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Dear Readers,

Greetings from Bangkok!

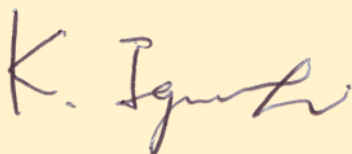
Almost one year ago, my Chinese colleague gave me masterpieces drawn by a famous Chinese calligrapher. They are of course written in Chinese, but I instantly understood the messages. They say, “capacity building”, “Because of fate, we encounter despite the distance of thousands of miles” and “world Customs is a family.” Since then, I have posted them in my office. Thanks to the tasks entrusted by the WCO and the missions of the ROCB A/P, I was lucky enough to have had chances to travel to a good number of countries and territories and meet many capable colleagues on various occasions. I have been very fortunate, indeed. At the same time, there is a saying that meeting someone is the beginning of parting. As you may be well aware, the ROCB A/P consists of fellow colleagues seconded by the regional Members. In mid-March this year, Ms. Eva Suen successfully completed of her secondment to the ROCB A/P and returned to her home administration in Hong Kong, China. During her 2-year tenure, she made invaluable contributions to the ROCB A/P’s undertakings, including the compilation of an Annual Report and undertook several missions to represent the WCO and the ROCB A/P. Her contribution is duly acknowledged and much appreciated. I wish her a continued success in her professional career and a healthy and prosperous life with her family and friends. At the same time, Mrs. Chloe Au commenced her 2-year secondment term on 18 March 2019 and took over Ms. Suen’s work files. Given that she has vast experience in frontline work and international affairs in Hong Kong Customs, I am pretty sure that she enjoys her stay in Bangkok and exercises is presented with opportunities that will help her fulfill her potential here. I really

appreciate Hong Kong Customs for the generous support and continued contribution to the regional capacity building activities.

This E-Newsletter covers our activities undertaken in the 3<sup>rd</sup> quarter of FY2018/19, i.e. January – March 2019. In addition to the news on regional and national workshops and meetings, it features a couple of interesting topics. For one thing, a colleague of Myanmar Customs sent us a special contribution on her administration's commitment to the implementation of the WTO Agreement of Trade-Related Aspect of Intellectual Property Rights (TRIPs) through series of initiatives taken in the wake of the WCO National Workshop for Myanmar Customs on Intellectual Property Rights (IPR) held in November 2018 in Yangon. This anecdote showcases the value of the tailor-made WCO capacity building assistance programs as well as the power of the Members' engagement to make changes. Other special topics are the recent publication of the ROCB A/P Customs Good Practices No. 18 on the outcomes of the 4<sup>th</sup> round of the follow-up actions survey on the regional workshops organized in FY2017/18, and that of No. 19 on the compendium of training management good practices. These two reports were published in March 2019. I would like to underline the value of follow-up actions in the wake of the participation in the WCO regional workshops, which are showcased in the report. Likewise, the ROCB A/P would like to highlight the importance and essential needs of competency-based training management. I shall admit that these publications could not be made without the Members' contributions and inputs. Taking this opportunity, I would like to thank all of the Member administrations and fellow colleagues for their continued support and cooperation to our undertakings. At the same time, I wish that these publications may provide the regional Members with much food-for-thoughts for elevating their continued efforts in Customs reform and modernization.

The ROCB A/P always welcomes and looks forward to the readers' feedback and suggestions to this E-Newsletter as well as activities undertaken by us. Your continued support and guidance are much sought to this end.

Kind regards,

A handwritten signature in blue ink, appearing to read 'K. Igarashi', with a stylized flourish at the end.

Kazunari Igarashi

Head of the ROCB A/P

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# Commitments of Myanmar Customs Department on Intellectual Property Rights

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Contribution by Ms. Hsu Wai Hnin  
Deputy Head of Intellectual Property Section  
Myanmar Customs Department

Nowadays, international trade in goods and services protected by Intellectual Property Rights (IPR) is increasing. Countries with high standards of IPR protection tend to attract more investment, stimulate more innovation, and develop more rapidly. As a member of the ASEAN, Myanmar is also obliged to enhance ASEAN Co-operation in the protection and enforcement area of the IPR under the ASEAN Framework Agreement. Myanmar is now endeavouring with every effort to be in harmony with other countries in IP regime.

Before 2019, Myanmar did not have any definite Intellectual Property (IP) laws and patent, trademarks and copyrights related laws and regulations are old and inappropriate at the present time. In the past, those rights were domestically protected by the following existing laws in Myanmar:

- The Code of Civil Procedure, 1808
- The Penal Code, 1860
- The Specific Relief Act, 1877
- The Sea Customs Act, 2015
- The Land Customs Act, 2015
- The Myanmar Merchandise Marks Act, 1889
- The Code of Criminal Procedure, 1898
- The Registration Act, 1908
- The Myanmar Copyright Act, 1914
- The Myanmar Patents and Designs (Emergency Provisions) Act, 1946
- The Science and Technology Development Law
- The Computer Science Development Law
- The Television and Video Law
- Motion Picture Law

