



World Customs  
Organization

# WCO Annual Report 2019-2020





# WCO ANNUAL REPORT

## 2019-2020

The WCO Annual report was developed by Soohyun Yoon and Ferdinand Desmazieres.



# USING this report

The WCO's 2019-2020 Annual Report summarizes the WCO's structure and activities, and includes data on all 183 WCO Members.



## Who WE are

Established in **1952** as the Customs Co-operation Council, the World Customs Organization (WCO) is an independent intergovernmental organization whose primary mission is to enhance the effectiveness and efficiency of Customs administrations worldwide. As the only intergovernmental organization specialized in Customs matters, the WCO established its headquarters in Brussels in **1952**, and currently represents **183 Members** across the globe at all stages of social and economic development. As the global centre of Customs expertise and the voice of the international Customs community, the WCO provides an ideal forum for Customs administrations and their stakeholders to hold in-depth discussions, exchange experiences, and share best practices on a range of international Customs and trade issues.

# FIND OUT more

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## A message from the former Chairperson of the Council

It is a pleasure to bring you my message for this year as the Chairperson of the WCO Council, and I wish to thank the Members once again for giving me the honor and privilege to serve.

2019-2020 has been a tough year, but it has also pushed us to do better than our best in our various Administrations. The COVID-19 pandemic has altered much of the global agenda. It has without doubt caused unprecedented disruption to the global economy. Travel, trade and the international supply chain have been greatly affected by lockdowns, travel bans and various measures countries have put in place to contain the spread of the pandemic. We have all been affected, albeit in different magnitudes.

*“When we least expect it, life sets us a challenge to test our courage and willingness to change” – Paulo Coelho.* We have been engaged in a continuous task of building modern Customs Administrations capable of rising above the challenges of our times. In this, we have invested in equipment and expertise to tackle a wide range of issues. Given the evolving nature of our environment, we have had to contend with a moving target of capacity and at times we have been overwhelmed by the scope of the needs.

The challenges exposed by the current pandemic should therefore help us to discover what we are and not paralyze us. I wish to point out some areas into which we may need to put extra effort going forward.

**Collaboration and Partnership:** The COVID-19 pandemic has highlighted the need for maintaining strong Customs to Customs, Customs to Business, and Customs to other Government Agencies relationships. Most countries have had to work under diverse multi-disciplinary teams to deal with the pandemic and its economic effects. This must remind us of the need to maintain strategic and operational collaboration with our key stakeholders. Our leadership as Customs should be reflected in our responsiveness to our stakeholders and in understanding their needs.

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**Occupational safety and health:** Customs staff often times work long hours and are susceptible to work-related stress and psychosocial risks. It is critical that we start paying special attention to the improvement of the working environment of staff to protect their health and safety. Pandemics and conflicts will always remain an inherent risk given our positioning and therefore, providing for the needs of staff to cope with such challenges should be a priority of all Customs Administrations.

**Capacity building in leadership:** It has been said that everything rises and falls on leadership. While we have done a lot to build the technical capacity of our staff, we need to be cognizant of the role leadership plays in sustaining our successes, so I implore Members to take an interest in adopting a mentorship strategy that covers all levels of leadership and streamline leadership-based trainings.

**E-Commerce:** The benefits of convenience may have been slower in growing e-commerce, but necessity is serving to expand it the more. Reflecting on my own country, the countrywide lockdown necessitated by the COVID-19 pandemic saw an astronomical increase in online business and online transactions, partly because this was deemed safer. It is highly anticipated that these new adapters will expand it to international business, and as Customs we need to be ready to handle the increased volumes.

**Big data analytics:** As we seek collaboration and information sharing, and as we see a natural growth in e-commerce and trade, the high-volume, high-velocity and high-variety information will become a burden if we don't adequately invest in its utilization. I wish to re-emphasize the need to expand our capacity in big data analytics but also cultivate a culture – especially among the leadership - of acting on the insights from data in daily, better decision-making.

Friends, there are indications that the drive towards a liberal, multilateral global trade regime is under threat from the increased protectionism. As the World Customs Organization, we need to be conscious of these realities and recognize that our long-term existence is dependent on how well we adapt to this changing situation while continuously advocating a common approach, ideals and best practice. We need to resolve to recommit our efforts towards serving the core purpose of our establishment.

Finally, the WCO Annual Report gives us a chance to reflect on the activities within the year, as well as the reason for our existence. I wish to extend sincere thanks to the Secretary General and his team at the Secretariat for putting this publication together and I hope the readers will enjoy it. Thank you very much.



**Dicksons C. Kateshumbwa**  
Former Council Chairperson,  
World Customs Organization



## A message from WCO Secretary General Dr. Kunio Mikuriya

**T**his year has indubitably been marked by the COVID-19 pandemic, which constitutes one of the major global crises that the world has faced in modern history. The crisis has brought about dramatic challenges for societies and economies all around the world, and its extensive consequences will continue to have a significant impact in the months to come.

At the very outset, I would like to commemorate the numerous victims of the COVID-19 pandemic as well as their families, and express my profound gratitude to all those brave women and men who have carried on with their activities and missions, risking their lives to tackle the pandemic and to keep the world safe and moving forward. I am referring, firstly, to the medical personnel who have shown so much courage in fulfilling their duties despite the difficult conditions they were laboring under, and also the staff from other sectors, including the global Customs family, who maintained their operational services during the crisis. I am impressed by the resilience people have shown since the beginning of the outbreak. On behalf of the entire Customs community, I would like to warmly thank all of them.

In these challenging times, the WCO has clearly demonstrated its role as the main source of information and guidance for its Members. The pandemic quickly brought to light issues and questions that needed to be tackled immediately at the global level, through coherent and coordinated responses. The crisis highlighted the importance of the WCO in providing the necessary leadership and concrete guidance materials to further equip its Members to face these important global challenges efficiently.

A dedicated webpage was launched on the WCO's website, providing a regular monitoring mechanism and a compilation of relevant information to support Members in the fulfilment of their tactical and operational duties. In particular, this initiative enabled the publication and dissemination of an indicative list to facilitate the classification of COVID-19 medical supplies, as well as indications of the security controls needed to prevent counterfeit medical supplies and personal protective equipment from entering markets, and information on much-needed measures to ensure supply chain continuity by facilitating the cross-border movement of relief and essential supplies. A dedicated section in this Annual Report highlights all the technical measures taken by the WCO to assist and support its Members throughout the crisis, ensuring comparable levels of knowledge and coherent reactions.

Customs is the leading agency at borders, but it cannot act in isolation. With national realities being extremely diverse, guidance at the international level is crucial. One of the main missions of international organizations, such as the WCO, consists of contributing towards shaping common approaches at the international level. In addition to the Customs-centric support being provided to its Members, the WCO also intensified contacts with its international

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partner organizations, such as the ICC, the IMO, the OTIF-OSJD, the UPU, the WHO and the WTO, to deliver common messages to frontline officers and private sector operators.

The WCO also maintained regular communication with the private sector, particularly through its Private Sector Consultative Group (PSCG), gathering their views, suggestions and urgent needs for securing trade flows and protecting businesses. It is clear that cooperation is key, particularly in this context, in order to establish a common ground for efficient working conditions and predictability; mitigate the negative impacts of the crisis; keep societies safe; and maintain the stability and continuity of supply chains.

The WCO Secretariat has maintained its availability, accessibility and visibility towards its Members and private sector stakeholders throughout the COVID-19 crisis. Measures were taken to allow the Secretariat's personnel to work remotely, providing continuous and high-quality service throughout this trying time. The COVID-19 pandemic has had a significant impact on the Secretariat's daily operations, leading to the cancellation of many missions and regular meetings.

However, it did not prevent the Secretariat from engaging with its Members, reflecting on alternative solutions, and leveraging technologies to complete the activities highlighted in the WCO Strategic Plan. Different channels were used to communicate with Members and obtain their feedback on newly-developed documents and initiatives. The Secretariat also invested efforts in delivering remote capacity building training and technical assistance to its Members, and assessing their potential new needs stemming directly from the pandemic.

The COVID-19 pandemic has already had a dramatic impact on societies and economies, and some time will be required to accurately measure its repercussions on trade and business. Hence, it is crucial to reflect on what should be done to better address these types of crises, and to mitigate their consequences as much as possible should they reoccur in the future.

Indeed the WCO Secretariat, with the support of the Members, has a definite and key role to play in raising the level of preparedness of Customs administrations, and equipping them with the tools to react appropriately. The WCO Environmental Scan, which is available in the Annual Report, explores these questions in more detail and offers a reflection on different perspectives to raise awareness of the main trends that should be considered by Customs in order to be well prepared.

In parallel, the Secretariat is already working on activities aimed at improving WCO Members' capacity to focus on business recovery and continuity. The project aims to provide assistance in dealing with potential disruptive scenarios in response to the COVID-19 impacts, through various mechanisms such as the development of new tools and a tailor-made, dedicated capacity building programme with donor funding.

The world is at a crossroads and it has become evident that cooperation and concerted responses are key to efficiently addressing the challenges ahead. In this context, the WCO Secretariat is well placed to coordinate these responses and provide the necessary guidance to Members. While government agencies should be praised for their efficiency during the crisis, it is also crucial for them to reflect on ways to be better prepared when faced with similar scenarios.

The international Customs community remains fully committed to doing its part in coordination with, and with the support of its international partners and the private sector, as this unprecedented global challenge requires a global response for optimal results. Through the combined expertise of our entire membership, we can successfully continue to advance the mandate of the WCO and support society, as we embark on the road to recovery from this crisis together.



**Dr. Kunio Mikuriya**  
Secretary General of WCO

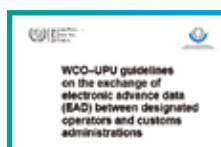
# Timeline 2019: A glance

## JULY

The Ninth Edition of the WCO knowledge Academy for Customs and Trade is hosted at World Customs Organization (WCO) Headquarters in Brussels, Belgium, with over 150 participants taking part in a one-week intensive training course targeted at Customs and trade professionals.



The WCO publishes the Joint WCO-UPU (Universal Postal Union) Guidelines on the exchange of electronic advance data between Posts and Customs, cooperating towards more effective risk management and enhanced facilitation of legitimate parcels.



The WCO plays an active part in the Seventh Global Review of Aid for Trade (A4T), held at the World Trade Organization (WTO) in July 2019, especially through the organization of two sessions focusing on gender equality and the use of technology for trade facilitation.



## AUGUST

The WCO publishes the E-Commerce Package, which includes the Framework of Standards on Cross-Border E-Commerce as well as various tools adopted in June 2019, supporting the effective and harmonized implementation of the various standards contained in the Framework.



The WCO publishes the 2019 edition of the AEO Compendium, reporting the existence of a growing number of Authorized Economic Operator (AEO) programmes and Mutual Recognition Arrangements/Agreements (MRAs), with a total of 83 AEO programmes well as 74 bilateral and four (4) plurilateral/regional MRAs.



The WCO Secretary General, Dr. Kunio Mikuriya, attends the TICAD 7 (Seventh Tokyo International Conference on African Development) held in Japan to speak about Customs' contribution to sustainable development in Africa.

## SEPTEMBER

The WCO Secretary General attends the 11<sup>th</sup> Ordinary Meeting of the African Union (AU) Sub-Committee of Directors General of Customs (AUSCDGC), highlighting the key role to be played by Customs administrations in implementation of the Agreement establishing the African Continental Free Trade Area (AfCFTA).



The 79<sup>th</sup> Fellowship Programme intended for English-speakers kicks off at WCO Headquarters, welcoming 14 promising young managers from a range of countries.



The WCO Secretary General and the President of the Asian Development Bank (ADB), Mr. Takehiko Nakao, exchange views on various topics of common interest and discuss opportunities for enhanced cooperation between the WCO and ADB.



# at the highlights of the past year

## OCTOBER

The Fifth WCO Global Canine Forum, held in Australia, brings together over 100 participants from approximately 30 countries across five continents to share best practices for implementing and enhancing canine programmes.



The WCO contributes to the 13<sup>th</sup> Asia-Europe Meeting (ASEM) Customs Directors-General and Commissioners Meeting.



The First WCO Global Communication Strategies Conference takes place in Brussels and brings together some 200 participants from more than 50 countries to address topics relevant to Customs communication strategies in today's hyper-connected world.



The 14<sup>th</sup> WCO Partnerships in Customs Academic Research and Development (PICARD) Conference takes place in North Macedonia and welcomes 240 participants from some 50 countries.



## NOVEMBER

The WCO Deputy Secretary General attends the International Conference on "Shaping a Smarter Future for Customs" in Latvia.



The WCO Secretary General speaks at the ADB Central Asia Regional Economic Cooperation (CAREC) Program Ministerial Conference, attended by nine (9) CAREC member countries.



The online monitoring tool for the Strategic Plan 2019-2022, permitting regular follow-up and providing Members with full transparency on the activities undertaken by the WCO, goes live.



The First Meeting of the Working Group on Performance Measurement takes place, setting the tone for rising to the pivotal collective challenge of establishing a comprehensive WCO performance measurement mechanism for assessing and improving Customs' organizational performance.



## DECEMBER

The 82<sup>nd</sup> Session of the WCO Policy Commission takes place in Seoul, Republic of Korea.



The WCO observes International Anti-Corruption Day 2019.



At United Nations (UN) Headquarters in New York, the WCO Secretary General participates in an interactive panel discussion to promote trade, trade facilitation and structural economic transformation in landlocked developing countries (LLDCs), renewing WCO commitment to supporting implementation of the Vienna Programme of Action.



Under the umbrella of the West and Central Africa Security Project, the WCO hosts a Security Conference entitled "African perspective on security challenges", bringing together more than 150 delegates from over 50 countries and organizations.



# Timeline 2020: A glance at the highlights of this year

## JANUARY

HS 2022, the seventh edition of the Harmonized System (HS) Nomenclature used for the uniform classification of goods traded all over the world, is accepted by all the Contracting Parties to the Harmonized System Convention. It will come into force on 1 January 2022.



The WCO Secretary General represents the Organization at the World Economic Forum in Davos-Klosters, Switzerland.



The WCO celebrates International Customs Day 2020 and invites Members to foster Sustainability for People, Prosperity and the Planet.



The 80<sup>th</sup> Fellowship Programme intended for French-speakers kicks off at WCO Headquarters, welcoming 12 promising young managers from a range of countries.



## FEBRUARY

The WCO Deputy Secretary General participates in the UPU high-level forum where he shares the WCO's experience of engaging with the private sector, especially through the WCO Private Sector Consultative Group, addressing the issue of potentially opening up UPU membership to private sector postal stakeholders.



The WCO Secretary General and the Executive Secretary of the Basel, Rotterdam and Stockholm Conventions, Dr. Rolf Payet, hold a bilateral meeting to explore areas for future cooperation. This is aimed at enabling Customs and the relevant environmental authorities to work together effectively on the ground, and notably to join forces during future operations.



## MARCH



The WCO Secretary General attends the North of Africa, Near and Middle East (MENA) Regional Meeting of Directors General of Customs in Cairo, Egypt.



The WCO joins the international community in celebrating

UN World Wildlife Day, reiterating the WCO's support for its close partner, the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) Secretariat, as a key player in the protection of biodiversity.



The Egmont Group and the WCO announce the publication of the "Customs - FIU (Financial Intelligence Unit) Cooperation Handbook", the result of a collaborative effort between the two Organizations.



The WCO Deputy Secretary General visits Nigeria for the launch of a data analytics programme, using

BACUDA machine learning algorithms analysing real-time data on imports, to detect fraud and fight undervaluation.



The WCO directs its efforts towards mitigating the spread of COVID-19 and reducing

the latter's negative impact on flows of goods, while striving to keep Customs administrations and the general public fully informed about the situation.

# WCO actions during the COVID-19 crisis



Customs administrations quickly reacted to the crisis, and the WCO made every effort to assist its Members by providing guidance and useful information, in order to ensure the smooth movement of relief goods and personnel while applying appropriate risk management. The WCO Secretariat immediately began liaising with the WHO to properly inform WCO Members about the situation, enabling them to be involved in national response strategies. It quickly published a dedicated webpage containing updates for Members and the general public about appropriate WCO tools, as well as an HS Classification reference document on COVID-19 medical supplies, to help countries identify essential goods and facilitate their flow. Members were also invited to share challenges and best practices to address the various issues related to COVID-19, including measures to prevent and/or fight the spread of the virus, guarantee the movement of goods and mitigate the economic impact of the crisis.

In addition, the WCO published Guidance on how to communicate during a crisis, in order to provide its Members with advice on essential steps to be taken to communicate properly, both internally and externally, in such situations. Through the development of a *Note on how to establish and utilize essential goods lists during a disaster*, the WCO also equipped its Members with a useful piece of information for their governments, aimed at ensuring a timely and coordinated approach to facilitate the cross-border movement of relief and essential supplies and sustain supply chain continuity. Members were therefore informed about developments around the world and were provided with materials, guidance and best practices, allowing them to respond efficiently to their responsibilities in terms of keeping trade flows moving while protecting health and safety.

In parallel, the WCO has always remained in close touch with partners from the Private Sector Consultative Group (PSCG), who shared their concerns and expressed their needs for adequate measures at the borders during the crisis. The PSCG outlined valuable solutions to humanitarian, government and business needs amidst the COVID-19 pandemic. One particular initiative taken by the WCO Secretariat was to encourage Members that are Contracting Parties to the Conventions on Temporary Admission to provide sufficient facilities for ATA Carnet holders and representatives to re-export temporarily

imported goods, without unexpected additional costs, in cases where delays in re-exporting were due to national preventive measures taken against the spread of COVID-19. In these challenging times, it was important for Customs administrations to be aware of the perspectives of their main clients, i.e. private sector stakeholders, in order to provide necessary facilitation measures to ensure that flows of essential goods, especially medical supplies, food, and energy, kept moving without disruption. Close contacts have also been maintained with other international organizations, such as the WTO, IMO, ICC, IRU, UPU, OTIF, OSJD and UN-OHRLS, to send coherent messages to businesses and ensure a coordinated approach to border management. This was especially highlighted by the development, together with the WTO, UNCTAD, the CSSO, the GATF, IATA and ITC, of the COVID-19 Trade Facilitation Repository – a platform that consolidates the trade facilitation initiatives adopted by organizations and stakeholders, stressing again that global challenges are better addressed through globally coordinated responses. In this time of crisis, the WCO demonstrated global leadership and made an active contribution in ensuring coordination and coherence with other international organizations.

In spite of the global solidarity and benevolence displayed in times of crisis, criminals often try to turn confusion into an opportunity for fraudulent activity. This has unfortunately been the case with the COVID-19 pandemic. The Secretariat identified an alarming number of reports quoting seizures of counterfeit critical medical supplies, such as face masks and hand sanitizers in particular. It adequately informed the general public about the disastrous risks emanating from the purchase of critical medical supplies from unknown sources, particularly online, and recommended extreme caution. It also launched the Intellectual Property Rights (IPR) CENcomm Group in order to offer an appropriate means for the permanent and real-time exchange of relevant information to fight these criminal activities. The Customs community responded in this manner to expectations related to its particular role in the area of security, preventing suspicious and potentially harmful goods from entering the market.

# Understanding

## WHO WE ARE

The World Customs Organization (WCO) was established in **1952** as the Customs Co-operation Council (CCC) and is an independent inter-governmental organization based in Brussels, Belgium.

The WCO represents **183** Customs administrations around the globe that collectively process approximately **98%** of world trade.

As the global centre of Customs expertise, the WCO is the voice of the international Customs community.

The WCO's work can be categorized into five main areas: setting standards for a number of diverse but inter-linked Customs procedures; promoting international cooperation including information exchange; managing risk; building sustainable capacity including the delivery of quality technical assistance; and enhancing the image of Customs as a core function of a state service by emphasizing its contribution to national economic prosperity and social development.

## VISION, MISSION AND VALUES

### VISION

**Bringing Customs together for a safer and more prosperous world.  
Borders divide, Customs connects.**

### MISSION

The World Customs Organization develops international standards, fosters cooperation and builds capacity to facilitate legitimate trade, to secure a fair revenue collection and to protect society, providing leadership, guidance and support to Customs administrations.

### VALUES

- WE are a knowledge-based and action-oriented organization.
- WE believe in transparent, honest, and auditable governance procedures.
- WE are responsive to our Members, stakeholders in trade, and society.
- WE capitalize on technology and innovation.
- WE believe in inclusiveness, diversity and equitable treatment and opportunities for all.

**1953-1964**  
AVENUE LOUISE 198



**1964-1980**  
RUE WASHINGTON 40



**1980-1988**  
RUE DE L'INDUSTRIE 26-83





**1998-PRESENT**  
RUE DU MARCHÉ 30



# ORGANIZATION

## 1. WCO SECRETARIAT

### The Secretariat

is charged with the day-to-day operations of the Organization. A diverse staff of upwards of 200 people from around the world deliver on the WCO's vision and its Strategic Plan as approved by the Council, with support from the Committees.

### The Office of the Secretary General,

which includes the Secretary General and the Deputy Secretary General, provides management and strategic guidance.

### The Division of Administration and Personnel

is responsible for the administrative management of the Secretariat, and oversees both the human and financial resources of the Organization.

### The Research Unit

produces evidence-based analytical research and policy analysis on Customs and international trade topics. It also organizes international research events such as the 2020 PICARD Conference.

### The Communications Service

is responsible for public affairs, stakeholder visits, and media engagement. It produces the magazine WCO News, which is issued three times a year and distributed to WCO Members, donor institutions, national development agencies, international organizations, professional associations, and private sector entities.

### The Tariff and Trade Affairs Directorate (T&TA)

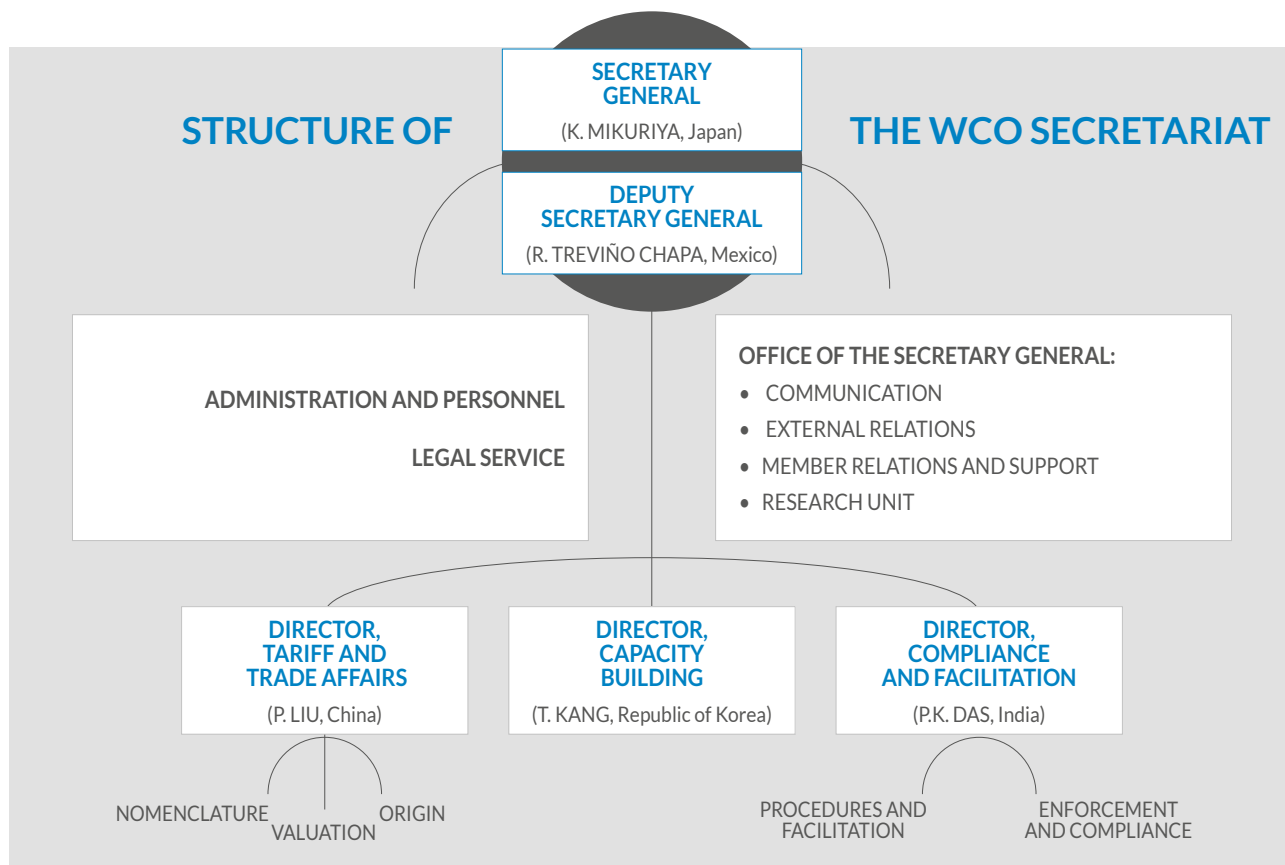
deals with commodity classification, valuation of imported goods, and rules of origin matters. It manages the Harmonized System (HS), the WTO Valuation Agreement and the WTO Agreement on Rules of Origin. T&TA supports the uniform interpretation and correct application of the HS. T&TA promotes harmonized interpretation and correct application of the WTO Valuation Agreement, including the link between the Agreement and transfer pricing. Additionally, the T&TA Directorate ensures that the WCO supports Customs administrations in their management and application of rules of origin, of particular importance given the current trading environment and the proliferation of preferential trade arrangements.

### The Compliance and Facilitation Directorate (C&F)

is at the heart of what Customs does: enforcement and trade facilitation. C&F is the most interactive arm of the WCO working with Members and stakeholders to develop cutting edge policies, procedures and operations to ensure Members achieve their goals. To accomplish this, C&F, in collaboration with Members, draws on and manages instruments and tools that include: the Revised Kyoto Convention (RKC); the SAFE Framework of Standards; the Risk Management Compendium; the Customs Enforcement Network (CEN); Time Release Study (TRS); and the WCO Data Model. C&F coordinates a variety of enforcement operations spanning from illicit trade to weapons of mass destruction and manages the WCO's network of Regional Intelligence Liaison Offices (RILOs) and Regional Dog Training Centres (RDTCs).

### The Capacity Building Directorate (CBD)

coordinates and delivers capacity building, technical assistance and training to Members. CBD emphasizes holistic and sustainable reform and modernization by sequencing needs assessment, strategic planning, implementation, and monitoring. CBD tools include the WCO Capacity Building Strategy, the Diagnostic Framework and the Capacity Building Development Compendium. CBD manages the majority of the WCO's Capacity Building projects with partner organizations, and oversees the work of the network of regional capacity building entities which consist of the Regional Offices for Capacity Building (ROCBs) and Regional Training Centres (RTCs). CBD also develops and implements the WCO's e-learning modules and manages its online portal CLiKC!. CBD participates in the management of the PICARD Programme which focuses on the linkages between research, development, and human resources.



## 2. REGIONAL ENTITIES



### The Regional Intelligence Liaison Offices (RILOs)

are responsible for the collection and analysis of enforcement-related data. The RILO network covers all six WCO regions and consists of offices in 11 countries: Cameroon, Chile, Korea (Republic of), Germany, Morocco, Poland, Russian Federation, Saudi Arabia, Saint Lucia, Senegal and Zimbabwe.



### The Regional Offices for Capacity Building (ROCBs)

assist WCO Members with their capacity building programmes at the regional level. The six ROCBs (Azerbaijan, Côte d'Ivoire, Kenya, Thailand, United Arab Emirates and Uruguay) ensure that their mission of assisting member Customs administrations with their capacity building programmes at a regional level is fulfilled.



### The Regional Training Centres (RTCs)

contribute to the regionalization of capacity building by providing facilities for training. There are a total of 29 RTCs: seven in the Asia Pacific Region (China; Fiji; Hong Kong, China; India; Japan; Republic of Korea; and Malaysia), four in the East and Southern Africa Region (Kenya; Mauritius; South Africa; and Zimbabwe), three in the West and Central Africa Region (Burkina Faso, Republic of Congo and Nigeria),

seven in the Europe Region (Azerbaijan; Hungary; Kazakhstan; Kyrgyzstan; North Macedonia; Russian Federation; and Ukraine), two in the Americas Region (Brazil and the Dominican Republic) and six in the North Africa, Near and Middle East Region (Egypt; Jordan; Kuwait; Lebanon; Saudi Arabia; and Tunisia).



