



PROGRESS REPORT

WCO Europe Region Heads of Customs Conference 2019

A. OVERVIEW

The Regional Office for Capacity Building (ROCB) for the World Customs Organization (WCO) Europe Region has been functioning in Baku, Azerbaijan, since 17 October 2011 based on the Memorandum of Understanding signed between the WCO and the Government of the Republic of Azerbaijan.

Technical staff of ROCB Europe is seconded by Customs Administrations of WCO Europe Region. Currently, there are two technical staff seconded by the Customs Administrations of Switzerland (head of office) and the Republic of Turkey.

Mr. Aidyn Imashev, from Kazakhstan Customs Administration has successfully completed his tenure at the Office and went back to his home administration to take up his new position after 5.5 years of work.

The Office is fully ensured with administrative staff including office manager and support staff as well as guardsmen by the State Customs Committee of the Republic of Azerbaijan.

B. STRATEGY

In terms of strengths, weaknesses, opportunities and threats; the following points merit consideration with regard to future work of ROCB Europe.

There is an extensive ongoing support to ROCB Europe from the host administration, the State Customs Committee of the Republic of Azerbaijan. ROCB Europe has its own premises with spacious offices and well-furnished large meeting hall and training sections. The coverage of ROCB Europe is the largest in comparison to other WCO Regions and it is comprised of Member Administrations some of which are substantially advanced in customs. The location of the ROCB Europe is practical and it is virtually in the center of the WCO Europe Region in geographical means, which makes it easily reachable from any country in the WCO Europe Region.

However, ROCB Europe traditionally suffers from under employment of technical personnel and lack of adequate financial support from the member Customs Administrations which in turn causes ROCB Europe to underperform. The level of low backing seems to be dramatic considering the large coverage of the WCO Europe Region. The attention and willingness to hold collaborative activities of Member Administrations with ROCB Europe is limited. Absence of a strategy for the WCO Europe Region prevents ROCB Europe from performing in a fulfilling way in line with regional guidance and needs.



Still, ROCB Europe has the potential to play a role in regional capacity building activities as well as customs related projects to a much greater extent as opposed to the current situation. ROCB Europe can act as a coordination hub for the region for Regional Training Centers, RILOs and Vice-Chairmanship as well as WCO Europe Region Heads of Administration Conference. ROCB Europe web site can be and has been used for accessing working documents and announcements for regional meetings and events through public or member only sections, as the case may be. Within the framework of a long-term regional strategy, ROCB Europe can use its potential for a stable and sustainable work program.

Against this background, ongoing low level of support could result in decreased attention and a decline of interest for WCO activities in WCO Europe Region. Limited number of high-level regional events coupled with low level of regional coordination might result in as an unbalanced regional coordination as well as lack of mutual understanding among Member Administrations.

In order to meet the long-term targets and face the challenges, ROCB Europe has drafted its Strategic Framework, which includes, among others, mission and vision statements, values and strategic goals.

Mission statement: ROCB Europe is the beacon for the work of customs capacity building activities in the WCO Europe Region. It exclusively aims at enhancing capacities of Customs Administrations in paving the way for more secure and simplified customs processes and international trade operations”.

Vision statement: ROCB Europe’s vision is to realize sustainable capacity building activities with concrete outcomes that favorably benefit Customs Administrations.

Values: Excellence, Cooperation, Inclusiveness, and Continuous Improvement.

ROCB Europe performs its work in line with its four keystone strategic goals and three strategies on organizational management and communication.

Keystone Strategic Goals:

- **Promote the work on customs capacity building and WCO instruments.**
- **Foster customs reform and modernization process of Member Administrations.**
- **Strengthen regional cooperation among Member Administrations.**
- **Enhance collaboration with stakeholders, development partners and donors.**

Strategic Goals on Organizational Management:

- **Strengthen office management and improve institutional functionality.**
- **Secure adequate funding and financial sustainability.**

Strategic Goal on Communication:

- **Address a broad audience and raise awareness on customs capacity building and development.**

An Execution Program details the deliverables of the Strategic Goals. It is supplemented by the Work Plan which includes planned activities. As a continuation, Progress Report is presented annually which indicates the actual activities carried out against the Work Plan in an effort to monitor the performance. The full text of the ROCB Europe Strategic Framework is reproduced in **Annex I**.

C. REPORT OF ACTIVITIES

In the period from April 2018 to March 2019, ROCB Europe hosted 17 events. The list of the activities are annexed to this document (**Annex II**).

The report of activities corresponding to the Work Plan is as follows:

GOAL 1: Promote the work on customs capacity building and WCO instruments

1.1 Maintain and promote sustainable mechanism for the collection of Members' needs

- Members' needs are collected and analyzed then forwarded to the WCO Secretariat periodically every year.

1.2 Upon request, assist Members' efforts in developing tailor made Customs Capacity Building projects, workshops etc. in the region

- No request received from the members, however ROCB Europe successfully carried out the Workshop on Simplification and Acceleration of Customs Procedures in June 2018. Nine Member Administrations and two international organizations attended the workshop.

During the Workshop, information and experience exchange were made by presentations and briefings such as Customs Data Exchange, Domestic and International Cooperation for Expedited Customs Crossings, Methods for Simplified Customs Procedures, AEO Programs, Information Technology Solutions, Simplifications for Railway Transit Operations, and so on all targeted at Simplification and Acceleration of Customs Procedures.

The Workshop also served as a platform in enhancing the dialogue and networking among officials from Member Administrations and Inter-Governmental Organizations.

1.3 Assist WCO CB activities in supporting workshops, seminars, meetings in compliance with the WCO Corporate Plan

- 9th Regional Meeting of the World Customs Organization (WCO) Europe Region of the Regional Office for Capacity Building for the World Customs Organization Europe Region (ROCB), Regional Training Centers (RTCs) and Vice-Chair Offices was held on 16 to 18 October 2018 at the ROCB Europe Premises in Baku, Azerbaijan. Russian Federation as the WCO Europe Region Vice-Chair, WCO Secretariat, ROCB Europe and RTCs of Azerbaijan, Hungary, Kazakhstan, Russian Federation and Kyrgyz Republic (which is projected to have a WCO-accredited RTC soon) were present at the meeting. The report of the meeting could be found in the member section of the ROCB Europe web site.

- The 2nd Meeting of the World Customs Organization (WCO) Europe Region National Contact Points for Capacity Building was held from 28 to 30 January 2019 at the Regional Office for Capacity Building for the World Customs Organization Europe Region (ROCB Europe) in Baku, Azerbaijan. Delegates from 21 Member Administrations in the WCO Europe Region, representatives from the WCO Secretariat and ROCB Europe participated in the meeting to share their views and evaluate issues of common interest. Participants were briefed and updated on ROCB Europe and its activities as well as its initiatives and proposals, WCO Strategy and organizational development, needs assessment process, WCO Mercator Program and presentations on experiences by Kazakhstan, Albania, Norway and WCO East and South Africa Region together with expert mobilization and WCO's blended approach in customs training. On the last day of the meeting, the participants attended the Inaugural Ceremony of WCO e-Learning Platform Installation in Azerbaijan Customs.

