



REPUBLIC OF NAMIBIA

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**MINISTRY OF HEALTH AND SOCIAL SERVICES**

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Ministerial Building  
Harvey Street  
Private Bag 13198  
Windhoek

OFFICE OF THE EXECUTIVE DIRECTOR

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Ref No: 008/2021

Date: 21 October 2021

**PUBLIC NOTICE**

**TRAVEL ADVISORY ON THE LAUNCH OF THE TRUSTED TRAVEL SYSTEM UNDER THE AUSPICES OF THE AFRICAN UNION COMMISSION FOR THE VERIFICATION OF COVID-19 TEST RESULT CERTIFICATES**

The Government of Namibia has taken note of the increasing infection rate of the COVID-19 pandemic globally. The mutation of the COVID-19 virus has challenged the national response system and called for extensive measures to address the local manifestation of the pandemic. These measures include effective control responses in relation to international travel and migration across Namibian borders. Namibia, like most countries, has tried to minimize the risk of disease importation from the onset of the pandemic by requiring international travellers to produce evidence of a negative SARS-COV2 test at Points of Entry. However, as the risk grows, so does the critical need to strengthen the system and to harmonize cross-border COVID-19 requirements, by assuring the integrity of COVID-19 test result certificates presented.

The African Union Commission (AUC), in collaboration with the Africa Centers for Disease Control (Africa-CDC) and other partners, working with PanaBIOS as technical leads, introduced the Trusted Travel System (TT) to support the AU Member States to harmonize and enhance their current health screening and verification systems. Trusted Travel offers an online digital platform for the verification and authentication of COVID-19 test results based on a collaborative effort across a network of participating COVID-19 testing laboratories and Port Health authorities. This platform allows for the detection of counterfeit test results and also enhances cross-border collaboration and confidence in COVID-19 results originating from other countries. Furthermore, it provides updated information on entry requirements and travel restrictions for participating member states.

The Government of the Republic of Namibia, through the Ministry of Health and Social Services is therefore pleased to announce the launch of the Trusted Travel system in Namibia. The Trusted Travel system will ease results verification and facilitate travel for persons arriving and exiting Namibia.

All official correspondence must be addressed to the Executive Director.



In order to facilitate the use of the Trusted Travel system, the following guidance is provided:

1. Passengers intending to travel to or from Namibia are expected to visit any of the Trusted Travel accredited (authorized) laboratories for a Polymerase Chain Reaction (PCR) COVID-19 test (*See Annexure A for the list of authorized laboratories to conduct PCR tests in Namibia*). In addition, most of the accredited laboratories for COVID-19 PCR testing can be found by visiting the Trusted Travel portal ([africacdc.org/trusted-travel](http://africacdc.org/trusted-travel)). To find accredited laboratories, travellers must indicate their current origin and intended destination. Travellers can create their accounts at [trustedtravel.panabios.org](http://trustedtravel.panabios.org) (*See Annexure B*).
2. When a COVID-19 test has been run, the laboratory will generate a Trusted Travel (TT) test code that can be verified by Airlines and Port Health Authorities to confirm that the test came from an accredited laboratory.
3. Travellers will then receive a text message from PanaBios and an email from the testing laboratory with a link that will allow the traveller to create an account on [trustedtravel.panabios.org](http://trustedtravel.panabios.org) and access the Trusted Travel Test (TT) Code. Travellers must use the same email address and phone number that they gave to the laboratory for creating an account.
4. If the test results issued satisfy the full requirements set by the Namibian government and the country of destination (for example, validity period or test type), then a Travel Trusted Travel Test (TT) Code will be issued to the traveller for presentation to airlines and Port Health Authorities.
5. Whilst the Trusted Travel Test (TT) Code confirms that a test was performed by an accredited laboratory, the code provides additional evidence that the test performed is still valid at the time of travel since results can expire and regulations may change at any time as the pandemic evolves.
6. When travellers present themselves to their port of departure or arrival, the port health officials will use the code provided to verify that their results meet all other requirements.
7. Inbound-travellers with results from non-Trusted Travel-compliant laboratories will be required to upload a copy of their results on the Global Haven System ([www.globalhaven.org](http://www.globalhaven.org)) for authentication.
8. Uploading forged documents will inhibit the ability to travel globally.

Travellers encountering challenges with the use of the Trusted Travel and Global Haven systems are assured of technical support if they send an email to [globalhaven@panabios.org](mailto:globalhaven@panabios.org)

The Trusted Travel Platform will be available for use from **15 November 2021** at the following ports of entry:

1. Oshikango Border Post
2. Walvis Bay International Airport
3. Walvis Bay Harbor
4. Omahenene Border Post

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5. Hosea Kutako International Airport
6. Muhembo Border Post
7. Katima Mulilo Border Post
8. Ngoma Border Post
9. Luderitz Harbor
10. Ariamsvlei Border Post
11. Noordoewer Border Post
12. Trans- Kalahari Border Post

As of **01 December, 2021** only COVID-19 certificates obtained on the trusted travel platform or verified on the Global Haven systems will be valid for exit or entry into Namibia at the above-mentioned points of Entry. Travellers are advised to keep abreast with new updates that will be shared on the platform from time to time.