- National Drug Law
- Traditional Drug Law
- Electronic Transaction Law

The Chapter 4, Section 18 (d) of Sea Customs Act mentions “Goods applied to counterfeit trade-mark or any other existing laws, goods which import a false trade description shall not be brought, whether by land or sea, into the Republic of the Union of Myanmar” and the Section 9 (a) of Land Customs Act mentions “The provisions of the Sea Customs Act which are specified in the Schedule, together with all notifications, orders, rules or forms issued, made or prescribed thereunder, shall, so far as they are applicable, apply for the purpose of the levy of duties of land customs under this Act in like manner as they apply for the purpose of the levy of duties of customs on goods imported or exported by sea, or for other purposes to which the said provisions relate”. Therefore, Myanmar Customs Department (MCD) has taken actions on counterfeit goods at the border according to the mandate and authority described under Sea Customs Act and Land Customs Act.

There were no administrative IP governing body and judicial courts specifically dealing with IPRs. MCD did not have an IP Section to focus on this matter as well. Protecting IPRs has become an important factor for the country in order to achieve trade facilitation, fair competition and secure environment. For this reason, Intellectual Property Working group of MCD prepared a report to propose to the Director General of MCD to establish an IP Section at MCD. As a result, on 17<sup>th</sup> August 2018, Intellectual Property Section was successfully established under the Investigation Division of MCD with four members to take action on the following matters:

- To organize IP awareness and product identification workshops for front line officers of MCD
- To distribute and provide necessary data to responsible frontline officers to effectively combat counterfeiting products
- To attend domestic and international workshops regarding IP matters
- To communicate with international organizations for IP matters
- To accept and analyse application forms from Right Holders or applicants for recordation system at MCD
- To send notification letters of granting or rejecting to applicants
- To send notification letters to responsible persons after suspension of suspected goods
- To decide on the merit of goods



- To keep the confidential information not to be disclosed to irresponsible persons
- To draft rules, regulations, guidelines based on new IP laws of Myanmar (including negotiating and discussing with other stake holders, hearing their suggestions and comments for this purpose)

Consequently, the WCO National Workshop for MCD on border enforcement of IPR was jointly conducted by MCD and WCO from 26<sup>th</sup> to 30<sup>th</sup> November 2018 in Yangon, Myanmar, under the sponsorship of Japan Customs Cooperation Fund (CCF/Japan) to review MCD's current practices and establish administrative regulations to implement international agreement, namely WTO Agreement on Trade-Related Aspects of Intellectual Property Rights.



The Myanmar Trademark Law and Industrial Design Law were enacted on 30<sup>th</sup> January 2019, Patent Law was enacted on 11<sup>th</sup> March 2019, and the rest will be promulgated in near future. Customs authorities for protection of IPRs are stipulated under the Chapter 21 of Trademark law. Accordingly, IP Section members at MCD have been putting their utmost efforts to develop rules and regulations, notifications and guidelines which are in line with international standardized procedures in cooperation with internal sections and international organizations.

The followings are the National IP Strategic Programs for establishment of effective IP system in Myanmar:

- Phase one: Developing IP system Infrastructure
- Phase two: Promoting Education & Awareness in all Sectors
- Phase three: Encouraging IP Creation, Strengthening IP protection, Promoting IP utilization
- Phase four: Promoting technology & knowledge-based investment & economic growth

To put the National IP Strategic Programs into practice, MCD conducted three product identification workshops and IP awareness seminars in 2018 and two awareness programs in 2019 for frontline officers by inviting or cooperating with Right holders, law firms and other government agencies. Furthermore, MCD also plans to organize public awareness programs for consumers to raise IP awareness.

Above all, officers from MCD IP Section and MCD IP working group have attended international and internal IP workshops to catch up with update information, share IP practices of MCD, learn other countries' experiences and find ways to overcome common challenges. In conclusion, MCD has been actively engaged in implementing the effective and efficient IP practices in Myanmar and we are confident that these efforts will generate concrete outcomes in near future.







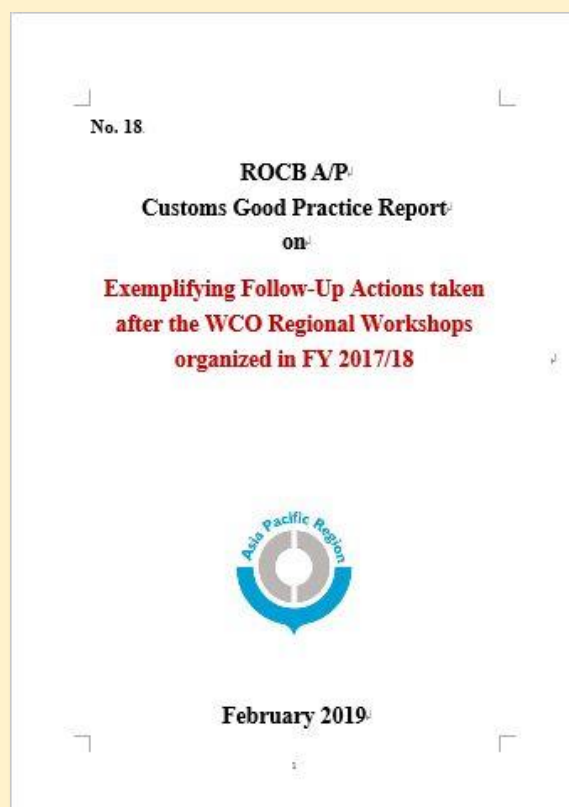
# ROCB A/P's Customs Good Practice Report No.18 on Exemplifying Follow-Up