1.4 Initiate, plan and implement the Russian translation of WCO training materials

- More than 1000 pages translated into Russian language and forwarded to the WCO Secretariat. The list of translated materials is attached (Annex III).

GOAL 2: Foster customs reform and modernization process of Member Administrations

2.1 Maintain the pool of WCO accredited and other experts in the Region

- Information about experts was requested from the RTCs during the ROCB, RTCs and VC meeting in October 2018. However, no response received.
- The disclosure of the information about the experts on the WCO web site is restricted by the members as per the information obtained from the WCO Secretariat. The disclosure of the information might be granted by the Member Administrations for ROCB Europe to access or obtain the list of experts.

2.2 Upon request, assist Members to promote WCO e-learning programs and CLIKC! Platform in cooperation with the RTCs and experts

- No request was received. However, crosslink between the ROCB website to the WCO web platform CLIKC! is being maintained.

2.3 Motivate developed Member Administrations to provide contribution in the regional capacity building activities

- During the National Contact Points Meeting in January 2019, it was elaborated that the ways for getting developed countries on board should be looked into.

2.4 Publish the materials translated into Russian on the ROCB Europe website

- The process for uploading the WCO training materials which were translated into Russian language to the ROCB Europe web site has been initiated.

GOAL 3: Strengthen regional cooperation among Member Administrations

3.1 Request Member Administrations to second executive staff to the ROCB

- Members are urged during the meetings as well as with letters, progress report and presentations made.

3.2 Maintain and update the National Contact Points and the Regional Experts databases on the ROCB website

- Update on national contact points information was requested from the members in 2017 and 2018. A database for NCPs is kept updated and published on the ROCB Europe web site member section.

- It was agreed to have a document such as Letter of Intention for the role of NCPs during the NCP meeting in January 2019. ROCB will draft such document.

3.3 Collect and disseminate best practices in the Region

- No comprehensive work could be done in the face of inadequate staff. However, the submissions are welcome to be published on the ROCB Europe web site.

3.4 Provide Members with a platform to exchange knowledge and training materials amongst National and Regional Training Centers

- ROCB Europe web site has dedicated pages for Regional Training Centers on which the RTCs can publish their information as well as news and updates.
- A possible forum is to be used either on the ROCB Europe web site or on WCO CLIKC! platform.

3.5 Further strengthen cooperation with RTCs for deliverable of Capacity Building events

- Coordination was made with RTC in Ukraine on the Strategy and priorities as well as with RTC in Kyrgyz Republic on the Strategy and related work. All activities were requested from the RTCs for the previous 12-month period.

GOAL 4: Enhance collaboration with stakeholders, development partners and donors

4.1 Enhance cooperation, coordination and mutual understanding between development partners and ROCB

- International organizations such as United Nations Economic Commission for Europe, United Nations Conference on Trade and Development and Organization of the Black Sea Economic Cooperation invited to the event organized by ROCB Europe. Participation of the abovementioned organizations to the Workshop on Simplification and Acceleration of Customs Procedures in June 2018 brought useful impact not only for the workshop but also for the collaboration with these stakeholders.

4.2 Further promote coordinated or joint activities with international and regional development partners

- ROCB Europe hosted events of Asian Development Bank and United Nations Office of Drugs and Crime. The full list of events hosted or organized by ROCB Europe is attached (Annex II).

GOAL 5: Strengthen office management and improve institutional functionality

5.1 Ensure proper conditions for effective functioning of the ROCB and its staff

- The facilities are well maintained. Host administration has been supporting the ROCB in terms of facilities as well. The conditions are proper for effective functioning of staff currently. However, ROCB Europe faces underemployment as it is explained in the section below about staff (see the section titled 'Staff').
- The progress of drafting a Terms of Reference for ROCB Europe is ongoing.

5.2 Update the strategic plan and maintain a reporting mechanism

- Strategic Framework was drafted and presented to the Heads of Customs Conference in 2018. It is progressively being updated. Progress report is also presented to the Heads of Customs Conference annually together with Work Plan.

GOAL 6: Secure adequate funding and financial sustainability

6.1 Develop a financial plan

- A yearly budget estimate is drafted considering possible activities with the possible funding amount commensurate to the estimate of income.

6.2 Maintain the electronic single entry bookkeeping

- Electronic single entry bookkeeping is kept constant for clear and trackable expenses.

6.3 Upon request undergo a dedicated regional finance/audit committee

- It is demanded on various platforms that an audit could be carried out by any of the WCO Europe Region Member Administrations but no progress made up to now.

GOAL 7: Address a broad audience and raise awareness on customs capacity building and development

7.1 Maintain and update the ROCB website

- ROCB Web Site is kept updated and comprehensive as much as possible.

- ROCB Europe Web Site has been upgraded with the feature of responsiveness (automatically adjusted screen display depending on the device in use).
- Members section (which is only accessible with username and password) has been in place on the ROCB Europe web site for hosting restricted and meeting documents as well as for other important documents.

7.2 Use outreach tools and promotion materials

- Publicity Materials:
 - Newly designed and improved **flyer**, which includes general information about WCO, ROCBs, RTCs and ROCB Europe.
 - Newly designed and improved **brochure**, which includes detailed information about ROCB Europe.
 - **Presentation** about ROCB Europe and its operating context (also available on the web site).
- Corporate design:
 - Designated **letterheads and font character**.
 - Designated **colors and color alignment** between the web site and other publicity materials.
 - Revised **ROCB Europe logo**.
- Social Media:
 - Frequently updated **Twitter Page** (account name: @rocb_europe).
 - Frequently updated **LinkedIn Page** (account name: ROCB Europe).

D. DRAFT REGIONAL STRATEGY

The draft Regional Strategy for the WCO Europe Region was presented in the Heads of Customs Conference in 2018 by the ROCB Europe (**Annex IV**). However, there was no decision taken in the Conference. In the period since the last Heads of Customs Conference in 2018, the priorities of the WCO Europe Region has become clearer. In that frame, the draft regional strategy could be modified by taking into consideration the priorities of the WCO Europe Region. Further work on the draft regional strategy rests upon the decision of the Heads of Customs.

E. STAFF

For a considerable period of time, Kazakhstan, Switzerland and Turkey have been seconding staff at ROCB Europe, a policy that deserves much appreciation. If remaining Members of the region follow this practice, ROCB Europe would be supported to a greater extent as well.

Technical staff of ROCB Europe is seconded by Customs Administrations of WCO Europe Region. Currently, there are two technical staff seconded by the Customs Administrations of



Switzerland (head of office), and the Republic of Turkey. Mr. Aidyn Imashev, from Kazakhstan Customs Administration has successfully completed his tenure at the Office and went back to his home administration to take up his new position after 5.5 years of work.

F. PREVIOUS YEAR EXPENSES AND PROJECTED BUDGET

The budget of ROCB Europe is formed by the voluntary contributions of the Members of the WCO Europe Region and other income generated by the office. Last year, 39 Members have collected a total amount of 67,554.64 Euro for ROCB Europe and the office has generated a rental income of 260.28 Euro for the current financial year.

