

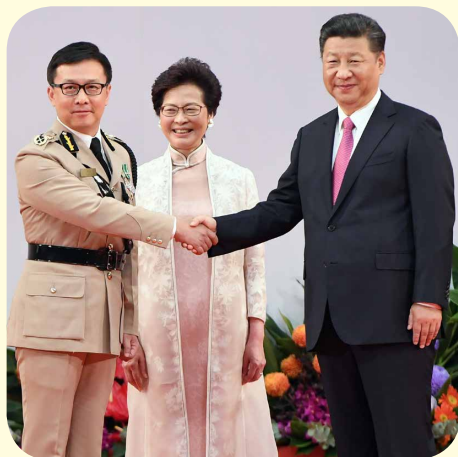


CUSTOMS NEWS

2017 August • Issue No.58

<http://www.customs.gov.hk>

THE COMMISSIONER SPEAKS



President Xi Jinping (right) and Customs Commissioner Hermes Tang shake hands at the Inaugural Ceremony of the Fifth Term Government of the Hong Kong Special Administrative Region on July 1. Looking on is the Chief Executive, Mrs Carrie Lam (centre).

The Customs and Excise Department is a distinguished and professional disciplinary force dedicated to "Commitment and Excellence". Tasked with the responsibility of law enforcement and trade facilitation, we strive to serve the public and fulfill Hong Kong's international obligations.

This year marks the 20th Anniversary of the Hong Kong Special Administrative Region. Entrusted with the mission to serve as the Commissioner of Customs and Excise in this momentous time, I wish to express my heartfelt gratitude to the Central People's Government for the appointment, the Chief Executive for the trust and nomination, and all my colleagues in the department for their efforts and support. As it is the first internal promotion of Commissioner since 1999, the appointment bears great significance to the department and has made me truly honoured.

In the days ahead, I will lead the Customs to embrace challenges and opportunities and to seek further development. I will also boost staff morale and nurture talents in preparation for a smooth succession of leadership.

As a special administrative region of China, Hong Kong boasts the advantage of the "one country, two systems" principle. Under the Belt and Road Initiative and the

Guangdong-Hong Kong-Macao Greater Bay Area Development Plan, Hong Kong will play the significant role of a hyper-connected city, which will consolidate its status as an international shipping centre as well as a major logistics hub in the region. To cope with the forthcoming commissioning of various major transport infrastructure facilities connecting Hong Kong and the Mainland, including the Hong Kong-Zhuhai-Macao Bridge, the Guangdong-Shenzhen-Hong Kong Express Rail Link and the Liantang/Heung Yuen Wai Boundary Control Point, we must endeavour to ensure that sufficient resources in terms of manpower, facilities and workflow are available to provide efficient clearance services to the travelling public and the logistics industry.

The development of the Trade Single Window System, which involves numerous government departments, industry stakeholders and related ordinances, is another major project to be operated by the department to expedite cargo clearance process and enhance trade efficiency. In addition, the Financial Action Task Force requires member jurisdictions to establish by statute a system (R32 System) to detect and prevent terrorists and other criminals from financing their activities or laundering the proceeds of their crimes through physically moving currency and bearer negotiable instruments across different jurisdictions. An ordinance to that effect is expected to come into operation in late 2018. As the primary enforcement agency of the ordinance, we need to get ourselves fully prepared for its actual operation.

The commissioning and implementation of the above projects will bring about a substantial expansion of our services and make us a more diversified and networked enforcement agency.

Meanwhile, the department is facing a peak period of staff retirement. Our manpower is put under strain when the annual number of retirees has gone up from a dozen in previous years to around 200 in recent years. To tackle the problem,



we are making active efforts to further enhance the efficiency of human resource management through a multi-pronged approach comprising recruitment, training and deployment, and the Staff Development Programme featuring a systematic career development plan. The management and formation heads will also step up communication with staff and staff associations at all levels to listen and collect their views, with a view to seeking common ground on the issue and forging stronger bond and team spirit in the department.

To take on the said challenges and opportunities, we need to be forward-looking, innovative and give all out in our fine tradition of professionalism. The department will make greater efforts to broaden staff's exposure to international affairs and Mainland development, in order to foster more exchange and cooperation with overseas and Mainland counterparts as well as other enforcement agencies.

Since taking up the role as the Commissioner, I feel humbled by the task ahead. I look forward to working with all of you in a combined and committed effort to accomplish our mission of law enforcement and trade facilitation. Together we form a solid and united team that contributes to upholding Hong Kong's prosperity and stability.

Hermes Tang
Commissioner

129TH/130TH SESSIONS OF THE CUSTOMS CO-OPERATION COUNCIL

The Commissioner of Customs and Excise, Mr Hermes Tang, led a delegation to attend the 129th/130th Sessions of the Customs Co-operation Council of the World Customs Organization in Brussels, Belgium from July 6 to 8 this year. Mr Tang also signed the Mutual Recognition Arrangement (MRA) with the Acting Commissioner of the Australian Border Force, Department of Immigration and Border Protection, Mr Michael Outram.

Under the MRA, the Hong Kong Authorized Economic Operator (HKAEO) Programme and the Australian Trusted Traders (ATT) Programme are mutually recognised.

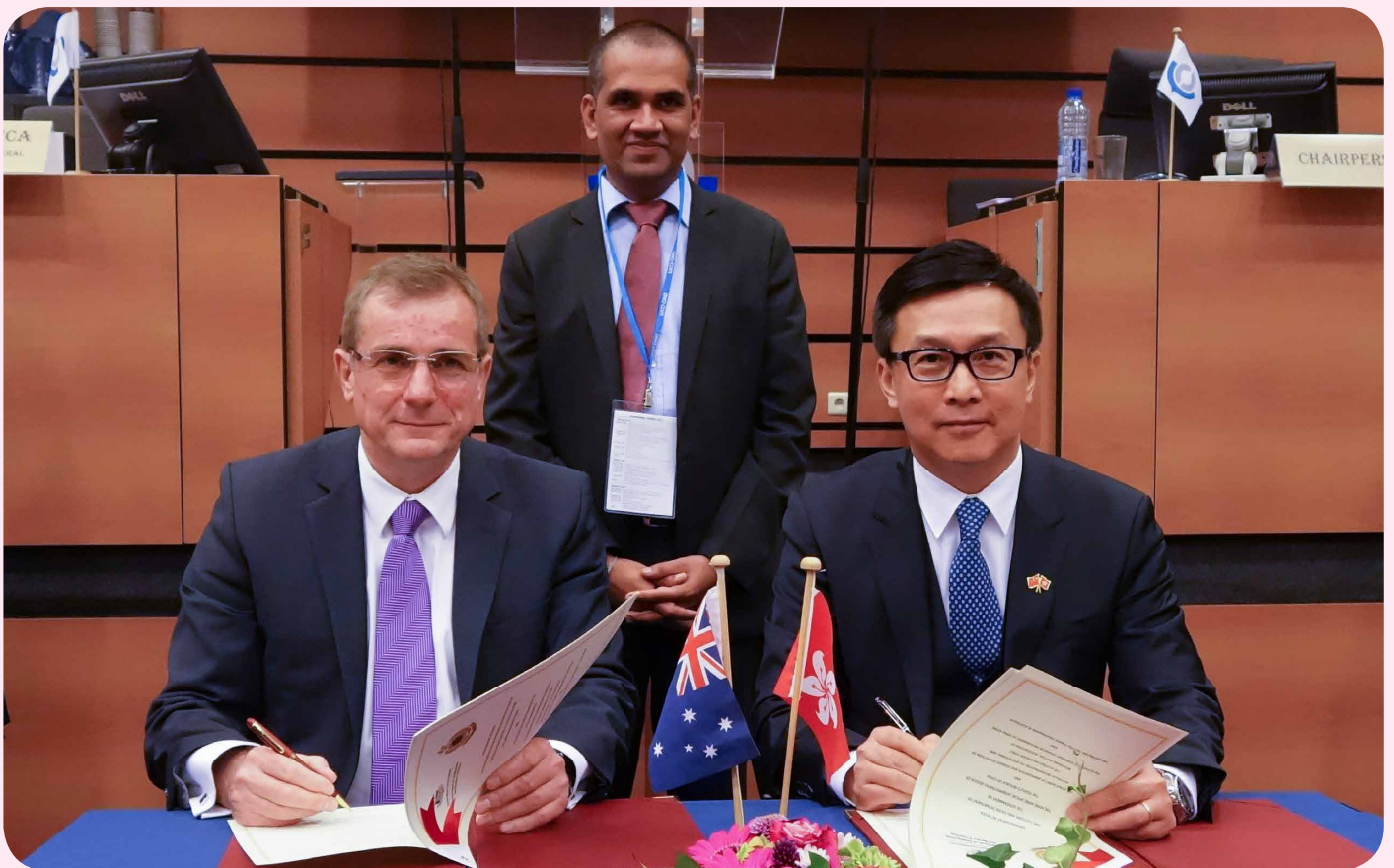
Trade facilitation benefits, including reduced examination and prioritised clearance as provided by Hong Kong Customs for the HKAEOs, will be extended to members of the ATT Programme accredited by the Australian Customs and vice versa.

