

Customs News

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Message from Commissioner A Wonderful World

The Customs world is a wonderful world.

Customs officials sometimes took up unusual assignments, especially during times of change. Soon after Robert Hart (1835-1911) was appointed Inspector General of the Imperial Maritime Customs Service in late 1863, he found himself not merely collecting revenue for the Zongli Yamen under Prince Kung. In early 1864, Hart left Shanghai to travel in the Yangtze Delta on a special mission. He was to play a conciliatory role between Kiangsu Governor Li Hongzhang and a disgruntled Major Charles "Chinese" Gordon, commander of the "Ever Victorious Army".

Hart was destined to help Gordon to release himself of his misgivings about an apparently brutal order given by Governor Li earlier in Suzhou, for the beheading of 8 surrendered "provincial kings" of the Taiping Tianguo (The Taiping Heavenly Kingdom). The Ever Victorious Army — largely made up of mercenaries — would continue to stay in the battlefield under the overall control of Governor Li, instead of joining the Taipings and even attacking the Governor as Gordon once threatened to do. One Taiping stronghold would fall after the other within months as Tsun Quo Chuan's troops zeroed in on Nanking. The rest was history.

Sad were the turmoil of war and the grave sufferings they brought upon the people to bear. There was, nevertheless, more than a dash of romanticism in the history that Customs Inspector General Hart helped to make. Hart had also served in Guangdong and Hong Kong. The situation he faced would bear little resemblance to the mundane affairs that Guangdong and Hong Kong Customs officials are dealing with today. Hart was a man of integrity and high competence. Nevertheless, he was all along serving an autocratic feudal dynasty. Nowadays, we are serving the people of the entire community under an epoch-marking arrangement — One Country, Two Systems. True that we are also facing change — which happens in the Pearl River Delta and not the Yangtze River Delta. Like Robert Hart, we also see room for Customs to expand its role.



Accompanied by Commissioner Tong (middle) and Group Head of Marine Enforcement, F H Fong (right), the Vice-Minister of General Administration of Customs, PRC and the Director General of Guangdong Sub-Customs Administration, Mr Sun Song-pu (left), inspects Hong Kong Customs high-speed pursuit crafts.

In our case, the change is propelled by the robust economic growth taking place in the Pan Pearl River Delta (commonly referred as the "9+2" entity, comprising Guangdong, Jiangxi, Guangxi, Hunan, Hainan, Yunnan, Sichuan, Guizhou, Fujian, HK and Macao SARs). The Pan PRD has infinite potential. With a combined geographical area of two million square kilometers and a population of 450 million, the region's combined GDP in 2004 was US\$733 billion. This is forecast to rise to US\$ one trillion by 2010. Logistics trade in Pan PRD is predicted to grow at an annual rate of 10 % over the next 10 years. This will be huge economic advantage to those who can cope with it. As Customs, how do we cope?

We must speed up cargo clearance vis-a-vis Guangdong and Southern China. The need is obvious. In 2004, of the 21.98 million containers handled at the Hong Kong port, two-thirds were related to Guangdong or Southern China. This has engendered a daily traffic of 28 000 lorries passing across the land boundary, 320 river trade vessels using our loading areas; plus an average of 22 freight trains between Guangdong and Hong Kong everyday. The cargo traffic is increasing quickly.

The key to speeding up cargo clearance is enhanced cooperation with our counterparts in the Mainland, especially Guangdong as the linchpin to the rest of Southern China. To this end, Vice-Minister of General Administration of Customs, PRC, Sun Song-pu (also the Director General of Guangdong Sub-Customs Administration), and



Commissioner Tong (left) and the Vice-Minister of General Administration of Customs, PRC and the Director General of Guangdong Sub-Customs Administration, Mr Sun Song-pu, signing the memorandum for the annual meeting between Hong Kong and Guangdong Customs.

I have already set up a Customs Joint Task Group. Our immediate goal is to identify ways and means to accelerate Customs clearance on both sides upon the commissioning of the collocation arrangements at the new Shenzhen Bay Control Point by end of 2006. The Customs Joint Task Group held its first meeting on June 10, with Deputy Director General Wu Rong-chang leading for Shenzhen Customs and Assistant Commissioner Leung Koon-wah leading for Hong Kong.



Delegations led by Assistant Commissioner (Boundary and Ports) Leung Koon-wah (third left, front row), and Deputy Director General, Wu Rong-chang (fourth left, front row), held the first meeting of the Customs Joint Task Group.



Li Hongzhang (1823-1901)

Li Hongzhang

LI Hongzhang (1823-1901) suppressed peasant rebellions, relying on a provincial army he personally recruited and trained, aided by mercenaries. His total dedication to preserving the rule of Qing dynasty was controversial. But there is no controversy over his relentless effort to promote westernization and set up modern enterprises while he was Superintendent of Trade for the Northern Ocean.





Led by Commissioner Tong (second left) and the Vice-Minister of General Administration of Customs, PRC and the Director General of Guangdong Sub-Customs Administration, Mr Sun Song-pu (second right), respectively, delegations from Hong Kong and Guangdong Customs holding the annual meeting.

Ultimately our mission is to ensure a smooth flow of goods between Hong Kong and every corner of the Pan PRD — the realization of a logistics express. To accomplish this mission, Hong Kong Customs must grow out of our present operational mode, starting with the handling of cargo manifest. At present, we have no advance cargo information except for air cargo¹. We will not know what is inside a lorry or a river trade vessel until it reaches the Customs control point. Not only does this cause unnecessary delay in Customs processing. Not knowing the particulars the consignment in advance means that we will not be able to conduct effective risk assessment of over 140,000 consignments we handle everyday.