The expenditure (in Euro) from 1st of April 2018 until 31st of March 2019 is as follows:

Chapter 1 Premises	€ 2245.30
Chapter 2 Supplies and Services	€ 30163.38
Chapter 3 Missions	€ 8006.38
Chapter 4 Regional Events	€ 4339.24
Chapter 5 Representations	€ 13723.41
Chapter 6 Unforeseen expenses	€ 0.00
Chapter 7 Reserve	€ 0.00
Total:	€ 58477.71

The detailed budget sheet for abovementioned expenses and revenues as well as budget estimate (€ 67,554) for the following year for ROCB Europe are annexed to this document (**Annex V**).

G. FINANCING

The current funding for ROCB Europe provides adequate resources for maintaining the daily and short-term operational capacity. It should also be noted that the host administration, the State Customs Committee of the Republic of Azerbaijan, supports ROCB Europe to a great extent, by bearing the running costs primarily in operational and administrative aspects.

Nonetheless, the amount of financial resources from contributions restrict the ability of ROCB Europe in accomplishing broadly inclusive long term or even mid-term activities covering the WCO Europe Region on customs capacity building.

Financial Year	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
Number of Contributing Members	37	37	38	39	39

Current funding mechanism for ROCB Europe operates as follows:

- a) ROCB Europe received funding from 39 WCO Europe Region Members in the amount of 1,750.00 Euros from 38 members and 1,054.64 Euros from 1 member, totaling 67,554.64 Euros annually for the Financial Year 2018/2019;
- b) The contributions received from the Members are on a voluntary basis.

In addition to that, at the Heads of Customs Conference in 2016, it was decided that the contributions would be extended one additional year since the 3-year period had been ended in the year before. In the same way, it was decided to prolong the process one additional year during the Heads of Customs Conference in 2017. It was once again prolong for one additional year during the regional intersession at the WCO Council in 2018.

A pre-defined period for contributions (such as 3 years) and prolongation of the period for additional consecutive one-year periods annually also works against the long term financing of the Office. This is why the best way would be not setting a period for contributions and, in contrast, having the annual contributions permanent.

In this regard, the possibility of making the voluntary contributions permanent without setting any pre-defined period might be evaluated.

Also, an effective way for funded activities would be having donations by certain willing Members directed at specific projects or programs coordinated by ROCB Europe in partnership with the donor member. This kind of a donor partnership would be more result-based and satisfactory in terms of expected outcomes and impact. ROCB Europe is always open and ready to be involved in such partnership initiatives.



H. ACTIVITES OF REGIONAL TRAINING CENTERS

Regional Training Centers in the WCO Europe Region were involved in various activities and events in the period of April 2018 – March 2019. The reports by the Regional Training Centers are attached as **Annex VI**.

Meanwhile, a new training center, in Leninskoe in Kyrgyz Republic was accredited as a WCO Regional Training Center in 2018. The information about the RTC is also attached.

I. CONTAINER AND CARGO TRAINING CENTER

The Cargo and Container Training Center is located at the ROCB Europe premises and intended for providing training for front-line customs officers on cargo and container control matters both theoretically and practically. The Center was opened on 18 October 2016, on the same day of 5th Anniversary of ROCB Europe.

Increased level of international trade and corresponding use of containers require growing attention to the need for better scrutiny with a view to ensuring effective Customs controls. The Cargo and Container Training Center provides yet another useful and effective training facility for Customs community.

The center, which was built with the kind support of Customs Administration of the Netherlands, is the second center worldwide after the one in Rotterdam. Its modeling is also inspired by the design of Rotterdam Center.

ROCB Europe hosts cargo and container trainings at the center ex officio or upon receiving requests from member administrations.

J. WORK PLAN 2019/2020

The ROCB Europe Work Plan for 2019/2020 is attached as Annex VII.

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ANNEXES:

- Annex-I ROCB Europe Strategic Framework Document**
- Annex-II Activities Organized or Hosted by ROCB Europe**
- Annex-III Draft Regional Strategy of the WCO Europe Region**
- Annex-IV ROCB Europe Budget Sheet for 2018/2019 and Estimate for 2019/2020**
- Annex-V List of Translated Materials into Russian**
- Annex-VI Reports by Regional Training Centers**
- Annex-VII ROCB Europe Work Plan 2019/2020**



ANNEX-I

ROCB EUROPE STRATEGIC FRAMEWORK DOCUMENT

2018-2021

This document is intended for providing a strategic guidance for ROCB Europe.

EXECUTIVE SUMMARY

The Regional Office for Capacity Building (ROCB) for the World Customs Organization (WCO) Europe Region is the 6th and final ROCB comprising WCO's largest region, which has been operational since 2011.

The Office operates in its own building, which includes spacious conference hall, computer lab and two classrooms alongside offices for staff and has its own Cargo and Container Training Center (Section I: Current Status).

ROCB Europe is the beacon for the work of customs capacity building activities in the WCO Europe Region. It exclusively aims at enhancing capacities of Customs Administrations in paving the way for more secure and simplified customs processes and international trade operations.

ROCB Europe's vision is to realize sustainable capacity building activities with concrete outcomes that favorably benefit Customs Administrations based on the values of *Excellence, Cooperation, Inclusiveness, and Continuous Improvement*.

ROCB Europe performs its work in line with its four keystone strategic goals and three strategies on organizational management and communication (Section II: Strategy).

Keystone Strategic Goals:

- **Promote the work on customs capacity building and WCO instruments.**
- **Foster customs reform and modernization process of Member Administrations.**
- **Strengthen regional cooperation among Member Administrations.**
- **Enhance collaboration with stakeholders, development partners and donors.**

Strategic Goals on Organizational Management:

- **Strengthen office management and improve institutional functionality.**
- **Secure adequate funding and financial sustainability.**

Strategic Goal on Communication:

- **Address a broad audience and raise awareness on customs capacity building and development.**

The Execution Program is projected to be implemented with a view to achieving the strategic goals (Section III: Execution Program).



SECTION I: CURRENT STATUS

A. OPERATING CONTEXT:

The Regional Office for Capacity Building (ROCB) for the World Customs Organization (WCO) Europe Region has been functioning in Baku, Azerbaijan, since 17 October 2011 based on the Memorandum of Understanding signed between the WCO and the Government of the Republic of Azerbaijan.

ROCB Europe is the 6th and final ROCB comprising WCO's largest region.

ROCB Europe performs its work by means of its technical as well as administrative services. The State Customs Committee of the Republic of Azerbaijan gives extensive support in terms of logistical arrangements and administrative support to ROCB Europe.

Technical staff of ROCB Europe is seconded by Customs Administrations of WCO Europe Region. Currently, there are two technical staff seconded by the Customs Administrations of Switzerland (head of office), and the Republic of Turkey.

The Office is fully ensured with administrative staff including office manager and support staff as well as guardsmen by the State Customs Committee of the Republic of Azerbaijan.

B. ASSETS:

i) Facilities

ROCB Europe operates in its own building, which includes the following alongside spacious offices for staff:

- Fully equipped conference hall;
- Computer lab with working stations;
- 2 well-equipped training classes;
- Cafeteria as well as fully equipped kitchen;
- Parking garage.

