



Commissioner unveils Vehicle X-ray Inspection System at LMC

Following an Opening Ceremony officiated by Commissioner Raymond Wong on March 11, 2003, the Inbound and Outbound Vehicle X-ray Inspection Systems have come into operation at Lok Ma Chau Control Point. The two Vehicle X-ray Inspection Systems - one for inbound and another for outbound goods vehicles - are introduced to enhance Customs clearance efficiency and strengthen our capability in detecting smuggling activities.

The two systems, costing for about \$113.8 million, are the most advanced cargo examination facility used in Hong Kong. They are operated round the clock to examine cross-boundary goods vehicles. The normal processing capacity of the system is 12 vehicles per hour but it can reach a maximum throughput of 20 vehicles if necessary. Although the X-ray penetration power of the system is so powerful that it can pass through solid steel with thickness over 200mm, the radiation level is confirmed and certified by the Department of Health to be harmless to human beings.

The Vehicle X-ray Inspection System enhances our efficiency by greatly reducing the vehicle inspection time. Its advanced software has also strengthened Customs capability in detecting smuggling activities. Details of a 40-foot-long container truck, including unmanifested consignment, false compartment and altered structure, even in full-loaded condition, can be revealed by the system instantly. Since the operation of the system up to April 11, 2003, a total of 11 cases were effected with total seizure valued at about \$23 million.

The introduction of the Vehicle X-ray Inspection System marked a milestone in the development of operational strategy of the Department. With the system, frontline officers can carry out vehicle and cargo examination in a much safer, accurate and reliable way thus achieving the dual aim of effective suppression on cross-boundary smuggling activities and trade facilitation.



Commissioner Raymond Wong delivering a speech at the Opening Ceremony.

Commissioner visits the US

Commissioner Raymond Wong, accompanied by Senior Staff Officer of Management Support Team Luke Au Yeung, visited the US between April 24 and 30, 2003. The Commissioner participated in a conference organised by the Centre for Strategic and International Studies (CSIS) as a guest speaker on April 28. He delivered a presentation on Hong Kong Customs' efforts in securing transportation infrastructure after the September 11 Incident. The CSIS is an influential organisation staffed by distinguished researchers or ex-high level US Government officials. It provides world leaders with strategic insights and policy solutions to current and emerging global issues.

Before the Conference, the Commissioner took the opportunity to see for himself the US Customs operations at the Los Angeles International Airport and the US/Mexican

Border at Otay Mesa, Los Angeles. The Commissioner also paid a number of courtesy visits when he was in Washington DC. He met with representatives of various influential copyright bodies, including the IDSA, BSA and AAP, and had thorough discussions with them on how Hong Kong Customs could strengthen the partnership with the industry to intensify its efforts against copyright violations in Hong Kong.

Management Support Team



Commissioner Raymond Wong meeting officials stationed at the US/Mexican Border at Otay Mesa.

Commissioner attends WCO Symposium in Japan

Commissioner Raymond Wong and Superintendent Chu Man-kin of the Logistics Group attended the Second World Customs Organization (WCO) Regional Meeting between April 2 and 4 in Yokohama, Japan. The event, co-hosted by the WCO Secretariat and Japan Customs, was aimed to discuss the implementation of the WCO Resolution on Security and Facilitation of the International Trade Supply Chain.

The participants of the meeting included Customs delegations from 28 member administrations in the Asia Pacific Region. Over 20 participants from the APEC member economies and various sectors of the international trade community, including carriers and customs brokers associations; port and harbour authorities; as well as security equipment suppliers also attended the meeting.

The meeting addressed on the policy and strategic directions for enhancing security and trade facilitation in general and the implementation of the recommendations of the WCO Resolution. Discussions were focused on issues like the setting up of a Customs data model for identification of high-risk cargoes; establishment of a legal framework and procedural guidelines on the electronic submission of advance Customs data; strengthening of the Customs/business partnership; and enhancing capacity building among Customs administrations.



Participants of the WCO Symposium on Security and Facilitation of the International Trade Supply Chain.

The meeting was concluded with majority support for the implementation of the WCO Resolution. Initial consensus was also reached among the participants that global security concerns on threats posed by terrorism would be dealt with more effectively by adopting a global approach than through bilateral efforts.