### The Regional Customs Laboratories (RCLs)

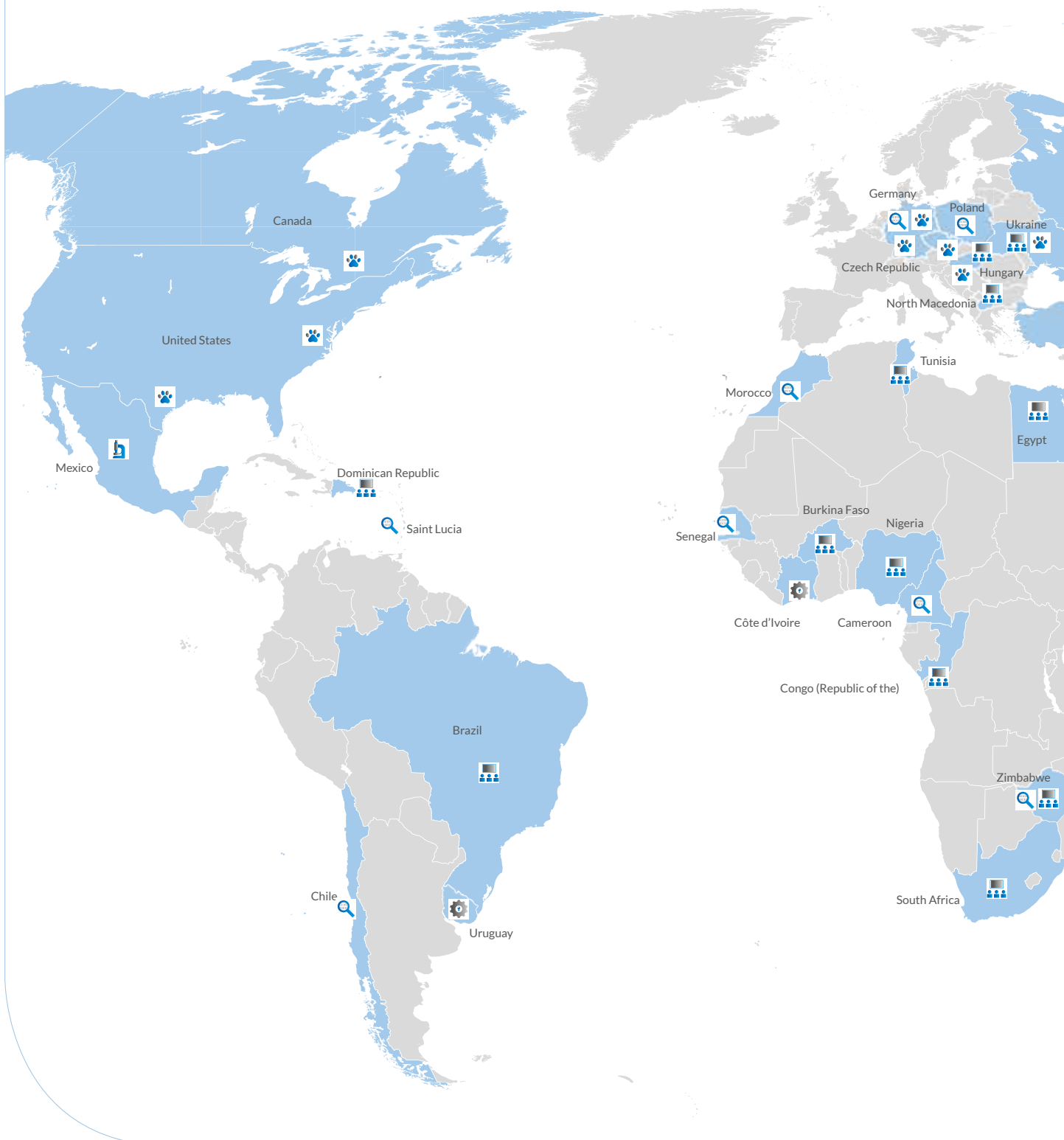
are situated in: Jinju, Republic of Korea; Kashiwa, Japan; Mexico City, Mexico; and Moscow, Russian Federation. They provide training and resources for WCO Members on methods of identifying and analyzing chemical samples for HS classification purposes.



### The WCO Regional Dog Training Centres (RDTCs)

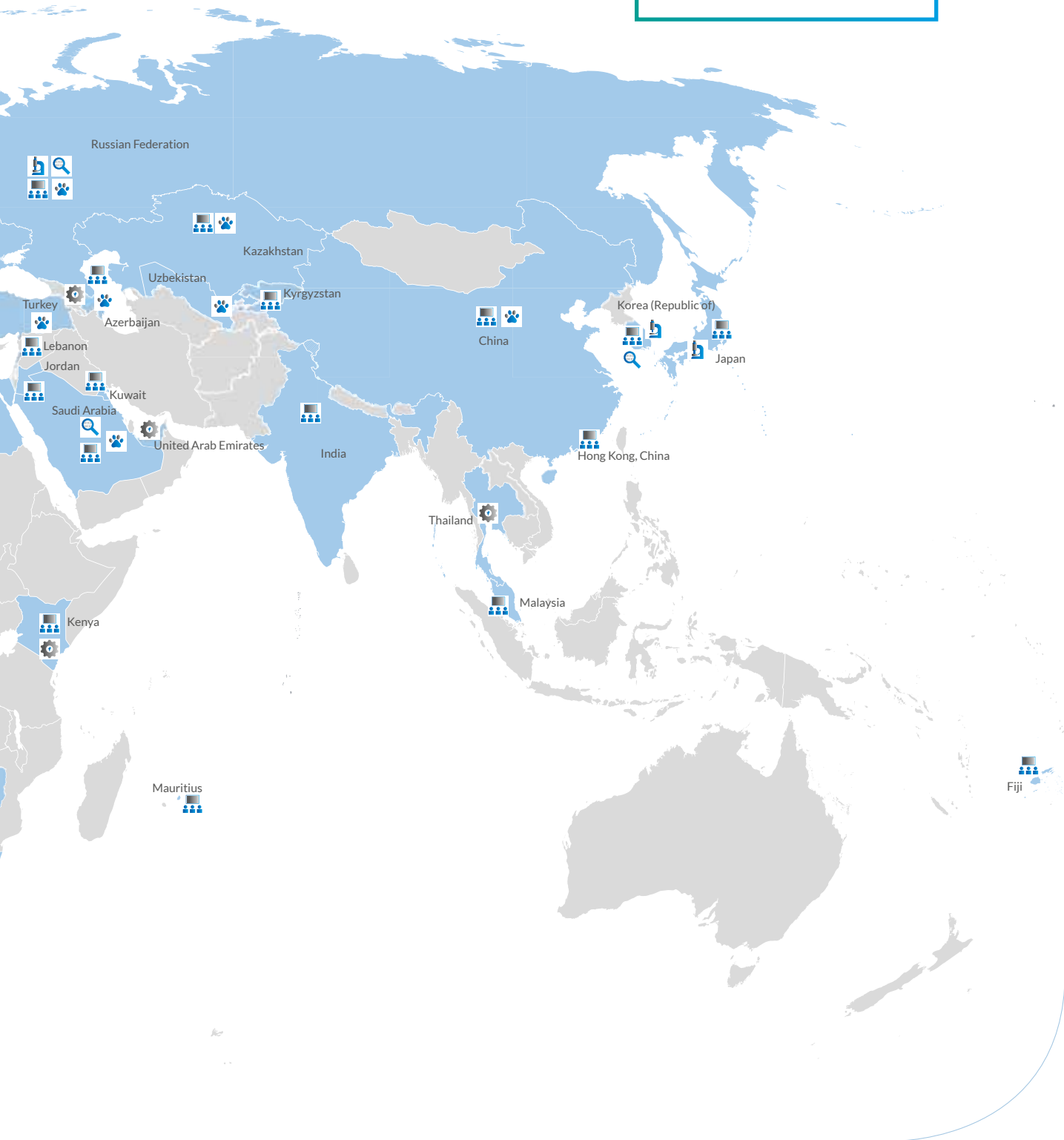
are an important component of the WCO's work in the fight against illicit trade. The Centres provide practical and theoretical training programmes for dog handlers, thus ensuring that Customs canine units are adequately equipped to detect a variety of illegal products such as drugs, tobacco, products, and smuggled animals. There are currently fifteen such centres located in: Azerbaijan; Canada; China; Czech Republic; Germany (Bleckede and Neuendettelsau); Hungary; Kazakhstan; Russian Federation; Saudi Arabia; Turkey; Ukraine; United States (Texas and Virginia) and Uzbekistan.

## THE REGIONAL ENTITIES

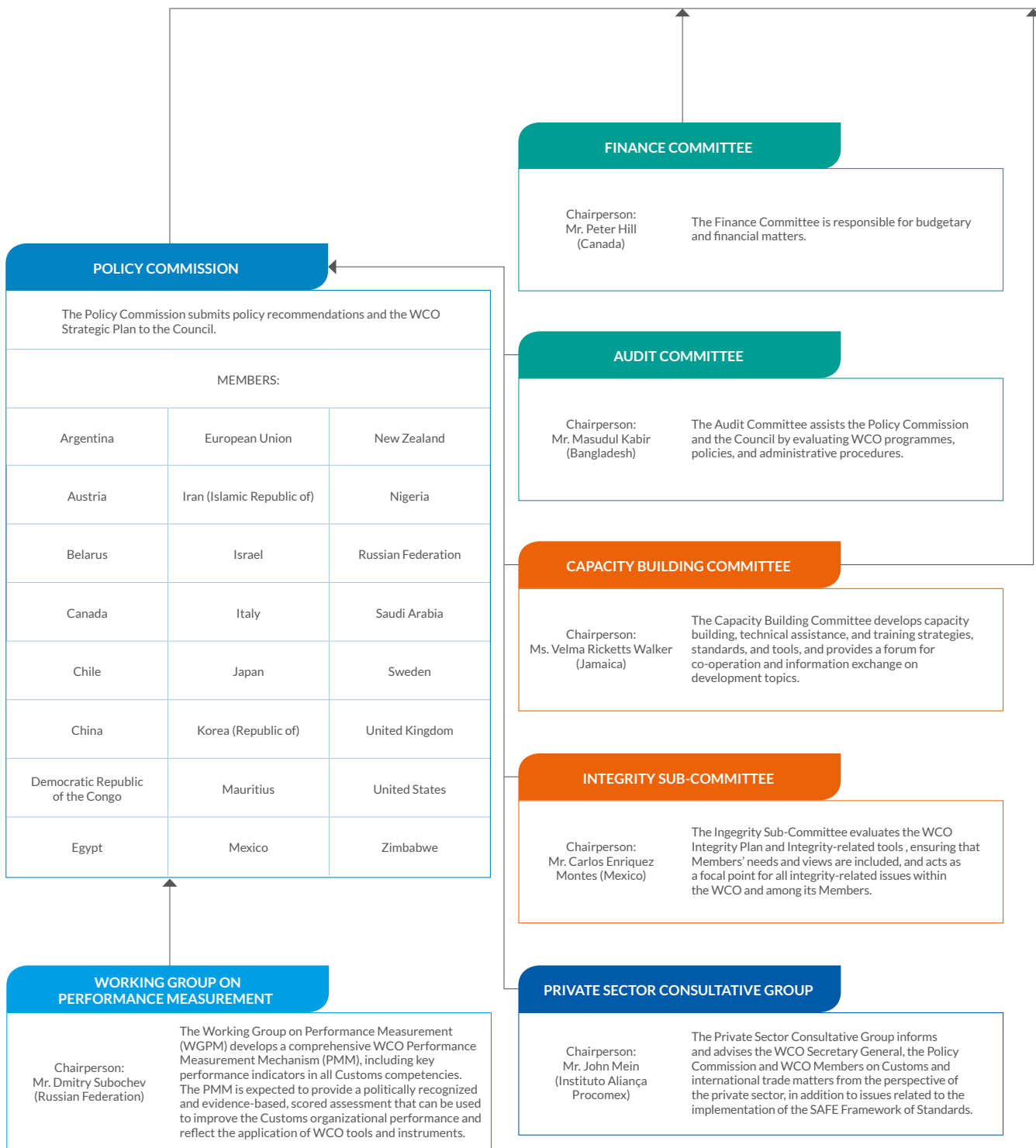


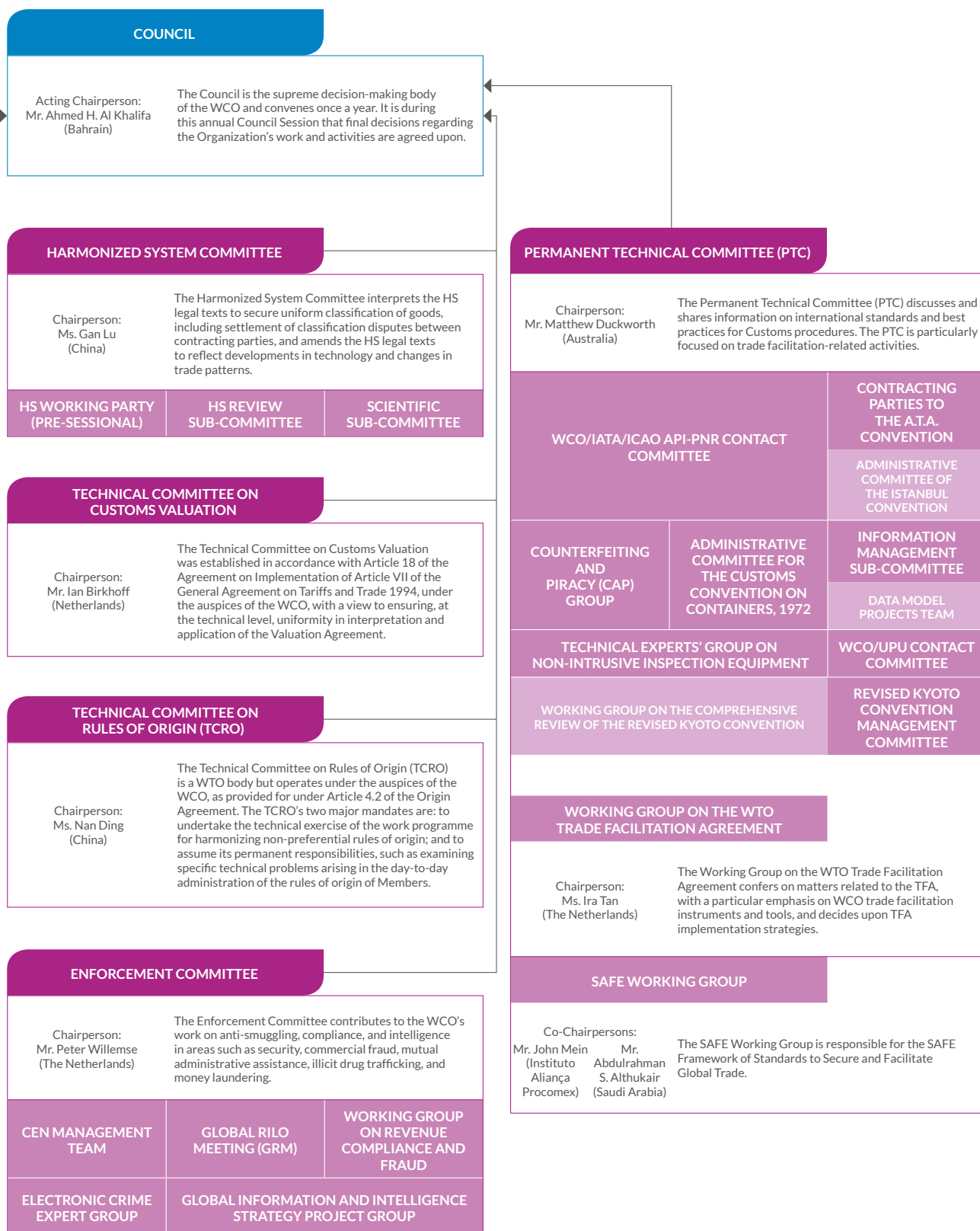
# OF THE WCO

-  Regional Intelligence Liaison Office (RILO)
-  Regional Office for Capacity Building (ROCB)
-  Regional Training Centre (RTC)
-  Regional Customs Laboratory (RCL)
-  Regional Dog Training Centre (RDTC)

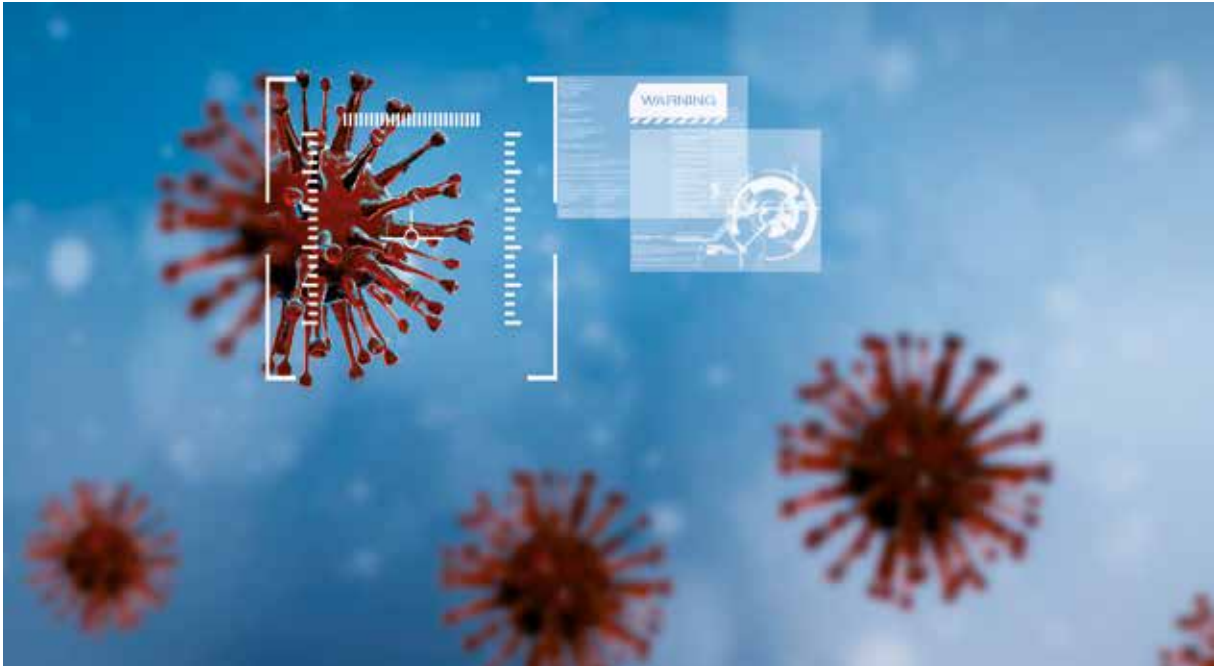


## COMMITTEES





# WCO Customs Environmental



**T**he Environmental Scan aims to provide Customs administrations and external stakeholders with an overview of the main global trends affecting trade during the given year and their potential impact on Customs' roles, policies and practices. This year having been marked predominantly by the COVID-19 pandemic, the Customs Environmental Scan will particularly focus on the impacts of this pandemic and on Customs responses, using an approach covering broad areas of interest for the WCO.

The consequences of the crisis are numerous, as are the observations that can be made to prepare for the future. Throughout the pandemic, Customs administrations have shown resilience and continuously proven their relevance and essential character. The WCO Customs Environmental Scan 2020 draws some preliminary conclusions on the lessons learnt and provides ideas for potential next steps that could allow for better responses in the future, in the event of a crisis but also from a more general perspective.

# Scan 2020

This year, the Environmental Scan will be special for a number of reasons, including its focus on the impacts of the pandemic. This is an editorial choice based on the specific requests made by Members, but it certainly does not imply that there are no other relevant developments for Customs, including those already mentioned in the 2019 edition such as the rise of protectionism, questions around global governance and the (de)globalization of the world. They will be addressed again in a future Environmental Scan. On another level, the 2020 Scan is based on a concrete methodology as was requested during the Policy Commission in December 2019: the PESTLE methodology. The Environmental Scan 2020 therefore addresses the impacts of the crisis through different angles provided by the PESTLE (Political, Economic, Social, Technological, Legal and Environmental) analysis. The Environmental Scan therefore starts with a global overview of the state of the world at the beginning of June 2020, and then the PESTLE analysis follows through the next 6 parts.

It also has to be noted that this annual Environmental Scan 2020 is the last of its kind and will be replaced, next year, by a triennial Environmental Scan that will form the basis for the development of the Strategic Plan 2022-2025. The triennial Environmental Scan will be the result of a fully inclusive approach involving the Secretariat, Members and external stakeholders, and will be based on strategic foresight. This way, the entire strategy of the WCO will be linked to a collective effort to plan and prepare for the future. Consultations will start in September 2020 and culminate in a final proposal for the next three-year period to be presented at the June 2021 Policy Commission and Council sessions, in accordance with the conclusions of the December 2019 Policy Commission and the action plan endorsed during the Permanent Technical Committee meeting of June 2020.



## ALARMING FIGURES ON THE GLOBAL ECONOMY

According to the World Health Organization (WHO), on 22 June 2020 the COVID-19 outbreak had resulted in 8,844,171 confirmed cases, including 465,460 deaths around the world<sup>1</sup>, representing one of the major global crises the world has faced in modern history. The viral spread and the necessity to protect human lives required governments to take drastic measures, with huge consequences for the global economy.



The forecast and estimates for the near future are quite alarming. The OECD, for instance, states that “the global economy is now experiencing the deepest recession since the Great Depression in the 1930s, with GDP declines of more than 20% in many countries during shutdowns and a surge in unemployment”<sup>2</sup>, while the World Bank considers that the global economy will plunge into its worst recession since World War II<sup>3</sup>, shrinking by 5.2% this year. However, the exact consequences of COVID-19 are still unknown as the spread is not over yet, as shown by June figures from the WHO, the varying patterns in levels of infections being observed all around the world, and the fear of a second dramatic wave of illness in regions where the virus is currently contained.

The World Bank rightfully states that “the COVID-19 recession is unique in many respects: It is the first recession to have been triggered solely by a pandemic during the past 150 years, and current forecasts suggest that it will be the most severe since the end of World War II. The recession this year is likely to be the deepest one in advanced economies since the end of World War II, and the first output contraction in EMDEs (Emerging Markets and Developing Economies) in

at least the past six decades. Importantly, it is also expected to trigger per capita GDP contractions in the largest share of economies since 1870”<sup>4</sup>. The rapid spread of the virus has created a state of massive confusion, pushing governments to react quickly and to adopt strict measures to contain the propagation. The outbreak has had dramatic consequences on all aspects of human life since the beginning of 2020 and it will continue to impact on all aspects of societies and economies in the months to come. The questions to be asked are whether it is possible to be better prepared in the future, and whether this kind of global catastrophe is unpredictable by nature.

In September 2019, the Global Preparedness Monitoring Board (GPMB), co-convened by the WHO and the World Bank, published its first annual report on global preparedness for health emergencies, in which it is stated that “For too long, we have allowed a cycle of panic and neglect when it comes to pandemics: we ramp up efforts when there is a serious threat, then quickly forget about them when the threat subsides. It is well past time to act.”<sup>5</sup> This statement should be seen in the light of the fact that 1,483 epidemic events in 172 countries were tracked by the WHO between 2011 and 2018, and that specific recommendations were made to enhance preparedness throughout this period. While the current crisis has shown the extraordinary capacity of human beings to react and adapt, it has also highlighted the vulnerability of the diverse mechanisms required to mitigate the impacts of such a crisis. In particular, it showed that it can be hard to sustain funding for preparation measures through a prolonged period without a crisis, but when a crisis does occur the judgement on past failures to sustain such measures can be severe, as can the effects of such failures. It could be relevant to reflect on what could be done in the future to sustain efforts on preparation measures in order to be better prepared and to have some tools already available to respond swiftly to various type of crises.

1 <https://covid19.who.int/>

2 OECD (2020), OECD Economic Outlook, Volume 2020 Issue 1: Preliminary version, OECD Publishing, Paris, <https://doi.org/10.1787/0d1d1e2e-en>

3 <https://www.worldbank.org/en/news/press-release/2020/06/08/covid-19-to-plunge-global-economy-into-worst-recession-since-world-war-ii>

4 World Bank. 2020. Global Economic Prospects, June 2020. Washington, DC: World Bank. DOI: 10.1596/978-1-4648-1553-9. License: Creative Commons Attribution CC BY 3.0 IGO.

5 Global Preparedness Monitoring Board. A world at risk: annual report on global preparedness for health emergencies. Geneva: World Health Organization; 2019. Licence: CC BY-NC-SA 3.0 IGO.

## MULTILATERALISM: A POLITICAL ANSWER TO GLOBAL CRISES

The WCO Customs Environmental Scan 2019 questioned, in light of international developments, whether multilateralism was in crisis. The spread of COVID-19 and the much-needed internationally coordinated responses to it clearly suggest that global crises require global answers. International organizations have proven to be useful in providing the appropriate platforms to shape and circulate relevant information and guidance, as well as to provide certainty and reassure stakeholders.

In the face of such a challenge, which goes beyond national sovereignty and borders, countries and governments naturally turned to international organizations to ensure a critical level of coherence in the approach adopted. International organizations therefore have a crucial role to play and need to prepare themselves effectively for different kinds of global crises in order to be fully efficient. The “World at Risk” report insists on the importance of preparedness<sup>6</sup> for governments, national authorities and international organizations, among others.

It is noteworthy that throughout the crisis, international organizations took the lead and played a key role in supporting and guiding governments and stakeholders. International organizations multiplied contacts and joint statements to ensure a critical level of coherence and to voice the concerns of their Members, something that is not possible to achieve at the level of individual states. It is therefore essential to build on these findings to prepare for the future. International organizations need to provide their Members with adequate tools to remain relevant and to be able to enhance cooperation with their partners. Being able to react quickly is one thing, but being proactive is fundamental to reducing vulnerability and consolidating the ability of Members to assume leadership. This is valid for the entire WCO and also for all the multilateral organizations in the world.

### CUSTOMS RESPONSE

The WCO, like other international organizations, played an important role during the crisis. One section of the Annual Report provides an overview of the different measures put in place to support and guide Members. These measures will not be repeated here as the Environmental Scan should be used for considering potential improvements and the future approach.

The WCO reacted and quickly developed useful pieces of information and relevant tools for Members and partners. The fact is, as mentioned earlier, that a pandemic is a global risk that remains highly likely in our societies. Pandemics are definitely not the only likely risk that we are facing. The responsibility of an organization such as the WCO is to reinforce the capacity of its Members in their response to catastrophes and therefore strengthen their leadership at government level.

It would be a mistake to believe that this crisis was not somehow predictable. The WCO should now adopt a forward-looking approach and work on concrete instruments that can be used to respond to potential threats and opportunities in the future. As an example, the WCO is currently developing a document entitled “Role of Customs in mitigating the effects of the COVID-19 pandemic”. This would surely be helpful to expand the scope of such initiatives and to reflect more broadly on the role of Customs in the case of a natural disaster, massive migration, global cyberattack, etc. Customs administrations could reflect on these questions right now and come up with coordinated solutions at the level of the WCO and for the entire community. In addition, broad national discussions should be conducted, and possibly led by Customs administrations, about the roles and responsibilities of agencies, authorities and other stakeholders during crises. COVID-19 highlighted the need to cooperate further, and this is a good opportunity for Customs to take the lead on these questions at the national and international levels.

Some documents published during the crisis, such as the WCO Guidance on how to communicate during a crisis or How to establish and utilize essential goods lists during a disaster, are clearly the way to go to raise the preparedness of Members in potential future scenarios. These kinds of tools are very practical and their availability before any crisis can help in mitigating its negative impacts and positioning Customs as a reliable and forward-looking administration.

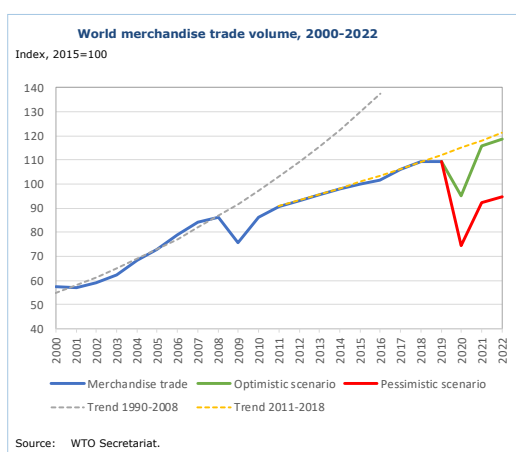
On its side, the WCO will pursue and reinforce its partnerships with other international organizations on very concrete aspects of operational coordination following the positive developments already registered with, for instance, IMO in the context of the FAL Compendium or UNODC in the context of the Container Control Programme. This should facilitate any future strengthened cooperation at national level between Customs and other agencies.

<sup>6</sup> Preparedness is defined by the UN and WHO as the ability (knowledge, capacities, and organizational systems) of governments, professional response organizations, communities and individuals to anticipate, detect and respond effectively to, and recover from, the impact of likely, imminent or current health emergencies, hazards, events or conditions. It means putting in place mechanisms that will allow national authorities, multilateral organizations and relief organizations to be aware of risks and deploy staff and resources quickly once a crisis strikes.

