



**ROCB**  
Asia/Pacific

**World Customs Organization**

# ANNUAL REPORT

2021-2022

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## Executive Summary

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The Asia Pacific Regional Office for Capacity Building (ROCB A/P) plays a pivotal role in providing capacity building activities to the Member Administrations in the region. With the aims of enhancing Members' own capacity in Customs modernization as well as achieving the same regional goals on Customs development through effective collaboration, the ROCB A/P plans and conducts its activities in close consultation with the World Customs Organization (WCO) Secretariat and in accordance with the Asia Pacific Strategic Plan under four pillars namely:

Pillar 1: Support the implementation of WCO Conventions, Instruments and Tools

Pillar 2: Further enhance collaboration with development partners

Pillar 3: Improve needs analysis, planning, delivery and management of regional capacity building activities

Pillar 4: Enhance communication and information sharing among members

This Annual Report covers the ROCB A/P activities conducted between 1 July 2021 and 30 June 2022.

In FY2021/22, it was a turning point for not only the ROCB A/P but also every country in the globe as we are gradually resuming normal under Coronavirus disease (COVID-19). Starting from 2022, more and more countries declared Covid from pandemic to endemic. This signified that many governments and industry leaders have been promoting policy shifts in a direction to bring back normality to our daily life. With the emergence of new vaccines and treatments, the number of people dying from COVID-19 had gone down dramatically. However, Covid still exist in the society and people are adapting the new norm, i.e. how to strike the balance between public health and reviving the economy. ROCB A/P has kept adapting and adjusting our mode of operation according to the social and political norm. To prepare ourselves to be back to pre-Covid era, instead of completely online mode, we are now resuming in-person activities or using hybrid mode to carry out our daily work.

Under these circumstances, the ROCB A/P successfully organized 3 regional, 4 sub-regional workshops and 3 national workshops for A/P Members. The ROCB A/P also endeavored to represent the WCO in numerous national and regional conferences to promote

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its initiatives, instruments and tools and raise the awareness of importance of Customs' role in the trade, security and regional economic development.

## *Lessons learnt and experience gained from COVID-19*

Shortly after the COVID-19 pandemic announcement by WHO in March 2020, countries adopted different kind of cross-borders traffic restrictions, especially on people movement, trying to control the widespread of the disease. Social distancing, quarantine requirement and upholding hygiene in every aspects of life become the new protocol and norm. However, with the experiences of coping with Covid in the past two years, more and more countries learnt how to find the equilibrium of protecting life and health of their people, keeps being vigilant about possible trends related to COVID and at the same time put their economy back to right track.

The ROCB A/P, same as every Member administration, faced the unprecedented and unexpected challenges due to this disease outbreak. Comparing to the initial stage of COVID outbreak when all meetings and workshops either cancelled or conduct online, ROCB A/P and some customs administrations start to shift back from virtual mode to face-to-face. The mode of operation of the ROCB A/P also changed from completely work from home basis to partial work from home. All these acts demonstrated our determination to be 'resume normal'.

After two years of lockdown, be it partial or complete, and heavily relying on IT (e.g. meeting applications, information security, policy) to conduct our virtual meetings and trainings, ROCB A/P learnt a lot from holding online activities. After evaluating the pros and cons of holding such activities, we proposed and implement some measures to ensure smooth operation of the events. For example, pay attention to the time zone difference of the participating member countries, try to limit the duration of each session or each day meeting and prepare to render technical support spontaneously.

The pandemic gave us golden opportunity to build up our organizational resilience and adaptability when facing challenges. To keep the capacity building momentum going, ROCB A/P put more efforts to enrich the communication and information sharing tools. Apart from regularly updated the web-site with information on the attended virtual meetings, the ROCB A/P was devoted to preserve the ties with Member administrations through continuous contact,

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inviting them to share their latest development, especially on the new practices in response to the COVID-19. Through the publication of the ROCB E-newsletters, Members shared their new practices or programs that aimed to mitigate the impact of this disaster. Moreover, the ROCB A/P strived to keep Members informed on the development of the WCO instruments and hot topics. Special essays on Customs Valuation, Mercator Program, Data Analytics and WCO COVID-19 Dedicated Page were introduced to Members for their easy reference. In 2022, 2 Customs Good Practices Reports on Follow-up Actions Survey on WCO Regional Workshop FY 2020/21 and Training Management in AP region respectively were compiled based on the contributions from Members. In addition, "ROCB AP Special Essay Collection in FY2021/22" which compiled 15 special essays covering the hot topics and WCO initiatives was published as well. These publications reflected the collective wisdom and concerted efforts of the entire office in promoting latest updates to the AP members.

Last but not least, brochures on the Regional Capacity Building Entities including the ROCB A/P, Regional Training Centres, Regional Customs Laboratories and Regional Dog Training Centres were regularly updated with the aims of further promoting regional synergy in capacity building resources and expectations and providing as a good reference for improving Members' training facilities.

## *Summary of the ROCB A/P activities under the four pillars:*

### *Pillar I: Support the Implementation of WCO Conventions, Instruments and Tools*

The WCO has developed a wide range of international conventions, instruments and tools on different Customs aspects to enhance the efficiency and effectiveness of Customs operations in trade facilitation and international security. The ROCB A/P supported Member administrations in the implementation of these standards through the coordination and arrangement of relevant regional/national capacity building activities in the region in FY2021/22 as outlined below:

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## Customs Valuation

- Regional Workshop on HS 2022 Implementation (Nov 2021)
- WCO/JICA Joint sub-regional working group activities for Master Trainer Programme (MTP) on Customs Valuation for Pacific Islands (September – October 2021)
- WCO/JICA Joint sub-regional working group activities for Master Trainer Programme (MTP) on HS Classification for Pacific Islands (October 2021)
- WCO/JICA Joint sub-regional working group activities for Master Trainer Programme (MTP) on Customs Valuation and HS Classification in Fiji (April 2022)

## Data Analytics

- Sub-regional Workshop on Data Analytics Hybrid Workshop for Pacific Islands (June 2022)

## Intellectual Property Right (IPR)

- National Workshop on Combating Counterfeiting and Piracy for Sri Lanka Customs Administration (August 2021)
- National Workshop on Combating Counterfeiting and Piracy for Thai Customs Department (March – April 2022)
- National Workshop on Combating Counterfeiting and Piracy for General Department of Customs and Excise, Cambodia (May 2022)

## Railway

- Regional Workshop on Railway (Hybrid Mode) in Seoul, Korea (May 2022)

## Training Management (TM)

- Regional Workshop on Training Management (May 2022)

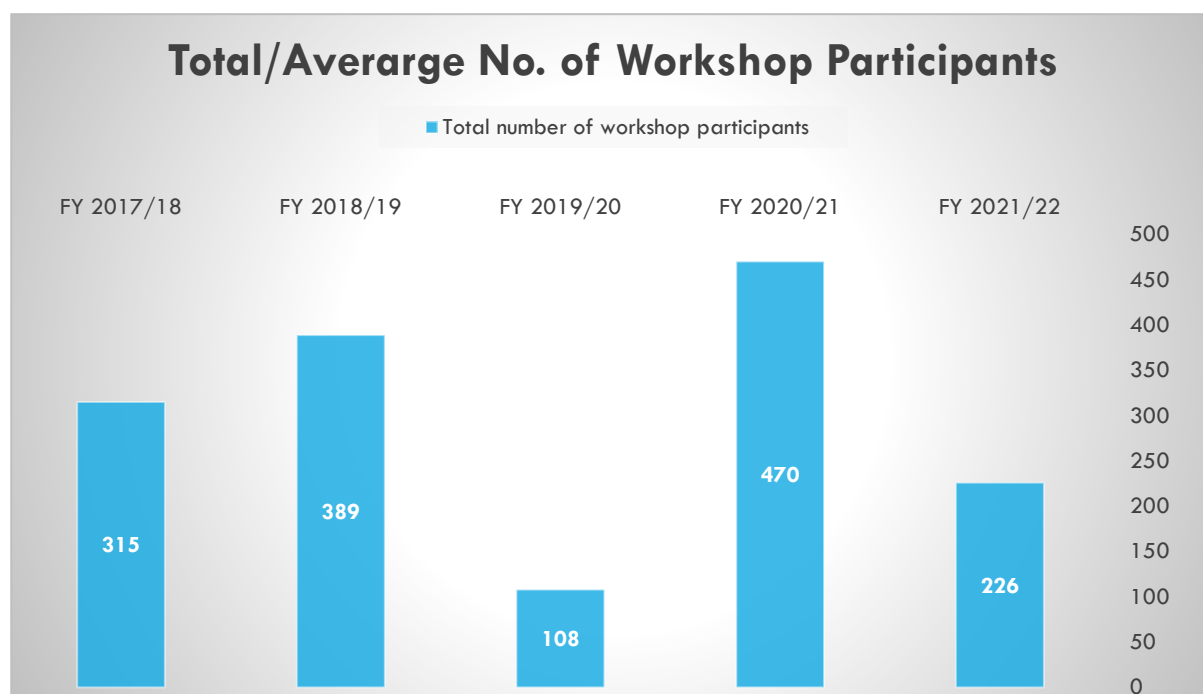
## ***Participation to the Regional/Sub-Regional Workshops and follow-up actions***

One of the primary roles of the ROCB A/P is to manage the delivery process of capacity building support to our regional members to enhance their core Customs competences and capacities. At the regional/sub-regional workshops organized by the ROCB A/P, Members are not only introduced with newly developed WCO instruments and tools but are also able to

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share their good practices in various Customs operations to deal with facing challenges nowadays. In this fiscal year, the ROCB A/P had organized 7 regional/sub-Regional workshops with 226 participants.

Diagram 1: The Number of participants to the A/P Regional/Sub-Regional workshops



Since 2015, the ROCB A/P has been conducting the Regional Workshop Follow-Up Survey 6 months after the respective regional/sub-regional workshops organized during the fiscal year. The aim of the survey is to collect pertinent actions or benefits that Member administrations has received from the respective workshops. In April 2021, the ROCB A/P had published the result of our 6<sup>th</sup> survey as a “ROCB A/P Customs Good Practice Report”. The ROCB A/P firmly believes that this survey and feedback provides Members administrations with abundant information and encouragement for continued reform and modernization by way of showcasing more successful stories.

## ***Mobilization of the WCO Accredited Customs Experts (ACEs)***

Use of the region’s expertise is one of the essential elements to foster collective efforts and mutual assistance among the regional Members for continued Customs development. With the support from the WCO and regional Member administrations, the ROCB A/P manages and monitors a pool of WCO accredited experts who actively

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contribute to regional capacity building as resource persons. There are six categories of accredited experts under the WCO scheme, namely, Diagnostic Facilitators, Customs Modernization Advisors, Mercator Program Advisors, Technical and Operational Advisors, Expert Trainers and Leadership and Management Development Advisors. The list of contributions made by the WCO accredited experts (fully accredited experts only) is shown below (Diagram 2).

Diagram 2 – List of workshops conducted in cooperation with the Accredited Experts

<b>Regional and Sub-Regional Workshops to which ACEs were mobilized in 2019/2020</b>	<b>ACEs from:</b>
Regional Workshop on HS 2022 Implementation	WCO 2
Regional Workshop on Railway (Hybrid Mode) in Seoul, Korea	WCO 2
Regional Workshop on Training Management	WCO 1 China 1
Sub-regional Workshop on Data Analytics Hybrid Workshop for Pacific Islands	WCO 1 Korea 1
WCO/JICA Joint sub-regional working group activities for Master Trainer Programme (MTP) on Customs Valuation for Pacific Islands	Japan 1
WCO/JICA Joint sub-regional working group activities for Master Trainer Programme (MTP) on HS Classification for Pacific Islands	Japan 1
WCO/JICA Joint sub-regional working group activities for Master Trainer Programme (MTP) on Customs Valuation and HS Classification in Fiji	Japan 1

<b>National Workshops to which ACEs were mobilized in 2019/2020</b>	<b>ACEs from:</b>
National Workshop on Combating Counterfeiting and Piracy for Sri Lanka Customs Administration	WCO 1
National Workshop on Combating Counterfeiting and Piracy for Thai Customs Department	WCO 1
National Workshop on Combating Counterfeiting and Piracy for General Department of Customs and Excise, Cambodia	WCO 1



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## *Pillar II: Further Enhance Collaboration with Development Partners*

The ROCB A/P takes responsibility to develop, promote and maintain partnerships with key regional stakeholders in supporting capacity building activities. In this regard, we continue strategic discussions and cooperation with Development Partners (DPs) by conducting joint workshops and/or contributing to their meetings/seminars/conferences. Through a series of dialogues and collaboration, DPs and the ROCB A/P foster mutual understanding and supplement each other's expertise, creating synergy to carry out projects with common interest.

In FY2021/22, the ROCB A/P enjoyed fruitful collaboration with these DPs in various approaches, including, among others:

- 32<sup>nd</sup> NCP Meeting by RILO A/P (Sept 2021)
- International Canine Seminar on Drug Anti-smuggling by Russian Customs (Sept 2021)
- International Conference on Customs and Tax Cooperation by RTC/ Indonesia (February 2022)
- Global Conference of the Network for Gender Equality and Diversity in Customs (March 2022)
- Online meeting with UNODC on regional cooperation of the Unwaste Project (March 2022)
- Seminar "Understanding the Global Maritime Supply Chain and its links to the Illegal Wildlife Trade" by WWF (May 2022)
- Webinar "Following the Money Trail of the Illicit Wildlife Trade: Convergence of Maritime Trade Chain Efforts and Financial Crime Investigations" by Asian Development Bank (June 2022)
- Intelligence Network Seminar by RILO A/P (June 2022)
  - 11<sup>th</sup> ASEAN-WCO Consultation (June 2022)

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## *Pillar III: Improve Needs Analysis, Planning, Delivery and Management of Regional Capacity Building Activities*

The ROCB A/P has maintained a well-established regional practice to capture the regional Member administrations' technical assistance needs through the annual survey. In every January, Japan Customs and the ROCB A/P jointly conduct an annual technical assistance needs survey for the regional Members. The survey aims to stock take the Member administrations' implementation status of the international instruments and technical standards. It also provides the ROCB A/P and the WCO Secretariat with very useful information for designing and planning of the capacity building activities in the following fiscal year. In this regard, the ROCB A/P's Annual Work Plan for FY2021/22 is attached to this Annual Report for your information.

Advancement in capacity building starts with mind-setting, followed by active participation and engagement, as well as good follow-up of the assistance programs provided, complemented with ownership and political support for changes. In this fiscal year, the ROCB A/P conducted our unique Follow-Up Survey on the regional/sub-regional workshops organized in FY2020/21. The total no. of replies to the Survey is 58. The rate of overall reply decreases to 38% (70% in 2020). However, the rate of reply received from the participants of sub-regional workshops is around 92%. It is a clear indication of strong commitment by the sub-regional members and a recognized result of the capacity building effort in addressing sub-regional issues. Around 84% of the respective respondents realized positive effects from circulating/sharing training materials and organizing in-house workshop, while 57% of whom initiated new projects attributed it to the submission of workshop reports and recommendations made to senior officials. Details of the survey can be found at Annex III.

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## Pillar IV: Enhance Communication and Information Sharing among Members

To enhance communication and knowledge sharing among Member administrations in the region, the ROCB A/P publishes an E-newsletter on a quarterly basis containing the latest and upcoming regional capacity building activities along with the good practices contributed by regional Members. As of FY2021/2022, the ROCB A/P had published a total of 76 issues of E-newsletters and 26 issues of Customs Good Practice Reports on specific subjects.



The ROCB A/P has its own website ([www.rocb-ap.org](http://www.rocb-ap.org)) since September 2014. The public can obtain information about our Office, ranging from our missions and relevant documents on the activities that we had conducted as well as the forthcoming events to be held in the region and at the WCO. In the fiscal year of 2021/22, the number of visits to our website was around 8 million, nearly increased by 33% comparing with that of last year. (Diagram 3).

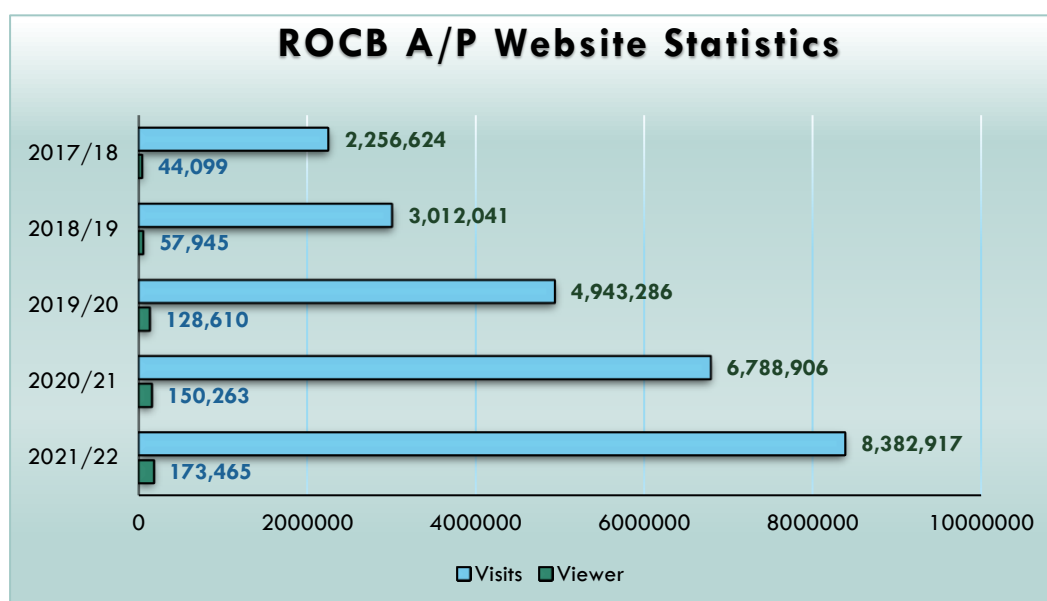


Diagram 3 – ROCB A/P Website Statistics

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## Conclusion

An effective capacity building program always counts on continuous collaboration and supportive contributions. My heartfelt appreciation goes to the WCO Secretariat, Regional Vice-Chair (Central Board of Indirect Tax and Customs of India), Regional Training Centers, accredited Customs experts, regional Director Generals, development partners, and our gracious host administration, Thai Customs Department, for their tremendous support, vital cooperation and indispensable contributions given to the regional capacity building activities. I would also like to acknowledge the workshop participants with applause for their active participation and dedication to share their experiences and good practices at our organized events.



From the points of view of administrative support, I would like to express my special gratitude to the ROCB A/P staff stationed in Bangkok. FY 2021/22 was an extraordinary year and was not easy to get through. During the lockdown period which we had never experienced before, my staff seconded from China, Hong Kong China, Japan and Korea, who were away from their home administrations and families nursed no grievances or complaints but devoted themselves to stand together to overcome the challenges. I deeply appreciated their support and backing to the ROCB A/P. Meanwhile, I would also like to send my sincere gratefulness to Mr. Ilkwon HAN (Gideon) from Korea for his solid devotion to the ROCB A/P's work during his tenure. Without all his continued support, the ROCB A/P alone cannot fulfill the entrusted tasks and responsibilities.

Undoubtedly the COVID-19 crisis badly interrupted our life in different ways, however, it yet created an opening for us to explore new approaches for delivering our work. We cherished the lessons learnt and experience gained during this difficult time. ROCB A/P has started to resume organizing the conventional training workshops, be it hybrid mode or in-person mode, we continue to strengthen the communication and cooperation with all stakeholders in the region so as to address Members' needs for improving their core Customs competences and create synergies for achieving the common underlying goals.

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Asia Pacific region is renowned for its dynamic economic environment with unwavering emphasis on the importance of regional connectivity. I am sure that as long as we work together, we will be able to overcome all the difficulties and move towards a better future.

A handwritten signature in black ink, consisting of four Japanese characters: 倉本 智和 (Kuramoto Norikazu).

**Norikazu KURAMOTO**

**Head of the ROCB A/P**

## Summary of the ROCB A/P Activities

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### Introduction

The ROCB A/P is seen as the cornerstone of the regionalization approach to implementing the WCO's Capacity Building Strategy. Every year, the ROCB A/P and the Regional training coordinator (i.e. Japan Customs) conduct a needs survey to collect and analyze Members' progress in Customs reforms and modernization. Individual requests from Members are also received on an ad-hoc manner. Considering the Members' needs, and the regional priorities as enumerated in the A/P Regional Strategic Plan (RSP), the ROCB A/P devises its own 2 years Strategic Action Plan and its Annual Work Plan. The Annual Work Plan enumerates the ROCB A/P's specific actions categorized into the 4 pillars (Diagram 4)

Diagram 4: Four Pillars for the ROCB A/P Strategic Action Plan 2020/22

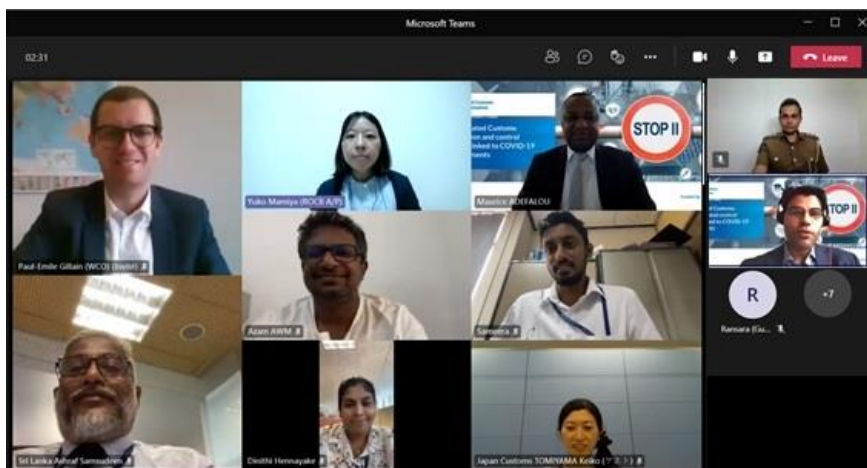


Summaries of the ROCB A/P's key activities undertaken during the 2021/2022, from July 2021 to June 2022, are illustrated below.

## *Pillar 1: Support the implementation of WCO Conventions, Instruments and Tools*

### **The WCO National Workshop on combating counterfeiting and piracy for Sri Lanka Customs Administration**

4-6 August 2021, Online Workshop hosted by WCO



The WCO National Workshop on combating counterfeiting and piracy for Sri Lanka Customs Administration was held on 4 to 6 August 2021. The Workshop was organized by the WCO under the

sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). 24 officers from Sri Lanka Customs administrations attended the Workshop. The expert on IPR from Japan Customs and Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended the Workshop to support the facilitation of the Workshop.

During the Workshop, the participants actively discussed effective enforcement strategies to prevent counterfeit products from entering the national territory. In the light of global pandemic, discussions centered on combating illegal trafficking of medicines and medical supplies linked with the COVID-19. The WCO introduced its tools and instruments which help Members to effectively fight against counterfeit products at border. The expert from Japan Customs shared their experience in IPR border enforcement focusing on utilizing risk management.

