

The WCO Secretariat supports Customs administrations in the fight against COVID-19

Foreword by the Secretary General



Dr. Kunio Mikuriya

The past year will be remembered as one of the most challenging of this century. The COVID-19 pandemic has hit the world with the strength of an invisible tsunami, devastating lives and economies, overwhelming societies and putting decision-makers and health services under enormous stress. As key players in business and trade, Customs administrations have been under pressure to facilitate and expedite the movement of relief and essential goods and ensure the stability of the global supply chain.

The World Customs Organization (WCO) Secretariat is committed to supporting its Members in maintaining the continuity of Customs operations. Accordingly, during these difficult times and with generous financial support from the Government of Japan, the Organization launched the WCO COVID-19 Project in July 2020. The Project aims to improve the ability of Customs administrations in developing and least developed countries to deal with the impact of unpredictable and disruptive scenarios, such as those stemming from COVID-19, other infectious diseases and natural disasters.

This Newsletter provides a brief overview of the activities carried out by the Project over the past eight months, through which the WCO Secretariat has been working closely with its Members and fostering cooperation with partner international organizations, the private sector and other stakeholders. I am sure you will be as impressed as I am by the extraordinary efforts made by Customs administrations across all WCO regions and their great success in ensuring supply chain continuity and timely provision of humanitarian aid worldwide.

Recent developments, including the urgent need to distribute vaccines smoothly and securely around the world, once again confirm that Customs administrations will continue to play a leading role in the fight against COVID-19 for the foreseeable future. The WCO Secretariat will ensure that Members have the necessary tools, recognition and resources to contribute to the protection of our economies and societies.

Table of Contents

The COVID-19 Project	2
State of play of the Regional Workshops	3
The four workshops in a nutshell	6
Update on the new WCO Guidelines	7
The WCO COVID-19 Action Plan: steering the Secretariat's work in response to the crisis	8
WCO Members' best practices to mitigate the effects of COVID-19	9
Customs measures to combat COVID-19	13
Fostering institutional dialogue to overcome the pandemic	14
The COVID-19 Project Team	16

The COVID-19 Project

When coronavirus cases first started to multiply at the end of 2019 and the beginning of 2020, it quickly became clear to the international community that maintaining global trade was an absolute priority and that Customs would play a pivotal role in ensuring supply chain continuity.

“ During this time of crisis, Customs administrations around the globe are urged to continue advocating for and ensuring the facilitation not only of relief supplies but also of all goods being traded in order to minimize the impact of the COVID-19 pandemic”,

stated Dr. Kunio Mikuriya, Secretary General of the WCO, when the COVID-19 Project was launched in June 2020 with financial support from the Government of Japan.

The implementation of the COVID-19 Project was entrusted to the WCO Facilitation Sub-Directorate, the service responsible for trade facilitation matters. With its long-standing experience in fostering efficiency of Customs procedures by working in close cooperation with WCO Members, it was well placed to take on two major challenges:

- In the short term, to provide assistance to WCO Member administrations, especially those in developing and least developed countries, bearing the heavy responsibility of ensuring trade facilitation against the backdrop of an unprecedented global health crisis.
- In the long term, to capitalize on the lessons learnt to develop a new tool that enhances the management of Customs operations in disaster relief situations, namely the “**WCO Guidelines on Disaster Management and Supply Chain Continuity**”.

“ The COVID-19 Project aims to tackle different aspects of the pandemic and natural disaster relief, to involve WCO Members in inclusive, comprehensive and effective activities and to provide them with practical solutions tailored to local needs”

Mr. Pranab Kumar Das, Director of the WCO Compliance and Facilitation Directorate.



State of play of the Regional Workshops

Between November 2020 and April 2021, the COVID-19 Project Team organized “Online Regional Workshops on Disaster Management and Supply Chain Continuity in Times of COVID-19” for five WCO regions, namely: Asia/Pacific, East and Southern Africa (ESA), West and Central Africa (WCA), Americas and the Caribbean, and North of Africa, Near and Middle-East (MENA).

Many Customs representatives took part in these initiatives, alongside experts from partner international organizations (Inter-American Development Bank - IDB and the United Nations Office for the Coordination of Humanitarian Affairs - UNOCHA), WCO Regional Offices for Capacity Building (ROCBs), humanitarian actors (such as the International Federation of Red Cross and Red Crescent Societies (IFRC), IMPACCT Working Group, International Humanitarian City, and Connecting Business Initiative - Philippines) and the private sector.