## TRADE VOLUMES SEVERELY HIT BY THE PANDEMIC

The restrictions imposed by governments place the global economy in a challenging situation and have a serious impact on the business community and citizens. Trade is one of the most impacted sectors, facing income challenges due to the fall in commodity prices and disruption in global supply chains. When looking at the forecast from the World Trade Organization (WTO), the various scenarios envisaged are not particularly optimistic as the world merchandise trade is set to

plummet by between 13% and 32% in 2020 due to the COVID-19 pandemic and almost all world regions will suffer double-digit declines in trade volumes in 2020, with exports from North America and Asia hit hardest<sup>7</sup>. Even if expectations tend towards a recovery for 2021, economists cannot be affirmative on the exact figures as the current situation is still uncertain. The possible scenarios foreseen by WTO economists are set out in the tables below.



In an interconnected world, these trends have numerous interlinked explanations and causes. According to International Labor Organization (ILO) estimates, the multiple workplace closures required as a consequence of COVID-19 have resulted in a drop by around 10.5 per cent of the total amount of hours worked by workers around the world in the second quarter of 2020. This is equivalent to 305 million full-time workers with a 48-hour workweek<sup>8</sup>. The loss of working hours is currently affecting developing and least developed countries, where the population is more financially fragile and relies heavily on the informal economy.

**Merchandise trade volume and real GDP, 2018-2021<sup>1</sup>**  
Annual % change

	Historical		Optimistic scenario		Pessimistic scenario	
	2018	2019	2020	2021	2020	2021
<b>Volume of world merchandise trade<sup>2</sup></b>	2.9	-0.1	-12.9	21.3	-31.9	24.0
<b>Exports</b>						
North America	3.8	1.0	-17.1	23.7	-40.9	19.3
South and Central America	0.1	-2.2	-12.9	18.6	-31.3	14.3
Europe	2.0	0.1	-12.2	20.5	-32.8	22.7
Asia	3.7	0.9	-13.5	24.9	-36.2	36.1
Other regions <sup>3</sup>	0.7	-2.9	-8.0	8.6	-8.0	9.3
<b>Imports</b>						
North America	5.2	-0.4	-14.5	27.3	-33.8	29.5
South and Central America	5.3	-2.1	-22.2	23.2	-43.8	19.5
Europe	1.5	0.5	-10.3	19.9	-28.9	24.5
Asia	4.9	-0.6	-11.8	23.1	-31.5	25.1
Other regions <sup>3</sup>	0.3	1.5	-10.0	13.6	-22.6	18.0
<b>Real GDP at market exchange rates</b>	2.9	2.3	-2.5	7.4	-8.8	5.9
North America	2.8	2.2	-3.3	7.2	-9.0	5.1
South and Central America	0.6	0.1	-4.3	6.5	-11.0	4.8
Europe	2.1	1.3	-3.5	6.6	-10.8	5.4
Asia	4.2	3.9	-0.7	8.7	-7.1	7.4
Other regions <sup>3</sup>	2.1	1.7	-1.5	6.0	-6.7	5.2

1 Figures for 2020 and 2021 are projections.  
2 Average of exports and imports.  
3 Other regions comprise Africa, Middle East and Commonwealth of Independent States (CIS) including associate and former member States.

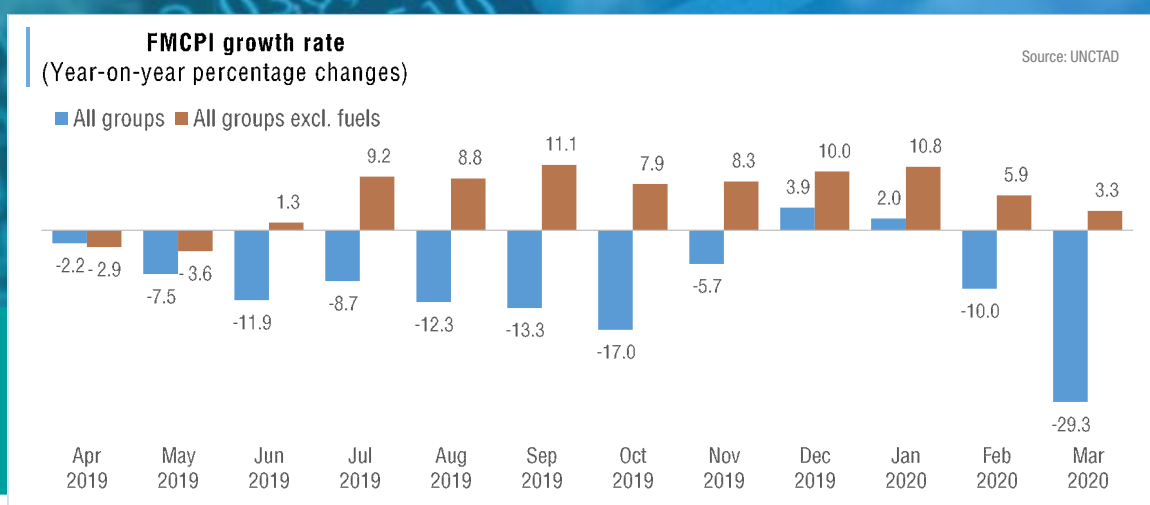
Source: WTO Secretariat for trade and consensus estimates for historical GDP. Projections for GDP based on scenarios simulated with WTO Global Trade Model.

The loss of income negatively impacts the demand for commodities and will continue to do so, reducing their value and putting producers and manufacturers under pressure. UNCTAD's Free Market Commodity Price Index (FMCPI) has noted a significant fall in commodity prices since December 2019, fuels being the main driver behind this development<sup>9</sup>.

<sup>7</sup> [https://www.wto.org/english/news\\_e/pres20\\_e/pr855\\_e.htm](https://www.wto.org/english/news_e/pres20_e/pr855_e.htm)

<sup>8</sup> [https://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/documents/briefingnote/wcms\\_745963.pdf](https://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/documents/briefingnote/wcms_745963.pdf)

<sup>9</sup> [https://unctad.org/en/PublicationsLibrary/gdsdsicpb2020d5\\_en.pdf](https://unctad.org/en/PublicationsLibrary/gdsdsicpb2020d5_en.pdf)



In the meantime, the restrictions imposed a significant pressure on freight, at the level of demand and capacity, impacting the prices to be paid for the transportation of goods. As the World Bank points out in a Special Focus report: “Some mitigation measures drive a wedge between consumer and producer prices of commodities, or between commodity exporters and importers. For example, disruptions to food supply chains may result in food security concerns, which in turn can trigger hoarding by consumers. That could push prices higher at the consumer level, while at the same time ample harvests, such as for grains, could lead to lower producer prices. Similarly, for metals, shutdowns of refineries could create a wedge between the prices of refined metals and ores”.<sup>10</sup>

The decrease in commodity demand and the difficulties faced for the delivery of some key materials because

of national policy measures have a natural impact on supply, as companies are lacking cash flow which in turn puts them under pressure when it comes to the payment of fees. Because of this schema, global value chains are currently struggling, facing a high risk of bankruptcy in one or more of their participating companies which could not be replaced by other companies in a timely manner. The more complex the value chain is, the more difficult is the current situation. This is particularly true in electronics and car manufacturing. The pressure on global value chains, and on the entire global economy, could be worsened by protectionist measures if governments decided to favour domestic supplies of essential products. The spread of the pandemic could also have dramatic impacts on globalization, the benefits of which could be questioned further in the areas of national security and safety.

<sup>10</sup> <http://pubdocs.worldbank.org/en/558261587395154178/CMO-April-2020-Special-Focus-1.pdf>

Manufacturing is definitely a sector highly impacted by the crisis. The ILO also cites wholesale and retail trade as being highly impacted, and transport, storage and communication as medium-highly impacted<sup>11</sup>. Regarding transportation, ICAO reveals that “air cargo traffic dropped 19% in March, offset by the increasing demand of cargo freighters in transporting medical supplies. Only in March, airlines are estimated to lose USD 28 billion in revenues, and airports and air navigation service providers have lost around USD 8 billion and USD 824 million, respectively”<sup>12</sup>. From a more general perspective, the International Transport Forum predicts a reduction of up to 36% in global

freight transport by the end of 2020<sup>13</sup>. The Universal Postal Union (UPU) reports that even if domestically the demand for deliveries and online sales has surged, international postal supply chains have been put under heavy pressure since cross-border exchanges decreased by 21% between 23 January 2020 and 14 May 2020, compared to the same period the previous year<sup>14</sup>. The UPU also indicates an increase in delays for clearing items through Customs owing to additional inspections, both on outbound and inbound items. It has provided statistics on the increase in delays observed:

#### Disruption in customs clearance procedures

Supply chain element	Customs clearance time spread
Parcels outbound	From 1 to 71 hours
EMS outbound	From 1 to 29 hours
Parcels inbound	From 2 to 64 hours
EMS inbound	From 2 to 34 hours

Source: Integrated Quality Reporting System (IQRS).

Notes: Based on average values of the time-stamps for events EMD and EME (EMSEVT).



11 [https://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/documents/briefingnote/wcms\\_745963.pdf](https://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/documents/briefingnote/wcms_745963.pdf)

12 [https://www.icao.int/sustainability/Documents/COVID-19/ICAO\\_Coronavirus\\_Econ\\_Impact.pdf](https://www.icao.int/sustainability/Documents/COVID-19/ICAO_Coronavirus_Econ_Impact.pdf)

13 <https://www.itf-oecd.org/sites/default/files/global-freight-covid-19.pdf>

14 [http://www.upu.int/uploads/tx\\_sbdownloader/theCovid19CrisisAndThePostalSectorEn.pdf](http://www.upu.int/uploads/tx_sbdownloader/theCovid19CrisisAndThePostalSectorEn.pdf)

## CUSTOMS RESPONSE

Companies are struggling, global supply chains are disrupted and it is assumed that delays will occur at the borders because of additional controls, lack of human resources and general confusion. The UPU observed delays in clearing shipments, and is certainly not the only international organization announcing that it will be tougher for goods to cross borders.

Uncertainty is also a word that is often used in this particular situation. This situation calls for particular approaches as it is obvious that, for many reasons, Customs cannot practise business as usual. In any case, Customs needs a healthy private sector in order to perform and reach its annual objectives.

The crisis clearly showed the need for exceptional facilitation measures for legitimate trade in order to keep seamless flows of goods and allow companies to run their businesses to the greatest possible extent. In this regard, the paper submitted by the Private Sector Consultative Group (PSCG) is full of relevant and concrete suggestions, including accelerated clearance for legitimate transactions, waiving certain charges applied under normal circumstances, and measures to allow businesses to keep a critical amount of cash flow.

A healthy and satisfied private sector is the basis for good Customs performance. Applying fair conditions under these circumstances guarantees a better partnership for the future and mitigates the risk of fraudulent activities. In the longer term, governments also benefit from the efficiency of Customs administrations.

The application of exceptional facilitation measures should be introduced at the moment when a crisis is announced, in order to mitigate impacts on business and the risks related to supply chain disruption. Customs should position themselves vis-à-vis their respective governments and start working on the establishment of a series of measures to be applied in times of crisis. In the months to come, Customs administrations will also have a role to play in exchanging with their governments to prevent the development of protectionism which could be extremely damaging for companies involved in GVCs. Customs administrations will have the opportunity to take the lead on business continuity and on securing trade flows.

The ability of the economic community to predict and deal with the consequences of the pandemic is uncertain. It is possible to think about various kinds of scenarios that will not be applicable everywhere. So for practical purposes on a national level, there is a need to have plans for a deep recession and a period of high inflation or stagflation, as well as a plan for a period of deep recession followed by high inflation or, worse, stagflation, to cover all of the worst case scenarios. On the global level, not only are all these scenarios possible, it may be that they will exist concurrently, with the impacts being different in different economic regions. Customs administrations should be fully involved in national and regional discussions aimed at preparing for the near future.

Customs administrations are known for their role in enforcement and revenue collection. The environment created by this exceptional crisis has positioned Customs as one of the key actors in the provision of trade facilitation and the protection of businesses. This definitely is an area where additional work will be needed in the future. The AEO Compendium, the AEO Validator Guide and the MRA Guidelines should be further promoted by the WCO and support should be granted for their implementation. It could also be relevant to initiate work to provide guidance on the treatment of AEOs in times of crisis, including extraordinary facilitation measures and modern validation procedures, undertaken virtually.

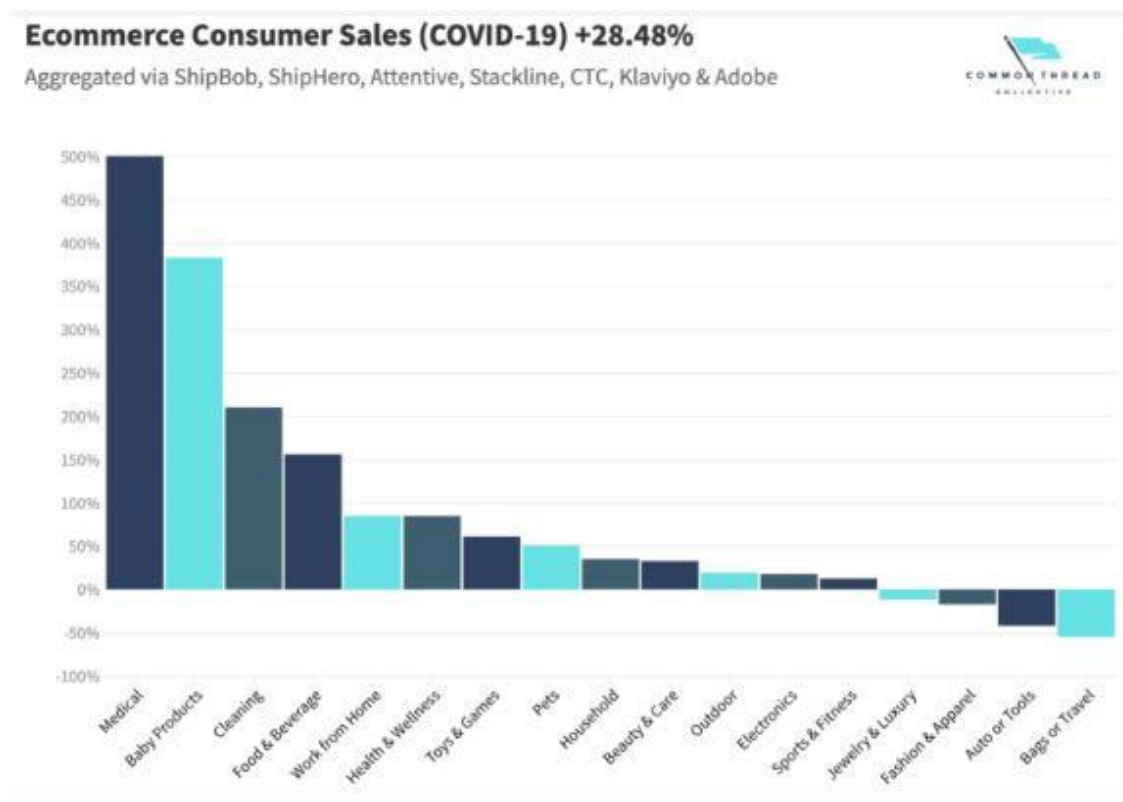
The WCO has initiated some efforts in this respect, addressing key questions such as the classification of medical supplies to accelerate their clearance, and the treatment of essential goods. These are good examples of simple measures that can be taken by Customs administrations and that can make a tremendous difference in business operations. More initiatives should follow to secure business and Customs continuity in times of crisis.



## KEEPING PEOPLE SAFE

The measures adopted by governments to contain the spread of the virus impacted trade volumes, as mentioned earlier, and also consumption patterns which led to other challenges. According to the ILO, 94 per cent of the world's workers were living in countries with some sort of workplace closure measures in place<sup>15</sup>, accompanied in most cases by general lockdown requirements. People seeing themselves locked in their household naturally turned to online shopping, resulting in spikes in business-to-

consumers (B2C) sales and an increase in business-to-business (B2B) e-commerce. Certain products were favored by consumers, especially medical supplies to protect themselves, household supplies and food products. The World Economic Forum published an article in May 2020 highlighting the shift in consumption patterns, with consumers giving preference to some specific products while putting aside entire categories of goods<sup>16</sup>.



Source: Common Thread Collective

<sup>15</sup> [https://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/documents/briefingnote/wcms\\_745963.pdf](https://www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/documents/briefingnote/wcms_745963.pdf)

<sup>16</sup> <https://www.weforum.org/agenda/2020/05/coronavirus-covid19-consumers-shopping-goods-economics-industry>

Looking at the world in its entirety, the trends identified on online markets must be regarded as a part of the overall situation. The statistics of the International Telecommunication Union demonstrate that in the area of internet access, realities are different when it comes to developed countries,

developing countries and least developed countries. B2C exchanges were more significantly impacted in informal economies, where quarantine and shut-down measures made trade more difficult as it is reliant on person-to-person interactions.



This means that the situation faced is quite different according to the level of development of countries, thus the challenges and opportunities are not the same everywhere. In developing and least-developed countries, in spite of the quarantine citizens still had access to a large range of products through informal trade.

One of the well-known risks related to online markets and informal trade is their easy access for counterfeit products. This is of particular importance when it comes to medical supplies that can potentially be highly harmful to human health. A crisis like COVID-19 gave rise to an exceptional demand for very specific products such as hand sanitizers and medical masks, which need to be compliant with health regulations in order to be useful. The overall confusion and the urgent need for these products naturally maximized the risks related to counterfeiting.

Another important aspect of the crisis, rightfully noted by the United Nations Office on Drugs and Crime (UNODC), is the challenge it poses in terms of the fight against criminal activities such as drug trafficking. The UNODC states that drug trafficking “relies heavily on legal trade to camouflage its activities and on individuals being able to distribute drugs to consumers. The measures implemented by Governments to counter the COVID19 pandemic have thus inevitably affected all aspects of the illegal drug markets, from the production and trafficking of drugs to their consumption”<sup>17</sup>. This point is absolutely relevant, and while drug trafficking obviously did not stop during the crisis, using alternative means and routes, it is predictable that drugs are somehow being stockpiled and that particular attention to drug

trafficking will be vital when border movements fully recover and traffickers seek to reduce their stocks. The risk of criminal operations will likely be multiplied by the worrying number of people pushed into extreme poverty because of COVID-19, increasing their vulnerability to the attractiveness of organized crime for easy money. The World Bank has provided estimates regarding poverty, stating that “under the baseline scenario we estimate that COVID-19 will push 71 million into extreme poverty, measured at the international poverty line of \$1.90 per day. With the downside scenario, this increases to 100 million”.<sup>18</sup>

## CUSTOMS RESPONSE

Criminal organizations are highly flexible. This means that the confusion engendered by an international crisis such as COVID-19 is an opportunity to enter new markets and create benefits, disregarding the threats to human health and societies.

Customs administrations must prevent any illegal products from entering the markets. This work cannot be undertaken in isolation and the expertise of all border agencies is needed. The COVID-19 crisis demonstrated that coordinated border management is possible, efficient, and can be further institutionalized at international and national levels. The updating and sound implementation of the SAFE Framework of Standards also appears as a relevant focus in this context.

The movements observed in e-commerce revealed that efforts should be undertaken to implement the WCO Framework of Standards as quickly as possible. E-commerce transactions are growing, independently of the crisis, and Customs needs to introduce the right procedures to allow legitimate goods to cross the borders in a timely manner while having the expertise to detect and seize illicit shipments. Many Micro, Small and Medium Enterprises (MSMEs) were relying on the supply of necessary professional materials through online channels during the crisis, and Customs should position themselves as facilitators in this regard.

Regarding the informal economy, government efforts are needed and Customs needs to be fully involved in such initiatives. At WCO level, informal trade has partially been addressed through research papers and a dedicated Conference in 2013. In 2015, the WCO published a Good Practices Guide, including case studies with respect to informal trade. Noting the

economic importance of the informal economy for developing Members as well as the challenges it brings, especially those highlighted by the crisis in terms of public health and fraudulent activities, more efforts could be deployed in this area. Customs administrations could work on the development of tools that could facilitate more harmonization in the way informal trade is managed at the national level. That would lead to the possibility of defining common responses in the event of a crisis, with applicable solutions that would also mitigate to the best possible extent the damage to the informal economy.

When it comes to matters related to illegal and harmful products such as drugs, it can be expected that criminal activities will fully resume when goods recover their normal flows. Customs administrations will have to pay particular attention to the consequences of the crisis in terms of the routes and means of transport traditionally used. COVID-19 may have partly diverted some of the well-known flows to new ways of transportation. The unsold products may appear at some point, putting societies at risk and Customs administrations under high pressure. The multiplication of activities undertaken under successful programmes such as the Container Control Programme and joint operations together with other international agencies could be envisaged to address the challenges related to the consequences of COVID-19.

<sup>17</sup> <https://www.unodc.org/documents/data-and-analysis/covid/Covid-19-and-drug-supply-chain-Mai2020.pdf>

<sup>18</sup> <https://blogs.worldbank.org/opendata/updated-estimates-impact-covid-19-global-poverty>

## THE URGENT NEED FOR DIGITALIZATION AT MULTIPLE LEVELS

The COVID-19 crisis highlighted some vulnerabilities related to the lack of IT usage at multiple operational levels. In countries where the requirement to stay at home was more stringent, professionals relied entirely on IT to communicate and progress with their daily tasks. It appeared that the level of preparation for such a scenario was uneven around the world, for various reasons.

It quickly became obvious that telecommunication networks were crucial to overcoming the challenges related to the virus. Considering potential identical scenarios in the future, it should now be a prerequisite to have in place the necessary infrastructure to provide staff with the IT means to perform their duties remotely.

UNODC gave a specific example related to money laundering, stating that “due to COVID-19 social distancing, some law enforcers around the world report disrupted access to secure Anti-Money Laundering intelligence systems. This has decreased capacities to pursue Money Laundering and Terrorist Finance cases.”<sup>19</sup> The inability to perform some key tasks can have disastrous consequences, going far beyond the usual non-ideal situations posed by lockdown measures. Activities related to national security and safety cannot be disrupted, and this is just one example among others.

Establishing the capacity to keep national activities moving, especially the most crucial ones, is something that should be addressed when preparing for the future. The technological capacity and the reliability of networks are obviously not the same all around the world. However, addressing this area now would result in better mitigation of global risks in the future. Taking this fact into consideration, another area of essential focus should be cybersecurity. The measures applied to counter the spread of COVID-19 led to a significant increase in internet users, thereby also increasing the pool of potential victims for cybercriminals. Reports from UNODC<sup>20</sup> and EUROPOL<sup>21</sup> sensibly address this issue and its potential impacts. Cybercrime did not officially appear as one of the priorities of governments during the spread of the virus. The priority was logically

focused on keeping people healthy. However, at certain times the internet bubble likely counted more citizens than the empty streets of our major cities. The relatively uncontrolled web space was therefore an ideal arena for criminals and smugglers.

Professionals were potentially exchanging confidential data from their homes during the days of teleworking, having access and being exposed to non-secure or dangerous websites that would normally be blocked in their workplaces. The security of data, including confidential data, was therefore under serious threat for months. In the information age, data surely is “gold” and represents a significant monetary value, sometimes used to threaten and extort citizens, but also governments and other organizations. As the world is progressively moving towards dematerialization, the protection of data and the fight against cybercrime should be high priority. The WCO Customs Environmental Scan 2019 already mentioned this threat, and with COVID-19 it has become even clearer.



19 [https://www.unodc.org/documents/Advocacy-Section/EN\\_-UNODC\\_-MONEY\\_LAUNDERING\\_AND\\_COVID19\\_-Profit\\_and\\_Loss\\_v1.1\\_-14-04-2020\\_-CMLS-COVID19-GPML1\\_-UNCLASSIFIED\\_-BRANDED.pdf](https://www.unodc.org/documents/Advocacy-Section/EN_-UNODC_-MONEY_LAUNDERING_AND_COVID19_-Profit_and_Loss_v1.1_-14-04-2020_-CMLS-COVID19-GPML1_-UNCLASSIFIED_-BRANDED.pdf)

20 [https://www.unodc.org/documents/Advocacy-Section/EN\\_-UNODC\\_-CYBERCRIME\\_AND\\_COVID19\\_-Risks\\_and\\_Responses\\_v1.2\\_-14-04-2020\\_-CMLS-COVID19-CYBER1\\_-UNCLASSIFIED\\_BRANDED.pdf](https://www.unodc.org/documents/Advocacy-Section/EN_-UNODC_-CYBERCRIME_AND_COVID19_-Risks_and_Responses_v1.2_-14-04-2020_-CMLS-COVID19-CYBER1_-UNCLASSIFIED_BRANDED.pdf)

21 <https://www.europol.europa.eu/publications-documents/catching-virus-cybercrime-disinformation-and-covid-19-pandemic>



## CUSTOMS RESPONSE

The digitalization of Customs administrations' activities has been a hot topic in recent years. In practice, the level of progress could have been better. The crisis revealed some vulnerabilities regarding the IT preparedness of Customs administrations and this represents a major challenge to be urgently addressed in a near future.

The WCO partially closed its premises and strongly suggested to its staff to work from home, providing them with the necessary IT tools to telework. New ways of conducting meetings, in written format or through web-based communication platforms, were explored. This allowed for decision-making processes to run, and for the entire organization to keep moving. It also allowed for the participation of Members which sometimes face budget restrictions and are unable to travel to WCO premises. In addition, an initiative was launched to assess the readiness of Members to receive remote capacity building as well as the assistance they might need from the WCO in this area.

These particular examples reflect an evolution in mindset that is needed at the level of the WCO, but also at the level of each Customs administration. The use of technology is needed to overcome some known challenges, but also unexpected situations like the social distancing resulting from COVID-19. Modern Customs administrations should all move towards electronic clearance of goods, single window environment, non-intrusive inspections, and risk management based on data analysis, among others.

It is acknowledged that national realities vary between Customs administrations. However, the WCO Secretariat should set common targets in the area of IT to support Customs in achieving their modernization objectives. The will to conduct remote capacity building will lead to the establishment of appropriate IT infrastructure within Members administrations, with the full support of the WCO Secretariat. In addition, the capacity building framework on data analysis should be of primary importance to promote the work of BACUDA (Band of CUstoms Data Analysts) – a collaborative project involving Customs officials in charge of risk management, statistics and IT systems, as well as professional economists and data scientists in the development of state-of-the-art and ready to implement algorithms to be used for analyzing data on imports, in order to detect fraud and fight undervaluation. The purpose of this initiative is to enhance the use of data for risk management purposes. BACUDA will be pursued in order to move towards the digital future of Customs administrations. Counterfeiting issues related to the specific demands for medical supplies also led to the creation of the IPR CENcomm Group for data exchange on counterfeit medical supplies and fake medicines, a concrete example of an initiative that could be extended in CEN applications to more types of goods in order to raise preparedness in the future. The extended use of the WCO Data Model should also be the norm for more and more Customs administrations, as a centralized source for the common definition and treatment of data.

Lastly, cybercrime is mostly known by Customs through the illicit activities undertaken on the Dark Web. Some Customs administrations have already established dedicated teams, in coordination with police departments, to fight against criminal behaviour rendered easy by the anonymity provided by the Dark Web. This is clearly an area where criminal activities will continuously increase and where Customs administrations, because of their position, can make a difference in the future. The UNODC relies on specialized cybercrime staff, an example that could be followed by the WCO as part of the activities aimed at raising awareness on the fight against cybercrime.

## ESTABLISHING THE RIGHT LEGAL FRAMEWORK TO ADDRESS CRISIS-RELATED ISSUES

This part of the Environmental Scan complements the examination of the points already addressed in the previous sections, by bringing a legal perspective. The crisis demonstrated that a coordinated and harmonized approach is the best way to deliver tangible results. However, there are a number of rules, some of which are legally binding, which could be adopted and which could secure coherence and legitimacy in the global approach if they were properly implemented.

In addition, the crisis revealed the need to have some commonly agreed and ready-to-use basic legal frameworks to allow for a smooth transition from a society ruled by business-as-usual activities to a society having to face a climate of crisis. The major global risks threatening humanity are known and defined to a certain

extent. International organizations could all work together to set up specific packages that could be used to address certain particular situations. At the national level, government agencies could also cooperate on the establishment of common frameworks to address these crises, taking due account of local specificities.

As part of the follow-up of the crisis, and to mitigate the risks for citizens, governments have been obliged to produce new sets of temporary rules. To apply these rules properly, government agencies will need to train their staff. These developments are relevant in the context of the need to prevent the virus from spreading. However, in a spirit of proactivity, these measures could have been the subject of prior discussions and preparations before the resurgence of a global threat.