## Actions after the WCO Regional Workshops in FY 2017/18

The ROCB A/P's Terms of Reference includes a task to evaluate the progress of the A/P Members at regular intervals for the purpose of monitoring the regional Members' modernization progress and, as appropriate, identify further development assistance needs. In order to optimize the effectiveness of regional capacity building assistance programs, the workshop participants are supposed to institutionalize the lessons-learned from the workshops and apply them to their daily operations wherever appropriate by way of disseminating pertinent information to the right people/departments in a timely manner. To measure the workshop's effectiveness, the ROCB A/P initiated a "Survey on the Follow-Up Actions taken after the Participation in the WCO Regional Workshop (the Follow-Up Action Survey)" in 2015 to evaluate the effects from the regional workshops over the period FY2014/15. Since then, the ROCB A/P has continued this initiative and published these findings every year. With due recognition of the ROCB A/P's efforts, the A/P Regional Strategic Plan for 2018-2020 added a task for the ROCB A/P to evaluate the impact of capacity building activities through follow-up surveys.

This Good Practice Report provides a summary of the fourth round of the Follow-Up Action Survey on the WCO A/P sub-/regional workshops organized in the FY2017/18 and showcases several examples of follow-up actions and the positive effects resulting from the application of the lessons learned.

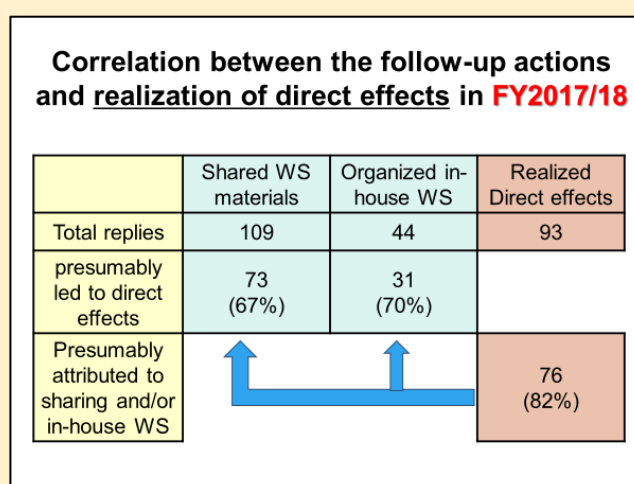
In the FY2017/18 (July 2017 – June 2018), the ROCB A/P organized a total of 11 sub-/regional workshops, excluding the accreditation workshops, and these 11 workshops were subject to the Follow-Up Action Survey in 2018, which was conducted 6 months after the respective workshops (hereinafter referred to as "the Survey 2018").



The Survey 2018 revealed that the common follow-up actions include, among others, the submission of their reports to management and the sharing of distributed training materials with their colleagues. However, it was again found that not all participants filed their reports to their managers, or shared workshop materials. On the other hand, quite a good number of replies noted that participants organized in-house workshops to disseminate their lessons learned and discuss particular recommendations aiming for the operational amelioration.

64% of the replies indicated that the participants observed direct effects from the application of the lessons learned at the tactical and operational levels in 2018. The ratio is almost the same level in the Survey 2017, which was 65%. Most immediate and prominent tangible results were the increase in seizure cases and additional revenue collection. Conversely, 34% of the replies indicate none or little direct impact observed at the time of conducting the Survey, but several of them explained that more time is needed for the introduction of the new methodologies and/or practices and get familiarized with its application at the frontline.

An analysis on the correlation between the realization of direct effects and the follow-up actions taken after the regional workshops shows that sharing materials and the delivery of in-house workshops. 82% of respondents noted to the realization of direct effects was directly attributable to the sharing of workshop materials with relevant colleagues and/or organization of in-house cascading workshops. In-house cascading workshop is regarded as one of the most effective ways to share workshop materials with colleagues, and 70% of the replies noted the realization of direct effects as well.



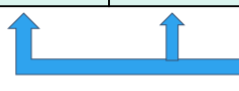
57% of the replies indicated that the application of the lessons learned from the workshop organized in FY2017/18 have resulted in initiating modernization projects. These replies do not necessarily mean new projects, but these figures include the cases of complemented on-going reform and modernization projects as well.



Initiation of new projects requires management officials' policy, resource and financial support. Accordingly, for the purpose of gaining such high-level management support for the initiation of new projects for the application of the lessons learned and/or incorporate them into the on-going modernization projects, there should be specific recommendations made to management officials by the workshop participants, who are familiar with those

perceived gaps in their operation against that of earned good perceptions on the potential benefits to be accrued. Likewise, the applicability of the lessons learned from the sub-/regional workshops should be well examined and pertinent concepts are well understood by the officers in charge of the subjects and/or initiating projects. In this regard, organization of in-house cascading workshops would also be valuable opportunities to have the workshop participants explain the respective notions of the lessons learned and its possible implication to the future design of their daily operations and/or management policies.

