



ASIA/PACIFIC CUSTOMS NEWS

Volume
#69



Volume #69
Customs News
AUG/SEPT 2023
WCO Asia/Pacific
Regional Vice-Chair



NURTURING THE NEXT GENERATION

Growth | Unity | Security | Prosperity



ASIA/PACIFIC CUSTOMS NEWS

Volume #69 August/September 2023

NURTURING THE NEXT GENERATION

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Message from the Secretariat Office of the WCO Asia/Pacific Regional Vice-Chair

Ms Kimberlee Stamatis

Assistant Secretary, Customs and Trade Policy Branch, Customs Division Australian Border Force

Dear WCO Asia/Pacific Colleagues,



*Kimberlee Stamatis,
Assistant Secretary,
Customs and Trade Policy
Australian Border Force (ABF)*

Welcome to issue 69 of the World Customs Organization (WCO) Asia/Pacific Customs News, highlighting the key events across the region from April to July 2023. It feels like it was only yesterday when we welcomed the year 2023 – but here we are, more than halfway through the year and I am sure you will all agree it has been a very busy and productive year for all us. I am sure the remainder of the year will be the same – a testament to the fast paced environment that is the Asia/Pacific Region.

A few months ago, we welcomed you to Australia for the 24th Regional Heads of Customs Administrations (RHCA) meeting. It was lovely to see you all in Perth and we hope that you found the sessions meaningful and informative. This issue includes photos from the event. If you haven't had the opportunity to do so, please visit our website wcoasiapacific.org to view a video package, which shares highlights of the RHCA event. A photo gallery for the event is also available on our website under the Members' page.

This issue of Customs News, focuses on the WCO theme for 2023: *"Nurturing the next generation: promoting a culture of knowledge-sharing and professional pride in Customs"*. This topical subject highlights the critical role that Customs organisations play in shaping the future and fostering a collaborative environment for continuous improvement. This theme recognises the need to pass on accumulated knowledge and expertise to the future generations and instilling a sense of pride and professionalism in the customs career. Customs administrations are the guardians of international trade, responsible for facilitating the movement of goods across borders while ensuring compliance with regulations and safeguarding national security. In an era of evolving trade dynamics, emerging technologies, and increasing global interconnectivity, the importance of cultivating a skilled and knowledgeable workforce cannot be overstated.

The WCO's commitment to nurturing the next generation of Customs professionals, ensures that Customs administrations around the world are well-equipped to navigate the complexities of modern trade. As the global landscape continues to evolve, the WCO's efforts are instrumental in creating a skilled, adaptable, and responsible Customs workforce that will enable the future of international trade.

Thank you for the excellent and considered contributions from the Region for inclusion in this issue of the Asia/Pacific News. It has been a joy to read what your administrations have been doing in supporting the next generation of Customs officers. I hope that you enjoy reading through this issue and that you continue to engage with us (via email at apvc-wco@abf.gov.au) and allow us to share your achievements with the Region.

For those of you attending the 33rd Regional Contact Points in October/November, I look forward to welcoming you to the culturally beautiful city of Melbourne.

Message from the WCO Asia/Pacific Regional Vice-Chair

Mr Michael Outram APM

Australian Border Force (ABF) Commissioner and Comptroller-General of Customs

Dear readers,

Welcome to the latest edition of the WCO Asia/Pacific Customs News, where we delve into a theme that resonates deeply in today's dynamic customs landscape. The World Customs Organization's (WCO) chosen theme for 2023, "Nurturing the Next Generation: Promoting a Culture of Knowledge-Sharing and Professional Pride in Customs," speaks volumes about the direction in which customs authorities and professionals are moving.

In an era of rapid technological advancements, evolving trade patterns, limited resources and the heightened sophistication of criminal activities, it is imperative that we equip ourselves and the next generation of customs officers with the tools we need to thrive. This year's theme emphasizes the significance of knowledge-sharing, collaboration, and fostering a sense of pride in our customs profession. As the guardians of cross-border trade, we are not just ensuring the smooth movement of goods; we are also contributing to the economic growth of our nations.

By embracing a culture of knowledge-sharing, we pave the way for innovation and the exchange of best practices. Through this, we empower our young customs professionals to tackle emerging challenges, adapt to new regulations, and harness the potential of technology. The pride we take in our roles translates into dedication and a commitment to upholding the integrity of our borders, ensuring the safety and security of our societies.

In this issue, we explore the countless ways in which customs administrations worldwide are actively nurturing the next generation. We showcase success stories, insights and initiatives that bridge the generational gap. Together, we're building a community that values continuous learning and remains united in its pursuit of excellence.

I invite you to delve into the pages of this newsletter, where you'll discover inspiring stories, informative articles, and thought-provoking perspectives on how we can collectively cultivate a culture of knowledge-sharing and professional pride in customs. Our shared commitment to this theme will undoubtedly shape the future of customs practices and lead us towards even greater accomplishments.

Thank you for your continued dedication to the customs profession and your enthusiasm for embracing the theme of "Nurturing the Next Generation." Your engagement with this issue is a testament to your commitment to fostering a vibrant and thriving customs network.



*ABF Commissioner and
Comptroller-General Customs,
Michael Outram APM,
**WCO Asia/Pacific Regional
Vice-Chair for 2022-2024***

Message from the WCO on ‘Nurturing Next Generation’ – Taking care of our Human Capital

Human Capital Management Technical Attaché (and Former Asia/Pacific Regional Development Manager, WCO Capacity Building Directorate), Ms Akiko (Kiko) KOJIMA

Ms Akiko Kojima has made a significant contribution to Customs in the Asia/Pacific Region as the former WCO Regional Development Manager. Ms Kojima brought rich experience from her over 11 years in Japan Customs, from the frontlines to specialized directorates of capacity building and human resource management. Ms Kojima also served in the Prime Minister’s Office and the Ministry of Foreign Affairs within the Government of Japan.

The theme of this year’s World Customs Day is ‘**Nurturing the next generation: promoting a culture of knowledge-sharing and professional pride in Customs**’.

Why is the WCO focusing on developing the next generation of human resources on the occasion of our memorable 70th anniversary?

The WCO has developed frameworks, guidelines, compendiums and other tools to meet the needs of our members. In 2022, the WCO published its WCO Data Model for effective data collection and utilization. The WCO has and continues to develop such tools to assist those who use these on a daily basis. Human capital is our most valuable asset to help keep pace with an ever-changing environment. This is why the WCO marked the 70th anniversary of our founding by choosing to focus on the importance of human resources.

The WCO has developed various projects to equip the next generation of Customs officers. For example, the WCO Scholarship Programme (a master degree program in Japan), Career Development Program (an opportunity to work for the WCO for 10 months), and the Leadership and Management Development Program. These Programmes, among many others, are put in place to provide knowledge, experience and skills to support to the next generation of Customs officials. In addition, the WCO is planning to hold a Human Resources Management (HRM) accreditation workshop in the Asia/Pacific region in 2024 to help codify various programmes and ensure strategic cohesion as we look to modernise.

Appropriate Human Capital Management is important for nurturing the next generation. The WCO is currently working on a competency-based approach with the tool “The Framework of Principles and Practices on Customs Professionalism”. Moreover, the WCO has sought to leverage recent experiences during the COVID-19 pandemic to emphasise safe-working environments and prioritise the well-being of its human resources. In 2024, the WCO will release the WCO Compendium of best practices on organization, workplace design and workforce management with a number of relevant case studies.

As your new Human Management Technical Attaché, I look forward to continue to working closely with the Asia/Pacific Region to further customs modernization through the development of the next generation.



NURTURING THE NEXT GENERATION



SPOTLIGHT

Q&A with AC Tony Smith

Tony brings decades of law enforcement experience to the ABF and corporate enabling knowledge across regional commands and joint agency operations in counter terrorism, organised crime and counter people smuggling



Tony Smith is the Assistant Commissioner of Customs Division in the Australian Border Force (ABF). Customs Division is responsible for ensuring Australia's customs and border policy settings and support the efficient movement of legitimate goods across the border while detecting and preventing the movement of prohibited goods. The Division administers the collection of border revenue, regulate goods and response to supply chain risks, while undertaking customs compliance activities. Customs Division supports the detection, deterrence, disruption and response to border threats relating to the movement of people across the border that may compromise Australia's economy, prosperity and public safety.

*Submitted by
the Secretariat Office of
the WCO Asia/Pacific
Regional Vice-Chair (APVC)*

*/ Edited by Elliot Binder
Senior Policy Officer ABF*

*Image: An ABF Officer
inspecting packages*

Assistant Commissioner Tony Smith is a career Customs Officer having commenced in the role in 1989. He brings to the ABF decades of law enforcement and corporate enabling knowledge and experience across frontline and joint agency operations covering the fields of counter terrorism, organised crime, counter people smuggling and serious revenue evasion.

Tony started his career as part of Melbourne's frontline operations working extensively in the people and goods operating environments. Tony's illustrious customs service career has also seen him serve overseas through secondment to the then Her Majesty's Customs and Excise in the United Kingdom as an Anti-Smuggling Manager covering the English Channel in France and England. Tony was also posted to Indonesia and served as First Secretary Customs & Border Protection South East Asia with focus on transnational crime and liaison responsibilities across Indonesia, Malaysia and the Philippines. Prior to his promotion to Assistant Commissioner,

Tony's recent customs career has seen him responsible for Workforce Management, Deputy Commander of the Joint Agency Task Force Operation Sovereign Borders, and Commander for Ministerial and Parliamentary Branch while also serving as Chief of Staff to the current ABF Commissioner. Tony also served as Senior Departmental Liaison Officer to the Office of the Minister for Home Affairs during the establishment of the Home Affairs Portfolio.

In recognition of Tony's many achievements, he was awarded an Australia Day Medallion for excellence in offshore counter people smuggling coordination. Tony was also awarded an Excellence Commendation for his leadership in establishing the agency's counter terrorism response capability and the development of the ABF's Counter Terrorism Units. In 2018, Tony also received an Excellence Commendation for the establishment of the ABF's Australian Border Operations Centre.

Tony holds Post Graduate qualifications in Policing Intelligence and Counter Terrorism.

Tell us about your career:

I do love this story, because I am quite proud of where it all started. I was 17 years old and took an exam to secure a position in the public service. I didn't get through the first round but received a call a few months later to consider several opportunities across government. I seized the opportunity to work for Customs having enjoyed watching how they interact with so many interesting people travelling from overseas. I started as an entry level trainee which was a great time to learn from my seniors. I received on-the-job training over the course of a year and had the opportunity to work in a variety of different offices covering import, export and cargo. It was an exciting first year for me and on graduation I was fortunate to be posted to the International Mail Centre in Melbourne. After finding my feet in the mail environment I went to Far North Queensland where I had the chance to explore Australia's District Offices, before heading to Brisbane, where I started my next chapter as a Detector Dog Handler. I had a fantastic seven years in total in the Detector Dog Programme and I still see this time as one of the most rewarding of my career. I later relocated to head office in Canberra to experience more strategic insights before heading back to the regions to take on new challenges as we embarked on introducing new technologies at the border. I've had an amazing career transitioning across so many varied roles in Customs. Our skillset is unique and our value to the Community, partner agencies and Government is of significant value through the lens of both community protection and economic prosperity.

What is your career highlight?