This is the eighth MRA that the Hong Kong Customs has concluded with other Customs administrations after the ones with the Mainland, India, Korea, Singapore, Thailand, Malaysia and Japan. The MRA demonstrates the two Customs administrations' efforts in stepping up international cargo security while also providing trade facilitation for the economic prosperity of both economies.

Meanwhile, MRA discussions with Mexico, the European Union and New Zealand are in the pipeline and good progress has been made. Hong Kong Customs has also been actively exploring the possibility of developing MRAs with the Belt and Road economies so that HKAEOs can become more competitive and better explore the markets in the region.

Office of Customs Affairs and Co-operation

Office of Supply Chain Security Management



The Commissioner of Customs and Excise, Mr Hermes Tang (right), signs the Mutual Recognition Arrangement with the Acting Commissioner of the Australian Border Force, Department of Immigration and Border Protection, Mr Michael Outram (left), under the witness of the WCO Vice-Chair of the Asia/Pacific Region, Mr Visvanath Das (centre).

HONG KONG CUSTOMS CELEBRATES THE 2017 INTERNATIONAL CUSTOMS DAY



The Secretary for Justice, Mr Rimsky Yuen, SC, (fifth right), Commissioner of Customs and Excise by then, Mr Roy Tang, (sixth left) and the directorate of the Hong Kong Customs propose a toast at a cocktail reception in celebrating the 2017 International Customs Day.

The Secretary for Justice, Mr Rimsky Yuen, SC, and the then Commissioner of Customs and Excise, Mr Roy Tang, jointly officiated at a cocktail reception held at the Customs Headquarters Building on January 20 to celebrate the 2017 International Customs Day (ICD).

This year, the World Customs Organization (WCO) sets the theme of ICD to be “Data Analysis”, with the slogan “Data Analysis for Effective Border Management”. It encourages Customs administrations around the globe to enhance data analysis and application with a view to further increasing the efficacy of border management.

Officiating at the reception, Mr Yuen highlighted the importance of data analysis. Globalisation and technological advances are changing the world landscape and human activities. Customs offences are becoming more transnational and the business sector demands more efficient and facilitative services. There is a pressing need to explore data analysis in the context of customs management and control.

On the other aspect, Mr Yuen said Hong Kong Customs will shoulder the responsibility to enforce the future reporting system on the physical cross-boundary transportation of large quantities of currency and bearer negotiable instruments at the 12 control points, adding that this is an important effort to fulfil Hong Kong's international obligations to tackle the growing global concern of terrorist financing and money laundering.

Speaking at the ceremony, Mr Tang said Hong Kong Customs is one of the first Customs administrations in the world to adopt Risk Management approach in its daily clearance of incoming/outgoing passengers, import/export cargoes and conveyances as well as postal parcels. Through the extensive application of advanced technology in clearance and enforcement systems, Customs officers draw up useful risk indicators to assist the profiling work and to enhance targeting accuracy of the frontline officers. He also stressed that with the development of the Trade Single Window by the Hong Kong Government, Hong Kong Customs will be able to perform

more targeted enforcement work for efficient Customs clearance whereas traders will enjoy smoother and seamless cargo clearance service.

Hong Kong Customs has celebrated the ICD since Hong Kong became a member of the WCO in 1987. At the reception, Mr Yuen presented WCO Certificates of Merit to officers of Hong Kong Customs who had made significant contributions towards effective border management through data analysis.

About 380 guests, including Members of the Executive and Legislative Councils, government officials, Consuls General, foreign Customs attachés and representatives from Customs administrations of the Mainland and Macau, as well as private sector stakeholders, attended the reception.

Office of Customs Affairs and Co-operation

NEW PUSH FOR HONG KONG AUTHORIZED ECONOMIC OPERATOR PROGRAMME

A vibrant Customs-to-Business partnership is essential for the success of the Hong Kong Authorized Economic Operator (HKAEO) Programme. Hong Kong Customs never gives pause in identifying potential economic operators to join the Programme and help maximising their limit in reaching the highest standards of supply chain security guarantees. In the meantime, Hong Kong Customs is also eager to make the HKAEO Programme more beneficial to its members. While the latest spates of promotional measures have proved themselves effective in stepping up the Customs-to-Business partnership, they also help transform the HKAEO Programme to become an even more reputable scheme.

The HKAEO Certificate Presentation Ceremony was held on January 13 this year with a record-breaking number of participants witnessed. Lively interactions between the department and participants never came to a break at the ceremony through which the latter also received much well-grounded advices. On top of presenting AEO recognition certificates and announcing details of stepping-up measures of the Programme, Assistant Commissioner of Customs and Excise (Excise and Strategic Support) Mr Jimmy Tam also exchanged the AEO Mutual Recognition Arrangement (MRA) Action Plan and Work Plan with representatives of Mexican Customs and the European Union (EU) respectively. The exchanges mark the department's persistent efforts to make the biggest possible MRA benefits for AEOs. Coupled with the encouraging comments from two AEO representatives given in press interview prior to the ceremony and rounds of applause throughout the ceremony, participants were even more motivated to join the HKAEO family.

In order to further develop the Hong Kong AEO Programme, the department has introduced two new measures: setting up of

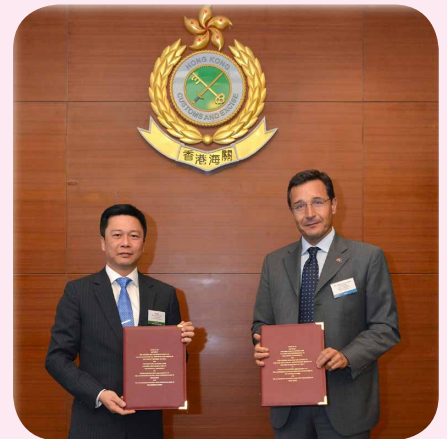
designated-AEO clearance facilities at various air, land and sea control points for priority handling of AEO consignments and; making use of HKAEO logo promotional label in making AEO members' privileged status better known. AEOs have found the 11 AEO service counters and 7 AEO loading bays being put in place efficacious to facilitate a quick movement of their low-risk consignments. Very positive comments on the newly-launched HKAEO labels have also been received. In just around three months' time, more than half of the AEOs stood up to apply for adoption of 433 labels.

The department will keep the MRA engine dynamic. With the recent substantial developments, including the stage completions of scheduled bilateral meetings and work of joint validation with Mexico and the EU, as well as the conclusion of MRA with Australia this July, MRA benefits to AEOs come one after another. With such an encouraging progress, the department flies high its commitment to AEOs -----"You take one step, we do the rest and share the best!" .