**Correlation between the follow-up actions and initiating new modernization projects in FY2017/18**

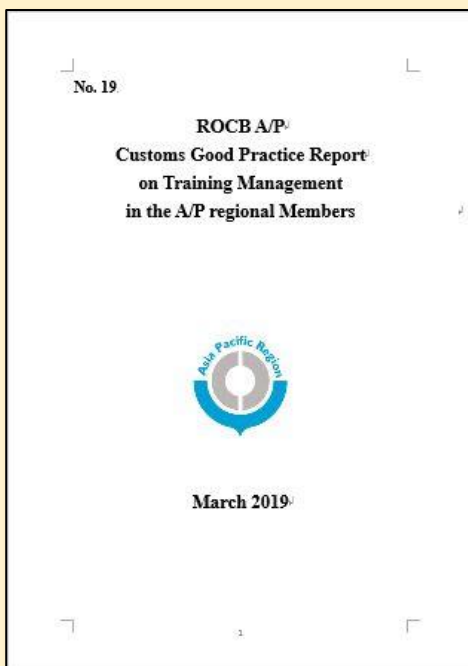
	Made recommendations	Organized in-house WS	New modernization projects
Total replies	90	44	83
presumably led to direct effects	56 (62%)	29 (66%)	
Presumably attributed to recommendations and/or in-house WS			60 (72%)

Report can be downloaded from the ROCB A/P's website at [http://www.rocb-ap.org/file\\_media/file\\_document/GoodPracticeReports/\(Final\)%20Custom%20Good%20Practice%20Report%20%20No%2018%20\(Exmeplifying%20Follow-Up%20Actions%20Survey%204\).pdf](http://www.rocb-ap.org/file_media/file_document/GoodPracticeReports/(Final)%20Custom%20Good%20Practice%20Report%20%20No%2018%20(Exmeplifying%20Follow-Up%20Actions%20Survey%204).pdf).

## ROCB A/P Customs Good Practice Report No. 19 on Training Management in the A/P Member administrations

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Human resource development is one of the critical elements for organizational development in the context of Customs reform and modernization. In particular, continued and layered provision of training and learning opportunities for Customs personnel is an essential investment for maintaining and updating their professional knowledge. This would enable administrations and officers keep up with the changing nature of Customs work and encourage them to further pursue their own professional development. This should also be supported by transparent and fair human resource management based on the competencies required for their respective roles. In this regard, the WCO organized the Regional Workshop on Training Management in March 2019 in Kashiwa, Japan, in cooperation with the ROCB A/P and Japan Customs (see the [ROCB A/P website](#)).



This Good Practice Report provides a compilation of the good practices on training management, which were extracted from the participants' presentations at the Workshop. The Workshop Program was designed to introduce and augment the competency-based training approach based on the WCO Framework of Principles and Practices on Customs Professionalism. This Compendium contains short descriptions of the Members' effective practices on key elements, including learning needs analysis, training program development, career-long learning, teaching staff and training materials development, and training evaluation and training effectiveness assessment. It is hoped that this Report supports the region's bench-marking study towards possible improvement of the current training strategy and management, particularly by incorporating the competency-based approach.

This Compendium is for Customs use only and a copy was circulated to our contact points and colleagues at the Regional Training Centers as well as the Workshop participants in March 2019. Should the readers be interested in this Compendium, please write to us at [rocb@rocbap.org](mailto:rocb@rocbap.org).

## WCO National Workshop on Risk Management for Thailand

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21-25 January 2019, Bangkok, Thailand

The WCO organized the National Workshop on Risk Management on 21-25 January 2019 in Bangkok, Thailand, under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). A total of 16 Thai Customs officers from the relevant bureaus participated in the Workshop, which was led by two WCO Accredited Risk Management Experts from Japan and India Customs in addition to a resource speaker dispatched by Japan Customs.

Ms. Eva Suen, Program Manager of the ROCB A/P, attended the opening session of the Workshop held on 21 January 2019 along with Mr. Boonthiem Chokevivat, Deputy Director General of the Thai Customs Department. The Workshop targeted Customs officers in charge of national intelligence policy and coordination, who are involved in risk assessment, profiling and targeting of high-risk consignments and provided them with an opportunity for better understanding of the existing and recently developed WCO tools and instruments with a view to enabling them more structured and strategic application thereof.



## WCO A/P Regional Workshop on Anti-Money Laundering and Terrorism Financing

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21-25 January 2019, Kashiwa, Japan

The WCO, in cooperation with the ROCB A/P and Japan Customs, organized the A/P Regional Workshop on Anti-Money Laundering and Terrorism Financing on 21-25 January 2019 at the Japan Customs Training Institute in Kashiwa, Japan. This was delivered through the financial support of the Japan Customs Cooperation Fund (CCF/Japan). 31 participants from 26 A/P regional Member administrations attended this Workshop. In addition, 5 resource speakers from the WCO, Interpol, RILO A/P and the ROCB A/P joined this Workshop and led the respective sessions.