### CUSTOMS RESPONSE

The establishment of legal frameworks is essential to provide legitimacy and certainty and make it possible to adapt quickly to specific challenges that can be foreseen. This would require governmental and global approaches where Customs would have an important role to play.

This WCO Customs Environmental Scan has considered the current crisis under various angles, suggesting areas where Customs performance could be enhanced for a more predictable and manageable future. The crisis highlighted again the importance of Customs in the treatment of goods and protection of societies, among other areas. Customs administrations have continued to perform their duties, in spite of the danger related to the proliferation of the virus.

Customs activities remained constant, not simply because of the courage of officers at the borders but also because they are part of their countries' essential services. Acknowledging this fact, Customs administrations are well placed to address their governments, together with other border agencies, on the need for establishing basic tools to mitigate the impacts of such crises and keep economies alive.

The activities of the WCO in producing common material and statements with partner organizations showed that cooperation is always possible and should not be limited to the urgent need for responses in times of crisis. The current situation should lead to increased cooperation between international organizations, agencies and other stakeholders, especially on the establishment of common rules to be applied automatically in crises.

However, the current crisis should not automatically lead to the development of new materials. Significant work was done in the past to develop common legal frameworks, standards and conventions on a variety of topics, to ensure coordinated approaches. The proper implementation of WCO tools and instruments would set Customs up as a role model in terms of harmonization and the follow-up of such implementation should be a high priority for the WCO Secretariat. This would in particular ensure similar approaches in the treatment of

goods, risk management procedures and the interoperability of IT systems. The WCO and its Members could therefore have a leading role at the international and national levels, and make the position of Customs administrations clearly heard when discussing future common crisis mechanisms with other international organizations and governments.

One of the objectives of the newly created Performance Measurement Working Group is to achieve a mechanism to assess the status of implementation of WCO tools and instruments. This work is of crucial importance for the future of Customs. Facilitation measures could easily be applied thanks to a proper implementation of the WTO TFA and the WCO RKC. Security at the borders could be further ensured with correct application of the SAFE Framework of Standards. The implementation of the HS2022 version is another issue of primary importance to provide Customs with updated tools to address the flows of goods in a proper manner. The WCO and Customs administrations have to be proactive and raise governmental interest around these tools, showing what kinds of benefits they could bring for regular business, and also for business during crises. This would facilitate cooperation at international level and guarantee that international tools take the Customs perspective into account. The development of cross-sectorial tools will certainly be led by administrations which have already achieved a significant amount of standardization. It is time for Customs administrations to attain excellence in this area, to be an example for the world.

The crisis showed that inter-agency cooperation is a prerequisite for an efficient response to national challenges. Members are therefore strongly encouraged to use the tools aimed at reinforcing the links between Customs and other agencies such as Financial Intelligence Units (FIUs), Police and Tax administrations. The WCO Secretariat will also provide all the necessary support to provide Members with adequate training to adhere to the new requirements emanating from national post-COVID scenarios. It is therefore important that Members duly share with the Secretariat their absolute needs in terms of capacity building.

## TOWARDS A MORE SUSTAINABLE WORLD?

The crisis had an impact on all sectors of our human societies, putting at risk citizens and businesses. The disruption of human activities had disastrous effects on economies. Coming back to the origin of the crisis, it is suggested that the new coronavirus may have initially been transmitted from an animal to a human being.

The animal in question is unfortunately well known to border agencies. UNODC states that “COVID-19 is most likely linked to a zoonotic pathogen in wild bats that was passed to humans, possibly via an intermediary, which may have been the pangolin, the world’s most trafficked mammal”<sup>22</sup>. If this link turns out to be scientifically proven, this would highlight the threats of wildlife trafficking and environmental crime to humanity as a whole.

The strong possibility of new outbreaks of zoonotic diseases should make us rethink our lifestyles. The damages that human beings are causing to nature do not have localized impacts only. The entire world is functioning on the basis of cycles in which flora and fauna have a role to play. Some local flora and fauna have specific functions that cannot be replicated elsewhere.



Throughout time, the world has become smaller for human beings, firstly thanks to the progress made in transportation, and secondly due to the rapid growth of human populations. As is the case for other terrestrial animals, human beings have functions and responsibilities to keep their environment safe and sound. Hopefully, the linkages between wildlife trafficking and COVID-19 will have positive impacts on environmental regulation and the fight against environmental crime.

When it comes to trade from a more general perspective, COVID-19 highlighted the need to better secure the flows of goods and to protect people involved at the borders in order to reinforce the resilience and sustainability of supply chains. The procedures at the borders cannot be performed in a way that mitigates the impacts of a crisis without proper adaptation of the controls, which would guarantee both the safety of people and the application of appropriate risk management. The sustainability of our economies also relies on our capacity to minimize the impact of a crisis on workers at the borders, restraining to the largest possible extent their exposure to the illness, and offer them the right environment to safely perform their duties in terms of facilitation, revenue collection and the protection of society.

On a more positive note, the reduction in human activity has had peculiar outcomes all around the world. One of the most heartwarming stories is that of the inhabitants of the village of Jalandhar, located in Punjab State, India, who were able to appreciate the beauty of the Himalayan Mountains from 200 kilometers away for the first time in thirty years, thanks to an improvement in the quality of the air between 16 and 27 March. We should keep this kind of story in mind and strive for a more sustainable way of life in the future.

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22 [https://www.unodc.org/documents/Advocacy-Section/Wildlife\\_trafficking\\_COVID\\_19\\_GPWLFC\\_public.pdf](https://www.unodc.org/documents/Advocacy-Section/Wildlife_trafficking_COVID_19_GPWLFC_public.pdf)

## CUSTOMS RESPONSE

For many years, the WCO and its Members have been committed to combating environmental crimes. The Environment Programme<sup>23</sup> is one of the success stories of the Organization, which has led to joint operations resulting in significant outcomes in terms of arrests and seizures. In June 2019, Operation Thunderball<sup>24</sup> on wildlife trafficking was conducted across 109 countries, together with Interpol, and concluded with 1,828 seizures and 582 suspects arrested. In September 2019, Operation Demeter V<sup>25</sup>, involving 83 WCO Members, resulted in massive seizures of environmentally sensitive goods such as Waste Electrical and Electronic Equipment, plastic and paper waste, and used batteries. These operations are particularly efficient, producing significant results. At the same time, they reinforce inter-agency cooperation and the expertise of Customs officers in these areas. The COVID-19 crisis could result in even more attention on these operations and potentially multiply their number in the future.

The WCO Theme of the Year for 2020, “Customs fostering Sustainability for People, Prosperity and the Planet”, is very relevant to the previously mentioned Environment Programme, in addition to reinforcing the resilience and sustainability of supply chains in response to COVID-19. The WCO is also raising awareness among its Members on the small actions they can easily take to reduce their environmental impact and improve the sustainability of their daily business. For example, this year the WCO Secretariat distributed to its staff reusable and 100 percent recyclable water bottles, and installed water filters in the headquarters building in Belgium, thereby getting rid of the water fountains. This initiative also benefits visitors, who are invited to use the water filters. This kind of small action can make a big difference if broadly applied.

COVID-19 also prompted the WCO Secretariat to improve its own IT infrastructure in order to conduct virtual meetings and online capacity building activities. These developments have just started but could lead, if successful, to increased coverage and effectiveness of capacity building activities by supplementing the traditional in-country missions with remote assistance, to respond to a significant number of demands that hitherto could not be covered and to improve the preparatory stage of missions.

The efforts to protect the environment and ensure sustainable development have to be shared at global level. Customs administrations must do their part and reflect on what they could bring in this context. The crisis showed that seizures of counterfeit products, protected species, wildlife, etc., can play a role in protecting people and the planet. Customs could raise awareness through extended communication at this level and launch discussions at governmental level to be more efficient at the borders. The penalties for offenders could be made more severe in order to significantly change behaviours in the future. Again, more controls on the internet and stricter frameworks for informal trade could impact the flows of endangered species and dissuade smugglers.

Customs administrations could also build on their experience related to waste, which is an area of great concern for the future with regard to sustainable development, and launch national debates on the next steps towards circular economy. The principles of circular economy could transform waste into opportunities, the “second life” of products becoming an entire business. Taking the lead on these aspects would definitely position Customs as a modern national agency, living in accordance with the challenges of its time and being forward-looking in its approach.

Last but not least, the safety of Customs officers and private sector stakeholders interacting at the borders should be fully guaranteed in times of crisis in order to properly protect them from the potential threats and secure the sustainability of supply chains and reinforce their resilience. The importance of this point was rightly highlighted in the paper<sup>26</sup> submitted by the PSCG, which listed a series of measures including social distancing and the use of IT that could be globally implemented for adequate responses in the future. The WCO should use these recommendations as the starting point for specific procedures to be applied when it comes to controls and interactions with private sector operators during a crisis. As the exposure of Customs officers to global crises will remain constant because of the nature of their duties, the need to pay particular attention to these aspects is essential for people, prosperity and the planet.

23 <http://www.wcoomd.org/en/topics/enforcement-and-compliance/activities-and-programmes/environment-programme.aspx>

24 [http://www.wcoomd.org/en/media/newsroom/2019/july/wildlife-trafficking\\_organized-crime-hit-hard-by-joint-wco\\_interpol-global-enforcement-operation.aspx](http://www.wcoomd.org/en/media/newsroom/2019/july/wildlife-trafficking_organized-crime-hit-hard-by-joint-wco_interpol-global-enforcement-operation.aspx)

25 <http://www.wcoomd.org/en/media/newsroom/2019/december/customs-successfully-target-environmentally-sensitive-goods-during-operation-demeter-v.aspx>

26 [http://www.wcoomd.org/-/media/wco/public/global/pdf/media/important-notice/pscg-covid\\_19\\_en.pdf?db=web](http://www.wcoomd.org/-/media/wco/public/global/pdf/media/important-notice/pscg-covid_19_en.pdf?db=web)

# WCO Strategic Goals

## RESULTS

### → SG. Provide leadership, guidance and support to Customs administrations

The WCO has set as its main Strategic Goal to provide leadership, guidance and support to its Members.

For this purpose, the WCO will focus on the delivery of initiatives promoting more facilitation, better and fairer revenue collection and better protection of the society. The WCO will continue to create, update and promote its tools and instruments for modern Customs procedures. The WCO will also continue to deliver technical assistance to its Members according to their needs, and will provide guidance and tools to deepen cooperation.

## MEMBERS PERSPECTIVE

### → SO1. Facilitation

### → SO2. Revenue collection

### → SO3. Protection of society

The improvement of WCO processes, through the development of international standards, the reinforcement of cooperation and the delivery of tailor-made capacity building is aiming at providing Members with the necessary tools and instruments to provide more facilitation, to improve revenue collection and to better protect society. These three Strategic Objectives are responding to the definition of the role of Customs in today's world. As a modern and dynamic global organization, the WCO is expected to provide Members with various initiatives aiming at equipping them to face the current challenges but also the future challenges.

The Strategic Plan aims at responding to Members' expectations in the best possible way, focusing the efforts of the Organization on a certain number of concrete processes that will allow the completion of the main goal and objectives of the Strategic Plan.

## WCO PROCESSES

The various initiatives undertaken with regard to the Strategic Objectives detailed above will mainly be performed through three types of activities, namely the development of international standards, the reinforcement of cooperation, and the provision of capacity building support.

### International Standards

The WCO must conduct its activities with the aim of ensuring that Customs administrations, as its main stakeholders, benefit from the development and updating of international standards, and promote the adoption of those standards in the interests of more secure, legitimate trade and fair revenue collection. The promotion and use of WCO key Packages, namely the Economic Competitiveness Package (ECP), the Revenue Package (RP), the Compliance and Enforcement Package (CEP), and the Organizational Development Package (ODP), will be crucial with regard to the development, update and implementation of international standards.

### → SP1. Economic Competitiveness Package

The WCO will develop and update instruments and tools to unlock the significant potential of modernizing Customs procedures through the implementation of IT solutions, moving towards efficient Customs procedures as those that promote the facilitation of legitimate trade through an effective risk management strategy. These tools form part of the Economic Competitiveness Package (ECP).

### → SP2. Revenue Package

The WCO will develop and update its tools and instruments associated with revenue collection. Through the promotion of the intensive use of IT solutions, the WCO guides its Members towards the fair collection of cross-border taxes and duties. These tools form part of the Revenue Package (RP).





#### → SP3. Compliance and Enforcement Package

The WCO will develop and update its tools and instruments that seek to better protect society, taking into account Customs' role as first line of defence. These tools form part of the Compliance and Enforcement Package (CEP).

#### → SP4. Organizational Development Package

The WCO will develop and update its tools and instruments aiming at providing the necessary support to Customs administrations wishing to improve their organizational capacity. These tools form part of the Organizational Development Package (ODP).

### Cooperation

The WCO fosters cooperation among Members and with other border agencies through the implementation of joint operations based on the exchange of information, harmonized procedures, the analysis and interpretation of data, and the common use of technologies.

#### → SP5. Joint operations

It will continue to coordinate joint operations among its Members and with other agencies to contribute to combating illicit trade, smuggling and the scourge of transnational organized crime in high-risk and sensitive sectors.

#### → SP6. Sharing of knowledge and best practices

The WCO fosters knowledge exchange and the sharing of policies and best practices through the organization of missions, international and regional events and the promotion of Customs-to-Customs meetings, workshops and forums.

### Capacity Building

The WCO, as the global centre of Customs excellence, plays a central role in developing, promoting and supporting the implementation of modern Customs standards, procedures and systems, and will continue to be a leader in providing Capacity Building and technical assistance to its Members according to their needs. The WCO will also continue developing and promoting tools to assist Members in strengthening their organizational development.

#### → SP7. Technical assistance, training and tools for implementation of international standards

The WCO will provide Tools and Capacity Building to Members in accordance with their expressed needs, and/or needs identified through performance measurement tools. The WCO will assist Members in implementing the tools and instruments developed for the ECP, RP, CEP and ODP.

#### → SP8. Technical assistance, training and tools on people development

As part of the ODP, the WCO provides Tools and Capacity Building to its Members according to their needs, by guiding them on the implementation of best organizational practices that help them develop the capacities of their people in a sound working environment by promoting leadership, integrity and innovation, among others.

## LEARNING AND DEVELOPMENT TO SUPPORT WCO PROCESSES

#### → LD1. Research and Analysis

The WCO develops study reports, environmental scans and other papers that can assist its Members in achieving their strategic objectives. Research papers and analysis will focus on main trends, considering opportunities and threats for Customs operations, and how to benefit from/mitigate them. The WCO will continue to enhance its research partnerships with academia and practitioners.

#### → LD2. Use of technology and data

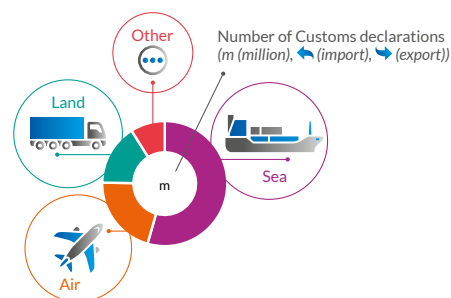
The WCO will consider, in all its activities, the use of technologies, and will continue to update Members on the latest developments in IT solutions for Customs procedures and objectives. The effective use of data, and the related methodologies for processing and analysing it, is a core task for Digital Customs.

#### → LD3. Raise profile of WCO and promote Customs' role

Through the update and implementation of an effective Communication Strategy and engagement with other strategic stakeholders, the WCO will promote its tools and instruments, as well as its main results, and will increase awareness of the importance of Customs' role in trade, security and global economic development.

# Customs:

- SOUTH AMERICA, NORTH AMERICA, CENTRAL AMERICA AND THE CARIBBEAN
- EUROPE
- EAST AND SOUTHERN AFRICA
- NORTH OF AFRICA, NEAR AND MIDDLE EAST
- WEST AND CENTRAL AFRICA
- FAR EAST, SOUTH AND SOUTH EAST ASIA, AUSTRALASIA AND THE PACIFIC ISLANDS



**APPROXIMATELY 15%**  
OF HEADS OF CUSTOMS  
ADMINISTRATIONS  
ARE FEMALE.



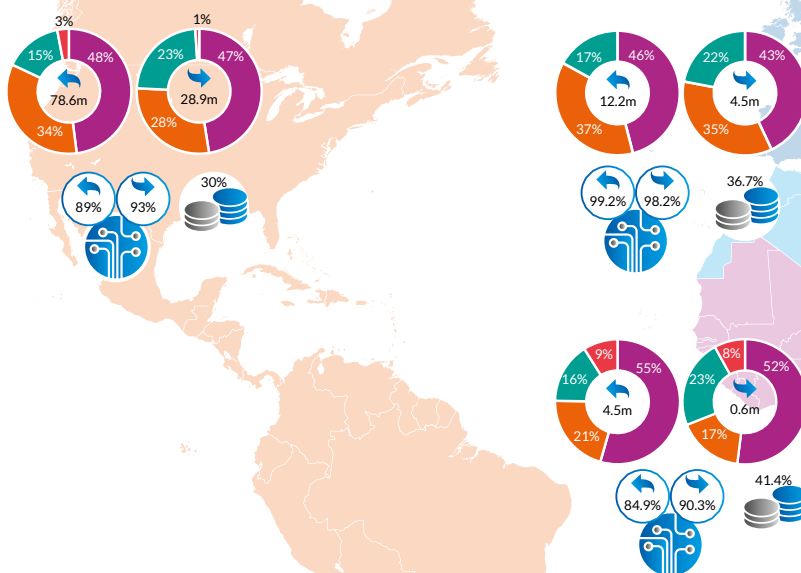
**APPROXIMATELY 29%**  
OF SENIOR MANAGER OF CUSTOMS  
ADMINISTRATIONS  
ARE FEMALE.






**APPROXIMATELY 37%**  
OF TOTAL STAFFS OF CUSTOMS  
ADMINISTRATIONS  
ARE FEMALE.




**MORE THAN 830,000**  
CUSTOMS OFFICERS WORK  
AROUND THE WORLD.



# A Global Snapshot

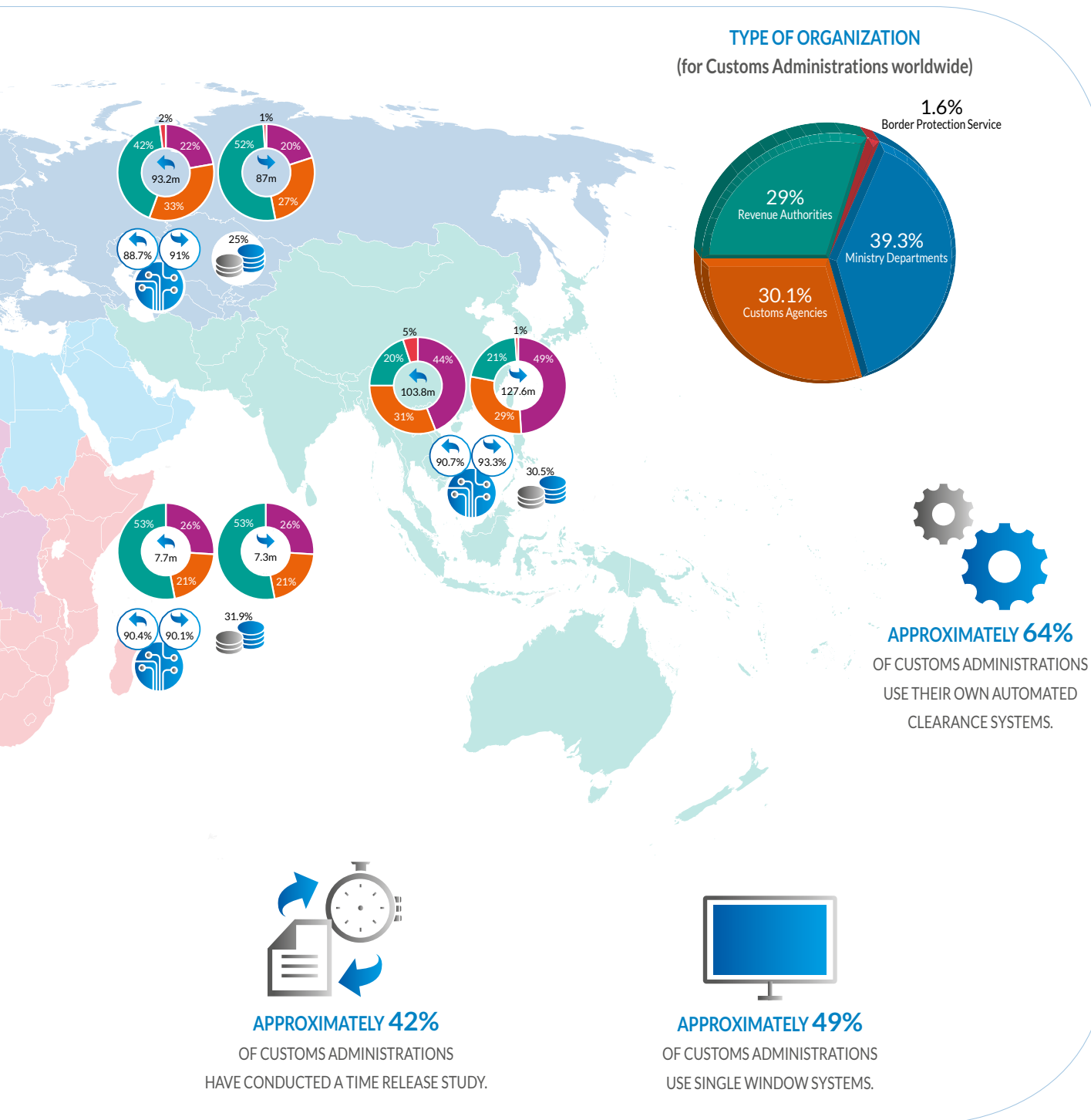
 Percentage of electronic declarations ( (import),  (export))

 Contribution of Customs to tax revenue

① The figures shown here are based on the data specified in this Report's 'Member Profiles' tables.

② All the figures are an aggregate amount or simple average of the relevant data.

③ The data that have not been obtained (i.e. 'n.a.' or blank in Member Profiles) are simply counted as 'zero' (in summing up the data).



# WCO News and Upcoming Events

## WCO NEWS

### The WCO's mainstay publication

is published on a triannual basis and sheds light on key topics relevant for Customs and the international trade community.



## UPCOMING EVENTS



### The 15<sup>th</sup> WCO PICARD Conference

will take place as a 'Web Conference' from 23 to 26 November 2020

The PICARD Conference provides a platform for academics, policymakers, and Customs representatives from around the world to present their research, interact, and discuss vital policy issues that impact Customs and international trade.



### The 1<sup>st</sup> WCO Global Free Zone Conference

will take place in Brussels, Belgium on 14 December 2020

under the theme "Meeting Sustainable Development Goals – Ensuring Free Zones' safety, competitiveness and sustainability with Customs involvement". Building upon the work done thus far by the WCO and partner stakeholders, the event will explore key principles for suitable Customs roles that conform to the sustainable development of Free Zones (FZs) while reflecting views and suggestions from diverse perspectives on adequate Customs procedures and controls.

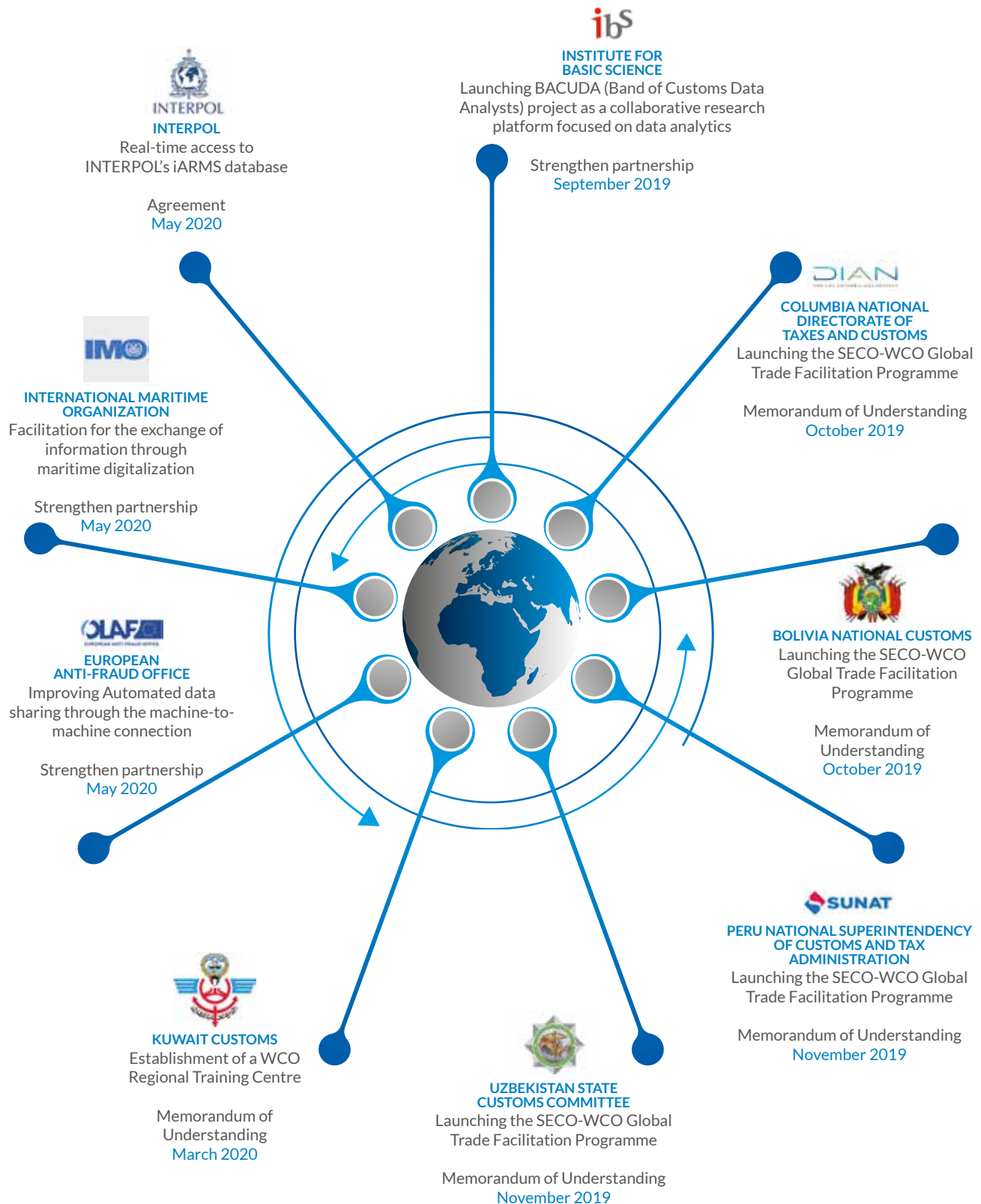


### The 5<sup>th</sup> WCO Global AEO Conference

will take place in Dubai, United Arab Emirates (UAE), from 15 to 17 February 2021

The Conference will bring together Representatives from Customs administrations, international organizations, other government agencies, researchers, academics, industry stakeholders and policy-makers, and focus on exchanging innovative ideas and visions, examining potential opportunities, and exploring the steps required to take the flagship AEO Programme to the next level.