Several Vice-Chairs for WCO regions and Heads of Delegation attended the events and actively participated in the high-level panels, during which they examined the challenges posed by COVID-19 with Mr. Ricardo Treviño Chapa, WCO Deputy Secretary General, and reaffirmed the role of the Customs community in guaranteeing the functioning of the global supply chain and the protection of society.

The multidisciplinary and interactive approach used to design the Workshops made it possible to set up “laboratories” where the participants’ expertise, combined with that of highly specialized WCO staff, facilitated not only discussions on the most effective measures put in place by Customs administrations to ensure supply chain continuity during these difficult times, but also the collection, review and further development of lessons learnt with a view to formulating new international standards.

Although the specific aspects relevant to each region can be found in the press releases published after each event (see below), it is important to note that a number of challenges and solutions were obviously common to all the Workshops. Such challenges include ensuring greater preparedness to face future disruptive events, making the most of the available technology, speeding up the digitalization of Customs procedures, and fostering ongoing communication and cooperation with all the parties involved in disaster management.



The importance of having Customs work closely with humanitarian actors beyond the COVID-19 pandemic and other emergency situations linked to infectious diseases (such as the Ebola virus disease outbreak that affected West Africa) was also highlighted. Disasters such as Hurricanes Eta and Iota in Central America or the devastating explosion that occurred on 4 August 2020 in the Port of Beirut (Lebanon) were mentioned several times as cases where expediting the movement of relief consignments, including by granting humanitarian actors greater facilities in the form of licences/authorizations, were a priority to ensure effective international assistance. To this end, the WCO Secretariat recently issued a Note on “How Customs Can Support the Safe and Secure Storage of Dangerous Goods”, a practical resource in the area of disaster relief operations.

The Workshops also gave Customs administrations an opportunity, together with experts from the WCO Facilitation Sub-Directorate, to review existing WCO tools and instruments for responding to disasters and to gain a greater understanding of how to incorporate them in their national legislation, including by developing Standard Operating Procedures (SOPs). Members relying on such legislative frameworks confirmed that they are useful for the smooth running of Customs operations in the event of disruptions to the

supply chain, and shared their positive experience of these frameworks with participants.

Additional information about the above-mentioned legislation, as well as other initiatives, databases and national practices that can be utilized by Members and stakeholders in their efforts to address disaster-related challenges, is available on the WCO’s COVID-19 webpage: <http://www.wcoomd.org/en/topics/facilitation/activities-and-programmes/natural-disaster/coronavirus.aspx>

Along with discussing trade facilitation and sharing of national experiences, the “Online Regional Workshops on Disaster Management and Supply Chain Continuity in Times of COVID-19” also provided participants with the most recent information on compliance efforts and vaccine distribution. Customs authorities described the efforts made to prevent national markets being infiltrated by illegal and counterfeit medicines and other medical goods not compliant with healthcare standards and were briefed on the latest work carried out by the WCO to facilitate the distribution of vaccines, such as the Resolution of the Customs Co-operation Council on the Role of Customs in Facilitating the Cross-Border Movement of Situationally Critical Medicines and Vaccines, which was issued in December 2020.

- **The WCO COVID-19 Project kicks off its series of Regional Workshops starting with the Asia/Pacific region:** <http://www.wcoomd.org/en/media/newsroom/2020/december/the-wco-covid-19-project-kicks-off-its-series-of-regional-workshops.aspx>
- **WCO Members share best practices and foster resilience to combat COVID-19 at a dedicated Interregional Workshop for African regions:** <http://www.wcoomd.org/en/media/newsroom/2020/december/wco-members-share-best-practices-and-foster-resilience-to-combat-covid-19.aspx>
- **WCO supports the Americas and the Caribbean region in fostering the role of Customs in the fight against COVID-19:** <http://www.wcoomd.org/en/media/newsroom/2021/february/wco-supports-the-americas-and-caribbean-region-in-fostering-the-role-of-fight-against-covid19.aspx>
- **Workshop organized by the COVID-19 Project supports the MENA region in facing disruptive events:** <http://www.wcoomd.org/en/media/newsroom/2021/april/workshop-organized-by-the-covid-19-project-supports-the-mena-region-in-facing-disruptive-events.aspx>