This Workshop was organized to complement the previous Regional Workshop on the same subject, which was held in March 2018 in Sydney, Australia (please refer to <http://www.rocb-ap.org/article-detail/397/>), and to provide further opportunities to gain a comprehensive understating of the existing and recently developed tools and instruments, thus explore a concreate joint action to contend with the threats of bulk cash smuggling and terrorist financing being perpetrated in various forms.



Accordingly, the Workshop program included, among other things, the introduction of examples of bulk cash smuggling and trade-based money laundering, crime scene management and evidence handling, Customs-Police cooperation, interview techniques, scenario-based practical exercises, as well as the participants' presentations on their challenges and enforcement efforts.

Participants took part in these learning exercises and group discussions to share their national experiences and consider further ways to enhance their enforcement and investigation capabilities.

Mr. Kazunari Igarashi, Head of the ROCB A/P, delivered a presentation on the regional capacity building assistance approaches for optimizing the effects of the regional workshops. He also shared examples of post-workshop follow-up actions taken by the participants to the afore-mentioned regional workshop to stress the need for institutionalizing the lessons learned. In the course of the Workshop, thanks to a kind coordination provided by the host administration, the participants had a field-visit to the Narita Branch-Customs at the Narita International Airport, the biggest international airport in Japan. The aim of the visit was to observe their practices on countering gold smuggling and some of the detection/analytical equipment utilized for daily operations.





## ROCB A/P joins the International Customs Day 2019 Celebration

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25 January 2019, Bangkok, Thailand

At the invitation of the Thai Customs Department (TCD), ROCB A/P staff joined the International Customs Day Celebration event organized by the TCD on 25 January 2019. The event opened with the welcoming speech by Ms. Nitaya Teingtrongpinyo, Director of the Planning and International Affairs Bureau, followed by a keynote speech by Mr. Krisada Chinavicharana, Director General of the TCD. He emphasized the pivotal roles of global Customs community in accommodating the ever-changing trade environment in line with the WCO's theme for 2019 "SMART Borders for Seamless Trade, Travel and Transport". WCO Certificates of Merit were awarded to about 20 TCD colleagues for their outstanding achievements in their respective duties and assignments. The whole TCD colleagues and their working partners, including Bangkok-based Customs Attachés and ROCB A/P, jointly celebrated the International Customs Day and re-affirmed continued close collaboration and cooperation among them for further enhancing TCD's competence and capacity in various domains.



## Visit of Japan Customs Deputy Director General to the ROCB A/P

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13-14 February 2019, Bangkok, Thailand

The delegation from Japan Customs led by Mr. Hiroshi Takami, Deputy Director General of the Customs and Tariff Bureau (CTB), accompanied by Mr. Takahiro Araki, Director for International Cooperation Division of the CTB, and his colleagues, visited the ROCB A/P on 13 February 2019 for a courtesy visit to the Thai Customs Department as well as the Japan International Cooperation Agency (JICA) Customs Experts Meeting in Bangkok, Thailand. Mr. Kazunari Igarashi, Head of the ROCB A/P and his colleagues warmly welcomed the delegates. Mr. Takami complimented the achievement of the ROCB A/P in the WCO capacity building activities and encouraged the ROCB staffs to support the WCO Members with their continuous endeavor. The delegation was invited to water so-called “ROCB A/P’s trees” which were planted for commemorating the ROCB A/P’s 10th anniversary in 2014.

On the following day, 14 February 2019, Mr. Igarashi Kazunari and Ms. Saori Nojima, Program Manager of the ROCB A/P, attended the Meeting of ASEAN- based JICA Customs Experts to exchange views on challenges and good practices in capacity building assistance programs in the A/P region. It was also aimed at seeking opportunities for continuing collaboration and generating synergy with their respective cooperative projects by making best use of the WCO capacity building assistance programs, These are largely supported by Japan Customs in various forms, including their generous support with the CCF/Japan. The WCO and the JICA concluded an MOU in 2015 to collaborate in Customs modernization assistance programs.

## The Tsinghua University Delegation visits the ROCB A/P



15 January 2019, Bangkok, Thailand

A delegation from the Tsinghua University of China, led by Mr. Chao Zhang, Director of the Tsinghua Career Development Center, visited the ROCB A/P on 15 January 2019. Mr. Kazunari Igarashi, Head of the ROCB A/P, Dr. Tong Hua, Program Manager, and other ROCB colleagues warmly welcomed the delegation and gave an explanation on the WCO's functions and capacity building and human resource development approaches and of the ROCB A/P's future priorities. Possible internship program and career development path of the Tsinghua University students as well as academic contribution to the WCO PICARD conference and collaboration in further enhancing the ROCB's think-tank function with the possible support from the Tsinghua University were also discussed.

