



RILO

...processing information
for more effective intelligence

A GLOBAL CUSTOMS INTELLIGENCE NETWORK

What is a RILO?

As information and intelligence exchange is one of the pillars of the WCO enforcement strategy, the Organization has set up a global network of **Regional Intelligence Liaison Offices** (RILO).

The RILO network currently comprises 11 offices covering the WCO's six regions. Each RILO is a regional centre for collecting and analysing data as well as disseminating information on trends, modus operandi, routes and significant cases of fraud. They employ Customs officers coming from different countries in a region. This ensures that the entire dynamics of a region is fully reflected.

- **WCO Secretariat** at the international level

The aim of this mechanism is to enhance the effectiveness of global information and intelligence exchange and to strengthen co-operation between all Customs services tasked with combating transnational crime.

How does it work?

The exchange of information and intelligence between these three levels is made possible by using the Customs Enforcement Network (CEN), a WCO global data information-gathering and communication system for intelligence purposes.

The CEN is one system with many functions:

- A database of Customs seizures and offences
- A website for the information and intelligence needs of Customs services
- A communications network to facilitate international exchanges and contacts
- A Concealment Picture Database to highlight exceptional seizures and exchange X-ray pictures.

RILOs act as a regional data collector and analyst, making them the centre of the information flow which is organized around three essential and complementary components:

- **National Contact Points** (NCP) at the national Customs administration level
- **Regional Intelligence Liaison Offices** (RILOs) at the regional level

The CEN uses modern technology for reliable, secure and inexpensive operation. It is internet-based and has effective database protection, only permitting access to authorized users. CEN relies on encryption technology to protect communication and data transfers.



Its main characteristics are simplicity, user-friendliness and low-cost communication, which is rapid and secure.

Regional Intelligence Liaison Offices (RILO)

- Encourage information exchange and NCP reporting into the CEN
- Verify the accuracy of the CEN data supplied by NCPs
- Collect, evaluate and circulate information through the CEN on Customs offences
- Prepare and circulate alerts, intelligence profiles and regional tactical analysis as well as issue periodicals or ad hoc analysis bulletins and annual report on their activities
- Organize and support regional intelligence-based operations
- Facilitate mutual assistance and cooperation with other enforcement agencies, including the exchange of case-related operational information in accordance with relevant legal provisions and in agreement with the responsible national or regional authorities
- Promote and maintain regional cooperation between Customs and between Customs and other law enforcement agencies and organizations

- Provide technical or other assistance to NCPs

Success story

Intelligence provided by RILOs helps to define risk indicators. The identification of smuggling trends, such as the routings, the means of transportation, and the means of concealment is crucial. Here is an example of how intelligence can support the efficient delivery of a Customs outcome: a RILO had made an analysis of cover loads used to smuggle cocaine which showed that rice consignments from South America were a high risk for smuggling cocaine. This information was distributed to WCO Members. One country entered this information into its import/export risk analysis tool and the next consignment of rice which arrived from South America was selected for an in-depth examination. The outcome: 150kg of cocaine seized!



National Contact Points (NCP)

- Gather information on seizures, including all required details relating to Customs offences, from existing sources at national level
- Enter seizure data electronically into the CEN, or submit the data to the RILO by fax or mail
- Obtain photographs of significant seizures or new and interesting concealment methods for incorporation into the CEN Concealment Picture Database which are then used to produce alerts
- Analyse information collected at national level to identify new or unusual smuggling methods, consistent patterns, smuggling trends, etc. and enter the results into the CEN which then produces alerts if necessary or forwards this information to the RILO
- Distribute intelligence reports, alerts and other relevant publications received from the WCO and RILOs at the national level
- Initiate and participate in special regional projects conducted by RILOs to identify new trans-border smuggling threats and trends
- Cooperate nationally with the full gamut of enforcement agencies or services
- Task the RILO with specific analytical studies and participate in the process of evaluating the effectiveness



Role of the WCO Secretariat

- Ensures the central management of the CEN and the continuous improvement of this tool.
- Carries out periodical global strategic and tactical analyses based on the information available in the CEN.
- Circulates a summary of its analyses in its annual reports and keeps the RILOs informed about projects, measures and developments relevant to their region.
- Outsources special tasks and studies identified by the Secretariat or WCO working bodies as priority issues to RILOs.
- Offers training and technical assistance to RILOs and their members.
- Shares strategic information with other international organizations engaged in combating organized crime and strengthens cooperation with them.

RILO contact details

Western Europe (Cologne, Germany)

Tel. +49 221 672 4112
Fax +49 221 672 4111
Email: office@riilo-we.org

Eastern and Central Europe (Warsaw, Poland)

Tel. +48 22 694 3591
Fax +48 22 694 3543
Email: riloece@riilo-waw.pl

Commonwealth of Independent States (Moscow, Russian Federation)

Tel. +7 495 449 8686
Fax +7 495 449 8620
Email: riilo-moscow@gubk.customs.ru

Asia and the Pacific (Beijing, China)

Tel. +86 10 8573 6348
Fax +86 10 8573 6349
Email: riilo-ap@customs.gov.cn or
riilo-beijing@riilo-ap.org

North Africa (Rabat, Morocco)

Tel. +212 537 57 9442
Fax +212 537 71 7838
Email: brlr.riilo.naf@douane.gov.ma

Eastern and Southern Africa (Nairobi, Kenya)

Tel. +254 20 27 19234
Fax +254 20 27 17720
Email: riloesa@kra.go.ke

Central Africa (Douala, Cameroon)

Tel. +237 3301 0464
Fax +237 3301 0510
Email: rilobrlr@yahoo.com

Western Africa (Dakar, Senegal)

Tel. +221 33 822 1185
Fax +221 33 822 5569
Email: brlrao@douanes.sn

Middle East (Riyadh, Saudi Arabia)

Tel. +966 1 478 7889
Fax +966 1 478 5887
Email: riilo_riyadh@yahoo.com

South America (Valparaiso, Chile)

Tel. +56 32 20 0645
Fax +56 32 23 3163
Email: rilosa@aduana.cl

JIO Caribbean (Castries, St. Lucia)

Tel. +1 758 453 2556
Fax +1 758 453 2563
Email: jio@candw.lc or jio@cclec.net



Quick facts

- The RILO is a regional centre for collecting and analysing data as well as for disseminating information on trends, modus operandi, routes and significant cases of fraud.
- The RILO mechanism is supported by the Customs Enforcement Network (CEN), a global data and information gathering, analysis and communication system for intelligence purposes.
- The RILO network currently comprises of 11 Liaison Offices.
- The aim of this network is to enhance the effectiveness of global information and intelligence exchange as well as cooperation between all Customs services tasked with combating transnational crime.

Interested in receiving detailed information about RILOs?

Contact the CEN Team by email cis@wcoomd.org or by fax +32 2 209 94 93 for a fast response!

More information

World Customs Organization
Rue du Marché 30
B-1210 Brussels, Belgium

Tel. +32 2 209 92 11
Fax +32 2 209 92 62
communication@wcoomd.org
www.wcoomd.org

Also available

Customs Enforcement Network (CEN) brochure
Customs Enforcement Network communication (CENcomm)