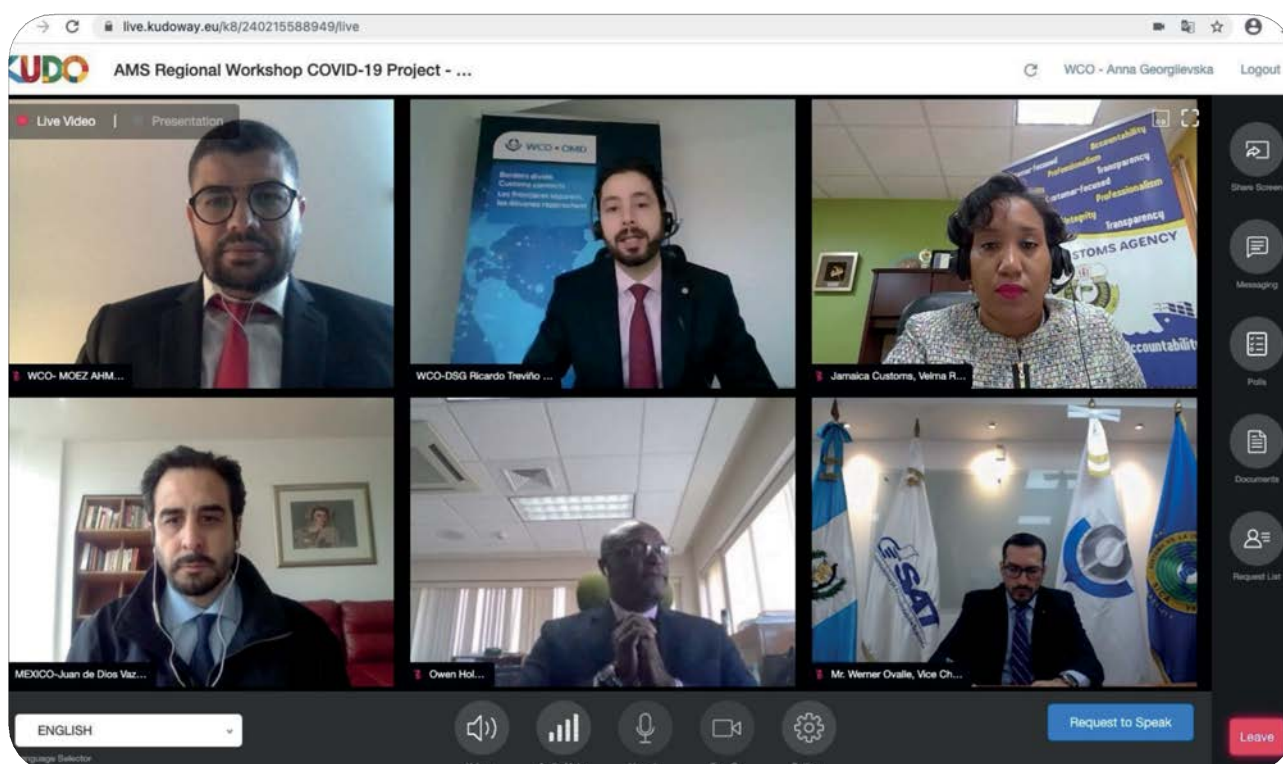


Photo showing the high-level panel for the WCO Online Regional Workshop on Disaster Management and Supply Chain Continuity in Times of COVID-19 for the Americas and the Caribbean region, facilitated by Ricardo Treviño Chapa, WCO Deputy Secretary General

The four Workshops in a nutshell

 15 days


 4 languages

 39 sessions

 More than
250 participants

 91 Member
administrations

 4 international
organizations

 5 private-sector
organizations

Lessons learnt

Preparedness phase

- Preparedness is a holistic and ongoing process
- The role of Customs in disaster management should be better recognized
- Preparedness includes: adequate legal frameworks, training, simulation exercises, etc.
- Enhanced cooperation with other relevant stakeholders is critical

Response phase

- Contingency plans are very important
- Customs-to-other government agency cooperation is key
- Information technology (IT) is on our side: we can be there without being there
- Openness to new working arrangements is necessary
- Authorized Economic Operator (AEO) programmes are crucial

Recovery phase

- Recovery should involve people, policies and processes
- Measures to support the economy should be a priority
- Mechanisms with broader timeframes for the payment of Customs duties should be set up
- Communication with stakeholders is vital

“We appreciate the excellent support provided by the WCO during the pandemic.”

Mr. Werner Ovalle Ramírez, Director General of Guatemala Customs and Vice-Chair for the WCO Americas and Caribbean region.

“The COVID-19 pandemic has brought some issues to light, such as how to deal with vaccine shipments, and has pushed us to further modernize our systems.”

Mr. Jalal Salem Al-Qudah, Acting Director General, Jordan Customs and Vice-Chair for the MENA region.



Update on the new WCO Guidelines

One of the main outcomes of the COVID-19 Project to date has been the development of the “WCO Guidelines on Disaster Management and Supply Chain Continuity”, comprising a set of recommendations, guiding principles and best practices shared by Members and relevant stakeholders.