# NEW Regional Structures and Partnerships



## RKC

Four countries became Contracting Parties to the Revised Kyoto convention during the course of the past year. As of June 2020, the number of Contracting Parties to the RKC stands at: **122**

# WCO Flagship Conventions

## HS Convention

As of June 2020, the number of Contracting Parties to the International Convention on the Harmonized Commodity Description and Coding System (Harmonized System) stands at: **159**

**WCO**  
Member Profiles

		Afghanistan (Islamic Republic of)	Albania	Algeria	Andorra
First/LAST Name		Mr. Khalilullah SALEHZADA	Mr. Gjon BARDHI	Mr. Noureddine KHALDI	Mr. Albert HINOJOSA BESOLI
Title		Director General of Customs	Director General of Customs	Directeur général des Douanes	Directeur Général du Département des Impôts et des Frontières
Customs Administration		Afghan Customs Department. Ministry of Finance	Directorate General of Customs. Ministry of Finance and Economy	Direction générale des Douanes, Ministère des Finances	Direction adjointe des Douanes. Département des Impôts et des Frontières. Ministère des Finances
Organization Type		Ministry Department	Ministry Department	Customs Agency	Ministry Department
Website Address		www.customs.mof.gov.af	www.dogana.gov.al	www.douane.gov.dz	www.duana.ad
Number of Customs staff (approximate)		2,147	1,102	17,216	56
Year of WCO Accession		2004	1992	1966	1998
WCO Instruments		SAFE	HS; RKC; SAFE	HS; RKC	HS
Automated clearance system		ASYCUDA World	ASYCUDA World	SIGAD (Système Informatique de Gestion Automatisé des Douanes)	VIATOR
Declarations	Import	n.a.	301,450	299,180	332,411
	Sea	n.a.	n.a.	71%	n.a.
	Air	n.a.	n.a.	25%	n.a.
	Land	n.a.	n.a.	4%	n.a.
	Other	n.a.	n.a.	0%	n.a.
	Export	n.a.	89,781	18,538	11,635
	Sea	n.a.	n.a.	60%	n.a.
	Air	n.a.	n.a.	21%	n.a.
	Land	n.a.	n.a.	19%	n.a.
Electronic Declarations	Import	371,144	12,826	297,409	311,203
	Sea	n.a.	n.a.	71%	n.a.
	Air	n.a.	n.a.	26%	n.a.
	Land	n.a.	n.a.	3%	n.a.
	Other	n.a.	n.a.	0%	n.a.
	Export	49,309	5,243	16,504	11,026
	Sea	n.a.	n.a.	67%	n.a.
	Air	n.a.	n.a.	24%	n.a.
	Land	n.a.	n.a.	9%	n.a.
Electronic Declarations Rate	Import	n.a.	4%	99%	94%
	Export	n.a.	6%	89%	95%
Number of authorities issuing import or export permits		n.a.	6	26	n.a.
Number of authorities connected to National Single Window System		n.a.	n.a.	n.a.	n.a.
Time Release Study			✓		
Customs duties in tax revenue (%)		n.a.	n.a.	5.3	28.5
Revenue collected by Customs in tax revenue (%)		n.a.	n.a.	17.8	54.9
	Customs duties (%)	43.4	4.9	29.9	52.0
	General Consumption taxes (%)	0.0	58.9	55.9	26.2
	Special Consumption taxes (%)	92.9	25.6	13.6	21.8
	Taxes on exporting goods (%)	1.7	1.4	0.0	0.0
	Other tax (%)	7.1	10.7	0.0	0.0

Angola	Antigua and Barbuda	Argentina	Armenia
Mr. Cláudio Paulino DOS SANTOS	Mr. Raju BODDU	Ms. Silvia TRAVERSO	Mr. Davit ANANYAN
President of the Board	Comptroller of Customs	Director general of Customs	Head of the State Revenue Committee
Customs Directorate Service	Customs and Excise Division, Ministry of Finance and Corporate Governance	Directorate general of Customs	State Revenue Committee of the Republic of Armenia
Revenue Authority	Ministry Department	Revenue Authority	Revenue Authority
www.agt.minfin.gov.ao	http://customs.gov.ag/	www.afip.gob.ar	www.customs.am
1,061	211	5,442	1,104
1990	2017	1968	1992
HS; RKC; SAFE		HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA World	ASYCUDA World	Sistema Informático MALVINA (SIM)	FAST (Flexible Automated System for Trade)
n.a.	53,753	669,976	175,865
n.a.	66%	37%	0%
n.a.	34%	29%	15%
n.a.	0%	31%	83%
n.a.	0%	4%	2%
n.a.	590	489,244	16,698
n.a.	63%	24%	0%
n.a.	37%	12%	31%
n.a.	0%	64%	69%
n.a.	0%	0%	0%
n.a.	53,753	669,976	127,371
n.a.	66%	37%	0%
n.a.	34%	29%	14%
n.a.	0%	31%	83%
n.a.	0%	4%	3%
n.a.	590	489,244	12,811
n.a.	63%	24%	0%
n.a.	37%	12%	27%
n.a.	0%	64%	72%
n.a.	0%	0%	0%
n.a.	100%	100%	72%
n.a.	100%	100%	77%
19	8	30	19
n.a.	n.a.	n.a.	7
✓		✓	
9.5	14.6	13.8	5.7
24.6	57.9	30.7	54.0
38.7	25.3	45.0	10.5
35.7	34.0	40.8	30.3
0.6	19.9	0.6	55.4
5.3	0.0	33.8	0.0
0.0	20.6	2.6	2.8



# WCO

## Member Profiles

		Australia	Austria	Azerbaijan	Bahamas
First/LAST Name		Mr. Michael OUTRAM	Mr. Harald WAIGLEIN	Mr. Safar MEHDIYEV	Ms. Geannine MOSS
Title		Australian Border Force Commissioner	Director General Customs	Chairman of the State Customs Committee	Comptroller of Customs
Customs Administration		Australian Border Force, Department of Home Affairs	Customs Department, Ministry of Finance	State Customs Committee of Republic of Azerbaijan	Customs & Excise Department, Ministry of Finance
Organization Type		Border Protection Service	Ministry Department	Customs Agency	Ministry Department
Website Address		www.border.gov.au	www.bmf.gv.at	www.customs.gov.az	www.bahamas.gov.bs/customs
Number of Customs staff (approximate)		5,667	1,514	4,000	815
Year of WCO Accession		1961	1953	1992	1974
WCO Instruments		HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; SAFE
Automated clearance system		Integrated Cargo System	e-zoll	VAIS (Unitque Automated Management System)	CAS (Customs Automated System)
Declarations	Import	4,123,635	1,458,619	260,989	264,335
	Sea	42%	24%	n.a.	63%
	Air	57%	48%	n.a.	37%
	Land	0%	28%	n.a.	0%
	Other	1%	1%	n.a.	0%
	Export	1,622,598	1,648,721	61,291	1,238
	Sea	42%	19%	n.a.	89%
	Air	57%	33%	n.a.	11%
	Land	0%	47%	n.a.	0%
Electronic Declarations	Import	4,123,634	1,458,046	260,989	105,013
	Sea	42%	24%	n.a.	35%
	Air	57%	48%	n.a.	65%
	Land	0%	28%	n.a.	0%
	Other	1%	1%	n.a.	0%
	Export	1,619,648	1,648,716	61,291	1,238
	Sea	n.a.	19%	n.a.	89%
	Air	n.a.	33%	n.a.	11%
	Land	n.a.	47%	n.a.	0%
Electronic Declarations Rate	Import	100%	100%	100%	40%
	Export	100%	100%	100%	100%
Number of authorities issuing import or export permits		30	n.a.	n.a.	4
Number of authorities connected to National Single Window System		7	2	n.a.	n.a.
Time Release Study		✓			✓
Customs duties in tax revenue (%)		3.5	n.a.	n.a.	18.3
Revenue collected by Customs in tax revenue (%)		4.4	n.a.	n.a.	43.8
	Customs duties (%)	80.1	5.0	27.1	41.7
	General Consumption taxes (%)	0.0	94.8	68.0	33.7
	Special Consumption taxes (%)	0.0	0.0	3.6	1.1
	Taxes on exporting goods (%)	0.0	0.0	0.2	0.1
	Other tax (%)	0.0	0.1	1.3	0.6

Bahrain	Bangladesh	Barbados	Belarus
Mr. Ahmed Bin Hamad AL KHALIFA	Mr. Abu Hena Md. RAHMATUL MUNEEM	Mr. Owen HOLDER	Mr. Yury SENKO
President of Customs	Chairman, National Board of Revenue (NBR)	Comptroller	Chairman
Bahrain Customs Affairs, Ministry of Interior	Customs, Excise & VAT, National Board of Revenue (NBR), Internal Resources Division (IRD), Ministry of Finance	Customs and Excise Department	State Customs Committee of the Republic of Belarus
Ministry Department	Ministry Department	Ministry Department	Customs Agency
www.customs.gov.bh	customs.gov.bd	www.customs.gov.bb	www.customs.gov.by
1,140	7,287	502	n.a.
2001	1978	1999	1993
HS; RKC; SAFE	HS; RKC; SAFE		HS; RKC; SAFE
OFOQ	ASYCUDA World	ASYCUDA ++	national automatic customs declaration system
293,628	1,851,800	n.a.	660,100
31%	35%	n.a.	n.a.
27%	56%	n.a.	n.a.
42%	10%	n.a.	n.a.
0%	0%	n.a.	n.a.
107,855	1,098,042	n.a.	634,200
54%	90%	n.a.	n.a.
8%	7%	n.a.	n.a.
38%	3%	n.a.	n.a.
0%	0%	n.a.	n.a.
293,628	1,851,800	n.a.	650,300
31%	35%	n.a.	n.a.
27%	56%	n.a.	n.a.
42%	10%	n.a.	n.a.
0%	0%	n.a.	n.a.
107,855	1,098,042	n.a.	627,000
54%	90%	n.a.	n.a.
8%	7%	n.a.	n.a.
38%	3%	n.a.	n.a.
0%	0%	n.a.	n.a.
100%	100%	n.a.	99%
100%	100%	n.a.	99%
29	40	n.a.	13
23	7	n.a.	2
	✓		✓
n.a.	10.9	n.a.	n.a.
n.a.	28.4	n.a.	n.a.
n.a.	38.4	n.a.	n.a.
n.a.	49.5	n.a.	n.a.
n.a.	12.1	n.a.	n.a.
n.a.	0.1	n.a.	n.a.
n.a.	0.0	n.a.	n.a.



# WCO

## Member Profiles

		Belgium	Belize	Benin	Bermuda
First/LAST Name		Mr. Kristian VANDERWAEREN	Mr. Colin GRIFFITH	Mr. Charles Inoussa SACCABOCO	Ms. Lucinda PEARMAN
Title		Administrator general of the General Administration of Customs & Excise	Comptroller	Directeur général des Douanes et Droits Indirects	Collector of Customs
Customs Administration		General Administration of Customs and Excise, Federal Public Service Finance	Customs and Excise Department, Ministry of Finance	Direction générale des Douanes et Droits indirects, Ministère des Finances	Customs Department, Ministry of Finance and Ministry of National Security
Organization Type		Ministry Department	Ministry Department	Customs Agency	Ministry Department
Website Address		<a href="https://finances.belgium.be/fr/douanes_accises">https://finances.belgium.be/fr/douanes_accises</a>	<a href="http://www.customs.gov.bz">www.customs.gov.bz</a>	<a href="http://www.douanes-benin.net">www.douanes-benin.net</a>	<a href="http://www.gov.bm/department/customs">www.gov.bm/department/customs</a>
Number of Customs staff (approximate)		3,383	162	847	187
Year of WCO Accession		1952	2008	1998	1990
WCO Instruments		HS; RKC; SAFE		HS; RKC; SAFE	SAFE
Automated clearance system		PLDA (Paperless Douanes et Accises)	ASYCUDA World Version 4.0.24	ASYCUDA World	CAPS (Customs Automated Processing System)
Declarations	Import	6,824,432	53,503	n.a.	76,437
	Sea	51%	n.a.	n.a.	n.a.
	Air	29%	n.a.	n.a.	n.a.
	Land	20%	n.a.	n.a.	n.a.
	Other	0%	n.a.	n.a.	n.a.
	Export	11,123,582	3,159	n.a.	683
	Sea	44%	n.a.	n.a.	n.a.
	Air	27%	n.a.	n.a.	n.a.
	Land	29%	n.a.	n.a.	n.a.
Electronic Declarations	Import	6,824,432	53,503	n.a.	68,868
	Sea	51%	n.a.	n.a.	n.a.
	Air	29%	n.a.	n.a.	n.a.
	Land	20%	n.a.	n.a.	n.a.
	Other	0%	n.a.	n.a.	n.a.
	Export	11,123,582	3,159	n.a.	603
	Sea	44%	n.a.	n.a.	n.a.
	Air	27%	n.a.	n.a.	n.a.
	Land	29%	n.a.	n.a.	n.a.
Electronic Declarations Rate	Import	100%	100%	n.a.	90%
	Export	100%	100%	n.a.	88%
Number of authorities issuing import or export permits		11	10	n.a.	12
Number of authorities connected to National Single Window System		n.a.	6	n.a.	n.a.
Time Release Study					
Customs duties in tax revenue (%)		2.4	9.4	n.a.	26.4
Revenue collected by Customs in tax revenue (%)		11.4	53.6	n.a.	27.6
	Customs duties (%)	20.8	17.6	n.a.	95.7
	General Consumption taxes (%)	3.5	31.9	n.a.	0.0
	Special Consumption taxes (%)	0.0	34.2	n.a.	0.0
	Taxes on exporting goods (%)	0.0	0.0	n.a.	0.0
	Other tax (%)	0.0	7.4	n.a.	4.3

Bhutan	Bolivia	Bosnia and Herzegovina	Botswana
Mr. Wangchuk THAYEY	Mr. Jorge Hugo LOZADA AÑEZ	Mr. Miro DZAKULA	Mr. Phodiso Philiso VALASHIA
Director General	Executive President	Director General of the ITA BiH	Commissioner, Customs Services
Department of Revenue and Customs, Ministry of Finance	National Customs of Bolivia	Customs Sector, Indirect Taxation Authority	Botswana Unified Revenue Service
Ministry Department	Customs Agency	Revenue Authority	Revenue Authority
www.mof.gov.bt	www.aduana.gob.bo	www.uino.gov.ba	www.burs.org.bw
240	1,852	1,311	509
2002	1997	2008	1978
HS; RKC; SAFE	HS; SAFE	HS; SAFE	HS; RKC; SAFE
BACS (Bhutan Automated Customs System)	SIDUNEAA++ SUMA (Sistema Único de Modernización Aduanera)	ASYCUDA World	Customs Management System
500,339	370,512	779,789	1,440,537
n.a.	n.a.	0%	0%
n.a.	n.a.	5%	3%
n.a.	n.a.	95%	97%
n.a.	n.a.	0%	0%
286,360	40,198	309,324	85,904
n.a.	n.a.	0%	0%
n.a.	n.a.	3%	5%
n.a.	n.a.	97%	95%
n.a.	n.a.	0%	0%
500,339	370,512	n.a.	1,440,537
n.a.	n.a.	n.a.	0%
n.a.	n.a.	n.a.	3%
n.a.	n.a.	n.a.	97%
n.a.	n.a.	n.a.	0%
286,360	40,198	n.a.	85,904
n.a.	n.a.	n.a.	0%
n.a.	n.a.	n.a.	5%
n.a.	n.a.	n.a.	95%
n.a.	n.a.	n.a.	0%
100%	100%	0%	100%
100%	100%	0%	100%
17	15	7	7
n.a.	n.a.	n.a.	n.a.
✓			
2.9	5.6	3.9	1.8
22.1	26.0	71.7	18.9
12.9	21.6	5.4	9.4
71.4	70.7	59.1	75.6
15.7	7.8	24.2	10.9
0.0	0.0	0.0	0.0
0.0	0.0	10.9	4.1



# WCO

## Member Profiles

		Brazil	Brunei Darussalam	Bulgaria	Burkina Faso
First/LAST Name		Mr. Fausto VIEIRA COUTINHO	Mr. Muhsin Ahmad	Mr. Georgi KOSTOV	Mr. Elie KALKOUMDO
Title		Undersecretary of Customs Administration	Controller of Royal Customs and Excise Department	Director General of Customs	Directeur général
Customs Administration		Undersecretariat of Customs Administration, Secretariat of the Federal Revenue of Brazil	The Royal Customs and Excise Department, Ministry of Finance	National Customs Agency	Direction générale des Douanes
Organization Type		Revenue Authority	Ministry Department	Customs Agency	Ministry Department
Website Address		www.receita.fazenda.gov.br	www.mof.gov.bn/index.php/about-royal-customs-a-excise-dept	www.customs.bg	www.douanes.bf
Number of Customs staff (approximate)		2,650	425	3,058	1,876
Year of WCO Accession		1981	1996	1973	1966
WCO Instruments		HS; SAFE	HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		SISCOMEX (Foreign Trade Integrated System)	Brunei Darussalam E-Customs; BDNWS (Brunei Darussalam National Single Window)	The Bulgarian Integrated Customs Information System (BICIS)	ASYCUDA World
Declarations	Import	2,368,283	n.a.	421,500	168,436
	Sea	n.a.	n.a.	15%	0%
	Air	n.a.	n.a.	27%	13%
	Land	n.a.	n.a.	57%	87%
	Other	n.a.	n.a.	1%	0%
	Export	1,603,550	n.a.	332,178	5,796
	Sea	n.a.	n.a.	18%	0%
	Air	n.a.	n.a.	23%	17%
	Land	n.a.	n.a.	59%	83%
Electronic Declarations	Import	2,368,283	n.a.	421,500	168,436
	Sea	n.a.	n.a.	15%	0%
	Air	n.a.	n.a.	27%	13%
	Land	n.a.	n.a.	57%	87%
	Other	n.a.	n.a.	1%	0%
	Export	2,368,283	n.a.	332,178	5,796
	Sea	n.a.	n.a.	18%	0%
	Air	n.a.	n.a.	23%	17%
	Land	n.a.	n.a.	59%	83%
Electronic Declarations Rate	Import	100%	n.a.	100%	100%
	Export	100%	n.a.	100%	100%
Number of authorities issuing import or export permits		17	n.a.	9	27
Number of authorities connected to National Single Window System		17	n.a.	1	29
Time Release Study		✓			
Customs duties in tax revenue (%)		8.8	n.a.	1.0	11.5
Revenue collected by Customs in tax revenue (%)		10.0	n.a.	42.2	40.9
	Customs duties (%)	87.6	n.a.	2.3	28.0
	General Consumption taxes (%)	12.4	n.a.	42.7	50.8
	Special Consumption taxes (%)	0.0	n.a.	0.1	17.9
	Taxes on exporting goods (%)	6.1	n.a.	0.0	0.1
	Other tax (%)	0.0	n.a.	0.0	0.2

Burundi	Cambodia	Cameroon	Canada
Mr. Adolphe MANIRAKIZA	Mr. KUN Nhem	Mr. Edwin Nuvaga FONGOD	Mr. John OSSOWSKI
Commissaire des Douanes et Accises	Director General of Customs	Directeur Général des Douanes	President
Commissariat des Douanes et Accises	General Department of Customs and Excise of Cambodia, Ministry of Economy and Finance	Direction Générale des Douanes, Ministère des Finances	Canada Border Services Agency (CBSA), Department of Public Safety and Emergency Preparedness
Revenue Authority	Ministry Department	Ministry Department	Border Protection Service
www.obr.bi	www.customs.gov.kh	www.douanescustoms-cm.net	www.cbsa-asfc.gc.ca
249	1,326	3,735	14,000
1964	2001	1965	1971
HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA World	ASYCUDA World	ASYCUDA ++; CAMCIS (Cameroon Customs Information System)	ACROSS (Accelerated Commercial Release Operations Support System)
56,835	329,306	106,223	20,866,954
17%	46%	74%	n.a.
13%	16%	20%	n.a.
70%	38%	6%	n.a.
0%	0%	0%	n.a.
8,197	296,525	21,444	977,240
5%	71%	82%	n.a.
2%	17%	5%	n.a.
94%	12%	12%	n.a.
0%	0%	0%	n.a.
n.a.	329,306	105,936	19,744,693
n.a.	46%	74%	n.a.
n.a.	16%	19%	n.a.
n.a.	38%	7%	n.a.
n.a.	0%	0%	n.a.
n.a.	296,613	21,444	900,975
n.a.	71%	82%	n.a.
n.a.	17%	5%	n.a.
n.a.	12%	12%	n.a.
n.a.	0%	0%	n.a.
0%	100%	100%	95%
0%	100%	100%	92%
1	12	12	16
n.a.	5	12	9
✓	✓	✓	
6.6	11.4	13.6	2.5
41.3	61.0	30.4	12.7
15.9	18.6	44.9	19.5
47.7	36.2	47.7	76.1
20.0	41.5	5.5	4.4
0.1	0.4	3.7	0.0
16.3	3.3	0.0	0.0



# WCO

## Member Profiles

		Cape Verde	Central African Republic	Chad	Chile
First/LAST Name		Mr. João Vitorino Gomes CORREIA	Mr. Frédéric Theodore INAMO	Mr. Abdelkerim Charfadié MAHAMAT	Mr. José Ignacio PALMA SOTOMAYOR
Title		Directeur Général des Douanes	Directeur général des Douanes et Droits indirects	Directeur général des Douanes et Droits indirects	National Customs Director
Customs Administration		Direction général des douanes, Direction National des Recettes d'Etat du Ministère des Finances	Direction générale des Douanes et Droits indirects	Direction générale des Douanes et Droits indirects	National Customs Service
Organization Type		Revenue Authority	Ministry Department	Ministry Department	Customs Agency
Website Address		<a href="https://www.dnre.gov.cv">https://www.dnre.gov.cv</a>	n.a.	n.a.	<a href="http://www.aduana.cl">www.aduana.cl</a>
Number of Customs staff (approximate)		212	500	1,908	2,093
Year of WCO Accession		1992	1986	2005	1966
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; SAFE	HS; SAFE
Automated clearance system		ASYCUDA World	ASYCUDA ++	ASYCUDA ++	DIN system; DUS system
Declarations	Import	36,229	n.a.	n.a.	2,190,505
	Sea	77%	n.a.	n.a.	25%
	Air	20%	n.a.	n.a.	69%
	Land	0%	n.a.	n.a.	6%
	Other	2%	n.a.	n.a.	0%
	Export	634	n.a.	n.a.	565,886
	Sea	85%	n.a.	n.a.	62%
	Air	15%	n.a.	n.a.	22%
	Land	0%	n.a.	n.a.	11%
Electronic Declarations	Import	36,229	n.a.	n.a.	2,180,996
	Sea	77%	n.a.	n.a.	25%
	Air	20%	n.a.	n.a.	69%
	Land	0%	n.a.	n.a.	6%
	Other	2%	n.a.	n.a.	0%
	Export	634	n.a.	n.a.	562,402
	Sea	85%	n.a.	n.a.	63%
	Air	15%	n.a.	n.a.	22%
	Land	0%	n.a.	n.a.	11%
Electronic Declarations Rate	Import	100%	n.a.	n.a.	100%
	Export	100%	n.a.	n.a.	99%
Number of authorities issuing import or export permits		6	n.a.	n.a.	9
Number of authorities connected to National Single Window System		n.a.	n.a.	n.a.	4
Time Release Study		✓			✓
Customs duties in tax revenue (%)		18.3	n.a.	n.a.	1.0
Revenue collected by Customs in tax revenue (%)		46.5	n.a.	n.a.	27.7
	Customs duties (%)	39.3	n.a.	n.a.	3.6
	General Consumption taxes (%)	42.3	n.a.	n.a.	89.2
	Special Consumption taxes (%)	11.2	n.a.	n.a.	7.1
	Taxes on exporting goods (%)	0.0	n.a.	n.a.	0.0
	Other tax (%)	7.2	n.a.	n.a.	0.0

China	Colombia	Comoros	Congo (Republic of the)
Mr. NI Yuefeng	Mr. José Andrés ROMERO TARAZONA	Mr. SOUEF Kamalidini	Mr. Guénolé MBONGO KOU MOU
Minister	Director General of National Taxes and Customs	Directeur Général des Douanes	Directeur général des Douanes et Droits indirects
General Administration of Customs	Directorate of National Taxes and Customs (DIAN), Ministry of Finance and Public Credit	Administration Générale des Douanes, Ministère des Finances et du Budget	Ministère des Finances et du Budget
Customs Agency	Revenue Authority	Customs Agency	Ministry Department
www.customs.gov.cn	www.dian.gov.co	www.douanes.km	www.douanes.gouv.cg
93,000	1,187	486	2,721
1983	1993	1993	1975
HS; RKC; SAFE	HS; SAFE	HS; SAFE	HS; RKC; SAFE
H2010 System	Electronic computer service Muisca (for import and export) and Customs computer system SYGA imports	ASYCUDA World	ASYCUDA World
22,097,875	3,578,379	24,809	n.a.
23%	n.a.	79%	n.a.
36%	n.a.	21%	n.a.
17%	n.a.	0%	n.a.
24%	n.a.	0%	n.a.
55,607,188	436,789	502	n.a.
57%	n.a.	83%	n.a.
19%	n.a.	17%	n.a.
12%	n.a.	0%	n.a.
11%	n.a.	0%	n.a.
22,097,875	3,570,999	24,809	n.a.
23%	n.a.	79%	n.a.
36%	n.a.	21%	n.a.
17%	n.a.	0%	n.a.
24%	n.a.	0%	n.a.
55,607,188	435,884	502	n.a.
57%	n.a.	83%	n.a.
19%	n.a.	17%	n.a.
12%	n.a.	0%	n.a.
11%	n.a.	0%	n.a.
100%	100%	100%	n.a.
100%	100%	100%	n.a.
14	n.a.	3	n.a.
25	21	1	n.a.
✓	✓	✓	
3.2	2.7	8.6	n.a.
20.9	16.7	75.6	n.a.
15.4	16.3	11.4	n.a.
84.6	83.7	8.0	n.a.
0.0	0.0	37.3	n.a.
0.0	0.0	0.2	n.a.
0.0	0.0	34.4	n.a.



# WCO

## Member Profiles

		Costa Rica	Côte d'Ivoire	Croatia	Cuba
First/LAST Name		Mr. Gerardo BOLANOS	Mr. Alphonse Pierre DA	Mr. Hrvoje ČOVIĆ	Mr. N. Cordoves REYES
Title		Director General de Aduanas	Directeur général des Douanes	Director General of Customs Administration	Chief of the General Customs
Customs Administration		Dirección General de Aduanas, Ministerio de Hacienda	Direction générale des Douanes	Customs Administration, Ministry of Finance	General Customs of the Republic of Cuba
Organization Type		Ministry Department	Customs Agency	Ministry Department	Customs Agency
Website Address		www.hacienda.go.cr/contenido/284-servicio-nacional-de-aduanas	www.douanes.ci	www.carina.hr	www.aduana.gob.cu
Number of Customs staff (approximate)		619	4,212	2,800	5,143
Year of WCO Accession		2001	1963	1993	1988
WCO Instruments		HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		TICA (Tecnología de la Información para el Control Aduanero)	SYDAM (Système de Dédouanement Automatisé des Marchandises) World	HRAIS (Automated Import System); ECS (Export Control System)	Sistema Único de Aduanas
Declarations	Import	518,149	256,867	290,341	37,996
	Sea	42%	43%	12%	96%
	Air	42%	25%	19%	4%
	Land	16%	26%	69%	0%
	Other	0%	7%	0%	0%
	Export	325,075	109,275	294,035	5,097
	Sea	34%	42%	5%	89%
	Air	31%	10%	5%	11%
	Land	34%	47%	90%	0%
Electronic Declarations	Import	518,149	256,867	290,341	37,996
	Sea	42%	43%	12%	96%
	Air	42%	25%	19%	4%
	Land	16%	26%	69%	0%
	Other	0%	7%	0%	0%
	Export	325,075	109,275	294,035	5,097
	Sea	34%	42%	5%	89%
	Air	31%	10%	5%	11%
	Land	34%	47%	90%	0%
Electronic Declarations Rate	Import	100%	100%	100%	100%
	Export	100%	100%	100%	100%
Number of authorities issuing import or export permits		10	16	9	16
Number of authorities connected to National Single Window System		10	11	n.a.	n.a.
Time Release Study			✓		
Customs duties in tax revenue (%)		3.4	12.3	0.3	n.a.
Revenue collected by Customs in tax revenue (%)		27.0	45.6	22.4	n.a.
	Customs duties (%)	12.8	27.0	1.4	n.a.
	General Consumption taxes (%)	65.7	32.7	33.6	n.a.
	Special Consumption taxes (%)	20.6	15.0	0.2	n.a.
	Taxes on exporting goods (%)	0.4	25.3	0.0	n.a.
	Other tax (%)	0.6	0.0	0.0	n.a.

