

**WCO**  
**photo, poster**  
**and video**  
**Competition**  
**2014**

# Afghanistan

## Customs border post in the desert

The Customs border post at Zaranj in Afghanistan, a city in the middle of the desert located at the border with Iran. The border post, one of the most important on the country's Western border, is 788km from the capital, Kabul. It is connected to other districts by sandy roads, and the antiquated antennas seen in the photo are still the main means of communication in Zaranj. The photo shows two loaded trucks from Iran waiting for entry formalities to be completed, and some of the mud-houses which host 109 Customs officers who work at the border post in a difficult environment with little technology at hand.





## Angola

### Communication in practice

A Customs officer explains the Customs legislation and procedures for clearing goods under different existing regimes during the Luanda International Fair where national and international business corporations are invited to exhibit their products and services every year. The Customs stand received the "Leão de Ouro" (Golden Lion) prize for its communication campaign which contributed to the change in perception of the role of Customs, thereby stimulating voluntary compliance. Angolan Customs takes the opportunities presented by such events to launch communication campaigns, distribute brochures and flyers, hold thematic seminars, organize press conferences and collect feedback on the level of satisfaction among users of Customs' services.



## Australia

### **International cooperation in action**

Delegates join hands to illustrate the spirit of information sharing which prevailed during the WCO Asia-Pacific Customs Administration Regional Heads Conference held in Port Douglas, Australia, in May 2014. Australia hosted the conference for the first time since 2000, bringing together 27 Customs leaders from across the Asia-Pacific to discuss key issues facing administrations in the region.

# Austria

## Sniffer dogs, always ready for their next mission!

The sniffer dogs of the Austrian Customs administration play an important role in combating crime, and more particularly smuggling related to tobacco, drugs, cash, and CITES-protected species. This poster aims to draw the attention of the general public to the important work of Customs, and is displayed in Customs offices, airports, and during public events.



# Azerbaijan

## Size does not matter!

When it comes to drug detection, experience matters more than size.



**Bahrain**

**Providing a better service**

kingdom of Baharain

Bahrain Customs wishes to serve all levels of society, and to involve the public by sharing information and ideas. This poster, which was produced on the occasion of International Customs Day 2014, shows a Customs officer giving a child a comic book, which contains four stories related to Customs procedures.



# Communication

sharing information for better cooperation

International Customs Day 2014

*we will reach all the levels to provide better service*



[www.bahraincustoms.gov.bh](http://www.bahraincustoms.gov.bh)

6013 6015 6016 6016 6016 6042



**Canada**  
**Airport point of entry**  
Taking care of what's important!



## China

### Making a difference in people's lives

China Customs is keen to contribute to the development of society and to improve the livelihood of people. In this photo, a Customs officer is teaching children from an underdeveloped area how to use a computer and the Internet.

## Congo (Democratic Republic of the)

### Illicit trafficking of a protected species: the pangolin

On 5 May 2014, nearly 750kg of pangolin scales, a CITES-protected species, were discovered by Customs during a routine check. The cargo was concealed in 15 boxes and had been sent by air freight from Cameroon. This seizure illustrates the extent of the trafficking of pangolins: at a rate of 0.12kg of scales per average individual, the batch represented nearly 6,400 animals.





## Czech Republic

### At the vanguard of technology

Customs Open Day takes place outside the General Directorate of the Customs building in Prague. The wider public were given the opportunity to get to know the equipment used by Customs, and more notably, the equipment used to detect drugs and/or cigarettes hidden in vehicles.

# Denmark

## Mutual aid

Customs officers check a container stuffed with bananas at Frederica Harbour using the help of a drug sniffer dog.



# CON UNA LLAMADA DETIENES AL CONTRABANDO

Ecuador

## Fighting contraband

With one call, you can stop smugglers" says this Ecuadorian poster which promises complete confidentiality to anyone who reports contraband activities. Since the campaign was launched two years ago, 850 calls have been received which enabled more than 10 million dollars of unpaid taxes and duties to be recovered.

