review of existing regional and national regulatory frameworks. He further opined for the need to strengthen the inter-agency cooperation at national and regional level.

Over 200 delegates attended, representing regional governments, representatives from the manufacturing sector, stakeholders from policy advocacy groups as well as high level policy makers and stakeholders of relevant international organizations.

# Pictorial



*Dr. Chris Kiptoo, Principal Secretary, State Department of Trade, Government of Kenya addressing the delegates at the regional meeting to tackle illicit trade in the East African region.*



*Participants in a group photo at the Hotel Inter-Continental, Nairobi. Seated from right, Ag. Executive Director of Anti-Counterfeit Agency, Dr. John Akoten, the Chairlady of the Board of the Kenya Association of Manufacturers, Ms. Flora Mutai, PS for the State Department of Trade, Dr. Chris Kiptoo, the Chairman of the East African Business Council, Mr. Felix Mosha, and the CEO of EABC, Ms. Lilian Awinja.*

# Raising Intellectual Property (IP) Awareness and Training

## Taking IP To Kenyan Universities And Colleges

There is an old Kenyan adage that the future belongs to the young people as they are destined to be the future leaders and key workers in the knowledge economy. While we know most innovations have originated from universities research, the voice of this one particular stakeholder has been striking in its absence: they have scant knowledge on how to protect their ideas and innovation from being copied and commercialized.

Due to the changing labor markets and employment options, students are now encouraged to be independent creative thinkers and innovators, developing the mind-set, skillsets and characteristics needed to be inventors and pioneers in different fields.

So how well do they understand Intellectual property?

From our interaction with the students and staff from various universities, we have found that the subject matter of intellectual property is alien to them and are confused at best.

Building on these findings, the Agency has a strategic interest in expanding IP awareness in our universities to inculcate understanding of how to protect their intellectual outputs in their learning journey. There is clearly a need to develop an awareness of [IP] issues in



*The Assistant Director –Research, Mr. Elijah Ruto, in one of the sensitization programs at a local university.*

the student as they will be dealing with intellectual property (IP) during their studies and future careers.

### Jomo Kenyatta University of Agriculture and Technology scientific conference and exhibitions

The journey started with Jomo Kenyatta University of Agriculture and Technology and has already maintained the lead. We partnered with the university in its annual scientific conference and exhibition to reach out and interact with its stakeholders.

The exhibitions commenced on Thursday the 13th November 2014, flagged off via an official launch at the conference, which proceeded to an exhibition area. The sensitization then went on to the evening of Friday the 14th November 2014.

True to our mission, enthusiastic students wanted to know more about how student's works and innovations can be protected and what the government was doing to protect their rights.

The turnout in general was impressive and the attendees were ecstatic to learn about intellectual Property and the



*An attentive class during one of the sessions.*

Agency. Many of the participants were students and staff community of the university. Others included government ministries, research organizations, universities, small and medium-scale industries (SMEs), policy makers in key sectors of the economy and from international organizations as well.

The aim was to increase awareness on IP Issues especially to the university students and how to protect their intellectual property.

### Strathmore University

Through the Strathmore Enterprise Development Centre (SEDC), the Agency has been a keen participant and sponsor of its annual events.

The 2016 event was themed 'Innovative Strategies that deliver sustainable growth for SMEs' which was held on the 8th and 9th September 2016 at their Madaraka campus in Nairobi.

The conference brought together the university community into an interactive event with SMEs with a view to providing them with a networking and learning opportunity. It also provided a forum where participants explored on various opportunities available for them in the regional and international market.

### United States International University USIU-Africa

During the month of November 2016, we also partnered with United States International University USIU-Africa during the African Summit on Entrepreneurship and Innovation 2016. The event brought together close to 600-800 entrepreneurs and 60 speakers from across Africa to discuss Entrepreneurship and Innovation and opportunities on the same across Africa. We had an opportunity to speak to the university community on IP protection in the country.