Having the opportunity to represent my agency in the Minister's Office was a pivotal moment for me. Appreciating every day what decisions were being made across Government helped me to realise how close I was to influencing outcomes that impacted on the well-being of my nation. Moreover, the Minister's Office enabled me to build resilience, which I have learnt is core career skill. There will be times when you experience push-backs, times when you have to adjust and pivot. Resilience ensures that you are well-positioned to handle the ups and downs, to speak up for what we stand for and to navigate a complex and at times vigorous political environment. That experience pushed me as a person and as leader. Representing one's agency is a big responsibility.

My time at HM Customs & Excise in the UK offers another key highlight, where I led anti-smuggling teams on both sides of the English Channel – one in Calais and one in Dover. I arrived in the UK with what I thought was a solid understanding of Customs business and expertise in my field, but nothing could have prepared me for what I faced in the UK! It was a very different operating environment and opened my eyes up to pseudo-land borders, managing the crossing of vehicles and the sheer volume of information and illicit activities. It was back then that I witnessed first-hand how the UK was tackling illicit tobacco, and that experience has equipped me to carry out my duties especially now that we are seeing similar challenges in Australia. My time representing my agency made a mark on who I am as a leader and is definitely a career highlight.

What a career – what do you want to pass on to the next generation of customs officers?

A few things comes to mind, coming back to what I said about resilience, I would say for the next generation of officers to build your resilience, learn how to remain calm under pressure and be adaptable to change. Our customs environment is shifting with the ever changing landscape and evolving technological advancements. I would hope, especially in my role that I can support the next generation to be prepared and be equipped to handle a variety of situations. Stay informed and keep up to date with the latest customs regulations, trade agreements, and import/export laws. Stay connected and engage with industry wherever possible. Knowledge is one of your most valuable tools. Never be afraid to ask questions when you do not understand. Whether you are new or you have been working in customs for decades, you need to ask if you are unsure. The risks are often too high to equip yourself with half the story so leave no stone unturned. For my remit in the ABF, I like to think that our teams know that I will always have time to answer questions or assist where needed. Finally, instil pride in your work. Be proud of what you do, what you and your teams deliver and remember that being a customs officer is a challenging but important role in safeguarding a country's borders while facilitating legitimate trade and travel. You are an important part of what makes your organization work – no matter how small you think your role is – and inevitably contributes to the security and prosperity of your nation.

Philippines Bureau of Customs: 'BOC Cares'

In the heart of the BOC beats a resolute belief in the transformative power of its greatest asset – its dedicated workforce. Beyond the border, the BOC attributes its sustained progress to the unwavering commitment of nurturing its people



Submitted by the Philippines
Bureau of Customs

/ Edited by Marivi Martin
ABF Assistant Director

Above Image: Philippines
Bureau of Customs celebrates
the success of its people

Images overleaf: Philippines
Bureau of Customs officers
from swearing in ceremony,
team work and recognising
contributions to Customs

Strengthening Capacity: Empowering the Workforce

In the heart of the Philippine Bureau of Customs (BOC) beats a resolute belief in the transformative power of its greatest asset – the dedicated workforce. Led by Commissioner of Customs, Bienvenido Y. Rubio, the BOC has achieved remarkable heights in trade facilitation and customs performance, earning accolades in the 2023 World Bank Logistics Performance Index Report. Beyond border procedures and policies, the BOC attributes its sustained progress to the unwavering commitment of nurturing its people.

Nurturing People: Investing in Employee Growth

At the core of the BOC's success lies a deep belief in the potential of its workforce. Commissioner Rubio recognizes the indispensable role played by Customs employees in the BOC's progress. To ensure continuous improvement in its performance, the BOC is committed in investing in their growth. Through strategic planning initiative, the BOC

forged a term-based roadmap for employee welfare and development. This commitment materialized in the hiring of 71 new personnel and the well-deserved promotion of 214 individuals. Adhering to the Competency-based Human Resource Management approach in recruitment and promotion, the BOC ensures the entry of highly qualified professionals.

Charting the Path to Excellence

With fresh talent joining the ranks, the BOC recognizes the need for comprehensive capacity-building measures. The BOC's Interim Training and Development Division identified the training needs across six Mission Critical Functional Areas from General Administration to Intelligence and Investigation. Focused training sessions aim to enhance employees' skills and underscore the significance of upholding the rule of law.

Furthermore, the BOC takes a proactive approach in terms of enhancing the competency of its personnel by establishing an in-house pool of trainers. These experts play pivotal roles as consultants, who contribute to the development of BOC's training programs, and as resource speakers, who impart their knowledge and expertise to the workforce.

Enhancing Integrity Action Plan

To restore public confidence and eliminate corruption, the BOC prioritizes the implementation of the BOC Comprehensive Customs Integrity Development and Anti-Corruption Plan. Robust anti-corruption and transparency measures are at the forefront of this initiative. The BOC's Planning and Policy Research Division meticulously conducted a Client Survey to assess the organizational environment and factors influencing ethical practices. The insights gathered from these evaluations

fuelled the strengthening of anti-corruption laws and integrity systems within the BOC.

Engaging Stakeholders and Ensuring Transparency

Recognizing the importance of fostering strong partnerships with stakeholders, the BOC's Public Information and Assistance Division executed a comprehensive Communication Plan. This strategic approach continuously raises awareness among the private and public sectors on customs rules and regulations, and seeks to promote business integrity.

Excellence Recognised: ISO Quality Management Certificates

As a testament to the BOC's unwavering commitment to excellence, it achieved a remarkable feat by obtaining 23 International Organization for Standardization (ISO) 9001:2015 Quality Management System (QMS) certificates on significant customs core processes in June 2023. Furthermore, 11 Customs Collection Districts and the Customer Care Centers received ISO QMS certification, with others striving to meet the standard's requirements. The Risk Management Office, standing tall as the first ISO-certified unit in the BOC Central Office, exemplifies the dedication of BOC groups to maintain high standards. In its bid to maintain QMS Certifications, the BOC conducts internal audits. It is also working on expanding the scope of the QMS to include subports and units.

A Promising Future

The BOC's success story is far from reaching its conclusion. Under the visionary leadership of Commissioner Rubio, the agency remains dedicated to personnel development through Employee Welfare and Development packages and comprehensive training programs aligned with the vision of the BOC to become a modernised and credible Customs Administration. As the BOC continues to rise to great heights, it is in high hopes that its journey serves as an inspiring beacon of hope and progress for other government institutions. Through nurturing its people, charting a path to excellence, and promoting transparency and integrity, the BOC showcases what can be achieved with unwavering dedication and an empowered workforce.



Nurturing Future Generations

Our economies depend on well-regulated and efficient Supply Chains; trade compliance expertise underpins efforts to protect them from criminal exploitation, while providing a modern and efficient trading environment



Written by Manju Kumar
Inspector, ABF College.

/ Edited by Marivi Martin
ABF Assistant Director

Image: An ABF Officer
inspecting packages

To provide modern and efficient trading environment now and into the future, the Australian Border Force (ABF) current and future environment requires continuous efforts and focus to further develop and up-skill officers.

The ABF College, provides both foundational and specialist training across Australia. Its mission is to empower ABF officers with operational knowledge, skills and confidence, ensuring officers are operationally prepared to conduct their duties across a range of complex operational domains.

The College is committed to the provision of a learning environment that develops a strong, responsive, forward leaning and agile ABF. With personnel based across Australia, the ABF College builds expertise and enhances skills and knowledge to enable the ABF to be a high-performing organisation, driven by strong leadership, values, culture and a professional and dedicated workforce.

The ABF's Trade Training Pathway

The ABF Trade Training Pathway was developed as a component of the Trade Training Continuum Project (TTCP). The TTCP is an ABF College-initiative centred on developing a sustainable training continuum to enhance trade compliance knowledge across the ABF workforce, including for new recruits.

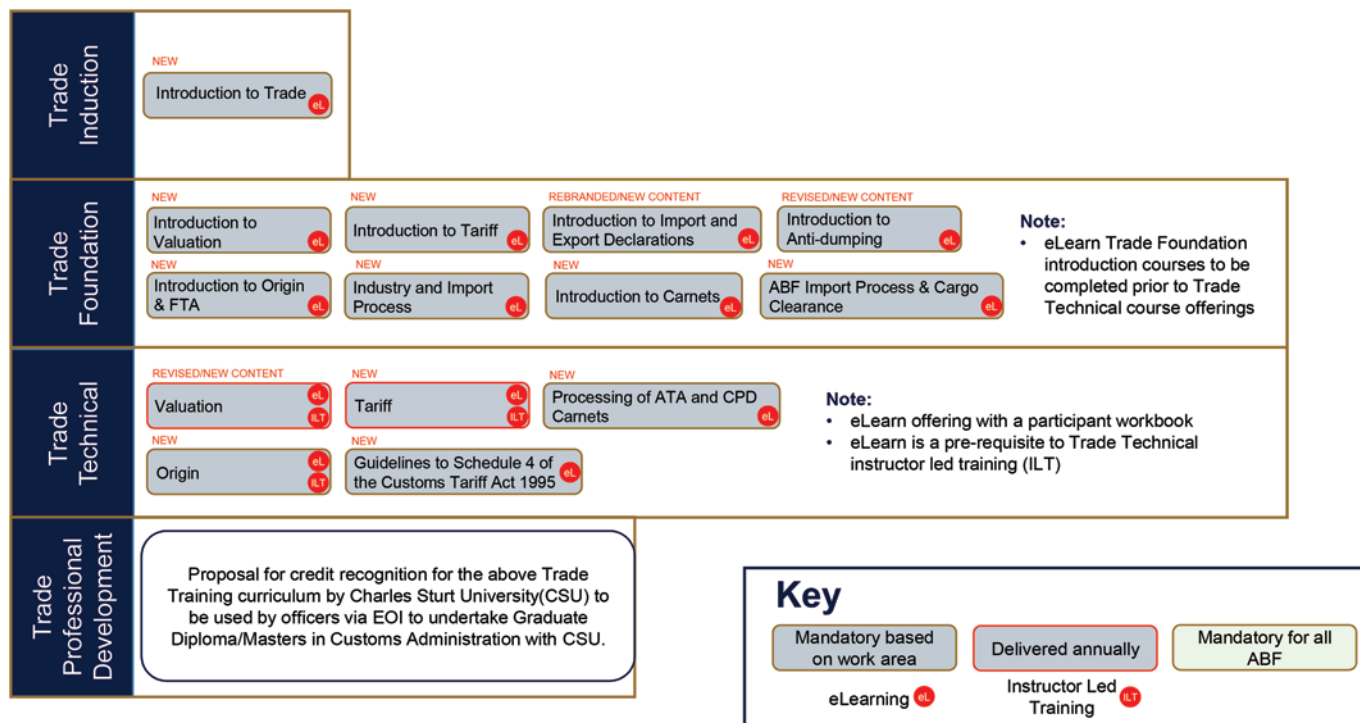
TTCP provides a valuable opportunity to innovate within the training environment, allowing new training and delivery methods including blended learning and self-paced training courses.

The first phase of TTCP includes a whole-of-ABF Trade Training Needs Analysis (TTNA) conducted against the complex functions of a Customs agency, leading to the development of a roadmap for the delivery of a comprehensive Trade Training Pathway.