Tsinghua University is perennially ranked as one of the top academic institutions in China and was recognized as the 14th best university in the 2017 Times Higher Education World Reputation Rankings. Since its establishment in 1911, its alumni includes numerous Chinese Political leader, business people, members of academia, and culture. Since 2017, the Tsinghua launched a Global Competence Development Project, aiming at providing international platforms for extraordinary post-graduate students and cultivating future global leaders. The visit to the ROCB is the first stop of their 4-day agenda to enhance communication and cooperation between intergovernmental organizations and the Tsinghua University.



## WCO AP High-Level Regional Seminar on Data Analytics for Customs

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25-28 February 2019, Incheon, Korea

The WCO organized the WCO A/P High-Level Regional Seminar on Data Analytics for Customs on 25-28 February 2019 in Incheon, Korea, in cooperation with the ROCB A/P and the Korea Customs Service under the financial support of Customs Cooperation Fund of Korea (CCF/Korea). This supported the WCO Members' application of data analytics to their current risk management practices and provide some food-for-thought for their effective use of open source data and tools for data visualization.

45 participants from 20 Member Customs administrations and members of academia participated in the Seminar. Mr. Hong-Young Jo, Program Manager of the ROCB A/P, and Ms. Jate-arpa Benjaphong, ROCB A/P's Program Coordinator, attended this seminar as resource persons, and delivered a presentation on the ROCB A/P's contributions and activities in capacity building assistance.

The seminar provided the participants with a valuable opportunity to explore how to apply data analytics tools and practices with actual Customs data and promote data analytics in Customs administrations. The participants shared their views on the policies of Customs data management and related technical issues. Through this 4-day Seminar, the participants actively took part in the discussions and exercises for seeking optimized ways forward to apply data analytics to risk management techniques in various contexts, especially incorporating data mining and big data analytics into their administrations' daily practices or risk-based selectivity system.



## ROCB A/P accompanies WCO Secretary General for a policy dialogue with Macao Customs

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26-27 February 2019, Macao, China

Mr. Kazunari Igarashi, Head of the ROCB A/P, accompanied Dr. Kunio Mikuriya, WCO Secretary General, for his visit to Macao, China, on 26-27 February 2019 for an informal policy dialogue with Macao Customs Service executives. The WCO delegation was warmly welcomed by Mr. Alex Vong, Director General of the Macao Customs Service, and Ms. Vong Man Chong, Deputy Director General, as well as senior management officials at the Macao Customs Headquarters and exchanged views on Customs innovation and other challenges. The WCO delegation also visited the Macao Port where the newly built Hong Kong- Zhuhai- Macao Bridge (HZMB) is located, this is a tripartite check points to go to and come from both mainland China and Hong Kong Special Administrative Region. The delegation also observed the comparative passenger and cargo clearance mechanism and Customs clearance practices.

## ROCB A/P promotes the WCO Framework of Standards on Cross-Border E-Commerce

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26 February 2019, Bangkok, Thailand

At the invitation of the International Institute for Trade and Development (ITD, Thailand), Dr. Tong Hua, Program manager of the ROCB A/P, participated in the ITD Regional Workshop on Digital Trade and Future Commerce held on 25-28 February 2019 in Bangkok, Thailand, as a guest speaker. The workshop is a regional workshop aimed for around 30 government policy makers promoting cross-border e-commerce in Asia-Pacific countries. Dr. Tong Hua facilitated the whole morning sessions on Reforming Customs Administration Measure for SME participation on 26 February. During his presentation, Dr. Tong imparted 15 Standards of the WCO Framework of Standards on Cross-Border E-Commerce which had been adopted by the WCO Council in June 2018 and shared the latest practice among WCO Asia-Pacific members' case studies. He also led a heated discussion on some key topics, such as coordinated border management, new technology application in customs clearance, single window, revenue collection and risk management.

## ROCB A/P accompanies WCO Secretary General for a policy dialogue with Hong Kong Customs and Excise Department

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27 February – 1 March 2019, Hong Kong, China

Mr. Kazunari Igarashi, Head of the ROCB A/P, accompanied Dr. Kunio Mikuriya, WCO Secretary General, for his visit to Hong Kong, China, on 27 February – 1 March 2019 for an informal policy dialogue with Hong Kong Customs Service executives. The WCO delegation was warmly welcomed by Mr. Hermes Tang Yi-hoi, Commissioner of the Hong Kong Customs and Excise Department (HKCED), and Ms. Loise Ho, Deputy Commissioner, as well as senior management officials at the Hong Kong Customs Headquarters and exchanged view on Customs innovation and other challenges. On this occasion, Mr. Igarashi expressed his sincere appreciation to Hong Kong Customs for seconding officials to the ROCB A/P and accommodating a number of WCO regional capacity building programs. Mr. Tang thanked Mr. Igarashi his kind words of encouragement and assured of his administration's continued support and commitment to the WCO capacity building activities in various forms.

Prior to the high-level dialogue, the WCO delegation also visited the Hong Kong Port of the newly built Hong Kong- Zhuhai-Macao Bridge (HZMB), which is a forerunning check points to realize SMART Customs concepts for smooth clearance of travelers and cargoes.