The solution lies in the implementation of an electronic system of Advance Cargo Information (ACI). This is a major project that Hong Kong Customs has been pursuing with the support of our policy bureaux. A crucial instrument to every modern-day Customs service, the ACI system operates on the basis of the shipper providing to Customs the essential information of a consignment beforehand. This includes names and identities of the shipper; recipient and carrier; the contents, value and quantity of the shipment; the routings, etc. Our requirement is quite simple for the trade — Customs needs to be informed only shortly before the lorry reaches the control point. However, transmission must be made by electronic means, and therefore individual companies may need to install some equipment and bear a small cost for data transmission. Experience worldwide has fully shown that the benefits of the ACI far outweigh its costs.



Assistant Commissioner (Administration and Excise), Chow Kwong (first left, centre), attending the Pan Pearl River Delta Region Anti-smuggling Conference on June 29, 2005.

¹ At present, Hong Kong Customs can pre-clear air cargo by collection of electronic advance cargo data through the Air Cargo Clearance System. For cargoes transported by the land, rail and sea modes, they can only be processed upon arrival at or departure from Hong Kong as electronic means for their pre-clearance are not yet available.



Secretary for Commerce, Industry and Technology, Mr John Tsang (third right), Commissioner Tong (third left) and Vice-Minister of General Administration of Customs, PRC and the Director General of Guangdong Sub-Customs Administration, Mr Sun Songpu (second right), at the Guangdong and Hong Kong Customs Trade Facilitation Forum.

The ACI will become the platform for Hong Kong to launch a Pan PRD cargo express. At the same time, we will seek to harmonize the Customs procedures of the 9 provinces and the 2 SARs to avoid unnecessary duplication of Customs routines. Employing state-of-the-art technology, notably global positioning systems and radio frequency identification tags, will go a long way

towards making an uninterrupted logistics pipeline a reality. To this end, Hong Kong Customs pledges to do our utmost in full partnership with our Pan PRD counterparts as well as with the trade.



Inspector General of the Imperial Maritime Customs Service of the Qing Dynasty, Robert Hart.

In the times of Inspector General Hart, no one could have envisaged a one-stop Customs procedure for a shipment passing through myriads of control points. During that age, sending letters between Beijing and London would take months. But wonders do happen in the wonderful world of Customs. Hart himself performed many wonders in his times. Not only was the Imperial Maritime Customs Service he led responsible for collecting over half of the revenues for the entire Imperial Dynasty during the last years of the Empress Dowager. Hart also helped to improve China's port facilities maintaining a network of 600 lighthouses to ensure navigation safety; and he founded the Imperial Post Office in 1896.

Many of Hart's achievements had gone beyond the remit of traditional customs duties. The Inspector General's extensive influence over conventional Government policies was, however, more an illustration of the importance of the customs role to national development than that of the role-player, especially during times of change.

Relative to Hart, the agenda of a modern-day Customs official looks modest. Yet the vision of long lasting prosperity and stability for Hong Kong as an integral part of the Country in the first 50 years after reunification is one of grandeur. So are the contributions of Customs both to the Mainland and to Hong Kong, relative to those of the Imperial Maritime Customs Service in the last 50 years of the late Qing Dynasty.



Timothy Tong
Commissioner

Acknowledgement is made of the valuable assistance I received from Richard Yu, Fannie Kong and Lui Shui-man in preparing this message. Colleagues are welcomed to share with us any comments they may have.

SHWF visits LMC Control Point

On July 13, 2005, the Secretary for Health, Welfare and Food, Dr York Chow, visited Lok Ma Chau Control Point to learn about the frontline operations of Hong Kong Customs, particularly in relation to enforcement against meat and poultry smuggling.

Accompanying Dr Chow were the Commissioner of Customs and Excise Timothy Tong, Assistant Commissioner Ferdinand Leung, and Chief Superintendent CL Ko. Commissioner Tong briefed Dr Chow on the advanced equipment used for detecting contrabands, and joint operations conducted with the Food and Environmental Hygiene Department (FEHD) to deter meat and poultry smuggling activities.

To effectively detect illegal importation of meat and poultry, Customs and Excise Department (C&ED) and FEHD hold regular meetings to exchange intelligence essential for the conduct of joint operations. At the operational level, both departments have established designated contact points for speedy exchange on enforcement strategies and other operational matters.

Last year, the Control Points Command of C&ED mounted 61 joint operations at the land boundary control points with FEHD to curb illegal importation of meat and poultry. Similarly, 31 such joint operations were conducted between January and June this year. Customs officers seized 13,302 kg illicit pork and 4,027 kg illicit chicken at the land boundary control points this year. In 2004, 30,064 kg illicit pork and 11,862 kg illicit chicken were seized.

Commissioner Tong said that despite the heavy passenger and vehicular flows at the land boundary control points, Hong Kong Customs officers had been maintaining full vigilance to detect smuggling activities, constantly mounting intelligence-led operations backed up by an effective intelligence mechanism.

Apart from visiting the Customs Arrival Hall and the Cargo Examination Compound, Dr Chow also looked at the Vehicle X-ray Inspection System at Lok Ma Chau.



The Secretary for Health, Welfare and Food, Dr York Chow visited Lok Ma Chau Control Point. He was accompanied by Commissioner Tong (third left).