The ABF Trade training pathway is a four tiered program:

-
- i. Trade Induction (mandatory for all ABF)
 - ii. Trade Foundations (required for roles needing general trade knowledge)
 - iii. Trade Technical (required for roles needing technical trade knowledge), and
 - iv. Trade Professional Development (a proposal for credit recognition for the above Trade Training curriculum by tertiary education providers).
-

The majority of the courses in the Trade Training Pathway focus on the foundational Trade training opportunities identified from the TTNA. The Project has designed and implemented 14 e-Learning courses and three in-person Trade Technical courses (Tariff, Valuation and Origin).



Trade Training History

Like many of our global law enforcement and border agency partners, the recent ABF organisational history has introduced many changes in response to the increasing complexities of a globalised economy, interconnected supply chains and a growing volume and velocity of goods crossing the border over the last decade.

Following the formation of the ABF and Customs integration within a larger portfolio of agencies in 2015, many Customs functions were dispersed across the ABF Structure. This led to the focus on Trade Enforcement, Trade Modernisation and support of Trade Facilitation programs such as the Australian Trusted Trader Program, established in 2017.

These organisational changes and the opportunities noted in the TTNA, have produced an advantageous climate to develop and implement the single Trade Training Continuum (TTC). This will help strengthen the foundational structure in establishing and building the ABF's primary discipline, at the same time allowing for future vocational training programs to be added to the TTC as required.

Why it Matters

The provision of quality training underpins the orderly, regulated and safe passage of goods and services upon which millions of people depend.

The ABF champions training and looks to cooperate with global law enforcement and border agency partners. There is much we can share and learn together, and the ABF looks forward to developing future partnerships and nurturing the next generation of Customs officials.

Image: The ABF Trade Training Pathway illustrates the tiered approach to the curriculum and its development.

IN FOCUS

Nurturing the Future:



*Submitted by the
Department of Home Affairs,
People Operations Branch.*

*/ Edited by Marivi Martin
ABF Assistant Director*

The Department of Home Affairs and Australian Border Force (ABF) understands the importance of investing in the talent of its workforce and have developed various programs to support and inspire young professionals on their career paths.

One of these programs is the Graduate Development Program, which provides university graduates with the opportunity to enter the Australian Public Service with Home Affairs and the ABF. The 12-month program includes rotations across business areas, where participants gain valuable workplace experience and exposure to various tasks and areas of expertise. After completing the program, participants continue their journey within the Department, equipped with the skills and abilities to contribute to strategic goals.

Another program making waves is the Gap Year Program, which is designed to support young individuals transitioning from secondary education to their professional careers. This 12 month program offers extensive development opportunities and showcases the wide range of career

pathways available. To meet the ongoing demand for entry-level positions and at the same time address skill gaps within the Department and ABF, the Gap Year Program will expand nationally in 2024.

Feedback from Alex who is currently in the 2023 Gap Year cohort said: “Throughout my schooling career, I had always known I wanted to contribute to the Australian community by working in the Public Service. So, when an opportunity arose in my senior year to apply for a role in the Department of Home Affairs, I was shocked yet excited to put my application forward. The Gap Year Program, ran as a pilot in 2023, has exceeded my expectations in both the work I do and the professional development I attained. Through this unique, emerging program, I have broadened my network and gained valuable knowledge for my future career. Although I am one of the youngest employees in the Public Service, I have been able to utilise my skills and experience to positively contribute to the protection and prosperity of Australia, even in my first year out of school.”

Building a Legacy of Knowledge, Professionalism, and Career Choice for the Next Generation of Leaders



The National Internship Program is another initiative in the early stages of planning and development which connects tertiary education with full-time employment opportunities. It allows participants to gain real-world job experience, professional growth, and personal development. It serves as a pathway for future employees within the Department, the ABF and the Australian Public Sector, ensuring a steady flow of talented individuals ready to make significant contributions to the success of the nation.

The Entry Programs and Pathways (EPP) team manages and coordinates these programs. This dedicated group works closely with business areas across public and private industry to attract new talent, match individuals with suitable opportunities and address skills gaps within Home Affairs and the ABF. The EPP team plays a crucial role in promoting these entry-level programs and establishing the Department's reputation as an employer of choice. By investing in these programs, the Department of Home Affairs and the ABF nurture the next generation of

public servants and create a culture of knowledge-sharing and professional pride. The workplace experience, structured learning and exposure to diverse business areas not only expand participants' skills and knowledge, they also facilitate internal networks, resulting in a more motivated, engaged and productive workforce.

The Department's commitment to leading and nurturing the next generation extends beyond offering opportunities for career growth. These programs also provide flexible work arrangements, support ongoing studies and allow participants to make choices in their career journeys. By investing in the development of young professionals, the Department is building a legacy of knowledge and professionalism that will benefit the Australian Public Service and the Australian community for years to come.

Images: ABF Officers inspecting mail and cargo



Australian Government
Department of Home Affairs

Discover your path with a Home Affairs GAP Year



Are you in Year 12 and not sure what you want to do next?

Spend an exciting 12 months, where you'll not only get paid to carry out meaningful and important work that improves the lives of all Australians but also gain life-changing skills.

THE OPPORTUNITY

- 1 Are you about to finish year 12 and wondering what to do next?
- 2 Are you considering a gap year to earn some extra cash?
- 3 Are you looking for an interesting and well-paid job for 12-months?

If you answered 'yes' to the above questions then you should consider a Gap Year with the Department of Home Affairs.

WHO WE ARE

The Department of Home Affairs offers challenging and diverse employment in roles impacting many parts of Australian life – emergency management, trade and travel, national security, immigration, settlement services, citizenship and border security.

Be part of something bigger: contribute to building a secure, prosperous, open and united Australia.

WHAT YOU WILL DO

Positions will be offered in dynamic teams to support the processing and administration of fast paced and essential business areas within the Department.

Duties may include undertaking basic administrative support tasks, requesting and retrieving information from external stakeholders and clients, and responding to written and telephone customer enquiries, among other things. These entry level roles do not require any prior experience. All training and coaching will be provided.

WHAT WE OFFER

Successful applicants will be offered a 12-month full time or part time temporary employment contract at the Australian Public Service (APS) 2 classification. Full time salary at commencement will be \$54,439 per annum plus 15.4% superannuation contribution. Part time staff will be paid proportionately.

We will provide comprehensive on the job training, mentoring and further development opportunities through the 12 months; and offer the opportunity at the end of the program to continue with Home Affairs through a part time APS3 internship program while completing tertiary studies. Positions will be located at various national offices across Australia.

Visit homeaffairs.gov.au/about-us/careers/working-with-us for more information about working in the Department.

WHO YOU ARE

No past work experience or ATAR is required. Applicants must be an Australian citizen and prepared to undertake and pass an Australian Government security clearance process.

Visit homeaffairs.gov.au/about-us/careers/vacancies/employment-suitability-clearance for more information about the security clearance process.

HOW TO APPLY

You will need to upload a current CV (two-page maximum) and the details of two referees, along with applicant response outlining your career aspirations and why you want to participate in the Home Affairs GAP year Program. Limit it to 200 or 300 words.

All applicants will be invited to participate in a short online cognitive and emotional intelligence test. Successful applicants will then be invited to a virtual one-way interview where you will have the opportunity to talk about your interests, skills and experiences working in a team.



For more information or any enquiries, please contact
entryprogramsandpathways@homeaffairs.gov.au

Hong Kong Customs Promotes “Care, Coach and Foster” in the Canine Profession

Officers of the Customs Canine Force of Hong Kong Customs are committed to the motto:
‘Care, Coach and Foster’ in performing their dog handling duties



*Submitted by Hong Kong
Customs and Excise*

*/ Edited by Marivi Martin
ABF Assistant Director*

*Image: Officers of the Customs
Canine Force of Hong Kong
Customs are committed to
the motto: “Care, Coach and
Foster” in performing their dog
handling duties.*

Detector dog handling is a unique Customs profession which requires the application of a wide array of specialised knowledge and skills. Guided by its motto – ‘Care, Coach and Foster’, the Customs Canine Force (CCF) of the Hong Kong Customs has a robust regime to nurture new dog handlers and foster a culture of knowledge sharing amongst members and other law enforcement agencies. Over the years, the CCF has continued to excel in its canine breeding, management and training, and has established close cooperation with other canine enforcement agencies. Recognising Hong Kong Customs’ capabilities and achievements in the canine profession, the World Customs Organisation (WCO) formally confirmed the establishment of a WCO Regional Dog Training Centre (RDTC) in Hong Kong, China in June 2023 at the 141st / 142nd Sessions of WCO Council.

Foundational training for the new generation

Hong Kong Customs is the first law enforcement agency to offer an accredited dog handling training programme. And, in 2021, the Drugs Detector Dog Handling Training Programme attained the status of a

‘Level 4’ qualification by a local institution, equivalent to an Associate Degree or a Higher Diploma. Supported by a group of well-qualified instructors, the CCF launched its self-developed detector dog training programmes, starting with a 10-week foundation course for newly-recruited dog handlers. A mentorship programme was also established to pair up new and veteran dog handlers so that practical experience and tactical knowledge can be shared effectively across generations.

Diversified and continuous training

To meet the ever-changing operational challenges, the CCF has steadfastly trained a cohort of canines with diversified abilities to detect cash, firearms, tobacco, drugs and explosives. Regular refresher courses are also scheduled for updating knowledge and skills, and the CCF also collaborates with other organizations to develop specialized training such as animal first-aid, welfare, dog care and nutrition, etc. The full range of courses not only strengthen the overall enforcement capacity of the CCF but also promotes a culture of continuous learning that reinforces the commitment of younger generations coming into the profession.



Professionalism and sustainable development

The CCF launched its own canine breeding programme in 2020 to ensure a sustainable supply of high quality working dogs and set up a well-equipped Breeding and Puppy Development Centre. Prospective dog handlers also engaged in puppy rearing and nursing. And, the CCF has partnered with a local university to organize tailor-made courses for further professional enhancement and formalize best practices in breeding, raising and training puppies. These supporting structures and networks have enabled the retention of relevant knowledge and practical experience so that it can be passed on to younger officers at an early stage. Since establishing the supporting infrastructure and networks, the CCF has been able to introduce 20 new bloodlines with great effect to support operations.

Incubate the culture of knowledge sharing

The CCF is a proponent of knowledge sharing within the local canine community and with WCO members. In 2019, the CCF hosted the “Hong Kong Government Canine Forum” to facilitate exchange of knowledge, experiences and best-practice

on canine-related subjects amongst law enforcement agencies, universities and government departments. The CCF also proactively initiated joint canine breeding programmes with other agencies to broaden knowledge and exposure through collaboration. Internationally, Hong Kong Customs will continue to work with the WCO Asia/Pacific Regional Office for Capacity Building to organize training on various Customs focuses, and offer advice and assistance to individual members in setting up new canine teams. Currently, Hong Kong Customs is preparing for the 6th WCO Global Canine Forum scheduled for March 2024, through which WCO members and canine experts from every corner of the world will be gathered together to consolidate expertise and best practices in the canine profession.

Keeping pace with the times

Being a forward-looking enforcement agency, Hong Kong Customs has pioneered two ground-breaking initiatives: the Smart Collar; and, the Smart Kennel Management System. The Smart Collar is a wearable

(Continued on page 14)

Image: Hong Kong Customs is the first agency in Hong Kong, China to employ the Smart Collar in canine enforcement.