Representatives of Right holders including pharmaceutical companies attended the workshop and shared important information such as a way to distinguish genuine products from counterfeit ones, supply chains of genuine vaccines and counterfeit products indicators.



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The active participation and contribution of the participants resulted in a successful workshop and this workshop supported enriching participants' knowledge as well as enhancing communication between Customs Administration and Right holders. The participants expressed their appreciation to CCF/Japan, the WCO, the expert from Japan Customs and the ROCB A/P.

## Customs Administrations in the Pacific Islands have been committed to supporting the Master Trainer Programme

6 September 2021, Online Workshop hosted by ROCB A/P



The WCO/JICA Joint Sub-Regional Launching Ceremony for Master Trainer Programme (MTP) for the Pacific Islands was held online on 6 September 2021. The Ceremony was organized by the WCO, JICA and ROCB A/P. The six Customs administrations in the Pacific region, namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu as well as the representatives from Oceania Customs Organization (OCO) Secretariat and Japan Customs attended the Ceremony. Mr. Noriakazu Kuramoto, Head, Ms. Yuko Mamiya, Program Manager, Ms. Jate-arpa Benjaphong, Program Coordinator, and Ms.



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Vareemon Chairungsriert, Program Coordinator of the ROCB A/P, also attended as facilitators/coordinators for the Ceremony.

The MTP is a unique programme that takes a holistic approach to achieve the objective by combining activities relating to “Training of Trainers” and activities relating to the “development of materials/programme” to be utilized by Trainers taking into account the unique needs of Customs Administrations. In the wake of the tangible success of phase 1 of MTP which resulted in the pool of Master Trainers in the East African region, the WCO and JICA agreed to offer the MTP on Harmonized System classification and Customs Valuation for six WCO Members in the Pacific Islands as part of the WCO Small Island Economies initiative.

This online high-level launching ceremony was kicked off with opening remarks by Dr. Kunio Mikuriya, Secretary General of WCO, Mr. Toshiyuki Nakamura, Senior Vice President of JICA, and Mr. Wataru Sakata, Director General of Japan Customs. Dr. Mikuriya explained that the WCO and JICA agreed to launch the MTP for the Pacific Islands based on their needs and priorities which were recognized during Dr. Mikuriya's visit to the Pacific Islands Economies. He emphasized that the creation of a pool of Customs experts in the Pacific region will enhance the human network in the Pacific region which will facilitate regional cooperation in sharing information and best practices.

During the ceremony, six Customs Administrations in the Pacific Islands and the OCO demonstrated their strong commitments to developing a pool of experts in the region for sustainable development of the Pacific Islands. Furthermore, the participants and the OCO Secretariat expressed their appreciation to the WCO, the JICA, Japan Customs and the ROCB A/P.

The ceremony concluded with the remarks of Mr. Ricardo Treviño Chapa, Deputy Secretary General. He highlighted that the strong commitments from six Customs Administrations, which are key to the success of the MTP, are well confirmed at this ceremony. He concluded his remarks by thanking the JICA, Japan Customs, Members of the Pacific Islands, the OCO and the ROCB A/P for their cooperation.

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## Pacific Islands' Members took a big step towards being Master Trainers

27 September – 1 October 2021, Online Workshop hosted by ROCB A/P



The first WCO/JICA Joint Sub-Regional Working Group Activity for Master Trainer Programme (MTP) on Customs Valuation for the Pacific Islands was held online from 27 September to 1 October 2021. The Working Group Activity was organized by the WCO and JICA with the support of ROCB A/P. A total of 11 participants representing six WCO Members in the Pacific region, namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu as well as the Acting Head of Oceania Customs Organization (OCO) Secretariat attended the Working Group Activity. Together with the experts on Customs Valuation from the WCO, Japan Customs and Tanzania Revenue Authority (TRA), Mr. Noriakazu Kuramoto, Head, Ms. Yuko Mamiya, Program Manager.

Ms. Jate-arpa Benjaphong, Program Coordinator, Ms. Vareemon Chairungsilert, and Ms. Kanyawarat Sitthikunpanit, Program Coordinator of the ROCB A/P, also attended to assist in organizing the Working Group Activity.

With the aim to develop a pool of well-experienced trainers, training materials and programs to be used by these trainers, the experts shared their knowledge and experience on Customs Valuation with the participants who are expected to be quality trainers. Mr.

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Kuramoto delivered a presentation on capacity building activities in the AP region. In the course of the Working Group Activity, the participants actively shared and discussed their key issues and challenges that they are facing relating to Customs valuation as well as their experiences in ensuring uniform application of the WTO Valuation Agreement and delivering Customs Valuation training. At the end of this Working Group Activity, the participants developed their collective work plan to achieve the objectives of the MTP through the progressive follow-up activities.

Participants' active contribution resulted in the successful Working Group Activity and this Activity strengthened the relationship between the WCO, JICA, experts, participants and ROCB A/P. The participants expressed their appreciation to the WCO, the JICA, Japan Customs, experts and the ROCB A/P.

## **Pacific Members discussed their key issues, challenges and training needs related to HS Classification**

18 – 22 October 2021, Online Workshop hosted by ROCB A/P



The first WCO/JICA Joint Sub-Regional Working Group Activity for Master Trainer Programme (MTP) on HS Classification for the Pacific Islands was held online from 18 to 22

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October 2021. The Working Group Activity was organized by the WCO and JICA with the support of ROCB A/P. A total of 12 participants representing six WCO Members in the Pacific region, namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu as well as the Acting Head of Oceania Customs Organization (OCO) Secretariat attended the Working Group Activity. Together with the experts on HS Classification from the WCO, Japan Customs and Kenya Revenue Authority (KRA), Mr. Noriakazu Kuramoto, Head, Ms. Yuko Mamiya, Program Manager, Ms. Jate-arpa Benjaphong, Ms. Vareemon Chairungsrilert, and Ms. Kanyawarat Sitthikunpanit, Program Coordinators of the ROCB A/P, also attended to assist in organizing the Working Group Activity.

This first Working Group Activity aims to share information on current challenges related to HS Classification, improve knowledge on HS Classification and develop work plan of MTP on HS Classification. The experts shared their knowledge and experience on HS Classification with the participants as well as facilitated participant discussion on case studies and development of work plans. Mr. Kuramoto delivered a presentation on capacity building activities in the AP region. In the course of the Working Group Activity, the participants actively shared and discussed their key issues and challenges that they are facing relating to HS Classification. At the end of this Working Group Activity, the participants developed their collective work plan to achieve the objectives of the MTP through the progressive follow-up activities.

The first Working Group Activity was successfully concluded with participants' clear understanding, and it strengthened the relationship between the WCO, JICA, experts, participants and ROCB A/P. The participants expressed their appreciation to the WCO, the JICA, Japan Customs, experts and the ROCB A/P.

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## ROCB AP join the WCO COVID-19 Project for Pacific

19 - 22 October 2021, Online Sub-regional workshop hosted by WCO

The WCO Virtual Sub-regional workshop for the Consultation and Development of Standard Operating Procedures on Disaster Management and Supply Chain Continuity in the time of COVID-19 for the Pacific Islands was held from 18 to 22 October 2021 in collaboration with the Oceania Customs Organization under the sponsorship of

the government of Japan. Mr. Norikazu Kuramoto, Head of the ROCB A/P attended the Workshop.

This workshop is part of a series of regional workshops for sharing Member administrations' best practices on disaster management and supply chain continuity as part of the "COVID-19 Project".

The workshop kicked off with the opening remarks of Mr. Pranab Kumar Das, Director, Compliance and Facilitation WCO, followed by Mr. Richard Brennen, Head of Oceania Customs Organization, and Mr. Kuramoto, Head of ROCB A/P. In his remarks, Mr. Kuramoto underlined that Customs plays a pivotal role in business continuity under the COVID-19 with WCO tools to support the nation's resilience efforts of Member administrations to sustain economic activities through the cooperation with other internal organizations and neighboring Customs to address the challenges related to the disaster management and supply chain continuity in the pandemic.





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## Virtual WCO Asia/ Pacific Regional Workshop on the HS 2022 implementation

9 -11 November 2021, online hosted by ROCB A/P



A Regional Workshop on the HS 2022 Implementation for Asia/Pacific members was held virtually on 9 – 11 Nov 2021 organized by WCO. The Workshop was funded by CCF/Japan and hosted by ROCB A/P. Mr. Norikazu Kuramoto, Head of ROCB A/P and Program Managers of the ROCB A/P, Ms. Sherman Yu and Ms. Yuko Mamiya attended to provide support.

Over 80 officials from 27 Customs Administrations in Asia Pacific region participated in the Workshop. In the opening speech, Mr. Satoru HAMAGUCHI, Director for International Technical Cooperation, Customs and Tariff Bureau, Ministry of Finance, Japan thanked the WCO for providing guidelines and instruments in HS implementation. The 2nd opening speaker was Mr. Konstantinos KAIPOPOULOS, Director of Tariff and Trade Affairs Directorate, WCO. He noted that with the development of world trade, Customs Administrations are facing a number of challenges in the areas of classification and valuation. Therefore, HS has to be reviewed once every 5 years to keep up with the changes. Mr. Norikazu Kuramoto, Head of ROCB A/P, acknowledged the importance of HS that is a fundamental tool for Customs clearance, administering tax as well as compiling trade statistics of members and emphasized this is golden opportunity to catch up on the latest HS version.

In this 3-day Workshop, WCO experts from Tariff and Trade Affairs Directorate facilitated and delivered presentations. The agenda covered the key points of HS convention,

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main points of HS2022 version, updates of the HS rules and related tools. In the presentations, all the speakers were mainly highlighting and elaborating the classifications in nomenclature by the amendments in HS 2022 version. During the summation/information exchange session, two speakers from Thai Customs and China Customs were invited to share their experience on the HS amendment process respectively. They shared the challenges faced and the roadmap to implement the HS 2022 in their home administrations.

Robust discussion arose throughout the Q & A sessions. Participants were eager to learn about the classification regarding new products or new rulings in HS. They also showed great interest in the WCO Trade Tool as presented by the Publication Team of WCO.

## ROCB A/P Joined WCO Asia Pacific Plastic Waste Border (APPW) Management Conference

24 -25 February 2022



Ms. Pavida Tarapoom, Assistant Program Manager, on the behalf of ROCB A/P, joined the panel discussion on regional cooperation at the WCO Asia-Pacific Plastic Waste (APPW) Border Management Conference which was organized and hosted online during 24 - 25 February 2022.

Ms. Pavida Tarapoom discussed with other panelists from the ASEAN Secretariat, APEC SCCP, UNESCAP, and RILO A/P on regional cooperation issues to prevent illegal trafficking of plastic waste. During the panel discussion, ROCB A/P highlighted the importance of educating frontline officers about illegal plastic waste issues and relevant trends through in-house training at Member Customs administrations. ROCB A/P reaffirmed to enhance data analytics and risk assessment capabilities for Customs

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administrations concerning the waste trade. ROCB A/P also introduced WCO Click! Platform which offers a course on data analytics. ROCB A/P also plans to hold a regional workshop on data analytics in AP region to support enforcement activities against the illegal trade in plastic waste.

This Conference was within the framework of the APPW Project on the topic of plastic waste control and the implementation of the Basel Convention in the Asia-Pacific region funded by the government of Japan.

## ROCB A/P Joined Global Conference of the Network for Gender Equality and Diversity in Customs

8 March 2022

The World Customs Organization (WCO) organized the Network for Gender Equality and Diversity in Customs and held the virtual global launch conference of the Network on the International Women's Day, March 8, 2022. It aims to support and strengthen the WCO's ongoing work on this agenda.



In this occasion, Mr. Norikazu Kuramoto, Head of ROCB A/P, and Ms. Pavida Tarapoom, Assistant Program Manager, on the behalf of ROCB A/P, joined the conference as new members of the network to enhance the importance of the Gender Equality and Diversity issue in AP region.

The conference divided into 2 panels to discuss, which were 'Enhancing Organizations Through Gender Equality and Inclusion' and 'Advancing Gender Equality and Inclusion through Effective Stakeholder Collaboration'. The conference also served as an opportunity to inform members the second edition of the Compendium of Gender Equality and Diversity in Customs is planning to launch in 2023.



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## The WCO National Workshop on combating counterfeiting and piracy for Thai Customs Department

28 March - 1 April 2022, Bangkok, Thailand



The WCO National Workshop on combating counterfeiting and piracy for the Thai Customs Department was held from 28 March to 1 April 2022 in Bangkok, Thailand, under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). The Workshop was organized by the WCO in cooperation with the ROCB A/P as well as with the generous support of the Thai Customs Department. Together with the resource persons on IPR from the WCO Secretariat and Japan Customs, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended the workshop as a resource person. In addition, Ms. Vareemon Chairungsrilert, Program Coordinator, and Ms. Kanyawarat Sitthikunpanit, Program Coordinator of ROCB A/P, attended the Workshop as coordinators. 18 on-site participants and over 30 online observers from the Thai Customs Department benefited from the

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detailed and practical presentations and discussions on risk management, techniques of document examination and physical inspection.



The workshop kicked off with the opening addresses of Mr. Norikazu Kuramoto, the WCO expert and the representative of the Thai Customs Department. During the Workshop, the WCO introduced its tools, which help Members effectively fight against counterfeit and pirated goods at the border. The WCO also discussed the

outcome of Operation STOP II, which aims to crack down on the illicit trade in medicines, vaccines and medical devices related to COVID-19. Ms. Yuko Mamiya introduced the WCO tool, which assists WCO Members in recognizing counterfeit and pirated goods as well as case studies of trademark infringement incidences. Furthermore, the representatives of right holders were also invited to the workshop and shared important information such as methods to distinguish genuine products from counterfeit ones, supply chains of genuine vaccines and counterfeit products indicators.

During the Workshop, the participants actively discussed the challenges that the Thai Customs Department faces, as well as the possible measures to address these challenges. The active participation and contribution of the participants resulted in a successful workshop and this workshop supported enriching participants' knowledge as well as enhancing cooperation between Customs Administration and Right holders. The participants expressed their appreciation to CCF/Japan, the WCO, the expert from Japan Customs and the ROCB A/P.

## **Pacific Islands' Members sharpened their expertise and training skills with the aim of becoming the quality trainers**

25 – 29 April 2022, Suva, Fiji

The second WCO/JICA Joint Sub-Regional Working Group Activity for Master Trainer Programme (MTP) on Customs Valuation and HS Classification for the Pacific Islands was held from 25 to 29 April 2022 in Suva, Fiji. The Working Group Activity



was organized by the WCO and JICA with the support of ROCB A/P as well as in cooperation with the Fiji Revenue & Customs Service. A total of 20 participants representing six WCO Members in the Pacific region, namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, and Vanuatu as well as the Acting Head of Oceania Customs Organization (OCO) Secretariat attended the Working Group Activity in person or virtually. Together with experts on Customs Valuation and HS Classification from the WCO and Japan Customs, Mr. Noriakzu Kuramoto, Head, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended to assist in organizing the Working Group Activity.

Mr. Kuramoto delivered opening remarks during the opening ceremony. In his remarks, Mr. Kuramoto expressed his sincere appreciation to all stakeholders for their efforts in holding this activity and encouraged participants to contribute to the discussion. Ms. Yuko Mamiya provided technical support for the Activity in a hybrid format and served as a master of ceremonies in the HS session. In the course of the Working Group Activity, the participants sharpened their training skills as well as expertise in Customs Valuation and HS Classification, all necessary to conduct training as quality trainers. At the end of this Working Group Activity, participants reviewed and updated their work plans and demonstrated their strong commitment to their work plans in order to achieve the objectives of the MTP through the progressive follow-up activities.

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Participants' active contribution resulted in the successful Working Group Activity and this Activity strengthened the cooperation between the WCO, JICA, experts, participants and ROCB A/P. The participants expressed their appreciation to the WCO, JICA, Japan Customs, experts and the ROCB A/P.

## The WCO Asia/Pacific Regional Railway Hybrid Workshop

3 – 5 May 2022, Seoul Korea hosted by ROCB A/P



The WCO Asia/Pacific Regional Railway Workshop was held from 3 to 5 May 2022 in Seoul, Korea in a hybrid format allowing for remote and on-site participation. The Workshop was the first hybrid regional workshop in AP region, hosted by the ROCB A/P in close cooperation with the WCO under the sponsorship of the Korea Customs Cooperation Fund (CCF/Korea).

27 participants (on-site 16, online 11) from 14 Customs administrations in the Asia and Pacific region attended the Workshop. Together with Railway experts from the WCO, Mr. Ilkwon HAN, Program Manager of the ROCB A/P attended as facilitators/coordinators



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for the Workshop and Ms. Pavida Tarapoom (May), Assistant Program Manager also participated from the ROCB A/P. In addition, 5 international organizations (IOs), namely OTIF, UPU, CIT, CER and UIC, shared their experience related to Customs procedures for railway transportation at the workshop.

WCO started the Railway Project in 2019 to harmonize and facilitate Railway transportation with the support from CCF-Korea. The WCO Railway Guidance will be published in June 2022. Furthermore, six regional railway workshop Capacity Building activities are planned in the Asia Pacific Region starting this workshop. In this regard, this workshop is crucial to share the experience of Railway transportation between AP members.

During the workshop, 5 AP members, namely Bangladesh, Cambodia, Lao PDR, Pakistan and Vietnam, shared experiences through country presentations and participants actively participated in the discussion for benchmarking and harmonization.

In addition, participants had two on-site tours at the RDTC (Regional Dog Training Center) Korea and the Express Cargo Clearance Center in Incheon Main Customs to understand the importance of canine functions and e-commerce.

The active contribution of the participants resulted in a successful workshop and this workshop supported enhanced communication and information sharing among Member administrations even in the pandemic situation. The participants expressed their appreciation to the Korea Customs Service, the WCO, the ROCB A/P and the Experts for their support to the workshop.

## ROCB AP join the WCO COVID-19 Project for Asia Pacific

11 - 13 May 2022, Online Regional  
Workshop hosted by WCO

The WCO Online Regional Workshop on Disaster Management and Supply Chain Continuity: Sharing Experience and Lessons Learnt from



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COVID-19 for the Asia Pacific was held from 11 to 13 May 2022 under the sponsorship of the government of Japan. Mr. Norikazu Kuramoto, Head of the ROCB A/P attended the Workshop.

The workshop kicked off with the opening remarks of Mr. Kuramoto, Head of ROCB A/P. In his remarks, Mr. Kuramoto underlined that Customs plays a pivotal role in business continuity under COVID-19 with WCO tools to support the nation's resilience efforts of Member administrations to ensure economic activities. In this regard, sharing good practice and experience among Asia Pacific members could be valuable and meaningful tips to address the challenges related to the disaster management and supply chain continuity. In this workshop, he also presented on resilience efforts in providing capacity building activity by ROCB A/P with WCO HQs and Asia Pacific members.

## **The WCO National Workshop on combating counterfeiting and piracy for General Department of Customs and Excise of Cambodia**

16 - 18 May 2022, Phnom Penh, Cambodia



# ROCB A/P Annual Report 2021/22

The WCO National Workshop on combating counterfeiting and piracy for the General Department of Customs and Excise (GDCE) of Cambodia was held from 16 to 18 May 2022 in Phnom Penh, Cambodia, under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). The Workshop was organized by the WCO in cooperation with the ROCB A/P as well the generous support of the GDCE of Cambodia. Together with the resource persons on IPR from the WCO Secretariat, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended the workshop. 39 on-site participants from the GDCE of Cambodia benefited from the detailed and practical presentations and discussions on law and regulations, risk management, techniques of document examination and physical inspection.

In the opening ceremony, the WCO expert and the representatives of Japan Customs as well as the GDCE of Cambodia delivered the opening remarks. During the Workshop, the WCO expert introduced WCO tools that help Members effectively fight against counterfeit and pirated goods at the border as well as the outcome of Operation STOP II, which aims to combat counterfeit/illicit medicines, vaccines and medical devices related to COVID-19. Ms. Yuko Mamiya introduced the outline of the TRIPs agreement and IPR border enforcement systems in various countries. Moreover, Ms. Mamiya explained WCO tool that assists WCO Members in recognizing counterfeit and pirated goods as well as case studies of trademark infringement incidences. The representatives of right holders were invited to the workshop, and shared important information such as ways to distinguish genuine products from counterfeit ones.

During the Workshop, the participants conducted a gap analysis between their current IPR border enforcement system and international standards by using WCO self-assessment tool. They also actively discussed the challenges that the GDCE of Cambodia are facing as well as the possible measures to address these challenges. The active participation and contribution of the participants resulted in a successful workshop and this workshop supported enriching participants' knowledge as well as enhancing cooperation between Customs Administration and Rights holders. The participants expressed their appreciation to CCF/Japan, the WCO and the ROCB A/P.

# ROCB A/P Annual Report 2021/22

## Asia-Pacific Members discussed the challenges and possible solutions related to the training management

24-26 May 2022, Online Workshop hosted by ROCB A/P



The WCO Asia-Pacific Regional Online Workshop on Training Management was held from 24 to 26 May 2022. The Workshop was organized by the ROCB A/P with the support of the WCO and the WCO Regional Training Centers (RTCs) in the Asia-Pacific region. Around 70 Delegates from more than 20 Customs administrations in the AP region attended the Workshop and discussed the topics related to training management. Together with the WCO Accredited Customs Expert (ACE) on Human Resource Management and Development as well as the resource person from the WCO, Ms. Yuko Mamiya, Program Manager of the ROCB A/P and Ms. Pavida Tarapoom, Assistant Program Manager also attended. In addition, Ms. Vareemon Chairungsilert, Program Coordinator of the ROCB A/P, also attended the Workshop as a facilitator.

This Workshop was organized based on discussions during the 19<sup>th</sup> RTC Heads Meeting held online in October 2021. RTC Heads shared their insights on how to enhance



# ROCB A/P Annual Report 2021/22

the training capacity of AP Members in order to ensure sustainable organizational development. The idea of organizing an online workshop on training management to discuss results of the RTC Heads meeting emerged as the result of discussion.

Mr. Norikazu Kuramoto, Head of ROCB A/P, opened the Workshop and warmly welcomed the speakers, participants and observers. In his opening remarks, Mr. Kuramoto expressed his sincere appreciation to RTCs for their kind cooperation in this Workshop. He concluded his remarks by encouraging participants to share their experiences and expertise.

During the Workshop, the participants actively shared their experience and challenges in human resource and training management including methods for implementing competency-based human resource management and training strategies as well as methods for transitioning to virtual/hybrid training. Ms. Tarapoom updated the capacity building activities in the AP region including the outcomes of the 19th RTC Heads Meeting. Ms. Mamiya explained the WCO tool concerning the Strategic Principles on Human Resource Management and the Competency-based Training Strategy. She also led a session to discuss the challenges concerning the training management from the learner's perspective.