Management Support Team

HK Customs attends

drug abuse and trafficking conference

Superintendent Daniel Cheung and Assistant Superintendent Susan Lam of Customs Drug Investigation Bureau represented the Department to attend the Second Guangdong, Hong Kong and Macau Conference on Policy to Tackle Drug Abuse and Trafficking in Zhongshan on February 20, 2003. The Hong Kong delegation was led by Commissioner for Narcotics Mrs Clarie Lo.

The Conference was hosted by the Guangdong Narcotics Control Commission. It aimed at enhancing mutual understanding of the anti-drug policies in the three places, especially in the areas of legislation and law enforcement, treatment and rehabilitation, as well as preventive education and publicity.

The Conference also featured discussions on the problem of psychotropic substance abuse in the three places and the measures in tackling the problem. Mrs Clarie Lo, in her closing speech, highly praised the Conference for making concrete achievements in

enhancing communications and exchanges on drug strategies between the three places.

Customs Drug Investigation Bureau



(From left to right) Superintendent Daniel Cheung; Commissioner for Narcotics Mrs Clarie Lo; and Assistant

HK Customs attends drug enforcement conference

participated in the 21st International Drug Enforcement Conference (IDEC) in Panama City from April 1 to 3, 2003. It was the first time that Hong Kong Customs was invited to attend as an observer.

IDEC was established in 1983 in an effort to bring together upper-level drug law enforcement officials from South, Central, and North America, as well as the nations of Caribbean.

Over the past 20 years, with its success in the regional effort against drug trafficking, IDEC has evolved into a global forum for critical issues in international drug enforcement.

The 21st IDEC was hosted by the Panama Police Department in association with the US Drug Enforcement Administration. The primary focus was on "International Counter Narcotics and Terrorism". Presentations and discussions were made on substantive measures for identifying, targeting, and attacking the command and control aspects of international drug trafficking organisations.

On the international front, it is the Department's policy to actively co-operate with overseas law enforcement agencies in the fight against regional and global drug trafficking. IDEC has provided a significant and meaningful forum for us.

Yu Koon-hing

Customs Drug Investigation Bureau



Senior Superintendent Yu Koon-hing attending the International Drug Enforcement Conference in Panama City.

CDIB participates in US Visitor Programme

Superintendent Daniel Cheung of Customs Drug Investigation Bureau participated in the 2003 International Visitor Programme sponsored by the US Government from March 1 to 29. The aim of the programme was to promote mutual understanding through communication at personal and professional level. During the four-week journey, Mr Cheung had visited eight cities, starting from Washington DC and ending in Guam.

During the trip, he met officials from the Department of State, Drug Enforcement Administration, Customs, Coast Guard, FBI, Attorney General Office, Law Court, State Police, Marshal, Transportation Security Administration and Drug Rehabilitation and Treatment Center to share experiences on drug-related issues.

"It is an invaluable and hectic trip that was filled with excitement, first-hand experience and good memories. Apart

from gaining a better understanding of the American life and culture, I am able to enrich my knowledge and to have a deeper insight into the US drug situation, anti-drug work, customs control, law enforcement, criminal investigation, national security, and judicial system," Superintendent Cheung remarked.

Customs Drug Investigation Bureau

Acting C Raymond Li inspects passing-out parade

Acting Commissioner Raymond Li urged the graduating Customs Inspectors to make their best endeavours and constantly update their knowledge and skills in order to cope with the ever-changing social demands.

Mr Li said, "As a progressive and forward-looking disciplined service, we take pride in serving the community and commit ourselves to achieving the important mission of our multi-functional law enforcement Department.

"The challenges ahead are enormous, and we must strike a fine balance between law enforcement and trade facilitation so as to ensure that Hong Kong maintains its international metropolitan status and continues to be one of the world's best places to do business," he said.

Mr Li made the remark on April 26, 2003 when addressing a passing-out parade of 14 graduating Inspectors who had completed the 30-week-long training at the Customs and Excise Training School.

Mr Li will proceed with his pre-retirement leave in July this year after serving the Department for 37 years.