Information Unit

Meeting with Macao Customs Service

Commissioner Tong led an eight-member delegation to attend the 23rd Meeting with the Macao Customs Service and Macao SAR Economic Services Bureau, which was held in Macao on May 18, 2005.



Group photo of the two delegations respectively led by Commissioner Tong (front row, third left) and Director-General of the Macao Customs Service, Mr Choi Lai Hang (front row, third right).

During the meeting, both parties agreed to organise quarterly Liaison Officers' Meeting to enhance the exchange of intelligence, and to organise exchange programmes in relation to cyber crime and the control of chemical precursors. In addition, a working group would be set up to combat smuggling of dutiable commodities.

The meeting has strengthened co-operation between the two Customs administrations through strengthening exchange of intelligence and enforcement experience.

Customs Liaison Bureau

HK Customs hosts WCO Consultative Meeting

The World Customs Organization (WCO) Regional High-Level Consultative Meeting on the WCO Framework of Standards to Secure and Facilitate Global Trade organized by Hong Kong Customs was held in Hong Kong from March 22 to 24, 2005. It was the first meeting held in Hong Kong under the auspices of the WCO. Over a hundred representatives from 24 Customs administrations of the WCO Asia

Pacific Region and the business sector in Hong Kong attended the forum. Commissioner Tong gave an inaugural speech at the Opening Ceremony. He underlined the importance of the role of Hong Kong Customs in strengthening co-operation with overseas Customs authorities; fostering partnership between Customs and business sector; and promoting the smooth flow of goods through secure international supply chain.



Commissioner Tong delivering speech at the Opening Ceremony.



Commissioner Tong (centre, front row) and the Customs Directorates with Senior Technical Officer, Compliance and Facilitation Directorate of the WCO, Mr Will Robinson (sixth left, front row), and representatives of the Asia Pacific Region's Customs administrations.

For trade facilitation, Commissioner Tong said that the use of the "Electronic Data Interchange Manifest" (EMAN) would provide a one-stop channel for carriers to submit electronic manifests of cargoes, which were transported by rail, sea and air, to the Customs, the Census and Statistics Department, and the Trade and Industry Department.

He emphasised, "We must ensure that the EMAN system can be strengthened to meet the future demands of the fast-changing world."

The meeting was chaired by WCO's Senior Technical Officer, Mr Will Robinson. The Deputy Secretary General of the WCO, Mr Kunio Mikuriya, also delivered a keynote speech at the Customs-and-Business forum on March 24, 2005.

The meeting was well received by participants from the Customs administrations and the business sector, who actively took part in the discussions for exchanging views.

The purpose of WCO Framework of Standards to Secure and Facilitate Global Trade is to establish standards that provide supply chain security and facilitation at a global level; strengthen co-operation between Customs administrations in detecting high-risk consignments; and promote seamless movement of goods through secure international trade supply chains.

Customs Liaison Bureau

British Consul-General commends Customs for cigarette seizure

Acting on intelligence, Customs officers of Revenue and General Investigation Bureau (RGIB) intercepted a transshipment on March 9, 2005 and seized 7.76 million sticks of UK brand cigarette "SUPERKINGS", which could fetch as much as £1.75 million (HK\$25.32 million) if sold in black market in England.

In appreciation of Customs efforts in seizing 7.76 million sticks of "SUPERKINGS" cigarettes, British Consul-General, Stephen Bradley, paid a courtesy visit to the government seizure warehouse inspecting the seized cigarettes.

While being pleased that large seizure was made, he highly commended the effectiveness of co-operation between Hong Kong and UK Customs on combating



Accompanied by Deputy Head of Revenue and General Investigation Bureau David Fong (left), British Consul-General, Mr Stephen Bradley (middle) inspecting the seized cigarettes at the government seizure warehouse.

transnational smuggling activities, as evidenced by this case. He also praised Hong Kong Customs for its achievement and professionalism in combating cigarette smuggling.

Based on careful analysis on the intelligence for this case, officers of RGIB intercepted the container, arriving Hong Kong from Huangpu for re-export to Bremerhaven, Germany in three hours, and seized from it such large quantity of cigarettes.

Seizure notification was also sent to German Customs via UK Customs for their risk profiling under "Project Jade" - an anti-cigarette-smuggling initiative of UK Customs. As a result, German Customs successfully intercepted another shipment from Huangpu and seized eight million sticks of smuggled MARLBORO cigarettes in Bremerhaven.

Revenue and General Investigation Bureau

HK Customs' tip-off leads to record cigarette seizure in Europe

Hong Kong Customs provided a tip-off to overseas Customs in Europe leading to a series of successful seizures. A total of 195 million sticks of counterfeit cigarette in 22 containers were seized, which is record seizure based on a piece of intelligence. Since the implementation of "Project Crocodile", the anti-cigarette-smuggling operation in Asia-Pacific region in August 2004, Hong Kong Customs has been actively taking part in intelligence exchange on cigarette smuggling with other members of the region through the Project.

In early March 2005, Revenue and General Investigation Bureau obtained intelligence through the Project Crocodile that suspected cigarette smuggling shipment was exported from Shenzhen to Hamburg, which was confirmed not to be transshipped via Hong Kong. The intelligence was immediately passed to German Customs via the "Project Jade", an UK Customs' initiative on anti-cigarette-smuggling operation in which several Customs Administrations in Europe participated.

Subsequent to a series of risk profiling, 19 containers connected to the same smuggling syndicate were intercepted in Hamburg and 3 containers in Antwerp from April to May 2005. A total of 195 million sticks

of counterfeit cigarettes were seized and eight persons were arrested through three successful controlled delivery operations conducted by the German Customs.