Curaçao	Cyprus	Czech Republic	Democratic Republic of the Congo
Ms. Soraya POLS-STRICK	Ms. Kyriaki MYRIANTHOPOULOU	Mr. Milan POULÍČEK	Mr. Jean-Baptiste NKONGOLO KABILA MUTSHI
Customs Commissioner	Director General of Customs and Excise	Director General of Customs	Directeur Général des Douanes et Accises
Customs Curaçao, Ministry of Finance	Customs and Excise Department, Ministry of Finance	Czech Customs Administration	Direction Générale des Douanes et Accises, Ministère des Finances
Ministry Department	Ministry Department	Customs Agency	Customs Agency
www.curacao.com	www.mof.gov.cy/ce	www.celnisprava.cz	douanes.gouv.cd
188	438	5,679	5,613
2001	1967	1993	1972
SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA World	Theseas System	Customs Information System of the Czech Republic	ASYCUDA World
220,533	104,925	2,465,844	1,762,398
30%	n.a.	33%	4%
65%	n.a.	45%	39%
4%	n.a.	22%	3%
0%	n.a.	0%	54%
23,439	39,482	2,888,414	171,438
54%	n.a.	16%	2%
45%	n.a.	23%	36%
2%	n.a.	61%	11%
0%	n.a.	0%	50%
220,533	102,056	1,631,628	680,758
30%	n.a.	26%	18%
65%	n.a.	54%	9%
4%	n.a.	20%	72%
0%	n.a.	0%	1%
23,439	39,482	2,491,199	85,172
54%	n.a.	17%	2%
45%	n.a.	23%	5%
2%	n.a.	60%	93%
0%	n.a.	0%	0%
100%	97%	66%	39%
100%	100%	86%	50%
4	24	5	14
n.a.	3	4	10
n.a.	0.5	0.8	8.7
n.a.	16.8	16.3	30.9
48.5	2.8	5.2	28.0
20.4	44.5	0.2	33.0
31.1	52.6	92.9	5.5
0.0	0.0	0.0	0.3
0.0	0.0	1.7	33.4



# WCO

## Member Profiles

		Denmark	Djibouti	Dominican Republic	Ecuador
First/LAST Name		Ms. Charlotte MØLLER	Mr. Ahmed Yousseuf GOULED	Mr. Enrique Antonio RAMIREZ PANIAGUA	Ms. María Alejandra MUÑOZ SEMINARIO
Title		Director General of Customs	Directeur général des Douanes et Droits indirects	Director General of Customs	Director General
Customs Administration		Customs Agency	Direction des Douanes et Droits indirects	Directorate General of Customs	National Customs Service of Ecuador
Organization Type		Customs Agency	Ministry Department	Customs Agency	Customs Agency
Website Address		www.skat.dk	www.douanes.dj	www.aduanas.gob.do	www.aduana.gob.ec
Number of Customs staff (approximate)		832	429	6,224	2,193
Year of WCO Accession		1952	2008	2004	1997
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE	HS; SAFE
Automated clearance system		Toldsystemet; Importsystemet; E-export	ASYCUDA World	SIGA (Sistema Integrado de Gestión Aduanera)	ECUAPASS
Declarations	Import	1,930,361	n.a.	435,510	324,835
	Sea	16%	n.a.	59%	55%
	Air	42%	n.a.	39%	35%
	Land	42%	n.a.	2%	10%
	Other	0%	n.a.	0%	0%
	Export	1,700,021	n.a.	94,030	280,956
	Sea	32%	n.a.	36%	61%
	Air	26%	n.a.	33%	34%
	Land	41%	n.a.	31%	5%
Electronic Declarations	Import	1,930,361	n.a.	435,510	324,835
	Sea	16%	n.a.	59%	55%
	Air	42%	n.a.	39%	35%
	Land	42%	n.a.	2%	10%
	Other	0%	n.a.	0%	0%
	Export	1,700,021	n.a.	94,030	280,956
	Sea	32%	n.a.	36%	61%
	Air	26%	n.a.	33%	34%
	Land	41%	n.a.	31%	5%
Electronic Declarations Rate	Import	100%	n.a.	100%	100%
	Export	100%	n.a.	100%	100%
Number of authorities issuing import or export permits		10	n.a.	43	25
Number of authorities connected to National Single Window System		1	n.a.	40	15
Time Release Study				✓	
Customs duties in tax revenue (%)		0.3	n.a.	4.9	9.7
Revenue collected by Customs in tax revenue (%)		0.3	n.a.	23.9	24.1
	Customs duties (%)	100.0	n.a.	20.7	40.5
	General Consumption taxes (%)	0.0	n.a.	69.4	51.4
	Special Consumption taxes (%)	0.0	n.a.	9.8	7.2
	Taxes on exporting goods (%)	0.0	n.a.	0.0	0.0
	Other tax (%)	0.0	n.a.	0.1	1.0

Egypt	El Salvador	Eritrea	Estonia
Mr. Kamal Negm ELSAYED	Mr. Héctor GUSTAVO VILLATORO	Mr. Yosief YEHDEGO	Mr. Valdur LAID
Customs Commissioner	Director General	Commissioner	Director General
The Egyptian Customs Authority, Ministry of Finance of Egypt	Dirección General de Aduanas	Customs Department	Tax and Customs Board
Customs Agency	Ministry Department	Ministry Department	Revenue Authority
www.customs.gov.eg	www.mh.gob.sv	n.a.	www.emta.ee
12,214	803	n.a.	527
1956	2005	1995	1992
HS; RKC; SAFE	SAFE	HS	HS; RKC; SAFE
CIS (Customs Information System)	ASYCUDA ++	n.a.	COMPLEX
553,535	506,534	n.a.	88,531
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
322,458	217,729	n.a.	47,799
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
553,535	4,814	n.a.	88,531
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
322,458	n.a.	n.a.	47,799
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
100%	n.a.	n.a.	100%
100%	n.a.	n.a.	100%
n.a.	7	n.a.	11
n.a.	n.a.	n.a.	2
6.8	4.5	n.a.	0.9
22.4	28.7	n.a.	5.8
30.4	15.8	n.a.	15.6
63.5	79.3	n.a.	83.7
6.2	4.9	n.a.	0.6
0.3	0.0	n.a.	0.0
0.0	0.0	n.a.	0.0



# WCO

## Member Profiles

		Eswatini	Ethiopia	Fiji	Finland
First/LAST Name		Ms. Gugu MAHLINZA	Mr. Debele Kebeta HURSA	Ms. Fane. W. VAVE	Mr. Hannu MÄKINEN
Title		Commissioner of Customs	Director General	Acting Chief Executive Officer	Director General
Customs Administration		Eswatini Revenue Authority	Revenues and Customs Authority	Fiji Revenue and Customs Services	Finnish Customs
Organization Type		Revenue Authority	Revenue Authority	Revenue Authority	Customs Agency
Website Address		www.sra.org.sz	www.erca.gov.et	www.frca.org.fj	www.tulli.fi
Number of Customs staff (approximate)		207	2,052	307	1,895
Year of WCO Accession		1981	1973	1997	1961
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA World	ASYCUDA ++	ASYCUDA ++	ITU (Integrated Clearance System)
Declarations	Import	446,161	n.a.	333,360	595,377
	Sea	0%	n.a.	62%	20%
	Air	1%	n.a.	38%	65%
	Land	99%	n.a.	0%	15%
	Other	0%	n.a.	0%	0%
	Export	97,877	n.a.	10,264	964,000
	Sea	0%	n.a.	78%	25%
	Air	4%	n.a.	22%	46%
	Land	96%	n.a.	0%	28%
Electronic Declarations	Other	0%	n.a.	0%	1%
	Import	446,161	n.a.	333,360	583,797
	Sea	0%	n.a.	62%	20%
	Air	1%	n.a.	38%	65%
	Land	99%	n.a.	0%	14%
	Other	0%	n.a.	0%	0%
	Export	97,877	n.a.	10,264	964,000
	Sea	0%	n.a.	78%	25%
	Air	4%	n.a.	22%	46%
Electronic Declarations Rate	Land	96%	n.a.	0%	28%
	Other	0%	n.a.	0%	1%
Electronic Declarations Rate	Import	100%	n.a.	100%	98%
	Export	100%	n.a.	100%	100%
Number of authorities issuing import or export permits		14	n.a.	13	13
Number of authorities connected to National Single Window System		n.a.	n.a.	2	n.a.
Time Release Study		✓		✓	
Customs duties in tax revenue (%)		1.1	n.a.	11.9	0.4
Revenue collected by Customs in tax revenue (%)		32.1	n.a.	33.3	0.7
	Customs duties (%)	3.5	n.a.	35.8	60.3
	General Consumption taxes (%)	89.8	n.a.	36.5	10.1
	Special Consumption taxes (%)	5.2	n.a.	11.9	-0.3
	Taxes on exporting goods (%)	0.1	n.a.	0.6	0.0
	Other tax (%)	1.4	n.a.	15.8	30.0

France	Gabon	Gambia	Georgia
Ms. Isabelle BRAUN-LEMAIRE	Mr. Dieudonné LEWAMOUHO OBISSA	Mr. Yankuba DARBOE	Mr. Levan KAKAVA
Directrice générale des douanes et droits indirects	Directeur général des Douanes et Droits indirects	Commissioner General	Head of Revenue Service
Direction générale des douanes et des droits indirects	Direction générale des Douanes et Droits indirects, Ministère de l'Economie, de la Prospective et de la Programmation du Développement Durable	Gambia Revenue Authority	Legal Entity of Public Law – Revenue Service
Customs Agency	Ministry Department	Revenue Authority	Revenue Authority
www.douane.gouv.fr	www.douanes.ga	n.a.	www.rs.ge
17,231	1,217	203	1,700
1952	1965	1987	1993
HS; RKC; SAFE	HS; RKC; SAFE	SAFE	HS; RKC; SAFE
DELT@-G	ASYCUDA ++	ASYCUDA ++	ASYCUDA World
3,821,622	64,649	n.a.	173,733
34%	n.a.	n.a.	22%
33%	n.a.	n.a.	14%
23%	n.a.	n.a.	64%
10%	n.a.	n.a.	1%
5,887,775	13,823	n.a.	39,744
35%	n.a.	n.a.	16%
36%	n.a.	n.a.	10%
28%	n.a.	n.a.	73%
2%	n.a.	n.a.	1%
3,821,622	n.a.	n.a.	55,228
34%	n.a.	n.a.	16%
33%	n.a.	n.a.	10%
23%	n.a.	n.a.	75%
10%	n.a.	n.a.	0%
5,887,775	n.a.	n.a.	12,597
35%	n.a.	n.a.	28%
36%	n.a.	n.a.	67%
28%	n.a.	n.a.	4%
2%	n.a.	n.a.	1%
100%	n.a.	n.a.	32%
100%	n.a.	n.a.	32%
15	20	n.a.	6
7	n.a.	n.a.	6
			✓
0.7	9.9	n.a.	0.7
28.4	21.7	n.a.	45.2
2.6	45.9	n.a.	1.5
7.4	36.3	n.a.	72.1
86.0	4.0	n.a.	0.0
0.0	8.5	n.a.	0.0
2.4	6.0	n.a.	0.0



# WCO

## Member Profiles

		Germany	Ghana	Greece	Guatemala
First/LAST Name		Ms. Colette HERCHER	Mr. Kwadwo DAMOAH	Mr. Konstantinos MOURTIDIS	Mr. Werner OVALLE RAMÍREZ
Title		President of Central Customs Authority	Customs Commissioner	Director General of Customs and Excise	Intendant of Customs
Customs Administration		Central Customs Authority	Customs Division, Ghana Revenue Authority	Directorate General of Customs and Excise	Superintendency of Tax Administration
Organization Type		Customs Agency	Revenue Authority	Revenue Authority	Revenue Authority
Website Address		www.zoll.de	www.gra.gov.gh	portal.gsis.gr	www.sat.gob.gt
Number of Customs staff (approximate)		36,878	2,491	2,148	1,412
Year of WCO Accession		1952	1968	1952	1985
WCO Instruments		HS; RKC; SAFE	SAFE	HS; RKC; SAFE	HS; SAFE
Automated clearance system		ATLAS	GCMS (Ghana Customs Management System)	ICISnet	SAQB'E (Customs Management System)
Declarations	Import	85,300,000	318,506	418,192	508,829
	Sea	n.a.	n.a.	45%	31%
	Air	n.a.	n.a.	28%	23%
	Land	n.a.	n.a.	26%	46%
	Other	n.a.	n.a.	1%	0%
	Export	163,200,000	56,894	422,360	316,958
	Sea	n.a.	n.a.	33%	21%
	Air	n.a.	n.a.	28%	9%
	Land	n.a.	n.a.	39%	70%
Electronic Declarations	Other	n.a.	n.a.	1%	0%
	Import	n.a.	318,506	417,656	847
	Sea	n.a.	n.a.	45%	n.a.
	Air	n.a.	n.a.	28%	n.a.
	Land	n.a.	n.a.	26%	n.a.
	Other	n.a.	n.a.	1%	n.a.
	Export	n.a.	56,894	422,288	4,089
	Sea	n.a.	n.a.	33%	n.a.
	Air	n.a.	n.a.	28%	n.a.
Electronic Declarations Rate	Land	n.a.	n.a.	39%	n.a.
	Other	n.a.	n.a.	1%	n.a.
Electronic Declarations Rate	Import	0%	100%	100%	0%
	Export	0%	100%	100%	1%
Number of authorities issuing import or export permits		n.a.	21	20	9
Number of authorities connected to National Single Window System		n.a.	21	n.a.	n.a.
Time Release Study					✓
Customs duties in tax revenue (%)		n.a.	11.6	0.6	4.3
Revenue collected by Customs in tax revenue (%)		n.a.	27.4	25.6	40.0
	Customs duties (%)	n.a.	42.2	2.3	10.8
	General Consumption taxes (%)	n.a.	42.7	16.2	61.1
	Special Consumption taxes (%)	n.a.	15.1	2.9	20.4
	Taxes on exporting goods (%)	n.a.	0.0	0.0	0.0
	Other tax (%)	n.a.	0.0	0.3	7.6

Guinea	Guinea-Bissau	Guyana	Haiti
Mr. Toumany SANGARE	Mr. Domenico OLIVEIRA SANCA	Mr. Godfrey STATIA	Mr. Romel BELL
Directeur général des Douanes	Directeur général des Douanes	Commissioner General	Directeur Général des Douanes
Direction générale des Douanes, Ministère du Budget	Direction Générale des Douanes, Ministère de l'Economie et des finances	Customs and Trade Administration, Guyana Revenue Authority	Administration Générale des Douanes, Ministère de l'Economie et des Finances
Ministry Department	Customs Agency	Revenue Authority	Customs Agency
www.douanesguinee.gov.gn	n.a.	www.gra.gov.gy	www.douane.gouv.ht
2,291	511	321	1,940
1991	2010	1976	1958
HS; SAFE	HS; SAFE		HS; SAFE
ASYCUDA ++	ASYCUDA ++	TRIPS (Total Revenue Integrated Processing System)	ASYCUDA World
161,516	12,151	50,078	131,639
89%	n.a.	n.a.	n.a.
8%	n.a.	n.a.	n.a.
3%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
3,961	461	12,728	9,267
56%	n.a.	n.a.	n.a.
20%	n.a.	n.a.	n.a.
24%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
156,387	7,623	-	131,639
91%	n.a.	n.a.	n.a.
6%	n.a.	n.a.	n.a.
2%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
3,782	461	-	9,267
57%	n.a.	n.a.	n.a.
19%	n.a.	n.a.	n.a.
24%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
97%	63%	0%	100%
95%	100%	0%	100%
10	7	13	10
n.a.	4	n.a.	10
		✓	
22.1	15.6	9.7	14.8
69.5	50.4	45.1	33.2
31.9	31.0	21.6	44.7
30.8	37.2	31.1	54.4
29.0	12.7	39.3	0.0
8.4	19.0	0.0	0.0
8.4	0.1	2.8	0.9



# WCO

## Member Profiles

		Honduras	Hong Kong, China	Hungary	Iceland
First/LAST Name		Ms. Wendy Odali FLORES	Mr. Yi-hoi Hermes TANG	Mr. László SORS	Mr. Snorri OLSEN
Title		Deputy Director of Customs Revenue	Commissioner of Customs and Excise	Commissioner	Commissioner
Customs Administration		Deputy Directorate of Customs Revenue	Customs and Excise Department	National Tax and Customs Administration(NTCA)	Iceland Revenue and Customs
Organization Type		Revenue Authority	Customs Agency	Revenue Authority	Revenue Authority
Website Address		n.a.	www.customs.gov.hk	www.nav.gov.hu	www.tollur.is
Number of Customs staff (approximate)		925	7,115	3,790	168
Year of WCO Accession		2005	1987	1968	1971
WCO Instruments		SAFE	SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		SARAH (Sistema Aduanero Automatizado de Rentas Aduaneras de Honduras)	GETS (Government Electronic Trading Services)	CDPS (Customs Declaration Processing System)	Tollakerfi (e. Customs IT System)
Declarations	Import	351,428	7,800,214	395,749	243,871
	Sea	n.a.	n.a.	18%	76%
	Air	n.a.	n.a.	37%	24%
	Land	n.a.	n.a.	45%	0%
	Other	n.a.	n.a.	0%	0%
	Export	83,851	11,818,353	256,703	125,223
	Sea	n.a.	n.a.	15%	76%
	Air	n.a.	n.a.	25%	24%
	Land	n.a.	n.a.	59%	0%
Electronic Declarations	Import	23,166	7,800,214	393,436	215,542
	Sea	n.a.	n.a.	18%	86%
	Air	n.a.	n.a.	37%	14%
	Land	n.a.	n.a.	45%	0%
	Other	n.a.	n.a.	0%	0%
	Export	56,142	11,818,353	256,160	125,122
	Sea	n.a.	n.a.	15%	76%
	Air	n.a.	n.a.	25%	24%
	Land	n.a.	n.a.	59%	0%
Electronic Declarations Rate	Import	7%	100%	99%	88%
	Export	67%	100%	100%	100%
Number of authorities issuing import or export permits		5	8	10	12
Number of authorities connected to National Single Window System		2	n.a.	1	n.a.
Time Release Study					
Customs duties in tax revenue (%)		n.a.	0.0	0.1	0.3
Revenue collected by Customs in tax revenue (%)		n.a.	2.7	10.8	26.6
	Customs duties (%)	100.0	0.0	1.0	1.2
	General Consumption taxes (%)	0.0	0.0	17.8	79.4
	Special Consumption taxes (%)	0.0	100.0	0.0	19.3
	Taxes on exporting goods (%)	0.0	0.0	0.0	0.0
	Other tax (%)	0.0	0.0	0.0	0.0

India	Indonesia	Iran (Islamic Republic of)	Iraq
Mr. M. Ajit KUMAR	Mr. Heru PAMBUDI	Mr. Mahdi MIRASHRAFI	Mr. Khalid Slahaldin Mohammed Mourad
Chairman, Central Board of Indirect Taxes and Customs	Director General of Customs and Excise	Deputy Minister of Economic & Finance and President of Iran Customs	Acting Director General of Custom
Central Board of Excise and Customs (CBEC), Department of Revenue, Ministry of Finance	Directorate General of Customs and Excise, Ministry of Finance	Islamic Republic of Iran Customs Administration (IRICA), Ministry of Finance and Economic Affairs	General Commission for Customs, Ministry of Finance
Ministry Department	Ministry Department	Ministry Department	Customs Agency
www.cbec.gov.in	www.beacukai.go.id	www.irica.gov.ir	www.iraqcustoms.org
15,165	16,812	8,022	2,939
1971	1957	1959	1990
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	SAFE
Indian Customs EDI System (ICES/ICEGATE)	CEISA (Customs & Excise Information System and Automation)	Integrated Comprehensive Customs System (ICCS)	ICLS (Iraq Customs Levy System)
4,664,040	1,469,282	263,520	n.a.
38%	n.a.	44%	n.a.
46%	n.a.	23%	n.a.
17%	n.a.	32%	n.a.
0%	n.a.	0%	n.a.
7,357,903	2,237,841	583,788	n.a.
39%	n.a.	12%	n.a.
34%	n.a.	3%	n.a.
27%	n.a.	85%	n.a.
0%	n.a.	0%	n.a.
4,664,040	1,469,282	263,520	n.a.
38%	n.a.	44%	n.a.
46%	n.a.	23%	n.a.
17%	n.a.	32%	n.a.
0%	n.a.	0%	n.a.
7,357,903	2,237,841	583,788	n.a.
39%	n.a.	12%	n.a.
34%	n.a.	3%	n.a.
27%	n.a.	85%	n.a.
0%	n.a.	0%	n.a.
100%	100%	100%	n.a.
100%	100%	100%	n.a.
53	21	22	n.a.
50	21	22	n.a.
✓	✓	✓	
8.1	3.0	n.a.	n.a.
26.8	29.7	n.a.	n.a.
30.3	10.2	62.2	n.a.
69.7	54.4	37.4	n.a.
0.0	35.4	0.4	n.a.
0.4	1.5	0.0	n.a.
0.0	0.0	0.0	n.a.



# WCO

## Member Profiles

		Ireland	Israel	Italy	Jamaica
First/LAST Name		Mr. Gerry HARRAHILL	Mr. Avraham BEN ARDETE	Mr. Marcello MINENNA	Ms. Velma Ricketts WALKER
Title		Director General of Customs and Revenue Commissioner	Head of the Israel Customs Directorate	Director General of Customs	CEO/Commissioner of Customs
Customs Administration		Office of the Revenue Commissioners Irish Tax and Customs	Israel Customs Directorate	Customs and Monopolies Agency	Jamaica Customs Agency
Organization Type		Revenue Authority	Revenue Authority	Customs Agency	Customs Agency
Website Address		www.revenue.ie	www.taxes.gov.il	www.adm.gov.it	www.jacustoms.gov.jm
Number of Customs staff (approximate)		1,099	1,000	9,906	1,317
Year of WCO Accession		1952	1958	1952	1963
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE	SAFE
Automated clearance system		Automated Entry Processing System (AEP)	"Global Gate" – The New Foreign Trade System	AIDA (Automazione Integrata Dogane Accise)	ASYCUDA World
Declarations	Import	892,350	1,420,767	6,065,610	528,188
	Sea	23%	n.a.	20%	77%
	Air	74%	n.a.	65%	23%
	Land	3%	n.a.	15%	0%
	Other	0%	n.a.	0%	0%
	Export	361,801	1,347,178	14,921,062	41,752
	Sea	24%	n.a.	17%	28%
	Air	73%	n.a.	65%	72%
	Land	3%	n.a.	18%	0%
Electronic Declarations	Import	892,350	1,420,767	6,063,618	528,188
	Sea	23%	n.a.	20%	77%
	Air	74%	n.a.	65%	23%
	Land	3%	n.a.	15%	0%
	Other	0%	n.a.	0%	0%
	Export	361,801	1,347,178	14,920,556	41,752
	Sea	24%	n.a.	17%	28%
	Air	73%	n.a.	65%	72%
	Land	3%	n.a.	18%	0%
Electronic Declarations Rate	Import	100%	100%	100%	100%
	Export	100%	100%	100%	100%
Number of authorities issuing import or export permits		10	13	18	20
Number of authorities connected to National Single Window System		1	n.a.	7	10
Time Release Study			✓	✓	✓
Customs duties in tax revenue (%)		0.6	0.9	0.5	7.8
Revenue collected by Customs in tax revenue (%)		11.2	21.2	3.5	37.7
	Customs duties (%)	5.2	4.5	14.0	20.8
	General Consumption taxes (%)	26.6	69.0	85.2	42.4
	Special Consumption taxes (%)	68.3	26.5	0.1	23.9
	Taxes on exporting goods (%)	0.0	0.0	0.0	0.0
	Other tax (%)	0.0	0.0	0.7	2.9

Japan	Jordan	Kazakhstan	Kenya
Mr. Motoya NAKAE	Mr. Abdelmajid AL-RAHAMNEH	Mr. Marat SULTANGAZIYEV	Mr. Kevin Lewis SAFARI
Director General of Customs and Tariff Bureau, Ministry of Finance	Director General of Customs	Chairman	Commissioner of Customs and Border Control
Customs and Tariff Bureau, Ministry of Finance	Customs Department, Ministry of Finance	State Revenue Committee, Ministry of Finance	Kenya Revenue Authority
Ministry Department	Ministry Department	Revenue Authority	Revenue Authority
www.customs.go.jp	www.customs.gov.jo	www.kgd.gov.kz	www.kra.gov.ke
9,826	2,671	12,816	1,450
1964	1964	1992	1965
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
NACCS (Nippon Automated Cargo and Port Consolidated System)	ASYCUDA World	Astana-1	SIMBA 2005
6,909,000	418,439	315,970	n.a.
62%	n.a.	n.a.	n.a.
38%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
7,463,000	136,639	86,063	n.a.
48%	n.a.	n.a.	n.a.
52%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
6,766,000	418,439	250,620	n.a.
63%	n.a.	n.a.	n.a.
37%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
7,430,000	136,639	86,063	n.a.
48%	n.a.	n.a.	n.a.
52%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
98%	100%	79%	n.a.
100%	100%	100%	n.a.
11	n.a.	11	n.a.
6	n.a.	11	n.a.
✓			✓
1.7	n.a.	10.0	n.a.
14.2	n.a.	18.2	n.a.
11.8	n.a.	55.1	n.a.
72.8	n.a.	28.8	n.a.
15.2	n.a.	0.6	n.a.
0.0	n.a.	55.6	n.a.
0.3	n.a.	0.0	n.a.



# WCO

## Member Profiles

		Korea (Republic of)	Kosovo	Kuwait	Kyrgyzstan
First/LAST Name		Mr. Suk Hwan ROH	Mr. Ibrahim XHAKA	Mr. Jamal H. AL-JALAWI	Mr. Altynbek TORUTAEV
Title		Commissioner	Director General of Customs	Director General	Chairman of the State Customs Service
Customs Administration		Korea Customs Service	Customs Administration (Kosovo Customs)	General Administration of Customs	State Customs Service
Organization Type		Customs Agency	Customs Agency	Ministry Department	Customs Agency
Website Address		www.customs.go.kr	https://dogana.rks-gov.net/en	www.customs.gov.kw	www.customs.gov.kg
Number of Customs staff (approximate)		5,437	664	3,726	1,138
Year of WCO Accession		1968	2017	1993	2000
WCO Instruments		HS; RKC; SAFE		HS; RKC; SAFE	HS; SAFE
Automated clearance system		UNIPASS	ASYCUDA World	Microclear Customs Clearance System	SAIS (Single Automated Information System)
Declarations	Import	23,511,000	258,820	n.a.	31,319
	Sea	n.a.	n.a.	n.a.	n.a.
	Air	n.a.	n.a.	n.a.	n.a.
	Land	n.a.	n.a.	n.a.	n.a.
	Other	n.a.	n.a.	n.a.	n.a.
	Export	11,940,647	33,030	n.a.	1,038
	Sea	n.a.	n.a.	n.a.	n.a.
	Air	n.a.	n.a.	n.a.	n.a.
	Land	n.a.	n.a.	n.a.	n.a.
Electronic Declarations	Import	23,050,000	258,820	n.a.	-
	Sea	n.a.	n.a.	n.a.	n.a.
	Air	n.a.	n.a.	n.a.	n.a.
	Land	n.a.	n.a.	n.a.	n.a.
	Other	n.a.	n.a.	n.a.	n.a.
	Export	9,476,053	33,030	n.a.	-
	Sea	n.a.	n.a.	n.a.	n.a.
	Air	n.a.	n.a.	n.a.	n.a.
	Land	n.a.	n.a.	n.a.	n.a.
Electronic Declarations Rate	Import	98%	100%	n.a.	0%
	Export	79%	100%	n.a.	0%
Number of authorities issuing import or export permits		44	3	n.a.	25
Number of authorities connected to National Single Window System		27	n.a.	n.a.	9
Time Release Study		✓	✓		✓
Customs duties in tax revenue (%)		2.5	6.2	n.a.	15.6
Revenue collected by Customs in tax revenue (%)		18.5	55.4	n.a.	40.2
	Customs duties (%)	13.6	11.1	n.a.	38.9
	General Consumption taxes (%)	71.2	52.6	n.a.	55.1
	Special Consumption taxes (%)	15.2	36.3	n.a.	0.9
	Taxes on exporting goods (%)	0.0	0.0	n.a.	0.0
	Other tax (%)	0.0	0.0	n.a.	5.1

Lao People's Democratic Republic	Latvia	Lebanon	Lesotho
Mr. Phoukhaokham VANNAVONGXAY	Mr. Raimonds ZUKULS	Mr. Assaad TFAILY	Mr. Norman Mosuoie MAPETLA
Director General	Deputy Director General for Customs Issues of the State Revenue Service, Director of National Customs Board	Director General of Customs, President of the Higher Council of Lebanese Customs	Commissioner for Client Services
Ministry of Finance, Department of Customs	National Customs Board of the State Revenue Service of the Republic of Latvia	Customs Administration, Ministry of Finance	Frontier Services
Ministry Department	Revenue Authority	Ministry Department	Revenue Authority
www.laocustoms.laopdr.net	www.vid.gov.lv	www.customs.gov.lb	www.lra.org.ls/Customs.php
969	916	1,632	183
2007	1992	1960	1978
RKC; SAFE	HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE
ASYCUDA World	Electronic Customs Data Processing System (EMDAS)	NAJM (adopted from ASYCUDA WORLD)	ASYCUDA World
n.a.	208,204	228,925	299,219
n.a.	13%	65%	0%
n.a.	5%	32%	1%
n.a.	51%	3%	98%
n.a.	31%	0%	0%
n.a.	195,159	68,713	25,889
n.a.	20%	45%	0%
n.a.	5%	43%	15%
n.a.	56%	12%	85%
n.a.	18%	0%	0%
n.a.	208,204	228,925	299,219
n.a.	13%	65%	0%
n.a.	5%	32%	1%
n.a.	51%	3%	98%
n.a.	31%	0%	0%
n.a.	195,159	68,713	25,889
n.a.	20%	45%	0%
n.a.	5%	43%	15%
n.a.	56%	12%	85%
n.a.	18%	0%	0%
n.a.	100%	100%	100%
n.a.	100%	100%	100%
n.a.	14	13	6
n.a.	5	5	n.a.
✓	✓		✓
n.a.	0.8	n.a.	2.5
n.a.	2.09	n.a.	12.7
n.a.	40.0	17.9	19.7
n.a.	58.0	50.4	80.3
n.a.	2.0	31.5	0.0
n.a.	0.0	0.0	0.0
n.a.	0.0	0.0	0.0