These were drafted to enhance the preparedness of Customs administrations to respond to, and recover from, disruptive events, such as pandemics and other infectious diseases and natural disasters, while ensuring the continuity of the global supply chain.

They serve three main objectives:

- raising awareness of the crucial role that Customs administrations play in disaster relief and supporting Customs administrations in implementing the provisions of other WCO-related instruments and tools;
- supporting Customs administrations in enhancing their level of preparedness to respond efficiently and effectively to pandemics and natural disasters; and
- providing Customs administrations with clear recommendations supported by best practices to address the challenges stemming from infectious diseases and natural disasters, so as to expedite the movement of relief goods and ensure supply chain continuity.



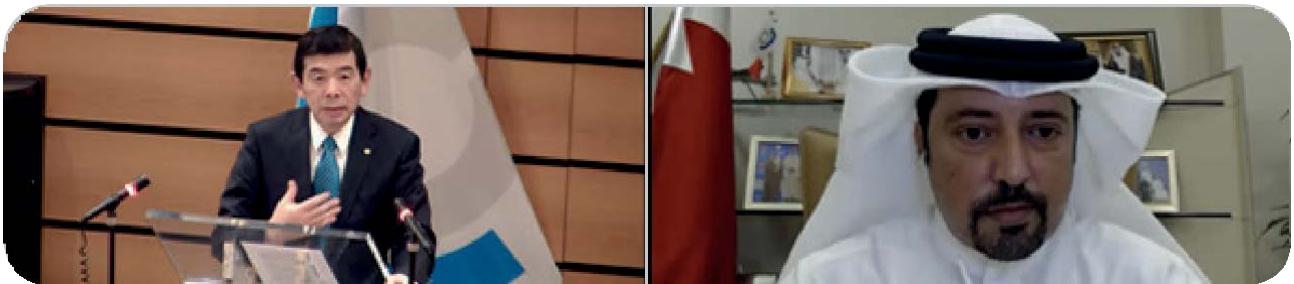
The Guidelines cover the three main phases of the disaster management cycle, the preparedness phase, the response phase and the recovery phase, and delve into a wide range of Customs topics, while taking account of existing WCO instruments and tools to avoid any overlap with, or duplication of, previous work.

A first draft of the Guidelines was submitted for discussion by the WCO Permanent Technical Committee (PTC) in October 2020. The draft was also reviewed during the above-mentioned Workshops. The comments and contributions provided by participants and Members have proven extremely valuable in finalizing the Guidelines, which were resubmitted to the PTC in May 2021 for potential endorsement.

The key message from the pandemic is that we should all be well prepared for the future

The WCO COVID-19 Action Plan: steering the Secretariat's work in response to the crisis

In order to further foster the WCO's ongoing efforts to address the current global health crisis, the Resolution of the Customs Co-operation Council on the Role of Customs in Facilitating the Cross-Border Movement of Situationally Critical Medicines and Vaccines¹ was adopted at the 137th Session of the Customs Co-operation Council in December 2020. In particular, four of the Resolution's measures (13 to 16) guide the Secretariat on how to provide WCO Members with the tailored support they need to respond to the COVID-19 pandemic in an agile and effective manner.



Dr. Kunio Mikuriya, WCO Secretary General, and Mr. Ahmed Al Khalifa, Acting Chairperson of the WCO Council, during the 137th session of the Council in December 2020.

Measure 13² assigns the Secretariat the task of developing and implementing a COVID-19 Action Plan. This Plan is being implemented over an 18-month period, running from January 2021 to June 2022, in the form of 25 specific actions, with a view not only to providing a timely response to the pandemic but also to developing long-term solutions for enhancing Customs operations in the future and addressing, inter alia, trade facilitation, enforcement and disaster relief.

The Secretariat has made the COVID-19 Action Plan an overarching and absolute priority in the WCO Strategic Plan (the Organization's strategic policy document) and its Implementation Plan for 2021-2022. The structure and content of the Action Plan ensure that all the points listed in the Resolution are covered and that the Secretariat's efforts are consistent and focused on successful implementation.

A range of actions supporting the measures con-

tained in the Resolution cover key areas falling under the Facilitation and Compliance portfolio, such as risk management; Coordinated Border Management (CBM); transportation of critical supplies, including COVID-19 vaccines; and measures to combat trafficking of counterfeit vaccines and other medical goods related to COVID-19.