# Enforcement Round-up

## More counterfeit goods destroyed at the port city of Mombasa

Nairobi, 19 Sept 2016

Sustaining its gains in intellectual property rights enforcement, the Anti-Counterfeit Agency destroyed counterfeit goods worth KSH 9.3 million in Mombasa, Kenya on the 24 September 2016. This was the second high profile destruction of counterfeit goods in this port city of Mombasa in two years when goods worth over KSH 100 Million were destroyed.



*Some of the assorted goods being sorted for destruction at the Clayworks factory in Mombasa*

The goods classified as fast moving consumer goods consisted of mobile phones, electrical goods, clothing, cosmetics and apparel and stationery were destroyed after successful litigation by the Agency and arbitration by courts.

The destruction was led by the then Acting Chairperson of the Anti-Counterfeit Agency board, Ms. Phyllis Wakiaga and other Directors of the board, as well the Acting, Executive Director Dr. John Akoten.

Dr. John Akoten assured stakeholders of the strategic interest the Agency has at the port of Mombasa. "Port and border control is a key strategy in our enforcement plan. Rest assured that the Agency will continue its drive in preventing the entry of counterfeit products in the country", he said.

## Samsung mobile stores raided, 276 counterfeit fake phones seized

Inspectors from Anti-counterfeit Agency raided two mobile telephone shops at the basement of Electronic House, Luthuli Road and seized 276 counterfeit models of Samsung mobile phones plus their accessories. The two owners of the two shops were arrested during the raid. The estimated value of the seizure was KSH 6.5 Million based on the present market price of the original phones.

The operation was conducted together with officers from Anti-Illicit Trade Agency Limited, the appointed brand protection Agents for Samsung Electronics Co.,



*Ag. Executive Director/ CEO, Anti Counterfeit Agency, Dr. John Akoten, together with Samsung East Africa Vice President, Mr. Robert Ngeru and Mr. Peter Mutula, Director of Anti-Illicit Trade Agency*

Ltd.

"We had received particular information that there are stores marketing Chinese cell phones and others pasting fake stickers of Samsung brand on the body of the mobile phone. We have seized 276 mobile handsets and over 1,000 duplicate mobile telephone accessories including chargers," Said Mr. Weldone Sigei, an inspector from the Anti-Counterfeit Agency.

## Counterfeit SKF branded bearings in Eldoret



*Senior Inspector Ahmed Osman (in suit) and other officials during an operation at Allied and Industrial Solutions shop in Eldoret Town on November 22, 2016.*

Our Inspectors from Eldoret Office together with Kenyan Police and senior officers from SKF Company impounded counterfeit ball bearing with their trademarks and seal in Eldoret town North Rift of Kenya.

Two people were arrested and several cartons of fake SKF-branded bearings worth Sh200,000 seized from the premises and taken to the Agency's counterfeit depot in Eldoret

Senior Inspector Yusuf Osman based in Eldoret and covering the North Rift led the team in company with a contingent of policemen. They stormed the shop named Allied and Industrial Solution located along the busy Kenyatta Street.

“We have received numerous complaints from customers who have been purchasing the bearings from this shop,” said Tina Astrom, a director at SKF Group the complainants in the case.

“Our investigations later revealed that the owners of the shop have been selling counterfeit items. We requested officers from the agency to come in and assist us,” she added.

According to Ms. Astrom, the counterfeit products are sold to unsuspecting customers.

“A bearing is a very sensitive product. It is mounted in power plants, factories and cars. Everything that is rotating should have a bearing and if it fails it can have catastrophic consequences and can lead to injury,” she added.

## Counterfeit sugar ring busted near Kenya-Uganda border

Following a tip-off from the public, our officers based at the North Rift led a multi-agency squad involving the Kenya Revenue Authority, the Kenya Sugar Board (KSB), the Agriculture, Fisheries and Food Authority and the police and impounded over 200 bags of counterfeit sugar worth over Sh1 million.