The Workshop was an excellent occasion for exchanging their experience and best practices on human resource and training management as well as discussing the way forward to continuously improve the training capacity of Members in the AP region. RTCs and participants agreed to cooperate with the ROCB A/P to update the Good Practice Report on Training Management as well as to organize the online workshop on Training Management periodically, the aim being to improve the training capacity of Members in the AP region. The participants expressed their appreciation to the ROCB A/P, the WCO, the WCO ACE and the presenters including RTCs.

# ROCB A/P Annual Report 2021/22

## The WCO Asia/Pacific Sub-Regional Data Analytics Hybrid Workshop for Pacific Islands

7 – 9 June 2022, Nadi, Fiji hosted by ROCB A/P



The WCO Asia/Pacific Sub-Regional Data Analytics Workshop for Pacific Island was held from 7 to 9 June 2022 in Nadi, Fiji in hybrid format allowing for remote and on-site participation. Mr. Ilkwon HAN, Program Manager of the ROCB A/P attended as facilitators/coordinators for the workshop and Ms. Sherman Yu, Program Manager also participated from the ROCB A/P.

The Workshop was the second hybrid sub-regional workshop in AP region, hosted by the ROCB A/P in close cooperation with the WCO and OCO under the sponsorship of the Korea Customs Cooperation Fund (CCF/Korea).

In total 21 participants (on-site 9, online 12) from 12 Customs administrations in the Pacific Island attended the Workshop together with the data experts from the WCO and KCS.

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WCO has been focusing on supporting small island members by developing the SIEs Guidance Document in June 2020. Furthermore, ROCB AP are also working on RSP 2020-2022 to support the modernization efforts of Pacific Members who categorized as SIEs. In this regard, this workshop has important contents and purposes of WCO.

During the workshop, experiences from 4 WCO members, namely Fiji, PNG, Samoa, Vanuatu and 2 OCO members namely, CNMI, Nauru were shared through the country presentations and the participants actively participated in the discussion for benchmark and information sharing. In addition, WCO and KCS Data Strategy were introduced along with BACUDA algorithm and data analytics experience from Lesotho case.

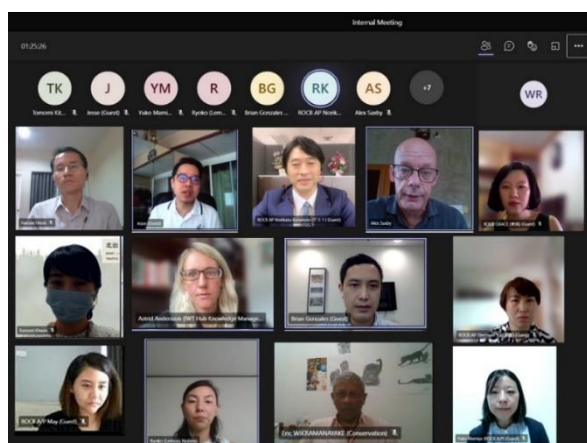
The active contribution of the participants resulted in a successful workshop and this workshop supported enhancing communication and information sharing among Member administrations even in the pandemic situation. The participants expressed their appreciation to the Korea Customs Service, the WCO, the ROCB A/P, the OCO secretariat and the experts for their support to the workshop.

## ***Pillar 2: Further enhance collaboration with development partners***

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### **The ROCB A/P discussed future collaboration with World Wild Fund for Nature**

6 August 2021, Online Meeting hosted by ROCB A/P



On 6 August 2021, Mr. Norikazu Kuramoto, Head of ROCB A/P, and Program Managers of ROCB A/P met online with the representatives of regional offices of the World Wild Fund for Nature (WWF) to discuss future collaboration with them.

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Mr. Kuramoto briefly introduced the outline of the WCO and ROCB A/P. He also underlined that the ROCB A/P has endeavored to further enhance cooperation with development partners and is always more than happy to discuss future collaboration.

Mr. Brian V. Gonzales, Head of Protection of Endangered Species, WWF-Hong Kong, explained WWF activities including developing the guidelines to detect and seizure Illegal Wildlife Trafficking, holding the various events and strengthening cooperation with Customs administrations. He also introduced a Compendium and guidance for the maritime shipping sector which aims to capture the most common red flags indicators for illegal wildlife trade (IWT) happening through containerized sea cargo.

During the meeting, future opportunities for collaboration and next steps were actively discussed. The ROCB A/P and regional offices of WWF have agreed on continuously strengthening ROCB A/P – WWF cooperation in assisting AP Members in building their capacity to combat IWT.

For more information about the compendium for the maritime shipping sector at

<https://apps5.wwf.org.hk/red-flag-compendium/>

## ROCB AP collaborate with WWF UNEP INCB at RILO AP Seminar

11 November 2021, online organized by RILO A/P



At the invitation of RILO A/P, Mr. Norikazu Kuramoto, Head of the ROCB A/P attended the Regional Seminar in Asia and the Pacific at 11 November 2021 which is a collaboration with the World Wide Fund for Nature (WWF),

United Nations Environment Program (UNEP) and International Narcotic Control Board (INCB) hosted and organized by RILO A/P.

Mr. Kuramoto delivered opening remarks at the beginning the seminar. In his remarks,

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Mr. Kuramoto underlined that Customs plays a critical role at the national borders to facilitate legitimate trade with reasonable enforcement operations. He also emphasized that Intelligence is a key in our enforcement operation at the frontline. In addition, that Customs need to maintain and improve enforcement functions in line with updated trends of illegal activities. Sharing of information in a timely manner and collaboration with key counterparts namely WWF, UNEP and INCB is also of utmost importance.

This regional seminar was organized and designed by RILO A/P for Asia Pacific members aiming to further collaborate with intergovernmental organizations and NPO as key counterparts of Customs administration in enforcement operation through exchanging information and views.

## Confirmed of Mutual Cooperation with APPU

21 December 2021, Bangkok Thailand

Upon invitation from the Asian-Pacific Postal Union (APPU), Mr. Norikazu KURAMOTO, the Head of ROCB A/P and Ms. YE Zhengqing (Grace), Program Manager of ROCB A/P met with Mr. LIN Hongliang, the Secretary General of the APPU on December 21, 2021. This visit aimed at exchanging information on Customs-related Capacity Building activities as well as exploring synergies for future co-operation.



Mr. LIN welcomed the representatives of ROCB A/P and introduced the history of the APPU including APPC (Asian-Pacific Postal College). He appreciated ROCB A/P for its continuous support for the APPU over the last few years and emphasized that this visit provided an excellent opportunity to discuss joint Capacity Building efforts in the near future.

During this courtesy visit to the APPU, Mr. Kuramoto expressed his appreciation for long standing cooperation between ROCB A/P and APPU. He also explained the updates of ROCB A/P and shared the challenges the office is facing during COVID-19 pandemic as well as its experience in online workshops. Lastly, He expressed his commitment to support with



# ROCB A/P Annual Report 2021/22

APPU as much as possible as well as to invite Mr. LIN to visit ROCB A/P's new office at his convenience.

Both parties found this visit a wonderful opportunity to exchange views and agreed to continue to explore the future cooperation in Customs-related areas.

## APPU visit to the ROCB A/P

19 January 2022, Bangkok Thailand

Mr. Norikazu KURAMOTO, the Head of ROCB A/P received the courtesy visit of Mr. LIN Hongliang, the Secretary General of the Asian-Pacific Postal Union (APPU) on 19 January 2022.



During this visit, Mr. Lin expressed his congratulations on the completion of office renovations. Mr. Kuramoto thanked Mr. Lin and appreciated the APPU for its continuous efforts in enhancing collaboration with the ROCB A/P.

Taking this opportunity, Mr. Kuramoto outlined the current major initiatives of the WCO followed by the introduction on the ROCB A/P and the upcoming events in the next fiscal year. After the introduction, Mr. Lin congratulated the achievements the ROCB A/P had made in the last fiscal year and discussed a wide range of topics of common interests, including cross-border E-Commerce and the implementation of the Regional Comprehensive Economic Partnership (RCEP). Mr. Lin explained the Member's priorities and emphasized the importance of future mutual cooperation.

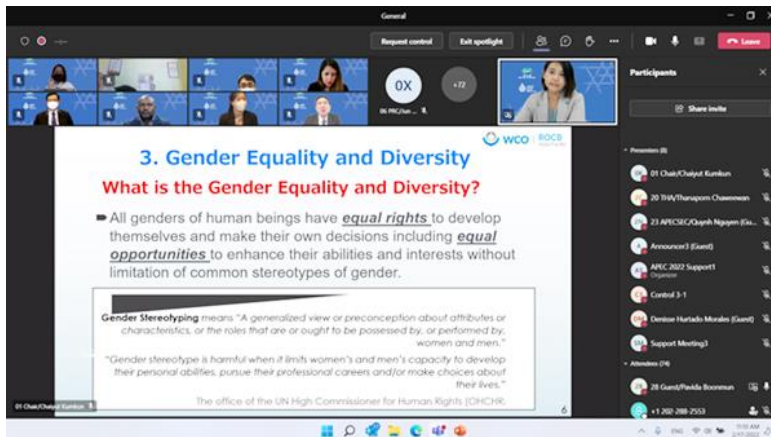
Mr. Kuramoto welcomed opportunities to continue to explore future cooperation in Customs-related areas and expressed his commitment to support the APPU as much as possible.

# ROCB A/P Annual Report 2021/22

## ROCB A/P join APEC Customs discussion

15th – 17th February 2022, Bangkok Thailand

Ms. Pavida Tarapoom, Assistant Program Manager, on the behalf of ROCB A/P, joined the APEC Sub-Committee on Customs Procedures (SCCP1) plenary meeting which was organized and hosted online by APEC SCCP team during 15 to 17 February 2022.



Ms. Pavida Tarapoom introduced the recent developments in the AP region's capacity building activities and highlighted the topic of Gender Equality and Diversity as recent and common interested topic of APEC Economies Customs in

capacity building area. ROCB A/P reaffirmed the importance of Gender Equality and Diversity in the AP region by committing to the Regional Strategic Plan (RSP) 2020-2022, which related to Gender Equality and Diversity.

ROCB A/P also expressed our commitment to encourage not only AP Members, but also APEC Economies Customs administrations to raise awareness on Gender Equality and Diversity and to cooperate closely with APEC Economies Customs administrations to deliver workshops as much as possible.

## KCS visits ROCB A/P to enhance collaboration

28 February 2022, Bangkok

Mr. Younghan YOU, Director General of Korea Customs Service (KCS), accompanied by Ms. Jieun JUNG, Customs Attachés in Korean Embassy in Bangkok, Thailand, courtesy visited the ROCB A/P on 28 February 2022.



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Mr. Norikazu KURAMOTO, Head of the ROCB A/P and his colleagues warmly welcomed the delegates. At the beginning, he expressed his appreciation for KCS for its long-standing support and contribution to the ROCB A/P and its activities through seconded officials, financial funding and collaboration by regional entities of Korea in delivering capacity building. Mr. Younghan YOU complimented the achievement of the ROCB A/P in WCO capacity building activities and encouraged ROCB staff to support the WCO Members with their continuous development. During the meeting, Mr. Kuramoto introduced the staff of ROCB A/P and outline of WCO followed by the activities of ROCB A/P. In addition, Mr. YOU shared the outline of his one year-research plan with Thai Customs Department.

Both parties confirmed their good relationship and found this visit to strengthen the bond of cooperation between the ROCB A/P and KCS.

## Meeting provided impetus to cooperation between the ROCB A/P and World Wild Fund for Nature

9 March 2022, Bangkok, Thailand

On 9 March 2022, Mr. Brian V. Gonzales, Head of Protection of Endangered Species, the World Wild Fund for Nature (WWF)-Hong Kong visited the ROCB A/P. Mr. Norikazu Kuramoto, Head of ROCB A/P and Program Managers warmly welcomed Mr. Brian and discussed future collaboration between ROCB A/P and WWF to combat illegal wildlife trade (IWT) with him.



The meeting started with welcoming remarks from Mr. Kuramoto. He expressed his wishes for this meeting to strengthen cooperation with WWF.



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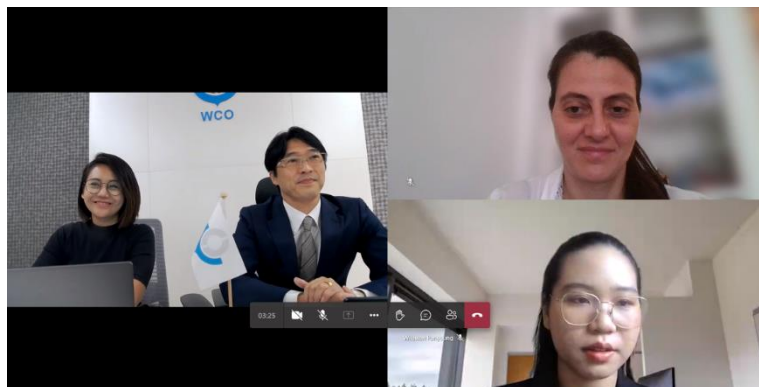
Mr. Brian updated WWF activities such as developing tools and capacity building. He highlighted the activities for combating IWT in maritime supply chains and money laundering from IWT. Furthermore, he introduced the details of various tools developed by WWF in close cooperation with other international organization such as United Nations Development Programme (UNDP) and International Maritime Organization (IMO).

Program Managers and Mr. Brian actively exchanged their insights on how to collaborate on enhancing knowledge and skills of Customs administrations, while promoting various useful tools developed by the WCO, WWF and other international organizations. As the result of the discussion, the ROCB A/P and WWF-Hong Kong have agreed to continue to work together to build capacity for Asia/Pacific Members to combat IWT.

## Online Meeting with UNODC on regional cooperation of the Unwasted Project

10 March 2022, Bangkok

UNODC and ROCB A/P exchanged views on the illegal waste trade at the Southeast Asia region and shared the importance of the roles of Customs administrations to address this issue. Both sides agreed to continue the mutual cooperation on capacity building activities to raise awareness on the issue to combat illegal trade in waste of the region.



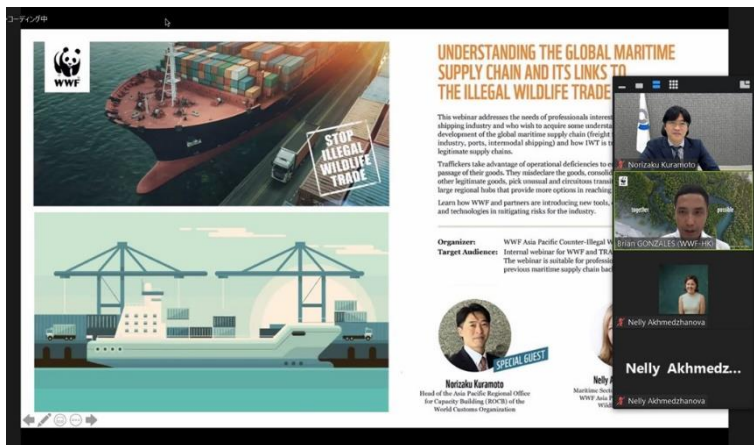
The Unwasted Project of UNODC aims to better understand waste flows, to promote cooperation to combat illicit movements of waste, and to promote partnership between EU and Southeast Asia Nations.

# ROCB A/P Annual Report 2021/22

## ROCB AP gives speech at Wildlife online study seminar

27 May 2022, online organized by WWF

At the invitation of WWF Asia Pacific Counter-Illegal Wildlife Trade Hub, Mr. Norikazu Kuramoto, Head of the ROCB A/P attended the IWT internal online seminar "Understanding the Global Maritime Supply Chain and its links to the Illegal Wildlife Trade (IWT)" as a guest speaker.



Mr. Kuramoto delivered a speech at the beginning of the seminar. In his remarks, he underlined that Customs plays a critical role at the national borders to facilitate legitimate trade with reasonable enforcement operation including illegal trafficking of

wildlife. He also emphasized that Intelligence is a key and core in our enforcement operation at the frontline, and Customs need to maintain and improve the enforcement functions inline updated the trends of illegal activities. Collaboration in a timely manner with counterparts is key, namely Customs administrations and RILO network of the WCO.

This seminar was organized and designed by Asia Pacific Counter-Illegal Wildlife Trade Hub for WWF and TRAFFIC staffs in Asia Pacific region for aiming to further understanding the core points of CITES and its environmental surrounding this issue.

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## Enhanced Cooperation with APPU

31 May 2022, Bangkok Thailand

Mr. Norikazu KURAMOTO, the Head of the ROCB A/P and Ms. YE Zhengqing (Grace), the Program Manager of the ROCB A/P discussed with Mr. LIN Hongliang, the Secretary General of the APPU on 31 May 2022 enhanced collaboration between the ROCB A/P and the APPU on Customs-related Capacity Building activities at the APPU head office at Bangkok, Thailand.



Mr. LIN welcomed the representatives of the ROCB A/P and appreciated the ROCB A/P continued support of the APPU and emphasized the importance of the cooperation between Post and Customs. Furthermore, Mr. Lin delivered a brief introduction on the APPU and updated the future activities and acknowledged the ROCB A/P's strong support of these events.

During this visit to the APPU, Mr. Kuramoto expressed his appreciation for long standing close collaborative relationship between the ROCB A/P and the APPU and he shared updates on the MoU signed between the WCO and the UPU early this month. Furthermore, he pointed out the importance of cooperation, such as the exchanging electronic advance data to allow Customs to manage risks and facilitate the flow of legitimate parcels. Mr. Kuramoto reaffirmed that in line with the objectives of the MoU, ROCB A/P, as the leading Capacity Building office of the WCO would dedicate to enhancing the cooperation with the APPU.

Both parties found this visit wonderful opportunity to exchange views and agreed to continue to explore the future cooperation in Customs-related areas.

# ROCB A/P Annual Report 2021/22

## ROCB A/P attended the 11<sup>th</sup> ASEAN – Word Customs Organization (WCO) Consultation

8 June 2022, hybrid mode, Singapore

At the invitation of the ASEAN Secretariat, Mr. Norikazu Kuramoto, Head of the ROCB A/P attended the 11<sup>th</sup> ASEAN – Word Customs Organization (WCO) Consultation at the 31<sup>st</sup> Meeting of the ASEAN Directors- General of Customs held on 8 June 2021 in Singapore in

person. This meeting was convened face-to-face and online. Ms. Sherman YU, Program Manager of the ROCB A/P attended the meeting virtually.



In the opening remarks, Dr. Kunio Mikuriya, the Secretary General of WCO briefly explained the latest hot topics of WCO, such as Digitalization and Green Customs, as well as the importance of pandemic resilience efforts of Member countries. Dr. Mikuriya also took the opportunity to express his appreciation to the most current developments, priority programmes and the strategic directions done by ASEAN Members as well as to explain the WCO's application for mining the seizure and offence data used in national Customs called nCEN in which ASEAN members have expressed interest.

During the meeting, Mr. Kuramoto introduced the capacity building activities of the ROCB AP including cooperation with Regional Entities in AP region as well as the forthcoming workshop plan to the ASEAN Members. Dr. Mikuriya then delivered closing remarks to conclude this session. He thanked ASEAN countries for their ongoing support to the WCO and will look forward more capacity building activities to be organized in the region.

The meeting was chaired by Mr. Ho Chee Pong, Director-General of Singapore Customs and co-chaired by Mr. Rey Leonardo B Guerrero, Commissioner of Philippines Customs. This meeting provided a platform to exchange views on international and emerging Customs issues.

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## The ROCB A/P attended the Webinar “Following the Money Trail of the Illicit Wildlife Trade: Convergence of Maritime Trade Chain Efforts and Financial Crime Investigations”

21 June 2022, Webinar hosted by the ADB

The Webinar “Following the Money Trail of the Illicit Wildlife Trade: Convergence of Maritime Trade Chain Efforts and Financial Crime Investigations” was held online on 21 June 2022. This Webinar was jointly organized by the Trade and Supply Chain Finance Program (TSCFP) of the Asian



Development Bank (ADB) with the Wildlife Justice Commission (WJC), the World Wild Fund for Nature (WWF), RILO A/P and ROCB A/P. Ms. Yuko Mamiya, Program Manager, and Ms. Kanyawarat Sitthikunpanit, Program Coordinator of ROCB A/P, attended this Webinar on behalf of ROCB A/P.

In the opening ceremony, Ms. Mamiya read Mr. Kuramoto’s opening remarks on his behalf. The speech highlighted that the Customs administration plays a crucial role in combatting the illegal wildlife trade (IWT) and ROCB A/P has assisted WCO Members in the Asia Pacific region in building their capacity to fight against illicit trade while strengthening cooperation with the other development partners including the WWF. Moreover, the Frontline Customs Officers’ Guide to Key Multilateral Environmental Agreements which the WCO developed and released in December 2021 was introduced in the speech.

During the Webinar, the various guidelines, tools and operations to combat IWT and financial crime, which is closely linked to IWT, were introduced. The way forward towards enhancing cooperation with the financial institutions and the methods to detect IWT at the border were actively discussed.

This Webinar provided the opportunity for the AP Members and the other stakeholders to deepen their understanding of useful tools for enforcement and the recent trends in IWT. Furthermore, the Webinar resulted in enhancing cooperation between ROCB



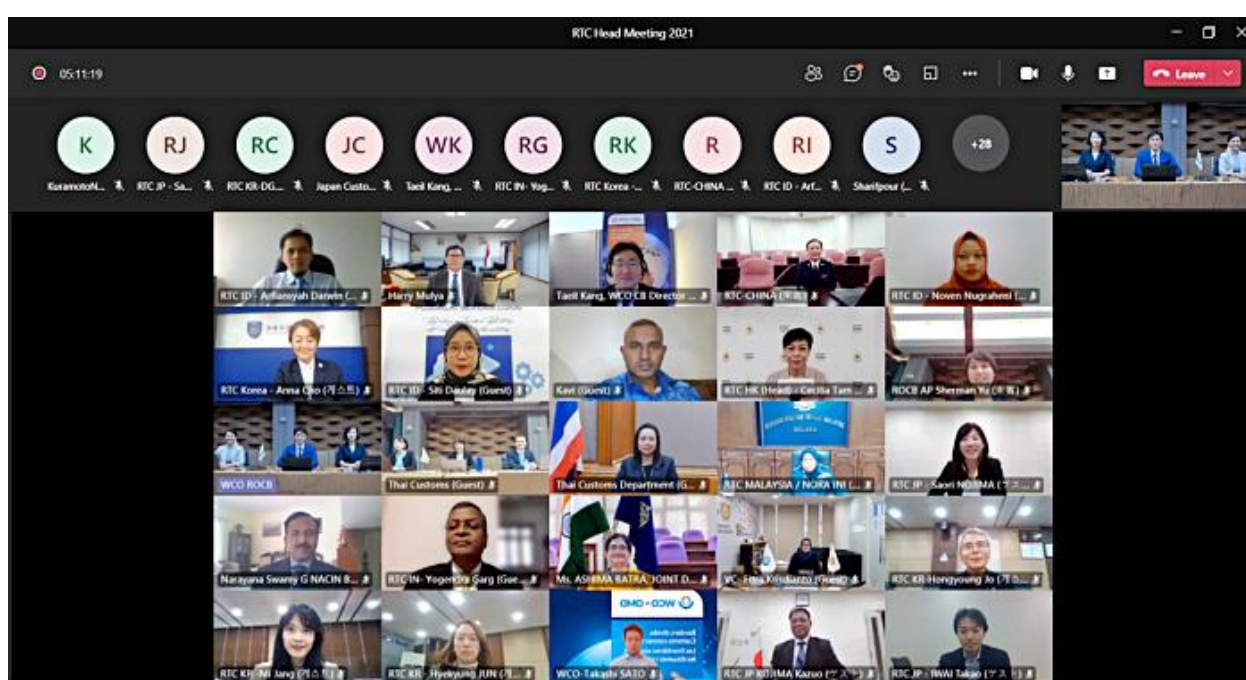
# ROCB A/P Annual Report 2021/22

A/P, RILO A/P, WWF, ADB and the other development partners.