LLAMA AL DELITO  
**1800 335486**

ABSOLUTA CONFIDENCIALIDAD

EN 2 AÑOS DE CAMPAÑA SE HAN OBTENIDO:

**850**  
DENUNCIAS

**US\$ 10 MILLONES**  
EN APREHENSIÓN  
DE MERCANCÍAS



## Georgia

### Among the clouds

The Kazbegi Customs crossing point in Georgia, located on the border with the Russian Federation, is 1450m above sea level!

# Hungary

## Bird's-eye view of a seizure

Thousands of pairs of counterfeit shoes in an underground warehouse in Budapest were seized by Customs officers of the National Tax and Customs Administration in Hungary.



# Iceland - Winner of the competition

## Fifty years of change

Fifty years or so ago, Customs officers had to search through papers to access information. Information was in paper form and kept in handbooks and registers of various kinds. The general public came to Customs to deliver or collect their papers and certificates, the only other forms of communication being the telephone or the radio. This has completely changed today with information being stored electronically and accessible whenever and wherever. Customs officers can now also rely on high technology tools in their daily work, including sniffer dogs given their incredible capacities.





## India

### Defying the odds

Customs officers working at the inland Customs station of Sherathang, a city in the Indian state of Sikkim in the Himalayas, check goods being traded with China through the Nathula Pass, located at an altitude of 4,328m (14,200 ft.) above sea level. The Pass remains snowbound and inaccessible for more than four months every year, and Indo-China trade through the Pass is restricted to seven months per year from May to November. There are no accommodation facilities for officers at Sherathang, so they have to travel everyday from the capital of Sikkim, a two and half hour drive. Working conditions are tough, but the officers have a strong sense of duty and patriotism, and remain sharp and vigilant at all times.



## Indonesia

### Spirit of unity

Customs has built good relationships with other agencies in order to fight illicit drug trafficking. This cooperation is essential given Customs' limited resources and the geographic specificities of the Indonesian archipelago, which make border control extremely difficult.

As part of this cooperation framework, Customs has conducted joint enforcement operations together with the National Narcotics Agency, the Indonesian Police, and other law enforcement agencies.

# Ireland

## Ship to shore communications

Two Irish Customs officers posing in front of the communication antennas aboard the Irish Customs cutter, the "RCC Faire", as it patrols the waters off the Irish coast.



# Lithuania

## One team - one dream

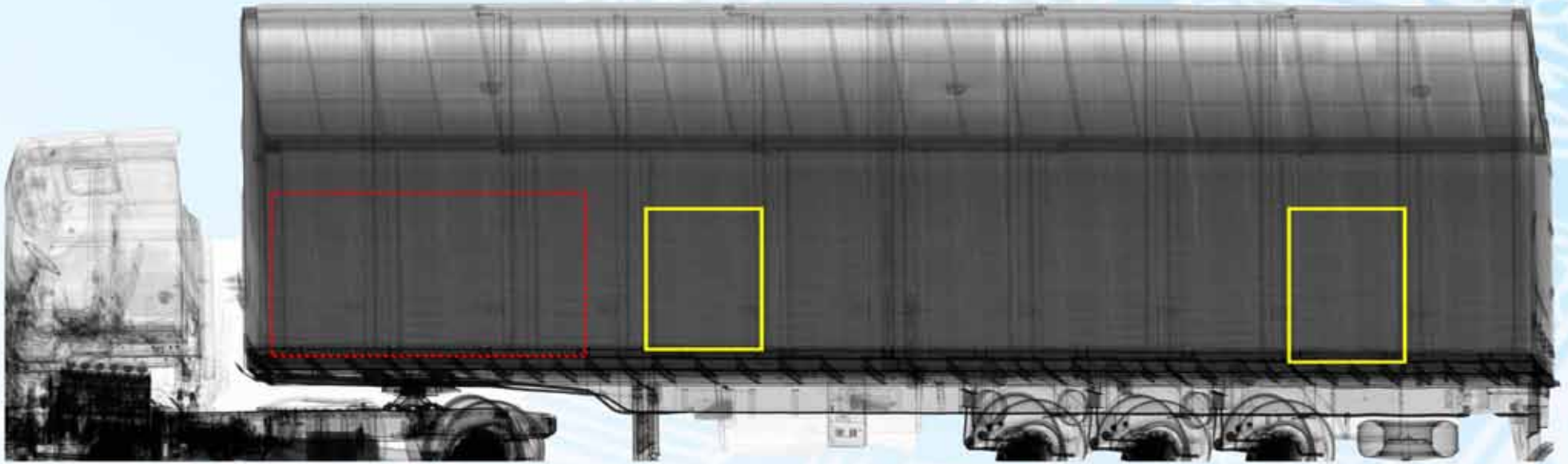
Officers of Lithuanian Customs, participating in a beach volleyball competition, are happy to have achieved victory after their long training workout. To win the hearts of the people and to achieve the set goals, an institution has to be a team both in sport as well as in its daily work, as victory cannot be achieved without good communication and looking in the same direction.