The sugar imported from Uganda entered the country



*Part of the 200 bags of sugar worth Sh1 million seized at the Suam boarder in Trans Nzoia County*

through one of the unofficial routes on the porous Kenya-Uganda border at Suam.

Yussuf Ahmed, our inspector based in Eldoret, also found 250 empty sacks bearing a Ugandan company's logo in the lorry, indicating that the foreign sugar was brought into the country and repackaged into bags of local brands to conceal it from authorities.

“This is a serious economic crime that is a big blow to our local sugar processing companies that are already grappling with a myriad of market challenges,” said Mr. Ahmed.



*Anti-Counterfeit Agency Senior Inspector Yussuf Ahmed (in black coat) and police officers inspect empty sugar bags bearing the names of Ugandan companies*

The impounded empty sacks had the addresses of Lugazi Sugar Company, GM Sugar, Kamuli, and MSIL-Mayuge Sugar Company located in Jinja, Uganda, while the sugar was packaged in Nzoia and Butali Sugar Company bags.

“Ninety-nine bags of the seized sugar were repackaged in Nzoia Sugar Company bags and 101 in Butali Sugar Company packages.

“This is economic sabotage to the Kenyan companies whose brands are used illegally for the benefit of a few unscrupulous businessmen,” explained Mr. Ahmed.

Two suspects, the driver and his loader, were arrested and are helping in investigations.

The Anti-Counterfeit Act 2008 prohibits trade in counterfeit goods in the country and attracts heavy fines and jail terms to convicts. Counterfeit goods on transit and transshipment contravenes section 32 (f) of the Anti-Counterfeit Act 2008 that prohibits counterfeit goods on transit / transshipment whether destined for Kenya or to the neighboring countries.

Traders are therefore encouraged to shun counterfeit business and instead engage in lawful business practices.

## Notice to Consumers

The Anti-Counterfeit Agency hereby notifies consumers of mobile phone and other electronic goods to ensure that they buy their products from authorized distributors. Consumers have a right to make inquiries on product information concerning quality and price. They have the right to demand quality goods and services. It's an offence under the Kenya Consumer Protection Act (CPA) 2012 to sell sub-standard goods and lie on pricing.

Search and seizure operations on counterfeit products run on continuous basis and as such, all perpetrators of illicit trade shall be brought to justice.

# Enforcement round-up

## Figures

### In last six years

- **Total value of seizures worth approximately KSH 1.5 Billion**
- **630 arrests across the country.**
- **Matters in courts that are ongoing for goods worth Kshs 806 million,**
- **Kshs 650 million have been destroyed**

### Value of Goods Seized (KShs.)

Q3-2015/2016	122,000,000.00
Q4 2015/2016	80,741,154.00
Q1-2016/2017	18,169,555.00
Q2-2016/2017	18,508,920.00
<b>TOTAL</b>	<b>239,419,629.00</b>

# Executive Interview

Mr. Paul Ramara – Brand Protection specialist,  
Spoors and Fisher Law Firm



Every day, shipments of fashion clothing, electronics, spare parts, stationery, and more arrive here from overseas bound for stores and consumers across the country. But every now and then, not all is what it appears to be, it could be a cheap copycat!

That's when you need Paul Ramara, A partner with Spoors and Fisher a patent,

trademark and copyright protection law firm based in South Africa but with an extensive network of contacts and associates spread across the continent. He's one of the Law firm's "counterfeit detectives" who oversees the process of Brand protection for a number of clients including internationally acclaimed fashion trademarks like JEEP, Caterpillar, Thomas Hilfiger, and Puma among others.

## 1. What role does a brand protection and investigative company play?

Please note that each and every company has to have a brand protection team in place to assist it in the fight against counterfeiting. It is a common fact that any product that sells well in the market is susceptible to counterfeiting and for this reason each company needs to have a solid brand protection team in place to fight counterfeiting.