Hong Kong Customs promotes “Care, Coach and Foster” in the Canine Profession

(Continued from page 12)

Image: On 24 June 2023, Secretary-General of the WCO, Dr Kunio Mikuriya and Commissioner of Hong Kong Customs, Ms Louise Ho signed the Memorandum of Understanding at the 141st/142nd Sessions of WCO Council in Brussels (Belgium), formalizing the establishment of a Regional Dog Training Centre in Hong Kong, China.



device for tracking and capturing the vital signs and physical condition of dogs in real-time, enabling the handler to instantly assess performance and well-being. The Smart Kennel Management System provides a technological solution to manage and analyze all canine-related information, including data collected via the Smart Collar, for formulating enforcement and resources utilization strategies. As the first law enforcement agency to deploy advance technology in canine management, the CCF officers demonstrates their dedication, drive and pride of professionalism to embrace

innovative changes and continuous improvements.

Blossoming ‘Care, Coach and Foster’

Through closer collaboration in capacity building and actively nurturing the culture of knowledge sharing, Hong Kong Customs is committed to bring canine professionalism to a higher level by passing on the spirit of ‘Care, Coach and Foster’ to the next generation of the WCO canine community.

Hong Kong Customs – Story-Telling in the New Media Era

In the era of information explosion, Hong Kong Customs has been proactively exploring effective communication channels to disseminate useful information and share knowledge with the world



Setting up new channels for effective public communications

Since January 2022, Hong Kong Customs has set up a new designated office, the Office of Trade Relations and Public Communication (OTPC), to centrally coordinate and handle matters relating to public communication and trade relations. OTPC acts as the main engine to generate and enhance the capacity of Hong Kong Customs in telling stories about 'Customs', 'Hong Kong' as well as 'China'.

Since establishing the OTPC, Hong Kong Customs has extended its footprint on social media by creating a departmental Facebook page and an Instagram account in February 2022, in addition to the existing YouTube channel. The new social media platforms enable Hong Kong Customs to strengthen communication and connection with different sectors of the community by sharing the Department's latest developments, press releases on enforcement operations and other aspects of Customs in a timely manner. Following, Hong Kong Customs also set up a new WeChat and a Douyin account in April and July 2023 respectively, further expanding Hong Kong Customs' public profile and network to audiences in Mainland China.

These social media platforms have quickly become crucial channels for timely dissemination of important messages, including Customs enforcement news and trade facilitation measures to the general public. They also serve well as a means to reach out to the younger generation about useful Customs-related information and the important role, benefits and values of Hong Kong Customs. Live broadcasting of media briefings of significant enforcement results and promotion campaigns related to new laws, regulations and policies are also promoted via the social media platforms, which have proved to become effective means to reach out to more and more audiences from all walks of life.

Sharing the Professional Pride of Hong Kong Customs

Compelling content is a crucial and strategic part of the journey of corporate image building. By connecting the target audience with the most relevant and prominent information in a public-engaging manner, we aim to promote the professional and positive image of Hong Kong Customs. Through innovation and dedication to excellence, Hong Kong Customs has been delivering compelling 'Customs Stories' through social media platforms, in addition to traditional publication and TV channels.

Submitted by Hong Kong Customs and Excise

*/ Edited by Marivi Martin
ABF Assistant Director*

Image: Hong Kong Customs is currently operating five social media accounts

The 24th WCO Asia/Pacific Regional Heads of Customs Administration Conference, Perth Australia 28-31 May 2023

The 24th WCO Asia/Pacific Regional Heads of Customs Administration Conference was hosted in Australia by the Office of the WCO Asia/Pacific Regional Vice-Chair in the city of Perth from 28 - 31 May 2023



*Submitted by
the Secretariat Office of
the WCO Asia/Pacific
Regional Vice-Chair (APVC)*

Image: World Customs Organization (WCO) Asia/Pacific Member Heads of Customs Administrations gathered in Perth, Australia for the 24th Regional Heads of Customs Administration (RHCA) Conference on 29th May 2023 and stand together for the Official Group Photograph during the Opening Ceremony. The event was held at the Ritz-Carlton Hotel in Perth.

The Asia/Pacific Regional Vice-Chair welcomed more than 80 delegates from 22 Asia/Pacific WCO Member Customs Administrations, along with the respective Heads of the Regional Intelligence Liaison Office (RILO A/P) and the Regional Office of Capacity Building (ROCB A/P) and their delegations, in person in the city of Perth in Australia over 28 to 31 May 2023. A further six Members joined the meeting virtually from across the Asia/Pacific, as well as the Chair of the Regional Private Sector Group

(RPSG A/P). The Conference also welcomed attendance by the two candidates for the post of WCO Secretary General from 2024 to 2029 as guests, Deputy Assistant Secretary Mr Ian Saunders from the United States Department of Commerce and General Commissioner of the Togolese Revenue Office Dr Philippe Kokou Tchodie, along with the industry guest speaker Mr Dorian Moga from the Mediterranean Shipping Company (MSC).

You can read more about the 24th RHCA Conference and its outcomes along with the ability to view a larger collection of images capturing the event online on the wcoasiapacific.org website.

(Continued on page 14)

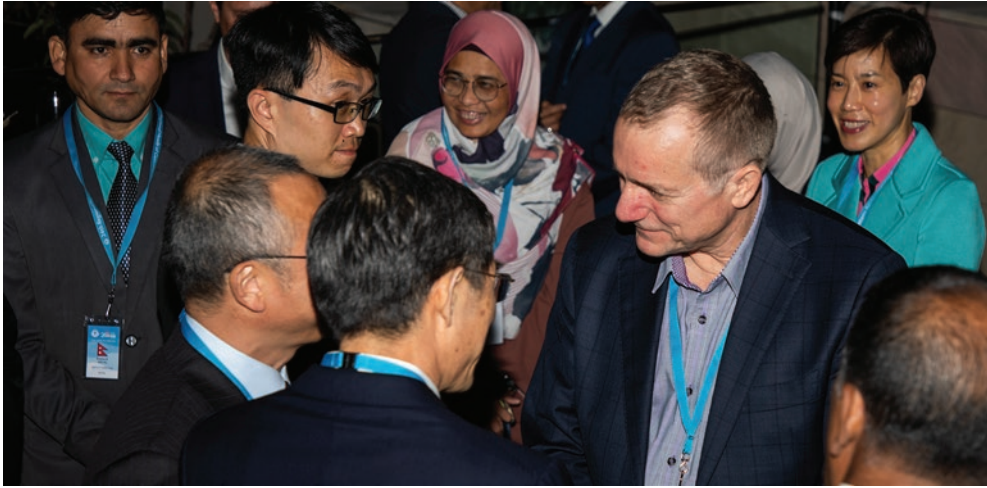


Image: ABF Commissioner and Comptroller General Mr Michael Outram greets guests at the 24th RHCA Conference Welcome Reception in Perth in his capacity as host and as the WCO Asia/Pacific Regional Vice-Chair



Image: WCO Asia/Pacific Member Heads of Customs Administration and their delegations during the Official Opening of the 24th RHCA Conference in Perth



Image: ABF Commissioner Outram presents a gift of appreciation on behalf of the region in his capacity as the Asia/Pacific Regional Vice-Chair to WCO Secretary General Dr Kunio Mikuriya for his exemplary dedication to Customs and in acknowledgment of his final year in the role.



Image: Deputy Assistant Secretary Mr Ian Saunders of the United States Department of Commerce presented on his candidacy as the next Secretary General of the WCO to Asia/Pacific Members Heads of Customs Administrations at the 24th RHCA Conference in Perth

The 24th WCO Asia/Pacific Regional Heads of Customs Administration Conference, Perth Australia 28-31 May 2023

The 24th WCO Asia/Pacific Regional Heads of Customs Administration Conference was hosted in Australia by the Office of the WCO Asia/Pacific Regional Vice-Chair in the city of Perth from 28 - 31 May 2023



*Submitted by
the Secretariat Office of
the WCO Asia/Pacific
Regional Vice-Chair*

Image: Secretary General of the WCO Dr Kunio Mikuriya addresses WCO Members, Heads of Customs Administrations and delegations of the Asia/Pacific along with honoured guests from industry and WCO Members from outside the region during his opening address at the 24th RHCA Conference in the city of Perth, Australia.

WCO Secretary-General Dr Kunio Mikuriya commended the Asia/Pacific Region and

its Members for their forward leaning and proactive engagement within the WCO, especially with various efforts to uplift the capacity and capability of the region through broad capacity building efforts.

It was an honour to have WCO Secretary General Dr Kunio Mikuriya in attendance at the 24th RHCA Conference, as he has been an integral part of the WCO leadership team for over 20 years.



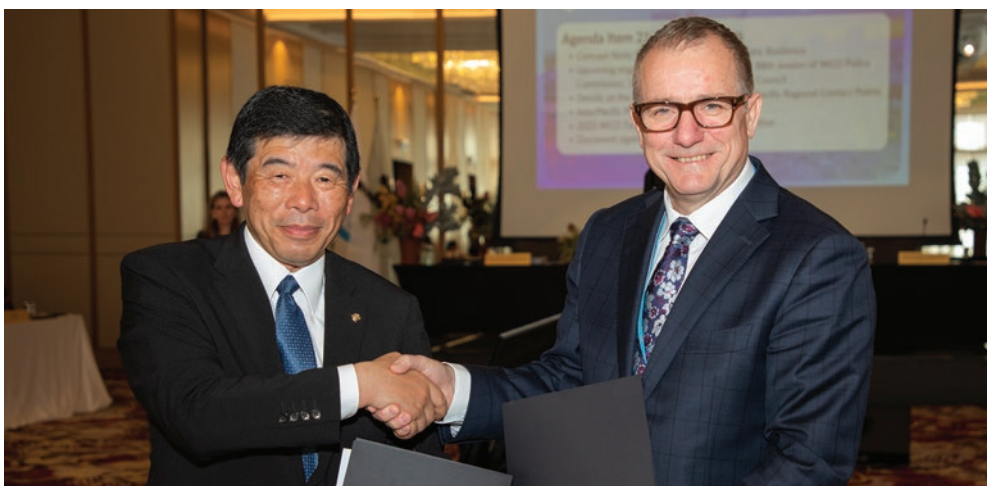
Image: Assistant Secretary Customs and Trade Policy Branch (Australian Border Force) Ms Kimberlee Stamatis welcomes WCO Asia/Pacific Member Heads of Customs Administrations and guests in her capacity as Secretariat for the WCO Asia/Pacific Regional Vice-Chair to the Official Closing Dinner at Matilda Bay restaurant in Perth.



Delegates and Guests enjoy networking during the Official Closing Dinner at Matilda Bay restaurant in Perth, Australia. Delegates and Guests were joined by Australian fauna, including up-close meet and greet opportunity with Koalas and Blue Tongue Lizards.



Secretary General of the WCO Dr Kunio Mikuriya and Director General of Japan Customs sign a Memorandum of Understanding in taking up responsibility for lead and management of the WCO Regional Intelligence Liaison Office - Asia/Pacific (RILO A/P) for the next three year term from January 2024 to December 2027.



Secretary General of the WCO Dr Kunio Mikuriya and WCO Asia/Pacific Regional Vice-Chair in his nominal role as ABF Commissioner and Comptroller-General of Customs Australia exchange congratulations on a signed funding agreement for the WCO Global Supply Chain Integrity Project, which Australia will support as a delivery partner.