German Customs used "German Customs has achieved a record seizure of counterfeit cigarettes through successful international co-operation" as the headline of their press release. The President of the German Customs Investigation Group, Mr Karl-Heinz Matthias, underlined the importance of co-operation with others Customs Services, particularly with the Asian Customs authorities.

"We made the biggest seizure of smuggled cigarettes in Germany. Through exchange of information with investigation authorities outside Europe, we cracked down on the organisers of these international gangs," he said.

The success also proved that the Project Crocodile is of great value. It provides a useful platform for intelligence exchange between participating members. The Project has even been extended to other regions and achieved greater success, which demonstrated the importance of international cooperation in interdicting transnational cigarette smuggling activities.

Revenue and General Investigation Bureau



The seized cigarettes.

"Project Crocodile" Review Meeting

Superintendent David Fong and Assistant Superintendent Rose Ho of Revenue and General Investigation Bureau attended the Review Meeting for Project Crocodile, held in Xiamen, Mainland, from May 18 to 20, 2005.

Also attended the Meeting were 16 delegates from 12 other member administrations, namely Australia, Mainland, Japan, Republic of Korea, Macau China, Malaysia, New Zealand, the Philippines, Singapore, Sri Lanka, Thailand, and Vietnam. Two intelligence analysts from the Regional Intelligence Liaison Office for Asia and the Pacific attended as coordinators and a representative from UK Customs as observer.

Participants reviewed the outcome of the Project, which has been put on trial run since August 1, 2004. Delegates of member administrations gave presentations on their experience and achievement in implementing the Project. Assistant Superintendent Rose Ho explained in details the achievements by

Hong Kong Customs and the smuggling trend observed by us.

Participants agreed that members should continue to monitor and keep track of the movement of suspicious cigarette shipments. To combat smuggling of contraband goods, it was proposed that Member Administrations should exert more pressure on tobacco companies through negotiation and cooperation.

Anti-illicit-Cigarette Investigation Division
Revenue and General Investigation Bureau



Superintendent David Fong (fifth right, second row) and Assistant Superintendent Rose Ho of Revenue and General Investigation Bureau (third right, first row) with participants of the Meeting.

HK Customs commended by DEA

On May 5, 2005, Senior Superintendent K H Yu received the United States Drug Enforcement Administration (DEA) Administrator's Shadow Box Award in recognition of his outstanding contribution and cooperation with the DEA in combating drugs trafficking during his term of office as Head of Customs Drug Investigation Bureau between 2002-2004. The award was presented by Acting United States Consul General, Ms Marlene Sakaue. Also attending the ceremony were Assistant Commissioner (Intelligence and Investigation) William Chow and DEA Narcotics Attache, Mr Thomas Ma.

Senior Superintendent Yu thanked Mr Thomas Ma and his office for their support and assistance to Hong Kong Customs anti-narcotics work.

"Hong Kong Customs and DEA have a long-standing cooperation history, and over the years have made excellent achievements in combating drugs trafficking," he said.

"Hong Kong Customs is committed to combating international drug trafficking. We take an active role in exchanging intelligence and cooperating with other law enforcement agencies in the fight against drug trafficking," he reiterated.



(Front row from left) DEA Narcotics Attache, Mr Thomas Ma; Assistant Commissioner (Intelligence and Investigation) William Chow; Acting United States Consul General, Ms Marlene Sakaue; Senior Superintendent Yu; Head of Customs Drug Investigation Bureau Ben Leung and Senior Staff Officer (Planning and Development) Daniel Cheung.

Office of Strategic Research

International Drug Enforcement Conference in Santiago



Head of Customs Drug Investigation Bureau Ben Leung, (left) and Group Head of Controlled Chemicals Frankie Cheung (right) with Country Attache, Hong Kong Country Office of US Drug Enforcement Administration, Mr Thomas Ma.

On invitation of the Policia de Investigaciones de Chile and the United States Drug Enforcement Administration (DEA), Head of Customs Drug Investigation Bureau Ben Leung and Group Head of Controlled Chemicals Frankie Cheung attended the 23rd Annual International Drug Enforcement Conference held in Santiago, Chile from April 4 to 7, 2005.

The purpose of the Conference was to provide an opportunity for high-level law enforcement officials around the world to strengthen cooperation in combating drug trafficking. The theme for this year was "Expanding global partnerships to destroy drug trafficking and money laundering organizations".

Over 200 participants from about 70 countries joined the Conference. Acting Superintendent Frankie Cheung gave a presentation on "Global Impact of Chemical Control" jointly with DEA, Royal Canadian Mounted Police and Attorney General's Office of Mexico at the plenary session.

We also shared the success and experience of our "Operation Cold Remedy", which was mounted in combating diversion of pseudoephedrine-containing preparations for manufacturing methamphetamine. The effort and achievement of Hong Kong Customs in fighting drug trafficking was widely recognised by the participants.

Customs Drug Investigation Bureau

WCO Regional Seminar on Synthetic Drugs and Chemical Precursor

Group Head (Controlled Chemicals) Frankie Cheung and I attended the "WCO Asia/Pacific Regional Seminar on Synthetic Drugs and Chemical Precursor" from April 18 to 22, 2005. The seminar organized by World Customs Organization (WCO) and the Bureau of Customs, the Philippines was held in Manila.