"During my service in the Department, I have witnessed its growth from the establishment of less than 1 000 staff to the present 5 000 or so, with its responsibilities and functions ever-expanding and its efficiency enhancing.

"I am proud of being a member in such a professional and efficient Department," he said.

He told the graduating Inspectors that self-enhancement was the only way to empower themselves to keep pace with the needs of the Department and the community.

Mr Li noted that Customs officers had to undertake a wide range of responsibilities including collection and protection of revenue, anti-smuggling and anti-narcotics work, protection of intellectual property rights and consumer interests, trade control enforcement and international customs co-operation.

Information Unit



Acting Commissioner Raymond Li inspecting the Parade.

Passing-out Parade

After completing the 30-week training programme, I and my 13 classmates of No.81 Inspector Induction Course finally graduated on April 26, 2003. On that day, we had the honour of being inspected by Acting Commissioner Raymond Li who will take his pre-retirement leave in July. I was also pleased to have received the golden whistle from Mr Li.

I had a mixed feeling during the Passing-out Parade. Standing on the parade ground, I remembered vividly all the training we had undergone in the Training School, including footdrill, tough physical training and, inevitably, punishments.

By the moment we marched past the inspection dais, I was so proud that I had overcome all the challenges encountered during the training period. Although the induction training was over, the memory would stay in my mind forever.

The Passing-out Parade is just the starting point of our career in the Department. From now on, all of us are working in different

posts. I hope that we can fully apply the knowledge and skills acquired in the Training School to our work.

Finally, I would like to take this opportunity to thank all the Instructors in the Training School for their patience and sincere teaching.

Inspector Fung Shiu-lun



Acting Commissioner Raymond Li presenting the golden whistle to Inspector Fung Shiu-lun.

Commencement of CSI Pilot Scheme in HK

The Hong Kong Customs and the US Bureau of Customs and Border Protection jointly launched the Container Security Initiative (CSI) Pilot Scheme in Hong Kong on May 12, 2003.

In the aftermath of the September 11 Incident, the US Customs Service (now renamed as the Bureau of Customs and Border Protection) introduced the CSI to address the perceived risks of terrorist attacks through ocean-going containers destined for the US. The Hong Kong Customs and the US Customs signed a Declaration of Principles (DoP) on the CSI in September 2002. Under the DoP, the two Customs authorities pledged to exchange information and work closely together to facilitate the identification and screening of high-risk containers. This would help ensure the smooth flow of US-bound cargo originated from Hong Kong and enhance the security of the global maritime trading system.

Since the signing of the DoP, we have been liaising closely with the industry to solicit their views and look into their potential problems. We have also conducted a test run of advance submission of cargo information for CSI pre-screening purpose last November and the overall operation was smooth. The experience gained from the test run is useful for the formulation of a detailed plan for the CSI Pilot Scheme in Hong Kong.

Under the Pilot Scheme, the dedicated CSI Selectivity Unit of the Ports and Maritime Command work hand in hand with the US Customs officers stationing in Hong Kong for the identification and screening of high-risk containers. The two Customs administrations conduct their own anti-terrorist risk

analysis. To facilitate Hong Kong Customs pre-screening on the US-bound cargo, shipping agents and forwarding agents are requested to provide us by email, EMAN, fax or dispatch with advance cargo information 24 hours before the containers are loaded onto the vessels. If a high-risk shipment is identified and cargo inspection deemed necessary, Hong Kong Customs officers will notify the concerned terminal/mid-stream operators and shipping agents for arrangement of inspection. All the selected containers will be preliminarily scanned by X-ray at a convenient location agreed with the terminal operator. The container will be released as soon as the inspection is completed, except when a physical examination is warranted.

Ports and Maritime Command



Officers from Hong Kong and the US Customs jointly launched the CSI Pilot Scheme.

Customs participates in Customer Service Award Scheme

In demonstration of our support to the mission of inculcating a customer-oriented service culture in the civil service, the Customs participated again in the "Outstanding Customer Service Award Scheme" organised by the Civil Service Bureau.