# Luxembourg

## Contraband cigarettes

12 million counterfeit cigarettes detected during an X-ray control.





## Madagascar

### Turtles under protection

196 turtles were discovered at Ivato International Airport in the baggage of two passengers bound for Indonesia and Dubai respectively.

Some 16 species of turtles live on the Big Island, 7 of which are endemic. Classified in Annex I of the CITES Convention, they are endangered because of human activities, in particular the trade in exotic pets.

# Malaysia

## Customs-business smart partnership

The photo was taken at the launch of the Customs-Business Partnership Programme aimed at fighting illegal activities, in the presence of the Director General of the Royal Malaysian Customs. The Programme reflects the close cooperation between Customs and the business sector towards Customs compliance.



# Mexico

## A 21st Century Customs service

Mexican Customs is committed to operating according to 21st Century Customs standards and best practices to ensure free and secure trade. To meet this challenge successfully, Customs combines state-of-the-art non-intrusive inspection and risk management technology with highly skilled personnel, including canine officers who undergo a special training programme to find prohibited goods in the most sophisticated hiding places.



# COMBAT AGAINST DRUGS SMUGGLERS



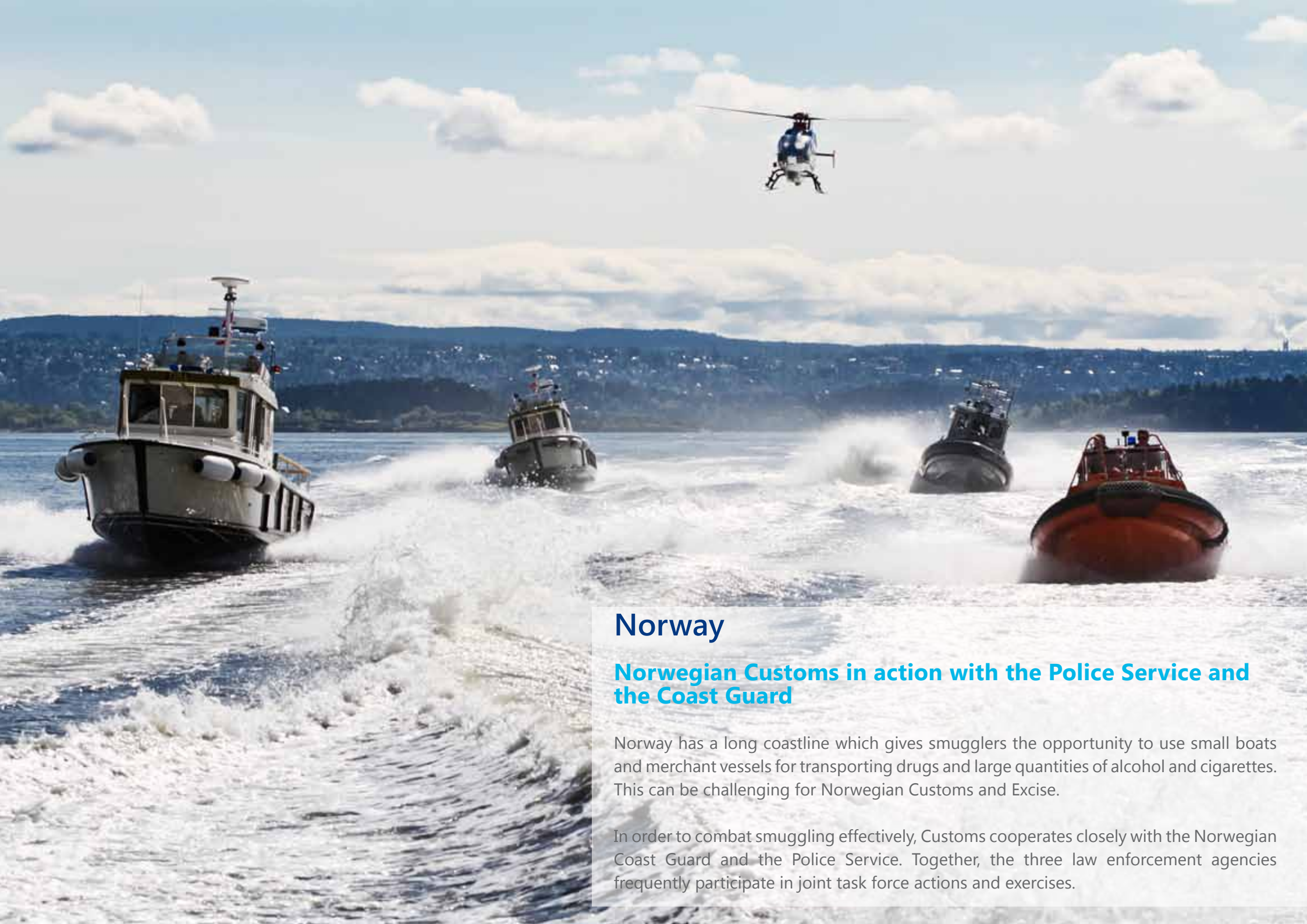
## Nigeria

### Combating drug smuggling (click to watch the video!)

The video show an encounter between a Customs patrol team and suspected smugglers in the waterway of the Lagos Badagry axis.

- 1/ Officers in a patrol boat sight a canoe ferrying four men suspected to be smugglers.
- 2/ As the patrol boat approaches the canoe, the suspects dive into the ocean in a bid to escape arrest.
- 3/ An officer pursues the smugglers and arrests one of them.





## Norway

### **Norwegian Customs in action with the Police Service and the Coast Guard**

Norway has a long coastline which gives smugglers the opportunity to use small boats and merchant vessels for transporting drugs and large quantities of alcohol and cigarettes. This can be challenging for Norwegian Customs and Excise.