Office of Supply Chain Security Management



The Assistant Commissioner of Customs and Excise (Excise and Strategic Support), Mr. Jimmy Tam, exchanges the Action Plan/Work Plan with the representatives of Mexico (left) and the European Union (right) respectively during the ceremony.



HKAEOs welcome the newly-launched HKAEO logo promotional label, saying that it helps much to enhance their reputation and competitiveness.

HK AND US JOINTLY ORGANISE IP CRIME WORKSHOP



The then Assistant Commissioner of Customs and Excise (Intelligence and Investigation), Ms Louise Ho (front row, sixth right), and Consul-General of United States to Hong Kong and Macau Mr Kurt Tong (front row, seventh right) in a group picture at the opening ceremony of the Asia Regional Intellectual Property Rights Criminal Enforcement Workshop.

Hong Kong Customs and the Department of Justice of the United States jointly organised the “Asia Regional Intellectual Property Rights (IPR) Criminal Enforcement Workshop” between March 8 and 10 this year in Hong Kong. The Workshop focused on work of IP crime-related investigation and prosecution. Representatives from law enforcement agencies, legal experts and stakeholders from the IPR industry shared their experience and expertise. The then Assistant Commissioner of Customs and Excise (Intelligence and Investigation), Ms Louise Ho, and the Consul-General of United States to Hong Kong and Macau, Mr Kurt Tong, jointly officiated at the opening ceremony.

Speaking at the opening ceremony, Ms Ho noted that Hong Kong Customs is the only enforcement agency in Hong Kong fighting

against copyright and trademark infringements on all fronts and has won numerous battles. She expressed appreciation for the staunch support from the IPR industry and other law enforcement agencies, without which Hong Kong Customs could not have been so successful in accomplishing its mission. “The continuous support from them would be counted on to defeat the infringers through staying ahead, staying alert and staying close together,” Ms Ho said.

“To stay ahead, Hong Kong Customs will develop a state-of-the-art ‘Big Data Analytics System’ in 2017 for automatic cross-platform cyber patrol, information diagnosis and extraction,” she further said. To stay alert, Hong Kong Customs has been implementing different preventive measures with special focus being put on educating the young people to respect IPR and to

distance themselves from any form of infringing activities. And, to stay close, Hong Kong Customs keeps its strong collaboration with other law enforcement agencies and IPR-related stakeholders to ensure an optimal solution to the continuous challenges from infringers.

Thematic presentations and interactive discussions were organised during the three-day workshop. More than 40 participants from law enforcement agencies, official organisations and brand owners in 16 economies shared their views on investigation into and prosecution for national, transnational and online IP crimes. Experience of achievements and challenges were also shared among the interlocutors.

**Intellectual Property
Investigation Bureau**

DUTIABLE COMMODITIES SYSTEM

The Dutiable Commodities System (DCS) was launched on November 26 last year to replace the Customs Control System (CCS) for processing permit applications for dutiable commodities (DC). An electronic licensing (e-Licensing) system was further rolled out on January 27 this year to allow DC traders to submit licence applications through electronic means.

The old CCS had been in use since 1998 as a back-end system for processing permit applications submitted in electronic mode. After serving for 16 years, the system had become insufficient in capacity and, hence, a funding application was submitted to the Legislative Council in 2014 for system modernisation. Taking the opportunity of developing a new platform, the department also introduced an e-Licensing system, which is perfectly in line with the modern green concept, to replace the decades-old paper system for processing DC licence applications. Functions of duty and compounding fines collection at control points are also revamped, resulting in a more efficient customs clearance.

For the Customs, the newly-created DCS ensures a higher degree of continuity and reliability for DC-related services, including licence / permit processing and duty collection at control points. The system also guarantees a more effective data management while providing a sound infrastructure for future system upgrade. It is also highly compatible with other

departmental information systems (for example: Road Cargo System) and ensures a high degree of efficiency in revenue protection.

For the DC traders, the on-line platform as provided by the DCS does provide them with an efficient on-line platform for submitting licence applications, saving much of their time and manpower resources which they used to spend under the previous paper-mode.

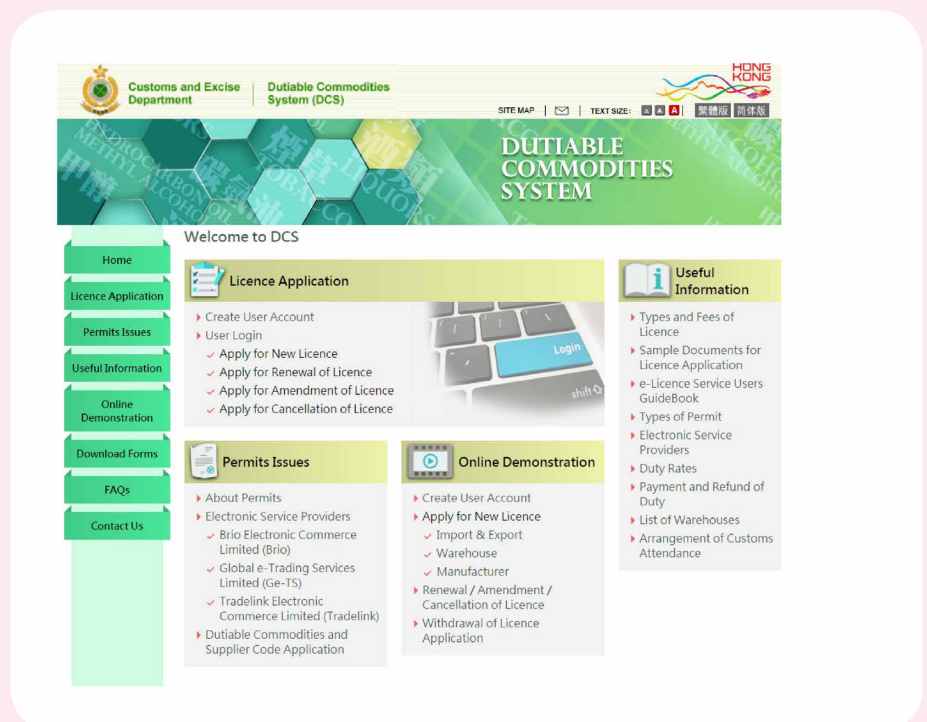
To familiarise DC traders with the functions and operation of the DCS e-Licensing system, the Office of Dutiable Commodities Administration and the Office of Information Technology jointly conducted a total of seven briefing sessions in November last year.

During the briefing sessions, DC traders shared views actively and expressed welcome to the initiative of the Hong Kong Customs to develop the e-Licensing system.

The successful launch of the \$33 million worth DCS is a milestone in stepping up the department's efforts in revenue protection and promoting trade facilitation. The availability of electronic means for the handling of DC licences and permits also attests to the Hong Kong Customs' efforts to facilitate the operation of the DC trade.

Office of Dutiable Commodities Administration

Office of Information Technology



A fresh outlook of the newly-created Dutiable Commodities System webpage which outlines details of licence application and other related services under the system.

ELECTRONIC CRIME INVESTIGATION CENTRE RECEIVES ISO 9001:2015 QUALITY MANAGEMENT SYSTEM ACCREDITATION



The then Assistant Commissioner of Customs and Excise (Intelligence and Investigation), Ms Louise Ho (front row, fifth left), receives an accreditation of ISO9001:2015 Quality Management System from Deputy Director of SGS Hong Kong Limited Miss Miranda Kwan, which marks a major milestone in consolidating the department's professional image.

Setting up under the Intellectual Property Investigation Bureau in 2013, the Electronic Crime Investigation Centre (ECIC) is responsible for conducting researches on the application of new technologies in Internet criminal activities, developing cyber-crime monitoring systems and offering regular courses on Internet crime investigations with an aim of stepping up the department's efforts in combating intellectual property crimes in the cyber world.

