



**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) was established in 2004 and was the 1<sup>st</sup> ROCB in the world which is situated in Bangkok, Thailand. Since then 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 2020 and 30 June 2021.

The adverse effect of pandemic continues to affect ROCB A/P's work in the fiscal year (FY) of 2020/2021. Trainings, meetings and workshops have to be conducted online and this mode becomes the norm not only for ROCB A/P itself but also applies to the CB entities in general. Since travel restrictions still imposed widely in Asia Pacific region, ROCB A/P have to keep the momentum going and at the same time worked closely with Members in AP region as well as other counterparts by organizing online workshops, meetings, attending ceremony of CB entities online. Under these circumstances, the ROCB A/P successfully organized 7 regional, 2 sub-regional workshops and 1 national workshop for A/P Members. The ROCB A/P also endeavored to represent the WCO in numerous national and regional conferences to promote its initiatives, instruments and tools and raise the awareness of importance of Customs' role in the trade, security and regional economic development.

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## *Challenges and Responses related to COVID-19*

The World Health Organization (WHO) declared COVID-19 a pandemic in March 2020. In response to this clear and firm statement, countries adopted different kind of cross-borders traffic restrictions, especially on people movement, trying to control the widespread of the disease. Countries imposed quarantine, entry bans and lockdown to curb the spreading with some positive results. However, with several variants of COVID virus appeared, countries have been experiencing various waves of outbreak. In FY 2020/2021, even with the roll out of vaccination scheme worldwide, the entire globe has still not yet recovered both economically and socially. The world economy came to a standstill as billions of people were stranded at different places with nowhere to go and an unmeasurable amount of cargoes were halted in separate parts of the global supply chain.

The ROCB A/P, same as every Member administration, faced the unprecedented and unexpected challenges due to this disease outbreak. The mode of operation of the ROCB A/P also changed to work from home basis considering the staff safety and health condition. With the experience that we gained in FY 2019/2020, ROCB A/P are getting familiarized with the online meeting or training mode and ironed out some of the information technology problems. Facing the insurmountable impact posted by COVID, the ROCB A/P on one hand had to maintain continuous communication and information sharing among Members and keep abreast of their capacity building needs, while on the other hand had to evaluate the existing technology support and explore all possible ways to effectively deliver the regional capacity building activities.

During this difficult time for organizing conventional training workshops and meetings, the ROCB A/P put more efforts to enrich the communication and information sharing tools. Apart from regularly updating the web-site with information on the attended virtual meetings, the ROCB A/P devoted to preserve the ties with Member administrations through continuous contact, inviting them to share their latest development, especially on the new practices in respond to the COVID-19. Through the publication of the ROCB E-newsletters, Members shared their new practices or programs that aimed to meditate 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, AEO Program, Free Zone and API/PNR were introduced to Members for their easy reference.

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In addition, as of June 2021, 2 Customs Good Practices Reports on Building Integrity and Follow up Actions taken after WCO A/P Regional or Sub-regional Workshop organized in FY 2019/2020 respectively were compiled based on the contributions from Members. Last but not least, the brochure on the Regional Capacity Building Entities including the ROCB A/P, Regional Training Centres, Regional Customs Laboratories and Regional Dog Training Centres was published 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 and WCO A/P Vice Chair in the implementation of these standards through the coordination and arrangement of relevant regional/national capacity building activities in the region in FY2020/21 as outlined below:

#### **Trade Facilitation**

- Trade Facilitation Webinar organized by the Vice Chair (July 2020)
- Regional Workshop on Trade Facilitation Agreement (April 2021)

#### **Customs Valuation**

- Sub-regional Workshop on PCA for ASEAN (Nov 2020)
- Sub-regional Workshop on PCA for Pacific Islands (Nov 2020)

#### **Canine (K9)**

- Regional Workshop on Canines (June 2021)

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## **E- Commerce**

- Regional Workshop on Implementation of Framework of Standards on Cross Border E-Commerce (January 2021)

## **Intellectual Property Right (IPR)**

- National Workshop on IPR (Operation STOP II) for Philippines (June 2021)

## **Information Technology (IT)**

- Regional Workshop on Data Analytics (March 2021)
- Regional Workshop on Disruptive Technology (March 2021)

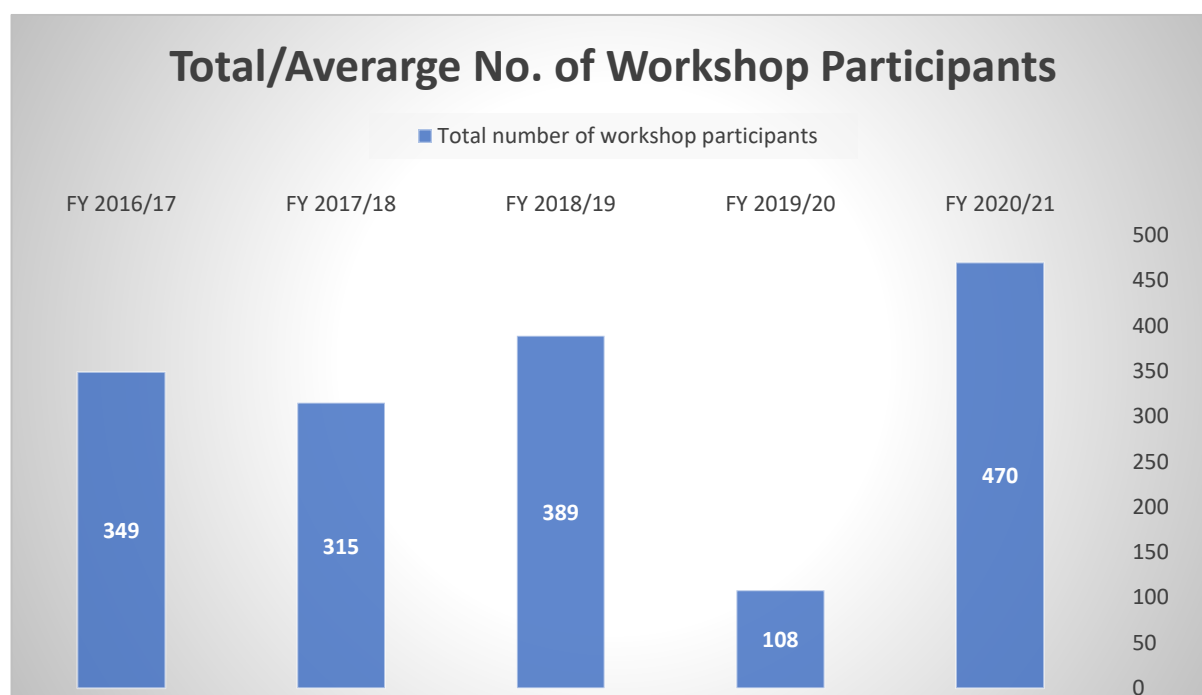
## **Organizational Development**

- Regional Workshop on Performance Measurement (December 2020)

### ***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 share their good practices in various Customs operations to deal with facing challenges nowadays. In this fiscal year, the ROCB A/P had organized 9 regional/sub-Regional workshops with 470 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 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

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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**

Regional Workshops to which ACEs were mobilized in 2020/2021	ACEs from:
Regional Workshop on the WTO TFA	Japan 1
Sub-Regional Workshop on PCA for Pacific Island Members	India 1
Sub-Regional Workshop on PCA for ASEAN Members	Japan 1

National Workshops to which ACEs were mobilized in 2020/2021	ACEs from:
Competency based Human Resource Management support	China 1, Peru 1

## *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 FY2020/21, the ROCB A/P enjoyed fruitful collaboration with these DPs in various approaches, including, among others:

- Regional Workshop on Disaster Management and Supply Chain Continuity in time of COVID-19 (Nov 2020)
- Maritime Stakeholder Meeting on wildlife trafficking and illicit trade (Mar 2021)
- ASEAN Logistics EXPO (May 2021)
- US-ASEAN Business Council bilateral meeting (June 2021)



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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 FY2019/20. The rate of replies to this year's survey reached 70%. Around 75% of respondents indicated that they observed direct impacts from applying the knowledge and lessons learned to their daily operations since the workshops provided them with abundant knowledge on the international standards as well as other Member administrations' good practices and success models realized through the application thereof. Details of the survey can be found at Annex III.

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

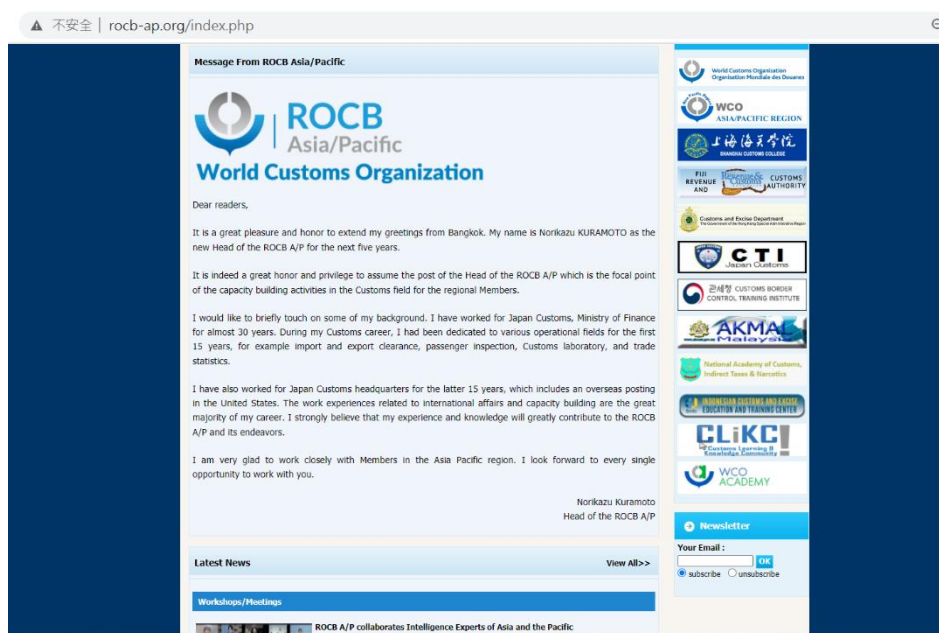
To enhance communication and knowledge sharing among Member administrations in the region, the ROCB A/P publishes an E-newsletter on a quarterly basis containing the latest and upcoming regional capacity building activities along with the good practices contributed by regional Members. As of FY2020/2021, the ROCB A/P had published a total of 4 issues of E-newsletters and 3 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. To further promote the Regional Training Centers (RTCs) in the region, our homepage contained the hyperlinks of respective centers.

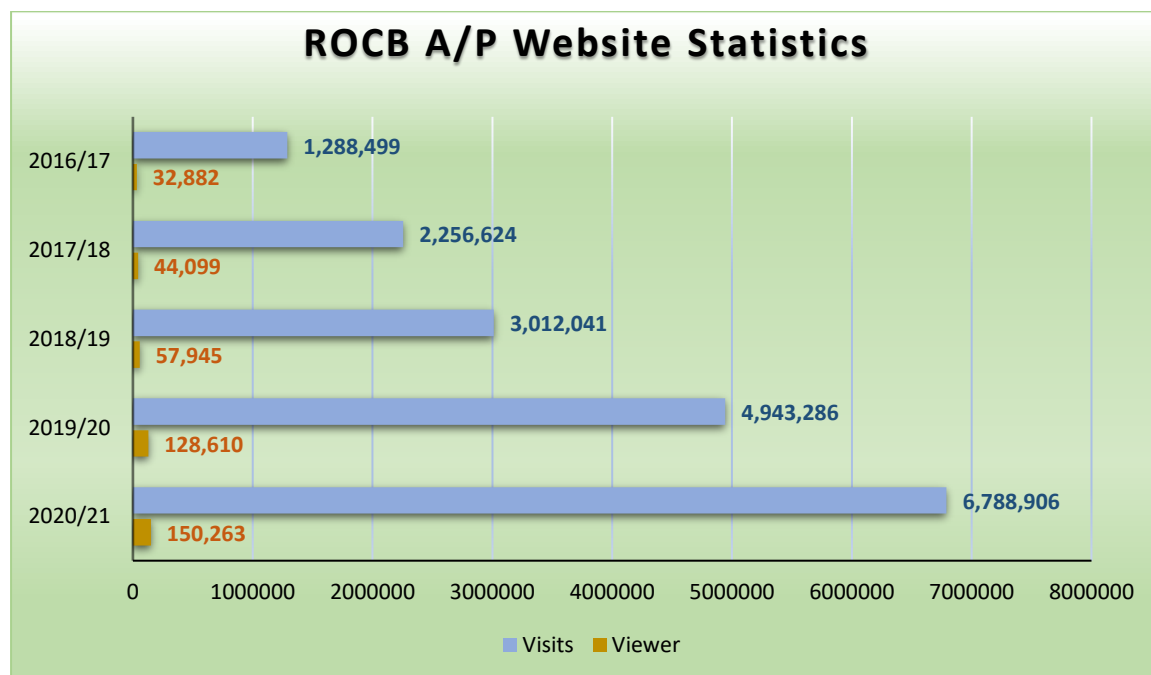
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Diagram 3 – ROCB A/P homepage



In the fiscal year of 2020/21, the number of visits to our website was around 6.7 million, nearly increased by one-third comparing with the last year's. (Diagram 4).

Diagram 4 – ROCB A/P Website Statistics



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## *Conclusion*

ROCB A/P could not carry out our missions and works effectively if there is no concerted efforts and continuous support from all stakeholders and AP Members. My heartfelt gratitude goes to the WCO Secretariat, Regional Intelligence liaison Office for Asia Pacific (RILO A/P), Regional Vice-Chair (Customs and Excise of Republic of Indonesia), Regional Entities (RTC, RCL and RDTC), 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 take the opportunity to thank the workshop participants for their active participation and dedication to share their experiences and good practices at our organized events.



My special gratitude has to go to the ROCB A/P colleagues stationed in Bangkok. Similar to previous fiscal year, FY 2020/21 was not easy to get through either. However, as the cliché goes: Every cloud has a silver lining. ROCB A/P has strived for keeping our office function without hassle and tried to minimize the disturbance that brought by COVID. With the help of technology and our highly devoted staff who aims to overcome the challenges, we are on the right track to carry out our capacity building activities virtually. During the lockdown period my colleague seconded from China, Hong Kong China, Japan and Korea, who were away from their home administrations and families nursed no grievances or complaints. I deeply appreciated their resilience and backing to the ROCB A/P. Meanwhile, I would also like to send my sincere gratefulness to Ms. Chloe Au from Hong Kong Customs and Dr. Hua Tong from China Customs for their solid devotion to the ROCB A/P's work during their tenure. Without all their continued support, the ROCB A/P alone cannot fulfill the entrusted tasks and responsibilities. On the other hand, I am delighted to have Ms. Yuko MAMIYA from Japan Customs and Ms. Pavida BOONMUN from Thai Customs, Mr. Sherman Yu from Hong Kong

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Customs and Ms. Grace Ye from China Customs to join ROCB A/P to contribute their knowledge and expertise to the region.