In order to combat smuggling effectively, Customs cooperates closely with the Norwegian Coast Guard and the Police Service. Together, the three law enforcement agencies frequently participate in joint task force actions and exercises.

# Pakistan Customs Severing the Nexus of Evil between Illicit Drugs Proceeds and Subversive Activities



**Drug-Seizures**



## Pakistan

### Severing the nexus of evil

The link between terrorism and other related crimes, such as drug trafficking, is proven and has been recognized by the United Nations Security Council. Pakistan Customs is vigilant in seizing illicit drugs and contraband items, in order to break the nexus of evil between the proceeds of illicit drugs and subversive activities undertaken by various terror groups, operating on Pakistani soil. Pakistan is one of the main victims of improvised explosive device attacks, which have taken the lives of thousands of civilians and law enforcement personnel, besides being a huge blow to its economy – estimated at around 70 billion US dollars since the beginning of the new millennium. Yet it cannot dent Pakistan's resolve to stand by the global community in the "War on Terror".

**The road is slippery and not straight  
...but we have held our ground**



**Saboteurs  
Targeting Innocent Civilians  
Using drug money??Who knows??**

# Philippines

## Illicit trade in waste

Representatives of Customs and the Department of Environment stand in front of one of 50 containers shipped to the Philippines from Canada between August and September 2013.

The shipments were declared as scrap plastic material for recycling, but were found to be waste plastic and paper material, thereby infringing the provisions of the Basel Convention on the control of transboundary movements of hazardous wastes and their disposal.



# Poland

## Customs in the digital environment

Customs innovates to provide better services in the digital era.

# Digitalization on duty



# Russian Fedération

## Learning to communicate professionally

The academic discipline "Customs communication management" has been taught in the Russian Customs Academy since 2007. The Academy's students, from Belarus, Kazakhstan and Russia, receive professional, practical training at different ports of entry on an annual basis. The photo shows students communicating with a passenger at Moscow's Domodedovo International Airport in May 2014.