Since its establishment four years ago, the ECIC has strived to make itself a top-notch cyber-crime research and investigative training centre. Quality management system and professional operational mode have been introduced to make sure that quality research reports

be produced while courses and trainings with the highest form of international recognition can be offered. Gaining of an accreditation under the ISO 9001:2015 Quality Management System was set as an immediate target.

The ISO 9001 is the world's leading quality management standard and is used for establishing, recording and maintaining a highly efficient management system. In order to meet the rapid market changes, ISO standards are reviewed every five years. The current ISO 9001:2015 version was reviewed in September 2015.

With the whole team's efforts and dedication, ECIC passed the ISO's stringent assessments and was awarded with an accreditation of

ISO9001:2015 Quality Management System. A presentation ceremony was held on April 7 this year during which the Deputy Director of the certifying organisation, SGS Hong Kong Limited, presented the certificate to Hong Kong Customs, marking another milestone for the department's further step towards an even more professional image.

The ECIC strives to maintain excellence and will keep the quality management standards of ISO9001:2015 ongoing in its operation and development. Well-trained under courses of a reputable standard, front-line investigators will be more effective in evidence collection, investigation and giving evidence at court.

**Intellectual Property
Investigation Bureau**

PERMANENT CUSTOMS FACILITIES IN OCEAN TERMINAL



Cruise passengers proceeding to Customs Arrival Hall in Ocean Terminal using the new Red and Green Channels.

The new Arrival and Departure Halls of the Ocean Terminal in Tsim Sha Tsui commenced operation on July 19 this year. Locating on the ground floor of the terminal's extension building, the new halls are equipped with permanent Customs facilities, including Red and Green Channels, baggage inspection cubicles, personal search rooms, duty office and dog kennels. Specialised inspection equipment such as X-ray checkers, Contraband Detectors and Passive Millimeter Wave Screening System are also installed to make the Customs clearance more convenient and efficient.

The Ocean Terminal has two berths capable of accommodating cruise vessels with a displacement of up to 50,000 tonnes. With the development of Hong Kong as a regional cruise hub in Asia, the city is also becoming a popular cruise destination offering world-class infrastructure and tourism facilities for cruise operators and passengers.

In the past, Hong Kong Customs conducted strike and search operations for passenger clearance at temporary booths. With the opening of the new

extension building, permanent accommodation is now available for customs, immigration and quarantine clearance under the lease renewal agreement between the Hong Kong Special Administrative Region Government and the terminal operator reached in 2012.

Office of Project Planning and Development

HONG KONG CUSTOMS SIGNS CO-OPERATIVE ARRANGEMENT WITH INDONESIAN CUSTOMS



The then Commissioner of Customs and Excise, Mr Roy Tang (right), and the Director General of the Indonesian Customs and Excise, Mr Heru Pambudi, exchange the signed copies of the Customs Co-operative Arrangement.

The then Commissioner of Customs and Excise, Mr Roy Tang, and the Director General of the Indonesian Customs and Excise, Mr Heru Pambudi, signed a Customs Co-operative Arrangement (CCA) in Hong Kong on February 16 this year.

The signing of the CCA marked the common wish of both customs administrations to strengthen all forms of co-operation through mutual administrative assistance including the exchange of

information and enforcement of customs laws for the fight against transnational crimes such as smuggling of endangered species, narcotics and tobacco products.

Apart from law enforcement fronts, the administrative assistance under the CCA also covers information sharing for the proper application of customs laws such as the trade facilitation procedures, import and export control and formalities streamlining, all aims at contributing to an efficient trade facilitating

environment to expedite the flow of all legitimate trade between the two sides.

Hong Kong Customs has so far signed Customs Co-operative Arrangements with 24 customs administrations, comprising the General Administration of Customs of the People's Republic of China and 23 overseas Customs administrations.

Office of Customs Affairs and Co-operation

CUSTOMS ATTACHÉS' CLUB SEMINAR-CUM-QUARTERLY MEETING AND HONG KONG CUSTOMS LIAISON DINNER

Hong Kong Customs hosted a human resources seminar-cum-quarterly meeting of the Customs Attachés' Club on November 29 last year in Hong Kong. The Assistant Commissioner of Customs and Excise (Excise and Strategic Support), Mr Jimmy Tam, and the Deputy Director General of the Department of International Cooperation of the General Administration of Customs of the People's Republic of China (GACC), Mr Zhao Jie, officiated at the opening ceremony.

In his opening speech for the seminar entitled "Importance of Changing Strategies on Capacity Building to Meet New Challenges", Mr Tam highlighted the importance of an effective capacity-development strategy in consolidating the pool of talent resources. He also called on the participating Customs administrations to continue collaboration to meet new challenges. A total of 34 participants from 22 Customs administrations shared views on human resources development strategies at the seminar.

After the meeting, the then Deputy Commissioner, Mr Hermes Tang, hosted the "Hong Kong Customs Liaison Dinner 2016" for the participants and other Customs attachés. A total of 110 guests and departmental staff joined the event. In his welcoming speech, Mr Tang stressed the importance of co-operation and partnership among the Customs community. He also appealed for a continuous support from the counterparts of Hong Kong Customs.

**Office of Customs Affairs and
Co-operation**



The then Deputy Commissioner of Customs and Excise, Mr Hermes Tang, delivers a welcoming speech at the Hong Kong Customs Liaison Dinner 2016.

THE 1ST MEETING OF APEC SUB-COMMITTEE ON CUSTOMS PROCEDURES AND THE ANNUAL WCO A/P REGIONAL HEADS OF CUSTOMS ADMINISTRATIONS CONFERENCE IN 2017



The Assistant Commissioner of Customs and Excise (Excise and Strategic Support), Mr Jimmy Tam, leads a delegation to attend the 18th WCO Asia/Pacific Regional Heads of Customs Administration Conference in Suva, Fiji.

The Assistant Commissioner of Customs and Excise (Excise and Strategic Support), Mr Jimmy Tam, led a delegation of Hong Kong Customs to attend the 1st Meeting of the APEC Sub-Committee on Customs Procedures (SCCP) which was held in Nha Trang, Vietnam between February 21 and 23 this year.

To meet the APEC's theme for this year ----"Creating New Dynamism, Fostering a Shared Future", the SCCP pledges to enhance measures of trade facilitation and supply chain security. Focus is put on the development of a more efficient regional and global customs system with an aim of strengthening the sustainable connectivity among Customs administrations in the Region.

At the meeting, Mr Tam shared views with members on a number of key topics, including the Authorized Exporters Program and the use of passenger name record in risk management system. The latest

development of the Single Window System and issues of the Customs-Post co-operation on electronic data exchange for postal shipments in Hong Kong were raised as well.

Hong Kong Customs will also take a lead to conduct an analysis of the border enforcement on intellectual property rights (IPR) within the region. Findings will be presented in the next SCCP meeting for charting the way forward for strengthening border IPR enforcement.

In another development, , Mr Tam and Senior Staff Officer (Customs Affairs and Co-operation) Mr Will Ng attended the 18th World Customs Organization (WCO) Asia/Pacific Regional Heads of Customs Administrations Conference between March 14 to 16 this year in Suva, Fiji.

This high-level conference brought together heads and senior officials from 24 Customs administrations of the Asia/Pacific Region to review and steer the Customs

strategies and operations in the Region. Delegates discussed major issues of common interest, including the measures to combat tobacco smuggling, private sector's involvement in the future regional meetings as well as the WCO's governance issues. Inter-sessional developments of the WCO and its regional entities were also reported.