This year, we received lots of contributions from the major formations and four initiatives have been selected to compete for the Award. They are:

- * establishment of a "One-stop-shop" Hotline Service to improve the communication channel with the public (IB);
- * setting up of a "One-stop Advisory Centre for Cargo Clearance" website to help traders securing a complete picture of the controlling requirements for importing or exporting certain types of commodities (OMS);
- * streamlining of cargo clearance procedures and application

of non-intrusive equipment in cargo examination at the land boundary control points to provide a speedy and efficient clearance service for road cargo (CPC); and

- * enhancement of passenger processing services at the airport by introducing various initiatives, including the erection of eye-catching poster stands, installation of audio recording systems and organisation of language skill courses (APC).

To highlight our commitment to the pursuit of quality customer service, the Department took part in the exhibition on Outstanding Customer Service held from February 20 to 23, 2003 at the Hong Kong Central Library.

Management Support Team

Ports and Maritime Command set up

The Ports and Maritime Command (PMC) and the Revenue and General Investigation Bureau (RGIB) were established on February 10, 2003 as a result of the re-organisation of the Ship Search and Cargo Command (SSCC) and the Marine and Land Enforcement Command (MLEC) respectively.

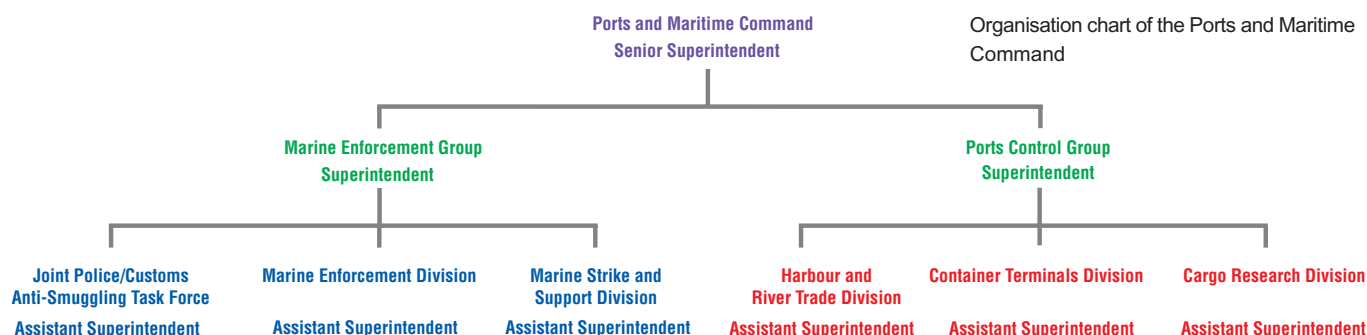
With an establishment of 739 staff members, the newly established PMC has two groups, namely the Ports and Control Group and Marine Enforcement Group. The two consist of the Containerised Terminals Division, Cargo Research Division, Harbour and River Trade Division, Marine Enforcement Division, Marine Strike and Support Division and the Joint Police/Customs Anti-smuggling Task Force.

The responsibilities of PMC are:

- ¥ patrolling Hong Kong waters, public cargo working areas and landing spots along the coastline for the detection, interception and suppression of the smuggling of contrabands in and out of Hong Kong;
- ¥ searching vessels berthed in Hong Kong waters;
- ¥ inspecting and examining sea-borne cargoes and surface postal parcels;
- ¥ checking vessel crews and passengers; and
- ¥ combating smuggling activities on sea in co-operation with the Police through the Joint Police/Customs Anti-smuggling Task Force.

As a result of the establishment of PMC, the Department is able to develop a holistic and unified operational strategy in combating smuggling activities at sea. The re-organisation also minimises the duplication of operational functions between the then SSCC and MLEC and increases the flexibility in the deployment of resources.