## ***Pillar 3: Improve needs analysis, planning, delivery, and management of regional capacity building activities***

### **19<sup>th</sup> Regional Training Center (RTC) Heads Meeting**

27 – 28 October 2021, Online Meeting Hosted by ROCB A/P



The 19th Meeting of Heads of WCO Asia/Pacific Regional Training Center was organized and hosted online by ROCB A/P on 27 – 28 Oct 2021. Over 50 participants from RTCs, WCO Secretariat, Vice Chair Secretariat, RILO A/P and ROCB A/P attended the meeting. In addition, Iran Customs and Thai Customs Department, who are currently applying to be RTCs also joined as observers. Due to the Covid pandemic and travel restrictions, the ROCB A/P decided to follow last year's practice and continued to host the meeting virtually.

The Meeting kicked off with an opening speech by Mr. Takashi Sato, WCO Regional Development Manager (RDM) for the A/P region and followed by Mr. Norikazu Kuramoto, Head of ROCB A/P who made welcoming remarks.

# ROCB A/P Annual Report 2021/22

At the Information Sharing session, updates of WCO policy, Asia Pacific region's activity, and RILO A/P work were shared and presented to participants by RDM WCO, Vice Chair Secretariat, and RILO A/P respectively. At the ROCB Presentation session, ROCB A/P shared its outline and recent activities in detail.

During the meeting, each RTC was invited to give a presentation to introduce their capacity building activities as well as latest developments. As distance or virtual training has been adopted as the new norm, a topic on 'how to introduce distance training in Customs' was added in the agenda. Participants shared their views on the challenges and benefits of conducting online training according to their experience. This information is a good reference for members and they can take note of the best practices of RTCs that can be put into practice. It is hoped that close collaboration and cooperation among RTCs will be fostered in near future.

Mr. Kuramoto summarized the 2-days meeting in the wrap-up and way forward session. Closing remarks were delivered by Dr. Taeil Kang, Director of Capacity Building Directorate, WCO. Mr. Kuramoto also took the opportunity to thank all the participants for their active participation and discussion in the 19th RTC Heads meeting.

## ROCB A/P attends 21st Session of the

10-11 February 2022, Bangkok Thailand

The 21st session of the WCO Integrity Sub-Committee (ISC) was organized and hosted by the WCO from 10 to 11 February 2022, in a hybrid format. More than 220 representatives from over 110 Member administrations participated in the web-conference. ROCB A/P, as a leading regional Capacity Building Office, also actively joined the dialogue to explore ways for a sustainable development on Customs Integrity.

The 21st session of the ISC is focused on updating the integrity efforts of the WCO, especially Anti-Corruption and Integrity Promotion (A-CIP) and includes a relevant drafting document.



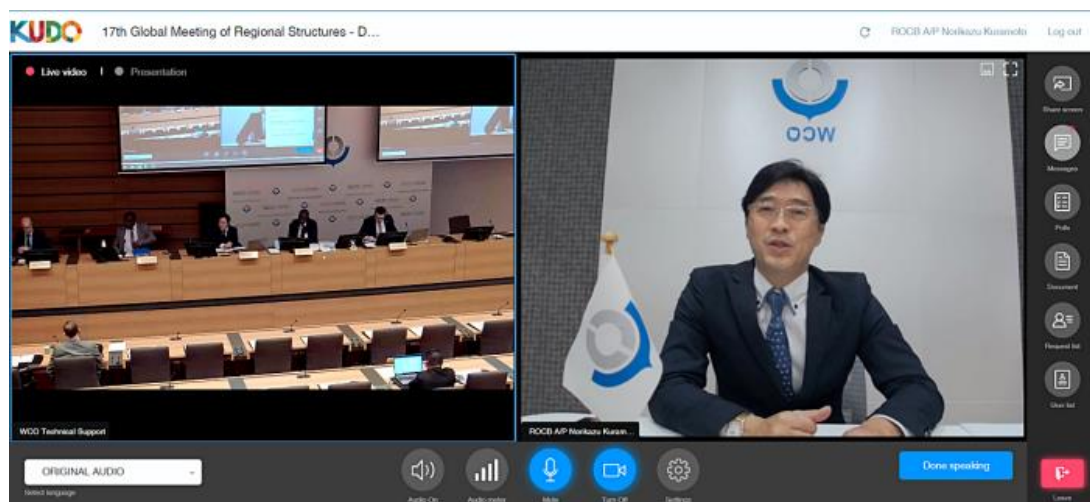
# ROCB A/P Annual Report 2021/22

During the Conference, ROCB A/P appreciated the great efforts made by the WCO Secretariat A-CIP Project team and Norway and Canada as donors. ROCB A/P was updated by the great contribution made by A-CIP Programme and CIPS in promoting Integrity and was glad to see some AP Members actively involved in such a programme. Meanwhile, ROCB A/P reaffirmed the importance to collaborate with other intergovernmental organizations to fight against corruption, such as the UNODC. Moreover, ROCB A/P contributed its input to the draft of Supplement to the Guide to Corruption Risk Mapping that one table on “Corruption risk related to operators’ compliance” could be considered to add to this supplement. In addition to that, ROCB A/P noted the ROCB A/P will organize a regional workshop on integrity this Financial Year to promote the latest WCO instruments and tools to AP Members and continuously encourage Customs community to better implement them.

## **ROCB A/P attended 17th The Global Meeting of the Regional Entities established by the WCO Members and the Council Vice-Chairs’ Officers**

17-18 February 2022

The 17th Global Meeting of the WCO Regional Entities was held on 18-19 February 2022 at the WCO Headquarters in Brussels, Belgium by hybrid format. Mr. Norikazu Kuramoto, Head of ROCB A/P, and Ms. Sherman Yu, Program Manager and Ms. Pavida Tarapoom, Assistant Program Manager represented the ROCB A/P at the meeting.



# ROCB A/P Annual Report 2021/22

Delegates from the Vice Chair's Office, Regional Office for Capacity Building (ROCB), Regional Intelligence Liaison Office (RILO), Regional Training Centre (RTC), Regional Customs Laboratory (RCL) and Regional Dog Training Centre (RDTC) in the six WCO regions attended the meeting. A welcome change since the last meeting, which was conducted virtually, the 17th session was convened in hybrid mode, which meant participants who cannot travel to Brussels and attend in person at WCO subject to the Covid situation, were able to attend the meeting virtually.

The aim of convening the Global Meeting is to guide and coordinate the work of Regional Entities and Council Vice-Chairs' Offices in the area of capacity building, to enhance co-operation among them, to promote the application of common standards in order to ensure a harmonized approach and performance and provide advice to the WCO Capacity Building Committee.

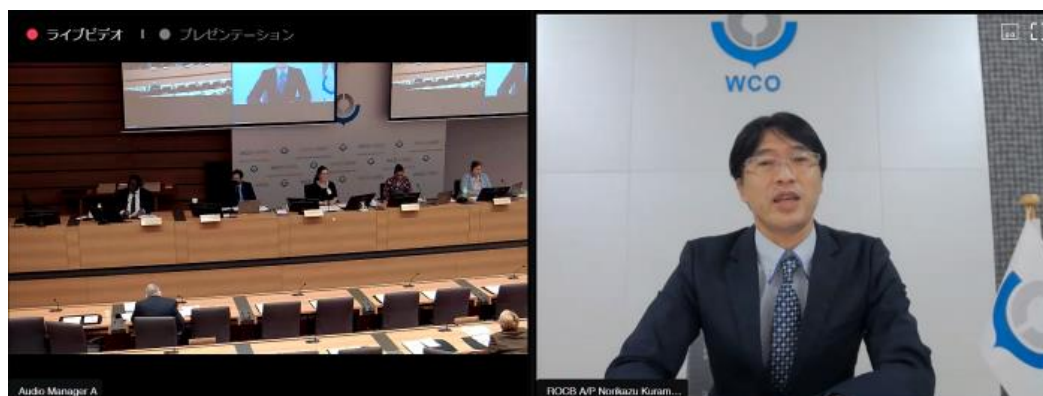
At the meeting, Mr. Kuramoto contributed ROCB A/P's input to the discussion of drafting documents relating to training matters of WCO. In addition to that, he presented the regional activity report on behalf of the Asia-Pacific (AP) region including planned capacity building activities and summarized the Vice Chair's work in this fiscal year, as well as its ongoing cooperation frameworks with regional entities in AP region, namely RTC heads meeting and RCL heads meeting. He also took the opportunity to share ROCB A/P's publication materials. Last but not the least, Mr. Kuramoto affirmed that ROCB A/P will seek to resume face-to-face workshop and meetings as the situation allows.

During the meeting, delegates also shared the latest progress and best practices of different regional entities and tools and initiatives from each WCO Directorates.

# ROCB A/P Annual Report 2021/22

## ROCB A/P attends the 13th Capacity Building Committee

21-23 February 2022, Brussels, Belgium



The 13th Capacity Building Committee was held from 21 to 23 February 2022 in a hybrid format. Approximately 390 delegates from Member administrations and stakeholders attended in person or virtually. Mr. Norikazu Kuramoto, Head of the ROCB A/P, and Ms. Yuko Mamiya, Program Manager, also attended virtually.

Dr. Kunio Mikuriya, Secretary General, welcomed delegates to the Committee. In his opening remarks, he outlined the important topics to be discussed such as business models in Customs administrations under New Normal, the optimal way to deliver future WCO capacity building activities, expert mobilization, data strategy and gender equality. He concluded his remarks by encouraging delegates to actively provide their inputs during the Committee.

In the course of discussions, Mr. Kuramoto provided insights and shared AP Members' requests concerning WCO's capacity building activities as well as ROCB A/P's recent activities to build the capacity of AP Members and promote WCO tools.

During the Committee, delegates actively contributed to discussions on the ongoing WCO's activities including capacity building in the development of the effective data ecosystem, development of WCO Learning and Development Evaluation tools, automation of the Accredited Customs Expert database, etc.



# ROCB A/P Annual Report 2021/22

## 1<sup>st</sup> Regional Customs Laboratory (RCL) Heads Meeting

10 May 2022, Online Meeting Hosted by ROCB A/P

### 1st Regional Customs Laboratory (RCL) Heads Meeting 10 May 2022, Online Meeting Hosted by ROCB A/P



The 1<sup>st</sup> Meeting of Heads of WCO Asia/Pacific Regional Customs Laboratory was organized and hosted online by ROCB A/P on 10 May 2022. About 30 participants and observers from RCLs, WCO Secretariat, Vice Chair Secretariat, and RILO A/P attended the meeting. From ROCB A/P, Mr. Norikazu Kuramoto, Head and Ms. Sherman Yu, Program Manager, and Ms. Vareemon CHAIRUNGSRILERT, Program Coordinator attended.

The meeting kicked off with an opening speech by Mr. Takashi Sato, WCO Regional Development Manager (RDM) for the A/P region followed by welcoming remarks by Mr. Norikazu Kuramoto, Head of ROCB A/P.

At the information sharing session, updates on WCO policy, Asia Pacific regional activity and RILO A/P work were shared with participants by RDM WCO, Vice Chair Secretariat, and RILO A/P respectively. The latest HS version is now in place, the Tariff and Trade Affairs Directorate of WCO presented on the highlights of HS 2022. In addition, RILO

# ROCB A/P Annual Report 2021/22

A/P shared recent trends of illicit drug trafficking especially in the Asia Pacific region.

WCO and RILO A/P provided reference information for the two major objectives of Customs analysis: chemical analysis and illicit drug analysis. During the meeting, each RLC was invited to present and introduce their facilities & set up as well as latest developments. Participants shared views on challenges and experience in operating the RCLs. This meeting provided a good platform for members to share best practices and foster closer cooperation in future.

Mr. Kuramoto summarized the meeting content and its framework in the wrap-up and way forward session. Regarding the next RCL heads meeting, RCL Japan has offered to host the meeting hopefully in 2023. Closing remarks were delivered by Mr. Takashi Sato, RDM of WCO Capacity Building Directorate. Mr. Kuramoto also took the opportunity to thank all the participants for their participation and input in the 1<sup>st</sup> RCL Heads meeting.

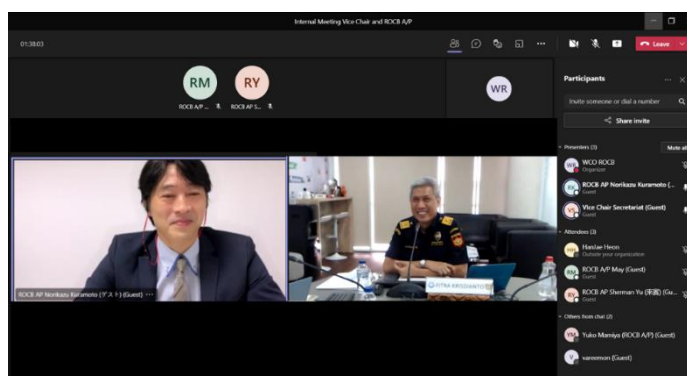
## ***Pillar 4: Enhance communication and information sharing among members***

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### **ROCB A/P and A/P Vice-Chair confirm its close cooperation in this FY**

23 Aug 2021 online

Mr. Norikazu Kuramoto, Head of the ROCB A/P, organized a meeting with WCO Asia Pacific Vice Chair (VC) Secretariat to discuss key events in AP region as well as to exchange of views about capacities building activities in this financial year. Mr Ilkwon HAN & Ms Sherman YU, Program Managers, and Ms Pavida TARAPOOM, Assistant Program Manager also joined the meeting.



Mr. Norikazu Kuramoto kick-started the meeting by presenting the latest update in ROCB A/P, capacities building works and the work plan in this financial year. Mr Fitra

# ROCB A/P Annual Report 2021/22

Krisdianto, Chief of Operational of WCO AP VC Secretariat welcomed the ideas proposed by ROCB A/P and shared upcoming events organized by VC. Both parties exchanged views in the hot topics and shared experience in encouraging active participation from the participants in the key events in AP region. In addition to that, both sides agreed should work hand in hand in organizing capabilities building activities as well as high-level meetings in this fiscal year.

## The ROCB A/P discussed future collaboration with RILO AP

25 August 2021, Online Meeting hosted by ROCB A/P



On 25 August 2021, Mr. Norikazu Kuramoto, Head of ROCB A/P, and the staff of ROCB A/P met online with Mr. Tae-Soo YOO, Head of RILO A/P and his colleagues to discuss future collaboration as the WCO regional body in AP region, moderated

by Mr. Ilkwon HAN, program manager of ROCB AP.

Mr. Kuramoto briefly introduced the outline of ROCB A/P and key events organized by ROCB AP including workshops in this fiscal year. He also underlined that the ROCB A/P has successfully completed the capacity building workshops at the last fiscal year by great support from RILO AP.

Mr. Tae-Soo YOO, Head of RILO AP highlighted the importance of cooperation against the threat of illicit trade at his opening remarks. And then Mr. YoungKyoung KIM, Deputy head of RILO AP explained the activities of RILO AP including current joint enforcement projects, such as Operation GOALS, MEKONG DRAGON, DEMETER.

During the meeting, future opportunities for collaboration and next steps were actively discussed. The ROCB A/P and RILO AP have agreed on continuously strengthening ROCB A/P – RILO AP cooperation in assisting the capacity building programs for AP Members.

# ROCB A/P Annual Report 2021/22

## ROCB A/P collaborates Intelligence Experts of Asia and the Pacific

7 - 8 September 2021, Bangkok, Thailand

At the invitation of the of Regional Intelligence Liaison Office for Asia and the Pacific (RILO A/P), Mr. Norikazu Kuramoto, Head of ROCB A/P participated 32<sup>nd</sup> Administrative Meeting for National Contact Points



of Regional Intelligence Liaison Office for Asia and the Pacific (RILO A/P NCP Meeting) held virtually on 7 - 8 September 2021. Program Manager of the ROCB A/P, Ms. Sherman Yu also joined the meeting to provide support.

The meeting was chaired by Bangladesh Customs and RILO A/P was the co-host. Dr. Md. Abdur Rouf, Director General of Customs Intelligence & Investigation Directorate, Bangladesh Customs delivered the welcoming remarks. In his speech, he highlighted the importance of intelligence exchange in combatting smuggling of contrabands in the region. He also took the opportunity to thank participants for joining this meaningful meeting. Following Mr. Rahman's speech, representatives from United Nations Office on Drugs and Crime (UNODC), RILO A/P, AP members and experts from WCO took turn to deliver their presentations.

Mr. Norikazu delivered a presentation to introduce the ROCB A/P and provide an overview of the upcoming capacity building activities especially for intelligence experts as well as useful ROCB A/P's publication function and materials. He also encouraged intelligence experts to actively participate capacity building activities in this fiscal year hosted by ROCB A/P. Since both RILO A/P and ROCB A/P shouldered the role to coordinating and consolidating regional activities. Mr. Norikazu expressed wishes that both offices will work hand in hand in near future.

During the meeting, respective Customs administrations shared their best practices by utilizing intelligence in their daily operation to increase the overall efficiency and



# ROCB A/P Annual Report 2021/22

effectiveness. Case statistics, details and views on smuggling trend were shared and discussed during the presentations. All participants agreed that closer cooperation and more intelligence exchange are vital to uphold the enforcement effort in the region.

## ROCB A/P joined International Canine Seminar on Drug Anti-smuggling by Russian Customs

22 - 23 Sept 2021, Moscow, Russia by online



At the invitation of the Dog Training Centre of the Federal Customs Service (FCS) in Russia, Mr. Ilkwon HAN, Program Manager of ROCB A/P participated the International Canine Seminar on Drug Anti-smuggling held

virtually on 22 - 23 September 2021 with simultaneous translation service.

The seminar was moderated by Mr. Vitaliy Sobolev, head of the International Cooperation Unit of the FCS Dog Training Centre, and for the information sharing on canine function and drug seizures in the Customs administrations from 11 countries, namely Azerbaijan, Czech Republic, Finland, Hungary, Kazakhstan, Korea, Mongolia, Poland, Russia, Slovak Republic, Tajikistan.

Mr. Ilkwon HAN delivered a presentation to introduce the ROCB A/P and to provide an overview of WCO AP Regional Canine Workshop in June 2021, co-hosted by ROCB AP and Korea Customs Service (RDTC Korea). In addition, He highlighted the contents of Good Customs Practice Report on Canine Training and Operations in AP region which was issued by ROCB AP in July 2021. It is great honored to receive many compliments from the participating members for sharing useful information about Canine Operations of Asia Pacific Members as a good reference.

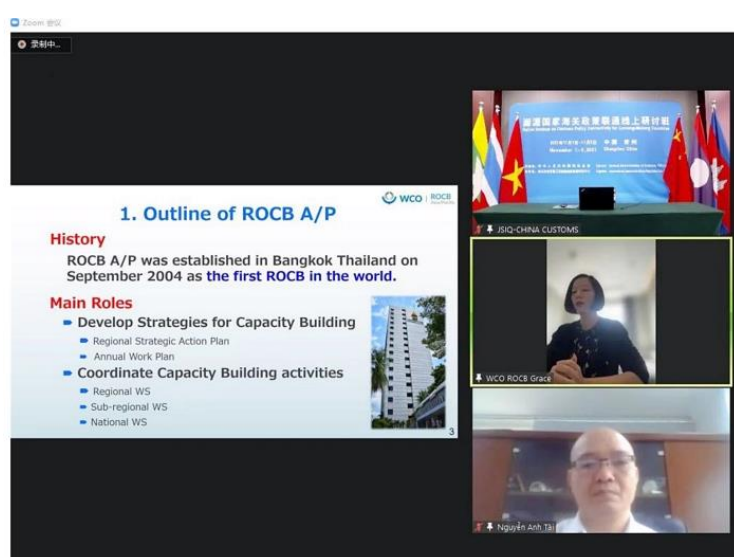


# ROCB A/P Annual Report 2021/22

During the seminar, respective Customs administrations shared their best practices by Canine functions in their daily operation to increase the overall efficiency and effectiveness. Details of canine activities and drug seizure cases were shared and discussed during the presentations.

## ROCB A/P join the discussion on Customs Policy Connectivity

1 – 5 November 2021, online hosted by GACC



Upon invitation, Ms. Grace Ye, Program Manager of ROCB A/P joined the Online Seminar on Customs Policy Connectivity organized and hosted by General Administration of China Customs (GACC) on 1 – 5 November 2021. Over 70 participants from LMC (Lancang - Mekong Cooperation) Countries namely Cambodia, Laos,

Myanmar, Vietnam, Thailand and China attended this virtual workshop.

In the seminar, Ms. Grace Ye, as a representative of ROCB A/P delivered the presentation on Capacity Building Activities in the Asia Pacific Region. She highlighted updates of ROCB A/P, Capacity Building Policy, Achievements of WS in FY 20/21, Annual Work Plan 2021/22, and Cooperation with Regional Entities as well as ROCB publication to participants in detail. During the seminar, participants expressed their appreciation for the ROCB A/P's great contribution to assist AP Members build capacities and recognized the crucial role the ROCB A/P is playing. Ms. Grace Ye took the opportunity to introduce ROCB A/P's first Special Essay Collection which covered the hottest topics attracted participants' attention. Participants also emphasized the importance of enhancing close collaboration with ROCB A/P in the near future.

# ROCB A/P Annual Report 2021/22

## 31<sup>st</sup> Regional Contact Point (RCP) Meeting

2 -3 Nov 2021, Online Meeting Hosted by Vice Chair



The 31st Regional Contact Point (RCP) Meeting was organized and hosted online by Vice Chair on 2 – 3 Nov 2021. Over 60 participants from Asia Pacific members, WCO Secretariat, Vice Chair, RILO A/P and ROCB A/P attended the meeting. Mr. Norikazu Kuramoto, Head, Ms. Sherman Yu, Program Manager, and Ms. Yuko Mamiya, Program Manager of ROCB A/P attended.