On the measures against tobacco smuggling, Mr Tam appreciated the efforts by the Regional Intelligence Liaison Office for Asia and the Pacific in providing housekeeping support to the "Project Crocodile" --- an initiative by Hong Kong Customs in 2004. Mr Tam also welcomed Australia's proposal to reinvigorate the Project by the introduction of value-added capacity-building measures and enforcement operations.

Office of Customs Affairs and Co-operation

THE HIGH-LEVEL MEETING FOR THE COOPERATION ON CUSTOMS CLEARANCE FOR THE HONG KONG-ZHUHAI-MACAO BRIDGE AMONG GUANGDONG CUSTOMS, HONG KONG CUSTOMS AND MACAO CUSTOMS SERVICE

The 4th High-Level Meeting for the Cooperation on Customs Clearance for the Hong Kong-Zhuhai-Macao Bridge (HZMB) among Guangdong Customs, Hong Kong Customs and Macao Customs Service was held in Gongbei, Zhuhai on December 12 last year. The then Assistant Commissioner of Customs and Excise (Boundary and Ports), Mr Ellis Lai, led a delegation comprising officers from the Intelligence Bureau, the Land Boundary Command, the Office of Project Planning and Development, and the Office of Customs Affairs and Co-operation to join the meeting. The Guangdong delegation was led

by the Deputy Director General of the Guangdong Sub-Administration of the General Administration of Customs of the People's Republic of China, Mr Zhou Yunbao, while the Macao delegation was led by the Assistant Director-General of the Macao Customs Service, Mr Vong Kuok-chong.

At the meeting, representatives of the three Customs administrations reported the latest construction progress of the HZMB's portions in their respective areas. They also exchanged views on the cooperative measures in different areas, including the mechanisms

for information and intelligence exchanges as well as the combat of cross-boundary smuggling activities. The discussion was effective in enhancing mutual-understanding and facilitating further co-operation among the three administrations on Customs clearance matters.

Members of the delegations also had a look to the works progress of the HZMB Main Bridge.

Office of Project Planning and Development



The Deputy Director General of the Guangdong Sub-Administration of the General Administration of Customs of the People's Republic of China, Mr Zhou Yunbao (left), and the then Assistant Commissioner of Customs and Excise (Boundary and Ports), Mr Ellis Lai, had a look to the works progress of the Main Bridge of the Hong Kong-Zhuhai-Macao Bridge.

HK CUSTOMS STRENGTHENS IT CO-OPERATION WITH MAINLAND CUSTOMS

The Assistant Commissioner of Customs and Excise (Excise and Strategic Support), Mr Jimmy Tam, led a delegation to join the 5th IT Expert Group Meeting held between Hong Kong Customs and the General Administration of Customs of the People's Republic of China in Beijing on November 2

last year. The two sides reported the progress of their own development in the Trade Single Window. The possibility of a pilot-run scheme to exchange road cargo data with the consent of data owners aiming at speeding up cargo clearance was also discussed. The delegation visited the National Information

Center and the China E-Port Data Center after the meeting.

**Office of Information
Technology**

**Office of Customs Affairs and
Co-operation**



The delegation of Hong Kong Customs visits the China E-Port Data Center.

SEMINAR PROMOTES CUSTOMS TRADE FACILITATION MEASURES AS “ONE PACKAGE”

In support of the Hong Kong Special Administrative Region Government’s initiative to promote the facilitation measures for air cargo transshipment, Hong Kong Customs held a seminar on trade facilitation measures at the Hong Kong International Airport on May 11 this year. The seminar was the first of its kind by Hong Kong Customs to make an introduction on the four key cross-boundary cargo transshipment facilitation measures provided by the department. It serves to enhance the trade sector’s understanding of the measures. More than 100 representatives from various sectors, including airlines, cargo terminal operators, express couriers and forwarders joined the seminar.

The four trade facilitation measures are: “Hong Kong Authorized Economic Operator (AEO) Programme”, “Wine Exports to Mainland – Wine Facilitation Scheme”, “Free Trade Agreement Transshipment Facilitation Scheme” and “Single E-lock Scheme”. The seminar highlighted the measures’ expected merits both within and outside Hong Kong. Taking on board the interests of the industries to know well about the unimpeded trade measures between Hong Kong and the Mainland, Hong Kong Customs also invited representatives from the Guangdong Sub-Administration, General Administration of Customs of the People’s Republic of China to share at the seminar the latest

development of the Single E-lock Scheme in the Mainland.

Participants of the seminar were encouraged to promote the four trade facilitation measures as “one package” to both their local and overseas business partners for more business opportunities. With the full support from the Airport Authority Hong Kong, the seminar was well received by the stakeholders of the logistics industry.

Airport Command



Assistant Commissioner of Customs and Excise (Boundary and Ports) by that time, Mr. Ellis Lai, delivers an opening speech at the seminar on Customs trade facilitation measures.

14TH MEETING OF HEADS OF THE WCO ASIA PACIFIC REGIONAL TRAINING CENTRES



The then Assistant Commissioner of Customs and Excise (Administration and Human Resource Development), Mr Lin Shun-yin (front row, sixth left), Head of the Regional Office for Capacity Building Asia/ Pacific Mr Kazunari Igarashi (front row, sixth right), WCO Regional Development Manager for Asia/ Pacific Ms Naae Lee (front row, fifth left), Senior Staff Officer (Training and Development) by that time Mr Fan Chi-kong (front row, fourth left) and other representatives in a group photo at the opening ceremony of the “14th Meeting of Heads of the WCO Asia Pacific Regional Training Centres”.

Twenty-two delegates, including the Heads of the seven World Customs Organization (WCO) Asia Pacific Regional Training Centres (RTCs), representatives from the WCO Secretariat and the Asia Pacific Regional Vice-Chair's Office, and staff members of the Asia Pacific Regional Office for Capacity Building met in Hong Kong on December 7 and 8 last year for the “14th Meeting of Heads of the WCO Asia Pacific RTCs” with an aim of further strengthening the cooperation among the RTCs in the Asia Pacific Region. The Assistant Commissioner of Customs and Excise (Administration and Human Resource Development) by that time, Mr Lin Shun-yin, was invited to officiate at the opening ceremony.

The meeting was presided by Senior Staff Officer (Training and Development) of Hong Kong Customs by that time, Mr Fan Chi-kong. At the meeting, representatives of different RTCs shared among themselves the new initiatives on capacity building in human resources. RTC Hong Kong gave a presentation on the latest training strategies of Hong Kong Customs which include simulation training, blended-learning approach, and e-learning platform by which, the overall training results have been greatly enhanced. The RTCs pledged at the meeting for a joint effort in stepping up capacity-building initiatives among the Customs administrations in the Asia Pacific Region.

To date, twenty-six RTCs have been established worldwide, with seven in the Asia Pacific Region, including China; Fiji; Hong Kong, China; India; Japan; Korea and Malaysia, to support the implementation of regional capacity building strategies of WCO. The Customs and Excise Training School of Hong Kong was established as a RTC in 2004 to assist in organising capacity building activities in the Asia Pacific Region.

Office of Training and Development

HONG KONG AND KOREA CUSTOMS OPERATIONAL MEETING ON FTA SCHEME

Senior Superintendent Ms Kitty Poon, Assistant Superintendent Mr Chun Chee-hang and Senior Inspector Mr Cheng King-tong of Ports and Maritime Command of Hong Kong Customs joined an operational review meeting with Korean Customs Service (KCS) in Busan, Korea between February 21 and 24 this year. The meeting reviewed the latest development of the Free Trade Agreement Transshipment Facilitation Scheme. Mutual understanding between Hong Kong Customs and KCS has also been enhanced. After the meeting, the delegation paid visits

to the offices of Busan Customs and the Busan Free Economic Zone to have a look at the cargo clearance operation in Busan Port. The delegation was also briefed of the use of Korean National Customs

Integrated Information System “UNI-PASS” under the Single Window processing environment.