Ports and Maritime Command



Revenue and General Investigation Bureau established

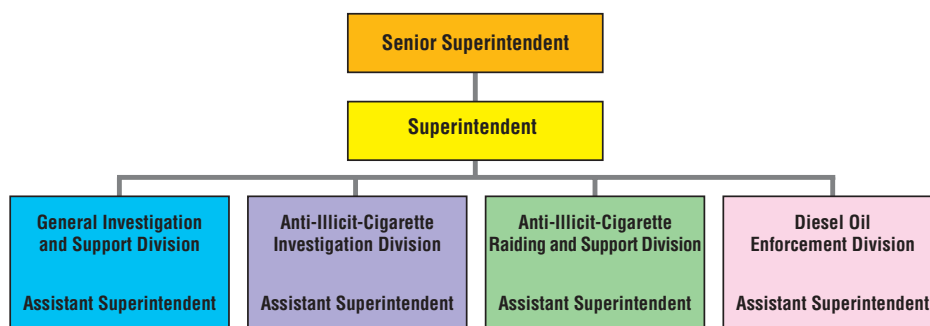
With effect from February 10, 2003, the Marine and Land Enforcement Command (MLEC) has been re-organised and renamed as the Revenue and General Investigation Bureau (RGIB).

The RGIB, staffed by plain-clothes investigators, is mainly responsible for combating smuggling, distribution and peddling of dutiable commodities. The Bureau was formed through a re-deployment of resources in the Department that involved no additional staff cost. Through such staff re-deployment, our anti-smuggling and revenue protecting operations could be carried out in a more cost-effective manner.

In the re-organisation exercise, the Marine Enforcement Division, Joint Police/Customs Anti-smuggling Task Force and the Small Craft Unit under the then MLEC were transferred to the Ship Search and Cargo Command (now renamed as Ports and Maritime Command). Whereas the Anti-Illicit-Cigarette Task Force of the Office of Dutiable Commodities Administration was transferred to RGIB.

The re-organisation would enhance the Department's capability in the suppression of smuggling and revenue fraud activities and increase the flexibility particularly in the deployment of resources in street level raids against illicit fuel and cigarettes.

Revenue and General Investigation Bureau



Organisation chart of the Revenue and General Investigation Division

Implementation of Open Bond System

The Open Bond System (OBS) has come into operation on April 1, 2003. On that day, Assistant Commissioner Chow Kwong attended an Open Bond Handover Ceremony hosted by the Cathay Pacific Catering Services (HK) Ltd as the Guest of Honour. The ceremony was held to mark the implementation of OBS.

Following the implementation of OBS, Customs attendance for supervising the movement, storage and processing of dutiable goods at all bonded warehouses is not required. Moreover, checks on the vanning and devanning processes are conducted on risk management principles. To oversee the warehouse operations under OBS, the Excise Compliance and Audit Division is established in the Office of Dutiable Commodities Administration.

OBS aims to facilitate the trade by lowering the compliance costs and allowing more flexibility in business operations. Warehouse licensees are required to ensure safekeeping and accurate recording of the dutiable goods in their warehouses while Customs control is exercised through stricter licensing requirements, documentary verifications, selective physical checks and post-transaction auditing.

The OBS will enable warehouse operators and traders to save Customs attendance fees amounting to \$70 million a year. Upon the full implementation of OBS, there will be a reduction of 146 posts in the Department, resulting in a saving in staff cost of \$78 million.

Office of Dutiable Commodities Administration



Assistant Commissioner Chow Kwong (10th from left) attending the Open Bond Handover Ceremony hosted by the Cathay Pacific Catering Services.

Customs committed to fighting against piracy

Hong Kong Customs is firmly committed to enforcing the law to protect the intellectual property rights (IPR) in the territory. The Department strives to eradicate all forms of IPR offences through staunch enforcement actions. This vital mission is spearheaded by the Intellectual Property Investigation Bureau (IPIB) and the Special Task Force (STF).

The IPIB is responsible for investigating all complaints about copyright infringement, counterfeiting of trademarks, and use of false trade descriptions. The STF focuses on raiding retail level optical disc piracy. Their determination to strike the pirates and counterfeiters away from business has won praises of all sectors from local and overseas. With the joint efforts of these two

teams, the previously rampant situation of piracy and counterfeiting activities has now come under control.

In order to have a long lasting deterrent effect, the Department will continue to mount vigorous enforcement operations against all levels of piracy and counterfeiting activities. Relentless measures including frequent and repeated raids against retail shops and hawkers of offending goods will continue to be our main focus in IPR enforcement.