WCO, WCO Member Administrations and international governmental organizations as well as the State Customs Committee and other government agencies of the Republic of Azerbaijan are welcome to use the premises.

ii) Cargo and Container Training Center

The Cargo and Container Training Center is located at the ROCB Europe premises and intended for providing training for frontline customs officers on cargo and container control matters both theoretically and practically. The center, which was built with the kind support of Customs Administration of the Netherlands, is the second center worldwide after the one in Rotterdam. ROCB Europe hosts cargo and container trainings ex officio at the center upon receiving requests from member states.

SECTION II: STRATEGY

A. SWOT ANALYSIS

i) Strengths:

- There is an extensive ongoing support to ROCB Europe from the host administration, the State Customs Committee of the Republic of Azerbaijan.
- ROCB Europe has its own premises with spacious offices and well-furnished large meeting hall and training sections.
- The coverage of ROCB Europe is the largest in comparison to other WCO Regions and it is comprised of Member Administrations some of which are substantially advanced in customs.
- The location of the ROCB Europe is practical and it is virtually in the center of the WCO Europe Region in geographical means which makes it easily reachable from any country in the WCO Europe Region.

ii) Weaknesses:

- ROCB Europe traditionally suffers from under employment of technical personnel and lack of adequate financial support from the member Customs Administrations which in turn causes ROCB Europe to underperform. The level of low backing seems to be dramatic considering the large coverage of the WCO Europe Region.
- The attention and willingness to hold collaborative activities of Member Administrations with ROCB Europe is limited.
- Absence of a strategy for the WCO Europe Region prevents ROCB Europe from performing in a fulfilling way in line with regional guidance and needs.

iii) Opportunities:

- ROCB Europe has the potential to play a role in regional capacity building activities as well as customs related projects to a much greater extent as opposed to the current situation.
- ROCB Europe can act as a coordination hub for the region for Regional Training Centers, RILOs and Vice-Chairmanship as well as WCO Europe Region Heads of Administration Conference.
- ROCB Europe web site can be used for accessing working documents and announcements for regional meetings and events through public or member only sections, as the case may be.
- Within the framework of a long-term regional strategy, ROCB Europe can use its potential for a stable and sustainable work program.

iv) Threats:

- Ongoing low level of support could result in decreased attention and a decline of interest for WCO activities in WCO Europe Region.
- Limited number of high-level regional events coupled with low level of regional coordination might result in as an unbalanced regional coordination as well as lack of mutual understanding among Member Administrations.



B. STRATEGIC GUIDANCE

i) Mission statement:

ROCB Europe is the beacon for the work of customs capacity building activities in the WCO Europe Region. It exclusively aims at enhancing capacities of Customs Administrations in paving the way for more secure and simplified customs processes and international trade operations.

ii) Vision:

Realizing sustainable capacity building activities with concrete outcomes that favorably benefit Customs Administrations.

iii) Values:

Excellence, Cooperation, Inclusiveness, Continuous Improvement.

C. KEYSTONE STRATEGIC GOALS

ROCB Europe operates with the aim of achieving the following keystone strategic goals:

- **Promote the work on customs capacity building and WCO instruments.**
- **Foster customs reform and modernization process of Member Administrations.**
- **Strengthen regional cooperation among Member Administrations.**
- **Enhance collaboration with stakeholders, development partners and donors.**

D. ORGANISATIONAL MANAGEMENT STRATEGY

In order to complement and boost the work on the keystone strategic goals, ROCB Europe also operates in the context of the following organizational management strategy goals:

- **Strengthen office management and improve institutional functionality.**
- **Secure adequate funding and financial sustainability.**

E. COMMUNICATION STRATEGY

In order to complement and boost the work on the keystone strategic goals, ROCB Europe also operates in the context of the following communication strategy goal:

- **Address a broad audience and raise awareness on customs capacity building and development.**

SECTION III: EXECUTION PROGRAM

Below mentioned program is projected to be implemented with a view to achieving the strategic goals:

GOAL 1: Promote the work on customs capacity building and WCO instruments.	
Deliverables	<ul style="list-style-type: none"> Organize, coordinate or host regional, sub-regional and national events on customs capacity building and WCO instruments. Produce, collect, analyze or disseminate information about customs capacity building and WCO instruments.
Potential Stakeholders	Customs Administrations, WCO, other international governmental organizations, private sector.
Expected Impact	Enhanced customs capacity of Member Administrations and increased benefit from and better use of WCO instruments.
Performance Indicators	Number of events organized, hosted or coordinated.
GOAL 2: Foster customs reform and modernization process of Member Administrations.	
Deliverables	<ul style="list-style-type: none"> Provide customs capacity building support through coordination of technical assistance, training and experience sharing activities for Member Administrations. Assist initiation or implementation of projects and programs of Member Administrations on customs capacity building.
Potential Stakeholders	Customs Administrations, WCO, other international governmental organizations.
Expected Impact	Increased customs capacity of Member Administrations.
Performance Indicators	<ul style="list-style-type: none"> Number of events organized, hosted or coordinated. Number of projects or programs assisted.
GOAL 3: Strengthen regional cooperation among Member Administrations.	
Deliverables	<ul style="list-style-type: none"> Provide a common platform for regional communication, view exchange, information sharing; coordinate regional and sub-regional meetings; keep databases for experts, programs and projects and other relevant information. Initiate and maintain WCO Europe Region Regional Strategic Plan.
Potential Stakeholders	Member Administrations, WCO Secretariat.
Expected Impact	Increased regional cooperation between the Member Administrations.
Performance Indicators	<ul style="list-style-type: none"> Number of initiatives taken for strengthening regional cooperation Status of WCO Europe Region Regional Strategic Plan.
GOAL 4:	

Enhance collaboration with stakeholders, development partners and donors.	
Deliverables	Increase engagement with stakeholders, development partners and donors in order to organize joint activities and urge them to take initiatives.
Potential Stakeholders	Governments, WCO, other international governmental organizations, private sector, embassies, missions in Azerbaijan.
Expected Impact	Increased audience, reinforced promotion of customs capacity building activities and the Office.
Performance Indicators	Number of projects, visits and events carried out.
GOAL 5: Strengthen office management and improve institutional functionality.	
Deliverables	<ul style="list-style-type: none"> • Ensure effective human resources development and provide training where available and proper conditions for staff at the Office. • Conduct on the basis of adopted institutional procedures and principles.
Potential Stakeholders	N/A
Expected Impact	Increased effectiveness and competency of staff.
Performance Indicators	Ongoing process.
GOAL 6: Secure adequate funding and financial sustainability.	
Deliverables	Ensure long term funding thereby consistent implementation of the Execution Program for customs capacity building activities.
Potential Stakeholders	Customs Administrations, development partners, donors.
Expected Impact	Improved functionality of ROCB Europe in providing customs capacity activities.
Performance Indicators	Balanced budget and the number of activities provided.
GOAL 7: Address a broad audience and raise awareness on customs capacity building and development.	
Deliverables	<ul style="list-style-type: none"> • Engage as many stakeholders as possible to attract more attention to the work of ROCB Europe and urge stakeholders to take initiatives on customs capacity building by effective communication techniques and representation. • Reach out stakeholders with a view to urging them to uphold customs capacity building related activities.
Potential Stakeholders	Customs and trade community.
Expected Impact	Increased audience as well as increased activities by customs and trade community.
Performance Indicators	Number of outreach activities made.