On 1 March 2019, Dr. Mikuriya and Mr. Igarashi visited the WCO Regional Training Center in Hong Kong, which is renamed as the Hong Kong Customs College on 1 January 2019 in the wake of successful accreditation of its induction courses under the Hong Kong Qualifications Framework. Mr. Ngan Hing-Cheung, Assistant Commissioner of the HKCED, and Mrs. Cecilia Tam, Commandant of the College escorted the delegation for the tour within the College. Dr. Mikuriya expressed his appreciation to the RTC Hong Kong for its continued dedication for the WCO's regional capacity building assistance programs and called for continued efforts in the provision of high-quality human resource development for both its own and the Member administrations in the A/P region.

## **WCO Regional Workshop on Training Management**

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4-8 March 2019, Kashiwa, Japan

The WCO, in cooperation with the ROCB A/P and Japan Customs, organized the WCO A/P Regional Workshop on Training Management on 4-8 March 2019 at the WCO Regional Training Center in Japan, i.e. Japan Customs Training Institute (CTI) in Kashiwa, Japan, under the sponsorship of the Japan Customs Cooperation Fund (CCF/Japan). 32 participants from 24 regional Member administrations took part in the Workshop. Mr. Kazunari Igarashi, Head of the ROCB A/P, participated in the workshop as a facilitator along with 2 resource speakers from the WCO secretariat.

This Workshop was arranged to follow up the Regional Workshop on Human Resource Development held in April 2018 in Hanoi, Vietnam (<http://www.rocb-ap.org/article-detail/403/>), and it focused on the introduction and implementation of a competency-based

training approach. Accordingly, the workshop program included sessions dedicated to, among others, job profiling and relevance to training, learning needs analysis, training program development and review, career-long learning, teaching staff development, training materials development and review, innovative learning, and training evaluation and training effectiveness assessment. In addition, under the initiatives of the CTI training instructors, some of which are WCO Accredited Experts, the Workshop conducted a group exercise on the training mapping and structural analysis on the current training programs. At the Workshop, Mr. Igarashi delivered a presentation on the A/P region's capacity building and technical assistance approaches and shared his findings on the study on the impacts of the WCO regional capacity building programs provided over the last 4 years, especially on the correlation between the realized tangible effects and the follow-up actions taken by the workshop participants in the wake of their participation in the respective regional workshops, which highlights the significance and importance of those follow-up actions at their home administrations. He also presented the analysis of pre-workshop exercise replies to the WCO People Development Diagnostics Tool with a view to articulating the gaps between the recommended practices and the regional Members' current practices. He further suggested developing a compendium of the good practices in the regional Members' training programs, which is a living document for the Members' reference, in order to make optimal use of the shared good practices throughout the workshop.



## ROCB attends the 6th Meeting between the GDCE of Cambodia and Developing Partners

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5 March 2019, Phnom Penh, Cambodia

At the invitation from the General Department of Customs and Excise (GDCE) of Cambodia, Ms. Saori Nojima, Program Manager of the ROCB A/P, attended the 6th meeting between the GDCE and their development partners held on 5 March 2019 in Phnom Penh, Cambodia.

The meeting aimed at updating the implementation of the GDCE's Strategy and Work Program on Reform and Modernization for 2014-2018, briefing the renewed Strategy for Customs Modernization for 2019-2023 and discussing potential areas of technical assistance. After the progress report and explanation by the GDCE, the representatives of the development partners were invited to share their existing and future technical assistance programs for the GDCE. Ms. Nojima delivered a presentation on various WCO capacity building programs provided in the context of the Mercator Program for the GDCE and earmarked future assistance to the GDCE. Other development partners, such as the JICA, the IMF and the EU delegation also explained their assistance programs and projects to date and future technical assistance plans.



## ROCB A/P continuously focuses on the Environmental topics of the WCO Enforcement Committee



11-15 March 2019, Brussels, Belgium

Dr. Tong Hua, Program Manager of the ROCB A/P, together with other more than 200 Customs Delegates participated in the 38th Session of the WCO Enforcement Committee (EC) which took place in Brussels from 11 to 15 March 2019 under the theme "SMART Customs: Knowledge-based Customs Enforcement". It also fits in very well with the WCO's slogan of the Year 2019, "SMART borders for seamless Trade, Travel and Transport". Other WCO partner organizations joined the discussions.

Dr. Kunio Mikuriya, Secretary General of the WCO and Mr. John Brandolino, Director, Division for Treaty Affairs of the UNODC, received the Bureau International des Containers (BIC) award for UNODC-WCO Container Control Program (CCP) on the opening day of the EC. Dr. Kunio Mikuriya delivered his keynote address, in which he stressed the need for striking the right balance between facilitation and enforcement in Customs actions and noted how new technology could serve to find that equilibrium between both. He also emphasized that the great success of the WCO Demeter IV Global Operation on combating illegal wastes trade (please refer to the ROCB website on this subject at <http://www.rocb-ap.org/article-detail/452/>). Delegates noted the presentation by China Customs on the key achievements and lessons learned from the Demeter IV Operation in combating illicit trafficking in hazardous waste and supported the proposal for arranging a new round of joint actions in the near future.