## Saudi Arabia

### Demonstrating Customs know-how

The Janadriyah National Heritage and Culture Festival 2014, in Riyadh, provided an ideal opportunity to demonstrate Customs' skills and activities to a wide audience.

# Serbia

## Technology supporting Customs

The photo was taken at a press event where new scanner vans were presented to the media. Smugglers do not stand a chance if their shipments passing through border crossings are selected for scanning, as scanner rays can penetrate through a 20cm thick steel plate.

Serbia has ten mobile scanners, moving from one border crossing to another according to needs, and one stationary scanner at Belgrade Airport. They are operated by a unit of 30 specially trained Customs officers, and all records from the scanners are forwarded to the Customs administration's Command Centre, where they are analysed.

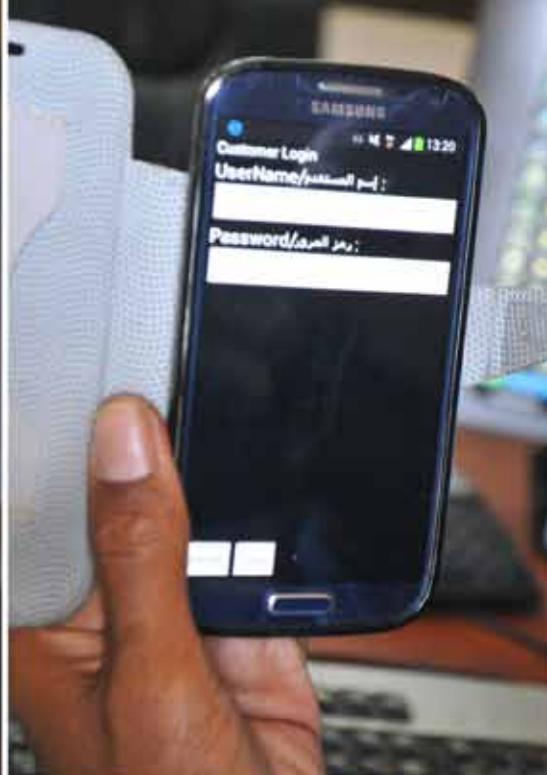




## Spain

### One of many achievements

Unloading 481 bundles of hashish with a net weight of 12.088kg at Almería Port, discovered on board a fishing vessel flying a Turkish flag. The seizure was made on 14 February 2014 and, as the fishing boat was in international waters, required authorization from the Turkish authorities, on the basis of the United Nations Vienna Convention of 1988 against illicit traffic in narcotic drugs and psychotropic substances.



Ministry of Finance  
Khartoum Headquarters

ADTC/009

Assessment Notice

ISSUANCE OFFICE: 0000 - Khartoum, Sudan, Sudan

Declaration reference

DATE	CUSTOMS OFFICER	DECLARATION REFERENCE	ASSESSMENT REFERENCE	NUMBER OF LIQUIDITY
2014	ADTC/009 & 0017	0011 & 04	0010/001 & 0040	0011

DECLARATION: 0011/001  
YEAR: 2014  
ASSESSMENT NUMBER: 0000  
ISS: 0011

Code	Description	Rate	Value
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# *Communication*



**Turkey**

**Communication enabler**

At Kapikule crossing point, which is on the border with Bulgaria, a Customs officer discusses with a Ukrainian truck driver, with the help of an automatic translation software.