The pandemic has prevailed for more than 1 year. ROCB A/P has kept abreast with the latest development and always prepared to resume face-to-face training and meeting mode when situation improves. In the meantime, we will advocate 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. 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, reading 'Norikazu Kuramoto' in Japanese characters (倉本智和).

**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 2020/2021, from July 2020 to June 2021, are illustrated below.



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

### **WCO Sub-regional Virtual Workshop on Post Clearance Audit for ASEAN**

2-6 November 2020, Bangkok Thailand

In collaboration with the WCO, the ROCB A/P organized the WCO Sub-regional Virtual Workshop on Post Clearance Audit (PCA) for ASEAN on 2-6 November 2020 in Bangkok, Thailand, under the sponsorship of Customs Cooperation Fund Japan (CCF/Japan). 37 promising officials nominated by 8 ASEAN Members namely, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, the Philippines, Thailand and Vietnam as participants, as well as



over 20 observers attended the workshop. During the workshop, PCA experts from the WCO, Japan Customs and Mr. Ilkwon HAN (Gideon) of ROCB A/P led the sessions. Ms. Chloe Au, Program Manager of ROCB A/P, also contributed and facilitated in the whole workshop.

The virtual workshop was designed to enhance Members' competencies on PCA and offer assistance in identifying the gap between their current capacity and practical application at international standards. The workshop started by giving an overview of the WCO's concept and policy on PCA to foster the fundamental understanding of PCA framework. The experts then continued to introduce the crucial factors for implementing effective PCA work, including risk assessment and targeting, data analytics, customs-business partnership and capacity building, etc. In addition, participants shared their current PCA practices and the challenges they are facing. Led by the experts, participants actively discussed the way forward in carrying out PCA work at their home administrations more effectively, from a legal perspective, practical auditing to follow-up investigation.

At the workshop, Ms. Chloe Au gave an overview of the ROCB A/P to the participants with focuses on the key capacity building strategies in the region, especially in response to the

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adverse impact of COVID-19. Participants were also encouraged to conduct a pre-study in the WCO e-learning platform, CLiKC! before the workshop, actively participate during the workshop and take follow-up actions after the workshop. The virtual workshop was concluded with applause and appreciations to the WCO, the ROCB A/P, the Japan Customs and the facilitators for their contribution and support.

This is the first virtual workshop organized by the ROCB A/P since the outbreak of COVID-19. Taking into consideration of the development of the pandemic, the ROCB A/P will continue to organize virtual workshops in the near future to address the capacity building needs of A/P Members. Having said that, the ROCB A/P is ready to resume organizing face-to-face workshops once the unfavorable situation is relieved.

## The WCO Sub-regional Virtual Workshop on Post Clearance Audit for the Pacific Islands

23-26 November 2020, Online Workshop hosted by ROCB A/P

The WCO Sub-regional Virtual Workshop on Post Clearance Audit for the Pacific Islands was held from 23 to 26 November 2020. The Workshop was organized by the ROCB A/P in close cooperation with the WCO and the WCO Accredited expert from India under the sponsorship of the Indian Customs Cooperation Fund (CCF/India).



The 6 Customs administrations in the Pacific, namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu as well as the representatives from Oceania Customs Organization (OCO) Secretariat and the OCO Members attended the Workshop. Together with the experts on PCA from the WCO, Indian Customs and Mr. Ilkwon HAN (Gideon) of ROCB A/P, Mr. Norikazu Kuramoto, Head of the ROCB A/P, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, and Ms. Pavida Boonmun, Assistant Program Manager of the ROCB A/P also attended as facilitators/coordinators for the Workshop.



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In order to deepen the knowledge on the basic concept of PCA and identify the gap between its current capacity and practical application of PCA in each Member administration and the WCO standards, the Workshop covered various International Conventions and WCO tools such as the Revised Kyoto Convention, the WTO Trade Facilitation Agreement, the WCO PCA Guidelines, the WCO Implementation Guidance on PCA, the WCO Voluntary Compliance Framework and the WCO Customs-Business Partnership. Through a series of presentations and discussions, the participants reaffirmed that PCA is the tool to measure and improve compliance.

During the workshop, common challenges in the implementation of PCA were identified through the country presentations and the participants actively participated in the discussion of possible solutions for their challenges, facilitated by experts. Also, the participants exchanged their experiences to address the challenges on how to implement PCA under the COVID-19 pandemic. Ms. Mamiya introduced the capacity building activities in the A/P region including the WCO Small Islands Economies (SIEs) Initiative which provides tailor-made technical assistance to Customs administrations in SIEs to address the unique challenges in SIEs.

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

## The WCO Virtual Regional Workshop on Disaster Management and Supply Chain Continuity in time of COVID-19 for the Asia-Pacific region

30 November-03 December 2020, Online Workshop hosted by WCO

The WCO Virtual Regional Workshop on Disaster Management and Supply Chain Continuity in time of COVID-19 for the Asia-Pacific region was held from 30 November to 3 December 2020. The Workshop was organized by the WCO under the sponsorship of the government of Japan. Mr. Norikazu



Kuramoto, Head of the ROCB A/P, Ms. Yuko Mamiya, Program Manager, and Ms. Vareemon CHAIRUNGSRILERT, Program Coordinator of the ROCB A/P attended the Workshop and discussed how to address the challenges related to the disaster management and supply chain continuity in the pandemic. This workshop is the first of a series of regional workshops for collecting Member administrations' best practices to develop the WCO Guidelines on disaster management and supply chain continuity as part of the "COVID-19 Project" funded by Japan.

The workshop kicked off with the opening remarks of Mr. Pranab Kumar Das, Director, Compliance and Facilitation, WCO, and Mr. Kuramoto, Head of ROCB A/P. In the remarks, Mr. Kuramoto underlined that Customs plays a pivotal role in business continuity under the COVID-19 and the WCO provides the various tools to support the resilient efforts of Member administrations to sustain economic activities. During the workshop, Mr. Kuramoto also introduced the latest capacity building activities in the AP region by highlighting the response of the ROCB A/P to the pandemic and "New Normal".

Through the workshop, the WCO updated its leadership and activities to support Member administrations in the COVID-19 such as further enhancing information sharing on the measures implemented in response to the pandemic among Members. Also, the workshop discussed the COVID-19 related topics such as Customs' contribution to mitigating the effect of the pandemic at three phases, namely the preparedness, response and recovery phases, and shared the experience and best practices among Member administrations.

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The workshop was concluded successfully and provided useful insights that support the development of the Guideline through the active discussion among the participants. The participants expressed their appreciation to the Government of Japan, the WCO, the ROCB A/P and the presenters.

## The WCO Virtual Regional Workshop on Organizational Performance Measurement for the Asia - Pacific region

01 - 04 December 2020, Online Workshop hosted by WCO



The WCO Virtual Regional Workshop on Organizational Performance Measurement for the Asia-Pacific region was held 1 to 4 December 2020. The Workshop was organized by the WCO under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). Around 30 Delegates from more than 15 Customs administrations in the AP region attended the Workshop and discussed the topics related to performance measurement. Mr. Noriakazu Kuramoto, Head, Ms. Yuko Mamiya, Program Manager, Ms. Jate-arpa Benjaphong, Program Coordinator, and Ms. Pattarapak Nopnakeepong, Program Coordinator of the ROCB A/P, also attended the Workshop to support the facilitation of the Workshop.

Mr. Ricardo Treviño, the WCO Deputy Secretary General, opened the Workshop and welcomed the Member administrations in the AP region. In his opening remarks, Mr. Treviño

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highlighted the WCO initiative for the establishment of a WCO Performance Measurement Mechanism (PMM) and encouraged the participants to contribute to the development of the PMM by providing insights.

Mr. Kuramoto also delivered the opening remarks. He conveyed his sincere appreciation to the WCO for organizing this Workshop and to the Japan Customs for funding support. Also, he emphasized the importance of Performance Measurement for policy-making.

During the Workshop, Mr. Kuramoto updated the capacity building activities in the AP region by highlighting the ROCB A/P's publications to further enhance the communication and information sharing among the AP Members. Besides, Ms. Mamiya delivered a presentation on the Follow-up Actions Survey conducted by the ROCB A/P to evaluate the whole impact of the WCO Regional and Sub-Regional Workshops on the performance of Members and encouraged the participants to take the follow-up actions in order to leverage lessons learnt from the Workshop.

The Workshop was concluded successfully with the participants' commitment to using PMM for policymaking in the future. The participants expressed their appreciation to CCF/Japan, the WCO, the ROCB A/P and the presenters.

## ROCB A/P attends WCO Global Free Zone Online Conference

14 December 2020

The first WCO Global Free Zone Online Conference was convened virtually on 14 December 2020 at the WCO Headquarters with support of the Government of



Japan. The Conference was welcomed by Customs administrations and external stakeholders under the theme “Meeting the SDGs – Ensuring Customs involvement for Free Zones’

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competitiveness, safety and sustainability”. Mr. Norikazu Kuramoto, Head of ROCB A/P, and Ms. Chloe Au, Program Manager of ROCB A/P, attended the Conference as participants.

The number of Free Zones (FZs) in the world has been dramatically increased over the past few decades, driven by political decisions with concerns on the national economic development strategies. Along with the associated economic benefits of FZs, such as special arrangements on duties and regulatory exemptions, there were numerous publications pointing out the potential risks of illicit activities owing to the lack of oversight therein. Therefore, issue of adequate and efficient Customs procedures or control in FZs has been appeared on the WCO’s agenda for several years. Building upon the work done thus far by the WCO, its Members and partners, this Conference provided a platform for Customs administrations and external stakeholders to explore the key principles for suitable Customs roles that conform to the safety, competitiveness, and sustainable development of FZs.

Notable speakers from various international organizations, such as Financial Action Task Force (FATF), International Chamber of Commerce (ICC) and United Nations Conference on Trade and Development (UNCTAD), experts from relevant industries together with some Members with full experience in operating FZs were invited to share their views and suggestions at the High-level Round Table and panel discussions. The scope of Customs involvement on economic competitiveness, safety and security requirement of goods, money laundering, IPR as well as Rules of Origin were widely discussed at the Conference. The Conference concluded with the acknowledgment of Customs involvement in every stage of FZs implementation and use of data for risk management. In order to increase economic competitiveness, Customs administrations should maintain good partnership with other government agencies as well as the private sector.

## WCO First Online Regional Workshop on E-Commerce for the Asia-Pacific Region

12-15 January 2021, Online Workshop hosted by WCO



The first WCO Online Workshop on E-Commerce for the Asia-Pacific Region was held from 12 to 15 January 2021. The Workshop was organized by the WCO under the sponsorship of the China Customs Cooperation Fund (CCF/China). Together with the experts on E-Commerce from the WCO, Mr. Norikazu Kuramoto, Head of the ROCB A/P, Dr. Hua Tong, Program Manager of the ROCB A/P and Ms. Pavida Boonmun, Assistant Program Manager of the ROCB A/P also joined as facilitators/coordinators for the Workshop.

The workshop was attended by 38 formal participants and 37 observers from 25 member administrations of the region and other international and regional organization representatives from OECD, UPU, GEA, OCO Secretariat and RILO A/P contributed to the workshop as guest speakers. The WCO experts provided detailed information and explanations on international and regional developments within the Asia-Pacific region. This included opportunities, challenges and potential solutions in the area of the implementation of the WCO Framework of Standards on Cross-Border E-commerce (FoS), and presented related WCO tools and instruments, country examples, case studies and the WCO's ongoing and future work plan.

Participants had the opportunity to share their national experiences and initiatives concerning effective risk management and efficient revenue collection models on low-value



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shipments. They also shared their respective practices relating to the implementation of blockchain, national single window, Customs and Postal data sharing platform, AI system to automatically select high-risk postal items, protection of society methods under COVID-19 and the Customs-business partnership. This workshop also contributed to further strengthening the network between the Customs administrations of the Region through an enhanced understanding of issues of mutual interest at the regional level. The Workshop was very well received by participants and raised a lot of interest and heated discussions. The participants expressed their appreciation to the WCO, the ROCB A/P and the Experts for their great support to the workshop.

## WCO Asia/Pacific Regional Online Experience-Sharing Workshop on Disruptive Technologies

22-24 March 2021, Online Workshop



The WCO Asia/Pacific (AP) Regional Online Experience-Sharing Workshop on Disruptive Technologies was held from 22 to 24 March 2021. The workshop was organized by the WCO under the sponsorship of the China Customs Cooperation Fund (CCF/China). Together with the experts on Disruptive Technologies from the WCO, Mr. Norikazu Kuramoto, Head of the ROCB A/P, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, Ms. Grace YE, Program Manager of the ROCB A/P, Ms. Pavida Boonmun, Assistant Program

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Manager of the ROCB A/P, Ms. Jate-arpa Benjaphong, Program Coordinator, and Ms. Pattarapak Nopnakeepong, Program Coordinator of the ROCB A/P, also joined as facilitators/coordinators for the Workshop.

The workshop brought together more than 50 participants from 17 AP Member administrations and speakers from Customs, the private sector, international organizations and academia to engage virtually and introduced the use of blockchain, artificial intelligence, machine learning, and the internet of things by exploring use cases and innovation projects.

Participants spent 3 days in discussing the issues including the role of public-private partnership, ways of supporting the data pipeline concept, use of technologies for enhanced risk management capabilities and automated threat detection, tracking solutions, and governance requirements. Discussions also focused on the usefulness of Blockchain technology, which potentially improves transparency throughout the supply chain, and reduces transaction costs. Participants also had an opportunity to contribute with their views and suggestions to polls and break-out sessions, the results of which will feed into the update of the WCO Study Report on Disruptive Technologies. Moreover, this workshop provided a unique opportunity for information-sharing and cooperation between the public and private sectors with regard to disruptive technologies and innovations used by Customs administrations and other border agencies.

With an objective of sharing experiences and gathering input for the update of the WCO Study Report on Disruptive Technologies, the workshop was very well received by participants and raised a lot of interest and heated discussions. The participants expressed their appreciation to the WCO, the ROCB A/P and the Experts for their great support to the workshop.