CASE STUDY

Counter Proliferation Targeting: Becoming a Customs Investigator

Counter Proliferation in the ABF is a small, discreet function that plays a pivotal role in combating illicit movement of weapons of mass destruction, their delivery systems and military grade dual-use items across Australia's border



*Submitted by the
Australian Border Force (ABF),
Customs Division*

*/ Edited by Marivi Martin
ABF Assistant Director*

*Image: ABF Officers
undertaking counter
proliferation operations in
Queensland, Australia*

Counter Proliferation within the Australian Border Force (ABF) is a small, discreet function that plays a pivotal role in combating the illicit movement of weapons of mass destruction, their delivery systems and military grade dual-use items (including technology) across Australia's border. Counter Proliferation provides end-to-end enforcement capability from leads identification through to investigation and prosecution of entities involved in the circumvention of export controls and sanctions obligations. Collectively, this function protects Australia's national security, supports global best practice in enforcement and provides a great entry point for customs officials looking to explore a career in border enforcement.

Outside detecting, disrupting and deterring the illicit movement of weapons of mass destruction, Counter Proliferation looks to attract and retain enforcement-minded staff from a diverse range of backgrounds. Current staff bring experiences from administration and service desk roles through to analysis and enforcement operations.

Counter Proliferation has three core teams – Targeting, Operational Analysis and Investigations – providing a broad range of opportunities and unparalleled experiences for new staff to understand the big picture while honing skills in a specific role. Most staff begin their journey in Targeting, as besides being the centre for the collective effort the team provides the best exposure to the breadth of work undertaken.

During the course of a week, Targeting Officers will be involved in a diverse array of tasks from match evaluation and commercial documentation analysis, to movement alert assessments and targeted border interventions. Targeting Officers proactively use a range of enforcement and analytic techniques including open source research to detect goods and entities of proliferation concern, with training provided both formally and on the job. Once a potential breach of law is identified, Targeting Officers conduct a variety of checks across a range of systems, and prepare Information Reports with findings. This work allows Targeting Officers to gain valuable understanding of the import and export process, while developing and



refining core skills that are essential for customs and enforcement officials.

Information Reports developed by Targeting Officers form the basis of referrals that undergo assessment at review meetings. These meetings provide Targeting Officers experience in delivering written and verbal briefs on detections of concerns, and to work with Operational Analysts and Investigators to understand the decision-making process and on deciding appropriate next steps. These steps include further analysis, closing the detection through compliance action such as a warning letter, or referring the detection through to formal investigation.

If a compliance action or investigation is commenced, a Targeting Officer is typically allocated as the case corroborator, this provides a valuable opportunity for mentoring, exposure and experience in the complexity of customs enforcement work, and further supports professional investigations training. Additionally, as a case corroborator Targeting Officers have the opportunity to undertake operational activity in the field.

To support their role, Targeting Officers also undertake a range of domestic and international engagements. To support knowledge sharing and information exchanges Targeting Officers often deliver briefings and education sessions on the role of Counter Proliferation to front line customs officials. Additionally, international engagement with other border and customs enforcement teams occurs through the referral of information identified during detections, and where that information is of interest or enforcement utility to an international partner.

Working as a Targeting Officer within Counter Proliferation is a unique role. To ensure new Targeting Officers gain the skills and exposure to support a long and prosperous career in customs, they are mentored by a Senior Counter Proliferation Officer. This mentorship ensures knowledge transfer from experienced staff and for new staff to support them undertaking their duties and ensure the transfer of skills, knowledge and best practice.

Images: ABF Officers undertaking counter proliferation operations in New South Wales, Australia

CASE STUDY

Application of Cave Automatic Virtual Environment at Hong Kong Customs College

Hong Kong Customs endeavors to nurture the new generation of Customs professionals through a multi-pronged effective knowledge sharing system, including with the application of advanced and new technologies



Submitted by Hong Kong Customs College.

*/ Edited by Marivi Martin
ABF Assistant Director*

Image: An instructor of the Hong Kong Customs College applies CAVE in cargo examination training.

With the mission of nurturing the new generation of Customs professionals, the Hong Kong Customs College (HKCC) has introduced Cave Automatic Virtual Environment (CAVE), an innovative training tool in use since the first quarter of 2023.

CAVE is an immersive virtual reality training system consisting of five high-resolution LED walls. It incorporates a combination of the latest technologies, virtual reality (VR) and motion tracking, to create an immersive virtual environment where trainees can learn through hands-on experience.

By leveraging VR, CAVE allows HKCC trainees to experience situations that are difficult to replicate in real life, such as sophisticated concealments or use of false compartments in containers during cargo processing. This enables trainees to develop the skills and knowledge

needed for identification and interception of smuggled goods and contrabands on the frontlines. Alongside the advantage of a more comprehensive assessment of trainee's learning progress, CAVE helps trainees gain practical experience in a safe and controlled environment, reducing the risk of errors and accidents in the field.

CAVE also promotes a culture of knowledge-sharing through which trainees can learn abstract ideas and practical skills through scenarios once only experienced by veterans.

The technology allows instructors to parameterize different VR scenarios to fit up-to-date training contents, making CAVE a cost-saving yet sustainable method of updating trainees on the ever-evolving smuggling trends.

With this new initiative, the knowledge sharing and development process has evolved into interactive experience that facilitates the absorption and retention of knowledge, as compared to the traditional academic / literary method of learning through studying and repetition of facts and figures.

Hong Kong Customs continues to explore effective technologies to further strengthen capabilities in training the new generation of Customs professionals.

CASE STUDY

Nurturing the Next Generation – Samarth Sevak, Sadaiv Sathi and Gyan Sarita

The skill sets and capability of all officers play a vital role in facilitating trade through effective discharge of their duties; making it essential to have a robust capacity building and knowledge management system in place.

The skill sets and capability of all officers of the department play a vital role in facilitating trade through effective discharge of their duties. Training leads to improved efficiency and effective implementation of policy and rules and regulations, making it essential to have a robust capacity building and knowledge management system in place.

With this approach, a project conceptualized with the aim of training officers of Mumbai Customs Zone-I, was launched under the name and style of 'Samarth Sevak'. This project, set up by Shri P. K. Agrawal, Principal Chief Commissioner of Customs, Mumbai Zone-I was inaugurated at New Custom House Mumbai on August 01, 2022. Samarth Sevak provides training to ensure officers are capable of handling various trade facilitation systems of the World Trade Organization, World Customs Organization and other fields and areas of Customs more effectively.

Since its inception, in-house training sessions are conducted on a weekly basis, and are customised based on the training needs of officers posted in various sections of the New Custom House. The training includes all areas of Customs such as Intellectual Property Rights (IPR), Authorized Economic Operator program (AEO), Rules of Origin, Faceless Assessment, Trade Remedial measures, amongst others. A power talk session on 'Soft skills' to instill and improve abilities like interaction, collaboration, and positivity was also organized.

From August 2022 to June 2023, 47 training sessions have been conducted and have been attended by a total of 1,580 trainees, including newly joined officers.

Another project named 'Gyan Sarita' was launched on International Customs Day to keep in the theme of 'Promoting a culture of



knowledge sharing and professional pride in Customs'. Under this initiative, directions were issued to all officers of Mumbai Customs Zone I to mentor new officers for on-the-job training to provide them practical exposure to the organizational set up and to tap into the knowledge of senior officers.

Another initiative launched by Mumbai Customs Zone 1 is the 'Sadaiv Sathi', which means 'Friends forever'. This initiative was set up in September 2022 for the welfare of retired and nearing retirement officers. Retired officers are asked to share their working experience through articles with a view of helping young officers who has just joined Customs. Since its inception, 32 articles written by retired Customs officers have been published. This not only provides a platform to the officers to share their stories of success, impressive cases of contraband seizures, and other commendable tasks but also reinforces the value of trust, loyalty and pride in Customs to the next generation of officers.

If you are interested to read these articles, head to <https://sadaivasathi.mumbaicustomszone1.com/articles.aspx>.

Submitted by
Mumbai Customs Zone-I
Central Board of Indirect Taxes
and Customs (CBIC)

/ Edited by Marivi Martin
ABF Assistant Director

Image: Authorized Economic
Operator (AEO) Training
Workshop for frontline field
officers at New Customs House
Mumbai Customs Zone-I

CASE STUDY

Strengthening Sri Lanka Customs for New Challenges with Professional Pride

Customs has a paramount duty to detect, detain and deter noncompliance and illegitimate trade practices as well as to secure the supply chain to protect the economy and citizens against illicit trade



*Written by E. W. A. Shantha
Senior Deputy Director,
Sri Lanka Customs*

*/ Edited by Elliot Binder
Senior Policy Officer ABF*

*Image: Customs officers
on duty at the Border
on the frontlines*

Customs has a paramount duty to detect, detain and deter noncompliance and illegitimate trade practices as well as to secure the supply chain to protect the economy and citizens against illicit trade. It is therefore essential to share the knowledge, skills, and experiences of the current officers to the next generation to empower and protect them and promote a culture of knowledge sharing and professional pride in Customs.

In order to align with the global trends and challenges, the Sri Lankan Customs Administration (SLC) recognises that it is important to enhance the competency of their staff through training and capacity building participation. It is true that the customs legislation in each country is vital for their socio-economic development and prosperity. Even though Sri Lanka is a common law country that has an adversarial legal system, SLC hold their quasi-judicial adjudicating process for

Customs cases as an inquisitorial process for commercial frauds and other violations.

To ensure public trust and to meet public expectations and international obligations, the Human Resource Directorate of SLC organizes the delivery of workshops on Customs Law and the adjudication process in practice for senior management and operational Customs officers to address the gap raised due to the retirement of senior experts in particular fields.

This program helps to carry out our duties with the dignity and a sense of responsibility. It begins with a strategic diagnostic and subsequently takes a holistic approach to ensure all interdependencies are addressed, particularly with regard to human resource development and management. It is also designed to address the technical, operational, and strategic elements of the department. At the same time, it provides a measurable improvement in the organizational ability to maintain, focus and determine the best ways to deliver the administration's vision and mission through a blend of sound management, strong governance, and dedication to achieving results.

With the view of achieving the best results for key performance indicators such as increased revenue collection, reduced clearance time and minimum trade costs, SLC has held several workshops for the areas of valuation, country of origin, and commodity classification among others. The e-learning modules presented by the WCO "CLiKC!" platform and "PICARD" capacity building program helps SLC Customs officers to improve their knowledge, skills and outlook towards their job. The international and national level e-learning modules of Customs Law also beneficial for future generation.

REGIONAL CAPACITY BUILDING



UNODC/WCO Container Control Programme – Train the Trainer Accreditation Workshop

In June 2023, 15 ABF participants completed their UNODC/WCO Container Control Programme Train the Trainer Accreditation Workshop in Melbourne, Australia



Submitted by the
Australian Border Force (ABF),
Customs Division

/ Edited by Marivi Martin
ABF Assistant Director

***“The beautiful
thing about
learning is that
nobody can
take it away
from you”***

*Image: ABF Participants
and Workshop Trainers of
the UNODC/WCO Container
Control Programme Train the
Trainer Accreditation Workshop
in Melbourne, Australia*

From 5-9 June 2023, 15 Australian Border Force (ABF) officers undertook the UNODC-WCO Container Control Programme (CCP) Train the Trainer workshop in Melbourne. The training was conducted by technical experts Peter Timmermans and John Dourlay from the World Customs Organization (WCO). The five day intensive program covered topics such as Operation TIN CAN, concealment methods and trends and the risks of abandoned cargo, with the course concluding with presentations prepared by each participant.