On the other hand, collection and analysis of intelligence on manufacturing, import and distribution activities will be further strengthened to curb the supply of the offending goods. The Department will

also maintain close co-operation with copyright owners and other law enforcement agencies. It is most grateful for the assistance rendered by the right owners in reporting IPR violation cases and in identifying the offending goods.

To supplement the effort of enforcement, the Department also makes use of public education and publicity to promote public awareness of IPR protection in order to help reduce the demand for the offending goods. In this regard, the Department is working closely with other Government agencies and the industry.

Intellectual Property Investigation Bureau

Training on optical disc replication technology

To further improve the operation of the optical disc licensing system under the Prevention of Copyright Piracy Ordinance (PCPO), I and Inspector Leung Suet-kwan attended a training attachment organised by ODME, a well-known optical disc mastering and replication equipment manufacturer in Eindhoven, The Netherlands.

During the training conducted in the manufacturing centre of ODME from March 3 to 6, 2003, we had the chance to learn the

latest development on optical disc mastering and replication technologies. The training was valuable as it threw new light on how we could improve our enforcement work concerning the PCPO through the introduction of new models of machines and mastering technologies.

We shall pass the knowledge gained from the trip to our colleagues to further strengthen our anti-piracy work.

Senior Inspector Lee Hon-man
Intellectual Property Investigation Bureau



Senior Inspector Lee Hon-man and Inspector Leung Suet-kwan watching an officer of the ODME demonstrating new optical disc mastering and replication equipment

Customs Liaison Bureau organises boundary visit

The Customs Liaison Bureau organised a boundary visit on February 19, 2003 for a total of 20 visitors, including overseas Customs attachés, Consular staff, and officers of overseas law enforcement agencies stationed in Hong Kong. The visitors came from the US, the UK, India, Russia, Office of the European Commission, Israel, Korea, Germany, Thailand, Australia, and Canada.

The party visited Lok Ma Chau Control Point, the Lok Ma Chau Operation Base

of the Police, and Chung Ying Street in Sha Tau Kok. The boundary visit provided the visitors an opportunity to see and understand Police and Customs operations in the boundary area. We also shared with them the Hong Kong SAR Government's efforts in implementing the "one country, two systems" principle and in maintaining boundary security.

The visit was fruitful and successful as the visitors had a better understanding of the law enforcement work in the boundary

area. It also helped foster the friendship between the visitors and the Customs.

Customs Liaison Bureau



Acting Head of Control Points Command Cheung Kwok-fu and Customs attaches visiting Chung Ying Street.

OTD organises Disciplinary Proceedings Seminar

The Office of Training and Development organised a modular Seminar on Disciplinary Proceedings for a group of 29 Superintendents and Assistant Superintendents during March 26 to 28 (Part I) and April 28 to 30 (Part II). The seminar aimed at refreshing and updating the officers' knowledge in disciplinary proceedings and preparing them for performing the roles as either adjudicators or prosecutors in future disciplinary cases.

Mr Stephen Pallaras, who had over 27 years experience as a barrister, was invited to speak on the procedures, laws and practical considerations relating to disciplinary proceedings in Part I of the Seminar. Part II focused on the practical issues and applications. The programme included mock proceedings led by Mr Pallaras; a short talk given by Senior Government Counsel Miss Vivian Fung; and experience sharing sessions conducted by Head of Prosecution Group, Head of Complaints Investigation Group and Head of Intellectual Property Investigation (Administration and Support) Group.

One of the participants, Assistant Superintendent Albert Ho, wrote

after attending the modular seminar,

"I found the seminar very useful, especially the practical role play exercises. The highly interactive nature of the seminar enabled participants to leave their work behind and concentrate on learning from the lecturers as well as from each other. With this training, I now have more confidence in conducting a disciplinary hearing as an adjudicator or a prosecutor."

Office of Training and Development



Mr Stephen Pallaras (front row fourth from left) with the seminar participants

OIT offers computer forensic training

In the IT era, the use of computer has become part of our daily life. The advance technology has helped law enforcement officers a lot but at the same time it is being exploited by criminals to commit crimes with increasing technical complexity.