## The WCO Regional Virtual Workshop on Data Analytics for AP

30 March – 1 April 2021, Online workshop hosted by ROCB AP

The WCO regional Virtual Workshop on Data Analytics for AP region was held from 30 March to 1 April 2021. The Workshop was hosted by the ROCB A/P in close cooperation with the WCO under the sponsorship of the Korea Customs Cooperation Fund (CCF/Korea). The 21 Customs administrations in the



Asia and Pacific region attended the Workshop. Together with the Data Analytics experts from the WCO and Mr. Norikazu Kuramoto, Head of the ROCB A/P, Mr. Ilkwon HAN, Program Manager of the ROCB A/P, and Ms. Pavida Boonmun, Assistant Program Manager of the ROCB A/P also attended as facilitators/coordinators for the Workshop.

In order to deepen the knowledge on the basic concept of Data Analytics, the Workshop covered WCO framework for Data Analytics and BACUDA project. Through a series of presentations and discussions, the participants understood that Data Analytics is the tool to leverage the Customs big data to reinforce the role of Customs.

During the workshop, Experiences from 6 AP members, namely Indonesia, Japan, China, Korea, Hongkong China and Australia were shared through the country presentations and the participants actively participated in the discussion of methodology for benchmarking, facilitated by experts. Also, the participants exchanged their experiences to address the challenges on how to implement Data Analytics under the COVID-19 pandemic. Mr. Ilkwon HAN introduced the capacity building activities in the A/P region.

The active contribution of the participants resulted in a successful workshop and this workshop supported enhancing communication and information sharing among member administrations even during this 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.

## The WCO Asia-Pacific Regional Online Workshop on the WTO Trade Facilitation Agreement

19-21 April 2021, Online Workshop hosted by ROCB A/P



The WCO Asia-Pacific Regional Online Workshop on the WTO Trade Facilitation Agreement (TFA) was held from 19 to 21 April 2021. The Workshop was organized by the WCO under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). Around 50 Delegates from more than 20 Customs administrations in the AP region attended the Workshop and discussed topics related to the WTO TFA. Mr. Noriakazu Kuramoto, Head, Ms. Yuko Mamiya, Program Manager, Ms. Jate-arpa Benjaphong, Program Coordinator, and Ms. Pattarapak Nopnakeepong, Program Coordinator of the ROCB A/P, also attended the Workshop to support the facilitation of the Workshop.

Mr. Pranab Kumar Das, the WCO Director, Compliance and Facilitation, opened the Workshop and warmly welcomed the participants and observers. In his opening remarks, Mr. Das highlighted the importance of discussing and monitoring the implementation of the WTO TFA at a national level as well as learning from the challenges we are facing today. He noted this is also the year that the WTO Trade Facilitation Committee conducts a review of progress made in implementing the WTO TFA. He further mentioned that the WCO is dedicated to unite the efforts of Member Customs Administrations through the pandemic. He

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concluded his remarks by encouraging participants to actively share experiences on how we can overcome these challenges.

Mr. Kuramoto also delivered the opening remarks. He conveyed his sincere appreciation to the WCO for organizing this Workshop and to the Japan Customs for financial support to the implementation of the WTO TFA. He emphasized that the Mercator program developed by the WCO has supported Members' effort on the implementation of the WTO TFA. He also mentioned that Customs Administrations again recognize the importance of the implementation of the TFA from the perspective of disaster countermeasures. He concluded by giving his best regards for successful workshop.

Mr. Hidetoshi Aramaki, Director for International Technical Cooperation, Customs and Tariff Bureau, Ministry of Finance, expressed his gratitude to the WCO and ROCB A/P for organizing this workshop and comprehensive agenda. He underlined the importance of trade facilitation especially amid the pandemic. He reiterated that WCO instruments and tools such as the WCO Guidelines on disaster management and supply chain continuity to fight against COVID-19 are important for Members to ensure supply chain facilitation. He also expressed his best wishes for fruitful discussions during the 3 days' workshop.

During the Workshop, the participants actively shared experiences on the implementation of the WTO TFA including measures for facilitating the movement of essential goods in the pandemic, Role of technologies, Cooperation with the private sector, Coordinated Border Management, National Committees on Trade Facilitation, Mercator Maturity Model and WCO Time Release Study. Mercator Program Advisors (MPAs) in the AP region also contributed to this workshop by facilitating discussions and introducing the WCO instruments and tools. Ms. Mamiya updated the capacity building activities in the AP region by highlighting the ROCB A/P's response to the COVID-19 by assisting in organizing virtual workshops and meetings, enriching the publication to enhance communication and information sharing even during the pandemic.

The Workshop was an excellent occasion for exchanging their experience and best practices on the implementation of the WTO TFA and discussing the way forward. The participants expressed their appreciation to CCF/Japan, the WCO, MPAs, the ROCB A/P and the presenters.

## WCO Free Zone Virtual Workshop for Asia/Pacific Region

26-28 April 2021, Online Workshop



The WCO Free Zone Virtual Workshop for Asia/Pacific Region was held from 26 to 28 April 2021. The Workshop was organized by WCO under the sponsorship of the China Customs Cooperation Fund (CCF/China) and hosted by ROCB A/P. Together with the experts on Free Zone from the WCO, Mr. Norikazu Kuramoto, Head of the ROCB A/P, Ms. Zhengqing Ye, Program Manager of the ROCB A/P, Ms. Yuko Mamiya, Program Manager of the ROCB A/P, Ms. Pavida Boonmun, Assistant Program Manager of the ROCB A/P, Ms. Vareemon Chairungsilert, Program Coordinator, and Ms. Jate-arpa Benjaphong, Program Coordinator of the ROCB A/P, also joined as facilitators/coordinators for the Workshop.

The workshop was attended by more than 50 participants from 19 AP Member administrations as well as representatives from the private sector and the Organization for Economic Co-operation and Development (OECD). The Workshop provided an excellent opportunity for participants to present their national administrations' experiences of free zones (FZs) and to discuss good practices and the challenges that they are facing.

Topics discussed during the Workshop included the current situation of FZs, Customs' roles in FZs, cooperation between authorities and the private sector and emerging challenges in FZs. Participants emphasized the expansion of FZs had been seen as a policy tool for economic development. However, incentives such as tax benefits and relaxed regulations

attracted legitimate trade, they are also often susceptible to exploitation for illicit purposes. In session 9, Ms. Yuko Mamiya, Program Manager of ROCB A/P moderated the discussion on the enhancing cooperation in FZs and underscored the importance of establishing strong partnerships with business, including through the Authorized Economic Operator (AEO) concept, of receiving advance information from traders, and of using modern technologies to mitigate risks while facilitating legal trade flows.

With an objective of sharing experiences and gathering input on preventing illicit trade in FZs, the Workshop was very well received by participants and raised a lot of interest and heated discussion. The participants expressed their appreciation to the WCO, the ROCB A/P and the Experts for their great support of the workshop.

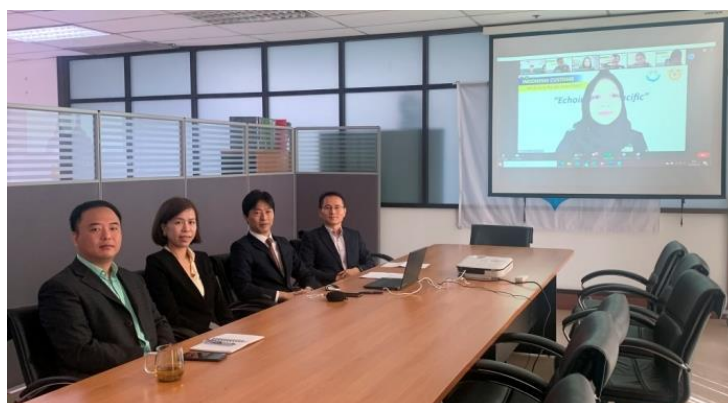
## *Pillar 2: Further enhance collaboration with development partners*

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### **ROCB A/P Congratulates Indonesia Customs as New Vice Chair**

15 July 2020, Bangkok, Thailand

At the invitation of the Directorate General of Customs and Exercise (GDCE), Ministry of Finance of the Republic Indonesia, Mr. Norikazu Kuramoto, Head of the ROCB A/P and his colleagues attended the Virtual Launching Event of Vice Chair office by online.



Indonesia Customs formally assumes the Vice Chair of Asia Pacific region from July 2020 to June 2022 as took over from India Customs, which was decided by the online 135th /136th Council Sessions held on 25th June 2020.

At this event, Dr, Kunio Mikuriya, Secretary General of the WCO conveyed his warm and encouraging message to the Vice Chair. He said in his message that WCO's activities are



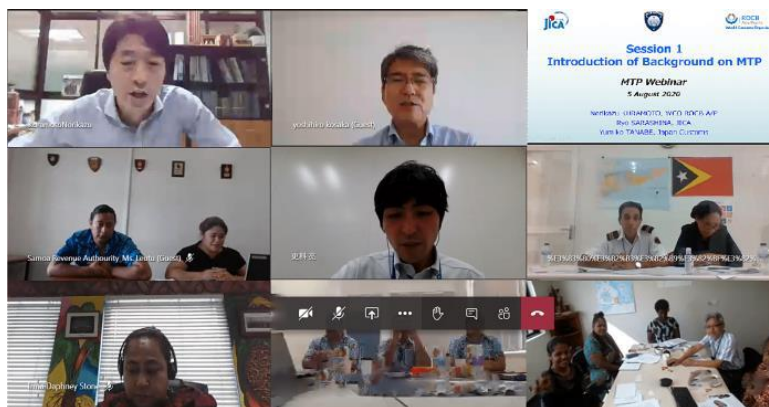
## ROCB A/P Annual Report 2020/21

based on regional activities, and the AP region is a most dynamic region which contributes to WCO, so A/P Members expect further excellent leading by new Vice Chair. After this, Mr. Heru Pambudi, Director General of DGCE expressed his remarks on the strong commitment to enhance regional activity. Taking this opportunity, ROCB A/P expressed our message that we hope to enjoy close cooperation and collaboration with Vice Chair in capacity building. In addition, colleagues of Indonesia Customs has delivered high-quality music performance and their strong passions to every participant.

# WCO/JICA Joint Sub-regional MTP Introductory Webinar for the Pacific Islands

5 August 2020, Webinar

The WCO/JICA Joint Sub-regional MTP Introductory Webinar for the Pacific Islands was held on 5 August 2020. The Webinar was facilitated by the ROCB A/P in close cooperation with the WCO, Japan International Cooperation Agency (JICA) and Japan Customs. The 6



Customs administrations in the Pacific, namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu as well as the representatives from Oceania Customs Organization (OCO) Secretariat attended the Webinar. Mr. Norikazu Kuramoto, Head of the ROCB A/P, and Ms. Yuko Mamiya, Program Manager of the ROCB A/P, also attended as facilitators/coordinators for the Webinar.

As part of the WCO Small Island Economies (SIEs) initiative, a number of regional dialogues took place in 2019 where a number of SIEs unique issues and challenges as well as recommended actions to be taken including the enhancement of cooperation with international or regional bodies and the development of regional pool of experts were identified. The Webinar was designed to seek a possibility to launch the “Master Trainer Program (MTP)”, the flagship program of the WCO/JICA Joint Project, in the Pacific Islands to

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realize its strategy. MTP is aimed at developing sustainable training capacity by (1) developing a pool of well-experienced trainers and (2) regionally featured training materials and program to be used by these trainers. Upon completion of the MTP, successful alumni are expected to become a regional asset and to deliver training for the benefit of Customs in the Pacific Islands as a whole.

The Webinar was successfully concluded with participants' clear understanding on the MTP which is expected to contribute to the sustainable capacity building in the Pacific and also helped to build a communication network among the participants and facilitators for future cooperation and collaboration. The participants showed their appreciation to the WCO, JICA, Japan Customs and ROCB A/P for the useful opportunity given through the Webinar, and agreed to take necessary actions required to launch MTP in the Pacific Islands.

## ROCB A/P attends the celebration of 50th Anniversary of the Asian-Pacific Postal College (APPC)

10 September, Bangkok, Thailand

At the invitation of Mr. Lin Hongliang, Secretary General of the Asian-Pacific Postal Union (APPU), Mr. Norikazu Kuramoto, Head of ROCB A/P, and Dr. Tong Hua, Program Manager of ROCB A/P, joined the “the Celebration of 50th Anniversary of the Asian-Pacific Postal College (APPC) at APPU headquarters



located in Thailand Post on 10 September 2020. The event was also blended arrangement by virtual sessions with participants via online.

Mr. Kuramoto congratulated the APPC on achieving this longstanding professional milestone for international training for postal officials from Asia Pacific region. He underlined that the Post and the Customs Administration operate in a collaborative and efficient manner. Therefore, he further exchanged view with Mr. Lin, the SG of the APPU on future

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collaboration. At the event, ROCB A/P met and greeted executives of Ministry of Digital Economy and Society of Thailand and the Thailand Post as well. The celebration event ended in a pleasant atmosphere, which all the participants in Bangkok were invited to join a 'happy birthday dance' session on the stage.

The Asian-Pacific Postal College (APPC) was established on 10 September 1970 in Bangkok following the recommendation of the first Congress of the Asian-Pacific Postal Union held in Manila in 1965. Up to date, it has trained more than 7500 postal managers from various postal administrations in the Asia-Pacific region, Middle East and the African continent. ROCB A/P was invited to give lectures regarding cross-border E-commerce, trade facilitation and function of the WCO at APPC several times in the past. Please refer to the links below for details: 1. ROCB A/P highlights the WCO Framework of Standards on Cross-Border E-commerce at Asia Pacific Postal College, 5 June 2019, Bangkok, Thailand 2. ROCB A/P contributes to the Asian-Pacific Postal Union (APPU) Workshop, 30 May 2018, Bangkok, Thailand)

## ROCB A/P Enhance Collaboration with UNODC

22 October 2020, Bangkok, Thailand

On 22 October 2020, Mr. Ulrich Meiser, Regional Coordinator, Container Control Programme, UNODC Regional Office and his colleagues paid a courtesy visit to Mr. Norikazu Kuramoto, Head of the ROCB A/P, and his team warmly welcomed them.

Mr. Kuramoto provided Mr. Ulrich Meiser and his team with the information on the outline of WCO ROCB A/P during they visit. We exchanged views on how the ROCB A/P and the UNODC Regional Office could cooperate each other in the professional areas and collaborate especially in conducting workshop for Customs officials in the Asia Pacific region,





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especially focusing on the combating illicit trade using risk management for efficient border control. Both sides agreed to share information, knowledge and expert resources to support future capacity building activities in our region.