Ports and Maritime Command



Senior Superintendent of Ports and Maritime Command of Hong Kong Customs Ms Kitty Poon (second right) at a meeting with officials from the Korean Customs Service in Busan, Korea.

HONG KONG AND US CO-HOST TRADE-BASED MONEY LAUNDERING SEMINAR

Hong Kong Customs and the United States Immigration and Customs Enforcement Homeland Security Investigations (HSI) joined hands in organising a sharing session entitled “Seminar on Trade-based Money Laundering (TBML)” on January 16 this year. Over 100 anti-money laundering and financial crime compliance staff members from more than 30 banks participated in the seminar which was held at the Hong Kong Customs Headquarters Building.

Hong Kong Customs, HSI and the banking industry reiterated at the seminar their commitments to fight against trade-based money laundering activities. Representatives from the Financial Investigation Group of Hong Kong Customs and HSI of the United

States shared experience and expertise in combating TBML. Major topics covered were robust import and export controls, TBML typologies and details of case studies.

The seminar was well-received

by the participants, who looked forward to taking part in future seminars of the same topic to be organised by Hong Kong Customs again.

Syndicate Crime Investigation Bureau



The United States Immigration and Customs Enforcement Homeland Security Investigations Attaché for Hong Kong, Macau and Taiwan, Mr Christopher Pater, delivers closing remarks at the “Seminar on Trade-based Money Laundering”.

NEW API ON MOTOR VEHICLES FIRST REGISTRATION TAX LAUNCHED



The Head of the Motor Vehicles Valuation Group of Hong Kong Customs, Mr Barry Lai, delivers an opening speech at the “Best Practices of Motor Trading Business” briefing session.

A new Announcement in the Public Interest (API) on the Motor Vehicles First Registration Tax (FRT) was launched on June 1 this year.

With the theme of “Check the Published Retail Price (PRP) before Purchasing a Motor Vehicle”, the API reminds traders that selling a motor vehicle at a price higher than the PRP is unlawful. It also alerts vehicle buyers to the importance of checking the PRP for the sake of their consumer rights.

The new API is broadcast through TV and radio channels on a regular

basis. Apart from the homepages and YouTube channels of both the Hong Kong Customs and Information Services Department, members of the public can also watch it on the “govHK” website or through the “HK Car Tax” mobile application.

At the “Best Practices of Motor Trading Business” briefing session organised by Hong Kong Customs on May 31 before the launch, about 100 representatives of the motor vehicle trade had an advance watching of the API. Hong Kong

Customs shared with traders at the session the experience in the enforcement of Motor Vehicles (First Registration Tax) Ordinance. Certificates of appreciation were also presented to representatives of four major motor vehicle associations in recognition of their continuous contributions to Hong Kong Customs’ works of FRT revenue protection.

**Office of Dutiable
Commodities Administration**

HONG KONG CUSTOMS SPEAKS AT “UNITY FOR SECURITY – RESPONSIBILITY FOR A SAFER WORLD” FORUM



The Head of the Intellectual Property Investigation Bureau of Hong Kong Customs, Ms Catherine Yip, speaks at the “Unity for Security – Responsibility for a Safer World” Forum.

In recognising the department’s model role in intellectual property rights (IPR) enforcement, Hong Kong Customs was invited to speak and share its experience in combating IPR crimes at the ‘Unity for Security – Responsibility for a Safer World’ forum, which was jointly-organised by the INTERPOL and the Government of United Arab Emirates in the country’s capital city Abu Dhabi between March 28 and 30 this year.

The forum pooled together security ministers, senior Police and Customs officials as well as

representatives from the private sector to thematic panels for a discussion of how governments and the related industries all around the world can collaborate at the highest strategic level to enhance global security. The forum also specifically gave an introduction of the seven strategically-valued anti-crime projects by the INTERPOL. Lively and in-depth discussion was triggered at the discussion sessions.

Speaking at the Panel of “Illicit Markets - Know The (Fake) Products, Stop The (Real) Crimes”,

Head of the Intellectual Property Investigation Bureau of Hong Kong Customs Ms Catherine Yip shared with the participants the expertise and experience of Hong Kong Customs in tackling IPR crimes across the border, within Hong Kong and on the Internet. Through its participation in the forum, Hong Kong Customs has also further strengthened its ties with the INTERPOL and related stakeholders on global IPR enforcement.

**Intellectual Property
Investigation Bureau**

CUSTOMS-TO-BUSINESS PARTNERSHIP AGAINST TELEPHONE ORDERING OF ILLICIT CIGARETTES



The then Assistant Commissioner of Customs and Excise (Intelligence and Investigation), Ms Louise Ho, presents certificates of appreciation to Mr Robert Southworth of Hong Kong Telecommunications Limited (left), Mr C K Jon of China Mobile Hong Kong Company Limited (centre), and Ms Vera Chung of OFCA (right).

Revenue and General Investigation Bureau has strengthened its partnership with the telecommunications service industry in its fight against syndicates using prepaid SIM cards for telephone ordering of illicit cigarettes. In response to a suggestion by Hong Kong Customs, the China Mobile Hong Kong Company Limited and the Hong Kong Telecommunications Limited have suspended those mobile

telephone numbers associated with illicit cigarette activities, giving such under-ground activities a strong blow. Also supported by the Office of the Communications Authority (OFCA), the services suspension symbolises a strong Customs-business partnership in the fight against illicit cigarette activities.

At a ceremony on March 30 this year, the then Assistant Commissioner of Customs and Excise (Intelligence

and Investigation), Ms Louise Ho, presented certificates of appreciation to the two telecommunications companies and the OFCA, expressing gratitude towards their strong support to the Hong Kong Customs.

Revenue and General Investigation Bureau

HONG KONG CUSTOMS ENHANCES CATERING INDUSTRY'S AWARENESS OF TRADE DESCRIPTIONS ORDINANCE

In order to enhance the catering industry's awareness of the requirements under the Trade Descriptions Ordinance, the Head of Trade Controls Branch of Hong Kong Customs, Mr Lam Po Chuen, and officers of the Consumer Protection Bureau called for a meeting with the Legislative Council Member (Catering), Honorable Tommy Cheung Yu-yan, and representatives from four local major catering associations on April 6 this year. During the

meeting, officers of the Consumer Protection Bureau gave a briefing on the fair trading provisions of the Trade Descriptions Ordinance. They also shared with the catering sector details of some successful cases of prosecution and the latest dishonest trade practices. The associations' representatives were urged to remind their fellow members to abide by the Ordinance. On the trade sector's request, the Consumer Protection Bureau also organised three seminars for

members of the trade between May and July to strengthen the catering sector's understanding of the Ordinance. Advices on related issues were also given to the participants at the seminars.

Consumer Protection Bureau



The Head of Trade Controls Branch of Hong Kong Customs, Mr Lam Po Chuen (third left), briefs participants about Trade Descriptions Ordinance at the 2017 Members' Meeting of The Association for Hong Kong Catering Services Management Limited.

HIGH-LEVEL EXCHANGES BETWEEN HONG KONG CUSTOMS AND OVERSEAS PARTNERS

In order to enhance mutual understanding and explore co-operation opportunities with law enforcement agencies of other economies, members of the directorate of Hong Kong Customs frequently meet their overseas counterparts.

On November 15 last year, the then Commissioner of Customs and Excise, Mr Roy Tang, hosted the 9th Customs-to-Customs Talks between Hong Kong and Australia. The four-member Australian side was led by the Commissioner of Australian Border Force Mr Roman Quaadvlieg. Both sides updated each other on their own recent developments in different areas, including the Mutual Recognition Arrangement (MRA) on Authorized Economic Operator (AEO) Programme, anti-narcotic enforcement and intelligence exchange, as well as the progress in information technology application and strategic human resource management. A joint communiqué was signed to affirm a closer co-operation. The Australian delegation also visited the Computer Forensic Laboratory to learn the computer forensic capabilities of Hong Kong Customs.