Supervisor Ashley Rodrigues said about the training workshop, “The beautiful thing about learning is that nobody can take it away from you.”

Following completion of the training, one newly trained ABF expert will support a United Nations Office on Drugs and Crime (UNODC) lead trainer to facilitate Strategic Trade and Export Control (STEC) Training in Fiji from 31 July to 4 August 2023. The ABF anticipates a number of future opportunities for training in the region.

Overview of the UNODC/WCO Container Control Programme

Since its establishment in 2003, the UNODC-WCO Container Control Programme has sought to assist countries seeking to improve supply chain security and counter the threat of trafficking in the containerized supply chain by building capacity within Customs and other relevant law enforcement agencies. This is achieved through the creation of multi-agency Port Control Units (PCUs) and Air Cargo Control Units (ACCU) whose officers, following weeks of progressively advanced training, can successfully identify high-risk containers from pre-arrival manifest information with the intent of disrupting transnational and serious organized crime groups, and their activities.

Australia has provided subject matter experts to help support CCP training for many years and the ABF is committed to increasing our pool of CCP-Recognised Experts, which will provide a greater opportunity to exchange professional ideas and share knowledge on trends and best practices in border enforcement.

Acting ABF Inspector Hayley Tuck noted, “the ABF has worked closely with the UNODC/WCO Container Control Programme for a number of years and our officers are highly regarded as experts in their fields. Signing up to become a recognised expert will not only provide you with a fantastic professional development opportunity but will also see you contribute to the next generation of customs officers through the CCP training programme.”

Developing Trainers in the Pacific through the Master Trainer Programme

The MTP is a joint endeavor under the WCO-JICA Project to develop sustainable training capacity by developing a pool of experienced trainers and regionally tailor-made training materials and programs

“Customs Valuation and HS Classification are essential in promoting fair trade and compliance which can increase much needed revenue and data can lead to robust reporting of focus areas for government administrations towards their trade policy in making our economies further resilient” said Chief Customs Officer, Mr Nausad Ali (FRCS).

The World Customs Organisation (WCO) and Japan International Cooperation Agency (JICA) hosted the Fourth Working Group Activity of the Master Trainer Programme (MTP) on Customs Valuation (CV) and Harmonized System (HS) Classification at the WCO Regional Training Center (RTC) at the Fiji Revenue and Customs Service (FRCS) in Suva, Fiji from 12–16 June 2023. Participants from six Pacific Islands Customs Administrations attended the workshop including from Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, and Vanuatu.

Project Manager of the WCO-JICA Joint Project, Mr Motohiro Fujimitsu highlighted during the Official Opening that the respective themes for the WCO of ‘Nurturing the next generation: promoting a culture of knowledge - sharing and professional pride in Customs’ and the OCO of ‘Fostering an inclusive Customs that promotes knowledge-sharing and integrity for a stronger Pacific’ for 2023 were both closely aligned. He underscored that both themes are about the importance of knowledge sharing and that the objective of the MTP for the region is to develop a sustainable and autonomous training capacity.

Ms Mayumi Amaike, Resident Representative of the JICA Fiji Office added that ‘the MTP will not only benefit the six participating countries’ Customs administration but all Pacific Island Countries, by providing a pool of master trainers in the various roles and duties of Customs officials.’



OCO Head of Secretariat, Ms Nancy Oraka in thanking the WCO and JICA for their ongoing support stated that through the MTP, ‘the Oceania region will have a cohort of skilled Pacific Islander Customs Officials who will be invaluable assets for their respective Customs administrations and economies in deriving customs revenue, developing trade and border enforcement concepts and helping in ensuring revenue security in the region’.

FRCS Chief Customs Officer, Mr Nausad Ali added that “Customs Valuation and HS Classification are essential in promoting fair trade and compliance which can increase much needed revenue and data can lead to robust reporting of focus areas for government administrations towards their trade policy in making our economies further resilient”.

The training materials developed from the fourth MTP Working Group will be used by participants to deliver training to fellow Pacific Islander Customs Officials throughout the region.

Submitted by Fiji Revenue and Customs Service

/ Edited by Marivi Martin
ABF Assistant Director

Image: Opening ceremony official photograph officers and Representatives of Fiji Revenue and Customs Service and the WCO Japan International Cooperation Agency, along with Trainers and Participants from across the Asia/Pacific region in attendance at the 4th Master Trainer Programme

REGIONAL NEWS



New Zealand Customs Service Publishes Time Release Study

The New Zealand Customs Service (NZCS) has published its latest Time Release Study, which looks at how quickly imports and exports are cleared in Aotearoa New Zealand



BY THE NUMBERS:

NZCS used one week's data from 12,112 import and 5,267 export entries across sea and air cargo. The study also used data from industry partners involved in border clearance, including freight and air cargo companies.

Sea cargo

- 91.5% of import entries for full containers were lodged and ready to be released before arrival.
- 91.3% of export entries for full containers were lodged at least 48 hours before loading.

Air cargo

- 67% of import entries were lodged and ready for release before arrival.
- On average, import entries were lodged and released 8.5 hours after arrival, reflecting the much shorter flight times from an overseas departure point to landing.
- 99.1% of export entries were cleared before departure.

The Study analysed Customs' performance in moving cargo through the border over a one-week period in September 2022. It measured the time taken for various events and procedures from when the goods first arrive into the country to their clearance or release.

Customs' Group Manager Revenue and Assurance, Mr Craig Chitty, says the study showed that the agency has efficient processes and systems to support moving goods through the border. "This includes electronic reporting of shipment details, a risk management and alerts system to flag high risk shipments, post-clearance auditing and ongoing engagement with industry," he said.

"The time taken for getting imports and exports released at major ports is crucial for businesses and New Zealand's economy. The Time Release Study findings show most imports are cleared for release before they even arrive into New Zealand, and exports are cleared before departure.

If goods are reported to Customs correctly, they can be cleared within seconds." "New Zealand's airports and seaports also have automated facilities to get their goods to market as quickly as possible, while still allowing vital security and risk checks."

"New Zealand Customs is mindful that any delays at the border increase costs for businesses, so this Study is important in pinpointing any bottlenecks to improve performance in the supply chain. We are committed to creating an enabling environment for business, ensuring that trade is quicker and security compliance is easier to do."

"We also provide exporters with an option to fast-track their goods by partnering in our Authorized Economic Operator (AEO) programme, which we call our Secure Exports Scheme. By meeting our safety, security and integrity measures they receive priority at the border, with less [intrusive] inspections and even quicker clearance," Mr Chitty said.

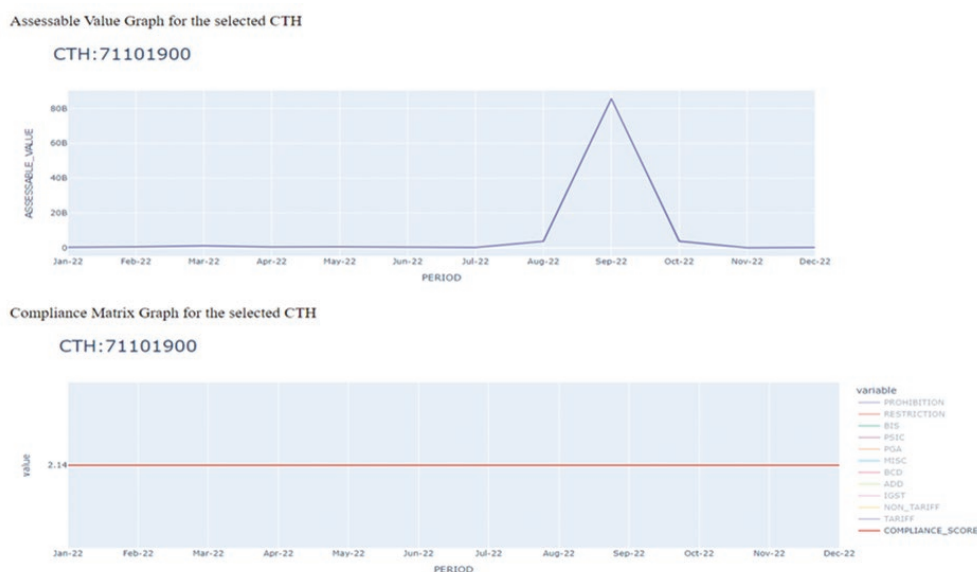
Submitted by New Zealand Customs Service

/ Edited by Marivi Martin
ABF Assistant Director

Image: NZCS Group Manager Revenue and Assurance, Mr Craig Chitty announcing the release of the NZCS Time Release Study

CRM Model to Analyze Trade Surges and Automate Insights for Data-Assisted Tax Policy Making

Indian customs officers of Directorate General of Analytics and Risk management (DGARM) have developed a cutting-edge Compliance Requirement Measurement (CRM) data model to analyze trade surges



Written by Mr Bhanu Jain,
Deputy Director, NCTC
and Mr Ramesh M,
Additional Director, NCTC
Central Board of Indirect Taxes
and Customs (CBIC)

/ Edited by Marivi Martin
ABF Assistant Director

Figure 1: Import surge of
Platinum Alloy

With seamless research on data analytics, Indian customs officers of Directorate General of Analytics and Risk management (DGARM) have developed a cutting-edge Compliance Requirement Measurement (CRM) data model to analyze trade surges and automate the generation of insights and reasons behind these surges.

Traditionally, various customs administrations had Import Surge models that identified commodities with significant import surges into the country. However, uncovering the root causes of these surges required intensive efforts and time.

This new data model, developed by National Customs Targeting Centre of Indian Customs introduces the concept of Compliance Requirement Measurement, an upgrade to the existing WCO performance measurement. It enables customs administrations to create a robust data model that lays the foundation for risk management, automated insights-driven tax policy making, and data-driven enforcement in the customs domain.

Need for Concept of Compliance Requirement Measurement:

The CRM Model addresses a crucial aspect of customs operations, specifically focusing on the quantification and measurement of compliance requirements for all customs tariff lines. The model's foundation lies in the observation that most customs frauds, such as misdeclaration and misclassification, are motivated by **compliance avoidance**. Furthermore, it has been noted that fraudulent behaviour predominantly occurs in the misdeclaration of "goods with high compliance requirements" rather than "goods with low compliance requirements."

CRM data model:

The CRM Model aims to **quantify and measure the compliance requirement for all Harmonized System Nomenclature (HSN) lines** (about 14000 lines), forming the fundamental basis of risk management through data analytics. By establishing a standardized data matrix, the compliance information, which is currently maintained and used in a non-quantified manner, will be numerically quantified, integrated with

Assessable Value Graph for the selected CTH



Compliance Matrix Graph for the selected CTH



other data models and utilized effectively in risk management, enforcement, macro-economic trade, and tax policy making for finance and commerce.

trade involving gold in the form of platinum alloy. Prompt action was taken to adjust the duty structure for platinum alloy, mitigating significant revenue leakage.