## ROCB A/P appreciate for the Host Administration

Bangkok Thailand, 9 December 2020



Mr. Norikazu Kuramoto, the Head of ROCB A/P conveyed his deepest appreciation to Thai Customs Department as the host administration of ROCB A/P since it established in 2004 for their long standing and generous supports to ROCB A/P and its capacity building activity for Asia Pacific Members. The collaboration learning event which is named Thank Thai Workshop on 9 December 2020. From ROCB A/P, Mr. Ilkwon Han, Ms. Chloe Au, Ms. Yuko Mamiya, Dr. Tong Hua, Program Managers, Ms. May, Assistant Program Manager and all Program Coordinators joined.

At the beginning of the event, Ms. Nunthita Sirikup, the Director of Human Resource Management (HRM) Division, Thai Customs Department expressed the deepest gratitude on the efforts of ROCB A/P for the long-term service in delivering capacity building activity in the

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Asia Pacific region and expressed their strong intention to enhance further collaboration with ROCB A/P.

In this event, Mr. Ilkwon Han, Ms. Chloe Au, Ms. Yuko Mamiya, Dr. Tong Hua, and Ms. May, facilitated and promoted WCO capacity building activities and its international standards included training and Integrity areas as well as international cooperation. From Thai Customs Department, 16 officers from HRM Division, mainly from Customs Academy and Ethic Enhancement & Promotion Directorate participated in and exchanged of views with Program Managers of ROCB A/P. This workshop was designed and organized with its main counterpart, HRM Division of Thai Customs Department to learn and update about the WCO and its standards.

## The WCO/JICA Joint Sub-Regional Master Trainer Programme (MTP) Preparatory Meeting for the Pacific Islands

26 January 2021, Online Workshop hosted by ROCB A/P

The WCO/JICA Joint Sub-Regional Master Trainer Programme (MTP) Preparatory Meeting for the Pacific Islands was held online on 26 January 2021. The meeting 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 meeting. Mr. Noriakzu Kuramoto, Head, Ms. Yuko Mamiya, Program Manager, Ms. Jate-arpa Benjaphong, Program Coordinator, and Ms. Vareemon Chairungsrilert, Program Coordinator of the ROCB A/P, also attended as facilitators/coordinators for the meeting.

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This meeting is the second series of the MTP for the Pacific Islands which is expected to contribute to sustainable capacity building in those islands while responding to their unique needs and priorities. During the meeting, the priority topic(s) which will be launched in the MTP for the Pacific Islands were actively discussed and agreed upon. Besides, the Members in the Pacific Islands and the OCO Secretariat expressed their strong intention to support the launching of the MTP which supports the development of a pool of capable experts and regionally focused training materials and programmes on the agreed topic(s).

The active contribution of the participants resulted in a successful meeting as it also strengthened the cooperation among the participants and facilitators to work towards prosperity in the Pacific Islands. The participants and the OCO Secretariat expressed their appreciation to the WCO, the JICA, Japan Customs and the ROCB A/P.

## ROCB A/P attends the Maritime Stakeholder Meeting “Countering wildlife trafficking and other illicit trade through Thai seaports and maritime supply chains”

9-10 March 2021, Bangkok, Thailand



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At the invitation of the Royal Thai Customs, Mr. Norikazu Kuramoto, Head, and Ms. Yuko Mamiya, Program Manager of ROCB A/P attended the Maritime Stakeholder Meeting “Countering wildlife trafficking and other illicit trade through Thai seaports and maritime supply chains” held from 9 to 10 March 2021 in Bangkok, Thailand. This meeting was jointly organized by the Royal Thai Customs Department, the United Nations Office on Drugs and Crime (UNODC), United States Agency for International Development (USAID) Wildlife Asia, TRAFFIC and the World Wild Fund for Nature (WWF) with the financial contribution of USAID Wildlife Asia, WWF and UNODC. Over 70 representatives from Royal Thai Customs, other government departments, 34 international organizations and the private sector entities, mainly from shipping and freight companies, participated in this meeting.

This meeting aims to deepen the participants’ understanding of the risks and impacts brought to maritime supply chains by wildlife trafficking as well as share best practices and identifying interventions which will address existing gaps in systems and processes that are exposing the industry to transnational traffickers’ nefarious operations.

In his opening remarks, Mr. Chaiyut Kumkun, Principal Advisor on Customs Control Development for Director-General of Thai Customs, underlined that governments cannot win the battle against wildlife trafficking alone and Public-Private Partnerships are the only way to seriously tackle the traffickers that move wildlife products across borders and jurisdictions.

During the meeting, important issues such as perspectives on the future of ending maritime illicit trade and possible vulnerabilities to the illicit trade in export, transit and import chains were actively discussed among the participants. Mr. Kuramoto and Ms. Mamiya introduced the WCO CENcomm Customs communication platform which promotes information and data exchange as well as the WCO instruments and tools which can be utilized to fight against illicit trade including wildlife trafficking through discussions.

For more information about USAID Wildlife Asia at [usaidwildlifeasia.org](https://usaidwildlifeasia.org)

For more information about TRAFFIC at [traffic.org](https://traffic.org)

For more information about WWF at [www.worldwildlife.org](https://www.worldwildlife.org)

For more information about UNODC at UNODC Global Programme for Combating Wildlife and Forest Crime.



## ROCB A/P celebrate opening new building of Thai Customs Academy

16 March 2021, Bangkok, Thailand



At the invitation of the Director-General of Thai Customs Department, Mr. Norikazu Kuramoto, Head of the ROCB A/P and his colleagues attended the opening ceremony of the newly built Customs Academy. Mr. Kuramoto conveyed his warmest congratulation to Mr. Patchara Anuntasilpa, Director-General of Thai Customs Department on behalf of the WCO.

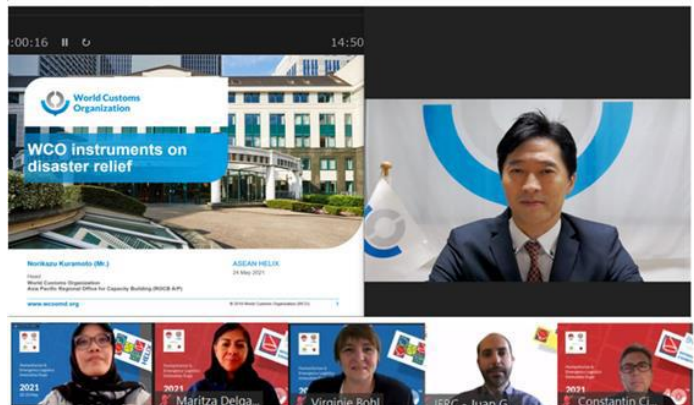
At the beginning of the ceremony, Mr. Patchara Anuntasilpa, Director-General of Thai Customs Department, expressed his intention for the Customs Academy to be accredited as a WCO Regional Training Center (RTC) in the Asia Pacific region in the near future. The academy aims to contribute and enhance Customs officials' competency with the high-technology training equipment and facilities and accommodation. On this occasion, many representatives from embassies and international organizations were invited to celebrate the ceremony.

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## ROCB A/P promotes WCO Instruments on Disaster Relief at the ASEAN Logistics EXPO

24 May 2021, Online, Bangkok

At the invitation of the Humanitarian and Emergency Logistics Innovation Expo (HELIX), Mr. Norikazu Kuramoto, Head of ROCB A/P delivered the presentation about WCO instruments on disaster relief on behalf of the WCO.

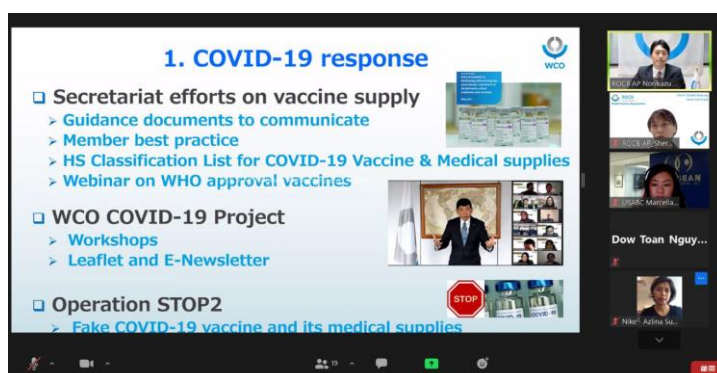


At the event, Mr. Kuramoto made a presentation on WCO instruments related to disaster relief namely known as the Revised Kyoto Convention (RKC) and Istanbul Convention. He explained in detail the Specific Annex J of Chapter 5 of RKC and Annex B-9 of Istanbul Convention as specific articles related to disaster relief.

The Humanitarian and Emergency Logistics Innovation Expo (HELIX) is an initiative of the ASEAN Coordinating Center for Humanitarian Assistance on disaster management (AHA Center) to capture the latest advancements and innovation in humanitarian logistics and supply chain management. It aims to provide ASEAN's National Disaster Management Organizations a menu of solutions to address gaps in logistics and capacity.

## ROCB A/P attended the bilateral meeting with US-ASEAN Business Council

22 June 2021, Bangkok, Thailand



At the invitation of the of US-ASEAN Business Council, Mr. Norikazu Kuramoto, the Head of the ROCB A/P participated a bilateral meeting held virtually on 22 June 2021. Program Manager of the ROCB A/P, Ms.

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Sherman Yu also joined the meeting to provide support. The meeting was opened with remarks delivered by Senior Vice President and Regional Managing Director, Ambassador Michael W. Michalak. In his speech, he highlighted several issues, e.g. facilitation of vaccine, digitalization of Customs clearance, e-commerce, capacity building and the contribution of private sector which are vital for the recovery from the pandemic in the globe.

Following Amb. Michalak's speech, Mr. Norikazu delivered a presentation to introduce the work of the ROCB A/P and provide an overview of the upcoming capacity building activities for participants. He also shared with them how the ROCB A/P is overcoming challenges due to the COVID-19.

During the meeting, participants expressed their interest in collaborating with ROCB AP as well as WCO in terms of knowledge sharing in future capacity building activities. Mr. Norikazu took note of their suggestions and looking forward to explore the feasibility of cooperation in future.

## Dr. Mikuriya Secretary General promote SIEs Initiative with UN Ambassadors

29 June 2021, Bangkok Thailand by online

At the invitation of Fiji's Ambassador to the United Nations (UN), HE Mr. Satyendra Prasad, leading the UN Pacific Group, Dr. Kunio Mikuriya, WCO Secretary General have the briefing meeting of WCO Small Island Economies (SIEs) Initiative with 16 Ambassadors and



Representatives to the UN of Small Island States from the Pacific region and Mr. Norikazu Kuramoto, the Head of the ROCB A/P attend the meeting held on 28 June 2021.

Dr. Mikuriya emphasized that WCO's SIEs Initiative supporting tools further connect SIEs to the international supply chain with WCO instruments and tools, because of this, WCO decided to extend the WCO's Master Trainer Program (MTP), funded by the Japan

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International Cooperation Agency (JICA) to the Pacific region. He also highlighted the benefits of WCO membership, especially as its members could receive technical assistance through various WCO capacity building programs, which is expected above the annual membership fee.

Ambassadors of WCO Members showed an interest in maximizing the advantages of being part of the WCO network as well as the WCO 's MTP for Pacific region, while Ambassadors of non-WCO Members expressed their interest in WCO membership, with the benefits far exceeding the annual membership costs. They agreed that these economies would gain the most from WCO programs, given their need for enhanced connectivity.

The meeting was coordinated by the UN Office of the High Representative for Least Developed Countries, Landlocked Developing Countries and Small Island Developing States (UNOHRLLS), under the leadership of the UN Under-Secretary General, Ms. Fekita K.'Utoikamanu.

## ROCB A/P celebrate opening new RDTC Korea

8 June 2021, Incheon, Korea



At the invitation of the Director-General of RDTC Korea, Mr. Norikazu Kuramoto, Head of the ROCB A/P and his colleagues attended the Virtual Launching Ceremony of Regional Dog Training Center (RDTC) Korea. Mr. Kuramoto conveyed his warmest

congratulations to Ms. Anna Cho, Director-General of RDTC Korea.

At the beginning of the ceremony, Ms. Anna Cho, Director-General of RDTC Korea, declared the official Opening of RDTC Korea, followed by cake cutting with her colleagues. At this occasion, Mr. Jaehyeon Lim, Commissioner of KCS, expressed a sincere welcome and thanks for the ceremony and launching of WCO RDTC Korea. He strengthened the importance of building international networks among detector dog operating authorities for swift sharing



of information including canine training techniques and the latest detection trends. As a congratulatory remark, Dr. Kunio Mikuriya, Secretary General of WCO, mentioned RDTK Korea will be the regional Hub in the AP region supported by a good network of 16 RDTCs worldwide. Mr. Askolani, Vice-chair of WCO AP, highlighted the importance of minimal disruption in the detection of illegal goods by canines. So, he appreciated the RDTK Korea efforts in sharing best practices, profiling canine knowledges in AP region.

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

### ROCB A/P participates the ASEAN DGs – WCO Consultation

19 August 2020, Bangkok, Thailand

At the invitation of the of Association of Southeast Asia Nations (ASEAN) Director-General (DG) of Customs Meeting for 2020, Dr. Kunio Mikuriya, WCO Secretary General, and Mr. Norikazu Kuramoto, Head of ROCB A/P, participated the ASEAN Customs



DGs – WCO Consultation” held virtually on 19 August 2020. The Program Managers of the ROCB A/P, Ms. Yoko Mamiya and Ms. Chloe Au, also joined the meeting to provide support.

The meeting was opened with remarks by Dr. Mikuriya by emphasizing the importance of Customs collaboration in the globe to continuously facilitate trade and secure society during this critical moment affected by the COVID-19. Following Dr. Mikuriya’s highlights on the current WCO strategy and future developments in relation to regional integration and its economic growth, Mr. Norikazu delivered a presentation to introduce the work of the ROCB A/P and provide an overview of the upcoming capacity building activities for A/P Members as

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well as ASEAN Members. He also shared with the DGs how the ROCB A/P overcomes the challenges emerged due to the COVID-19. Mr. Norikazu reiterated that the ROCB A/P will commit its full-fledged support to organize and participate virtual workshops and meetings, enrich publications to promote information sharing among Members and maintain the synergy effort in the region, and prepare to arrange the conventional workshops when feasible.