Members of the directorate also strengthen communications with overseas partners through a number of courtesy calls. In a meeting with Head of European Union (EU) Office to Hong Kong and Macao Ms Carmen Cano de Lasala on February 10 this year, Mr Tang exchanged views with the EU on



The Head of European Union Office to Hong Kong and Macao, Ms Carmen Cano de Lasala (second right), pays a courtesy call on the then Commissioner of Customs and Excise, Mr Roy Tang (centre), on February 10 this year.

issues of mutual concern, including the intellectual property rights enforcement and the development of MRA on AEO Programme.

On January 11 this year, the then Assistant Commissioner of Customs and Excise (Intelligence and Investigation), Ms Louise Ho, met the Administrator of Drug Enforcement Administration of the US Department of Justice, Mr Chuck Rosenberg. She also met the Deputy Comptroller (Operations) of New Zealand Customs Service, Mr Bill Perry, on February 20. Views on anti-drug and anti-moneylaundering enforcement were exchanged and the overseas partners agreed to further explore the opportunities of co-operation with Hong Kong.

Office of Customs Affairs and Co-operation



The then Assistant Commissioner of Customs and Excise (Intelligence and Investigation), Ms Louise Ho (left), meets the Administrator of U.S. Drug Enforcement Administration, Mr Chuck Rosenberg, at the Customs Headquarters Building on January 11 this year.

HONG KONG CUSTOMS VISITS CANADA BORDER SERVICES AGENCY



Chief Superintendent of Hong Kong Customs by that time Mr Lee Hon-man (second left) and his delegation members in a picture with Canada Border Services Agency (CBSA) officials and the three Customs dog handlers who have successfully completed the CBSA's dual purpose drugs detector dog handler course.

The then Chief Superintendent Mr Lee Hon-man, Assistant Superintendent Mr Chan Wan-wah and Senior Inspector Ms Lee Po-chi of Hong Kong Customs had a good exchange with the Canada Border Services Agency (CBSA) during a visit to Montreal in Canada which was held between March 27 and 31 this year.

The delegation first received a briefing from the CBSA on their trade control as well as enforcement and intelligence operations. By visiting the Pierre-Elliott-Trudeau International Airport, the Marine and Rail Services at the Port of Montreal, a land border crossing

point between Montreal and New York, and the city's international mail processing centre, members of the delegation have gained a good understanding of the passenger, cargo and mail clearance in the country. The delegation also had a meeting with the senior management of the CBSA College on the issue of detector dog handler training. Mutual consensus on closer co-operation on this front was reached during the meeting.

On March 30, the delegation had a video-conference with CBSA officials in Ottawa. Experience in the use of detection technology to combat cross-border smuggling

while facilitating passenger and cargo processing was shared. After that, the delegation attended the graduation ceremony for Hong Kong dog handlers who had completed a dual purpose drugs detector dog handler course organised by the CBSA. The training course is the first of its kind by the CBSA for Hong Kong Customs. After the ceremony, the three graduates from Hong Kong Customs brought along their new working partners --- three Labrador Retrievers, and returned to Hong Kong with the delegation and started a new chapter in work.

Land Boundary Command

HONG KONG CUSTOMS JOINS THE EDUCATION AND CAREERS EXPO 2017

Hong Kong Customs participated in the Education and Careers Expo organised by Hong Kong Trade Development Council between February 23 and 26 this year at the Hong Kong Convention and Exhibition Centre. An exhibition booth was jointly set up by the Office of Training and Development, the Office of Service Administration

and the Trade Controls Branch to acquaint job seekers with the department's work and recruitment details. Customs detector dogs were also at the scene to show visitors the department's anti-dangerous drugs operation.

The Expo attracts a large number of students, job seekers and

employees every year. It also provides a good promotion and recruitment platform for the department.

Office of Training and Development



The then Deputy Commissioner of Customs and Excise, Mr Hermes Tang (third left), visits Customs booth at the Education and Careers Expo 2017.

HONG KONG CUSTOMS JOINS NO. 31 MAINLAND CUSTOMS (GAC) DEVELOPMENT COURSE



The delegation of Hong Kong Customs in a picture with the President of the Shanghai Customs College Mr Cong Yuhao and the college's professors.

Superintendent Mr Lau Chun-kwan of the Hong Kong Customs led a seven-member delegation to attend the No. 31 Mainland Customs (General Administration of Customs of the People's Republic of China) Development Course which was organised by the Shanghai Customs College from March 13 to 17 this year. The five-day training course provided a sharing and exchange platform among the participants on three selected themes, namely 'Impact of Bilateral and Multilateral Trade Agreements on Customs', 'Implementation of Measures on

Trade Facilitation' and 'Building of Technology and the Single Window'.

During the course, members also visited the High-technology Information Building of the Shanghai E&P International Incorporation and observed the latest development of the Single Window in Shanghai.

Apart from deepening members' understanding on the selected themes and the latest development of Mainland Customs in the implementation of trade facilitation measures, the course also facilitates

exchanges and communications between the two Customs administrations. A stronger IT co-operation between the two sides has also been promoted.

**Office of Information
Technology**

PASSING-OUT PARADE OF THE CUSTOMS AND EXCISE TRAINING SCHOOL



Deputy Commander of the Chinese People's Liberation Army Hong Kong Garrison, Major General Liao Zhengrong, inspects the passing-out parade of the Customs and Excise Training School.

A passing-out parade was held at the Customs and Excise Training School on March 10 this year. Inspected by the Deputy Commander of the Chinese People's Liberation Army Hong Kong Garrison, Major General Liao Zhengrong, 77 Probationary Inspectors and 92 Probationary Customs Officers proudly cried that they had been well-sharpened after a successful completion of the intensive and demanding training courses. Over 800 guests from various government departments, the private sector, family members and friends of the graduates attended the parade.

Speaking at the ceremony, Mr Liao commended the graduates for their excellent performance in the

parade which is a showcase of their high morale and full development. He expressed appreciation for the graduates' sacred commitment of "guarding the gate" of Hong Kong by joining the Hong Kong Customs. Appreciating the Hong Kong Customs as an important disciplinary force in the city, Mr Liao said that members of the department have all along been upholding the fine tradition of "Commitment and Excellence" and making remarkable contributions in maintaining the city's stability and prosperity.

The Probationary Inspectors and Probationary Customs Officers had all completed 24-week and 15-week residential induction trainings respectively, which cover

legal knowledge, Customs function and working procedures as well as physical, foot drill and firearms trainings. Focuses were also put on the development of personal conduct and discipline, team-work spirit, interpersonal skills and stress management, all aiming at enhancing the personal attributes and all-round development.

Mr Liao encouraged the graduates to take up challenges and responsibilities in a brave manner in their way to fulfil personal aspirations and contribute to the prosperity and development of our society.