Providing support to Members in facilitating and securing the transport and distribution of COVID-19 vaccines will be a WCO priority for the coming months. In this regard, the WCO has produced a Secretariat Note on the "Role of Customs in Facilitating and Securing the Cross-Border Movement of Situationally Critical Medicines and Vaccines", which will help Members with implementation of the Council Resolution. In addition, several webinars aimed at raising awareness of counterfeit COVID-19 vaccines have already been delivered, and additional ones are scheduled to take place in the course of 2021.

¹ <http://www.wcoomd.org/-/media/wco/public/global/pdf/about-us/legal-instruments/resolutions/resolutionfacilitating-cross-border-movement-of-situationally-critical-medicines-and-vaccines.pdf?la=en>

² (13) Within the framework of the WCO's work in the areas of trade facilitation, enforcement and disaster relief, take all necessary steps and actions required to develop and implement a COVID-19 Action Plan, and any other called for measures to enable Members to respond to the COVID-19 pandemic in an agile and effective manner.

WCO Members' best practices to mitigate the effects of COVID-19

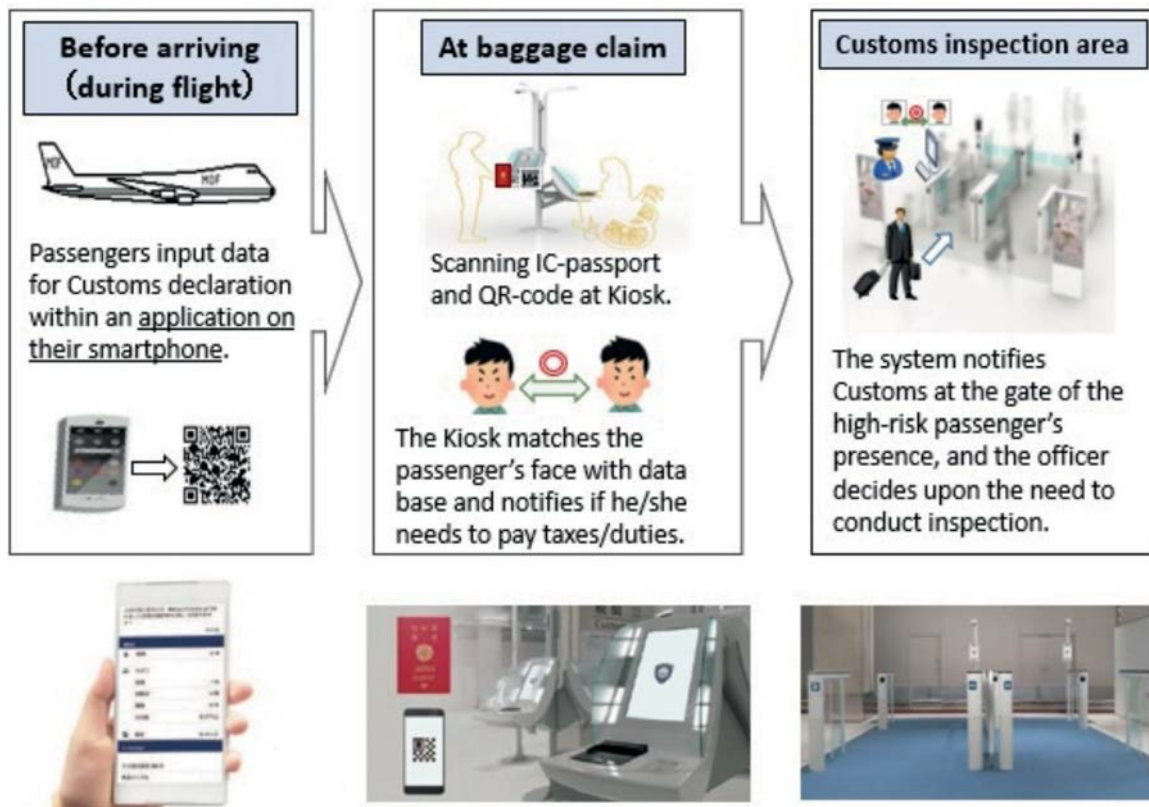


The “Electronic Customs Declaration Gate System” (e-Gate) implemented by Japan

Passengers arriving in Japanese airports have to present their passports and declarations to Customs. Thanks to the e-Gate they can submit their Customs declaration in digital form while flying (if on-board Wi-Fi is available) or while waiting for their checked baggage, by entering their personal information in a Customs app on their smartphone which then generates a QR code. After retrieving their belongings, passengers make use of a Kiosk that performs facial recognition and scans QR codes, allowing passengers with nothing to declare to simply walk through the gate for Customs clearance, without having to stop or wait.