## 18th Meeting of Heads of WCO Asia/Pacific Regional Training Center

15th October 2020, Online Meeting Hosted by ROCB A/P



The 18th Meeting of Heads of WCO Asia/Pacific Regional Training Center was organized and hosted online by ROCB A/P on 15th October 2020. Participants of the meeting are from RTCs, WCO Secretariat, Vice Chair, and ROCB A/P. In addition, Iran Customs and Indonesia Customs, who are currently applying for the RTCs, and RILO A/P were also joined as observers. To maintain an opportunity of members for exchanging views and experiences under the time of pandemic of COVID-19, the ROCB A/P decided to host and organize the meeting by online for the first time this year to stop international travel and keep social distance. The meeting was started with the opening remarks from 2 speakers namely Mr. Taeil Kang, Director of Capacity Building Directorate of WCO, followed by Mr. Norikazu Kuramoto, Head of ROCB A/P.

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At the meeting, information of WCO policy, Asia Pacific region's activity, and regional capacity building activities were shared and presented to participants by RDM WCO, Vice Chair Indonesia, and ROCB A/P respectively during the Information Sharing Session. Capacity building related information and activities including hot topics of WCO were clearly presented during this session. Consequently, these information are good references for members and could lead to understanding of regional activities in this fiscal year. Also, during the discussion session, each RTC briefly shared and exchanged their challenges, experiences, impact to staff training, and best practices of the training methodologies under the influence of COVID-19 among members. Besides, each participants and observers made a good communication through the chat box that was a good opportunity to enhance ongoing relationships among each other in the future.

The meeting was finally wrapped up and successfully ended with the Way Forward Session by Mr. Kuramoto followed by the closing remarks from Mr. Takashi Sato, RDM CBD WCO, and Mr. Kuramoto from ROCB A/P, respectively.

## WCO A/P Joint Session of Regional Heads of Customs Administrative Conference and Regional Contact Points Meeting

12 November 2020, Online Meeting Hosted by Vice Chair

The WCO A/P Joint Session of 21st Regional Heads of Customs Administrative Conference (RHCA) and 30th Regional Contact Points (RCP) Meeting were held online on 12 November 2020 organized by the Directorate General of Customs and Excise of the



Republic of Indonesia as Vice Chair. More than 60 Delegates from 25 A/P regional Member administrations and Dr. Kunio Mikuriya, Secretary General of WCO, the RILO A/P and the

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ROCB A/P, as permanent observers, attended the Meetings and discussed important issues for A/P region. The discussions include the endorsement of Regional entities, measures in response to COVID-19 pandemic, the progress with implementation of the WCO A/P Regional Strategic Plan (RSP) 2018-2020, and the establishment of Regional Private Sector Group Asia/Pacific. During the Meetings, Mr. Norikazu Kuramoto, Head of the ROCB A/P, updated Members on the ROCB A/P's capacity building activities including the ROCB A/P's response to the COVID-19 pandemic and the outcomes of the Regional Training Center Heads Meeting which was held online in October 2020 and organized by the ROCB A/P. Mr. Kuramoto also made reports on the implementation of the Focus Area 3 (Capacity Building) of the A/P RSP 2018-2020. Several delegates expressed their appreciation for the ROCB A/P's contribution to the A/P region and support for its activities.

RHCA endorsed the proposals of Indonesia and Iran on hosting the WCO Regional Training Center (RTC), the proposals of India and Indonesia on hosting the WCO Regional Customs Laboratory (RCL), the proposals of Korea on hosting the WCO Regional Dog Training Center (RDTC). Members have warmly welcomed new RTCs, RCLs and RDTC. RCP shared experience and practices to address the challenges under the COVID-19 pandemic.

The delegates called for continued strengthening cooperation and information sharing among the Member administrations, the WCO, ROCB A/P and RILO A/P, for continued solidarity even amid COVID-19.

## ROCB A/P promotes WCO A/P Regional Structures' Research Function at the 15th WCO Annual PICARD Conference

26 November 2020, Online Conference hosted by the WCO

WCO 15th Annual PICARD Conference was held by online and Dr. Tong Hua, Programme Manager of the ROCB A/P was joined the session of "Capacity Building and the PICARD





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Programme” on 26 November 2020 as a selected speaker globally by the WCO PICARD Conference Scientific Board, and which was moderated by WCO Capacity Building Directorate.

During the session, Dr. Tong Hua made a presentation on “How to better utilize the PICARD Programme in WCO capacity building activities—from the WCO Asia Pacific Regional Structures’ perspective”, During this presentation, he recalled the development and main tasks of WCO Regional Structures in the A/P Region; highlighted the strong link between the topics of previous PICARD Conferences and the WCO Regional, Sub-regional and National capacity building activities; Dr. Tong Hua then concluded with an introduction of successful cooperation model on transferring the WCO workshop’s outcomes to high-quality study reports, which were jointly designed and studied by the WCO, ROCB A/P and RTCs in the A/P Region. Additionally, Dr. Tong Hua’s paper will be published in the special edition of the World Customs Journal, 2020.

The WCO PICARD Conference provides a platform for academics and policymakers from around the world to present their research, interact, and discuss vital policy issues that impact Customs and international trade. This year and for the first time, the 4-days conference will be organized completely virtually.

## 16th Global Meeting of the WCO Regional Structures

18-19 February 2021

Given the severe impact of COVID-19, the 16th Global meeting of the WCO Regional Structures convened virtually on 18-19 February 2021, based at the WCO Headquarters in Brussels, Belgium. Following on

from last year, delegates from the Vice Chair’s Office, Regional Office for Capacity Building (ROCB), Regional Intelligence Liaison Office (RILO), Regional Training Centre (RTC), Regional



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Customs Laboratory (RCL) and Regional Dog Training Centre (RDTC) in the six WCO regions were all invited to attend. Mr. Norikazu Kuramoto, Head of ROCB A/P, led his team, Ms. Chloe Au, Program Manager of ROCB A/P and Ms. Pattarapak Nopnakeepong, Program Coordinator of ROCB A/P, to represent the office in the Meeting.

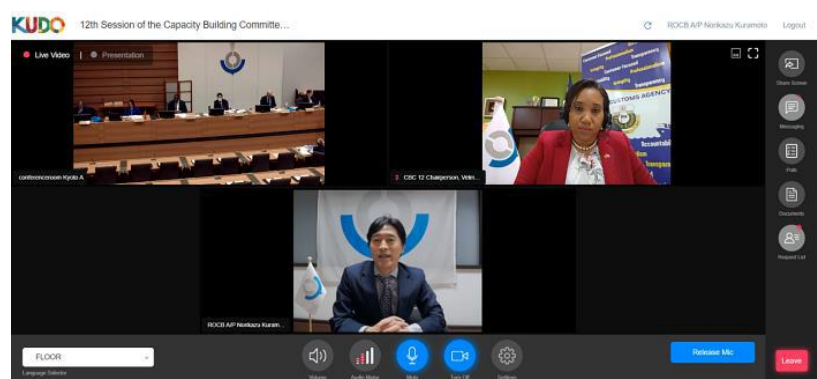
The meeting aimed to align and strengthen the cooperation and collaboration between the Vice Chair's Offices and all other regional entities. Following the opening remarks by Mr. Taeil Kang, Director of WCO Capacity Building Directorate, and emphasizing the importance of delivering online training support under the “new normal”, delegates discussed and shared experiences on various developing capacity issues, e.g. virtual training models and job competency in HRM. At the meeting, Mr. Kuramoto shared our good practice on collecting A/P Members' capacity building needs and devising technical assistance plans by referring to the Annual Capacity Building Needs Survey, in collaboration with Japan Customs. Mr. Kuramoto also reported to the delegates about the capacity building activities and development in the A/P region which included, the online hosting of the 18th Meeting of Heads of WCO Asia/Pacific Regional Training Center, the growth in numbers of the regional entities, the organization of the virtual workshops for the A/P Members and the enhancement on regional communication via enriched ROCB A/P e-Newsletter. Delegates were also updated on the latest progress of different WCO Directorates

## ROCB A/P joined the 12th Capacity Building Committee

22 - 24 February 2021

The 12th Capacity Building Committee (CBC) was held virtually between 22 to 24 February 2021. Approximately 300 delegates from member administrations including other international organizations

participated. From ROCB A/P, Mr. Norikazu Kuramoto, Head, Ms. Yuko Mamiya, Program





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Manager, Ms. Pavida Boonmun, Assistant Program Manager and Ms. Vareemon Chairungsrilert, Program Coordinator also attended.

The meeting kicked off with the opening address of Dr. Kunio Mikuriya, the WCO Secretary General. During the CBC virtual meeting, participants discussed issues such as new guidance documents and updated information on capacity building activity.

Mr. Kuramoto expressed appreciation to the WCO's efforts on capacity building especially after the outbreak of the COVID-19. He mentioned that the time zone difference is one of the big challenges of the virtual workshops and appreciated the WCO's efforts on organizing regional workshops in the AP region so far despite the large time difference between the AP region and Brussels. Also, he expressed the ROCB A/P's commitment to assist the WCO in organizing the regional workshop in the AP region.

Due to the COVID-19 pandemic, the 12th CBC was held in two phases. Phase I was a 2-week document-based meeting that took place between 25 January 2021 to 8 February 2021. The CBC group was hosted on the WCO CLiKC! platform where delegates submitted their comments on the documents of the CBC's agenda. ROCB A/P also participated and gave comments on the drafted new guidance document for virtual training named "People Management and Learning in Time of Crisis" from our experience. Also, phase II was a web-conference meeting held between 22 to 24 January 2021, which consolidated the inputs provided in Phase I and discussed among delegates.

## ROCB A/P attends the WCO A/P 22nd Regional Heads of Customs Administrative Conference

6-7 April 2021, Online

The WCO A/P 22nd Regional Heads of Customs Administrative Conference (RHCA) was held online from 6 to 7 April organized by the Customs and Excise of the Republic of



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Indonesia as Vice Chair. More than 50 Delegates from A/P regional Member administrations and Dr. Kunio Mikuriya, Secretary General of WCO discussed important issues for the A/P region such as the endorsement of Regional entities, measures in response to COVID-19 pandemic, the progress with implementation of the WCO A/P Regional Strategic Plan (RSP) 2020-2022, and the Terms of Reference of Regional Private Sector Group Asia/Pacific (ToR of RPSG-AP)..The RILO A/P and the ROCB A/P attended as permanent observers.

Dr. Kunio Mikuriya provided the information on the latest WCO policy and initiatives. He highlighted the WCO's response to the COVID-19 pandemic including the adoption of the "Resolution on the Customs Role in Facilitating the Cross-Border Movement of Situationally Critical Medicines and Vaccines", development of the COVID-19 Action Plan as well as Guidelines on Disaster Management and Supply Chain Continuity and Operation STOP2 which aims to detect fake COVID-19 vaccine. Dr. Mikuriya also shared the discussions from previous Councill, Policy Commission and Finance Committee meetings. Vice Chair and Members expressed appreciation for SG's leadership and outstanding efforts made by the WCO Secretariat to assist Member Customs administrations even during the unprecedented pandemic.

Mr. Norikazu Kuramoto, Head of the ROCB A/P, updated Members on the ROCB A/P's capacity building activities including the ROCB A/P's response to the WCO virtual Workshops and Meetings as well as activities to enhance communication and information sharing among AP Members amid COVID-19. Mr. Kuramoto also reported on the implementation of Focus Area 3 (Capacity Building) of the A/P RSP 2020-2022. Members and RILO A/P expressed their appreciation for ROCB A/P's contribution to the A/P region, support for its activities and a willingness to further collaborate with the ROCB A/P.

During the Meeting, RHCA endorsed the proposals of China hosting the WCO Regional Customs Laboratory (RCL). Members have warmly welcomed the new RCL. Also, Members endorsed the ToR of RPSG-AP and expressed appreciation for the efforts of the Vice Chair.

Active contributions by delegates and good meeting management by Vice Chair resulted in a successful and fruitful meeting even in challenging times. The delegates called for enhancement of collaboration among AP Members, the WCO, ROCB A/P and RILO A/P.

## ROCB A/P attended the 10th ASEAN World Customs Organization (WCO)

### Consultation at the 13th Meeting of the ASEAN Directors- General of Customs

10 June 2021, online, Bangkok Thailand

At the invitation of the ASEAN Secretariat, Mr. Norikazu Kuramoto, Head of ROCB A/P attended the 10th ASEAN - World Customs Organization (WCO) Consultation at the 13<sup>th</sup> Meeting of the ASEAN Directors- General of Customs virtually held on 10 June 2021 in Bangkok, Thailand. Ms. Sherman YU, Program Manager of the ROCB A/P also attended.



The meeting was co-chaired by Mr. Rey Leonardo B Guerrero, Commissioner of Philippines Customs and by Indonesia Customs, WCO Vice-Chair for the Asia/Pacific region, with the attendance of Mr. Satvinder Singh, Deputy Secretary General of the ASEAN Economic Community.

In the opening remarks, Dr. Kunio Mikuriya, the Secretary General of WCO briefly explained the work done and the way forward of WCO in pandemic times, particularly the vaccination program and its facilitation. Echoing the SG's themes, the RDM of WCO presented these WCO hot topics to the participants. This meeting provided a platform to exchange views on international and emerging customs issues. The WCO also took the opportunity to explain the most current developments, priority programs and the strategic direction.

During the meeting, important issues such as recovery in ASEAN countries after the opening up of border in post-pandemic, digitalization in trade, data exchange in Single Window adopted were highlighted in the discussion. Mr. Kuramoto introduced the capacity building activities of ROCB AP as well as the forthcoming plan to the participants.

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

### ROCB A/P joined Trade Facilitation Webinar by Indonesia Customs

30 July 2020, Bangkok, Thailand

At the invitation of the Directorate General of Customs and Exercise (GDCE), Ministry of Finance of the Republic Indonesia, Mr. Norikazu Kuramoto, the Head of the ROCB A/P joined the Webinar on Trade facilitation and the Role of Customs and delivered his keynote speech.

This webinar has been designed for Indonesia Customs officials and invited neighboring Customs. This is series of events and aim to contribution to the capacity building activities in the region. At this first day of serious of the Webinar, about 340 officials participated in.

At this event, it was started with opening remarks by Mr. Rionald Siliaban, Chairman of Financial Education and Training Agency, Ministry of Finance, Indonesia, Mr. Kuramoto made speech on the what should we do under current COVID-19 pandemic situation from the capacity building aspect. After that, the resource person Ms. Guusta Visser, the Netherlands Customs Attaché for Singapore, Malaysia, Indonesia, Thailand, and Vietnam, based in Singapore, made presentation on the recent effort on the trade facilitation by Netherland Customs.