For further enquiries, kindly contact the Ministry of Health and Social Services, Public Relations Officer at +26461-203 2054 or email [public.relations@mhss.gov.na](mailto:public.relations@mhss.gov.na)

Issued by:

  
**BEN NGOMBE**  
**EXECUTIVE DIRECTOR**





Annexure 1

REPUBLIC OF NAMIBIA

# MINISTRY OF HEALTH AND SOCIAL SERVICES

Ministerial Building  
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OFFICE OF THE EXECUTIVE DIRECTOR

Tel: 203 2334  
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Date: 21 June 2021

Enquiries: M. Mataranyika  
Ref: 11/6/1

TO WHOM IT MAY CONCERN

## AUTHORIZED COVID-19 TESTING LABORATORIES IN NAMIBIA

Reference is made to the above captioned subject. Listed below are the authorized laboratories for COVID-19 testing using PCR and Ag-RDT in Namibia:

No.	Laboratory Name	Contact Number
0001	Namibia Institute of Pathology (NIP) Windhoek: Central Reference Laboratory	+264 61 295 4252/3
0001/1	NIP Oshakati: Regional Reference Laboratory	+264 65 220 420
0002	PathCare	+264 61 431 3000
0003	University of Namibia (UNAM) Molecular Laboratory	+264 61 206 5062
0004	Central Veterinary Laboratory (CVL)	+264 61 237 684
0005	Namib Laboratories (Namib Poultry)	+264 61 290 1378/9
0006	NAMDEB Molecular Laboratory	+264 63 238 024
0007	NamPath Laboratory	+264 61 227 173
0008	Namibia Central Pathology (NCP)	+264 61 228 678
0009	National Diagnostic Laboratory (Diagnolab)	+264 81 870 8130
0010	High Care Laboratory	+264 61 250 462
0011	Alpha Medical Laboratory	+264 65 238 965
0012	Des-Jo Medical Test Centre	+264 81 789 9239
0012/1	Des-Jo Medical Test Centre - Ariamsvlei	+264 81 789 9239 +264 81 811 1479
0012/2	Des-Jo Medical Test Centre - Noordoewer	+264 81 789 9239
0013	Proquest Diagnostic Laboratory	+264 65 226 715

I trust that the above is in order.

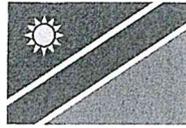
  
BEN NANGOMBE  
EXECUTIVE DIRECTOR



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# TRAVEL GUIDE

Travellers must endeavour to check the test requirements of transit and destination countries on [xchange.panabios.org](http://xchange.panabios.org) or [www.africacdc.org/trusted-travel](http://www.africacdc.org/trusted-travel) to ensure that their tests remain valid for the duration of their full trip. Enter your test result (TT) code & generate your travel code (TC) before travel: [trustedtravel.panabios.org](http://trustedtravel.panabios.org)

## Part One

### Traveller's Manual for Exiting

1



Traveller visits [trustedtravel.panabios.org](http://trustedtravel.panabios.org) to create a TrustedTravel Account with their:

- First Name
- Last Name
- Email Address
- Phone Number
- Password

2



Traveller logs in with the the details used in the account creation via [trustedtravel.panabios.org](http://trustedtravel.panabios.org)

- Username as the email address
- Password as the password chosen

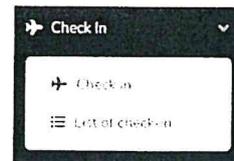
3



Once your login is successful, you will be sent to the Traveller dashboard with the following menu to your left:

- Trusted Labs
- Tests
- Check In

4



Select **Check in** under Check In to begin TC generation process

5



Select the departure and destination countries and click next to proceed

6



- Under selection method pick **select lab tests (TT)**
- Proceed to a **Select matching lab test you have taken** from the dropdown
- Click save to continue

7



Provide travel details (airline name, seat, flight and passport number) as requested in the form and click on save to proceed to generate a TC

8



A TT code is generated for traveller. The Traveller can copy the TC just above the 2D barcode or Download the code and present on travel when requested

## Part Two

# Using Global Haven Test Results Uploader Guide for Inbound Travellers

1



Traveller visits [trustedtravel.panabios.org](https://trustedtravel.panabios.org) to create a TrustedTravel Account with their:

- First Name
- Last Name
- Email Address
- Phone Number
- Password

2



Traveller logs in with the the details used in the account creation via [trustedtravel.panabios.org](https://trustedtravel.panabios.org)

- Username as the email address
- Password as the password chosen

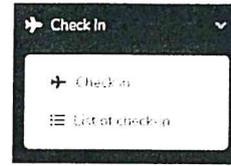
3



Once your login is successful, you will be sent to the Traveller dashboard with the following menu to your left:

- Trusted Labs
- Tests
- Check In

4



Select **Check in** under Check In to begin TC generation process

5



Select the departure and destination countries and click next to proceed

6



Under selection method:

- select **upload lab test certificate (No TT)**
- select lab which test was taken

Proceed to upload test results and click upload to proceed

7



Provide travel details (airline name, seat, flight and passport number) as requested in the form and click on save to proceed to generate a TC

8



A TC code is generated for traveller. The Traveller can copy the TC just above the 2D barcode or Download the code and present on travel when requested

*Note that you may be blacklisted from travel to participating countries if you upload fake certificates and the system flags them.*

contact [globalhaven@panabios.org](mailto:globalhaven@panabios.org) for support



PanaBIOS