Fifty-three delegates from 23 Customs administrations in Asia and the Pacific region, Regional Intelligence Liaison Office (Beijing), United Nations Office on Drug & Crime (UNODC) and local drug enforcement agencies joined the five-day seminar.

Participants exchanged views and shared experience and intelligence on strengthening border control against illicit trafficking of synthetic drugs and preventing smuggling and diversion of chemical precursor. It has enhanced cooperation among enforcement agencies in combating drugs trafficking at an international level.



Group Head (Controlled Chemicals) Frankie Cheung (tenth left, back row) and Divisional Commander (Drug Investigation (Import and Export)) CK Lam (eleventh left, back row) with the seminar participants.

A visit to a dismantled clandestine mega-laboratory for manufacturing methylamphetamine (commonly known as "Ice") in the suburb area was arranged for delegates.

C K Lam
Divisional Commander
Drug Investigation (Import and Export)

Conference on West African Criminal Network

I attended the West African Criminal Network Conference (the Conference) held in Bangkok, Thailand from May 16 to 19, 2005. The Conference was organised by the Drug Enforcement Administration (DEA) of the US Department of Justice and Joint Interagency Task Force West of the US Pacific Command. About 100 experienced criminal investigators and professional intelligence analysts from different countries attended the Conference.

Given the great involvement of West African syndicates in transnational criminal activities, particularly drug trafficking, the purpose of this Conference was to provide investigators and intelligence analysts an overview of the operation mode of these syndicates, to provide a platform for participants to exchange views, and to foster closer co-operation among participants.

Through this Conference, I have acquired a clearer picture of the operation of the African syndicates, which would be helpful in my investigation work of transnational drugs cases involving Africans as couriers. To strengthen cooperation among participating regions in combating drug trafficking, I gave a presentation on "Situation of Drug Control in Hong Kong".

Benson Lee

Drug Investigation (Manufacturing and Distribution) Division
Customs Drug Investigation Bureau

WCO Information Management and Data Model Project Team Meetings

Superintendent W K Chan of the Office of Information Technology and Systems Manager Eric Shum of the Office of the Government Chief Information Officer attended the Data Model Project Team (DPMT) meeting and the 49th Information Management Sub-Committee (IMSC) meeting from June 6 to 10, 2005. The meeting was held in the World Customs Organisation (WCO) Headquarters in Brussels.

More than 70 delegates from 40 Customs administrations and eight international organisations joined the meeting to work on the WCO Customs Data Model. The Model aims to facilitate international trade through efficient exchange of Customs data in a standardized format.

Version 1.1 of the model, which was about import, export and related Customs procedures, was launched in June 2002. Data sets for transit and conveyance reporting were included in its version 2.

It was discussed in the meeting the implementation of version 2 and proposed the scope for version 3, which would include data requirement of government agencies.



(From right) Superintendent W K Chan, Senior Technical Officer (Compliance & Facilitation) Mr Dietmar Jost and Systems Manager Eric Shum at the WCO Headquarters.

Office of Information Technology

Capacity Building Workshop on Trade Facilitation

Senior Systems Manager Amy Tse and Superintendent Keith Wong of the Office of Information Technology attended the Capacity Building Workshop on Trade Facilitation Implementation for Asia and the Pacific Region in Kuala Lumpur, Malaysia on March 17 and 18, 2005. The Workshop was jointly organised by the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) and the United Nations Economic Commission for Europe (UNECE) with the support of the Royal Malaysian Customs Department and the United Nations Center for Trade Facilitation and Electronic Business.

The Workshop was aimed at enhancing advanced cargo information flow through the use of electronic trade documents. It focused on the legal framework proposed by UNESCAP and UNECE, as well as the use of electronic trade documents. Discussion on the use of a single window as common point for accessing trade document took place. Service providers from Singapore, Malaysia and Hong Kong shared their experience.

The Workshop ended with group discussion and presentation on trade facilitation strategies.

Keith Wong
Office of Information Technology

Presentation of ISO 9001:2000 Certificate



Senior Superintendent Alice Leung (left) receiving the ISO 9001:2000 Certificate from Mr John Broome, Vice President Operations & Compliance of the BSI Management Systems.

The Office of Service Quality (OSQ) was presented an ISO 9001:2000 Certificate by the British Standards Institution (BSI) Group on April 15, 2005.

In receiving the certificate, Acting Senior Superintendent Alice Leung of OSQ remarked that she and her colleagues were committed in working on quality management. "OSQ will work very hard to keep up the ISO 9001:2000 standard by providing quality management in future," she stressed during the ceremony.

Also attending the award presentation ceremony were representatives from Hong Kong Police Force, the Correctional Services Department and the Immigration Department who shared with us their experiences on quality assurance, service standards, efficiency studies and management audit.

The BSI Group, an internationally recognised certification body, is a founding member of the renowned International Organization for Standardization (ISO) which first developed the Quality Management System ISO 9001 and Environmental Management System ISO 14000.

Commissioner Tong said in the ceremony, "The renaming of Formation Inspection Team to Office of Service Quality (OSQ) carried Department's commitment in promoting quality management. This underlines our vision in pursuing corporate modernisation, institutionalisation and professionalism."

"OSQ will review existing office operations of various Formations and research on issues pertaining to the mission and vision of the Department. Based on its study on the existing work flow, it will make recommendations on streamlining procedures and improving existing work models, and promoting the concept of 'quality management' overall," Commissioner Tong said.

Office of Service Quality

WTO and UNESCAP Workshop on Trade Facilitation

I attended a three-day "Regional Training Workshop on Trade Facilitation" (the Workshop) held in Hangzhou from April 5 to 7, 2005.