SECTION IV: PERFORMANCE MONITORING AND REVIEW

A. PERFORMANCE MONITORING

Performance monitoring with regard to Execution Program shall be made based on Progress Report which shall indicate the activities of ROCB Europe on an annual basis taking into consideration a results-based approach and impact observation through quantitative as well as qualitative methods.

B. REVIEW

The ROCB Europe Strategic Framework shall be reviewed by ROCB Europe aligned with the inputs received from the Member Administrations, WCO Europe Region Vice-Chair and the WCO Secretariat.

ANNEX-II

Events Organized or Hosted by ROCB Europe April 2018 – March 2019

#	Event	Date
1	Accreditation of Valuation Experts workshop "Raise the performance and profile of Customs"	4-8 June 2018
2	Regional Workshop on Simplification and Acceleration of Customs Procedures	20-21 June 2018
3	National Workshop on Strategic Trade Control Enforcement (STCE)	9-12 October 2018
4	The implementation of "One inspector-one means of transport" principles in BCPs	15 October - 8 November 2018
5	9th Regional Meeting of the WCO Europe Region ROCB, RTC's and Vice-Chair Offices	16-18 October 2018
6	WCO Regional Transit Workshop	13-15 November 2018
7	UNODC-WCO Container Control Programme - Air Theoretical Training	21-30 November 2018
8	Seminar for International Haulers	7 December 2018
9	Seminar for Customs Colleagues	8 December 2018
10	Sub regional Workshop on Application of Customs Related Provisions of World Trade Organization Trade Facilitation Agreement	15-16 January 2019
11	Meeting of the WCO Europe Region National Contact Points for Capacity Building	28-30 January 2019
12	TAIEX Workshop on Carrying out Efficient Customs Control of Travelers	25-26 February 2019
13	UNODC-WCO Container Control Programme Practical Training	25 February – 1 March 2019
14	Seminar on Cooperation among Administrations in Implementing Sanitary and phytosanitary (SPS) Measures	5-6 March 2019
15	WCO National Train-The-Trainers Workshop on X-Ray Image Interpretation	11-15 March 2019
16	UNODC CT-40 Kit Training	18-19 March 2019
17	Workshop on Capacity Development of Customs Laboratories	27-28 March 2019

ANNEX-III

LIST OF TRANSLATED WCO TRAINING MATERIALS

1. Corruption Risk Mapping Guide
2. Integrity Development Guide
3. Procurement-Guide
4. Compilation Integrity Practices
5. Guide HRM
6. SW Compendium V1
7. SW Compendium V2 (One Chapter)
8. AEO Compendium
9. Overview and Introduction to new materials -2015-FINAL Case Study - Brazil
10. Revenue Package - 2015-FINAL - v3 Case Study - India
11. Diagnostic Tool -Class-Origin-Val - FINAL (updated in October 2016) Case Study - Mauritius
12. Guidelines on Infrastructure for Tariff - Valuation and Origin - FINAL 2015
13. TECHNICAL GUIDELINES ON ADVANCE RULINGS FOR CLASSIFICATION ORIGIN AND VALUATION
14. ORIGIN IRREGULARITY TYPOLOGY STUDY _final
15. Guide To Counter Origin Irregularities June 2016
16. COMPARATIVE STUDY ON CERTIFICATION OF ORIGIN final
17. Guidelines on certification endorsed July 2014
18. Mirror analysis guide - FINAL
19. Undervaluation of textiles-Italian report - FINAL
20. Developing policies with respect to informal trade - FINAL
21. Guide on termination of inspection contracts - FINAL
22. WCO GUIDE TO CUSTOMS VALUATION AND TRANSFER PRICING - final-EN
23. Practical Guidelines for Valuation Control -2015-FINAL 17. Phase I - Guidelines on Preferential Origin Verification - (updated in July 2015) final version

ANNEX-IV

Draft



WORLD CUSTOMS ORGANIZATION EUROPE REGION REGIONAL STRATEGY 2018-2021

MEMBERS OF THE WORLD CUSTOMS ORGANIZATION (WCO) EUROPE REGION;

HAVING REGARD to the Convention Establishing the Customs Cooperation Council,

HAVING REGARD to WCO's values and mission statement,

HAVING REGARD to the Decision of the WCO Council No. 283 on the Regional Structure of the WCO;

BEARING IN MIND that the joint regional activities and initiatives pave the way for enhanced customs cooperation among Members,

EMPHASIZING the importance of customs capacity building with a view to reinforcing secure and facilitated trade relations in the Region,

CONSIDERING the need for strengthened communication among the Members,

TAKING INTO ACCOUNT the different particularities of each Member of the Region,

DETERMINED to establish a stable modality intended for improved customs cooperation,

DECIDE as follows:

1. The Regional Strategy of the WCO Europe Region is to;

- **Promote and complement the implementation of the WCO's Strategic Plan according to regional and sub-regional particularities,**
- **Strive collaboratively for boosting customs reform and modernization among Members by taking into account country specific needs,**
- **Strengthen and facilitate communication among Members,**
- **Ensure high-level political commitment aimed at enhancing regional development on customs and trade.**

2. ROCB Europe shall coordinate, facilitate and monitor the activities in line with the Regional Strategy as required.

ANNEX-V

ROCB Budget Report April 2019

Surplus for the budget year			€ 9,336.77
	Revenues	Expenses	Sub-total
Operating expenses			€ 58,477.71
Chapter 1	Premises	€ 2,245.30	
Chapter 2	Supplies and services	€ 30,163.38	
Chapter 3	Missions	€ 8,006.38	
Chapter 4	Regional events	€ 4,339.24	
Chapter 5	Representations	€ 13,723.41	
Chapter 6	Unforeseen expenses	€ -	
Chapter 7	Reserve	€ -	
Operating revenues			€ 67,814.48
	Members contribution	€ 67,554.64	
	Events and room rentals	€ 259.84	
	Total expenses	€ 58,477.71	
	Total revenues	€ 67,814.48	

Expenses financial year 2018-2019 / Estimates for 2019-2020

Chapter 1 - Premises

Description		Expenditure	Estimates for 2019/2020
1.1	Maintenance	€ 2,245.30	€ 1,000.00
	Total	€ 2,245.30	€ 1,000.00

Chapter 2 – Supplies and services

Description		Expenditure	Estimates for 2019/2020
2.1	Office supplies	€ 1,705.13	€ 1,200.00
2.2	Maintenance and repair of equipment	€ 96.05	€ 150.00
2.3	Documentation/Printing	€ 1,938.65	€ 1,500.00
2.4	Translations	€ 20,280.91	€ 10,000.00
2.5	IT expenses	€ 4,779.28	€ 4,500.00
2.6	Miscellaneous expenses	€ 1,363.35	€ 1,000.00
	Total	€ 30,163.38	€ 18,350.00

Chapter 3 – Missions

Description		Expenditure	Estimates for 2019/2020
3.1	Support missions	€ 0.00	€ 10,000.00
3.2	Other missions	€ 8,006.38	€ 5,000.00
3.3	PR-missions	€ 0.00	€ 204.00
	Total	€ 8,006.38	€ 15,204.00