Office of Training and Development

ATTACHMENT PROGRAMME FOR LECTURERS FROM TRAINING INSTITUTES OF MAINLAND CUSTOMS

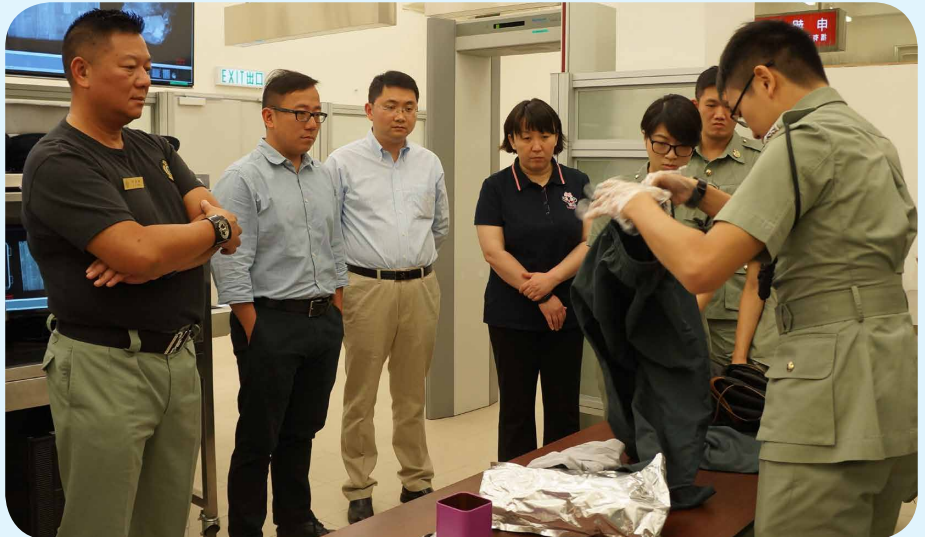
The Office of Training and Development of the Hong Kong Customs invited four lecturers from Shanghai Customs College and Chinese Academy of Customs Administration to participate in an attachment programme held at the Customs and Excise Training School (CETS) between May 15 and 19 this year. The four lecturers sat in on the Passenger Processing Course and had fruitful exchanges with CETS's course instructors in programme design, training delivery, course review as well as the application of training technologies. They also visited the Shenzhen Bay Control Point to understand more about the frontline clearance work of the Hong Kong Customs.

Since 2016, the attachment programme has been held annually in Hong Kong with aims

of strengthening co-operation and exchange between the Mainland and Hong Kong Customs administrations and raising their

training standards.

Office of Training and Development



Lecturers from training institutes of Mainland Customs watching a demonstration in the Passenger Processing Course held at the Customs and Excise Training School.

HONG KONG CUSTOMS OFFICER ATTENDS TRAINING AT FBI NATIONAL ACADEMY

Assistant Superintendent of the Hong Kong Customs Mr Lau Yuk-lung attended a 10-week training program held between January 9 and March 17 this year in Virginia of the United States by the Federal Bureau of Investigation National Academy. Mr Lau and 226 other officers from around the world completed coursework in management science, leadership training and forensic science. He also successfully met the "Yellow Brick Road" challenge – a grueling 6.1 mile run through a hilly, wooded and obstacles-laden trail.

During the program, participants attended a wide range of leadership and specialised training,

through which they shared ideas, techniques, and experiences with each other. Their enforcement skills and leadership qualities are

consolidated and enhanced.

Revenue and General Investigation Bureau



Assistant Superintendent Mr Lau Yuk-lung gives a presentation in class.

E-LOCK WON SILVER MEDAL AT INTERNATIONAL EXHIBITION OF INVENTIONS OF GENEVA



Head of Land Boundary Command by that time Mr Lee Hon-man (second right), Divisional Commander (Road Cargo Research) Mr Chan Hon-man (left), Chairman of LSCM Dr Sunny Chai (centre), Chairman of Hong Kong Productivity Council Mr Willy Lin (second left) and the Chief Executive Officer of LSCM Mr Simon Wong (right) at the celebration reception.

The joint project by Hong Kong Customs and the Hong Kong R&D Centre for Logistics and Supply Chain Management Enabling Technologies (LSCM) ---- E-lock won a silver medal under the category of “Computer Science, Software, Electronics, Electricity, Methods of Communication” at the 45th International Exhibition of Inventions which was held in Geneva from March 29 to April 2 this year. Following thorough tests

by the department, the Single E-lock Scheme, which utilises the “E-lock” technology, was officially launched on March 28 last year to enhance the clearance efficiency of cross-boundary intermodal transshipment cargo.

Other inventions by the Hong Kong team also won various awards in the exhibition. A reception was hosted by the Chief Executive of the Hong Kong Special Administrative

Region at the Central Government Offices on May 11 to celebrate the achievements. The reception was graced by the joining of the Consul-General of Switzerland to Hong Kong and Macau, Mr Reto Renggli, who also expressed interest in the application of E-lock technology in promoting trade facilitation.

Land Boundary Command

THE AIR CARGO CUSTOMER LIAISON GROUP INAUGURATION CEREMONY

The Air Cargo Customer Liaison Group (ACCLG) Inauguration Ceremony for the term of 2016–2018 was held on November 23 this year, during which the then Assistant Commissioner of Customs and Excise (Boundary and Ports), Mr Ellis Lai, presented the Certificates of Appointment to 15 members. Mr Simon Fu of Hong Kong Air Cargo Terminals Limited was elected as ACCLG Chairman. Setting up in June 1994, ACCLG provides a regular and formal forum for the air cargo industry to channel their views and opinions to Hong Kong Customs so that mutual communications can be enhanced and the service standards of cargo clearance improved.

Airport Command



The then Assistant Commissioner of Customs and Excise (Boundary and Ports), Mr Ellis Lai (front row, fifth right), in a picture with ACCLG Chairman Mr Simon Fu (front row, fifth left) and other members at the inauguration ceremony of the Air Cargo Customer Liaison Group.

DISTINGUISHED CUSTOMER SERVICE AWARDS 2016

The Airport Command of Hong Kong Customs rolled out an annual competition “Distinguished Customer Service Awards 2016” from November to December last year. It is a survey-based quality evaluation on passenger clearance service provided by Customs officers of the Air Passenger and Apron Group. This competition gives formal recognitions to those Customs officers who provide unwavering and exemplary clearance services for air passengers. The competition reminds colleagues of the department’s vision of “Serving With Courtesy” and the importance of striking a balance between enforcement and facilitation. The competition was keen and successfully completed with the presentation of the awards to the winners in January this year.

Airport Command



Head of Airport Command Ms Sandra Tam (sixth left) and winners of the “Distinguished Customer Service Awards 2016”

GUANGDONG/ HONG KONG IPR EXCHANGE VISIT FOR YOUTH AMBASSADORS

Sharing of massive information on the Internet and making online trade have become convenient in the current digital era with an increasing use of mobile networks. Apart from taking enforcement actions, Hong Kong Customs has also organised a variety of educational programmes with an aim to remind members of the public, especially the youth, of the importance of the protection of intellectual property rights (IPR). A trip to Zhongshan in Guangdong Province was jointly organised with the Intellectual Property Department and the Guangdong Copyright Bureau under the programme of "Guangdong/ Hong Kong IPR Exchange Visit for Youngsters" in April this year. Sixteen members of the "Youth Ambassadors Scheme" joined the two-day visit, during which the young people shared among

themselves the IPR knowledge. Students in Guangdong and the Hong Kong Youth Ambassadors also visited new creative industry facilities and saw how the industry

is carefully cradled and developed on the Mainland.

Intellectual Property Investigation Bureau



Youth Ambassadors receive a briefing in Zhongshan, Guangdong on the development of creative industry on the Mainland.

ANNUAL FOOTBALL MATCH WITH THE DEPARTMENT OF JUSTICE

The annual football match between Hong Kong Customs and the Department of Justice was held on March 25 this year at the Disciplined Services Sports and Recreation Club, with over 40 participants took part in the event. The then Assistant Commissioner of Customs and Excise (Administration and Human Resource Development), Mr Lin Shun-yin, and Deputy Directors of Public Prosecutions Mr William Tam, SC, and Mr Martin Hui Siu-ting, SC, also played in the match with teammates. While both sides are perfect working-partners to each other, they played hard vying for victory on the football field. In spite of strong determination to win, friendship comes first by all means and mutual-friendship has been strengthened. Both sides enjoyed the match and look forward to the next game.

Office of Prosecution and Management Support



The then Assistant Commissioner of Customs and Excise (Administration and Human Resource Development), Mr Lin Shun-yin (second row, eighth left), Deputy Directors of Public Prosecutions, Mr William Tam, SC, (second row, seventh left) and Mr Martin Hui, SC, (second row, ninth left), with all participants of the annual football match.