To kick off the meeting, Mr. Askolani, Vice Chair of A/P region, WCO and Dr. Taeil Kang, Director of Capacity Building Directorate, WCO both delivered opening speeches. After adoption of the agenda, updates of WCO policy, report on Asia Pacific region's activity, ROCB A/P work and RILO A/P work were shared and presented to participants. Mr. Kuramoto updated on ROCB A/P activities.

As for the Regional Strategic Plan (RSP) 2020 -2022, Since ROCB A/P and Japan Customs are the co-coordinators for Focus Area 3 (FA3) – Capacity Building Activities, Mr. Kuramoto also made a presentation on the Progress Report on FA3 on behalf of the co-coordinators. As for the next RSP 2022 – 2024, Vice Chair Secretariat reported the preparation including proposed timeline to draw up the plan.

During the meeting, Thai Customs and Iran Customs who are applying to be RTC and RDTTC respectively, provided updates on their activities as well as preparation to be accredited as regional entities. Followed by these presentations, Asia Pacific members were

# ROCB A/P Annual Report 2021/22

invited to share their experiences as well as latest development on various topics. Members took this opportunity to actively discuss and exchange views on Customs-related issues.

## ROCB A/P attended the International Conference on Customs and Tax Cooperation

8 – 9 February 2022, Bangkok, Thailand



At the invitation of RTC Indonesia, Mr. Norikazu Kuramoto, the Head of the ROCB A/P participated the 'International Conference on Customs and Tax Cooperation' held virtually on 8 – 9 February 2022. Program Manager of the ROCB A/P, Ms.

Sherman Yu also joined the meeting to provide support.

Mr. Kuramoto delivered his keynote remarks at this event. In his speech, he highlighted that environmental scanning and brainstorming are key to moving forward cooperation with tax authorities. He explained that the cooperation between tax authorities and Customs could be very beneficial and meaningful, resulting in a synergy effect in tax collection for mutually related goods in the cross-border movement as importations and exportations. Mr. Kuramoto also affirmed that different administrations or countries have their own unique taxation rules and systems between Customs and tax authorities, highlighting there is no common template how to proceed. Member Customs administrations need to consider tailor-made approaches and solutions that fit their own situation by actively brainstorming and having a solution focused mindset. To conclude his speech, Mr. Kuramoto encouraged Customs administrations to provide specialized a training program on cooperation with tax authorities and how to utilize in-house WCO tools and guidelines to better equip themselves to become specialists in cooperation with tax authorities.



# ROCB A/P Annual Report 2021/22

This conference was initiated and hosted by Indonesia Customs and Excise Education and Training Center as RTC Indonesia. On the first day of the Conference, the theme was 'Strengthening Cooperation Between Customs and Tax Authorities to Optimize State Revenue'. The theme for second day of the Conference was 'Enhancing The Exchanging of Information between Customs and Tax Authority to Improve Compliance'.

The conference was opened with remarks delivered by Mr. Andin Hadiyanto, Head of Financial Education and Training Agency, Republic of Indonesia followed by the keynote remarks given by Mr. Sudarto, Assistant of Minister for Organization, Bureaucracy, and Information Technology, Republic of Indonesia. Speakers from Organization for Economic Cooperation and Development (OECD), Central Transformation Office (CTO) and WCO were invited to deliver presentations respectively. They shared their perspectives and the insights about Customs valuation and transfer pricing. The participants showed strong interest and raised quite a number of questions during the subsequent plenary session.

## ROCB and RILO confirm its strong cooperation in AP region

23 March 2022, Online Meeting hosted by ROCB A/P



On 23 March 2022, Mr. Norikazu Kuramoto, Head of ROCB A/P, and the staff of ROCB A/P met by online with Mr. Cheon-Jeong PARK, Head of RILO AP and his colleagues at the second ROCB-RILO meeting for FY21/22,

moderated by Mr. Ilkwon HAN, Program Manager of ROCB A/P.

Mr. Kuramoto welcomed the opportunity to discuss continued collaboration as the same WCO regional body in the AP region. He introduced the outline of ROCB A/P and key events organized by ROCB A/P including workshops in this fiscal year. He also underlined that collaboration between the ROCB A/P and RILO AP is critical to host upcoming events, such as RCL heads meeting in May.



# ROCB A/P Annual Report 2021/22

Mr. Cheon-Jeong PARK, Head of RILO AP highlighted the importance of cooperation against the threat of illicit trade and expressed his hope to visit Thailand to have a meaningful discussion about our common interests such as the Golden Triangle in his opening remarks. Ms. Hae-Yeong PAIK, Deputy head of RILO AP explained the activities of RILO AP including current joint enforcement projects, such as Operation GOALS, MEKONG DRAGON, DEMETER. In addition, she presented the work plan of RILO AP in this fiscal year.

During the meeting, future opportunities for collaboration and next steps were actively discussed. The ROCB A/P and RILO AP have agreed on further strengthening ROCB A/P – RILO AP cooperation in assisting the capacity building programs in compliance and enforcement matters for AP Members.

## ROCB A/P join AP Heads meeting in Bali

18-19 May 2022, Bali Indonesia



The WCO A/P 23<sup>rd</sup> Regional Heads of Customs Administrative Conference (RHCA) was held in hybrid format from 18 to 19 May 2022 in Bali, Indonesia hosted by the Customs



# ROCB A/P Annual Report 2021/22

and Excise of the Republic of Indonesia as Regional Vice Chair. Mr. Norikazu Kuramoto, Head of the ROCB A/P attended.

More than 60 delegates including in person participants from 18 Member administrations in Asia Pacific region and from the WCO, Dr. Kunio Mikuriya, Secretary General, Regional Development Manager, the RILO A/P and the ROCB A/P, as permanent observers, attended the conference.

Dr. Kunio Mikuriya Secretary General congratulated the Vice Chair and participants on the face-to-face/hybrid RHCA conference first and stressed that we are in a critical phase of recovery from COVID-19 and the necessity of promoting digitalization and the utilizing of advance information to address E-Commerce in order to support supply chain resilience. He also explained that the next Strategic Plan will focus on Digitalization, Green Customs (environment) and Governance.

Mr. Norikazu Kuramoto, Head of the ROCB A/P, updated on its capacity building activities including the response to virtual workshops as well as activities to enhance communication and information sharing among AP Members during COVID-19. Mr. Kuramoto also reported on the implementation of Focus Area 3 (Capacity Building) of the A/P RSP 2020-2022 on behalf of co-coordinators and with Japan Customs.

During the conference, Vice Chair, RILO A/P and several Member Customs shared their recent activities and developments namely Maldives, Australia, Indonesia, Singapore, China, and Cambodia. In addition to that, RSP 2022-24 for the AP region was endorsed. It was agreed that Australia will take over as the next Vice Chair for Asia Pacific. Transferring the RILO A/P to Japan and the application for Regional Training Center (RTC) Thailand was also endorsed. In addition, the MOU with WCO for RTC Iran was signed and it officially became an RTC.

# ROCB A/P Annual Report 2021/22

## ROCB A/P joined Intelligence Network Seminar by RILO A/P

16 June 2022, online



At the invitation of the RILO A/P, Mr. Norikazu Kuramoto, Head of the ROCB A/P attended the Regional Seminar in Asia Pacific region held on 16 June 2021 virtually hosted by RILO A/P.

In the opening session, Mr. Kuramoto explained that illicit

drugs are a large concern in Customs enforcement and Customs play a key role to counter drug smuggling through targeting the high-risk cargo and passengers at the national borders. To improve our operation, from a professional aspect, it is essential to keep updating information in active collaboration with neighboring Customs and international organizations. While the RILO A/P serves as a central hub function for information exchange in the region, Members' role are to leverage and maximize our efforts with the advantage of the RILO network. He also stressed that ROCB A/P also fully supports Asia Pacific Members in delivering capacity building activity for improving enforce capability in close cooperation with the RILO A/P.

## About the ROCB A/P

### Who We Are

The World Customs Organization (WCO) is an independent intergovernmental body whose mission is to enhance the effectiveness and efficiency of Customs administrations. The WCO is composed of 183 member governments. It is the only worldwide intergovernmental organization competent in Customs matters. The WCO has devoted a great deal of attention to improving the quality, relevance, and availability of its capacity building activities. A regional approach to performing effective and efficient capacity building activities, in close cooperation with regional members, is one of its priority initiatives to improve Customs abilities based on the needs of each region. In this regard, the ROCB A/P was established in September 2004 as the first ROCB aiming at coordinating and improving the Customs capacity building activities in line with the WCO's regionalization approach.



Since its establishment, through the generous hosting of the Thai Customs Department (TCD), the ROCB A/P has been located at the premises of the TCD Headquarters in Bangkok, Thailand.

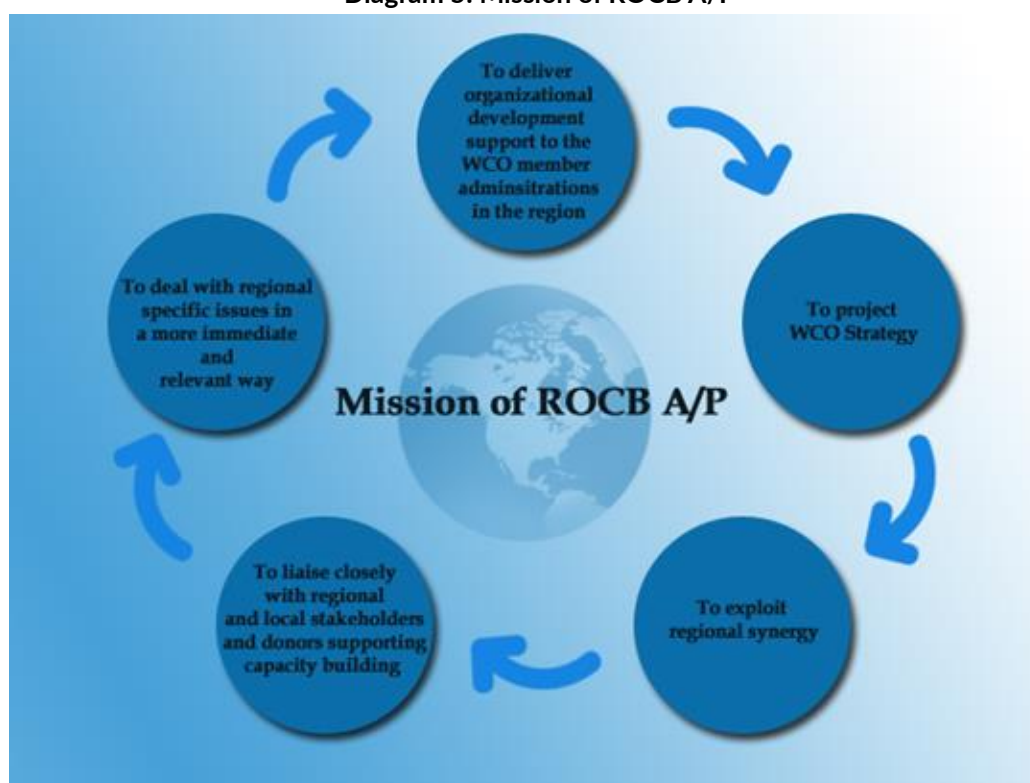
# ROCB A/P Annual Report 2021/22

## Mission

The mission of the ROCB A/P is to assist Member to be an efficient and effective Customs administration. Diagram 5 illustrates the missions of the ROCB A/P.

The ROCB A/P acts as a cornerstone of the regional approach for implementing the WCO's Capacity Building Strategy. In cooperation with ten WCO Regional Training Centers (RTCs), five WCO Regional Customs Laboratories (RCLs) and two WCO Regional Dog Training Centers (RDTCs) in the A/P region, it supports 33 Member administrations in Asia Pacific Region (Diagram 6).

Diagram 5: Mission of ROCB A/P





# ROCB A/P Annual Report 2021/22

Diagram 6: WCO A/P Members



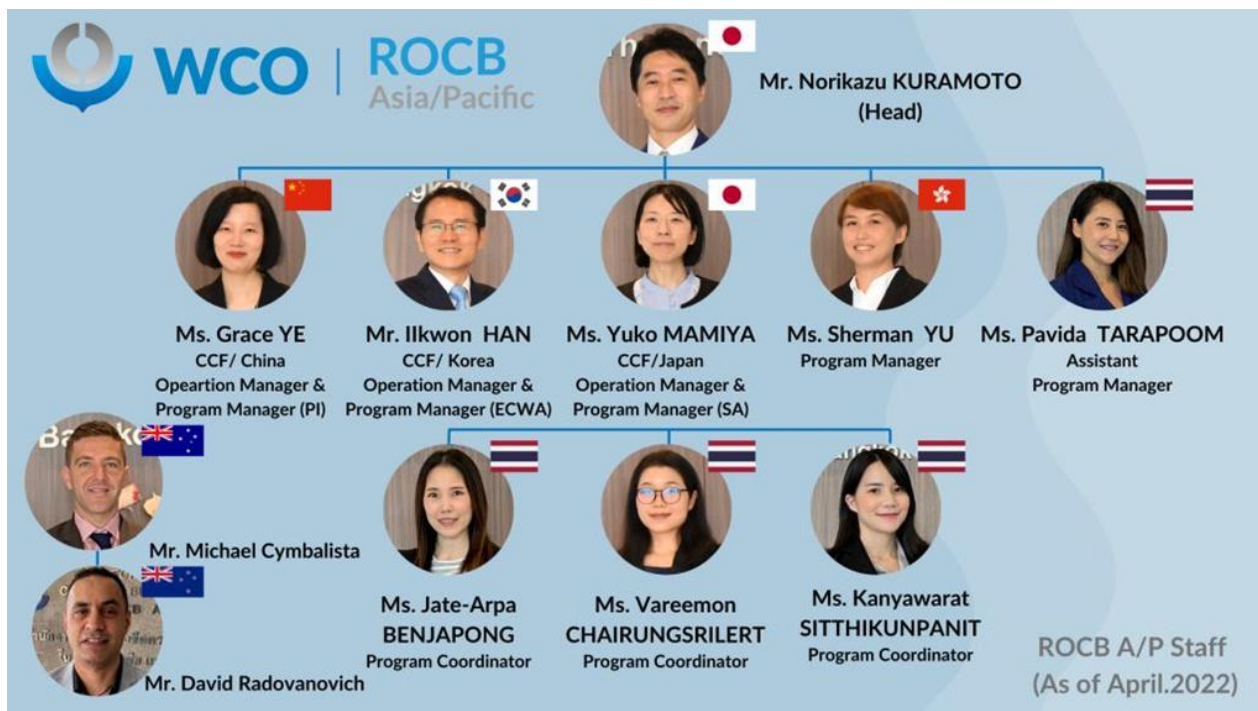
With the WCO Customs Cooperation Funds (mainly contributed from China, Japan and Korea), the ROCB A/P organizes a series of capacity building activities for the regional Members in need of technical assistance. The ROCB A/P works with the WCO's development partners, such as the Asia Development Bank and United Nations agencies, as well as stakeholders of the private and business sectors. The WCO Secretariat and the Regional Vice Chair provide the ROCB A/P with guidance and support to fulfill the mandates and responsibilities as set forth in its Terms of Reference.

## Staff

The ROCB A/P has 9 full-time seconded staff members (as of Oct. 2022). This includes one from China, one from Hong Kong China, two from Japan (including Head of the ROCB A/P), and one from Korea and four from Thailand. In addition, representatives from the Australian Border Force and New Zealand Customs Service based in Bangkok provide ad hoc support and assistance to the ROCB A/P's activities, especially for its communications and publications.



# ROCB A/P Annual Report 2021/22



In order to provide more focused quality assistance to the A/P Members, the ROCB A/P has designed posts of Program Managers responsible for different sub-regions. Their roles and responsibilities as well as contact details are as follows:

➤ Role and responsibilities

- To enhance contact with responsible countries;
- To encourage participation of responsible countries to the regional events;
- To take care of individual requests made by responsible countries;
- To collect Customs related information from responsible countries; and
- To liaise with officers responsible for the sub-region on various DPs.

With devoted staff with different background and from different customs administrations, ROCB A/P will continue to provide support in capacity building activities in the region, create synergy and foster closer cooperation among the AP members.

# ROCB A/P Annual Report 2021/22

## Contact points:

	A/P Members	Responsible officer / Title	Contact
	All	Mr. Norikazu KURAMOTO Head	Email: <a href="mailto:norikazu.kuramoto@rocbap.org">norikazu.kuramoto@rocbap.org</a> Tel: +66 2 667 6017
East, Central and West Asia (ECWA)	Afghanistan, China, Hong Kong, China, Iran, Japan, Korea, Macao China, Mongolia, Pakistan	Mr. Ilkwon HAN Program Manager	Email: <a href="mailto:gideonhan@rocbap.org">gideonhan@rocbap.org</a> Tel: +66 2 667 6542
Pacific Islands (PI)	Australia, Fiji, New Zealand, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu	Ms. Grace YE Program Manager	Email: <a href="mailto:graceye@rocbap.org">graceye@rocbap.org</a> Tel: +66 2 667 6539
South Asia (SA)	Bangladesh, Bhutan, India, Maldives, Nepal, Sri Lanka	Ms. Yuko MAMIYA Program Manager	Email: <a href="mailto:yuko.mamiya@rocbap.org">yuko.mamiya@rocbap.org</a> Tel: +66 2 667 6018
Southeast Asia (SEA)	Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Philippines, Singapore, Thailand, Union of Myanmar, Vietnam	Ms. Sherman YU Program Manager	Email: <a href="mailto:shermanyu@rocbap.org">shermanyu@rocbap.org</a> Tel: +66 2 667 6552
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**ROCB A/P**  
**Customs Good Practice Report**  
**on**  
**Exemplifying Follow-Up Actions taken after the WCO A/P**  
**Regional/Sub-regional Workshops organized in**  
**FY 2020/21**



**May 2022**

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(Appendix 2) Abbreviations of the Member administrations	

## Foreword and Acknowledgments

After struggling with challenges and difficulties of capacity building activities last FY, ROCB A/P, as a leading Capacity Building Office, is getting more confident and experienced this FY under the 'new normal'. Considering the global pandemic, Customs functions have been further expected to address to the evolving environment. In this connection, ROCB A/P is fully aware that Members' effort in response to the situation with cutting-edge topics such as E-Commerce, Data Analytics and Disruptive Technologies. At the same time ROCB A/P observes the high demand as well as high expectation from our Members for our office as a supporting and implementing organization.

With the target of providing high-quality capacity building programs, ROCB A/P has attached great attention to the follow-up action after the workshop has ended to evaluate whether the knowledge obtained from the WCO Workshops can strengthen their skills and

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capacities in performing the Customs roles and functions in their home administrations. As a result, this 'Good Practice Report on Exemplifying Follow-Up Actions taken after the WCO A/P Regional/Sub-regional Workshops organized in FY 2020/2021' has been published and distributed for our Members. My message here is that ROCB A/P as a workshop provider, would like to work with the efforts of our Members.

ROCB A/P would like to express our appreciation to Members' continued support and active participation of Customs capacity building activities in this FY. Moreover, this report is expected to serve a useful reference point for Members and we wish the Member administrations will recognize the value of Customs capacity building.



Norikazu Kuramoto

Head of ROCB A/P





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## Executive Summary

In the FY 2020/21 (July 2020 – June 2021), the ROCB A/P organized a total of 11 regional/sub-regional workshops in which 9 workshops were subjected to the seventh round of the “Survey on the Follow-up Actions taken after the Participation in the WCO Regional Workshop” being conducted 6 months after the respective workshops (hereinafter referred to as “the Survey 2021”). The total number of WS has been doubled as compared to previous FY year. All these WSs have been conducted online due to the ‘New Normal’ situation.

The total no. of replies to the Survey 2021 is 58. The rate of overall reply decreases to 38% (70% in 2020). However, the rate of reply received from the participants of sub-regional workshops is around 92%. It is a clear indication of strong commitment by the sub-regional members and a recognized result of the capacity building effort in addressing sub-regional issues.

The Survey 2021 reveals that the most common follow-up actions are sharing/circulation of training materials with colleagues (48%) and submission of reports to superiors (25%) and make recommendations to their senior officials for consideration (25%). The result is quite the same as last year survey that these above mentioned actions are the top three most common follow-up options for the participants.

There are proven correlations between follow-up actions and realization of direct effects as well as initiation of new projects. 84% of the respective respondents realized positive effects from circulating/sharing training materials and organizing in-house workshop, while 57% of whom initiated new projects attributed it to the submission of workshop reports and recommendations made to senior officials. The findings provide a convincing proof that taking timely and immediate follow-up actions after joining the WCO workshops will assist Member administrations to realize the potential contributions to their national development objectives. These follow-up actions can be as simple as writing reports or more intensive like organizing in-house workshops.

The ROCB A/P endeavors to delivering high-quality regional capacity building programs and always encourages the workshop participants to synchronize the knowledge

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learnt from the WCO workshops with the Customs modifications carrying out in their home administrations.

In this regard, the ROCB A/P recommends Members to mandate a workshop report for their representatives of WCO workshops to ensure the acquired knowledge and its values are properly recorded and reported to the management for consideration of further organizational development.

## **1.Introduction**

In 2015, the ROCB A/P initiated to conduct a “Survey on the Follow-Up Actions taken after the Participation in the WCO Regional Workshop (the Survey)” for all regional/sub-regional workshops organized in the A/P region. Six months after each workshop, all participants will receive a questionnaire (Appendix I) from the ROCB A/P to collect pertinent information on the follow-up actions that the workshop participants had taken at their respective home administrations.

In this regard, the survey does not intend to criticize any reporting or recommendations made by the workshop participants. It actually aims to take a snapshot of the impact that the capacity building programs have on the performance of the regional Member administrations in terms of work efficiency and effectiveness as well as organizational development. It is also expected that the Survey will remind workshop participants of their expected roles and encourage them to continuously utilize the skills and knowledge acquired, wherever possible after the respective regional/sub-regional capacity building programs.

## **2.Summation and Analysis of the Survey 2021**

### **2.1 Response to the Survey 2021**

In the FY 2020/21, the ROCB A/P organized a total of 11 regional/sub-regional workshops, excluding the accreditation workshops. 9 of which were subjected to the seventh round of the Survey (hereinafter referred to as “the Survey 2021”). The ROCB A/P circulated the questionnaires to all workshop participants approximately 6 months after the respective regional/sub-regional workshops and collected the replies in 3 weeks.

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Among the 9 subjected workshops, 2 were specially designed for sub-regional Members and others were for regional workshop. The total number of replies to the Survey 2021 is 58. The rate of overall reply decreases to 38% (70% in 2020). However, the rate of reply received from the participants of sub-regional workshops is around 92%. It is regarded as an indication of strong commitment by the sub-regional members and a recognized result of the capacity building effort in addressing sub-regional issues. Summary of the number of replies is shown in Table 1.