Chapter 4 – Regional events

Description		Expenditure	Estimates for 2019/2020
4.1	Regional/sub-regional events	€ 4,339.24	€ 20,000.00
	Total	€ 4,339.24	€ 20,000.00

Chapter 5 – Representations

Description		Expenditure	Estimates for 2019/2020
5.1	WCO meeting	€ 8,715.10	€ 8,000.00
5.2	Other meeting	€ 5,008.31	€ 5,000.00
	Total	€ 13,723.41	€ 13,000.00

Chapter 6 – Unforeseen Expenses

Description		Expenditure	Estimates for 2019/2020
6.1	Unforeseen Expenses	€ 0.00	€ 0.00
	Total	€ 0.00	€ 0.00

Chapter 7 – Reserve

Description		Expenditure	Estimates for 2019/2020
7.1	Reserve	€ 0.00	€ 0.00
	Total	€ 0.00	€ 0.00

Grand Total	€ 58,477.71	€ 67,554.00
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ANNEX-VI

PROGRESS REPORTS BY REGIONAL TRAINING CENTERS IN THE WCO EUROPE REGION

Capacity Building Progress Report of the National Tax and Customs Administration of Hungary (henceforth: NTCA) and the Lt. Gen. Mihály Arnold Regional Training Centre of the World Customs Organization (henceforth: WCO)

1. On the basis of the WCO's request, the delegation of NTCA and the National Protective Service (henceforth: NPS) delivered presentations on the Hungarian practice related to the integrity testing, during the 17th Session of the WCO Integrity Sub-Committee between 1-2 March 2018.

Following the successful presentations, the Serbian Customs Administration asked the WCO Capacity Building Directorate (henceforth: CBD) to provide assistance in organizing a one-week workshop entitled "*Strengthening integrity and developing the integrity testing system*". The aim of the workshop was to support the Customs Administration of Serbia with familiarizing with the WCO Integrity tools and instruments and WCO Members experience on Integrity testing mechanisms.

From 4 to 8 June 2018, a workshop was organized in Belgrade where the representative of the WCO's CBD, and the representatives of the NTCA's Security Department and the NPS shared their experiences and best practices with participants.

2. The representative of the NTCA took part in the 9th Regional Meeting of the Regional Office for Capacity Building for the WCO Europe Region (ROCB), Regional Training Centres (RTCs) and Vice-Chair Office which was held from 16 to 18 October 2018 at the ROCB Europe premises in Baku, Azerbaijan. The Russian Federation as the WCO Europe Region Vice-Chair, the WCO Secretariat, the ROCB Europe, and RTCs of Azerbaijan, Hungary, Kazakhstan, Russian Federation and the Kyrgyz Republic (which is projected to have a WCO-accredited RTC soon) were present at the meeting.
Mr. Gábor Reményi dr., the Hungarian delegate, stated that the RTC Hungary was the first RTC in the world and it is very committed to contribute to the WCO capacity building initiatives.

3. Mr. Tamás Molnár, former Director General for Customs and International Affairs of the NTCA signed a Memorandum of Understanding with Mr. Kunio Mikuriya, Secretary General of the WCO for the establishment of a WCO Regional Dog Training Centre (RDTC) in Budapest during the 132nd Session of the WCO Council.

At the invitation of the NTCA, the WCO participated in the inaugural ceremony of the WCO (RDTC) in Hungary on the occasion of a Sub-Regional Dog Handler Workshop held in Budapest from 14 to 16 November 2018. This is the thirteenth such RDTC to be accredited by the WCO.

On the second day of the Workshop, delegates from Customs administrations in the Europe Region, namely Azerbaijan, Serbia, The Former Yugoslav Republic of Macedonia, the Russian Federation and Turkey, attended the RDTC inaugural

ceremony. Delegates also visited the RDTC facilities and were treated to demonstrations by detector dogs.

During their opening remarks, Colonel. Kristóf Péter Bakai, Deputy Director General for Customs of the NTCA, and Mr. Ogüz Önal, Acting Deputy Director, WCO Compliance and Facilitation Directorate, highlighted the importance of training in Customs' work in general, as well as the need for Customs to use technology and tools, including detector dogs, to identify attempts at Customs fraud and smuggling.

Detector dogs in Hungary's RDTC are trained in a range of specific areas, accompanied by dual training so they can detect more than one commodity. Following on from this approach, a project has been launched this year to teach dual-trained dogs to search for banknotes as well.

In addition, the RDTC has developed close ties with the other Customs administrations in the region. It not only sends delegations to share best practices and expertise, but also provides professional assistance and advice to other administrations when they are purchasing and training dogs.

4. An international scientific and academic conference titled "Security, service, development - or new directions for revenue authorities" to strengthen co-operation between revenue authorities were organized in Budapest, on 21-22 November 2018, in cooperation with the Department of Customs and Finance Guard of the National University of Public Service's Faculty of Law Enforcement and the Lt. Gen. Mihály Arnold Regional Training Centre of the WCO, for the sixth time.

Significant interest in a series of events that is now considered to be traditional is shown by the presence of tax and customs authorities from 14 countries, the European Organization for Tax Administration (IOTA) and delegates of the European Anti-Fraud Office (OLAF). The conference examines the cooperation of tax and customs authorities from different aspects each year. The reason behind this year's theme choice was that revenue authorities worldwide are increasingly using electronic procedures. However, data collected on electronic channels can only become valuable assets if we are able to evaluate, analyze, and efficiently act on this huge amount of information.. The exchange of professional experience took place within the framework of thematic panels, which dealt with current issues such as data security and data protection, better services for taxpayers on the basis of data available to the revenue authorities, the role of data management in fighting fraud and improving the security of the business environment, IT and security, human resources development to improve efficiency or effective data processing in customs procedures. Participants' feedback and a number of questions and comments after the lectures showed that this time such a topic had been selected that is of great interest and importance for the continuous improvement of the functioning of the authorities.

5. The 2nd Meeting of the WCO Europe Region National Contact Points for Capacity Building was held from 28 to 30 January 2019 at the ROCB Europe in Baku, Azerbaijan.

Delegates from 21 Member Administrations in the WCO Europe Region representatives (among others Hungary as well), from the WCO Secretariat and ROCB Europe participated in the meeting to share their views and evaluate issues of common interest.

Participants were briefed and updated on ROCB Europe and its activities as well as its initiatives and proposals, WCO Strategy and organizational development, needs assessment process, WCO Mercator Program and presentations on experiences by Kazakhstan, Albania, Norway and WCO East and South Africa Region together with expert mobilization and WCO's blended approach in customs training.

In the context of the meeting, the delegates underlined the need for a closer and enhanced cooperation especially on regional capacity building initiatives. It was also highlighted that the ROCB Europe would play an important role in coordinating these initiatives in collaboration with the WCO Secretariat. In this context, the question of how to strengthen ROCB Europe was also taken under consideration during the meeting.

There was also a consensus that a mechanism for better and smooth communication is a must and the participants agreed that there is a need for a document specifying the role of contact points as well. Regional priorities and correctly assessing the results and impacts of activities were among the matters evaluated.

6. The NTCA will host a Regional Workshop on Cross-Border E-Commerce: Addressing the challenges via a regional strategic approach for the Europe Region from 26 to 29 March 2019 at the Lt. Gen. Mihály Arnold Regional Training Centre of the WCO with the generous support from the Customs Cooperation Fund of Korea.