Following an opening speech by Senior Superintendent Ben Leung on April 24, 2003, officers from the Computer Forensic Laboratory delivered the first course on "Handling of Computer Equipment and Digital Information at the Scene of Crime" to 10 frontline officers from various Formations.

The course, jointly organised by the Office of Information Technology and the Office of Higher Training, was aimed to enhance the Department's capability in tackling cyber crimes such as Internet piracy, copyright infringement and money laundering.

The course provided frontline officers, who will be the first batch of officers to attend scenes of cyber crime, with the technical know-how to recognise, collect, preserve, transport and store digital evidence contained in computer systems and their peripheral equipment. The course contained theoretical lessons and hands-on exercises.

The Department is determined in meeting the challenges presented by cyber crimes and will continue to organise courses of similar nature in future.

Office of Information Technology

HK Customs awarded first CITES Certificate of Commendation

To commend the efforts of Hong Kong Customs in fighting the illicit trade in endangered species, Assistant Director of Agriculture, Fisheries and Conservation Mr Lay Chik-chuen, on behalf of the CITES (the Convention on International Trade in Endangered Species of Wild Fauna and Flora) Secretary-General, presented a Certificate of Commendation to the crew members of Customs Launch No. 9 on May 6, 2003. Hong Kong Customs is the first recipient of the award since its introduction in 2002.

The Certificate was awarded to our officers for their exemplary enforcement

action displayed on October 13, 2002 with a seizure of 506 kilograms of ivory, totally worth more than \$1 million (biggest haul of ivory in Hong Kong waters since 1992). The ivory was found by our observant officers after an intensive and lengthy search in a sophisticatedly constructed false compartment of a wooden vessel off Lamma Island en route to the Mainland. A Hong Kong master and a Mainland crewman were arrested. The Hong Kong man, being the main perpetrator, was successfully prosecuted and sentenced to 16 months' imprisonment.

We are pleased to be commended by the CITES. However, we will not be

complacent. We will continue to take vigorous enforcement actions against the illegal trade of endangered species.

Marine Enforcement Division
Ports and Maritime Command



Assistant Director of Agriculture, Fisheries and Conservation Mr Lay Chik-chuen presenting the CITES Certificate of Commendation to the crew members of Customs Launch No.9.

Customs officer commended by High Court Judge

Chief Customs Officer Liu Chi-chung was commended by the High Court in February 2003 for his courage and commitment to the protection of law and order. To conclude the trial in which a defendant was convicted of attempted robbery, His Honour Judge Day made the following remarks:

"I cannot leave the case without mentioning the sterling efforts of Mr Luk and Mr Liu.

I doubt very much if this defendant would have been caught without the help of these two brave men.

Their actions showed courage, common sense, decency and a proper respect for law and order."

Liu had already been commended by the Police in January 2002 for his bravery leading to the arrest of the burglar.

The incident happened in the evening on December 20, 2001 while Liu was off duty dining out and chatting with a friend in the vicinity of Shek Kip Mei Street. There and then, they witnessed three burglars armed with pistol-like objects and knives trying to break into an apartment. In the midst of the cries for help, the watchful Liu and his friend gave a hot pursuit of one of the fleeing burglars, who escaped to a nearby building for hideout. Having trapped the burglar inside, Liu guarded the building entrance until the Police officers arrived at the scene to apprehend the burglar.

We hope that the brave act of Liu would set a good example to our serving members and inspire us to uphold our professionalism with a view to maintaining the law and order of our society.

Office of Service Administration

Wearing name badge to boost professional image

With effect from March 3, 2003, all Service members are required to wear name badges while on duty in uniform. Giving due consideration to the operational needs of individual units and occupational safety, divisional commanders may determine whether their officers shall comply with the requirement.

Featuring a compact and light-weight design measuring 75mm by 25 mm, the name badge is an electroplating plastic tag. On its glossy gold surface, an officer's name, in both Chinese and English, is etched next to the Customs logo. On its back, a pin is mounted to allow the name badge to be affixed onto the uniform.

The wearing of name badges by officers in uniform certainly helps boost our professional image and further improve our customer services.

Office of Service Administration



Wearing of name badge boosts professional image.