The Workshop, jointly organised by World Trade Organisation (WTO) and United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), was aimed to strengthen participants' skills in global or regional trade negotiations.

Apart from deepening participants' understanding of trade facilitation, it also helped member regions of WTO and UNESCAP develop their trade policies in light of real international negotiation.

About 43 trade policy officials and negotiators of 22 member regions from Asia, Southeast Asia and Island countries participated in the Workshop this year, which was held by Ministry of Commerce, the People's Republic of China. The Workshop gave me an opportunity to acquire the most up-to-date information on trade facilitation and the world trend.

Walter Mak
Assistant Staff Officer (Legislation, Orders and Procedures)
Office of Management Services

Voluntary Control Scheme on Marine Use of Marked Diesel

"Voluntary Control Scheme on Selling of Marked High Sulphur Diesel for Marine Use" was launched in May to ensure that marked high sulphur diesel is only sold to customers for legitimate marine use.

Under the scheme, both oil companies and operators of oil barges will provide sales records to Hong Kong Customs for verification. Once Customs officers suspect any illicit transaction of marked high sulphur diesel, they will make inquiries with the parties concerned, and take enforcement action as deemed necessary.

The department has briefed the four oil companies, namely, ExxonMobil Hong Kong Ltd, Caltex Oil Hong Kong Ltd, China Resources Petrochemicals (Group) Co Ltd, and Shell Hong Kong Ltd, of the initiative. They have pledged to give full support.

The voluntary control scheme will put in place a regulatory regime whereby Customs officers can track illicit activities. By distinguishing between genuine and illicit marked oil users, Customs officers can focus enforcement efforts on the illicit uses.

Information Unit

Customs promotes youngsters' awareness on IPR protection

To heighten youngsters' awareness of IPR protection, Customs has internally designed a cartoon story and posted it onto the website of the Intellectual Property Rights Protection Alliance (IPRPA) (www.iprpa.org). Letters will be sent to some 1,300 primary and

secondary schools appealing for their support in encouraging students to visit the IPRPA's website, and disseminating the message of IPR protection through their school activities in the new academic year.

As part of the preventive education initiative, Hong Kong Customs has been arranging seminars on Internet piracy and P2P file sharing activities for teachers and parents with the assistance of Federation of Parent-Teacher Associations since February. So far, the Anti-Internet Piracy Team has organised 10 talks. Through the train-the-trainer approach and by enhancing teachers' and parents' understanding of Internet piracy, Customs targets to instil the culture of respecting IPR into students.

The Department in collaboration with the Intellectual Property Department hosted a school publicity campaign in March. Promotional posters on anti-piracy were distributed to 1300 primary and secondary schools.

Last year, Customs officers arrested 206 people aged 21 and below for contravening the Copyright Ordinance and 50 people aged 21 and below for contravening the Trade Descriptions Ordinance.

In the first five months of this year, 59 people under 21 were arrested under the Copyright Ordinance while

another seven were arrested under the Trade Descriptions Ordinance.

In terms of Internet piracy, two people aged 21 and below were arrested in 2004 under the Copyright Ordinance; while one person aged 21 and below was arrested under the Trade Descriptions Ordinance.

The Intellectual Property Rights Protection Alliance was established by Customs in March 2004, to provide a platform of co-operation with the IPR industry to monitor and crack down on IPR infringing activities more effectively. It also serves to educate the general public on IPR protection.

Information Unit



The cartoon story.

"No Fakes" Pledge Seminar



Assistant Commissioner (Intelligence and Investigation) William Chow giving opening remarks at the seminar.

To uphold Hong Kong's reputation as a "Shopping Paradise" for genuine products, the Intellectual Property Department (IPD) has re-launched the "No Fakes Pledge Scheme", which was first introduced in 1998. Under the scheme, participating shops pledged not to sell or distribute counterfeit or pirated products and to promote trustworthy trading practices.

A seminar entitled "Your way to gain confidence from consumers", jointly organised by IPD and Hong Kong Customs, was held on June 3, 2005. Retailers discussed ways to strengthen consumers confidence through selling genuine products.

"We strongly believe that Hong Kong Customs effort in combating the selling of pirated and counterfeit goods has strengthened consumers confidence in shopping in Hong Kong. Today's seminar provides us a chance to share this news with retailers, whose participation in the Scheme and commitment in IPR protection have our full support," Assistant Commissioner (Intelligence and Investigation) William Chow said in his opening remarks.

Other speaking guests included Head of Intellectual Property Investigation Bureau Y K Tam, and experts from the Consumer Council, Mannings, City University of Hong Kong, Walt Disney Company (Asia Pacific) Limited and the Federation of Hong Kong Industries. Participants found the seminar very useful.



Head of Intellectual Property Investigation Bureau Y K Tam delivering a speech.

Intellectual Property Investigation Bureau

Customs Supports Scout Programme on IP Protection

Head of Intellectual Property Investigation Bureau Y K Tam attended the press conference to launch the "Scout Programme on Respect for Intellectual Property Rights (IPR)" on April 30, 2005. The programme, organized by Intellectual Property Department, was aimed at promoting respect of intellectual property right among youngsters. The co-organisers were the Scout Association of Hong Kong, Hong Kong Customs, Motion Picture Association and the Hong Kong Intellectual Property Society.



(From right): Head of Intellectual Property Investigation Bureau Y K Tam, Director of Intellectual Property, Stephen Selby and Chief Commissioner of the Hong Kong Scout Association, Pau Shiu-hung at the press conference.