# WCO

## Member Profiles

		Liberia	Libya	Lithuania	Luxembourg
First/LAST Name		Mr. Saa SAAMOI	Mr. Tarek A. Ali ELFAGI	Mr. Jonas MIŠKINIS	Mr. Alain BELLOT
Title		Commissioner	Director General	Acting Director General of the Customs Department	Directeur des douanes et accises
Customs Administration		Ministry of Finance & Development Planning	Customs Administration	Customs Department, Ministry of Finance	Administration des douanes et accises
Organization Type		Revenue Authority	Ministry Department	Ministry Department	Customs Agency
Website Address		www.mofrevenue.gov.lr	www.customs.ly	www.lrmuitine.lt	www.etat.lu/DO
Number of Customs staff (approximate)		260	13,500	1,963	460
Year of WCO Accession		1975	1975	1992	1953
WCO Instruments		HS; SAFE	HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA World	n.a.	MDAS (Customs Declaration Processing System); NTKS (National Transit Control System)	PLDA (eDouane)
Declarations	Import	44,268	n.a.	309,878	193,830
	Sea	n.a.	n.a.	24%	0%
	Air	n.a.	n.a.	27%	3%
	Land	n.a.	n.a.	49%	96%
	Other	n.a.	n.a.	0%	0%
	Export	393	n.a.	483,388	239,277
	Sea	n.a.	n.a.	13%	1%
	Air	n.a.	n.a.	8%	14%
	Land	n.a.	n.a.	79%	85%
Electronic Declarations	Import	26,018	n.a.	309,709	193,830
	Sea	n.a.	n.a.	24%	0%
	Air	n.a.	n.a.	27%	3%
	Land	n.a.	n.a.	49%	96%
	Other	n.a.	n.a.	0%	0%
	Export	393	n.a.	482,927	239,277
	Sea	n.a.	n.a.	13%	1%
	Air	n.a.	n.a.	8%	14%
	Land	n.a.	n.a.	79%	85%
Electronic Declarations Rate	Import	59%	n.a.	100%	100%
	Export	100%	n.a.	100%	100%
Number of authorities issuing import or export permits		1	n.a.	15	18
Number of authorities connected to National Single Window System		n.a.	n.a.	4	n.a.
Time Release Study					
Customs duties in tax revenue (%)		20.4	n.a.	1.5	0.2
Revenue collected by Customs in tax revenue (%)		41.8	n.a.	2.2	10.6
	Customs duties (%)	48.8	n.a.	67.9	1.4
	General Consumption taxes (%)	29.4	n.a.	20.1	1.2
	Special Consumption taxes (%)	14.7	n.a.	12.0	92.4
	Taxes on exporting goods (%)	0.2	n.a.	0.0	0.0
	Other tax (%)	2.8	n.a.	0.0	0.0

Macau, China	Madagascar	Malawi	Malaysia
Mr. VONG Man Chong	Mr. LAINKANA Zafivanona Ernest	Mr. Tom Gray MALATA	Mr. Dato' Abdul Latif Bin ABDUL KADIR
Director-General of Macao Customs Service	Directeur Général des Douanes	General Commissioner	Director General of Customs
Macao Customs Service	Direction Générale des Douanes, Ministère de l'Economie et des Finances	Customs Division, Malawi Revenue Authority	Royal Malaysian Customs Department (RMCD), Ministry of Finance
Customs Agency	Ministry Department	Revenue Authority	Ministry Department
www.customs.gov.mo	www.mefb.gov.mg	www.mra.mw	www.customs.gov.my
1,491	1,238	411	13,345
1993	1964	1966	1964
SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Electronic Data Interchange System (EDI)	ASYCUDA ++	ASYCUDA ++	Customs Information System (SMK)
454,257	76,006	n.a.	5,149,687
53%	76%	n.a.	30%
7%	17%	n.a.	44%
41%	7%	n.a.	25%
0%	0%	n.a.	1%
45,391	41,029	n.a.	6,113,913
60%	50%	n.a.	21%
17%	40%	n.a.	31%
23%	9%	n.a.	40%
0%	1%	n.a.	9%
194,812	76,006	n.a.	5,149,687
51%	76%	n.a.	30%
3%	17%	n.a.	44%
46%	7%	n.a.	25%
0%	0%	n.a.	1%
9,993	41,029	n.a.	6,113,913
70%	50%	n.a.	21%
9%	40%	n.a.	31%
21%	9%	n.a.	40%
0%	1%	n.a.	9%
43%	100%	n.a.	100%
22%	100%	n.a.	100%
5	n.a.	7	28
5	18	n.a.	28
	✓	✓	✓
0.00	10.8	n.a.	n.a.
0.00	48.9	n.a.	n.a.
n.a.	22.0	n.a.	9.1
n.a.	67.6	n.a.	21.0
n.a.	10.4	n.a.	12.7
n.a.	0.0	n.a.	2.7
n.a.	0.0	n.a.	0.0



# WCO

## Member Profiles

		Maldives	Mali	Malta	Mauritania
First/LAST Name		Mr. Abdulla SHAREEF	Mr. Mahamet DOUCARA	Mr. Joseph CHETCUTI	Mr. DAH OULD HAMADY OULD EL MAMY
Title		Acting Commissioner of Customs	Directeur Général des Douanes	Director General of Customs	Directeur général
Customs Administration		Maldives Customs Service	Direction Générale des Douanes	Customs Department, Ministry for Finance and Financial Services	Direction générale des Douanes, Ministère des Finances
Organization Type		Customs Agency	Ministry Department	Ministry Department	Ministry Department
Website Address		www.customs.gov.mv	www.douanes.gouv.ml	customs.gov.mt	http://www.dgdmr.com/
Number of Customs staff (approximate)		710	1,764	386	800
Year of WCO Accession		1995	1987	1968	1979
WCO Instruments		HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC
Automated clearance system		ASYCUDA World	ASYCUDA World	Customs Electronic System	ASYCUDA ++
Declarations	Import	217,060	224,019	105,301	n.a.
	Sea	39%	n.a.	23%	n.a.
	Air	48%	n.a.	77%	n.a.
	Land	0%	n.a.	0%	n.a.
	Other	13%	n.a.	0%	n.a.
	Export	12,507	19,848	17,961	n.a.
	Sea	8%	n.a.	44%	n.a.
	Air	92%	n.a.	56%	n.a.
	Land	0%	n.a.	0%	n.a.
Electronic Declarations	Import	217,060	224,019	105,301	n.a.
	Sea	39%	n.a.	23%	n.a.
	Air	48%	n.a.	77%	n.a.
	Land	0%	n.a.	0%	n.a.
	Other	13%	n.a.	0%	n.a.
	Export	12,507	19,848	17,961	n.a.
	Sea	8%	n.a.	44%	n.a.
	Air	92%	n.a.	56%	n.a.
	Land	0%	n.a.	0%	n.a.
Electronic Declarations Rate	Import	100%	100%	100%	n.a.
	Export	100%	100%	100%	n.a.
Number of authorities issuing import or export permits		11	9	5	n.a.
Number of authorities connected to National Single Window System		n.a.	n.a.	n.a.	n.a.
Time Release Study		✓	✓		
Customs duties in tax revenue (%)		21.4	10.9	0.5	n.a.
Revenue collected by Customs in tax revenue (%)		22.0	42.0	12.9	n.a.
	Customs duties (%)	97.3	26.0	4.2	n.a.
	General Consumption taxes (%)	0.0	56.3	30.0	n.a.
	Special Consumption taxes (%)	0.0	13.2	64.3	n.a.
	Taxes on exporting goods (%)	0.0	0.0	0.0	n.a.
	Other tax (%)	2.7	4.5	0.0	n.a.

Mauritius	Mexico	Moldova	Mongolia
Mr. Vivekanand RAMBURUN	Mr. Horacio DUARTE OLIVARES	Mr. Sergiu BURDUJA	Mr. Asralt BATBOLD
Director, Customs Department	General Administrator for Customs	Director General of the Customs Service	Director General of Customs
Customs Department, Mauritius Revenue Authority	General Administration for Customs	Customs Service, Ministry of Finance	The Customs General Administration of Mongolia
Revenue Authority	Revenue Authority	Ministry Department	Customs Agency
www.mra.mu	www.sat.gob.mx	www.customs.gov.md	www.customs.gov.mn
649	7,799	1,535	1,435
1973	1988	1994	1991
HS; RKC; SAFE	HS; RKC	HS; RKC	HS; RKC; SAFE
CMS II (Customs Management System II)	SAAI (Integrated Automated Customs System); MAT-CE (Model of Foreign Trade Tax Administration)	ASYCUDA World ver.4.2.0	CAIS (Customs Automated Information System)
218,519	6,874,486	381,245	263,832
54%	17%	0%	0%
45%	25%	7%	15%
1%	46%	92%	38%
0%	13%	1%	47%
48,751	2,574,423	201,364	522,537
34%	13%	1%	0%
63%	18%	3%	6%
3%	55%	95%	94%
0%	14%	1%	0%
218,519	6,874,486	120,813	n.a.
54%	17%	n.a.	n.a.
45%	25%	n.a.	n.a.
1%	46%	n.a.	n.a.
0%	13%	n.a.	n.a.
48,751	2,574,423	161,354	467,597
34%	13%	n.a.	0%
63%	18%	n.a.	0%
3%	55%	n.a.	100%
0%	14%	n.a.	0%
100%	100%	32%	0%
100%	100%	80%	89%
15	12	8	11
11	12	1	n.a.
✓	✓	✓	✓
1.5	2.0	n.a.	8.1
46.5	30.4	n.a.	32.3
3.3	6.7	53.7	25.1
46.6	69.7	36.2	51.8
50.1	23.1	10.2	19.6
0.0	0.0	0.1	0.0
0.0	0.6	0.0	0.0



# WCO

## Member Profiles

		Montenegro	Morocco	Mozambique	Namibia
First/LAST Name		Mr. Vladan JOKOVIC	Mr. Nabyi LAKHDAR	Mr. Aly Dauto MALLA	Ms. Jacqueline Sofhia GAWANAS
Title		Director of Customs Administration	Directeur Général de l'Administration des Douanes et Impôts Indirects	Director General of Customs	Acting Commissioner: Customs and Excise
Customs Administration		Customs Administration	Administration des Douanes et Impôts Indirects, Ministère de l'Economie, des Finances et de la Réforme Administrative	General Directorate of Customs, Mozambique Revenue Authority	Directorate Customs & Excise, Ministry Of Finance
Organization Type		Customs Agency	Ministry Department	Revenue Authority	Ministry Department
Website Address		<a href="http://www.upravacarina.gov.me/en/administration">www.upravacarina.gov.me/en/administration</a>	<a href="http://www.douane.gov.ma">www.douane.gov.ma</a>	<a href="http://www.at.gov.mz">www.at.gov.mz</a>	<a href="http://www.mof.na">http://www.mof.na</a>
Number of Customs staff (approximate)		519	5,522	2,210	614
Year of WCO Accession		2006	1968	1987	1992
WCO Instruments		HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		Customs Information System (CIS)	BADR (Base automatisée de dédouanement en réseau)	MCMS (Mozambique Customs Management System)	ASYCUDA World
Declarations	Import	n.a.	518,763	181,385	207,260
	Sea	n.a.	n.a.	n.a.	21%
	Air	n.a.	n.a.	n.a.	39%
	Land	n.a.	n.a.	n.a.	39%
	Other	n.a.	n.a.	n.a.	1%
	Export	n.a.	287,257	19,864	118,064
	Sea	n.a.	n.a.	n.a.	15%
	Air	n.a.	n.a.	n.a.	15%
	Land	n.a.	n.a.	n.a.	70%
Electronic Declarations	Import	n.a.	518,763	181,385	207,260
	Sea	n.a.	n.a.	n.a.	21%
	Air	n.a.	n.a.	n.a.	39%
	Land	n.a.	n.a.	n.a.	39%
	Other	n.a.	n.a.	n.a.	1%
	Export	n.a.	287,257	19,864	118,064
	Sea	n.a.	n.a.	n.a.	15%
	Air	n.a.	n.a.	n.a.	15%
	Land	n.a.	n.a.	n.a.	70%
Electronic Declarations Rate	Import	n.a.	100%	100%	100%
	Export	n.a.	100%	100%	100%
Number of authorities issuing import or export permits		n.a.	22	n.a.	21
Number of authorities connected to National Single Window System		n.a.	26	n.a.	n.a.
Time Release Study		✓			
Customs duties in tax revenue (%)		n.a.	4.0	0.8	1.0
Revenue collected by Customs in tax revenue (%)		n.a.	42.4	3.5	1.6
	Customs duties (%)	3.5	9.5	21.5	60.5
	General Consumption taxes (%)	67.1	55.5	56.7	22.9
	Special Consumption taxes (%)	29.4	33.3	6.6	15.2
	Taxes on exporting goods (%)	0.0	0.0	0.0	33.2
	Other tax (%)	0.0	1.8	0.3	1.4

Nepal	Netherlands	New Zealand	Nicaragua
Mr. Suman DAHAL	Mr. Jasper WESSELING	Ms. Christine STEVENSON	Mr. Eddy Francisco MEDRANO SOTO
Director General of Customs	Director General for Tax and Customs Policy and Legislation	Comptroller of Customs & Chief Executive of the Customs Service	Director General
Department of Customs, Ministry of Finance	Netherlands Tax and Customs Administration, Ministry of Finance	New Zealand Customs Service	Dirección General de Servicios Aduaneros
Ministry Department	Ministry Department	Customs Agency	Customs Agency
www.customs.gov.np	www.douane.nl	www.customs.govt.nz	www.dga.gob.ni
1,119	4,772	1,364	1,592
1986	1953	1963	1998
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	SAFE
ASYCUDA World	AGS Import/AGS Export	JBMS (Joint Border Management System)	ASYCUDA World
703,055	3,600,186	1,361,864	209,772
0%	n.a.	n.a.	n.a.
9%	n.a.	n.a.	n.a.
91%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
80,340	5,076,137	587,581	104,255
0%	n.a.	n.a.	n.a.
40%	n.a.	n.a.	n.a.
60%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
703,055	3,600,116	1,361,864	209,772
0%	n.a.	n.a.	n.a.
9%	n.a.	n.a.	n.a.
91%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
80,340	5,076,137	587,581	104,255
0%	n.a.	n.a.	n.a.
40%	n.a.	n.a.	n.a.
60%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
100%	100%	100%	100%
100%	100%	100%	100%
7	2	13	14
n.a.	n.a.	1	n.a.
✓		✓	
15.9	1.7	3.4	n.a.
42.2	8.6	18.4	n.a.
37.7	19.6	18.6	11.2
43.5	4.9	63.9	72.5
13.3	75.5	18.6	15.6
0.0	0.0	0.0	0.0
5.6	0.0	2.5	0.7



# WCO

## Member Profiles

		Niger	Nigeria	North Macedonia	Norway
First/LAST Name		Mr. Abdallah HAROUNA	Mr. Hameed IBRAHIM ALI	Mr. Gjoko TANASOSKI	Mr. Øystein BØRMER
Title		Directeur Général des Douanes	Comptroller-General of Customs	Director General of Customs Administration	Director General of Customs
Customs Administration		Direction Générale des Douanes du Niger, Ministère des Finances	Nigeria Customs Service, Ministry of Finance	Customs Administration, Ministry of Finance	Norwegian Customs
Organization Type		Ministry Department	Customs Agency	Customs Agency	Customs Agency
Website Address		n.a.	www.customs.gov.ng	www.customs.gov.mk	www.toll.no
Number of Customs staff (approximate)		1,502	15,892	1,178	1,529
Year of WCO Accession		1981	1963	1994	1952
WCO Instruments		HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA World	NICIS (Nigeria Integrated Customs Information System) 2	ASYCUDA ++	TVINN
Declarations	Import	190,497	765,706	436,326	6,226,440
	Sea	n.a.	74%	0%	n.a.
	Air	n.a.	25%	2%	n.a.
	Land	n.a.	1%	98%	n.a.
	Other	n.a.	0%	0%	n.a.
	Export	38,493	21,378	178,689	1,515,169
	Sea	n.a.	80%	0%	n.a.
	Air	n.a.	15%	7%	n.a.
	Land	n.a.	6%	91%	n.a.
Electronic Declarations	Import	6,375	765,706	436,326	6,226,440
	Sea	n.a.	74%	0%	n.a.
	Air	n.a.	25%	2%	n.a.
	Land	n.a.	1%	98%	n.a.
	Other	n.a.	0%	0%	n.a.
	Export	11	21,378	178,689	1,515,169
	Sea	n.a.	80%	0%	n.a.
	Air	n.a.	15%	7%	n.a.
	Land	n.a.	6%	91%	n.a.
Electronic Declarations Rate	Import	3%	100%	100%	100%
	Export	0%	100%	100%	100%
Number of authorities issuing import or export permits		17	6	17	10
Number of authorities connected to National Single Window System		1	n.a.	12	n.a.
Time Release Study		✓	✓	✓	
Customs duties in tax revenue (%)		n.a.	n.a.	5.1	n.a.
Revenue collected by Customs in tax revenue (%)		n.a.	n.a.	78.4	n.a.
	Customs duties (%)	35.8	n.a.	6.6	n.a.
	General Consumption taxes (%)	50.7	n.a.	59.9	n.a.
	Special Consumption taxes (%)	13.6	n.a.	32.6	n.a.
	Taxes on exporting goods (%)	10.5	n.a.	0.0	n.a.
	Other tax (%)	0.0	n.a.	0.9	n.a.

Oman	Pakistan	Palestine	Panama
Mr. Khalifa Ali AL SYABI	Mr. Muhammad Javed GHANI	Mr. Luai Fathi MUSA HANASH	Ms. Tayra Ivonne BARSALLO
Director General	Member (Customs-Policy), Federal Board of Revenue (FBR)	Director General of Customs, Excises and VAT	Director General of Customs
Directorate General of Customs	Pakistan Customs – Federal Board of Revenue (FBR)/Revenue Division, Ministry of Finance	Directorate General of Customs and Excises, VAT, Ministry of Finance	National Customs Authority
Ministry Department	Revenue Authority	Ministry Department	Customs Agency
www.customs.gov.om	www.fbr.gov.pk	www.pmf.ps/web/cav/6	www.ana.gob.pa
1,720	6,779	1,273	1,656
2000	1955	2015	1996
HS; RKC; SAFE	HS; RKC; SAFE	HS	HS; SAFE
Mirsal	WeBOC (Web Based One Customs)	ASYCUDA World	SIGA (Sistema Integrado de Gestión Aduanera)
n.a.	854,518	96,089	327,436
n.a.	n.a.	n.a.	41%
n.a.	n.a.	n.a.	24%
n.a.	n.a.	n.a.	11%
n.a.	n.a.	n.a.	24%
n.a.	782,321	6,798	25,929
n.a.	n.a.	n.a.	40%
n.a.	n.a.	n.a.	27%
n.a.	n.a.	n.a.	33%
n.a.	n.a.	n.a.	0%
n.a.	687,551	96,089	327,436
n.a.	n.a.	n.a.	41%
n.a.	n.a.	n.a.	24%
n.a.	n.a.	n.a.	11%
n.a.	n.a.	n.a.	24%
n.a.	677,883	6,798	25,929
n.a.	n.a.	n.a.	40%
n.a.	n.a.	n.a.	27%
n.a.	n.a.	n.a.	33%
n.a.	n.a.	n.a.	0%
n.a.	81%	100%	100%
n.a.	87%	100%	100%
n.a.	44	7	21
n.a.	14	2	6
	✓		
n.a.	15.8	1.5	3.6
n.a.	46.2	73.8	14.7
n.a.	34.2	2.0	24.4
n.a.	46.4	18.7	36.6
n.a.	34.2	2.0	37.0
n.a.	0.3	0.0	0.0
n.a.	0.0	9.9	2.0



# WCO

## Member Profiles

		Papua New Guinea	Paraguay	Peru	Philippines
First/LAST Name		Mr. Ray PAUL	Mr. Julio Manuel FERNÁNDEZ FRUTOS	Ms. Marilu Haydee LLERENA AYBAR	Mr. Rey Leonardo GUERRERO
Title		Chief Commissioner of Customs	National Director of Customs	National Deputy Superintendent of Customs	Customs Commissioner
Customs Administration		Papua New Guinea Customs Service	National Directorate of Customs (DNA)	National Deputy Superintendency of Customs, National Superintendency of Customs and Tax Administration	Bureau of Customs, Department of Finance
Organization Type		Ministry Department	Customs Agency	Revenue Authority	Ministry Department
Website Address		www.customs.gov.pg	www.aduana.gov.py	www.sunat.gob.pe	www.dof.gov.ph
Number of Customs staff (approximate)		451	1,176	3,005	3,319
Year of WCO Accession		2002	1969	1970	1980
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA ++	SOFIA (Sistema de Ordenamiento Fiscal del Impuesto en Aduanas)	SIGAD (Integrated Customs Management System); SDA (Customs Clearance System)	e2m (Electronic-to-Mobile)
Declarations	Import	126,566	233,819	833,804	1,965,403
	Sea	46%	n.a.	67%	72%
	Air	54%	n.a.	24%	28%
	Land	0%	n.a.	5%	0%
	Other	0%	n.a.	4%	0%
	Export	17,789	43,931	338,588	160,923
	Sea	63%	n.a.	61%	98%
	Air	37%	n.a.	27%	2%
	Land	0%	n.a.	13%	0%
Electronic Declarations	Import	126,566	233,819	833,804	1,965,403
	Sea	46%	n.a.	67%	72%
	Air	54%	n.a.	24%	28%
	Land	0%	n.a.	5%	0%
	Other	0%	n.a.	4%	0%
	Export	17,789	43,931	338,588	160,923
	Sea	63%	n.a.	61%	98%
	Air	37%	n.a.	27%	2%
	Land	0%	n.a.	13%	0%
Electronic Declarations Rate	Import	100%	100%	100%	100%
	Export	100%	100%	100%	100%
Number of authorities issuing import or export permits		10	21	16	66
Number of authorities connected to National Single Window System		n.a.	18	27	19
Time Release Study				✓	✓
Customs duties in tax revenue (%)		10.2	10.7	1.1	2.5
Revenue collected by Customs in tax revenue (%)		30.1	47.7	23.7	22.3
	Customs duties (%)	33.9	22.5	4.7	11.4
	General Consumption taxes (%)	33.7	46.0	83.9	67.7
	Special Consumption taxes (%)	0.0	22.5	10.6	20.6
	Taxes on exporting goods (%)	12.0	0.3	0.0	0.0
	Other tax (%)	0.0	0.0	0.0	0.3

Poland	Portugal	Qatar	Romania
Ms. Magdalena RZECZKOWSKA	Ms. Helena Alves BORGES	Mr. Ahmad bin Abdullah AL-JAMAL	Mr. Marcel Simion MUTESCU
Head of National Revenue Administration	Director General Of Tax and Customs	President of the General Customs Authority	Director General
National Revenue Administration (NRA)	Tax and Customs Administration	General Authority of Customs	General Directorate of Customs, National Agency for Fiscal Administration, Ministry of Public Finance
Revenue Authority	Ministry Department	Customs Agency	Revenue Authority
www.mf.gov.pl	portaldasfinancas.gov.pt	www.customs.gov.qa	www.customs.ro
10,863	863	2,479	2,520
1974	1953	1992	1969
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
CELINA – national import system to process import Customs declaration; ECS – export control system	STADA - Import; STADA - export	Alnadeeb (Single Window)	RCDPS (Romanian Customs Declaration Processing System)
5,082,886	242,112	1,851,455	689,315
n.a.	33%	n.a.	21%
n.a.	29%	n.a.	30%
n.a.	36%	n.a.	49%
n.a.	1%	n.a.	0%
7,170,314	266,437	83,024	450,773
n.a.	2%	n.a.	24%
n.a.	0%	n.a.	24%
n.a.	98%	n.a.	52%
n.a.	0%	n.a.	0%
5,082,886	242,112	n.a.	687,529
n.a.	33%	n.a.	21%
n.a.	29%	n.a.	30%
n.a.	36%	n.a.	49%
n.a.	1%	n.a.	0%
7,170,314	266,437	n.a.	448,507
n.a.	2%	n.a.	24%
n.a.	0%	n.a.	24%
n.a.	98%	n.a.	52%
n.a.	0%	n.a.	0%
100%	100%	n.a.	100%
100%	100%	n.a.	99%
14	36	21	22
n.a.	1	21	n.a.
		✓	
1.2	0.5	n.a.	0.8
26.3	14.5	n.a.	8.3
4.6	3.4	n.a.	9.2
14.5	7.8	n.a.	80.6
0.2	0.0	n.a.	10.2
0.0	0.0	n.a.	0.0
0.0	0.0	n.a.	0.0



# WCO

## Member Profiles

		Russian Federation	Rwanda	Saint Lucia	Samoa
First/LAST Name		Mr. Vladimir BULAVIN	Ms. Rosine UWAMARIYA	Ms. Anita MONTOUTE	Ms. Avalisa Viali FAUTUA'ALII
Title		Director General of Customs	Commissioner for Customs Services	Acting Comptroller of Customs	Chief Executive Officer
Customs Administration		Federal Customs Service	Customs Services Department, Rwanda Revenue Authority	Customs Department, Ministry of Finance	Customs Service, Ministry for Revenue
Organization Type		Customs Agency	Revenue Authority	Ministry Department	Revenue Authority
Website Address		www.customs.ru	www.rra.gov.rw	www.customs.gov.lc	www.revenue.gov.ws
Number of Customs staff (approximate)		43,669	341	244	137
Year of WCO Accession		1991	1964	2005	2001
WCO Instruments		HS; RKC	HS; RKC; SAFE	SAFE	RKC; SAFE
Automated clearance system		Unified automated information system of customs authorities (UAIS)	ASYCUDA World	ASYCUDA World	ASYCUDA World
Declarations	Import	n.a.	176,374	n.a.	19,820
	Sea	n.a.	0%	n.a.	n.a.
	Air	n.a.	15%	n.a.	n.a.
	Land	n.a.	85%	n.a.	n.a.
	Other	n.a.	0%	n.a.	n.a.
	Export	n.a.	19,023	n.a.	2,948
	Sea	n.a.	0%	n.a.	n.a.
	Air	n.a.	18%	n.a.	n.a.
	Land	n.a.	82%	n.a.	n.a.
	Other	n.a.	0%	n.a.	n.a.
Electronic Declarations	Import	n.a.	176,374	n.a.	19,820
	Sea	n.a.	0%	n.a.	n.a.
	Air	n.a.	15%	n.a.	n.a.
	Land	n.a.	85%	n.a.	n.a.
	Other	n.a.	0%	n.a.	n.a.
	Export	n.a.	19,023	n.a.	2,948
	Sea	n.a.	0%	n.a.	n.a.
	Air	n.a.	18%	n.a.	n.a.
	Land	n.a.	82%	n.a.	n.a.
	Other	n.a.	0%	n.a.	n.a.
Electronic Declarations Rate	Import	n.a.	100%	n.a.	100%
	Export	n.a.	100%	n.a.	100%
Number of authorities issuing import or export permits		16	5	n.a.	n.a.
Number of authorities connected to National Single Window System		13	5	n.a.	n.a.
Time Release Study		✓	✓		
Customs duties in tax revenue (%)		n.a.	6.5	n.a.	11.0
Revenue collected by Customs in tax revenue (%)		n.a.	30.6	n.a.	53.7
	Customs duties (%)	50.8	21.1	n.a.	20.5
	General Consumption taxes (%)	45.6	35.2	n.a.	55.4
	Special Consumption taxes (%)	1.6	18.8	n.a.	24.1
	Taxes on exporting goods (%)	40.0	0.0	n.a.	0.0
	Other tax (%)	0.0	11.8	n.a.	0.0