Figure 2: Automated Insights- CR score of Gold bars increased

Utilities OF CRM data model:

CRM model has helped develop many data models like CR Score model to identify high compliance requirement lines for focused risk management, HS co-relational model for identifying potential misclassification pairs using Language models like BERT (Bi-directional Encoder Representation from Transformers), behavioural change of trade due to tariff and non-tariff changes, automated insights generation on import surges, OSINT (open-source intelligence) insights harnessing open source data.

Automated insights for Data Assisted Policy making:

The CR model, despite the unchanged CR score for platinum alloy, generated an automated insight on a possible misdeclaration pair with Gold bars. The insight attributed the increased CR Score for Gold bars to a recent duty rate hike by the government, revealing the possibility of

Conclusion:

The development of the CRM data model is a ground-breaking step in customs compliance management and trade facilitation and the model is in the process of integration with Risk management system. By automating insights on import surges and behavioural changes, Indian Customs can make informed decisions for data-assisted tax policy making and efficient enforcement. By quantifying compliance requirements and implementing advanced analytics techniques, the CRM data model enhances risk management, enforcement, and policy-making capabilities.

The concept can be replicated by any customs administration through its own customisation and the results were proved promising in the scenario of Indian Custom.

Indian Customs develops Large Language Models – Based Model for Real-time Harmonised System Classification Inconsistency Identification

In today's rapidly evolving technological landscape LLMs have found their way into various domains, and Customs is no exception. Customs worldwide are exploring data models to extract valuable insights

Spaces NCTCMumbai NCTC like 0 Running App Files Community

AdvaitBERT

AdvaitBERT is modified version of BERT (Bidirectional Encoder Representation for Transformers), finetuned on the Text corpus of Indian Customs Declarations. It is trained for performing downstream tasks like automating the tariff classification and validation process of Customs declarations in realtime. This model may help Customs administration to efficiently use AI assisted NLP in realtime Customs process like Assessment, Post Clearance Audit, thereby highlighting classification inconsistencies and help in revenue augmentation.

Enter Your Product Description

600 bags of arecanut

Clear Submit

output

CTH: 08028010 Duty Rate(%): 100.0

CTH: 08028010 Duty Rate(%): 100.043%

Desc: OTHER NUTS, FRESH OR DRIED, WHETHER OR NOT SHELLED OR43%

PEELED:Areca nuts:Whole

CTH: 08028090 Duty Rate(%): 100.032%

Desc: OTHER NUTS, FRESH OR DRIED, WHETHER OR NOT SHELLED OR32%

PEELED:Areca nuts:Other

CTH: 08028020 Duty Rate(%): 100.024%

Desc: OTHER NUTS, FRESH OR DRIED, WHETHER OR NOT SHELLED OR24%

PEELED:Areca nuts:Split

Written by Ms Kopal Tandon,
Deputy Director, NCTC
and Mr Ramesh M
Additional Director, NCTC
Central Board of Indirect Taxes
and Customs (CBIC)

/ Edited by Elliot Binder
Senior Policy Officer ABF

Image: LLM Bi-directional
Encoder Representation
from Transformers (BERT)

In today's rapidly evolving technological landscape, Large Language Models (LLMs) have found their way into various domains, and the customs domain is no exception. Customs officers worldwide are exploring data models to extract valuable insights from import and export declarations. To support this endeavour, National Customs Targeting Centre (NCTC) officers under the Directorate General of Analytics and Risk management (DGARM), has embarked on a technological revolution by leveraging the power of Artificial Intelligence (AI) engines to identify inconsistencies on Customs Declarations in real-time.

The Requirement for the Classification Inconsistency Identification Model:

The need for bulk and real-time natural language processing has grown, especially for deriving insights from free text item descriptions in customs declarations. Additionally, risk management engines need to identify HS classification inconsistencies in real-time to process declarations efficiently. To address this gap, the NCTC team have developed cutting-

edge AI-based model that can identify the top probable Harmonized System Nomenclature (HSN) codes for declared product descriptions, along with their confidence levels and associated taxation rates. This will significantly assist the risk engine in targeting HS classification anomalies with high revenue potential for Customs.

Application of LLM-Based BERT Model:

The team utilizes LLMs, such as the BERT (Bi-directional Encoder Representation from Transformers) model developed by Google, which is programmed to filter vast amounts of text data, enabling it to contextualize word representations and capture the meaning of statements. BERT's contextualized word embedding deciphers the context of product descriptions in customs declarations, even running on uncleaned descriptions in real-time. Given the vast number of classes in the Indian Customs CTH structure, BERT's suitability for classification tasks and bidirectional learning make it a powerful tool for accurate HS predictions.

Methodology:

The NCTC team developed the engine using eight years' worth of Indian customs declarations, including HSN codes and item descriptions. The dataset was carefully curated to ensure a significant distribution of data, and BERT was trained on 9.5 million records for seven epochs. Evaluation of different models revealed that BERT achieved the highest validation accuracy 82% compared to GPT2 and Doc2Vec, showcasing its superior performance.

Advantages of LLM-Based Models over Conventional Models:

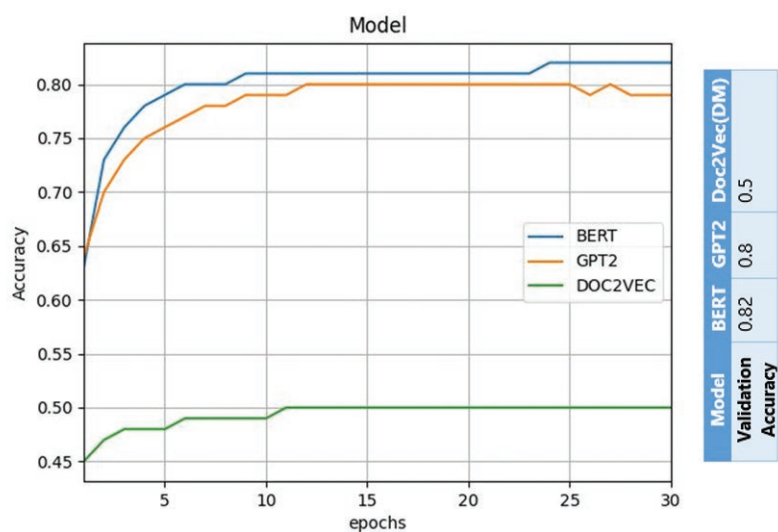
LLMs like BERT offer several advantages over conventional AI models. They are pre-trained on vast quantities of volume, making them versatile for downstream tasks. BERT's contextualized library filters out the noise and performs well on uncleaned text. Additionally, LLMs are more suitable for tasks with a large number of classes, as in the case of Indian Customs, and their bidirectional learning captures rich contextual information, enhancing product description understanding.

Recognition at the CBIC-ADVAIT Hackathon:

The LLM-based classification inconsistencies identification engine developed by the Indian Customs team received the second prize in the Data Analytics Competition at the CBIC-ADVAIT Hackathon 2023. This recognition highlights the model's effectiveness and potential to enhance customs operations. The model's beta version is available for feedback and user comments. It can be accessed at <https://huggingface.co/spaces/NCTCMumbai/NCTC>.

Three-Fold Application of the Model:

The LLM BERT model is under the process of integration with the Risk Management



engine of Indian customs to identify incoming declarations with high-potential differential revenue. Moreover, it supports AI-based Post Clearance Audit, identifying misclassified declarations for more effective audits and compliance with customs regulations. Lastly, Indian Customs is willing to collaborate with partner customs organizations to adopt similar models and share best practices, further enhancing customs operations globally.

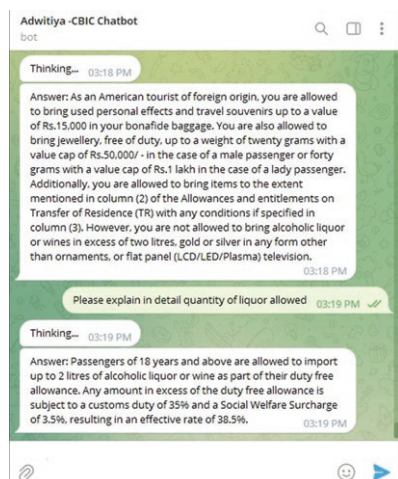
Image: Validation accuracy of LLMs: BERT, GPT2 and Doc2Vec(DM)

Conclusion:

As the customs domain embraces the power of LLMs, the innovative work of the Indian Customs team sets an example for effective utilization in classification inconsistencies identification. The model's beta version is available for feedback and user comments, inviting further refinements and contributions to the future of customs operations.

AI Chatbot using LLMs for Trade Compliance and Passenger Facilitation

Indian Customs, Directorate General of Analytics and Risk management showcased the successful demonstration of an AI chatbot, driven by Large Language Models, during the ADVAIT HACKATHON-2023



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and Ms Minu Abraham,
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Central Board of Indirect Taxes
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/ Edited by Marivi Martin
ABF Assistant Director

Image: Responses of an AI
chatbot using LLMs

In a remarkable display of innovation, Indian Customs officers from Directorate General of Analytics and Risk management (DGARM) showcased the successful demonstration of an AI chatbot, driven by Large Language Models (LLMs), during the ADVAIT HACKATHON-2023, held by the Central Board of Indirect Taxes and Customs (CBIC) in New Delhi over 25-26 May, 2023. The integration of Artificial Intelligence (AI) chatbot powered by LLMs emerged as a standout solution, promising significant improvements in efficiency in Compliance Management and Trade Facilitation.

Customs administrations worldwide face the challenge of managing compliance with an ever-changing array of regulations, tariffs, and trade agreements while ensuring seamless trade transactions. Article 1.3.1 of the WTO Trade Facilitation Agreement (TFA) impresses upon the Customs administrations to establish Enquiry Points for dissemination of Information to Trade. To implement the commitment, Indian Customs turned to cutting-edge AI technologies and explored the potential of AI chatbots driven by LLMs

LLMs, like the powerful GPT-3.5, Falcon 40B, highlights the ability to understand and generate human-like text based on vast amounts of training data. These models excel in natural language understanding, allowing them to train on complex legal texts like Customs manuals, Notifications/Circulars/Instructions, and Compulsory Compliance Requirements, among others. Leveraging these capabilities, the AI chatbot demonstrated it could provide updated, instant and accurate information retrieval and answer questions in simplified terms.

In the live demonstration, customs officers interacted with the AI chatbot, posing complex compliance queries and trade-related questions. The AI chatbot

flawlessly responded with accurate and contextually-relevant answers, showcasing their potential to become valuable assets in customs operations in time to come. The snippet of the same is attached herewith.

The ability to provide up-to-date information on compulsory compliance requirement for trade, Baggage rules for Passengers Compliance, Customs Procedures and automated summary of latest Circulars/ Notifications, makes these AI-driven chatbots an obvious choice for service-oriented entities, including governments.

The AI Chatbot was developed in Python language using LangChain framework assisted by Meta AI Similarity Search (FAISS) library and demonstrated using GPT-3.5 API, which was fine-tuned by training the model on a Customs datasets such as Compulsory Compliance Requirements, Circulars/Instructions, Customs Manual, Baggage Rules, Passengers FAQs, so that it can generate accurate responses to queries. The model is being explored to be developed as a full-fledged application using free, open source and locally deployable LLMs like ORCA Mini, Falcon, etc. in customs ecosystems for dissemination of compliance information for Trade and Passengers.