As a new initiative, the "Scout Programme on Respect for Intellectual Property Rights" was aimed to provide IPR training to various levels of Scouts from age 7 to 65. The programme included seminars, visits and workshops. It was targeted initially at Scouts aged between 11 to 16 and would be extended to other age groups in the near future. IPR Scout Badges would be presented to the qualified scout attendees who have completed the programme.

Customs fully supported this programme, as education was the most effective way in eradicating infringing activities.

Intellectual Property Investigation Bureau

Aviation Security and Facilitation of Control Process- a Transnational Aspiration

Capitalising on high-end technological products, air passengers travelling from one country to another through the "e-Border" is no longer mirage. Organised by the International Air Travel Association (IATA) and the International Civil Aviation Organisation (ICAO) respectively, two international meeting seminars to address and discuss the mission to expedite the passenger flow in air transport and civil aviation issues were held in Hong Kong in June. Over 300 participants coming from more than 30 countries around the world rendezvoused in Hong Kong to join these events and the delegations comprised of senior executives from airports, carriers, control authorities (including customs, immigration and aviation security) and technology providers.

Speakers' presentations focused on expediting formalities for departure passengers from the originating country to passenger clearance arriving at the designating country in a hassle-free environment. With the introduction of the Machine Readable Travel Documents (MRTD), passengers can check-in through the web. By employing Biometrics technology, airports and carriers can authenticate identity of the passengers through Common Use Self Service (CUSS) kiosks. The Radio Frequency Identification (RFID) technology enables control authorities to monitor the pre-departure baggage and cargo pick-up and subsequent delivery. The entire process of ticket-booking, flight confirmation, application for visa, checking-in, identity authentication, baggage tracing and reconciliation can be fully automated. This Ideal Passenger Flow (IPF) is the outcome of a series of discussions by IATA and ICAO delegates, targeted for implementation in the air transportation industry.



Assistant Superintendent Vincent Wong (third row, third left) and Superintendent Ms Kwok (third row, fourth left) with participants of ICAO Asia Pacific Regional Seminar on Facilitation.

Officers from the Airport Command, Office of Strategic Research and Office of Planning and Development attending the seminars view that Customs administrations' high efficiency level of service contributes a significant part to the global economic growth. They have gained new awareness of the ever-changing technology and demands of the industry, which benefit their work of operational planning, strategic study and project development in balancing the dual role of law enforcement and trade facilitation.

Office of Planning and Development

Concerted Effort Against Terrorist Financing



Divisional Commander (International Financial Investigation) K S Cheng (middle, second row) with participants of the Seminar.

Divisional Commander (International Financial Investigation) of the Customs Drug Investigation Bureau Cheng Kiu-sang and four investigators of the Financial Investigation Group attended a two-day "Seminar on Terrorist Financing", which was jointly organized by the Federal Bureau of Investigation (FBI) of the United States and the Hong Kong Police Force, in Hong Kong from February 24 to 25, 2005. The purpose of the Seminar was to step up effort against terrorist financing.

Presentation sessions and discussions forum were held. The Seminar provided a platform for participants to exchange views and to master the latest development in enforcement measures against terrorist financing. It covered a wide range of topics, from legal framework of anti-terrorism to global trend of international terrorism, particularly on bulk case smuggling. Different tools and investigative initiatives against terrorist financing were also demonstrated.

During the Seminar, Mr K S Cheng was invited to give a presentation on Hong Kong Customs' role in preventing Hong Kong from being used by terrorist as money port.

Joint effort and closer cooperation among regions are essential in combating terrorist financing and the ensuing social consequences possibly brought about by it if such was not eradicated. The seminar served to foster the league.

Also attended the Seminar were representatives from FBI, Hong Kong Police Force, US Immigration and Customs Enforcement, Internal Revenue Service of the US Department of the Treasury.

Financial Investigation Group
Customs Drug Investigation Bureau

PMC Front-line Supervisory Course



Course participants visited the Hong Kong International Terminals.

The Ports and Maritime Command held the third "Front-line Supervisory Course" on May 5 and 6, 2005. The course aimed to enhance participants' understanding of the shipping industry; keep them abreast of the latest smuggling trend; strengthen their operational skills and promote occupational safety.

Representatives from shipping companies and the Hong Kong International Terminals Limited were invited to speak on the subject. With the assistance of the Office of Training and Development, experienced human resources management consultants were arranged to give talks on customer service skills.

Apart from lectures, a visit to a container terminal was also arranged.

Ports and Maritime Command

Legal Training Advanced Workshops



Participants attending a lecture.



The Workshop participants with Head of Trade Controls Raymond Wong (third left, front row) and OTD staff at the opening ceremony.

To strengthen legal training for Trade Controls Officer Grade officers (TCOG), Office of Training and Development (OTD) commissioned City University of Hong Kong to organise five classes of Legal Training Advanced Workshops (Workshop). The 8-day Workshop was tailor-made for TCOG officers. Apart from lectures in the morning, there were experience sharing sessions in which respected officers from Trade Controls Branch and Department of Justice were invited to share their experience with the participants. Case study and presentation by participants were also held.

Most participants found the Workshop very useful. It helped them better handle tasks which required legal knowledge, such as obtaining evidence, preparing court bundles, and acting as witness in court.

The last Workshop will be held in September this year. By that time, more than 200 TCOG officers will have attended the course.