For more information, please write to us at [rocb@rocbap.org](mailto:rocb@rocbap.org) or refer also the WCO website at <http://www.wcoamd.org/en/media/newsroom/2019/march/enforcement-committee-discusses-smart-borders-and-customs-control.aspx>.

## WCO Sub-regional Workshop on Risk and Compliance Management for the Pacific

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18-22 March 2019, Suva, Fiji

The WCO Sub-regional Workshop on Risk and Compliance Management for the Pacific was held on 18-22 March 2019 at the WCO Regional Training Center in Suva, Fiji, under the sponsorship of Japan Customs Cooperation Fund (CCF/Japan). The Workshop was organized in cooperation with the Fiji Revenue & Customs Service (FRCS) and the ROCB A/P. A total of 25 Customs officials representing six Pacific Island countries namely Fiji, Papua New Guinea, Samoa, Timor-Leste, Tonga, Vanuatu attended the Workshop and facilitators from Australia, India and Japan led the sessions. Ms. Saori Nojima, Program Manager of the ROCB A/P, also attended as a facilitator of the Workshop.

The Workshop program was designed to comprehensively cover the available WCO tools such as WCO Customs Risk Management Compendium, theoretical lectures, practice sharing among the participants for international benchmarking, discussions and group exercises. The Workshop captured a wide range of topics on risk and compliance management including risk management architecture, information collection, risk register, risk assessment, profiling, targeting among other things. Through the Workshop, the participants reviewed and assessed respective administrations' current situations on risk and compliance management and developed policy and procedural recommendations for their future way forward.

The workshop was successfully concluded with participants' clear recognition on their future actions and it also provided a platform to build a network among the participants. The participants showed their appreciation to the FRCS, WCO, ROCB A/P, CCF/Japan and the facilitators for their contribution and support to the Workshop.

## Staff Update

### Farewell message from Ms. Eva Suen

Time really flies. A two-year tenure at the ROCB A/P is going to be finished very soon and my last working day will be on 15 March 2019. I have enjoyed my tenure here, and I appreciate having had the opportunity to work with you all. Thank you for the support, guidance, and encouragement you have provided me during my tenure at the ROCB A/P.



I will also be missing my colleagues at the Thai Customs Department (TCD). I will always remember your kindness and professionalism whenever we worked together. Thanks very much for your friendship and the warmest hospitality.

I would also like to extend my gratitude to the experts from Australian Border Force, Hong Kong Customs, Japan Customs, RILO A/P, U.S. Customs and Border Protection and the WCO who shared their expertise in the workshops that I organized, and those participants that I met in every workshop. Our friendship is growing day by day since then. I really learnt a lot from you both in knowledge and the living of my life. Thanks very much for your friendship and continued support.

### Welcome Ms. Chloe Au to ROCB A/P

I'm Chloe AU from Hong Kong Customs. I'm so glad and happy to join the ROCB A/P, a renowned regional office of capacity building in the world.

I have joined the Customs community for over 20 years. Despite the years I had spent in enforcement investigation and cargo clearance at the boundaries, I also engaged in the WCO issues for many years. I had experience in prosecution against IPR syndicates and keen sense at applying risk management in the course of customs clearance to detect smuggling activities. With the Customs knowledge I have earned over years; I was assigned to the office responsible for studying and dealing with WCO matters in Hong Kong Customs. I had the opportunities to work with the Vice-Chair's Office by that time and the regional entities such as RILO and this office, in organizing operations and capacity building activities. I'm so glad that I have the chance to work with the experts here again, this time in a closer relationship, to contribute my expertise in Customs profession to the regional members. I am looking forward to working with you all!





## **WCO A/P CB/TA Programs and Meetings Schedule**

### **April 2019 and onwards (Indicative)**

(NB) Official invitation will be circulated in due course

Event	Dates	Venue
◆ WCO Regional Workshop on NII and Automated Threat Recognition	1-5 Apr. 2019	Shanghai, China
◆ Meeting of Heads of the ROCBs, RTCs and Vice Chair's Offices	4-5 Apr. 2019	Brussels, Belgium
◆ WCO Capacity Building Committee	8-10 Apr. 2019	Brussels, Belgium
◆ WCO National Workshop on Risk Management for Malaysia	8-12 Apr. 2019	Melaka (p), Malaysia
◆ WCO Integrity Sub-Committee	11-12 Apr. 2019	Brussels, Belgium
◆ WCO National Workshop on Risk Management for Iran	27 Apr. – 1 May 2019	Tehran, Iran
◆ WCO National Workshop on Customs Valuation for Bhutan	29 Apr. – 3 May 2019	Thimphu, Bhutan
◆ WCO A/P Regional Heads of Customs Administration Conference	8-10 May 2019	Cochin, India
◆ OCO Annual Meeting	13-16 May 2019	Saipan, USA
◆ WCO National Workshop on Risk management and Compliance Program for Sri Lanka	20-24 May 2019	Colombo, Sri Lanka
◆ WCO Regional Workshop on Accreditation of IPR Legal Advisors	27-31 May 2019	Bangkok, Thailand
◆ WCO Council Sessions	27-29 Jun. 2019	Brussels, Belgium

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