*always*



*there is a way*

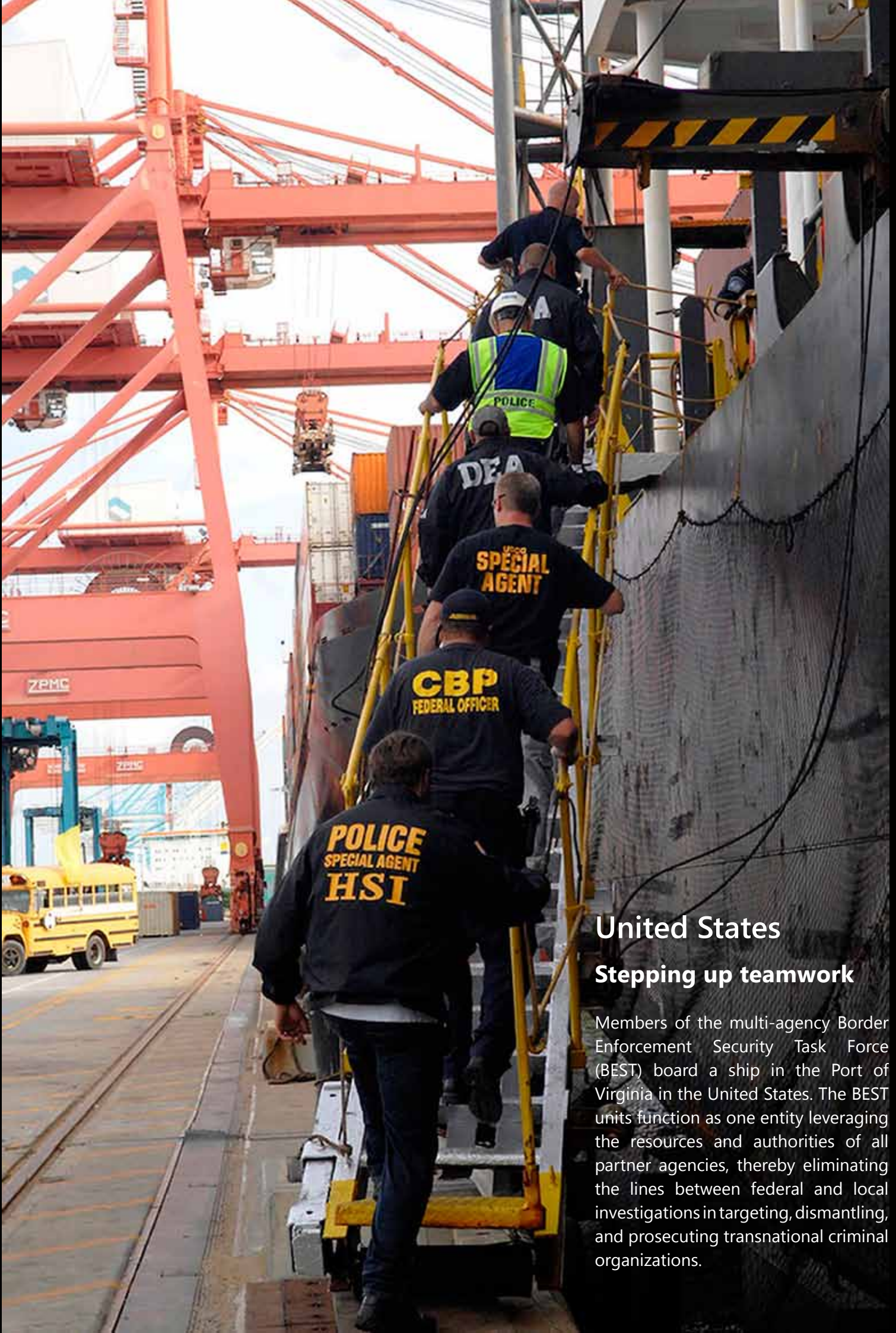
# United Arab Emirates

## United we stand

Customs officers from the seven different emirates that make up the United Arab Emirates (UAE) stand united in front of one of the major landmarks in the UAE, namely, the Burj Khalifa in Dubai.

The photo illustrates the idea of communication: the Customs authorities of the seven different emirates, though distinct in their own ways, are connected and united as one, and the achievements of one administration are regarded as an achievement of the UAE as a whole.





## United States

### Stepping up teamwork

Members of the multi-agency Border Enforcement Security Task Force (BEST) board a ship in the Port of Virginia in the United States. The BEST units function as one entity leveraging the resources and authorities of all partner agencies, thereby eliminating the lines between federal and local investigations in targeting, dismantling, and prosecuting transnational criminal organizations.



## Zimbabwe

### **Nothing escapes the nose of a sniffer dog**

A dog from the Canine Unit of the Zimbabwe Revenue Authority (ZIMRA) searches for prohibited substances in a car at the border with Botswana.