It is also important that investigations needs to be conducted in the market place and for this reason there needs to be synergies between the brand protection team and the investigation team to collate information and develop a strategy for Enforcement and eradication of counterfeits.

## 2. How do you ensure protection for your brand clients while helping them remain cost efficient?

Does it boost the market share and value of a company?  
How will the manufacturers and the end-users benefit from your services?

As an anti-counterfeiting specialist and by extension a key player in the company's brand protection team it is critical that I must find balance between assisting the client and the fees that I charge.

It is critical that there is a balance between what I charge a client and the services that I offer. If and when we conduct a search and seizure operation (raid) against a counterfeiter, a strong message is been sent to counterfeiters and "would be counterfeiters" about the oppositional strength of a particular company to counterfeiting and its aggression to protecting itself to counterfeiting.

Institution of criminal action against Suspects is but one way of sending a strong message to the counterfeiters. The manufactures of the genuine goods would obviously benefit in the sense that their profits would improve and equally the end users would only be confronted with genuine goods whenever they purchase the company products.

## 3. What are the most popular items that are counterfeited?

The most popular items that are counterfeited are clothing, electronic

items including cell phones and spare parts.

## 4. What signs do you look for when searching for fakes?

Obviously every client has got specific confidential features that it looks for when identifying counterfeit goods but there are key things that are common across fake goods being:

### 4.1. Overall quality of the goods

### 4.2. Spelling errors – which is common to goods imported from China

### 4.3. In the case of clothing, usually the colours are a bit pale and also the quality of the stitching is often poor.

As a knowledgeable person, I also focus on the labels that are attached to the products and other features which I am not at liberty to disclose.

## 5. How do you work with manufacturers? Many companies are still very hesitant to speak up about what they've been experiencing as far as intellectual property rights violations. Why do you think that is and what is your advice to these manufacturers?

I have a full disclosure policy with my clients. Having said that, no client is similar to the other. They all have different requirements which need to be respected. My advice to the manufactures is to be vigilant about counterfeiters. I have come across instances where counterfeiters have taken over markets where clients could well be making money in. I also think it is critical for manufactures to work with anti-counterfeiting experts, if they are to make significant dent on counterfeiters.

## 6. What do you view as the biggest threat in protecting a brand? –challenges...

The biggest threat in my view is the judiciary's perception on counterfeiting being a "victimless crime". Equally there does not seem to be a costs effective short process to bring counterfeiters to court as soon as possible. I think that it is only the courts that can make a big impact in protecting countries against counterfeiting. One should not forget the economic impact that counterfeiting can have in each and every country.

## 7. What has been your experience in the Kenyan context

I have nothing but praise for the Kenyan Anti-Counterfeiting Agency (Agency). I have joined the Agency in numerous raids and the manner in which the Agency Inspectors carry themselves during raids is something to be learned and copied by other Enforcement Agencies in Africa. I do however, think that the one challenge that the Kenyan Enforcement Agencies need is a stronger Customs Recordal system which would assist Customs to play a meaningful role in stopping counterfeit goods from entering Kenya. Customs ought to be the first line of defence against counterfeiting. We should be stopping these goods before they even enter the market.

## 8. What is the role of the consumer? Does the end-user really identify counterfeits?

The consumer can play a very important role as essentially counterfeiting is a supply and demand problem. If consumers do not buy counterfeits there would not be a demand and consequently less counterfeit issues to deal with. The consumer is always interested in paying little but my experience has taught me that counterfeiting goods are of a bad quality and often the consumer is short changed.

## 9. What factors do you believe will shape the future of Brand Protection Industry?

I believe that the Brand Protection Industry should work hand in hand with different Enforcement Agencies. It is important for the Brand Protection Industry to conduct training with Brand Protection Officials. Equally it is critical that they should invest money with a view to educating consumers about counterfeit and preliminary steps that they can take to protect themselves against counterfeiting.

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