ROCB A/P is always committed to coordinate and organize capacity building programs and activities for A/P Members. We have faith in that Members can strengthen their skills and capacities by applying the lessons learnt from the WCO workshops into their daily operations and disseminating the pertinent information to the right parties in their organizations for Customs modernization. In this regard, the ROCB A/P takes every possible opportunity to give explanations about the objectives and findings of the Survey, especially at the regional/sub-regional workshops. Furthermore, in an attempt to collect more replies to the Survey, the ROCB A/P sends reminding messages to all workshop participants as the due date comes closer. With a view to further encouraging workshop participants' continued engagement to the reform and modernization based on the lessons learnt from the respective workshops and stimulating their interests in the follow-up actions taken by other workshop participants, the ROCB A/P provides them with the feedbacks regardless of whether they reply or not. This initiative helps to get additional inputs to the Survey even after the due date for the reply. In fact, more and more regional Members recognize the exemplifying follow-up actions and practical examples conducted by the workshop participants since the publication of the first Survey.

(Table 1) Numbers of replies to the Survey 2021

WCO Regional/Sub-regional Workshops		No. of participated administrations	No. of replies	
(1)	WCO Sub-regional Workshop on PCA (Pacific) (Nov. 2020)	6	5	
(2)	WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)	7	7	
(3)	WCO Regional Workshop on Performance Measurement (Dec. 2020)	22	6	

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(4)	WCO Regional Workshop on E-Commerce (Jan. 2021)	25	10	
(5)	WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021)	17	6	
(6)	WCO Regional Workshop on Data Analytics (March 2021)	21	9	
(7)	WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021)	18	8	
(8)	WCO Regional Workshop on Free Zone (April 2021)	19	5	
(9)	WCO Regional Workshop on Canines (June 2021)	18	2	
Sub-total of Sub-Regional Workshops		13		
Sub-total of Regional Workshops		140	46 (33%)	
Total		153	58 (38%)	

## 2.2 Follow-up actions taken

(Table 2) shows the number of different specific follow-up actions taken by the respondents after the respective regional/sub-regional workshops.

(Table 2) Number of different specific follow-up actions taken after the workshops

(NB)*	Share training materials	Submit reports	Make recommend-actions	Organize in-house workshop	Develop operational manuals	Others
(1)	5	3	3	2	2	0
(2)	6	4	4	2	2	0
(3)	3	5	1	2	0	0
(4)	10	4	5	0	1	3

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(5)	3	1	2	1	0	3
(6)	8	1	3	1	0	3
(7)	6	5	5	2	2	1
(8)	5	1	1	2	1	1
(9)	2	1	1	2	0	0
Total	48	25	25	14	8	11

\*(NB): The sequential number of the Regional/Sub-regional Workshops is correspondent to (Table 1).

The Survey reveals the ranking of the common follow-up actions is (1) circulate/share the distributed training materials with their colleagues in the relevant departments/divisions, (2) submit reports to their management, and make recommendations to their senior officials for consideration.

“Others” includes outreaching activities as well as sharing the materials in domestic training programs, conducting self-assessment of the current working environment, which may contribute to the amendment of relevant laws and regulations so as to align with the learned good practices. Some of these prominent follow-up actions taken are as follows:

- Shared and formulated the materials of the workshop in the domestic training programs (Indonesia- WCO Regional Workshop on E-Commerce)
- Proposed a separate section of E-Commerce in the PNG Customs Act. (PNG- WCO Regional Workshop on E-Commerce)
- Assessed and evaluated the application of data analytic in units. (Indonesia -WCO Regional Workshop on Data Analytics)
- Made recommendations as well as improvements related to AI based risk management system (Sri Lanka -WCO Regional Online Experience-sharing Workshop on Disruptive Technologies)



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## **2.2.1 Share training materials**

48 respondents (83%) shared the training materials with their colleagues when they back to office as ROCB A/P at all times emphasizes the importance and advantages of sharing among Members. As the programs of the WCO workshops were designed for providing food-for-thought for organizational reform and modernization, along with the exchange of good practices, it is appreciated that participants did not withhold the learned knowledge and skills by themselves and were more willing to share with their coworkers. It is also worth mentioning that more and more participants are using intranet or common drive as a means to share training materials. The seamless communication between units/departments helps staff to get information more quickly and easily.

## **2.2.2 Submit reports**

Report submission after attending each workshop is strongly recommended for Members to mandate their nominees to ensure the knowledge acquired is properly recorded and brought the agenda up for management's attention. In the FY 2020/2021, 25 respondents (43%) had submitted reports to their seniors and took responsibility in reporting.

## **2.2.3 Make recommendations**

Participants are becoming aware of the importance of making specific recommendations to their senior officials for considerations in the progress of customs reform and modernization. It is fair to presume that quite a good number of specific recommendations will ultimately lead to the realization of direct effects and/or initiation of new projects. Indeed, 25 (43%) out of 58 replies who made recommendations to management had resulted in initiation of new projects/enhancement of current programs. It is believed that the pragmatic recommendations had provided the management officials with concrete ideas for possible advancement in the organization.

## **2.2.4 Organize in-house workshops**

14 (24%) out of 58 replies that in-house workshops had been organized after the workshops. The survey reveals and confirms that the knowledge as well as other countries'

good practices obtained from the WCO regional/sub-regional WSs would be introduced in Members' domestic training programs and definitely reinforced the improvement in efficiency and effectiveness of Members' work.

## 2.3 Application of lessons learnt from the workshops

One of the purposes of the Survey is to take a snapshot of the impact that the capacity building programs have on the performance of the regional Member administrations in terms of work efficiency and effectiveness and organizational development. Respondents were asked to reveal how they immediately applied the learned knowledge to improve their operational performance. In general, it can be categorized into 2 aspects by its objectives and effects: namely (a) operational improvement; and (b) strategic empowerment. Below are some exemplifying follow-up actions taken:

### (a) Operational improvement

- Fast releasing of Import Cargo (Tonga- WCO Sub-regional WS on PCA)
- Better understood the best practices from counterparts on implementing PCA under the pandemic situation (Thailand- - WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)
- Shifted from trader-focused audits to issue-focused audits to maximize limited manpower and resources and enhanced feedback loops with front-line offices. (Philippines- WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)
- Reaffirmed that the existing performance management procedures are structured accordingly (Myanmar- WCO Regional Workshop on Performance Measurement (Dec. 2020)
- By utilizing analytic data, it will identify non-standard and unusual transactions (Indonesia- WCO Regional Workshop on Data Analytics (March 2021))
- Learnt how to use the WCO instruments and tools to monitor the implementation of different TFA articles to improve efficiency/effectiveness of the administration's work (Bangladesh- WCO Regional Workshop on Data Analytics (March 2021))

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- Made adjustment in nature of work to focus on trade facilitation instead of collecting tax/duty (Myanmar- WCO Regional Workshop on Data Analytics (March 2021))
- Clarified many misconceptions on free zones and enhanced knowledge about the irregularities happened inside free zones (Bangladesh- WCO Regional Workshop on Free Zone (April 2021))
- Enhanced communication with the operating body of free zones and made recommendation to promote AEO Programme in free zones (Iran- WCO Regional Workshop on Free Zone (April 2021))
- The staffs of the AEO office and the AEO/MRA Working Group have been updated with the learnings from the workshop. (Fiji - WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021))

## **(b) Strategic empowerment**

- Adjusted audit strategies emphasizing on risk rating or Risk-based audit approach. (Tonga- WCO Sub-regional WS on PCA)
- Decided to organize in house training to introduce new method/techniques that have learned from the workshop (WS- WCO Sub-regional WS on PCA)
- Adjusted the operational framework to the international standards and implemented PCA more effectively (Cambodia- WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)
- Decided to develop new KPI in the future (Indonesia- WCO Regional Workshop on Performance Measurement (Dec. 2020))
- Submitted a request of introducing AI based risk management system to the Ministry of Finance (Sri Lanka- WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021))
- Supported the decision to create a data analytics team as part of the proposed re-organization in the Bureau. (Philippines- WCO Regional Workshop on Data Analytics (March 2021))
- By utilizing analytic data, it will identify non-standard and unusual

transactions

- Motivated by confirming innovative trends in international customs work (Korea- WCO Regional Workshop on Data Analytics (March 2021))
- The lessons learned will help the administration while formulating training policy, organizing refresher trainings and for upgrading the standard of Indian Customs K9 establishment. (India- WCO Regional Workshop on Canines (June 2021))
- Planned to develop the strategies and actions to target and profile new challenges such as fentanyl, electronics drugs and currency (Samoa- WCO Regional Workshop on Canines (June 2021))

## 2.4 Realization of direct effects

### 2.4.1 Direct effects obtained from the WCO workshops

Workshop participants observed a series of direct effects in the wake of the follow-up actions taken in their home administrations. (Table 3) shows the participants' views on the realization of direct effects after joining WCO workshops.

(Table 3) Direct effects realized from application of lessons learnt

WCO Regional/Sub-regional Workshops		Total No. of replies	Yes	No
(1)	WCO Sub-regional Workshop on PCA (Pacific) (Nov. 2020)	5	3	2
(2)	WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)	7	4	3
(3)	WCO Regional Workshop on Performance Measurement (Dec. 2020)	6	4	2
(4)	WCO Regional Workshop on E-Commerce (Jan. 2021)	10	7	3

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(5)	WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021)	6	1	5
(6)	WCO Regional Workshop on Data Analytics (March 2021)	9	6	3
(7)	WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021)	8	5	3
(8)	WCO Regional Workshop on Free Zone (April 2021)	5	4	1
(9)	WCO Regional Workshop on Canines (June 2021)	2	2	0
Total		58	36	12

62% of respondents who had observed direct effects after participating the workshops agreed applying the lessons learnt at the managerial and operational levels brought about the positive effects, while another 38% revealed no observed direct impact for the time being or yet to realize, especially for those strategic projects carried out at the borders.

Some examples of tangible and direct effects apprehended are listed at below:

- Increased in defections of undervalued goods / shipments (PNG- WCO Sub-regional Workshop on PCA (Nov. 2020))
- Changed management approach in targeting high risk importer for post clearance audit (Malaysia- WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020))
- Increased collection of duties and taxes at the border as importers audited with valuation deficiencies are now declaring the correct customs values (Philippines- WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020))
- The training helped review and update the procedures to make the clearance process more transparent (Maldives-WCO Regional Workshop on E-Commerce (Jan. 2021))
- The Federal Board of Revenue is cognizant of the fact that due to increase in E-Commerce there is a need to develop online modules for swift clearance of shipments. (Pakistan -WCO Regional Workshop on E-Commerce (Jan. 2021))



- Analysis is more effective with data analytics (Hong Kong China- -WCO Regional Workshop on E-Commerce (Jan. 2021))

## 2.4.2 Realization of direct impact correlates with specific follow-up actions taken

An analysis on the correlation between realization of direct effects and follow-up actions taken, i.e. share materials and organize in-house workshops, was conducted and the findings are shown in Table 4. We can find the correlations between direct effects realized and individual follow-up action increased respectively (35% in 2020 increased to 65% in 2021 for sharing materials while 45% in 2020 increased to 67% in 2021 for organizing in-house workshops), 84% (75% in 2020) of respondents who realized direct effects had shared workshop materials with relevant colleagues and/or organized in-house workshops. Undoubtedly, sharing materials and steering in-house training are still regarded as the most effective way to disseminate the pertinent information, including the other Members' good practices, to colleagues and discuss the specific recommendations for operational improvement.

(Table 4) Correlation between realization of direct effects and specific follow-up actions taken

WCO Sub-/Regional Workshops		Member participants <sup>1</sup> shared workshop materials	Member participants organized in-house workshop	Member participants realized direct effects
(1)	WCO Sub-regional Workshop on PCA (Pacific) (Nov. 2020)	<u>TO</u> , <u>WS</u> , <u>FJ</u> , <u>PG</u> , <u>VU</u>	<u>TO</u> , <u>WS</u>	<u>PG</u> , <u>FJ</u> , <u>TO</u> , <u>VU</u>
(2)	WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)	<u>KH</u> , <u>ID</u> , <u>MY</u> , <u>MM</u> , <u>PH</u> , <u>TH</u>	<u>MY</u> , <u>TH</u>	<u>ID</u> , <u>MY</u> , <u>PH</u> , <u>TH</u>

<sup>1</sup> Please refer to Appendix 2 the Abbreviation of A/P Member Administrations

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(3)	WCO Regional Workshop on Performance Measurement (Dec. 2020)	SG, TH, <u>MY</u>	TH, <u>MY</u>	KH, ID, LA, <b>MY</b>
(4)	WCO Regional Workshop on E-Commerce (Jan. 2021)	<u>AU</u> , BD, <u>BT</u> , <u>FJ</u> , <u>HK</u> , <u>ID</u> , MY, <u>MV</u> , PK, <u>PNG</u>	<u>ID</u>	<b>AU, BT, FJ, HK, ID, MV, PNG</b>
(5)	WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021)	<u>ID</u> , NZ, LK	HK	<b>ID, FJ</b>
(6)	WCO Regional Workshop on Data Analytics (March 2021)	BT, <u>HK</u> , <u>ID</u> , <u>KR</u> , <u>MY</u> , <u>PH</u> , TH, VU	TH	<b>HK, ID, JP, KR, MY, PH</b>
(7)	WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021)	<u>FJ</u> , <u>MY</u> , <u>WS</u> , <u>AF</u> , MM, BD	WS, <u>AF</u>	<b>FJ, MY, WS, AF, VU</b>
(8)	WCO Regional Workshop on Free Zone (April 2021)	BD, <u>BT</u> , <u>FJ</u> , <u>IR</u> , <u>MY</u>	<u>BT</u> , <u>IR</u>	<b>BT, FJ, IR, MY</b>
(9)	WCO Regional Workshop on Canines (June 2021)	<u>ID</u> , <u>WS</u>	<u>ID</u> , <u>WS</u>	<b>ID, WS</b>
Total		48	15	38
Numbers and percentage of respective actions presumably led to realizing direct effects		31 (65%)	10 (67%)	-
Number and percentage presumably attributed to sharing materials and/or in-house workshops				32 (84%)

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(NB1) The Members administrations who had realized direct effects are underlined in the columns of shared training materials and organized in-house workshops.

(NB2) The Members administrations who had shared training materials and organized in-house workshops are shown in bold in the column of realized direct effects.

## 2.5 Improvement in work efficiency and effectiveness

With the goal of enhancing the effectiveness and efficiency of Customs administrations, the WCO attaches great effort to provide guidance and support to build its Members' capacity in achieving their national development goals particularly in the areas of trade facilitation, revenue collection, community protection and national security. In the Survey 2021, respondents were asked whether or not the WCO workshops had contributed to improve work efficiency and effectiveness in their home administrations. Among the 58 replies to this question, 98% agreed the lessons learnt from the workshops had positive advancement to their work (please see Table 5)

(Table 5) Improvement in work efficiency and effectiveness

WCO Sub-/Regional Workshops		Total no. of replies	Yes	No
(1)	WCO Sub-regional Workshop on PCA (Pacific) (Nov. 2020)	5	6	0
(2)	WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)	7	7	0
(3)	WCO Regional Workshop on Performance Measurement (Dec. 2020)	6	6	0
(4)	WCO Regional Workshop on E-Commerce (Jan. 2021)	10	10	0

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(5)	WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021)	6	6	0
(6)	WCO Regional Workshop on Data Analytics (March 2021)	9	8	1
(7)	WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021)	8	8	0
(8)	WCO Regional Workshop on Free Zone (April 2021)	5	5	0
(9)	WCO Regional Workshop on Canines (June 2021)	2	2	0
Total		58	57(98%)	1

Some good examples of work improvement are listed as below:

- Improved my admin's work through the new methods learnt and through teamwork by connecting with other counterparts in different regions and studying the cases with them. Also, the new techniques of identifying frauds and making sure that all officers are on the same level of understanding. (Fiji- WCO Sub-regional Workshop on PCA (Nov. 2020))
- Recognized the limitations of current risk assessments and improved effectiveness of post clearance audit risk assessment by utilizing integrated risk analysis and targeting learned from the workshop. (Malaysia- WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020))
- The Workshop has contributed PCA techniques and tools to improve PCA implementation of Myanmar Customs. (Myanmar - WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020))

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- Offered experiences in conducting exercises and developing KPI's and observing KPI examples from other members (Indonesia- WCO Regional Workshop on Performance Measurement (Dec. 2020))
- As E-Commerce is a global phenomenon, information sharing between customs authorities ensures that border policies for E-Commerce goods reflect a strong appreciation of the challenges of our regional colleagues. The Workshop, in particular, provided a valuable opportunity for policy officers in customs administrations to build their broad environmental awareness of cross-border E-Commerce challenges into their policy work. Australia, for example, has strengthened its resolve to promote a new global standard on data quality, as part of the review of the WCO Cross-Border E-Commerce Framework of Standards, in partial response to the regional challenges it developed an appreciation of in the Workshop. (Australia- WCO Regional Workshop on E-Commerce (Jan. 2021))
- Offered a good starting point for most of the administration including Hong Kong to make use of the technologies to increase the effectiveness of Customs clearance. (Hong Kong, China- WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021))
- Inspired by other Members' practices in improving the efficiency / effectiveness of work during the pandemic (Indonesia- WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021))
- Strengthened governance framework of how agencies would collaborate and trust between agencies increased. (Vanuatu- WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021))
- Provided guidance on the use of IT systems in FZ and integrating with FZ operating body's IT system for monitoring cargo movements, inventories and company operations. In line with these guidance, Bangladesh Customs is implementing an automation project in order to develop an IT system to monitor cargo movements into/from FZ and to conduct other customs activities by online which will definitely improve the efficiency of my administration's work. (Bangladesh- WCO Regional Workshop on Free Zone (April 2021))



## 2.6 Initiation of modernization projects

### 2.6.1 Development of new projects

The last question of the questionnaire is the initiation of new modernization projects. The capacity building programs organized by the WCO are not only aiming to enhance the effectiveness and efficiency of Customs performance, but also providing Members with abundant food-for-thought for the development of reform and modernization initiatives. In this context, the ROCB A/P does not have an exclusive definition on “modernization projects” for Members. These projects can be an institutional engagement work towards future enhancement of the current systems or programs with short/mid-term projections. Among 58 of respondents, 50% were enlightened by the fruitful content of the WCO workshops or the good practices shared by other Members, leading to the initiation of new projects in their home administrations. Table 6 shows the details of the result.

(Table 6) Initiation of new modernization projects

WCO Sub-/Regional Workshops		Total no. of replies	Yes	No
(1)	WCO Sub-regional Workshop on PCA (Pacific) (Nov. 2020)	5	2	3
(2)	WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)	7	4	3
(3)	WCO Regional Workshop on Performance Measurement (Dec. 2020)	6	0	6
(4)	WCO Regional Workshop on E-Commerce (Jan. 2021)	10	7	3
(5)	WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021)	6	2	4

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(6)	WCO Regional Workshop on Data Analytics (March 2021)	9	3	6
(7)	WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021)	8	7	1
(8)	WCO Regional Workshop on Free Zone (April 2021)	5	3	2
(9)	WCO Regional Workshop on Canines (June 2021)	2	0	2
Total		58	29 (50%)	29 (50%)

Below are some of the modernization projects newly initiated or enhanced on-going projects:

- Launched the Self-Assessment and AEO Project (Samoa- WCO Sub-regional Workshop on PCA (Nov. 2020))
- Reviewed PCA operating standard and initiated automated PCA module. (Vanuatu- - WCO Sub-regional Workshop on PCA (Nov. 2020))
- Developed verification & profiling system (Malaysia- WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020))
- Initiated the creation of an online payment platform specific to PCA, which increased efficiency in the collection of assessed duty and tax deficiencies. The terms of reference of the BOC's computerized risk-based management system (which we have initiated) was also being updated to reflect a learning circle risk assessment structure. (Philippines- WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020))
- Discussed with development partner and new project would be initiated very soon (Bangladesh- WCO Regional Workshop on E-Commerce (Jan. 2021))
- Initiated several projects to modernize customs systems such as the use of Data Analytics as analyzing tools for customs officials to detect anomaly transactions; the use of Artificial Intelligence as biometric verification of land

border crossers who get facilities from customs. (Indonesia- WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021))

- Launched the AEO project and strategical plans with a proposal to utilize ASYCUDA World as a single window in facilitation legitimate trade (Samoa- WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021))
- Implemented a strategy of Smart Customs with the introduction of 4.9 Technology, AI, Block Chain etc. (Vanuatu- WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021))
- Intended to bring more companies under the AEO programme for SAFE FOS so that less intervention is done by customs to compliant traders. (Fiji- WCO Regional Workshop on Free Zone (April 2021))
- Expanded the programme of Authorized Economic actors to the free zones and the enhancement of statistical cooperation with the free zones has been approved. (Iran- WCO Regional Workshop on Free Zone (April 2021))

## **2.6.2 Initiation of new reform and modernization projects correlates with specific follow-up actions taken**

Policy and funding support are always the prerequisites for a successful implementation of customs reform and modernization. In order to gain support from the high-level management for launching new projects or enhancing existing systems, it is practicable to kickstart by submitting a detailed report with gap analysis and specific recommendations for their consideration.

As a matter of fact, the ROCB A/P found there is a correlation between initiation of new projects and application of knowledge acquired from the WCO workshops. The analysis finding shows that the detailed mission reports and/or specific recommendations made by the workshop participants, who had in-depth understanding of the perceived gaps in their operation against that of the learned international standards or good practices of other Members, contributed to the enhancement of the existing practices or initiation of

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new programs in their home administrations. 57% of the answered believed the new reform or advancement were attributed to the submission of mission reports and/or respective recommendations made to the senior officials (Table 7).

(Table 7) Correlation between initiation of new modernization projects and specific follow-up actions taken

WCO Sub-/Regional Workshops		Member participant s <sup>2</sup> submitted reports	Member participants made specific recommendation s	Member particip ants initiated new projects
(1)	WCO Sub-regional Workshop on PCA (Pacific) (Nov. 2020)	<u>WS</u> , PG, <u>VU</u>	<u>WS</u> , TO, <u>VU</u>	WSWS, VU
(2)	WCO Sub-regional Workshop on PCA (ASEAN) (Nov. 2020)	<u>KH</u> , LA, <u>MM</u> , <u>PH</u>	<u>KH</u> , LA, <u>MM</u> , <u>PH</u>	KH, MY MM, PH
(3)	WCO Regional Workshop on Performance Measurement (Dec. 2020)	KH, ID, LA, TH, MY	TH	0
(4)	WCO Regional Workshop on E-Commerce (Jan. 2021)	AU, <u>ID</u> , HK, <u>PNG</u>	AU, <u>ID</u> , HK, <u>PNG</u> , <u>BT</u>	BD, FJ, MV, PK, ID, <b>PNG</b> , <b>BT</b>
(5)	WCO Regional Online Experience-sharing Workshop on Disruptive Technologies (March 2021)	<u>ID</u>	<u>ID</u> , LK	FFJFFJ, <b>ID</b>

<sup>2</sup> Please refer to Appendix 2 the Abbreviation of A/P Member Administrations

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(6)	WCO Regional Workshop on Data Analytics (March 2021)	VU	HK, <u>ID</u> , <u>PH</u>	ID, KR, <b>PH</b>
(7)	WCO Regional Workshop on the WTO Trade Facilitation Agreement (April 2021)	<u>WS</u> , <u>VN</u> , <u>AF</u> , <u>BD</u> , MM	<u>FJ</u> , <u>WS</u> , <u>VN</u> , <u>AF</u> , <u>BD</u>	<b>FJ</b> , MY, <b>WS</b> , <b>AF</b> , <b>VN</b> , <b>BD</b> , VU
(8)	WCO Regional Workshop on Free Zone (April 2021)	<u>IR</u>	<u>IR</u>	BT, FJ, <b>IR</b>
(9)	WCO Regional Workshop on Canines (June 2021)	WS	WS	0
Total		25	25	28
Numbers and percentage of respective actions presumably led to realizing direct effects		13 (52%)	17 (68%)	--
Number and percentage presumably attributed to sharing materials and/or in-house workshops				16 (57%)

(NB1) The Members administrations who had initiated new projects are underlined in the columns of submitted reports and made specific recommendations.