C K Chan

Head of Trade Controls Professional Training
Office of Training and Development

Workshop on Conflict Management and Negotiation

Complaints Investigation Group, with the assistance of Senior Training Officer and Staff Relations Group, organised a workshop on "Conflict Management and Negotiation" for frontline supervisors on May 20 and 26, 2005. Forty-seven officers from Chief Customs Officer to Senior Inspector of various formations joined the workshop run by Dr. Gracemary Leung, an experienced clinical psychologist of the University of Hong Kong. They explored conflicts origin, anger perception, mediation and negotiation skills through role-play exercise, group discussion, lectures and case studies. With the techniques learned from the workshop, Customs frontline officers can be better equipped in handling complaints and disputes.



Participants having group discussion.

Complaints Investigation Group



Deputy Commissioner Lawrence Wong delivering an opening speech at the Seminar.



Movie star Ti Lung sharing his views on healthy living with the participants.



Participants and families having fun at the Gala Day.

Departmental Seminar cum Mini Gala Day

To foster the core values of integrity and honesty and to promote healthy lifestyle, the Working Group on Promotion of Healthy Lifestyle and Staff Integrity and the C&ED Sports and Recreation Club organised a Departmental Seminar cum Mini Gala Day on May 28, 2005.

The Seminar included:

- Talk on "Positive Living" by Professor Freedom Leung, Clinical Psychologist of CUHK;
- Talk on "Financial Prudence" by Professor Raymond So, Economist of CUHK;
- Video show on "Staff Integrity - Professional Commitment";
- Talk on "Serving the Community" by Dr Lo Wing-lok; and
- Sharing on "Healthy Living" with movie star Mr Ti Lung.

The Mini Gala Day held in the afternoon was officiated by Commissioner Tong. Around a thousand people including our officials and their families participated in the event, which included games booths and handicraft booths, Customs Band performance, magic and acrobatics show and soccer match.

C&ED Sports and Recreation Club &
Working Group on Promotion of Healthy Lifestyle and Staff Integrity

Staff Integrity - Professional Commitment Video

Following the launch of "Prudent Financial Management: U-turn" video in October last year, the Working Group on Promotion of Healthy Lifestyle and Staff Integrity produced another video entitled "Staff Integrity - Professional Commitment". It was an initiative to maintain integrity within the Department.

This video is about how a young and bright inspector stands up to temptations by displaying professionalism and maintaining integrity during his work.



The video of "Staff Integrity - Professional Commitment".



The "premier show" of the video was held in the Departmental Seminar on May 28, 2005, which was well received. Movie star Mr Ti Lung, a speaker of the Seminar, also commented that the video was of high quality.

The video has been available as training tool for all Formations from late June.

Working Group on Promotion of
Healthy Lifestyle and Staff Integrity

84位同事獲嘉許狀

84 colleagues awarded Commendation Certificates

本年度第一次嘉許狀頒授典禮於2005年4月8日在高級官員會所舉行，以表揚海關同事卓越的工作表現。今次共有84位同事獲頒授嘉許狀，其中一位同事獲頒授關長嘉許狀；七位獲頒授副關長嘉許狀；69位獲頒授助理關長嘉許狀；六位同事獲頒授貿易管制處處長嘉許狀；及一位同事獲頒授海關政務秘書嘉許狀。

In recognition of excellent work performance, the first Commendation Presentation Ceremony was held in the Customs and Excise Service Senior Officers' Mess on April 8, 2005. A total of 84 colleagues were awarded commendation certificates, including one with Commissioner's Commendation; seven with Deputy Commissioner's Commendation; 69 with Assistant Commissioner's Commendation; six with Head of Trade Controls' Commendation; and one with Customs Civil Secretary's Commendation.

部隊行政科



Office of Service Administration

關長湯顯明頒授關長嘉許狀予監督陳志洪。
Commissioner Timothy Tong presented Commissioner's Commendation to Superintendent Albert Chan.

獲頒關長嘉許狀的同事：

陳志洪監督

獲頒副關長嘉許狀的同事：

助理監督

司徒吳綺華女士 盧偉棠 羅傑明

高級督察

周偉華 崔志輝 范子光

督察

區錦華

獲頒助理關長嘉許狀的同事：

高級督察

趙育雄 丘旭平 廖炳棠 梁偉成
雷永洪 秦志恆 何珮珊女士

督察

湯文健 崔永強 譚佩英女士 陳廣志
蘇碧妍女士 梁勝昌 嚴尚志 梁永賢
譚小燕女士 李建基 梁劍楓 劉良智

總關員

曾楚明 張健民

高級關員

謝松吉	駱儉成	余偉堅	廖敬康	羅德霖
譚惠文	李振聲	蘇智雄	許德威	冼木盛
張君樂	鄧祐輝	鄧培志	黃漢武	葉朝鵬
何志光	梁民堅	張天龍	俞智偉	

關員

陳啟成	聶浩雄	黎富昌	關學偉	任景華
梁漢強	陳義仁	丘鏡輝	洪國光	李廣明
魏柏林	陳志遠	伍健志	唐浩然	鄭立庭
黃立勳	馮超凡	黃廣榮	黎建基	黃兆倫
鄭鈺葉女士		陳偉斌	麥冠雄	馮銘基
李子鋒	周天樂	潘志偉	趙婉貞女士	盧志安

獲頒貿易管制處處長嘉許狀的同事：

貿易管制主任

林世發 周建卿女士 陳燕康女士
溫鳳英女士 陳欣欣女士 丘玉琮女士

獲頒政務秘書嘉許狀的同事：

胡惠敏督察