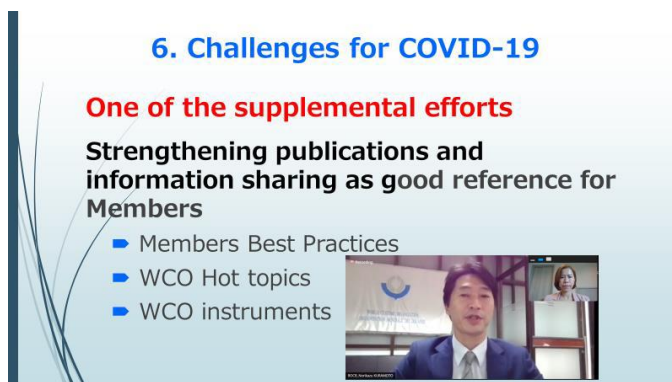
## ROCB A/P joined the Webinar on Capacity Building at the Turning Point: Challenge the Tradition or Embrace Transformation organized by the Indonesian Customs

12 August 2020, Bangkok, Thailand

At the invitation of the Indonesian Customs Training Center, Mr. Norikazu Kuramoto, Head of ROCB A/P, and Ms. Chloe AU, Program Manager of ROCB A/P, joined the “Webinar on Capacity Building at the Turning Point: Challenge the Tradition or Embrace Transformation” on

12 August 2020 as resource persons. More than 160 Indonesian customs officials joined the Webinar, including representatives from his neighboring countries.

In the Webinar, Mr. Norikazu delivered a presentation to introduce the work of the WCO as well as the ROCB A/P and provided updates of the regional capacity building activities. At present, the ROCB A/P, like all Member administrations in A/P region, is facing different and various challenges raised by the COVID-19 pandemic that are unprecedented and unexpected than ever. Therefore, taking this opportunity, Mr. Norikazu shared with the participants how the ROCB A/P responds to the changes and the new way forward in carrying out the regional capacity building activities. The ROCB A/P will give full support to the virtual meetings organized by Members or working partners, enrich our publications so as to maintain continued communication and sharing among Members, and prepare ourselves to resume arranging face-to-face workshops in the future.

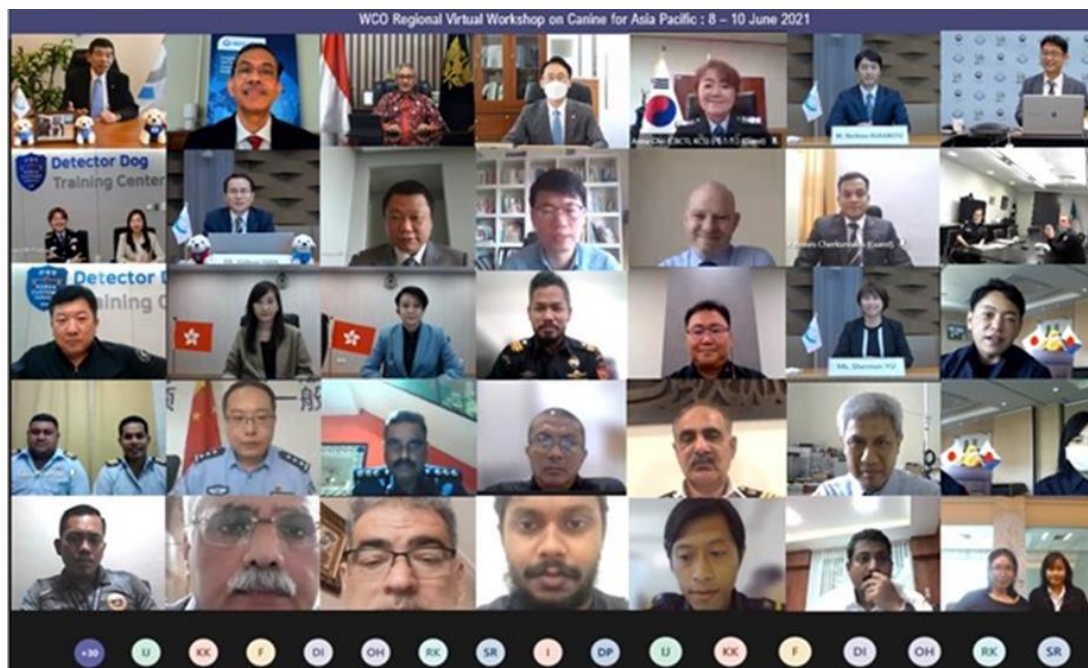




# ROCB A/P Annual Report 2020/21

## The WCO Asia/Pacific Regional Virtual Workshop on Canines

8-10 June 2021, Online workshop hosted by ROCB A/P



The WCO Asia/Pacific regional Virtual Workshop on Canines was held from 8 June to 10 June 2021. The Workshop was hosted by the ROCB A/P in close cooperation with the WCO under the sponsorship of the Korea Customs Cooperation Fund (CCF/Korea). The 21 Customs administrations in the Asia and Pacific region attended the Workshop. Together with the canine experts from the WCO and Mr. Norikazu Kuramoto, Head of the ROCB A/P, Mr. Gideon Ilkwon HAN, Program Manager of the ROCB A/P, and Ms. Sherman YU, Program Manager of the ROCB A/P also attended as facilitators/coordinators for the Workshop.

In order to enhance Members' capacities in the area of canine enforcement to combat the smuggling of dangerous and contraband items and to serve as an effective regional platform to share best practices and define common challenges, the Workshop covered the WCO fentanyl project and experiences from AP members. Through a series of presentations and discussions, the participants learnt that canine capability is an effective and efficient tool to tackle illegal goods with minimal disruption, such as drugs, cash, wildlife product etc.

During the workshop, experiences from 8 AP members, namely Hong Kong China, Indonesia, Japan, Korea, India, Australia, Maldives and Pakistan were shared through the



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country presentations. The participants actively engaged in discussions of each expert led session, including breed and operation scheme benchmarks. Also, the participants exchanged their experiences to address the challenges on how to implement detector dog activity in the COVID-19 pandemic.

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

## About the ROCB A/P

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### *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



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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.

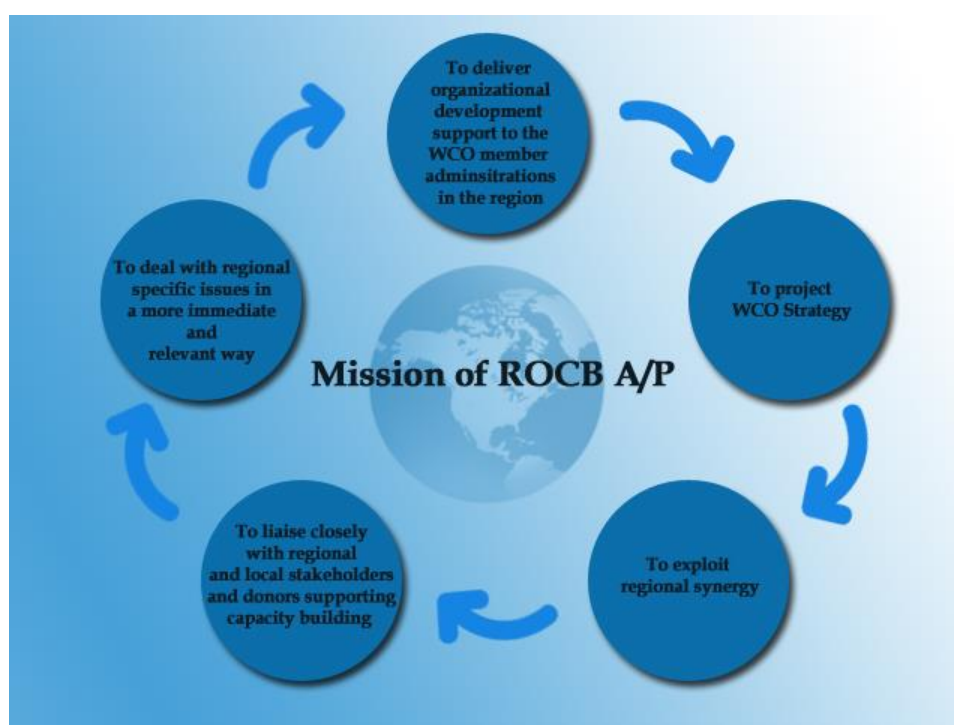


## *Mission*

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 seven WCO Regional Training Centers (RTCs) 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 2020/21

Diagram 6: WCO A/P Members

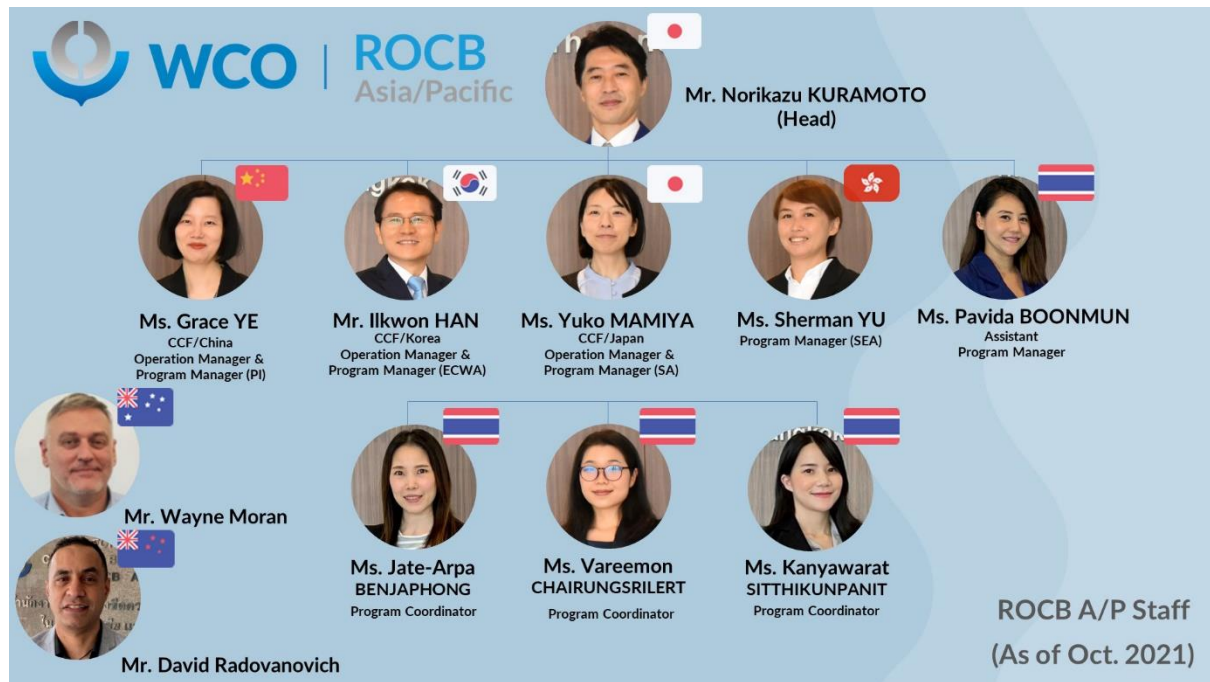


With the WCO Customs Cooperation Funds (mainly contributed from China, Japan and Korea), the ROCB A/P organizes a series of capacity building activities for the regional Members in need of technical assistance. The ROCB A/P works with the WCO's development partners, such as the Asia Development Bank 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 2021). 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.

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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.



# ROCB A/P Annual Report 2020/21

During the year 2020/21, Dr. Hua Tong from China and Ms. Chloe Au completed their tenure seconded in the ROCB A/P and returned to their home administration. Also, one of our Programme Coordinators, Ms. Pattarapak Nopnakeepong was posted out to another unit in Thai Customs Department. Taking this opportunity, we would like to send our gratefulness to them for their solid devotion and support to the ROCB A/P's work during their tenure. Without all their continued support, the ROCB A/P alone cannot fulfill the entrusted tasks and responsibilities.



# ROCB A/P Annual Report 2020/21

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
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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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### **Strategic Action Plan 2020- 2022** **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 19<sup>th</sup> Regional Heads of Customs Administration Conference in May 2018, 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 2020-2022, 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 2020-2022, this ROCB A/P Strategic Action Plan also applies for 2-year term from July 2020 to June 2022.

## ROCB A/P Strategic Action Plan (2020-2022)

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

Specific Actions of ROCB A/P	Relevant part of RSP 2020-2022	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 22/33 Members	30 June 2022
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 25/33 Members	30 June 2022
c) Work with Vice Chair, RILO A/P and Members to raise awareness about the WCO Cargo Targeting System	1.1.1 – 3 <sup>rd</sup> milestone	Number of Members	At least 10/33 Members	30 June 2022
d) Upon request, assist Member's effort in developing and using national valuation database or the like as a risk management tool	1.1.1 – 4 <sup>th</sup> milestone	Number of Members	33/33 Members	30 June 2022
e) Upon request, assist Member's efforts to develop Authorized Economic Operators (AEO) program	1.1.2 – 2 <sup>nd</sup> milestone	Number of Members	33/33 Members	30 June 2022
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 2022
g) Upon request, assist Member's effort to accede to and implement the Revised	1.1.3 – 1 <sup>st</sup> milestone	Number of contracting Members	33/33 Members	30 June 2022

# ROCB A/P Annual Report 2020/21

Specific Actions of ROCB A/P	Relevant part of RSP 2020-2022	KPI	Target	Deliverables in the RSP
Kyoto Convention (RKC)				
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 2022
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 27/33 Members (2) 6 new contracting parties	30 June 2022
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 2022
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 2022
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 2022
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 2022
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 2022



# ROCB A/P Annual Report 2020/21

Specific Actions of ROCB A/P	Relevant part of RSP 2020-2022	KPI	Target	Deliverables in the RSP
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 2022
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 2022
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 2022
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 2022
s) Upon request, assist Member's effort in promoting cooperation and coordination for Coordinated Border Management (CBM)	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 2022
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 2022
u) Work with Vice Chair and Members to enhance Customs-Customs, and if appropriate, Customs-to-Business interconnectivities in various aspects	1.2.2 - 1st to 2 <sup>nd</sup> milestones	Number of experiences sharing	At least 10/33 Members	30 June 2022
v) Upon request, assist Member's effort in utilizing Advance Passenger Information	2.1.1 – 2 <sup>nd</sup> milestone	Number of Members who accepted WCO	At least 15/33 Members	30 June 2022