Japan Customs receives Advance Passenger Information (API) and Passenger Name Record (PNR) data from airline companies and uses that data to draw up a list of high-risk passengers. The system notifies Customs about the presence of high-risk passengers at the gate, and officers decide if an inspection is needed.

The e-Gate was introduced at Narita International Airport (Tokyo) in August 2020 and has improved the efficiency of Customs clearance for air passengers, especially those with nothing to declare. Japan plans to increase the number of airports equipped with this system in the near future.



Maximizing the benefits of remote inspections: the example of Peru

Despite their experience, many Customs officers are at high risk when performing face-to-face operations due to a number of factors.

Through remote inspections, senior officers connecting from home can support their junior colleagues working on the ground. Such a procedure has been implemented for specific types of goods and the inspection is filmed and stored in the cloud. The review of documents (orange channel) is also carried out 100% remotely.



Remote inspections

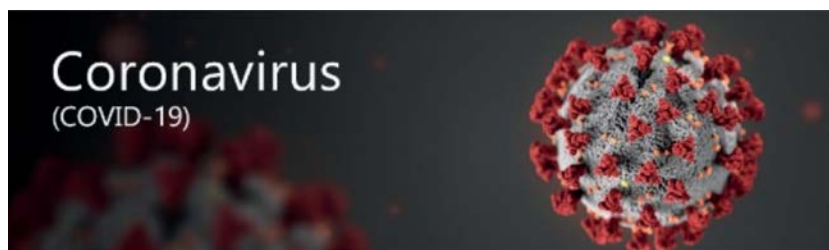


- Remote guidance for some types of goods
- Documents reviewed (orange channel) in teleworking

U.S. Customs and Border Protection (CBP) prioritizes timely information for Customs users

Ensuring ongoing and clear communication with the relevant stakeholders is key to maintaining transparent procedures and avoiding disruption to global supply chains.

CBP has launched a public-facing site for CBP Coronavirus (COVID-19) Updates and Announcements - <https://www.cbp.gov/newsroom/coronavirus> - that provides a one-stop collection of COVID-related information with an interface to trade facilitation and trade security, including updates to federal agency guidance regarding importation of personal protective equipment (PPE) and medical supplies.



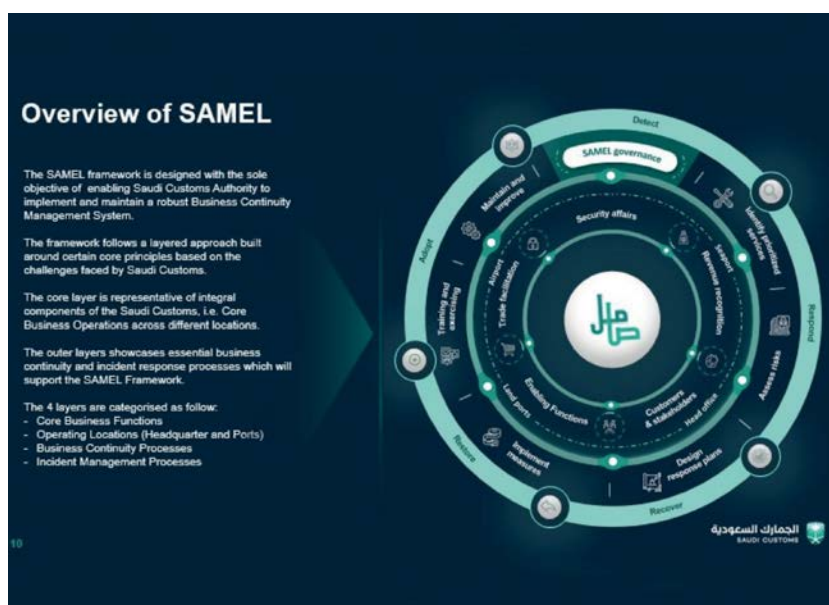
U.S. Customs and Border Protection (CBP) is working closely with the Department of Homeland Security (DHS) and other federal, state, and local agencies to support the whole-of-government effort to slow the spread of COVID-19 and keep everyone safe.

Please visit coronavirus.gov and [USA.gov/coronavirus](https://usa.gov/coronavirus) for official government-wide information and [CDC.gov/coronavirus](https://cdc.gov/coronavirus) for health-related updates about COVID-19. Visit [DHS.gov/coronavirus](https://dhs.gov/coronavirus) for homeland security updates and [FEMA's website](https://fema.gov) to distinguish between rumors and facts regarding the response to the COVID-19 pandemic.