Sao Tome and Principe	Saudi Arabia	Senegal	Serbia
Mr. Carlos Emmanuel BENGUELA	Mr. Ahmed A. AL-HAKBANI	Mr. Abdourahmane DIEYE	Mr. Miloš TOMIĆ
Director General of Customs	Governor, General Customs Authority	Directeur Général des Douanes	Director General of Customs Administration
General Directorate of Customs, Ministries of Finance Trade and Blue Economy	General Customs Authority	Direction Générale des Douanes	Customs Administration
Ministry Department	Customs Agency	Customs Agency	Customs Agency
www.alfandegas.st	www.customs.gov.sa	www.douanes.sn	www.carina.rs
54	9,913	1,714	2,863
2009	1973	1976	2001
HS; RKC	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA World	Nebras	GAINDE (Gestion automatisée des Informations douanières et des échanges)	ISCS (Information System of Customs Services)
12,495	1,843,656	182,619	1,288,391
n.a.	n.a.	76%	0%
n.a.	n.a.	17%	12%
n.a.	n.a.	0%	66%
n.a.	n.a.	7%	22%
619	806,635	97,363	770,435
n.a.	n.a.	67%	1%
n.a.	n.a.	16%	3%
n.a.	n.a.	1%	96%
n.a.	n.a.	16%	0%
12,495	1,843,656	182,619	1,287,666
n.a.	n.a.	76%	0%
n.a.	n.a.	17%	12%
n.a.	n.a.	0%	12%
n.a.	n.a.	7%	75%
619	806,635	97,363	760,109
n.a.	n.a.	67%	1%
n.a.	n.a.	16%	4%
n.a.	n.a.	1%	4%
n.a.	n.a.	16%	91%
100%	100%	100%	100%
100%	100%	100%	99%
n.a.	22	n.a.	n.a.
n.a.	3	n.a.	n.a.
	✓		
n.a.	n.a.	n.a.	3.8
n.a.	n.a.	n.a.	51.6
98.3	39.0	38.0	7.4
0.0	44.0	57.2	73.3
0.0	15.1	0.0	19.1
0.0	0.0	0.0	0.0
0.0	1.9	4.9	0.0



# WCO

## Member Profiles

		Seychelles	Sierra Leone	Singapore	Slovakia
First/LAST Name		Mr. Paul BARRACK	Mr. Samuel S. JIBAO	Mr. HO Chee Pong	Ms. Lenka WITTENBERGEROVÁ
Title		Commissioner for Customs	Commissioner	Director-General of Customs	President
Customs Administration		Customs Division, Seychelles Revenue Commission	National Revenue Authority	Singapore Customs	Financial Administration
Organization Type		Revenue Authority	Revenue Authority	Ministry Department	Revenue Authority
Website Address		www.src.gov.sc	www.nra.gov.sl/nra	www.customs.gov.sg	www.financnasprava.sk
Number of Customs staff (approximate)		170	146	991	2,967
Year of WCO Accession		2000	1975	1975	1993
WCO Instruments			HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA World	ASYCUDA ++	TradeNet	ECS (Export Control System); ISST (Integrated System for Tariff Administration)
Declarations	Import	48,056	n.a.	5,383,348	331,767
	Sea	42%	n.a.	n.a.	27%
	Air	58%	n.a.	n.a.	43%
	Land	0%	n.a.	n.a.	29%
	Other	0%	n.a.	n.a.	1%
	Export	5,073	n.a.	3,112,659	379,458
	Sea	71%	n.a.	n.a.	28%
	Air	29%	n.a.	n.a.	20%
	Land	0%	n.a.	n.a.	50%
Electronic Declarations	Import	48,056	n.a.	5,383,348	331,722
	Sea	42%	n.a.	n.a.	27%
	Air	58%	n.a.	n.a.	43%
	Land	0%	n.a.	n.a.	29%
	Other	0%	n.a.	n.a.	1%
	Export	5,073	n.a.	3,112,659	379,431
	Sea	71%	n.a.	n.a.	28%
	Air	29%	n.a.	n.a.	20%
	Land	0%	n.a.	n.a.	50%
Electronic Declarations Rate	Import	100%	n.a.	100%	100%
	Export	100%	n.a.	100%	100%
Number of authorities issuing import or export permits		12	n.a.	13	11
Number of authorities connected to National Single Window System		n.a.	n.a.	13	n.a.
Time Release Study				✓	
Customs duties in tax revenue (%)		4.7	n.a.	0.0	0.2
Revenue collected by Customs in tax revenue (%)		33.4	n.a.	13.6	41.1
	Customs duties (%)	14.0	n.a.	0.1	0.4
	General Consumption taxes (%)	44.1	n.a.	65.6	53.1
	Special Consumption taxes (%)	41.9	n.a.	34.0	46.5
	Taxes on exporting goods (%)	0.0	n.a.	0.0	0.0
	Other tax (%)	0.0	n.a.	0.0	0.0

Slovenia	Somalia	South Africa	South Sudan
Mr. Boris KASTELIC	Mr. Mohamed Haji MOHAMUD	Mr. Edward KIESWETTER	Mr. Akok NOON AKOK
Director of Customs Department	Director of Customs	Commissioner	Director General of Customs
Customs Department, Financial Administration	Ministry of Finance and Planning	South African Revenue Service	South Sudan Customs Service
Revenue Authority	Ministry Department	Revenue Authority	Ministry Department
www.fu.gov.si	n.a.	www.sars.gov.za	n.a.
444	760	2,361	1,889
1992	2012	1964	2013
HS; RKC; SAFE	SAFE	HS; RKC; SAFE	SAFE
SIAIS	n.a.	Integrated Customs Business Solutions	n.a.
361,042	n.a.	3,247,710	44,705
24%	n.a.	n.a.	n.a.
28%	n.a.	n.a.	n.a.
48%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
405,274	n.a.	6,599,930	2,465
11%	n.a.	n.a.	n.a.
11%	n.a.	n.a.	n.a.
75%	n.a.	n.a.	n.a.
3%	n.a.	n.a.	n.a.
361,042	n.a.	1,803,277	n.a.
24%	n.a.	n.a.	n.a.
28%	n.a.	n.a.	n.a.
48%	n.a.	n.a.	n.a.
0%	n.a.	n.a.	n.a.
405,274	n.a.	3,420,315	n.a.
11%	n.a.	n.a.	n.a.
11%	n.a.	n.a.	n.a.
75%	n.a.	n.a.	n.a.
3%	n.a.	n.a.	n.a.
100%	n.a.	56%	n.a.
100%	n.a.	52%	n.a.
17	n.a.	n.a.	n.a.
1	n.a.	n.a.	n.a.
1.0	n.a.	4.0	n.a.
19.1	n.a.	17.5	n.a.
5.1	n.a.	22.7	100.0
6.4	n.a.	74.4	0.0
0.3	n.a.	2.6	0.0
0.0	n.a.	0.1	1.9
0.2	n.a.	0.0	0.0



# WCO

## Member Profiles

		Spain	Sri Lanka	Sudan	Suriname
First/LAST Name		Ms. M <sup>a</sup> Pilar JURADO BORREGO	Mr. Ganwarige Vijitha RAVIPRIYA	Mr. Bashir Eltahir Bashir ALGALI	Mr. Lloyd R. KUHN
Title		Director of the Department of Customs and Excise	Director General of Customs	Head of Customs Authority	Comptroller of Customs
Customs Administration		Department of Customs and Excise, State Tax Administration Agency	Department of Customs, Ministry of Finance	Sudan Customs Authority, Ministry of Finance/Interior	Customs and Excise Department, Directorate of Taxes, Ministry of Finance
Organization Type		Revenue Authority	Ministry Department	Customs Agency	Ministry Department
Website Address		www.agenciatributaria.es	www.customs.gov.lk	www.customs.gov.sd	n.a.
Number of Customs staff (approximate)		3,644	2,473	8,585	236
Year of WCO Accession		1952	1967	1960	2018
WCO Instruments		HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	
Automated clearance system		Sistema EDI (Sistema de Intercambio electrónico de datos)	ASYCUDA World	ASYCUDA World	ASYCUDA World
Declarations	Import	4,014,004	337,800	n.a.	45,242
	Sea	68%	77%	n.a.	n.a.
	Air	24%	23%	n.a.	n.a.
	Land	7%	0%	n.a.	n.a.
	Other	0%	0%	n.a.	n.a.
	Export	5,248,829	589,806	n.a.	12,338
	Sea	59%	64%	n.a.	n.a.
	Air	24%	36%	n.a.	n.a.
	Land	15%	0%	n.a.	n.a.
Electronic Declarations	Import	4,010,288	n.a.	n.a.	45,242
	Sea	68%	n.a.	n.a.	n.a.
	Air	24%	n.a.	n.a.	n.a.
	Land	7%	n.a.	n.a.	n.a.
	Other	0%	n.a.	n.a.	n.a.
	Export	5,094,788	n.a.	n.a.	12,338
	Sea	59%	n.a.	n.a.	n.a.
	Air	24%	n.a.	n.a.	n.a.
	Land	15%	n.a.	n.a.	n.a.
Electronic Declarations Rate	Import	100%	n.a.	n.a.	100%
	Export	97%	n.a.	n.a.	100%
Number of authorities issuing import or export permits		4	12	n.a.	n.a.
Number of authorities connected to National Single Window System		6	2	n.a.	n.a.
Time Release Study			✓		
Customs duties in tax revenue (%)		0.9	5.7	n.a.	16.3
Revenue collected by Customs in tax revenue (%)		19.6	45.3	n.a.	43.0
	Customs duties (%)	4.8	12.5	n.a.	38.0
	General Consumption taxes (%)	41.4	21.6	n.a.	32.9
	Special Consumption taxes (%)	0.1	65.5	n.a.	17.4
	Taxes on exporting goods (%)	0.0	0.3	n.a.	4.9
	Other tax (%)	0.0	0.0	n.a.	6.5

Sweden	Switzerland	Syrian Arab Republic	Tajikistan
Ms. Charlotte SVENSSON	Mr. Christian BOCK	Mr. Fawaz ASAAD	Mr. Karimzoda Khurshed ABDURAHMON
Director General of Customs	Director	Director General of Customs	Chairman
Swedish Customs	Swiss Federal Customs Administration, Federal Department of Finance	General Customs Directorate	Customs Service under the Government of the Republic of Tajikistan (CSGRT)
Customs Agency	Ministry Department	Ministry Department	Customs Agency
www.tullverket.se	www.ezv.admin.ch	www.customs.gov.sy	www.customs.tj
2,120	4,741	4,896	1,108
1952	1952	1959	1997
HS; RKC; SAFE	HS; RKC	HS; RKC	HS; SAFE
TDS-Tullverkets datasystem (for import and export declarations); TESS-Tullverkets elektroniska Systemstöd (for Customs warehouse declaration)	e-dec; NCTS (Module export)	ASYCUDA World	UAIS (Unified Automated Information System)
3,562,470	17,868,954	n.a.	41,463
24%	0%	n.a.	n.a.
55%	32%	n.a.	n.a.
20%	67%	n.a.	n.a.
0%	0%	n.a.	n.a.
3,546,592	6,214,332	n.a.	8,453
24%	0%	n.a.	n.a.
55%	41%	n.a.	n.a.
20%	58%	n.a.	n.a.
0%	0%	n.a.	n.a.
3,545,903	17,868,954	52,723	41,463
24%	0%	n.a.	n.a.
55%	32%	n.a.	n.a.
20%	67%	n.a.	n.a.
0%	0%	n.a.	n.a.
3,545,903	6,214,332	21,183	8,453
24%	0%	n.a.	n.a.
55%	41%	n.a.	n.a.
20%	58%	n.a.	n.a.
0%	0%	n.a.	n.a.
100%	100%	n.a.	100%
100%	100%	n.a.	100%
11	25	n.a.	n.a.
4	4	n.a.	n.a.
0.5	1.5	n.a.	n.a.
0.6	30.4	n.a.	n.a.
88.6	5.0	n.a.	n.a.
10.4	48.2	n.a.	n.a.
1.0	32.4	n.a.	n.a.
0.0	0.0	n.a.	n.a.
0.0	14.4	n.a.	n.a.



# WCO

## Member Profiles

		Tanzania	Thailand	Timor-Leste	Togo
First/LAST Name		Mr. Usaje ASUBISYE	Mr. Krisada CHINAVICHARANA	Mr. José António FÁTIMA ABÍLIO	Mr. Atta-Kakra ESSIEN
Title		Commissioner for Customs and Excise	Director-General of Customs	Director General for Customs	Commissaire des Douanes et Droits Indirects
Customs Administration		Customs Department, Tanzania Revenue Authority	Thai Customs Department, Ministry of Finance	Customs Directorate General, Ministry of Finance	Commissariat des Douanes et Droits Indirects (CCDI), Office Togolais des Recettes (OTR)
Organization Type		Revenue Authority	Ministry Department	Ministry Department	Revenue Authority
Website Address		www.tra.go.tz	www.customs.go.th	www.mof.gov.tl/customs	www.otr.tg/index.php
Number of Customs staff (approximate)		1,184	6,825	255	1,029
Year of WCO Accession		1964	1972	2003	1990
WCO Instruments		HS; SAFE	HS; RKC; SAFE		HS; RKC; SAFE
Automated clearance system		TANCIS (Tanzania Customs Integrated System)	TCES (Thai Customs Electronic System)	ASYCUDA World	ASYCUDA World
Declarations	Import	n.a.	7,626,562	21,847	95,570
	Sea	n.a.	n.a.	n.a.	n.a.
	Air	n.a.	n.a.	n.a.	n.a.
	Land	n.a.	n.a.	n.a.	n.a.
	Other	n.a.	n.a.	n.a.	n.a.
	Export	n.a.	9,848,040	924	24,759
	Sea	n.a.	n.a.	n.a.	n.a.
	Air	n.a.	n.a.	n.a.	n.a.
	Land	n.a.	n.a.	n.a.	n.a.
Electronic Declarations	Import	203,924	3,814,208	21,847	94,624
	Sea	n.a.	n.a.	n.a.	59%
	Air	n.a.	n.a.	n.a.	10%
	Land	n.a.	n.a.	n.a.	31%
	Other	n.a.	n.a.	n.a.	0%
	Export	55,755	4,925,741	924	24,633
	Sea	n.a.	n.a.	n.a.	37%
	Air	n.a.	n.a.	n.a.	17%
	Land	n.a.	n.a.	n.a.	46%
Electronic Declarations Rate	Import	n.a.	50%	100%	99%
	Export	n.a.	50%	100%	99%
Number of authorities issuing import or export permits		31	32	n.a.	4
Number of authorities connected to National Single Window System		n.a.	31	n.a.	19
Time Release Study		✓	✓	✓	✓
Customs duties in tax revenue (%)		8.0	4.1	n.a.	21.6
Revenue collected by Customs in tax revenue (%)		39.8	22.3	n.a.	55.7
	Customs duties (%)	20.1	18.3	83.5	38.7
	General Consumption taxes (%)	53.8	55.6	16.5	46.1
	Special Consumption taxes (%)	0.0	17.8	0.0	9.9
	Taxes on exporting goods (%)	0.8	0.0	0.0	0.9
	Other tax (%)	26.1	0.0	0.0	3.1

Tonga	Trinidad and Tobago	Tunisia	Turkey
Mr. Kelemete VAHE	Ms. Kathy Ann YEARWOOD-MATTHEWS	Mr. Youssef ZOUAGHI	Mr. Riza Tuna TURAGAY
Commissioner	Acting Comptroller of Customs and Excise Division	Directeur général des douanes	Deputy Minister of Trade
Customs Department, Ministry of Revenue and Customs	Customs and Excise Division, Ministry of Finance	La Direction Générale des Douanes	Ministry of Trade
Ministry Department	Ministry Department	Customs Agency	Ministry Department
www.revenue.gov.to	www.customs.gov.tt	www.douane.gov.tn	www.trade.gov.tr
88	535	7,129	15,579
2005	1973	1966	1952
SAFE	SAFE	HS; RKC; SAFE	HS; RKC; SAFE
CMS (Customs Management System)	Customs Border Control System (CBCS); ASYCUDA World	SINDA (Système D'Information Douanier Automatisé)	BİLGE (Computerized Customs Automation System)
26,397	387,467	986,061	2,406,215
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
3,260	131,769	379,655	3,894,411
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
26,397	242,938	n.a.	2,406,215
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
3,260	74,829	n.a.	3,894,411
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
n.a.	n.a.	n.a.	n.a.
100%	63%	n.a.	100%
100%	57%	n.a.	100%
n.a.	n.a.	n.a.	20
n.a.	n.a.	n.a.	17
			✓
6.4	n.a.	n.a.	1.4
48.9	n.a.	n.a.	23.4
13.1	38.5	100.0	6.0
48.3	55.4	0.0	83.8
38.5	5.7	0.0	3.6
0.0	0.0	11.4	0.2
0.0	0.4	0.0	6.3



# WCO

## Member Profiles

		Turkmenistan	Uganda	Ukraine	Union of Myanmar (Republic of the)
First/LAST Name		Mr. Maksat HUDAYKULIYEV	Mr. Abel KAGUMIRE	Mr. Ihor MURATOV	Mr. Kyaw HTIN
Title		Chairman	Customs Commissioner	Acting Chairman	Director General of Myanmar Customs Department
Customs Administration		State Customs Service	Customs Department, Uganda Revenue Authority	State Customs Service	Myanmar Customs Department, Ministry of Planning, Finance and Industry
Organization Type		Customs Agency	Revenue Authority	Revenue Authority	Ministry Department
Website Address		tdh.gov.tm/en/	www.ura.go.ug	www.sfs.gov.ua	www.myanmarcustoms.gov.mm
Number of Customs staff (approximate)		n.a.	899	9,935	1,892
Year of WCO Accession		1993	1964	1992	1991
WCO Instruments			HS; RKC; SAFE	HS; RKC; SAFE	HS; SAFE
Automated clearance system		n.a.	ASYCUDA World	Inspector	Myanmar Automated Cargo Clearance System
Declarations	Import	n.a.	344,759	1,296,144	505,796
	Sea	n.a.	0%	n.a.	28%
	Air	n.a.	13%	n.a.	13%
	Land	n.a.	86%	n.a.	59%
	Other	n.a.	0%	n.a.	0%
	Export	n.a.	127,728	826,646	212,412
	Sea	n.a.	n.a.	n.a.	62%
	Air	n.a.	n.a.	n.a.	15%
	Land	n.a.	n.a.	n.a.	23%
Electronic Declarations	Import	n.a.	344,759	1,255,893	267,400
	Sea	n.a.	0%	n.a.	58%
	Air	n.a.	13%	n.a.	24%
	Land	n.a.	86%	n.a.	18%
	Other	n.a.	0%	n.a.	0%
	Export	n.a.	127,728	821,669	155,007
	Sea	n.a.	n.a.	n.a.	88%
	Air	n.a.	n.a.	n.a.	9%
	Land	n.a.	n.a.	n.a.	3%
Electronic Declarations Rate	Import	n.a.	100%	97%	53%
	Export	n.a.	100%	99%	73%
Number of authorities issuing import or export permits		n.a.	15	14	28
Number of authorities connected to National Single Window System		n.a.	9	9	6
Time Release Study			✓	✓	✓
Customs duties in tax revenue (%)		n.a.	8.3	2.7	2.9
Revenue collected by Customs in tax revenue (%)		n.a.	41.4	37.0	10.9
	Customs duties (%)	n.a.	19.9	7.3	26.7
	General Consumption taxes (%)	n.a.	38.7	79.9	50.9
	Special Consumption taxes (%)	n.a.	40.3	12.4	20.6
	Taxes on exporting goods (%)	n.a.	0.3	0.1	0.3
	Other tax (%)	n.a.	1.1	0.5	0.0

United Arab Emirates	United Kingdom	United States	Uruguay
Mr. Ali Saeed Matar AL NEYADI	Mr. William WILLIAMSON	Mr. Mark MORGAN	Mr. Jaime BORGIANI
Chairman of the FCA; Commissioner of UAE Customs	Director of Customs	Commissioner	Director General of Customs
Federal Customs Authority (FCA)	Her Majesty's Revenue and Customs (HMRC)	U.S. Customs and Border Protection	National Directorate of Customs, Ministry of Economy and Finance
Customs Agency	Revenue Authority	Border Protection Service	Customs Agency
www.customs.ae	www.hmrc.gov.uk	www.cbp.gov	www.aduanas.gub.uy
6,564	63,950	62,049	806
1979	1952	1970	1977
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; SAFE
Dhabi; Mirsal 2	CHIEF (Customs Handling of Import and Export Freight)	Automated Commercial Environment	SISTEMA LUCIA/VUCE
5,645,470	12,356,533	35,388,214	224,529
17%	26%	25%	32%
63%	71%	36%	36%
19%	3%	38%	32%
1%	0%	1%	0%
3,984,656	5,008,386	21,022,356	72,905
13%	18%	25%	56%
68%	77%	52%	11%
18%	5%	21%	32%
0%	0%	2%	1%
5,637,500	12,346,427	35,253,115	224,529
17%	26%	n.a.	32%
63%	71%	n.a.	36%
19%	3%	n.a.	32%
1%	0%	n.a.	0%
3,984,060	5,007,239	21,022,356	72,905
13%	18%	25%	56%
68%	77%	52%	11%
18%	5%	21%	32%
0%	0%	2%	1%
100%	100%	100%	100%
100%	100%	100%	100%
31	35	21	30
21	n.a.	21	28
✓			
n.a.	0.4	2.1	3.1
n.a.	4.5	2.2	22.0
n.a.	9.4	94.9	14.2
n.a.	90.6	0.0	61.1
n.a.	0.0	5.0	6.8
n.a.	0.0	0.0	2.5
n.a.	0.0	0.0	14.2



# WCO

## Member Profiles

		Uzbekistan	Vanuatu	Venezuela	Vietnam
First/LAST Name		Mr. Muratjon AZIMOV	Mr. H. TAROSA	Mr. César Augusto FEBRES	Mr. NGUYEN Van Can
Title		Chairman	Director	National Superintendent of Customs	Director General of Customs
Customs Administration		State Customs Committee	Department of Customs and Inland Revenue (DCIR), Ministry of Finance and Economic Management (MFEM)	Servicio Nacional Integrado de Administración Aduanera y Tributaria	General Department of Customs, Ministry of Finance
Organization Type		Customs Agency	Ministry Department	Revenue Authority	Ministry Department
Website Address		www.customs.uz	customsinlandrevenue.gov.vu	www.seniat.gob.ve	www.customs.gov.vn
Number of Customs staff (approximate)		5,000	63	2,593	10,116
Year of WCO Accession		1992	2009	1996	1993
WCO Instruments		HS; SAFE	RKC; SAFE	HS; SAFE	HS; RKC; SAFE
Automated clearance system		UAIS (Unified Automated Information System)	ASYCUDA World	ASYCUDA World	VNACCS; VCIS
Declarations	Import	487,896	21,349	n.a.	4,863,900
	Sea	n.a.	n.a.	n.a.	99%
	Air	n.a.	n.a.	n.a.	0%
	Land	n.a.	n.a.	n.a.	1%
	Other	n.a.	n.a.	n.a.	0%
	Export	127,961	1,956	n.a.	5,157,000
	Sea	n.a.	n.a.	n.a.	67%
	Air	n.a.	n.a.	n.a.	27%
	Land	n.a.	n.a.	n.a.	5%
Electronic Declarations	Import	487,896	21,349	n.a.	4,863,900
	Sea	n.a.	n.a.	n.a.	99%
	Air	n.a.	n.a.	n.a.	0%
	Land	n.a.	n.a.	n.a.	1%
	Other	n.a.	n.a.	n.a.	0%
	Export	127,961	1,956	n.a.	5,157,000
	Sea	n.a.	n.a.	n.a.	67%
	Air	n.a.	n.a.	n.a.	27%
	Land	n.a.	n.a.	n.a.	5%
Electronic Declarations Rate	Import	100%	100%	n.a.	100%
	Export	100%	100%	n.a.	100%
Number of authorities issuing import or export permits		17	n.a.	n.a.	14
Number of authorities connected to National Single Window System		6	n.a.	n.a.	13
Time Release Study					✓
Customs duties in tax revenue (%)		n.a.	22.9	n.a.	17.8
Revenue collected by Customs in tax revenue (%)		n.a.	63.1	n.a.	100.0
	Customs duties (%)	n.a.	36.2	n.a.	17.8
	General Consumption taxes (%)	n.a.	36.4	n.a.	71.6
	Special Consumption taxes (%)	n.a.	24.2	n.a.	9.7
	Taxes on exporting goods (%)	n.a.	0.5	n.a.	2.8
	Other tax (%)	n.a.	0.9	n.a.	0.4

Yemen	Zambia	Zimbabwe
Mr. Mohamed Abdo Dehni	Mr. Sydney CHIBBABBUKA	Ms. Faith MAZANI
Acting Chairman	Commissioner Customs	Commissioner General
Yemen Customs Authority	Customs Services Division, Zambia Revenue Authority	Zimbabwe Revenue Authority
Customs Agency	Revenue Authority	Revenue Authority
www.customs.gov.ye	www.zra.org.zm	www.zimra.co.zw
2,235	564	1,185
1993	1978	1981
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA ++	ASYCUDA World	ASYCUDA World
n.a.	n.a.	131,607
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	58,111
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	270,845	131,607
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	183,498	58,111
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	n.a.
n.a.	n.a.	100%
n.a.	n.a.	100%
n.a.	10	15
n.a.	8	n.a.
	✓	✓
n.a.	7.3	9.1
n.a.	34.3	37.4
n.a.	21.1	24.3
n.a.	74.1	33.5
n.a.	4.8	41.9
n.a.	0.1	0.0
n.a.	0.0	0.4



# WCO

## Member Profiles

## Explanatory notes

### “Organization Type”

“Ministry Department” indicates that the Customs administration is a department, bureau, or division within a Ministry, such as the Ministry of Finance or the Ministry of the Interior.

“Customs Agency” indicates that the Customs administration is an autonomous Ministry or committee, or an independent agency, even if affiliated to a Ministry.

“Revenue Authority” indicates that the Customs administration is a pillar of an agency in which Customs and Tax authorities are integrated.

“Border Protection Service” indicates that the Customs administration is responsible for immigration services, such as visa verification at borders, in addition to the Customs portfolio.

### “Declarations”

The “Declarations” includes both paper-based and electronic declarations which were processed by a Customs Administration throughout 2019 (or 2018 for those Members that have not shared the most up-to-date data).

For the modes of transport (“sea”, “air”, “land”, and “other”), the “sea” includes both sea and inland waterways, the “land” includes both railway and road, and the “other” are the modes not elsewhere classified such as pipelines.

The “Electronic Declarations Rate” was calculated by dividing the “Electronic Declarations” by the “Declarations.”

The “Time Release Study” column features Members that have conducted a Time Release Study.

### “Customs duties in tax revenue”

“Customs duties in tax revenue” was calculated by dividing Customs duties, such as import and export duties, by the total tax revenue collected by government.

“Revenue collected by Customs in tax revenue” was calculated by dividing the total tax revenue collected by Customs by the total tax revenue collected by government.

The proportion of “Customs duties” in tax revenue of Customs was calculated by dividing Customs duties, such as import duties and export duties, by the total tax revenue collected by Customs.

The proportion of “General Consumption taxes”, such as VAT and sales tax, in tax revenue of Customs was calculated by dividing general consumption taxes by the total tax revenue collected by Customs.

The proportion of “Special Consumption taxes”, such as excise, in tax revenue of Customs, was calculated by dividing special consumption taxes by the total tax revenue collected by Customs.

The proportion of “Taxes on exporting goods” in tax revenue of Customs was calculated by dividing the sum of export duties and taxes on export by the total tax revenue collected by Customs.

The proportion “Other tax”, such as stamp duty or road tax, in tax revenue of Customs was calculated by dividing the sum of other taxes collected by Customs by the total tax revenue collected by Customs.

Fees and other charges unrelated to the importation or exportation of goods are excluded from “Other tax”.

All the above fiscal information is based on the amount of revenue collected by Customs throughout the 2019 financial year (or the 2018 financial year for those Members that have not shared the most up-to-date data).

## List of acronyms

<b>AEO</b>	Authorized Economic Operator
<b>CBM</b>	Co-ordinated Border Management
<b>CBD</b>	Capacity Building Directorate
<b>CCC</b>	Customs Co-operation Council
<b>CEN</b>	Customs Enforcement Network
<b>C&amp;F</b>	Compliance and Facilitation Directorate
<b>HS</b>	Harmonized Commodity Description and Coding System of tariff nomenclature
<b>MRA</b>	Mutual Recognition Agreement
<b>PCA</b>	Post-Clearance Audit
<b>RILO</b>	Regional Intelligence Liaison Office
<b>RCL</b>	Regional Customs Laboratory
<b>RKC</b>	Revised Kyoto Convention
<b>ROCB</b>	Regional Office for Capacity Building
<b>RU</b>	Research Unit
<b>RDTC</b>	Regional Dog Training Centre
<b>RTC</b>	Regional Training Centre
<b>SAFE Framework</b>	Framework of Standards to Secure and Facilitate Global Trade
<b>TFA</b>	Trade Facilitation Agreement
<b>T&amp;TA</b>	Tariff and Trade Affairs Directorate
<b>WCO</b>	World Customs Organization

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