AI chatbots empowered by LLMs are revolutionizing Customs compliance management and trade facilitation. They offer real-time, personalised, and round-the-clock customer support, making them a cost-effective alternative for service-oriented entities, including governments. These intelligent conversational agents streamline Customs processes by providing instant information retrieval, automated compliance checks, and personalised trade support. CBIC is willing to collaborate with Customs administrations in use of LLMs for enhancement of trade facilitation and compliance management.

Looking Beyond Law Enforcement in Border Control

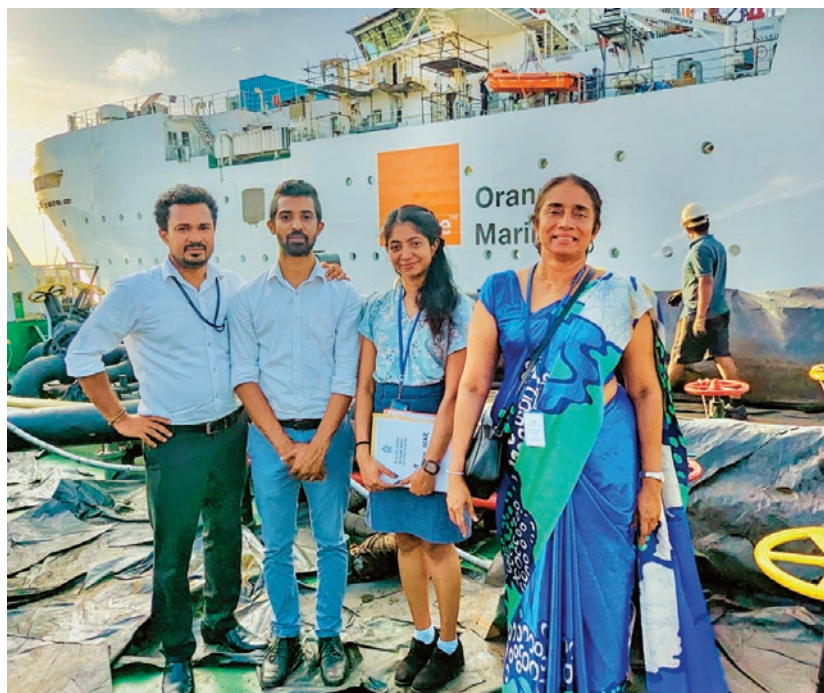
Customs ‘food for thought’ in facilitating trade: “Public and private sector collaboration and bringing forward professional pride in customs with trade facilitation to strengthen the economy as a border control Agency”

Sri Lanka Customs (SLC) is a border control agency mostly concerned with revenue collection, law enforcement and social protection. Whereas the Industries and Services Directorate of SLC is mainly focused on trade facilitation, promoting imports to market and supporting small and medium range entrepreneurs to reach international markets through direct and indirect exports.

The Industries and Services Directorate directly facilitates traders with several types of duty deferred import schemes in order to cater to the international market. The Directorate promotes an image of SLC as a trade facilitator and offers a number services, including knowledge sharing and identification of business patterns via a shared public-private operational platform capturing national and international trade and providing bonded warehousing facilities, and other temporary imports / export facilities.

The Industries and Services Directorate, as a trade facilitator, helps traders while adhering government rules and regulations. This has proven a challenge in a competitive and dynamic business environment. The Industries and Services Directorate has overcome this challenge, helping to facilitate over 1000 temporary import facilities and over 150 Bonded warehousing facilities, all monitored and operated under Customs supervision and oversight. This has helped strengthen the growth of various commodities from packaging to the automobile industry.

With the aim to engage with the private sector better, the Industries and Services Directorate has sought to customise procedures within the government framework of regulations, of which the bonded warehousing schemes are the most prominent and successful with each and every operator receiving help with unique



Standard Operation Procedures, in addition to the existing government regulations.

Customs Officers attached to the Industries and services Directorate are encouraged to establish communication channels between officers to share their knowledge and experience with the objective of providing best-practice solutions to Industry. The private sector is also encouraged to provide their proposals about how facilitation can be supported by other government departments and Ministries where relevant. And, entrepreneurs are encouraged to make peer-to-peer contact in sharing ideas for possible solutions.

Public-private sector collaboration is an ongoing effort with its fair share of challenges. While promoting trade facilitation it was evident that the key to overcoming challenges was more easily achieved via communication, encouraging knowledge sharing, and showing mutual respect.

*Written by L N A Avani Nissanka,
Assistant Superintendent,
Sri Lanka Customs*

*/ Edited by Marivi Martin
ABF Assistant Director*

Image: SLC officials

OPERATION

Remain-on-Board

Heroin consumption remains an ongoing issue in the world. Various drug supply and demand indicators show heroin's prominence is rapidly growing across South Asian countries, where street usage risen



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Assistant Superintendent,
Port Control Unit,
Sri Lanka Customs (SLC)*

*/ Edited by Marivi Martin
ABF Assistant Director*

Image: SLC Officials

Heroin consumption remains an ongoing issue in the world today. Various drug supply and demand indicators show heroin's prominence is rapidly growing across South Asian countries, where street usage risen. This increased demand is being met by new, as well as traditional, sources in Southeast Asia and Southwest Asia, establishing new countries as transit hubs in order to enable drug cartels to traffic drugs. Moreover, new routes and drug trafficking hubs are regularly being established as the existing trafficking routes are continuously being curtailed by the enforcement agencies.

In 2014, The Port Control Unit (PCU) of Sri Lanka Customs (SLC) was established under the Container Control Program (CCP) of United Nations Office on Drugs and Crime (UNODC) and World Customs Organization (WCO) based on a Memorandum of Understanding (MoU) between Sri Lanka and the United Nations to combat trans-border crimes such as commercial fraud, import, export and transshipment of narcotics, weapons, weapons of mass destruction (WMD) in all

kinds of cargo consignments, passenger baggage and parcels. The PCU was identified by UNODC and WCO to optimize preventive actions carried out by sea ports in Sri Lanka on containers of lawful, maritime and land cargo in order to reduce their use in illicit activities. In particular, "Illicit drug traffic, chemical precursors, possible terrorist acts", thereby increasing effectiveness of current control and investigations in units.

It was based on intelligence received from ContainerComm, UNODC, that the 40-foot reefer container which departed on 04-06-2023 destined to Colombo Sri Lanka, declared to contain "Fresh Potatoes" weighing 28MT (Gross), purportedly containing contraband said to be narcotic concealed in the said container". Initial investigations carried out by the officers attached to the PCU revealed that the container has been loaded to the vessel WIDE JULIET voyage 030E destined to Colombo. However, further investigations revealed that the status of the consignment has been changed to "Remain-on-board (RoB)" and that the said

container has not been manifested in the AsycuD (Automated System for Customs Data). Upon inquiring from the shipping line, Customs officials came to know that the consignment had been recalled back to its port of departure, and was not manifested to AsyCuDa even though the ship had berthed in Sri Lankan waters. Upon Customs' intervention, the container was then unloaded and the container was detained by the PCU. The consignee and the declarant were then called to the PCU in order to detail their evidences regarding this import. Prior to examining the "fresh potatoes" which, according to the Bill of Lading, were said to be contained within the container, the ventilation covers of the reefer container were examined, during which 12 packages wrapped in black colour tape were found concealed in the ventilation area of the container. The potatoes contained in the container were examined and nothing incriminating was found. The substance found in the 12 packages tested positive for Heroin, in the field test conducted by the Narcotics Control Unit of SLC.

The total gross weight of the 12 packages is 16,193 grams with a street value of LKR 647,720,000 (approximately USD \$2 million). The consignee and the declarant were both handed over to the Sri Lanka Police Narcotics Bureau to commence further investigations in order to crackdown the drug cartel relevant to this consignment, which is operating within Sri Lanka.

Apart from undergoing investigations, SLC has identified and flagged the exporter, importer, the declarant, the export country and the transit ports which are relevant to this consignment as high-risk factors when selecting import cargo for detailed examination by Customs.



This case has proved to be an exemplary case of how seamless coordination among both, national and international agencies would help curb trafficking of illicit drugs, chemical precursors, possible terrorist acts, the main objectives of establishing the Port Control Unit in SLC.

Images: SLC Officials on Operation 'Remain-on-Board'

RECENT AND UPCOMING WCO EVENTS

June 2023 **WCO COUNCIL (141st/142nd) 22 - 24 JUNE 2023**

July - Sept. 2023 -

October 2023 **WCO TechCon & Expo 2023 (Hanoi, Vietnam 10 - 12 October)**

241st/242nd Permanent Technical Committee (24 - 26 October)

November 2023 **33rd Asia/Pacific Regional Contact Points Meeting (Melbourne, Australia 31 October - 3 November)**

Global Origin Conference (Santiago, Chile 8 - 9 November)

Regional Caucus ahead of 89th Policy Commission (Date TBD)

December 2023 **89th Policy Commission (Venice, Italy 5 - 7 December)**

January 2023 -

February 2023 **18th Audit Committee (5 - 6 February)**

19th Global Meeting of Regional Entities (19 - 20 February)

15th Capacity Building Committee (21 - 23 February)

March 2023 **WCO Global Canine Forum (Hong Kong, China 5 - 7 March)**

44th Enforcement Committee (18 - 22 March)

109th Finance Committee (24 - 27 March)

MESSAGE FROM THE SECRETARIAT OFFICE: NEWSLETTER ARTICLE SUBMISSIONS

We hope you have enjoyed reading Volume #69 of the Asia/Pacific Customs News on '*Nurturing the Next Generation*' and look forward to the next issue, Volume #70 on '*Customs Detector Dogs*' in December 2024



Thank you to all the contributors from Asia/Pacific Customs administrations and local commands that submitted articles and pictures for the Aug/Sept 2023 issue of the Asia/Pacific Customs News newsletter, including:

Australian Border Force

Bureau of Customs of the Philippines

Central Board of Indirect Taxes and Customs of India

Fiji Revenue and Customs Service

Hong Kong Customs and Excise

New Zealand Customs Service

Sri Lanka Customs

The WCO APVC Secretariat Office was again very grateful for the number and quality of submissions and was delighted to feature the topic of '*Nurturing the Next Generation*' to align with the WCO International Customs Theme of 2023.

We would also like to extend our gratitude to Ms Akiko Kojima who has supported the region as Regional Development

Manager (RDM) and moves to the role of Human Resources Project Manager. And, we thank her for having kindly provided the Foreword for this issue on '*Nurturing the Next Generation*' both in recognition as outgoing RDM and within the capacity of her new role. On behalf of the region we wish her success in her new role.

We would like to take this opportunity to invite WCO Asia/Pacific Customs administrations to consider submitting an article for the next (December/January 2023) issue, **Volume #70**, the theme of which will focus on all aspects encompassing '*Customs Detector Dogs*'. Please email your submissions, including photos, to the APVC Secretariat Office mailbox at apvc-wco@abf.gov.au.

Image: Members of the WCO Asia/Pacific Regional Vice-Chair (APVC) Secretariat Office, Australian Border Force (ABF), Customs Division

NOTES



World Customs Organization
Organisation mondiale des douanes

Nurturing the Next Generation: Promoting a Culture of Knowledge-sharing and Professional Pride in Customs





ASIA/PACIFIC CUSTOMS NEWS

Volume #69 Oct/Sept. 2023

“NURTURING

THE NEXT

GENERATION:

Promoting a Culture of
Knowledge-sharing and
Professional Pride
in Customs”

Growth | Unity | Security | Prosperity