CBP Coronavirus (COVID-19) Updates and Announcements

Samel: the business continuity management system set up by Saudi Customs

In 2020 the Saudi Customs Authority set up “Samel”, a business continuity management system comprising a special framework that has proven particularly effective in dealing with the disruption caused by the COVID-19 pandemic. The central layer of the system focuses on core business operations, while the outer layers are instrumental to business continuity and incident response. The initiative was launched shortly before the coronavirus outbreak and Saudi Customs was consequently able to implement preventive measures when the first positive cases were detected in March 2020. Saudi Customs’ crisis management framework was further enhanced later in the year in cooperation with other relevant parties, such as the Ministry of Health which contributed to finalizing the risk assessment measures.



Cameroon facilitates trade by implementing contactless procedures

Cameroon Customs has implemented particularly effective measures to overcome potential disruption to the supply chain and ensure social distancing. These measures include the direct release of relief and humanitarian consignments and the implementation of CAMCIS, a new Customs information system that is proving instrumental in moving towards a paperless environment.

In addition, many procedures have been simplified and digitalized. Documents are now accepted in electronic format, including certificates of origin for preferential tariff treatment as well as invoices and receipts for the payment of duties and taxes. Cameroon Customs encourages the use of electronic means of payment and consults with national supply chain representatives to respond to their needs and ensure the continuity of services.



“Capacity building and technical assistance are essential for the effective implementation of appropriate tools and instruments. The Workshop was an eye opener (...), especially for those working in leadership roles.”

Comment by a participant in the ESA/WCA Interregional Workshop

Customs measures to combat COVID-19

Coordinated Border Management,
by Oluimo da Silva, Technical Officer,
WCO Facilitation Sub-Directorate

The COVID-19 pandemic has seriously disrupted global trade, negatively affecting both Customs and other trade stakeholders, such as Cross-Border Regulatory Agencies (CBRAs).

The WCO Secretariat has been playing a key role in preventing the rapid spread of the virus and in mitigating the impact of the pandemic on Customs administrations, encouraging them to continue facilitating the efficient cross-border movement of goods, including relief ones, while ensuring a high level of cooperation and, where possible, enhancing coordination and collaboration with trade stakeholders.

That being said, it has become crucial for Customs administrations to actively implement the WCO Coordinated Border Management (CBM) concept as a fundamental approach, given the current situation facing the world. The concepts and paradigms of CBM are an integral part of the most relevant measures to respond to emerging and ongoing challenges for Customs caused by COVID-19.

In the WCO CBM Compendium, the concept of CBM means a coordinated approach by domestic and international border control agencies with a view to seeking greater efficiency in the management of trade and travel flows, while maintaining a balance with compliance requirements.

The Compendium contains several new features and aims to provide comprehensive support to Customs administrations, CBRAs and international organizations in fostering the implementation of CBM, including at this time when cooperation and coordination are of the utmost importance.



Bearing in mind the ongoing global health crisis and the WCO Secretariat's approach towards more effective CBM, Customs administrations are invited to incorporate CBM in their national emergency plans and recovery programmes, as this will result in closer cooperation and coordination with their National Disaster Management Authority (NDMA) and CBRAs, hence making optimum use of the scarce resources available to respond to the crisis.

Responding effectively to the ongoing COVID-19 pandemic requires coordination with other government agencies and Customs administrations, especially in neighbouring countries. The implementation of the CBM approach should make it possible to expedite the clearance of critical goods through a simplified emergency procedure; to identify, in cooperation with health authorities, the goods required by countries to respond to the crisis; to temporarily lift tariffs, if appropriate; and to speed up the licensing process.

As the only international organization representing Customs administrations globally, the work carried out by the WCO in cooperation with other relevant international bodies is extremely important for ensuring supply chain continuity. To this end, CBM has been promoted worldwide by the WCO as one of its most important concepts, facilitating the implementation of effective measures and helping fight against the COVID-19 pandemic. This promotional work includes issuing joint statements and correspondence with other international organizations playing an equally active role in the global supply chain.

Over the coming months, a number of CBM activities are scheduled for delivery to WCO Members.

Fostering institutional dialogue to overcome the pandemic

The WCO Asia/Pacific Regional Office for Capacity Building supports the region's Members in fostering Customs modernization during the COVID-19 pandemic,

by Norikazu Kuramoto, Head of the WCO Asia/Pacific Regional Office for Capacity Building (ROCB/AP)

The WCO Asia/Pacific Regional Office for Capacity Building (ROCB A/P) has, for many years, been responsible for supporting and enhancing Members' efforts towards Customs modernization and regional cooperation through capacity building activities. Following the COVID-19 global health emergency its role remains unchanged, albeit with renewed importance and higher expectations.