The Workshop is aimed at improving knowledge and strengthening the existing capabilities of Customs administrations of the Region on issues concerning the implementation of the WCO Framework of Standards on Cross-Border E-Commerce.

The Workshop will, inter alia, discuss and share working experiences, good practices and initiatives relating to enhancing/consolidating the implementation of the WCO Framework of Standards on Cross-Border E-Commerce. It will also highlight the linkages and synergies between the Framework of Standards and the WTO Agreement on Trade Facilitation for their harmonized implementation.

Additionally, the Workshop will examine opportunities and challenges stemming from growing cross-border E-Commerce flows from a wider perspective, and explore potential solutions in terms of facilitating legitimate shipments, whilst ensuring effective collection of legally due duties and taxes, supply chain security and protection of society. It will explore international standards, IT solutions, and related good practices for establishing/enhancing electronic advance data exchange between E-Commerce actors/intermediaries and Customs.

The Workshop is designed for middle and senior management officials dealing with Customs policy, postal/express/courier clearance, compliance/risk management and IT implementation.

Progress Report by Regional Training Center in Kazakhstan

In the period from April 2018 to December 2018, WCO RTC in Astana organized five events.

1. 4-5 April, 2018, RTC held a workshop on "**Carnet ATA - features of practical application within the territory of the Eurasian Economic Union**" with the support of OSCE program office in Astana and GIZ, German community of international cooperation office in Astana.
Experts: Balyasnikov Sergey - Chief expert of Customs service office of Russian Federation in the Republic of Kazakhstan; Bolshakova Natalia - Head of customs declaration and release of goods department State Customs Committee of the Republic of Belarus; Mayantsev Anatoly - Head of department of legal support for foreign trade activities of Chamber of Commerce of Russian Federation, Vabishchevich Vitaly - Head of legal department of Belarusian Chamber of Commerce.
2. August 28-29, 2018 workshop on "**Free (special) economic zones of foreign countries and member states of the Eurasian Economic Union**" in Aktau city with the support of OSCE program office in Astana.
Experts: Kovalev A.V. - Head of the Elabuga customs post of the FCS of the Russian Federation, Tymanovich E.V. - Deputy Head of the Department of State Customs Committee of the Republic of Belarus, Berdibekov A.U. - Senior Inspector of the Customs Procedures Department of Customs Service of the Kyrgyz Republic, Pardaev I.G. - officer of the Customs payments department of the State Customs Committee of the Republic of Uzbekistan.
3. 17-28 September 2018 WCO Mission on the Risk Management System (RMS), consisting of three consecutive and interrelated workshops: 17-21 September, "Risk Analysis and Profiling", September 24-26, "Risk Assessment and Selectivity" and 27 -28 September sub regional workshop "Trader Segmentation and Transit".
Experts: Senior Technical Officer of Compliance and Facilitation Directorate of WCO Oguz Onal; accredited expert of WCO Rafal Pryk (Poland).
4. 15-19 October 2018 **WCO Diagnostic mission on Program «Mercator»**.
Experts: Matthew Bannon, Senior Technical Officer of WCO CB Directorate and Hardeep Batra, WCO expert (India)
5. November 5-8, 2018 a workshop on "**Strategic Trade Control Enforcement**" was held in Astana.
Experts: Expert-trainer of WCO Strategic Trade Control Enforcement - Malik Gulam Ali, Trond Leberg - customs officer of Norwegian Customs Administration and Aigul Bashirova – chief expert of State Revenue Committee of Kazakhstan.

Two more events are to be held in March 2019.

6. 11- 15 March 2019 **WCO Integrity Diagnostic mission** for the customs service of the Republic of Kazakhstan.

Facilitators: Mr. Alvaro Fernandez, customs officer of the Kingdom of Spain and recognized WCO Integrity expert, Mr. Per Arvid Nordli customs officer of the Customs Service of Norway

7. 26-29 March 2019 the second phase of the **WCO Mission on "Mercator" Program (Strategic planning)**
8. At the end of **May 2019** for 5 days it is planned to have a workshop on «**Challenging issues in definition of customs value and goods classification. Risk profiling practice on customs value and goods classification issues**»

**REPORT ON THE EVENTS ORGANIZED AND ACTIVITIES UNDERTAKEN BY THE
RTC-WCO IN SKOPJE
(April, 2018 – March, 2019)**

1. Trainings and workshops organized with foreign lecturers:

- **04.-05.06.2018 – Workshop on Authorizes Economic Operators.** As lecturer acted Ms. Tonka Kostadinova, a WCO recognized AEO expert with vast experience in AEO legislation development at the European Commission level.
- **07.-09.09.2018 – Training on Top Executive Retreat .** The training was effectuated by Mr. Rob Jansen, Program Manager of the Capacity Building Directorate and Mr. Arno Kooji, Director of the Netherlands Customs Administration. The training was attended by 15 representatives of the top management in the country.

2. Participation of domestic expert in trainings and workshops abroad:

- **21-27.04.2018** – Ms. Irena Kikerkova, PhD, Full time professor at the Ss. Cyril and Methodius University, Faculty of Economics – Skopje on invitation from the Academy of the State Customs committee of the Republic of Azerbaijan held 20 hours of lectures for undergraduate students and customs cadets on actual issues in the international economy, on the multilateral trade system and the Trade Facilitation Agreement of the WTO, the establishment of electronic platforms for the needs of the Macedonian Customs and current customs issues within CEFTA-2006) at the Academy in Baku.
- **03.-21.09.2018** – Mr. Goran Bogatinovski, accredited WCO expert on Risk Analyses participated in the organization of the Operation “Mirage” on preventing abuse of intellectual property rights in trade in goods in Cottony, Maputo, Benin and Mozambique.
- **26.-30.11.2018**, Mr. Goran Bogatinovski, accredited WCO expert on Risk Analyses, held a National Workshop on Risk Management in Tashkent, Uzbekistan for the Uzbeki Customs Officers.

3. National trainings:

In the period from April 2018 - March 2019 were held 241 national trainings for a total of 1,514 participants. The average duration of the training per employee was 16.74 hours, or approximately 2 working days.

The Customs Administration also organized and held 19 events (presentations, trainings and awareness debates and meetings) in cooperation with the economic chambers, economic operators and other relevant institutions. The total number of participants from the business community and institutions involved in customs or excise procedures was 1,260. Eight trainings were designated for the customs brokers with 774 participants in total. (According to the national law these trainings are mandatory for customs brokers).

In the period from the 15th of February until the end of April 600 customs brokers will be trained on the Integrated Tariff Environment and the CDPS-ED (Customs Declaration Processing System – Excise Document) e-platform for processing customs declarations.