# ROCB A/P Annual Report 2020/21

Specific Actions of ROCB A/P	Relevant part of RSP 2020-2022	KPI	Target	Deliverables in the RSP
(API) / Passenger Name Record (PNR) for the risk assessment of travelers		Recommendation concerning the use of API and PNR		
w) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness of IPR issues	2.2.1 – 2 <sup>nd</sup> milestone	Number of activities conducted in A/P region	At least once per year	30 June 2022
x) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness on environment issue (e.g. hazardous waste and wildlife)	2.2.1 – 3 <sup>rd</sup> milestone	Number of activities conducted in A/P region	At least once per year	30 June 2022
y) Work with Vice Chair, RILO A/P and Member to enhance border security in order to tackle with terrorists' threats	2.2.1 – 4 <sup>th</sup> milestone	Number of activities conducted in A/P region	At least once per year	30 June 2022
z) Work with Vice Chair and Members to promote information sharing on cruise ship security	2.3.1	Number of activities conducted in A/P region	At least 2 Members per year	30 June 2022
aa) 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))	2.3.2 – 2 <sup>nd</sup> milestone	Number of activities conducted in A/P region	At least twice per year	30 June 2022
bb) Upon request, assist Member to enhance their capabilities to face the challenges linked to strategic trade control	2.3.3	Number of Members	5 Members	30 June 2022

# ROCB A/P Annual Report 2020/21

Specific Actions of ROCB A/P	Relevant part of RSP 2020-2022	KPI	Target	Deliverables in the RSP
cc) Work with Vice Chair, RILO A/P and Members to promote the use of NII	2.3.4	(1) Number of Members (2) Pool of in-house experts (3) Number of Members sharing	(1) 5 Members (2) At least 5 experts per year (3) At least 8 Members per year	30 June 2022
dd) 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 2022
ee) 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 2022
ff) 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 2022
gg) 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 2022
hh) Upon request, assist Member's effort in devising and implementing integrity action plan utilizing integrity development tools	3.2.3 – 2 <sup>nd</sup> to 3 <sup>rd</sup> milestones	Number of implementing Members	33/33 Members	30 June 2022

# ROCB A/P Annual Report 2020/21

## 2. Further develop partnerships with development partners

Specific Actions of ROCB A/P	Relevant part of RSP 2020-2022	KPI	Target	Deliverable in the RSP
a) Work with Vice Chair to enhance cooperation, coordination and mutual understanding with the development partners	1.2.3	Number of reports	At least twice per year	30 June 2022
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 2022

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

Specific Actions of ROCB A/P	Relevant part of RSP 2020-2022	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 2022
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 2022

# ROCB A/P Annual Report 2020/21

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 2022
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 2022
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 2022
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 2022
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 2022
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 2022



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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 2022
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 2022
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 3 times per year (2) At least 5 Members per year (3) At least 3 times per year	30 June 2022
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 2022

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## 4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P	Relevant part of RSP 2020-2022	KPI	Target	Deliverable in the RSP
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 2022
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	Number of high-level dialogues	At least once every 2 years	30 June 2022
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 2022

### ROCB A/P Annual Work Plan (2020-2021)

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

Specific Actions of ROCB A/P (Relevance to A/P RSP 2020-2022)	Annual Work Plan for 2020-2021	RSP Key Performance Indicator
a) Upon request, assist Member's effort in implementing risk management tools like the WCO Risk Management Compendium <i>(RSP 1.1.1 – 1<sup>st</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on risk management for Lao, Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See also 1- (b), (c), (d), (y), (bb), (dd) and (ee))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(b), (c), (d), (y), (bb), (dd) and (ee))</li> <li>➤ Organize a regional accreditation workshop on risk management and a regional workshop on Development of the capacity on the regional intelligence network and risk management (See also 1-(b), (c), (d), (y), (bb), (dd) and (ee))</li> </ul>	Number of implementing Members
b) Upon request, assist Member's effort in developing national risk management database (e.g. nCEN) <i>(RSP 1.1.1 – 2<sup>nd</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on risk management for Lao, Indonesia, Mongolia, Philippines, Sri Lanka, and Vietnam (See also 1- (a), (c), (d), (y), (bb), (dd) and (ee))</li> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(v), (y), (aa), (dd) and 3-(k))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (c), (d), (y), (bb), (dd) and (ee))</li> <li>➤ Organize a regional accreditation workshop on risk management and a regional workshop on Development of the capacity on the regional intelligence network and risk</li> </ul>	Number of Members

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	<p>management (See also 1-(a), (c), (d), (y), (bb), (dd) and (ee))</p> <ul style="list-style-type: none"> <li>➤ Organize a regional meeting of the national nCEN leaders (See also 1-(c) and (dd))</li> <li>➤</li> </ul>	
<p>c) Work with Vice Chair, RILO A/P and Members to raise awareness about the WCO Cargo Targeting System (RSP 1.1.1 – 3<sup>rd</sup> milestone)</p>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on risk management for Lao, Indonesia, Mongolia, Philippines, Sri Lanka, and Vietnam (See also 1- (a), (b), (d), (y), (bb), (dd) and (ee))</li> <li>➤ Conduct a national workshop on Cargo Targeting System (CTS) - Train the Trainer Training for Thailand (See also 1 – (a) and(c))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (d), (y), (bb), (dd) and (ee))</li> <li>➤ Organize a regional accreditation workshop on risk management and a regional workshop on Development of the capacity on the regional intelligence network and risk management (See also 1-(a), (b), (d), (y), (bb), (dd) and (ee))</li> <li>➤ Organize a regional meeting of the national nCEN leaders (See also 1-(b) and (dd))</li> </ul>	<p>Number of implementing Members</p>
<p>d) 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 – 4<sup>th</sup> milestone)</p>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on Revenue Package Diagnostic on HS and Valuation for Timor-Leste (See also 1-(i), (p) and 3-(k))</li> <li>➤ Conduct a national workshop on Customs Valuation for Timor-Leste (See also 1 – (j))</li> <li>➤ Conduct national workshops on risk management for Lao, Indonesia, Mongolia, Philippines, Sri Lanka, and Vietnam (See also 1- (a), (b), (c), (y), (bb), (dd) and (ee))</li> </ul>	<p>Number of Members</p>

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	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on Valuation for Lao PDR and Nepal (See also 1-(i), (j) and (p))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (c), (y), (bb), (dd) and (ee))</li> <li>➤ Organize a regional accreditation workshop on risk management and a regional workshop on Development of the capacity on the regional intelligence network and risk management (See also 1-(a), (b), (c), (y), (bb), (dd) and (ee))</li> </ul>	
e) Upon request, assist Member's efforts to develop Authorized Economic Operators (AEO) program (RSP 1.1.2 – 2 <sup>nd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on SAFE for Afghanistan, Iran and Maldives (See also 1-(y) and (ee))</li> <li>➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives, Bangladesh and Tonga (See also 1-(u), (y), (ee) and 3-(k))</li> <li>➤ Organize a sub-regional workshop on AEO for better implementation and further regional cooperation for ASEAN Members (See also 3 – (a), (b) and (l))</li> <li>➤</li> </ul>	Number of Members
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	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on TFA for Lao PDR and</li> </ul>	Number of



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implementing the WTO Trade Facilitation Agreement (TFA) <i>(RSP 1.1.3 – 2<sup>nd</sup> milestone)</i>	<p>Mongolia (See also 1-(ee))</p> <ul style="list-style-type: none"> <li>➤ Upon request, provide assistance for the implementation of WTO TFA (See also 1-(ee))</li> <li>➤ Organize sub-regional workshops on PCA for South Asia (See also 1-(q) and 3-(k))</li> <li>➤ Conduct a national workshop on TRS for Vanuatu and Bangladesh (See also 1-(k) and 3-(k))</li> <li>➤ Conduct a national workshop on CBM for Nepal ((See also 1-(s))</li> </ul>	implementing Members
i) Upon request, assist Member's effort for: (1) smooth implementation of HS 2022 (for CPs) (2) adoption of the HS (for non-CPs) <i>(RSP 1.1.3 – 3<sup>rd</sup> milestone)</i>	<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-(d), (p) and 3-(k))</li> <li>➤ Conduct a national workshop on HS for Cambodia</li> <li>➤ Organize a sub-regional workshop on MTP on HS for Pacific Islands (See also 3-(b))</li> </ul>	(1) Number of implementing Members (2) Number of new contracting Members
j) Upon request, assist Member's effort in introducing Advance Ruling System for tariff classification decision, origin of goods and Customs Valuation <i>(RSP 1.1.3 – 4<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on HS2022 implementation</li> <li>➤ Conduct a national workshop on ROO for Iran, 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
k) Upon request, assist Member's effort in undertaking Time Release Study (TRS) in accordance with the WCO TRS Guidelines <i>(RSP 1.1.3 – 5<sup>th</sup> milestone)</i>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on TRS for Vanuatu and Bangladesh (See also 1-(h) and 3-(k))</li> </ul>	Number of Members
l) Upon request, assist Member's effort in	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on ROO for Myanmar and</li> </ul>	Number of

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introducing self-certification for Rules of Origin (ROO) <i>(RSP 1.1.3 – 6<sup>th</sup> milestone)</i>	Thailand (See also 1-(j) and (l)) ➤ Organize a sub-regional workshop on Rules of Origin for ASEAN Members (See also 1-(j) and (l))	Members
m) Upon request, assist Member's effort in implementing WCO Data Model <i>(RSP 1.1.3 – 7<sup>th</sup> milestone)</i>	➤ Organize a regional workshop on IT/Data Model/Digital Customs (See also 1-(dd)) ➤ Conduct a national workshop on IT/Data Model/Digital Customs for Bhutan (See also 1-(dd))	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>	➤ Organize a sub-regional workshop on Free Zone for South Asian Members (See also 3-(g) and (l))	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>	➤ Upon request, provide assistance for the implementation of the WCO Resolution on Natural Disaster Relief	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>	➤ Conduct national workshops on Valuation for Lao PDR and Nepal (See also 1-(d), (i) and (j)) ➤ Conduct a national workshop on Revenue Package Diagnostic on HS and Valuation for Timor-Leste (See also 1-(d), (i), (j) and 3-(k))	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>	➤ Conduct a national workshop on PCA for Myanmar (See also 1-(q)) ➤ Conduct sub-regional workshops on PCA for ASEAN and Pacific Island members (See also 1-(h) and 3-(k))	Number of Members
r) Work with Vice Chair and Members to promote E-commerce tools and adoption of E-commerce	➤ Upon request, organize regional workshops on Framework of Standards on cross-border e-commerce	Number of Members

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FoS (RSP 1.1.3 – 12 <sup>th</sup> milestone)		
s) Upon request, assist Member's effort in promoting cooperation and coordination for Coordinated Border Management (CBM) (RSP 1.2.1 – 1 <sup>st</sup> , 3 <sup>rd</sup> to 4 <sup>th</sup> milestones)	➤ Conduct a national workshop on CBM for Nepal, Cambodia and Thailand (See also 1-(h))	Number of Members
t) Upon request, assist Members' effort in implementing Single Window (RSP 1.2.1 – 2 <sup>nd</sup> milestone)	➤ 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 (RSP 1.2.2 – 1 <sup>st</sup> to 2 <sup>nd</sup> milestones)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on SAFE for Afghanistan, Iran and Maldives (See also 1-(y) and (ee))</li> <li>➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives, Bangladesh and Tonga (See also 1-(u), (y), (ee) and 3-(k))</li> <li>➤ Organize a sub-regional workshop on AEO for better implementation and further regional cooperation for ASEAN (See also 3 – (a), (b) and (l))</li> </ul>	Number of experience sharing
v) Upon request, assist Member's effort in utilizing Advance Passenger Information (API) / Passenger Name Record (PNR) for the risk assessment of travelers (RSP 2.1.1 – 2 <sup>nd</sup> milestone)	➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (y), (aa), (dd) and 3-(k))	Number of Members who accepted WCO Recommendation concerning the use of API and PNR
w) Work with Vice Chair, RILO A/P and Members	➤ Conduct national workshops on IPR for Lao, Iran and Sri	Number of

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to promote activities to raise awareness of IPR issues (RSP 2.2.1 – 2 <sup>nd</sup> milestone)	Lanka (See also 1-(ff)) ➤ Upon request, provide assistance on IPR issues (See also 1-(ff))	discussions in meetings in A/P region
x) Work with Vice Chair, RILO A/P and Members to promote activities to raise awareness on environment issue (e.g. hazardous waste and wildlife) (RSP 2.2.1-3 <sup>rd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on environment for Indonesia, Lao PDR and Malaysia, (See also 1-(ff))</li> <li>➤ Conduct risk management National Mission on environment for Indonesia, Lao PDR and Malaysia (See also 1-(ff))</li> </ul>	Number of activities conducted in A/P region
y) Work with Vice Chair, RILO A/P and Member to enhance border security in order to tackle with terrorists' threats (RSP 2.2.1 – 4 <sup>th</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (v), (aa), (dd) and 3-(k))</li> <li>➤ Conduct national workshops on SAFE for Afghanistan, Maldives and Iran (See also 1-(e) and (ee))</li> <li>➤ Conduct a national workshop on NII for Iran (See also 1-(cc) and (ee))</li> <li>➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives, Bangladesh and Tonga (See also 1-(e), (u), (ee) and 3-(k))</li> <li>➤ Conduct national workshops on risk management for Lao, Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See also 1-(a), (b), (c), (d), (bb), (dd) and (ee))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (c), (d), (bb), (dd) and (ee))</li> <li>➤ Organize a regional accreditation workshop on risk management and a regional workshop on Development of the capacity on the regional intelligence network and risk management (See also 1-(a), (b), (c), (d), (bb), (dd) and (ee))</li> <li>➤ Organize a regional workshop on K9 (See also 1-(aa) and (ff))</li> </ul>	Number of activities conducted in A/P region

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	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on Digital Forensics (See also 1-(aa) and (dd))</li> <li>➤</li> </ul>	
z) Work with Vice Chair and Members to promote information sharing on cruise ship security (RSP 2.3.1)	<ul style="list-style-type: none"> <li>➤ Upon request, organize a regional workshop on experience sharing of cruise ship control (See also 1-(b), (v), (y), (dd) and (ff))</li> </ul>	Number of Members sharing experiences
aa) 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 2.3.2 – 2 <sup>nd</sup> milestone)	<ul style="list-style-type: none"> <li>➤ Organize a regional workshop on K9 (See also 1-(y) and (ff))</li> <li>➤ Organize a regional workshop on Digital Forensics (See also 1-(y) and (dd))</li> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (v), (y), (dd) and 3-(k))</li> </ul>	Number of discussions in meetings conducted in A/P region
bb) Upon request, assist Member to enhance their capabilities to face the challenges linked to strategic trade control (RSP 2.3.3)	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on risk management for Lao, Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See also 1-(a), (b), (c), (d), (y), (dd) and (ee))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (c), (d), (y), (dd) and (ee))</li> <li>➤ Organize a regional accreditation workshop on risk management and a regional workshop on Development of the capacity on the regional intelligence network and risk management (See also 1-(a), (b), (c), (d), (y), (dd) and (ee))</li> </ul>	Number of Members
cc) Work with Vice Chair, RILO A/P and Members to promote the use of NII (RSP 2.3.4)	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on NII for Iran (See also 1-(y) and (ee))</li> </ul>	(1) Number of Members (2) Pool of in-house experts (3) Number of Members sharing