As a regional body dedicated to training, the ROCB A/P naturally recognized the importance of maintaining and enhancing Customs officials' knowledge and ability to respond appropriately to the impact of COVID-19.

Given the importance of capacity building and regional cooperation following the onset of the COVID-19 pandemic, the ROCB A/P continues to ensure ongoing cooperation among regional entities and Members.

As for the regional entities, the annual Heads of Regional Training Centres (RTCs) Meeting could not be hosted by the RTC Japan as originally scheduled, due to the restrictions in place to curb the spread of COVID-19. Given the importance of the event, the ROCB A/P decided to hold the Meeting via an online

platform on 15 October 2020. Representatives from the WCO Capacity Building Directorate (Director Taeil Kang and the Regional Development Manager for the A/P region), the regional Vice-Chair and officials from RTCs in the A/P region, the WCO Regional Intelligence Liaison Office A/P and the ROCB A/P came together to share and exchange views on capacity building in the region. In addition, the Meeting also reviewed challenges and experiences relating to Customs training in response to COVID-19. The intention of fostering cooperation and hosting WCO workshops in person, once the situation allows, was also confirmed.

In order to promote technical cooperation at regional level, the ROCB A/P has made every effort to offer capacity building opportunities to its Members. Since the beginning of the COVID-19 pandemic, it has been supporting online workshops organized by WCO Headquarters. The requisite digital platforms and equipment (cameras, microphones and screens) were made available and ROCB A/P staff members were trained on how to manage the operating systems. Since November 2020, seven workshops have been held including three regional and four sub-regional



ones. An additional six regional workshops will be supported by ROCB A/P in the first half of this year. When organizing workshops, Members should, as far as possible, be provided with the tools they need. In this regard, the ROCB A/P, in cooperation with Japan Customs, conducts an Annual Needs Survey to take stock of the needs of A/P region Members in terms of capacity building and reflect them in the workshops planned for delivery for the following financial year, with a view to developing a more tailor-made approach.

Enhancing contacts and sharing information among Members is particularly useful for further improving the activities provided to them. For this reason, the ROCB A/P has been issuing quarterly E-Newsletters including updates and news on modernization activities and initiatives carried out by A/P Members. In addition, each E-Newsletter contains special essays written by ROCB A/P Programme Managers to explain, in a user-friendly manner, technical topics such as Customs Valuation; Authorized Economic Operators (AEOs); WCO Mercator Programme; Data Analytics; Post-Clearance Audit; Small Island Economies (SIEs) Initiative; Advance Passenger Information (API) and Passenger Name Record (PNR); Intellectual Property

Rights (IPR); Free Zones; and the PICARD (Partnership in Customs Academic Research and Development) Programme. Fifteen special essays have been published so far (for more information: <http://www.rocb-ap.org/>).

Since April 2020, the ROCB A/P has also issued Good Practice Reports containing A/P region Members' best practices on high priority topics, such as Customs Training, AEOs and Integrity. In addition, to foster the synergies stemming from capacity building activities implemented by each regional entity, in October 2020 the ROCB A/P published a brochure on "WCO Capacity Building Entities in the Asia/Pacific Region". It provides an overview of each regional entity together with lots of photos of facilities and equipment, giving Members a better understanding of how these entities function so that they, in turn, can improve their own training facilities.

As previously mentioned, even during the COVID-19 era the ROCB A/P is fully committed to delivering regional capacity building activities by working in close cooperation with A/P region Members.

The COVID-19 Project Team

Moez Ahmed

Project Manager

Senior professional with hands-on experience in Customs policies and procedures.

Anna Georgiievska

Assistant Project Manager

With a background in international law, Anna is responsible for procurement and administration.

Claudia Orlandini

Assistant Project Manager

Language expert responsible for the communication and translation portfolio.

Get in touch:
COVID19BCProject@wcoomd.org

Editorial note

The COVID-19 Project Newsletter is distributed free of charge in English and French and is available on the WCO website. The WCO COVID-19 Project Team wishes to express its sincere thanks to all contributors. Please note that the opinions expressed in this Newsletter are the Team's own and do not necessarily reflect the official views of the Organization. The WCO Secretariat reserves the right to publish, not to publish or edit articles to ensure they conform to the Newsletter's editorial policy. Contributions are welcome in English and French.

Photo credits: P. 1, 2, 7, 9, 12, 14, 16: © Stock.adobe.com; P.1: © World Customs Organization; P.3: © Azerbaijan Customs; P.4: © Hungary Customs; P.10: © Peru Customs; P.13: © Kazakhstan Customs.