(NB2) The Members administrations who had submitted reports and made specific recommendations are shown in bold in the column of initiated new projects.

## 3. Conclusion

Referred to the findings of Survey 2021, the ROCB A/P observes that most workshop participants shared the information and learning back home, submitted the report to their supervisors and organized the in-house training. It also reveals the WCO workshops did inspire the Member Administrations to initiate the new projects as well as improved efficiency of Members' work as well as organizational development. Furthermore, Members emphasized virtual workshops were one of the most valuable occasions for them to



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exchange views on the focus areas of the region even we facing connectivity problem and lower communication compared with ordinary face to face workshop. They also highlighted the importance of such online workshops in contributing to enhance collaboration to overcome the negative effects caused by COVID-19 pandemic.

In the next FY, the ROCB A/P is getting ready to organize face-to-face/hybrid capacity activities with our commitment to encourage Member representatives in the WCO workshops to optimize the value of the regional capacity building programs in their organizations, while evaluate the development progress and identify further technical assistance needs of Member administrations. This Report is expected to serve a useful reference point for our Members.

For questions and comments to this Good Practice Report or the Follow-Up Actions Survey, please feel free to write to Ms. Zhengqing Ye, Program Manager of ROCB A/P, at [graceye@rocbap.org](mailto:graceye@rocbap.org) or Mr. Norikazu Kuramoto, Head of ROCB A/P, at [norikazu.kuramoto@rocbap.org](mailto:norikazu.kuramoto@rocbap.org).

### Strategic Action Plan 2022- 2024

For

### WCO Asia/Pacific Regional Office for Capacity Building (ROCB A/P)

#### 1. Vision

Being a focal point of capacity building to achieve “the World’s Best Regional Customs effectively enhancing security and prosperity together”

#### 2. Mission

To assist building the capacity of Member Customs Administrations to continuously strive for securing and facilitating trade

#### 3. Strategic Action Plan

In accordance with the Terms of Reference of the ROCB A/P, as revised at the 23<sup>rd</sup> Regional Heads of Customs Administration Conference in May 2022, the ROCB A/P obliges to develop a Strategic Action Plan which includes vision and goals covering a period of two to five years. In order to ensure the close linkage and alignment with the A/P Regional Strategic Plan (RSP) for 2022-2024, most of the specific actions under this Strategic Action Plan refer to or quotes the relevant milestone actions of the RSP, which are categorized into the following four pillars of the ROCB activities:

- (1) Support the implementation of WCO conventions, instruments and tools
- (2) Further enhance collaboration with development partners
- (3) Improve needs analysis, planning, delivery and management of regional capacity building activities
- (4) Enhance communication and information sharing among members

In line with the A/P RSP 2022-2024, this ROCB A/P Strategic Action Plan also applies for 2-year term from July 2022 to June 2024.

## ROCB A/P Strategic Action Plan (2022-2024)

### 1. Support the implementation of WCO conventions, instruments and tools

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverables in the RSP
a) Upon request, assist Member's effort in implementing risk management tools like the WCO Risk Management Compendium	1.1.1 – 1 <sup>st</sup> milestone	Number of implementing Members	At least 33/33 Members	30 June 2024
b) Upon request, assist Member's effort in developing national risk management database (e.g. nCEN)	1.1.1 – 2 <sup>nd</sup> milestone	Number of Members	At least 27/33 Members	30 June 2024
c) Upon request, assist Member's effort in developing and using national valuation database or the like as a risk management tool	1.1.1 – 3 <sup>rd</sup> milestone	Number of Members	33/33 Members	30 June 2024
d) Upon request, assist Member's efforts to develop Authorized Economic Operators (AEO) program and sign up to SAFE FOS	1.1.2 – 1 <sup>st</sup> , 2 <sup>nd</sup> milestone	Number of Members	33/33 Members	30 June 2024
e) Upon request, assist Member's efforts in increasing AEO MRA among Members	1.1.2 – 3 <sup>rd</sup> milestone	Number of MRA	At least 28 MRA	30 June 2024
f) Upon request, assist Member's efforts in implementing trade recovery activities	1.1.2 – 4 <sup>th</sup> milestone	Number of implementing Members	At least 20/33 Members	30 June 2024
g) Upon request, assist Member's effort to accede to and implement the Revised Kyoto Convention (RKC)	1.1.3 – 1 <sup>st</sup> milestone	Number of contracting Members	33/33 Members	30 June 2024
h) Upon request, assist Member's effort in implementing the WTO Trade Facilitation Agreement (TFA)	1.1.3 – 2 <sup>nd</sup> milestone	Number of implementing Members	At least 28/33 Members	30 June 2024

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Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverables in the RSP
i) Upon request, assist Member's effort for: (1) smooth implementation of HS 2022 (for CPs) (2) adoption of the HS (for non-CPs)	1.1.3 – 3 <sup>rd</sup> milestone	(1) Number of implementing Members (2) Number of new contracting Members	(1) At least 27 Members (2) 6 new contracting parties	30 June 2024
j) Upon request, assist Member's effort in introducing Advance Ruling System for tariff classification decision, origin of goods and Customs Valuation	1.1.3 – 4 <sup>th</sup> milestone	Number of implementing Members	At least 28/33 Members	30 June 2024
k) Upon request, assist Member's effort in undertaking Time Release Study (TRS) in accordance with the WCO TRS Guidelines	1.1.3 – 5 <sup>th</sup> milestone	Number of Members	33/33 Members	30 June 2024
l) Upon request, assist Member's effort in introducing self-certification for Rules of Origin (ROO)	1.1.3 – 6 <sup>th</sup> milestone	Number of Members	33/33 Members	30 June 2024
m) Upon request, assist Member's effort in implementing WCO Data Model	1.1.3 – 7 <sup>th</sup> milestone	Number of implementing Members	33/33 Members	30 Jun 2024
n) Upon request, assist Member in creating Special Economic Zones (SEZ) / Free Zones / Special Customs Zones (SCZ)	1.1.3 – 8 <sup>th</sup> milestone	Number of implementing Members	At least 5 Members per year	30 June 2024
o) Upon request, assist Member's effort in implementing the resolution on Natural Disaster Relief	1.1.3 – 9 <sup>th</sup> milestone	Number of implementing Members	At least 20/33 Members	30 June 2024
p) Upon request, assist Member's effort in implementing the WTO Valuation Agreement	1.1.3 – 10 <sup>th</sup> milestone	Number of contracting Members	33/33 Members	30 June 2024
q) Upon request, assist Member's effort in introducing a Post Clearance Audit (PCA) scheme	1.1.3 – 11 <sup>th</sup> milestone	Number of Members	33/33 Members	30 June 2024
r) Work with Vice Chair and Members to promote E-commerce tools and adoption of E-commerce FoS	1.1.3 – 12 <sup>th</sup> milestone	Number of Members	At least 20/33 Members	30 June 2024
s) Upon request, assist Member's effort in promoting cooperation and coordination for	1.2.1 – 1 <sup>st</sup> , 3 <sup>rd</sup> to 4 <sup>th</sup> milestones	Number of Members	33/33 Members	30 June 2024

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Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverables in the RSP
Coordinated Border Management (CBM)				
t) Upon request, assist Members' effort in implementing Single Window	1.2.1 – 2 <sup>nd</sup> milestones	Number of operating SW	33/33 Members	30 June 2024
u) Work with Vice Chair and Members to enhance Customs-Customs, and if appropriate, Customs-to-Business interconnectivities in various aspects	1.2.2 – 1 <sup>st</sup> milestones	Number of experiences sharing	At least 11/33 Members	30 June 2024
v) Work with RILO A/P to evaluate seizures data on CEN	2.1.1 – 1 <sup>st</sup> milestone	Publish evaluation report	Once a year	30 June 2024
w) Upon request, assist Members to increase seizure data inputs into CEN	2.1.1 – 2 <sup>nd</sup> milestone	Number of members who have participating in inputting CEN data	25/33 Members	30 June 2024
x) Upon request, assist Members to establish information exchange arrangement	2.1.1 – 3 <sup>rd</sup> milestone	Number of Members who have entered into info exchange arrangement	23/33 Members	30 June 2024
y) Upon request, assist Member's effort in utilizing Advance Passenger Information (API) / Passenger Name Record (PNR) for the risk assessment of travelers	2.1.1 – 4 <sup>th</sup> milestone	Number of Members who accepted WCO Recommendation concerning the use of API and PNR	At least 27/33 Members	30 June 2024
z) Upon request, assist Members to raise awareness of PFCWG	2.1.1 – 5 <sup>th</sup> milestone	Number of Cruise Ships activities in AP region	Once per year	30 June 2024
aa) Work with RILO A/P to identify Members' intelligence and enforcement needs	2.2.1 – 1 <sup>st</sup> milestone	Number of survey conducted	Once per year	30 June 2024
bb) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness of IPR issues	2.2.2 – 4 <sup>th</sup> milestone	Number of discussions in meetings in A/P region	At least once per year	30 June 2024
cc) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness on environment issue (e.g. hazardous waste and wildlife)	2.2.2 – 5 <sup>th</sup> milestone	Number of activities conducted in A/P region	At least twice per year	30 June 2024
dd) Work with Vice Chair, RILO A/P and Member to enhance border security in order to tackle with	2.2.2 – 3 <sup>rd</sup> , 6 <sup>th</sup> milestone	Number of activities conducted in A/P region	At least once per year	30 June 2024



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Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverables in the RSP
terrorists' threats				
ee) Work with Vice Chair, RILO A/P and Members to promote the application of sustainable anti-drug initiatives (e.g. WCO Compliance and Enforcement Package (CEP))	2.2.2 – 1 <sup>st</sup> - 2 <sup>nd</sup> milestone	Number of discussions in meetings conducted in A/P region	At least once per year	30 June 2024
ff) Work with Vice Chair, RILO A/P and Members to promote the use of NII	2.2.3 – 1 <sup>st</sup> - 3 <sup>rd</sup> milestone	(1) Number of Members (2) publish evaluation report (3) Number of Members sharing	(1) 25/33 Members (2) once per year (3) At least 5 Members per year	30 June 2024
gg) Upon request, assist Members in promoting the information sharing on data analytic tools such as machine learning	3.1.2 – 4 <sup>th</sup> milestone	Number of sharing experience	At least 2 Members	30 June 2024
hh) Undertake capacity building activities to promote trade security and facilitation in the region (e.g. SAFE FoS, RM and WTO TFA)	3.2.2 – 1 <sup>st</sup> milestone	Number of CB activities undertaken	At least 3 times per year	30 June 2024
ii) Work with RILO A/P to undertake capacity building activities to enhance capacity of compliance and enforcement in the region (e.g. IPR, Commercial Fraud, drugs and precursors, environmental crime and digital crime)	3.2.2 – 2 <sup>nd</sup> milestone	Number of CB activities undertaken	At least 3 times per year	30 June 2024
jj) Upon request, undertake leadership and management training programs	3.2.3 – 1 <sup>st</sup> milestone	Number of activities	At least once per year	30 June 2024
kk) Upon request, assist Member's effort in devising and implementing integrity action plan utilizing integrity development tools	3.2.3 – 2 <sup>nd</sup> milestones	Number of implementing Members	33/33 Members	30 June 2024

## 2. Further develop partnerships with development partners

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverable in the RSP
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a) Work with Vice Chair to enhance cooperation, coordination and mutual understanding with the development partners	1.2.3 – 1 <sup>st</sup> milestone	Number of reports/exchanges of information	At least twice per year	30 June 2024
b) Promote joint activities with international and regional development partners	3.1.1 – 3 <sup>rd</sup> milestone	Number of activities	At least twice per year	30 June 2024

## 3. Improve needs analysis, planning, delivery and management of regional capacity building activities

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverable in the RSP
a) Encourage and provide Members with platform to exchange knowledge and training materials amongst national training centers	3.1.1 – 2 <sup>nd</sup> milestone	Number of exchanging knowledge and materials	At least twice per year	30 June 2024
b) Pool, utilize, support and increase accredited experts in the region based on the framework	3.1.2 – 1 <sup>st</sup> milestone	Number of experts utilized	Use of accredited experts for at least one half of the requested missions	30 June 2024
c) Upon request, assist Members to promote the WCO e-learning programs in cooperation with Regional Training Centers (RTCs) and accredited experts	3.1.2 – 2 <sup>nd</sup> milestone	Number of implementing Members	At least 20/33 Members	30 June 2024
d) Work with developed Members to ensure their contribution to the regional capacity building activities	3.1.2 – 3 <sup>rd</sup> milestone	Number of contributions	Meet at least 75% of the ROCB requests	30 June 2024
e) Work with Vice Chair and Members to promote full and effective participation of women in international fora and trainings	3.1.3 – 1 <sup>st</sup> and 2 <sup>nd</sup> milestone	(1) Number of women participations for workshops (2) Women participation for international fora	(1) At least 25% of the participations (2) At least 20% annual growth of female Head of delegation at international forums.	30 June 2024

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f) Work with regional training coordinator to identify and review Members' capacity building needs and priorities through conducting a needs assessment via a survey and ongoing consultation	3.2.1 – 1 <sup>st</sup> milestone	Number of surveys conducted	At least once per year	30 June 2024
g) Develop and conduct capacity building activities paying due attention to the needs and priorities identified	3.2.1 – 2 <sup>nd</sup> milestone	Number of CB activities	At least once per year	30 June 2024
h) Work with the WCO Secretariat and Members to evaluate the regional capacity building program	3.2.1 – 3 <sup>rd</sup> milestone	Results of participants' evaluation	At least average of 4 out of 5	30 June 2024
i) Work with regional training coordinator to feed results back into planning for regional capacity building activities	3.2.1 – 4 <sup>th</sup> milestone	Number of post action undertaken	At least once per year	30 June 2024
j) Work with Members to evaluate the impact of capacity building activities through follow-up surveys	3.2.1 – 5 <sup>th</sup> milestone	Number of tangible results realized by Members	At least 10 success stories	30 June 2024
k) Work with Vice Chair and Members to support Customs Administrations of SIEs to meet their development goals, capacity building needs and international obligations	3.3.1 – 1 <sup>st</sup> to 3 <sup>rd</sup> milestones	(1) Number of expert exchanges (2) Number of Members sharing their experiences (3) Workshops conducted	(1) At least once per year (2) At least 5 Members per year (3) At least twice per year	30 June 2024
l) Further strengthen cooperation among the Regional Entities (ex. RTCs) and ROCB A/P paying due attention to establishing /supporting regional experts for more sustainable capacity building delivery in the region	ROCB A/P specific action (not mentioned in the RSP)	Number of activities	At least once per year	30 June 2024

## 4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P	Relevant part of RSP 2022-2024	KPI	Target	Deliverable in the RSP
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# ROCB A/P Annual Report 2021/22

a) Work with Vice Chair, RILO A/P and Members to share experiences on capacity building activities on regular basis via regional communication tools (e.g. WCO A/P Website and Newsletter, ROCB A/P Website and E-Newsletters)	3.1.1 – 1 <sup>st</sup> milestone	Number of sharing experiences	At least twice per year	30 June 2024
b) Work with Vice Chair, RILO A/O and Members to raise awareness of the importance of high-level commitment in the pertinent strategic issues	3.4.1 – 1 <sup>st</sup> milestone	Number of high-level dialogues	At least once every 2 years	30 June 2024
c) Work with Vice Chair, Members and RTCs to share good practices and forward-thinking work via regional communication tools	ROCB A/P specific action (not mentioned in the RSP)	Number of items shared	At least once per quarter	30 June 2024

## ROCB A/P Annual Work Plan (2022-2023)

### 1. Support the implementation of WCO conventions, instruments and tools

Specific Actions of ROCB A/P (Relevance to A/P RSP 2022-2024)	Annual Work Plan for 2022-2023	RSP Key Performance Indicator
a) Upon request, assist Member's effort in implementing risk management tools like the WCO Risk Management Compendium (RSP 1.1.1 – 1 <sup>st</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on risk management for Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See also 1- (b), (c), (dd), (gg) and (hh))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(b), (c), (dd), (gg) and (hh))</li> <li>➤ Organize a regional accreditation workshop on risk management (See also 1-(b), (c), (dd), (gg) and (hh))</li> </ul>	Number of implementing Members
b) Upon request, assist Member's effort in developing national risk management database (e.g. nCEN) (RSP 1.1.1 – 2 <sup>nd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on risk management for Indonesia, Mongolia, Philippines, Sri Lanka, and Vietnam (See also 1- (a), (c), (dd), (gg) and (hh))</li> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(v), (y), (dd), (gg), (ee) and 3-(k))</li> <li>➤ Conduct a nCEN national workshop for Lao PDR (See also 1- (gg))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(b), (c), (dd), (gg) and (hh))</li> <li>➤ Organize a regional accreditation workshop on risk management (See also 1-(b), (c), (dd), (gg) and (hh))</li> </ul>	Number of Members



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	<ul style="list-style-type: none"> <li>➤ Organize a regional meeting of the national nCEN leaders (See also 1- (gg))</li> <li>➤ Organize a regional workshop on experience sharing of cruise ship control (See also 1-(y), (dd) and (ii))</li> </ul>	
c) Upon request, assist Member's effort in developing and using national valuation database or the like as a risk management tool (RSP 1.1.1 - 3 <sup>rd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on Valuation for Lao PDR and Nepal (See also 1- (i), (j) and (P))</li> <li>➤ Conduct a national workshop on Revenue Package Diagnostic on HS and Valuation for Timor-Leste (See also 1-(i), (j), 3-(k) and (P))</li> </ul>	Number of Members
d) Upon request, assist Member's efforts to develop Authorized Economic Operators (AEO) program and sign up to SAFE FOS (RSP 1.1.2 - 1 <sup>st</sup> -2 <sup>nd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on SAFE for Afghanistan and Iran (See also 1-(dd) and (hh))</li> <li>➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives and Tonga (See also 1-(u), (dd), (hh) and 3-(k))</li> </ul>	Number of Members
e) Upon request, assist Member's efforts in increasing AEO MRA among Members (RSP 1.1.2 - 3 <sup>rd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives and Tonga (See also 1-(d), (u), (dd), (hh) and 3-(k))</li> </ul>	Number of Members MRA
f) Upon request, assist Member's efforts in implementing trade recovery activities (RSP 1.1.2 - 4 <sup>th</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Upon request, provide the assistance in implementing trade recovery activities</li> </ul>	Number of implementing Members
g) Upon request, assist Member's effort to accede to and implement the Revised Kyoto Convention (RKC) (RSP 1.1.3 - 1 <sup>st</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on the implementation of the RKC for Afghanistan and Fiji (See also 3-(k))</li> </ul>	Number of contracting Members
h) Upon request, assist Member's effort in implementing the WTO Trade Facilitation	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on TFA (See also 1-(hh))</li> <li>➤ Conduct national workshops on TFA for Lao PDR and Mongolia</li> </ul>	Number of implementing

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<p>Agreement (TFA)</p> <p>(RSP 1.1.3 – 2<sup>nd</sup> milestone)</p>	<p>(See also 1-(hh))</p> <ul style="list-style-type: none"> <li>➤ Upon request, provide assistance for the implementation of WTO TFA (See also 1-(hh))</li> <li>➤ Organize sub-regional workshops on PCA for ASEAN and Pacific Island members (See also 1-(q) and 3-(k))</li> <li>➤ Conduct a national workshop on TRS for Vanuatu (See also 1-(k) and 3-(k))</li> <li>➤ Conduct a national workshop on CBM for Nepal ((See also 1-(s))</li> </ul>	Members
<p>i) Upon request, assist Member's effort for:</p> <p>(1) smooth implementation of HS 2022 (for CPs)</p> <p>(2) adoption of the HS (for non-CPs)</p> <p>(RSP 1.1.3 – 3<sup>rd</sup> milestone)</p>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on Revenue Package Diagnostic on HS and Valuation and for Timor-Leste (See also 1-(c), (p) and 3-(k))</li> <li>➤ Conduct a national workshop on HS for Cambodia</li> <li>➤ Organize a regional workshop on HS2022 implementation</li> <li>➤ Conduct national workshops on Valuation for Lao PDR and Nepal (See also 1-(c) and (p))</li> </ul>	<p>(1) Number of implementing Members</p> <p>(2) Number of new contracting Members</p>
<p>j) Upon request, assist Member's effort in introducing Advance Ruling System for tariff classification decision, origin of goods and Customs Valuation</p> <p>(RSP 1.1.3 – 4<sup>th</sup> milestone)</p>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on ROO for Myanmar and Thailand (See also 1-(l))</li> <li>➤ Conduct a national workshop on Customs Laboratory for Malaysia</li> <li>➤ Organize a regional workshop on Customs Laboratory</li> </ul>	Number of implementing Members
<p>k) Upon request, assist Member's effort in undertaking Time Release Study (TRS) in accordance with the WCO TRS Guidelines</p> <p>(RSP 1.1.3 – 5<sup>th</sup> milestone)</p>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on TRS for Vanuatu (See also 1-(h) and 3-(k))</li> </ul>	Number of Members
<p>l) Upon request, assist Member's effort in introducing self-certification for Rules of Origin (ROO)</p> <p>(RSP 1.1.3 – 6<sup>th</sup> milestone)</p>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on ROO for Myanmar and Thailand (See also 1-(j))</li> </ul>	Number of Members