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<p>dd) 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)</p>	<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 Lao, Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See also 1-(a), (b), (c), (d), (y), (bb) and (ee))</li> <li>➤ Conduct national workshops on passenger control for Samoa and Vanuatu (See also 1-(b), (v), (y), (aa) and 3-(k))</li> <li>➤ Organize a regional accreditation workshop on risk management and a regional workshop on Development of the capacity on the regional intelligence network and risk management (See also 1-(a), (b), (c), (d), (y), (bb) and (ee))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (c), (d), (y), (bb) and (ee))</li> <li>➤ Organize a regional workshop on Digital Forensics (See also 1-(y) and (aa))</li> <li>➤ Organize a regional workshop on IT/Data Model/Digital Customs (See also 1-(m))</li> <li>➤ Organize a regional meeting of the national nCEN leaders (See also 1-(b) and (c))</li> </ul>	<p>Number of sharing experience</p>
<p>ee) Undertake capacity building activities to promote trade security and facilitation in the region (e.g. SAFE FoS, RM and WTO TFA) (RSP 3.2.2 – 1<sup>st</sup> milestone)</p>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on SAFE for Afghanistan and Iran (See also 1-(e) and (y))</li> <li>➤ Conduct a national workshop on NII for Iran (See also 1-(y) and (cc))</li> <li>➤ Conduct national workshops on AEO/Compliant Trader Programme for Bhutan, Maldives and Tonga (See also 1-(e), (u), (y) and 3-(k))</li> <li>➤ Conduct national workshops on risk management for Indonesia, Mongolia, Philippines, Sri Lanka and Vietnam (See</li> </ul>	<p>Number of CB activities undertaken</p>

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	<p>also 1-(a), (b), (c), (d), (y), (bb) and (dd))</p> <ul style="list-style-type: none"> <li>➤ Conduct national workshops on WTO TFA for Lao PDR and Mongolia (See also 1-(h))</li> <li>➤ Organize a regional accreditation workshop on risk management (See also 1-(a), (b), (c), (d), (y), (bb) and (dd))</li> <li>➤ Organize a sub-regional workshop on risk management for South Asia (See also 1-(a), (b), (c), (d), (y), (bb) and (dd))</li> <li>➤ Organize a sub-regional workshop on Small Islands Economies for Pacific (See also 3-(k))</li> <li>➤ Upon request, provide assistance for the implementation of WTO TFA (See also 1-(h))</li> </ul>	
<p>ff) 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 Lao, Iran and Sri Lanka (See also 1-(w))</li> <li>➤ Conduct national workshops on environment for Indonesia, Lao, and Malaysia (See also 1-(x))</li> <li>➤ Conduct risk management national mission on environment for Indonesia, Lao PDR and Malaysia (See also 1-(x))</li> <li>➤ Organize a regional workshop on K9 (See also 1-(y) and (aa))</li> <li>➤ Organize a sub-regional workshop on Free Zone for South Asia (See also 1-(n))</li> <li>➤ Upon request, provide assistance on IPR issues (See also 1-(w))</li> </ul>	<p>Number of CB activities undertaken</p>
<p>gg) Upon request, undertake leadership and management training programs</p> <p><i>(RSP 3.2.3 – 1<sup>st</sup> milestone)</i></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, Philippines and Maldives</li> </ul>	<p>Number of activities</p>

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	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on Strategic Planning (Organization Development) for Lao PDR and Bangladesh</li> <li>➤ Organize a regional accreditation workshop on Human Resource Development (See also 3-(b))</li> <li>➤ Organize a MTP workshop for Pacific (See also 3-(k))</li> <li>➤</li> </ul>	
hh) Upon request, assist Member's effort in devising and implementing integrity action plan utilizing integrity development tools <i>(RSP 3.2.3 – 2<sup>nd</sup> to 3<sup>rd</sup> milestones)</i>	<ul style="list-style-type: none"> <li>➤ Organize A-CIP Programme Activity for Afghanistan and Nepal</li> <li>➤ Organize a regional workshop on Integrity Development</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 <i>(Relevance to A/P RSP 2018-2020)</i>	Annual Work Plan for 2019-2020	RSP Key Performance Indicator
a) Work with Vice Chair to enhance cooperation, coordination and mutual understanding with the development partners <i>(RSP 1.2.3)</i>	<ul style="list-style-type: none"> <li>➤ Continue strategic dialogues and cooperation with development partners through participation in the meetings and seminars organized by them</li> </ul>	Number of reports/exchange of information

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<p>b) Promote joint activities with international and regional development partners <i>(RSP 3.1.1 – 3<sup>rd</sup> milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ 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</li> <li>➤ Participate in sub-regional meetings organized by development partners to monitor and assist Members' efforts in reform and modernization</li> </ul>	<p>Number of activities</p>
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## 3. Improve needs analysis, planning, delivery and management of regional capacity building activities

Specific Actions of ROCB A/P <i>(Relevance to A/P RSP 2018-2020)</i>	Annual Work Plan for 2019-2020	RSP Key Performance Indicator
<p>a) Encourage and provide Members with platform to exchange knowledge and training materials amongst national training centers <i>(RSP 3.1.1 – 2<sup>nd</sup> milestone)</i></p>	<ul style="list-style-type: none"> <li>➤ Conduct national workshops on Human Resource Management for Afghanistan, Pakistan, PNG and Vietnam (See also 1-(gg) and 3-(k))</li> </ul>	<p>Number of exchanging knowledge and materials</p>
<p>b) Pool, utilize, support and increase accredited experts in the region based on the framework <i>(RSP 3.1.2 – 1<sup>st</sup> milestone)</i></p>	<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>	<p>Number of experts utilized</p>
<p>c) Upon request, assist Members to promote the WCO e-learning programs in cooperation with Regional Training Centers (RTCs) and accredited experts <i>(RSP 3.1.2 – 2<sup>nd</sup> milestone)</i></p>	<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>	<p>Number of implementing Members</p>

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d) Work with developed Members to ensure their contribution to the regional capacity building activities <i>(RSP 3.1.2 – 3<sup>rd</sup> milestone)</i>	➤ 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	Number of contributions
e) Work with Vice Chair and Members to promote full and effective participation of women in international fora and trainings <i>(RSP 3.1.3)</i>	➤ Take every possible opportunity to promote full and effective participation of women in international fora and trainings	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 <i>(RSP 3.2.1 – 1<sup>st</sup> milestone)</i>	➤ 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  ➤ Work with the WCO Secretariat, Member and development partners to plan, deliver and review capacity building activities paying due attention to the Members' needs and priorities.  ➤ Conduct Regional Workshop Follow-Up Action Surveys and share findings with the WCO Secretariat, RTCs and Members as appropriate	Number of surveys conducted
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>		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



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<p>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></p>		<p>Number of tangible results realized by Members</p>
<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 <i>(RSP 3.3.1 – 1<sup>st</sup> to 3<sup>d</sup> milestones)</i></p>	<ul style="list-style-type: none"> <li>➤ Conduct a national workshop on RKC for Fiji and Tonga (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 workshop for Pacific (See also 1-(gg))</li> <li>➤ Organize a sub-regional workshop on PCA for Pacific (See also 1-(h) and (q))</li> <li>➤ Organize a sub-regional workshop on Small Islands Economies for Pacific (See also 1-(ee))</li> </ul>	<p>(1) Number of expert exchanges (2) Number of Members sharing their experiences (3) Workshops conducted</p>

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<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</p> <p><i>(ROCB A/P specific action (not mentioned in the RSP))</i></p>	<p>➤ 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</p>	<p>Number of activities</p>
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## 4. Enhance communication and information sharing among members

Specific Actions of ROCB A/P <i>(Relevance to A/P RSP 2018-2020)</i>	Annual Work Plan for 2019-2020	RSP Key Performance Indicator
<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>	<p>➤ Issue ROCB A/P e-newsletters every 3 months and include more information on Members' experiences in reform and modernization</p> <p>➤ Maintain ROCB website and upload pertinent information in a timely manner to inform Members and stakeholders of the ROCB A/P's activities.</p>	<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>	<p>➤ Continue to raise awareness of the importance of high-level commitment in the pertinent strategic issues through participation in the meetings and seminars</p>	<p>Number of high-level dialogues</p>

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c) Work with Members, Vice Chair and Regional Training Centers (RTCs) to share good practices and forward-thinking work via regional communication tools  <i>(ROCB A/P specific action (not mentioned in the RSP))</i>	➤ Assist Members, Vice Chair and the RTCs to share good practices by issuing a series of regional good practice reports on selected topics	Number of items shared
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### Abbreviation

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AEO	Authorized Economic Operator
AHA	ASEAN Coordinating Center for Humanitarian Assistance on disaster management
A/P	Asia Pacific
APPC	Asian-Pacific Postal College
APPU	Asian-Pacific Postal Union
ASEAN	Association of Southeast Asia Nations
BACUDA	BAnd of CUsToms Data Analysts
CBC	Capacity Building Committee
CBEC	Central Board of Excise and Customs
CCF	Customs Cooperation Fund
CENcomm	Customs Enforcement Network Communication
FATF	Financial Action Task Force
FoS	Framework of Standards
FZs	Free Zones
GEA	Global Express Association
GDCE	General Department of Customs and Excise
HELIX	Humanitarian and Emergency Logistics Innovation Expo
HRD	Human Resource Development
HRM	Human Resource Management
ICC	International Chamber of Commerce
IPR	Intellectual Property Right
JICA	Japan International Cooperation Agency
KCS	Korea Customs Service
MPA	Mercator Program Advisors
MTP	Master Trainer Program
OCO	Oceania Customs Organisation
OECD	Economic Co-operation and Development
PCA	Post Clearance Audit
PDR	People's Democratic Republic
PICARD	Partnerships in Customs Academic Research and Development
RCL	Regional Customs Laboratory
RCP	Regional Contact Points
RDTC	Regional Dog Training Center
RHCA	Regional Heads of Customs Administration
RILO A/P	Asia Pacific Regional Intelligence Liaison Office
RKC	Revised Kyoto Convention
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
SIE	Small Island Economies

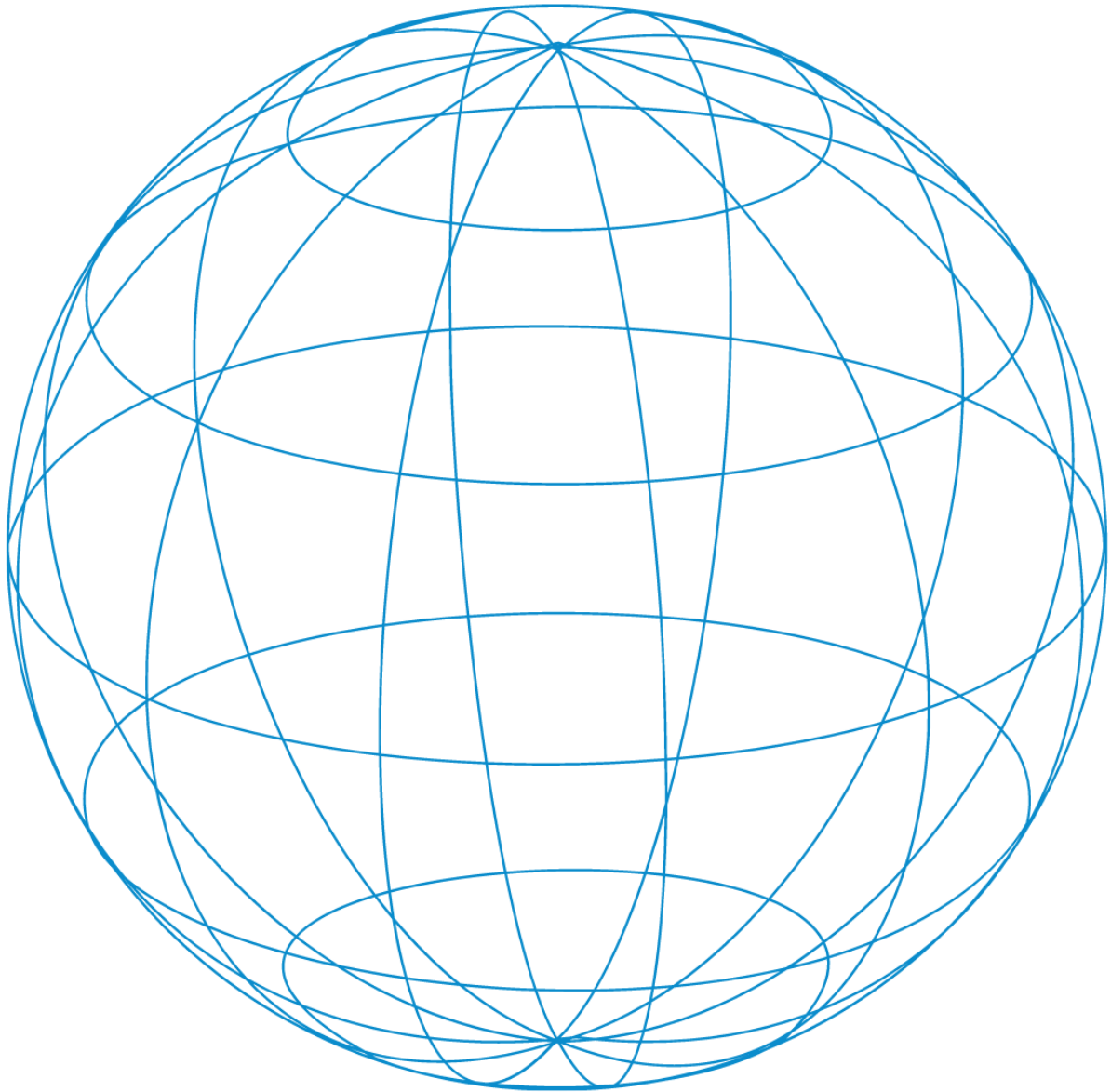
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TCD	Thai Customs Department
TFA	Trade Facilitation Agreement
UPU	Universal Postal Union
UN	United Nations
UNCTAD	United Nations Conference on Trade and Development
UNODC	United Nations Office on Drugs and Crime
UNOHRLLS	United Nations Office of the High Representative for Least Developed Countries, Landlocked Developing Countries and Small Island Developing States
USAID	United States Agency for International Development
WCO	World Customs Organization
WTO	World Trade Organization
WWF	World Wild Fund for Nature



**WCO**

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