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m) Upon request, assist Member's effort in implementing WCO Data Model <i>(RSP 1.1.3 - 7<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on IT/Data Model/Digital Customs (See also 1-(gg))</li> <li>➤ Conduct a national workshop on IT/Data Model/Digital Customs for Bhutan (See also 1-(gg))</li> </ul>	Number of implementing Members
n) Upon request, assist Member in creating Special Economic Zones (SEZ) / Free Zones / Special Customs Zones (SCZ) <i>(RSP 1.1.3 - 8<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on Free Zone (See also 1-(ii))</li> </ul>	Number of implementing Members
o) Upon request, assist Member's effort in implementing the resolution on Natural Disaster Relief <i>(RSP 1.1.3 - 9<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Upon request, provide assistance for the implementation of the WCO Resolution on Natural Disaster Relief</li> </ul>	Number of implementing Members
p) Upon request, assist Member's effort in implementing the WTO Valuation Agreement <i>(RSP 1.1.3 - 10<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on Valuation for Lao PDR and Nepal (See also 1-(c), (i) and (j))</li> <li>➤ Conduct a national workshop on Revenue Package Diagnostic on HS and Valuation for Timor-Leste (See also 1-(c), (i), (j) and 3-(k))</li> </ul>	Number of contracting Members
q) Upon request, assist Member's effort in introducing a Post Clearance Audit (PCA) scheme <i>(RSP 1.1.3 - 11<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct sub-regional workshops on PCA for ASEAN and Pacific Island members (See also 1-(h) and 3-(k))</li> </ul>	Number of Members
r) Work with Vice Chair and Members to promote E-commerce tools and adoption of E-commerce FoS <i>(RSP 1.1.3 - 12<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize regional workshops on Framework of Standards on cross-border e-commerce</li> </ul>	Number of Members
s) Upon request, assist Member's effort in promoting cooperation and coordination for Coordinated Border Management (CBM)	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on CBM for Nepal (See also 1-(h))</li> </ul>	Number of Members

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<i>(RSP 1.2.1 – 1<sup>st</sup>, 3<sup>rd</sup> to 4<sup>th</sup> milestones)</i>		
t) Upon request, assist Members' effort in implementing Single Window  <i>(RSP 1.2.1 – 2<sup>nd</sup> milestone)</i>	➤ Upon request, provide assistance for the implementation of Single Window	Number of operating SW
u) Work with Vice Chair and Members to enhance Customs-Customs, and if appropriate, Customs-to-Business interconnectivities in various aspects  <i>(RSP 1.2.2 – 1<sup>st</sup> milestone)</i>	➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives and Tonga (See also 1-(d), (dd), (hh) and 3-(k))	Number of experiences sharing
v) Work with RILO A/P to evaluate seizures data on CEN  <i>(RSP 2.1.1 – 1<sup>st</sup> milestone)</i>	➤ Conduct national workshop on CEN for Bangladesh and Thailand (See also 1-(w), (x) and (aa)) ➤ Conduct regional workshop on CEN (See also 1-(w), (x) and (aa)) ➤ Conduct regional workshop on intelligence and risk management (See also 1-(w), (x) and (aa))	Publish evaluation report
w) Upon request, assist Members to increase seizure data inputs into CEN  <i>(RSP 2.1.1 – 2<sup>nd</sup> milestone)</i>	➤ Conduct national workshop on CEN for Bangladesh and Thailand (See also 1-(v), (x) and (aa)) ➤ Conduct regional workshop on CEN (See also 1-(v), (x) and (aa)) ➤ Conduct regional workshop on intelligence and risk management (See also 1-(v), (x) and (aa))	Number of members who have participating in inputting CEN data
x) Upon request, assist Members to establish information exchange arrangement  <i>(RSP 2.1.1 – 3<sup>rd</sup> milestone)</i>	➤ Conduct national workshop on CEN for Bangladesh and Thailand (See also 1-(v), (w) and (aa)) ➤ Conduct regional workshop on CEN (See also 1-(v), (w) and (aa)) ➤ Conduct regional workshop on intelligence and risk management (See also 1-(v), (w) and (aa))	Number of Members who have entered into info exchange arrangement

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y) Upon request, assist Member's effort in utilizing Advance Passenger Information (API) / Passenger Name Record (PNR) for the risk assessment of travelers <i>(RSP 2.1.1 – 4<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on experience sharing of cruise ship control (See also 1-(b), (dd), (gg) and (ii))</li> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (dd), (ee), (gg) and 3-(k))</li> </ul>	Number of Members who accepted WCO Recommendation concerning the use of API and PNR
z) Upon request, assist Members to raise awareness of PFCWG <i>(RSP 2.1.1 – 5<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on experience sharing of cruise ship control (See also 1-(b), (y), (dd), (gg) and (ii))</li> </ul>	Number of Cruise Ships activities in AP region
aa) Work with RILO A/P to identify Members' intelligence and enforcement needs <i>(RSP 2.2.1)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshop on CEN for Bangladesh and Thailand (See also 1-(v), (w) and (aa))</li> <li>➤ Conduct regional workshop on CEN (See also 1-(v), (w) and (x))</li> <li>➤ Conduct regional workshop on intelligence and risk management (See also 1-(v), (w) and (x))</li> </ul>	Number of surveys conducted
bb) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness of IPR issues <i>(RSP 2.2.2 – 4<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on IPR for Iran and Sri Lanka (See also 1-(ii))</li> <li>➤ Upon request, provide assistance on IPR issues (See also 1-(ii))</li> </ul>	Number of discussions in meetings in A/P region
cc) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness on environment issue (e.g. hazardous waste and wildlife) <i>(RSP 2.2.2- 5<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on environment for Indonesia, Lao PDR, Malaysia, Philippines and Vietnam (See also 1-(ii))</li> <li>➤ Conduct risk management National Mission on environment for Indonesia, Lao PDR, Malaysia and Vietnam (See also 1-(ii))</li> <li>➤ Organize the regional IWT workshop IV (Asia) (See also 1-(ii))</li> <li>➤ Organize regional workshops on environment (See also 1-(ii))</li> <li>➤ Organize a regional pre-accreditation workshop on environment (See also 1-(ii))</li> </ul>	Number of activities conducted in A/P region
dd) Work with Vice Chair, RILO A/P and Member to enhance border security in order to tackle with	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on passenger control for Samoa and</li> </ul>	Number of activities conducted

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terrorists' threats (RSP 2.2.2 – 3 <sup>rd</sup> , 6 <sup>th</sup> milestone)	<p>Vanuatu (See also 1-(b), (y), (ee), (gg) and 3-(k))</p> <ul style="list-style-type: none"> <li>➤ Conduct national workshops on SAFE for Afghanistan and Iran (See also 1-(d) and (hh))</li> <li>➤ Conduct a national workshop on NII for Iran (See also 1-(ff) and (hh))</li> <li>➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives and Tonga (See also 1-(d), (u), (hh) and 3-(k))</li> <li>➤ Conduct national workshops on risk management for Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See also 1-(a), (b), (c), (gg) and (hh))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (c), (gg) and (hh))</li> <li>➤ Organize a regional accreditation workshop on risk management (See also 1-(a), (b), (c), (gg) and (hh))</li> <li>➤ Organize a regional workshop on K9 (See also 1-(ee) and (ii))</li> <li>➤ Organize a regional workshop on Digital Forensics (See also 1-(ee) and (gg))</li> <li>➤ Organize a regional workshop on experience sharing of cruise ship control (See also 1-(b), (y), (z), (gg) and (ii))</li> <li>➤ Organize a regional AML/CTF workshop (See also 1-(ii))</li> </ul>	in A/P region
ee) Work with Vice Chair, RILO A/P and Members to promote the application of sustainable anti-drug initiatives (e.g. WCO Compliance and Enforcement Package (CEP)) (RSP 2.2.2 – 1 <sup>st</sup> - 2 <sup>nd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on K9 (See also 1-(dd) and (ii))</li> <li>➤ Organize a regional workshop on Digital Forensics (See also 1-(dd) and (gg))</li> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (y), (dd), (gg) and 3-(k))</li> </ul>	Number of discussions in meetings conducted in A/P region
ff) Work with Vice Chair, RILO A/P and Members to	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on NII for Iran (See also 1-(dd) and</li> </ul>	(1) Number of



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promote the use of NII (RSP 2.2.3 1 <sup>st</sup> – 3 <sup>rd</sup> milestone)	(hh))	Members (2) Publishing evaluation report (3) Number of Members sharing
gg) Upon request, assist Members in promoting the information sharing on data analytic tools such as machine learning (RSP 3.1.2 – 4 <sup>th</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on IT/Data Model/Digital Customs for Bhutan (See also 1-(m))</li> <li>➤ Conduct national workshops on risk management for Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See also 1-(a), (b), (c), (dd), and (hh))</li> <li>➤ Conduct a nCEN national workshop for Lao PDR (See also 1-(b))</li> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (y), (dd), (ee) and 3-(k))</li> <li>➤ Organize a regional accreditation workshop on risk management (See also 1-(a), (b), (c), (dd), and (hh))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (c), (dd), and (hh))</li> <li>➤ Organize a regional workshop on Digital Forensics (See also 1-(y) and (ee))</li> <li>➤ Organize a regional workshop on IT/Data Model/Digital Customs (See also 1-(m))</li> <li>➤ Organize a regional workshop on experience sharing of cruise ship control (See also 1-(b), (y), (dd), and (ii))</li> <li>➤ Organize a regional meeting of the national nCEN leaders (See also 1-(b))</li> </ul>	Number of sharing experience
hh) Undertake capacity building activities to promote	➤ Conduct national workshops on SAFE for Afghanistan and Iran	Number of CB

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<p>trade security and facilitation in the region (e.g. SAFE FoS, RM and WTO TFA)</p> <p><i>(RSP 3.2.2 – 1<sup>st</sup> milestone)</i></p>	<p>(See also 1-(d) and (dd))</p> <ul style="list-style-type: none"> <li>➤ Conduct a national workshop on NII for Iran (See also 1-(dd) and (ff))</li> <li>➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives and Tonga (See also 1-(e), (u), (dd) and 3-(k))</li> <li>➤ Conduct national workshops on risk management for Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See also 1-(a), (b), (c), (dd), and (gg))</li> <li>➤ Conduct national workshops on WTO TFA for Lao PDR and Mongolia (See also 1-(h))</li> <li>➤ Organize a regional workshop on TFA (See also 1-(h))</li> <li>➤ Organize a regional accreditation workshop on risk management (See also 1-(a), (b), (c), (dd), and (gg))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (c), (dd), and (gg))</li> <li>➤ Organize a sub-regional workshop on Economic Competitiveness Package for Pacific countries (See also 3-(k))</li> <li>➤ Upon request, provide assistance for the implementation of WTO TFA (See also 1-(h))</li> </ul>	<p>activities undertaken</p>
<p>ii) Work with RILO A/P to undertake capacity building activities to enhance capacity of compliance and enforcement in the region (e.g. IPR, Commercial Fraud, drugs and precursors, environmental crime and digital crime)</p> <p><i>(RSP 3.2.2 – 2<sup>nd</sup> milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on IPR for Iran and Sri Lanka (See also 1-(bb))</li> <li>➤ Conduct national workshops on environment for Indonesia, Lao PDR, Malaysia, Philippines and Vietnam (See also 1-(cc))</li> <li>➤ Conduct risk management national mission on environment for Indonesia, Lao PDR, Malaysia and Vietnam (See also 1-(cc))</li> <li>➤ Organize a regional workshop on K9 (See also 1-(dd) and (ee))</li> </ul>	<p>Number of CB activities undertaken</p>

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	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on experience sharing of cruise ship control (See also 1-(b), (y), (dd), and (gg))</li> <li>➤ Organize a regional workshop on Free Zone (See also 1-(n))</li> <li>➤ Organize a regional IWT workshop IV (Asia) (See also 1-(cc))</li> <li>➤ Organize a regional AML/CTF workshop (See also 1-(dd))</li> <li>➤ Organize regional workshops on environment (See also 1-(cc))</li> <li>➤ Organize a regional pre-accreditation workshop on environment (See also 1-(cc))</li> <li>➤ Upon request, provide assistance on IPR issues (See also 1-(bb))</li> </ul>	
<p>jj) Upon request, undertake leadership and management training programs (RSP 3.2.3 - 1<sup>st</sup> milestone)</p>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on Human Resource Management for Afghanistan, Pakistan, PNG and Vietnam (See also 3-(a) and (k))</li> <li>➤ Conduct national workshops on Leadership Development Management (LMD) for Indonesia and Maldives</li> <li>➤ Conduct a national workshop on Strategic Planning (Organization Development) for Lao PDR</li> <li>➤ Organize a regional accreditation workshop on Human Resource Development (See also 3-(b))</li> <li>➤ Organize a MTP Introductory workshop (See also 3-(k))</li> <li>➤ Organize a regional workshop on Performance Measurement</li> </ul>	Number of activities
<p>kk) Upon request, assist Member's effort in devising and implementing integrity action plan utilizing integrity development tools (RSP 3.2.3 - 2<sup>nd</sup> milestones)</p>	<ul style="list-style-type: none"> <li>➤ Organize A-CIP Programme Activity for Afghanistan and Nepal</li> <li>➤ Upon request, provide assistance on integrity action plan</li> </ul>	Number of implementing Members

## 2. Further develop partnerships with development partners

Specific Actions of ROCB A/P (Relevance to A/P RSP 2022-2024)	Annual Work Plan for 2022-2023	RSP Key Performance Indicator
a) Work with Vice Chair to enhance cooperation, coordination and mutual understanding with the development partners (RSP 1.2.3)	➤ Continue strategic dialogues and cooperation with development partners through participation in the meetings and seminars organized by them	Number of reports/exchanges of information
b) Promote joint activities with international and regional development partners (RSP 3.1.1 – 3 <sup>rd</sup> milestone)	➤ As appropriate, work with Vice Chair, continue to work with WB, ADB, UNEP and other interested development partners to conduct joint projects for reform and modernization of Member administrations and send experts for the joint projects  ➤ Participate in sub-regional meetings organized by development partners to monitor and assist Members' efforts in reform and modernization	Number of activities

## 3. Improve needs analysis, planning, delivery and management of regional capacity building activities

Specific Actions of ROCB A/P (Relevance to A/P RSP 2022-2024)	Annual Work Plan for 2022-2023	RSP Key Performance Indicator
a) Encourage and provide Members with platform to exchange knowledge and training materials amongst national training centers (RSP 3.1.1 – 2 <sup>nd</sup> milestone)	➤ Conduct national workshops on Human Resource Management for Afghanistan, Pakistan, PNG and Vietnam (See also 1-(gg) and 3-(k))	Number of exchanging knowledge and materials

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b) Pool, utilize, support and increase accredited experts in the region based on the framework (RSP 3.1.2 – 1 <sup>st</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Organize a regional accreditation workshop on Human Resource Development (See also 1-(gg))</li> <li>➤ Discuss and cooperate with Regional Training Centers to keep update the knowledge and skills of these accredited experts and candidates</li> </ul>	Number of experts utilized
c) Upon request, assist Members to promote the WCO e-learning programs in cooperation with Regional Training Centers (RTCs) and accredited experts (RSP 3.1.2 – 2 <sup>nd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Take every possible opportunity to promote the WCO e-learning programs and CLiKC! platform in cooperation with the RTCs and accredited experts to support Members' continuous self-efforts for training of their personnel</li> </ul>	Number of implementing Members
d) Work with developed Members to ensure their contribution to the regional capacity building activities (RSP 3.1.2 – 3 <sup>rd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Identify areas of existing expertise and their possible inputs from the developed Members and seek further contribution from them for the regional capacity building activities at an early stage of planning</li> </ul>	Number of contributions
e) Work with Vice Chair and Members to promote full and effective participation of women in international fora and trainings (RSP 3.1.3)	<ul style="list-style-type: none"> <li>➤ Take every possible opportunity to promote full and effective participation of women in international fora and trainings</li> </ul>	Number of women participations
f) Work with regional training coordinator to identify and review Members' capacity building needs and priorities through conducting a needs assessment via a survey and ongoing consultation (RSP 3.2.1 – 1 <sup>st</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Work with the Regional Training Coordinator to further review capacity building needs survey aiming at properly collecting Members' most current needs and reform/modernization priorities</li> <li>➤ Work with the WCO Secretariat, Member and development</li> </ul>	Number of surveys conducted

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g) Develop and conduct capacity building activities paying due attention to the needs and priorities identified <i>(RSP 3.2.1 - 2<sup>nd</sup> milestone)</i>	<p>partners to plan, deliver and review capacity building activities paying due attention to the Members' needs and priorities.</p> <p>➤ Conduct Regional Workshop Follow-Up Action Surveys and share findings with the WCO Secretariat, RTCs and Members as appropriate</p>	Number of CB activities
h) Work with the WCO Secretariat and Members to evaluate the regional capacity building program <i>(RSP 3.2.1 - 3<sup>rd</sup> milestone)</i>		Results of participants' evaluation
i) Work with regional training coordinator to feed results back into planning for regional capacity building activities <i>(RSP 3.2.1 - 4<sup>th</sup> milestone)</i>		Number of post action undertaken
j) Work with Members to evaluate the impact of capacity building activities through follow-up surveys <i>(RSP 3.2.1 - 5<sup>th</sup> milestone)</i>		Number of tangible results realized by Members



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<p>k) Work with Vice Chair and Members to support Customs Administrations of SIEs to meet their development goals, capacity building needs and international obligations (RSP 3.3.1 – 1<sup>st</sup> to 3<sup>rd</sup> milestones)</p>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on RKC for Fiji (See also 1-(g))</li> <li>➤ Conduct a national workshop on Human Resource Management for PNG (See also 1-(gg) and 3-(a))</li> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (v), (y), (aa) and (dd))</li> <li>➤ Conduct a national workshop on Revenue Package Diagnostic on HS and Valuation for Timor-Leste (See also 1-(d), (i) and (P))</li> <li>➤ Conduct a national workshop on AEO for Tonga (See also 1-(e), (u), (y) and (ee))</li> <li>➤ Conduct a national workshop on TRS for Vanuatu (See also 1-(h) and (k))</li> <li>➤ Organize a MTP Introductory workshop (See also 1-(gg))</li> <li>➤ Organize a sub-regional workshop on PCA for Pacific Islands Members (See also 1-(h) and (q))</li> <li>➤ Organize a sub-regional workshop on Economic Competitiveness Package for Pacific countries (See also 1-(ee))</li> </ul>	<p>(1) Number of expert exchanges (2) Number of Members sharing their experiences (3) Workshops conducted</p>
<p>l) Further strengthen cooperation among the Regional Training Centers (RTCs) and ROCB A/P paying due attention to establishing /supporting regional experts for more sustainable capacity building delivery in the region (ROCB A/P specific action (not mentioned in the RSP))</p>	<ul style="list-style-type: none"> <li>➤ In cooperation with the Regional Vice Chair, convene a Meeting of Heads of RTC to further strengthen their network and devise regional strategy for the pooling and better use of the regional experts in capacity building activities</li> </ul>	<p>Number of activities</p>

## 4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P (Relevance to A/P RSP 2022-2024)	Annual Work Plan for 2022-2023	RSP Key Performance Indicator
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<p>a) Work with Members, Vice Chair and RILO A/P to share experiences on capacity building activities on regular basis via regional communication tools (e.g. WCO A/P Website and Newsletter, ROCB A/P Website and E-Newsletters)</p> <p><i>(RSP 3.1.1 – 1<sup>st</sup> milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ Issue ROCB A/P e-newsletters every 3 months and include more information on Members' experiences in reform and modernization</li> <li>➤ Maintain ROCB website and upload pertinent information in a timely manner to inform Members and stakeholders of the ROCB A/P's activities.</li> </ul>	<p>Number of sharing experiences</p>
<p>b) Work with Vice Chair, RILO A/O and Members to raise awareness of the importance of high-level commitment in the pertinent strategic issues</p> <p><i>(RSP 3.4.1)</i></p>	<ul style="list-style-type: none"> <li>➤ Continue to raise awareness of the importance of high-level commitment in the pertinent strategic issues through participation in the meetings and seminars</li> </ul>	<p>Number of high-level dialogues</p>
<p>c) Work with Members, Vice Chair and Regional Training Centers (RTCs) to share good practices and forward-thinking work via regional communication tools</p> <p><i>(ROCB A/P specific action (not mentioned in the RSP))</i></p>	<ul style="list-style-type: none"> <li>➤ Assist Members, Vice Chair and the RTCs to share good practices by issuing a series of regional good practice reports on selected topics</li> </ul>	<p>Number of items shared</p>

### Abbreviation

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ACEs	Accredited Customs Experts
A-CIP	Anti-Corruption and Integrity Promotion
AEO	Authorized Economic Operator
A/P	Asia Pacific
APEC	Asia-Pacific Economic Cooperation
APPC	Asian-Pacific Postal College
APPU	Asian-Pacific Postal Union
APPW	Asia-Pacific Plastic Waste
ASEAN	Association of Southeast Asia Nations
BACUDA	BAnd of CUsToms Data Analysts
CBC	Capacity Building Committee
CCF	Customs Cooperation Fund
CIPS	Customs Inspection Processing Services
CITES	Convention on International Trade in Endangered
CNMI	Commonwealth of the Northern Mariana Islands
CTO	Central Transformation Office
DPs	Development Partners
EU	European Union
FA	Focus Area
FCS	Federal Customs Service
FoS	Framework of Standards
FZs	Free Zones
GACC	General Administration of China Customs
GDCE	General Department of Customs and Excise
HS	Harmonized System
IMO	International Maritime Organization
INCB	International Narcotic Control Board
IPR	Intellectual Property Right
ISC	Integrity Sub-Committee
IWT	Illegal Wildlife Trade
JICA	Japan International Cooperation Agency
KCS	Korea Customs Service
KPI	Key Performance Indicator
MOU	Memorandum of understanding
MPA	Mercator Program Advisors
MTP	Master Trainer Program
NCP	National Contact Points
OCO	Oceania Customs Organization
OECD	Economic Co-operation and Development
NPO	Non-Profit Organization
PCA	Post Clearance Audit
PDR	People's Democratic Republic
PNG	Papua New Guinea

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RCEP	Regional Comprehensive Economic Partnership
RCL	Regional Customs Laboratory
RCP	Regional Contact Points
RDM	Regional Development Manager
RDTC	Regional Dog Training Center
RHCA	Regional Heads of Customs Administration
RILO A/P	Asia Pacific Regional Intelligence Liaison Office
ROCB	Regional Office for Capacity Building
ROCB A/P	Asia Pacific Regional Office for Capacity Building
RSP	Regional Strategic Plan
RTC	Regional Training Center
SAFE FoS	SAFE Framework of Standard
SCCP	Sub-Committee on Customs Procedures
SIE	Small Island Economies
TCD	Thai Customs Department
TFA	Trade Facilitation Agreement
TM	Training Management
TRIPs	Trade-Related Aspects of Intellectual Property Rights
TSCFP	Trade and Supply Chain Finance Program
UPU	Universal Postal Union
UN	United Nations
UNDP	United Nations Development Programme
UNEP	United Nations Environment Program
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNODC	United Nations Office on Drugs and Crime
VC	Vice Chair
WCO	World Customs Organization
WHO	World Health Organization
WJC	Wildlife Justice Commission
WTO	World Trade Organization
WWF	World Wild Fund for Nature





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