4. Participation in international events:

- **28.-30.06.2018**-Two representatives from the Customs Administration participated at the 132nd Assembly of the Council of the WCO in Brussels,

- **13.-14.11.2018**- One representative of the Customs Administration participated at the Regional Workshop on Transit for the Countries From the European and the Asia-Pacific Region.
- **20.-21.06.2018** - One representative of the Customs Administration participated in the Regional Forum of the WCO for the Europe region on: “ Trade Facilitation on the Borders from Customs Perspective”.
- **15.10.-30.11.2018** – One representative of the Customs Administration participated in the WCO/Japan Regional Customs Laboratories Programme.
- **28.-30.01.2019** – One representative of the Customs Administration participated at the Meeting of National Contact points for Capacity Building for the Europe Region, held in Baku, Republic of Azerbaijan

5. Participation in international conferences and workshops:

- **29-30.06.2018** – four presentations on the creation of the regional economic area within CEFTA -2006; trade facilitation and digitalization within CEFTA-2006; the challenge of introducing blockchain transactions in trade within the region and enhancing paperless trade at the First Workshop of the Academic Network of the London Economic School and the CETA-2006 Sekretariat held at The Faculty of Economics in Belgrade (five participants from the Ss. Cyril and Methodius University, Faculty of Economics – Skopje).

6. Visits of foreign delegations to the RTC-WCO in the country:

- **22.-26.10.2018** – visit of a delegation from the Republic of Kyrgistan in order to exchange experience on the establishment, functioning and organization of work of the RTC in Skopje.

Arrangements of the WCO RTC of Russia

April 2018 - March 2019

On 11-14 June 2018 the representatives of the Center of Excellence of the NII System experts' professional training (Saint-Petersburg branch of Russian Customs academy) held a workshop in Baku, Azerbaijan. The workshop was organized for customs officials of State Customs Committee of Azerbaijan Republic whose official duties involve the use of NII system.

During the workshop WCO recommendations on deployment and implementation of non-intrusive customs control technologies, particular aspects of implementation of risk management system in the selection of customs control objects, principles of X-ray image recognition in order to identify narcotic and explosive substances, alcohol, tobacco products, dangerous goods, objects of false declaration; methods of ensuring safe work with ionizing radiation sources. The innovative complex for increasing the efficiency of NII operators' training was of particular interest. During the workshop a field session was undertaken, where the participants got acquainted with implementation of NII system at customs offices and summarized experience of common smuggling types detecting.

On 3-7 December 2018 the representatives of Russian Customs Academy held workshops for customs officials of the State Customs Service of the Government of the Kyrgyz Republic. The lectures were given on the following topics: legal basis for customs value determination; determination, declaration and control of customs value in the Eurasian Economic Union. Also, training sessions were held on the following topics: the study and implementation of provisions of WTO GATT, WTO Agreement on the application of Article VII of GATT, EEC Customs Code, EEC decisions on issues of determination, declaration and control of customs value of goods. During the training sessions on the International Convention on Harmonized System of Commodity Description and Coding System the participants practiced in the implementing of the main interpretation rules in the classification of goods, worked on cases in practice of Russian and Kyrgyz Customs Service, discussed relevant issues of development of Harmonized System and Commodity Description of foreign economic activity of the Eurasian Economic Union.

Head of Specialized Training Customs of Kyrgyz Customs Service K. Djamakaev noted the high level of professionalism of Academy teaching personnel and expressed gratitude to the Federal Customs Service of Russia and Russian Customs Academy for cooperation development in the area of training and qualification improvement of customs officials of the Kyrgyz Republic.

Also representatives of Russian Customs Academy participate actively in realization of WCO projects in the field of institutional development

On 14-16 May 2018 V. Mantusov, Head of the Russian Customs Academy, major general of customs service, Doctor of Economics, Professor, took part in WCO Europe Regional Forum on Trade Facilitation at the Border the Customs Perspective, held under the aegis of Astana Economic Forum in Kazakhstan. The Forum was organized by the State Revenue Committee of Ministry of Finance of the Republic of Kazakhstan in cooperation with WCO. Astana Economic Forum was attended by Customs administrations' representatives from foreign countries, international organizations, business community and public figures.

On 6-8 June 2018 representatives of Russian Customs Academy participated in the WCO IT Conference in Lima, Peru. During the Conference, the participants got acquainted with the advanced developments of the WCO member countries in the field of information Customs technologies, foreign experience in the field of training and qualification improvement of scientific and pedagogical personnel and Customs officials in order to improve the educational process at the Academy and Branches during the period of transition to E-Customs.

On 4-7 June 2018 students and representatives of the Academy attended WCO Knowledge Academy for Customs and Trade. At this event RCA was awarded a certificate of recognition of academic programme «Customs» as meeting the requirements of WCO PICARD professional standards.

On 9 November 2018 V. Mantusov, Head of the Russian Customs Academy, major general of customs service, Doctor of Economics, Professor participated in WCO Global Conference on the Comprehensive Review of the Revised Kyoto Convention in WCO Headquarters, Brussels, Belgium. Representatives of international and regional organizations, industry associations, private sector, development partners and academic community attended the

On 13-14 December 2018 representatives of Russian Customs Academy took part in the 4th Meeting of Technical Experts Group on NII held in WCO Headquarters, Brussels, Belgium.

Progress report of the WCO RTC (Khmelnyskyi, Ukraine) for the period starting from the beginning of April 2018 until the end of March 2019

The WCO Regional Training Centre was relocated from Dnipro city to Khmelnytskyi in 2016. The RTC functions on the basis of the Department for Specialized Training and Canine Services of the State Fiscal Service of Ukraine. The WCO RTC provides high level training via professional programmes and implementation of WCO standards and best practices, conducting training activities at the national, regional and international levels.

List of activities / work carried out by the RTC (Khmelnyskyi, Ukraine):

1. A specialized IT-room with the access to Internet was equipped.
2. A special training course for operators of scanning systems was developed and is implemented in the process of professional development of customs officers. Such course is proposed for customs administrations of the WCO Europe member-states.
4. A Strategic Plan for the Regional Training Centre (RTC) of Ukraine 2019-2021 was developed and sent for approval to the central office of the State Fiscal Service of Ukraine (Kyiv, Ukraine), ROCB Europe (Baku, Azerbaijan Republic) and the WCO Headquarters (Brussels, Belgium).
5. The employees of the Department – a WCO recognized expert and a WCO expert trainer - took part in delivering international workshops at the invitation of WCO:
 - on integrity (for the officials of the State Customs Committee of the Republic of Uzbekistan, May 28 – June 1, 2018, Tashkent, Republic of Uzbekistan);
 - on the issues of Strategic Trade Control Enforcement (STCE) for the officers of port control units of Durres Port, Albania (at the invitation of the United Nations Office on Drugs and Crime (UNODC), July 02-06, 2018 and October 08-12, 2018, Tirana, Albania).
6. A WCO recognized expert participated in the following events hosted by WCO:
 - the First Global Integrity Experts Meeting (October 23-26, 2018, Brussels, Belgium);
 - WCO Global Pre-accreditation Workshop for Customs Modernization Advisor (CMA) specialized in Human Resource Management (HRM) (February 04-08, 2019, Brussels, Belgium).
7. Three representatives of the Department participated in the 9th Regional Meeting of the WCO Europe Region ROCB, RTC's and Vice-Chair Offices – via Skype (October 16-18, 2018, Baku Azerbaijan Republic). They made a presentation about the activities of the RTC (Khmelnyskyi, Ukraine), took part in the discussion of the items of the agenda and suggested their ideas.
8. A representative of the Department is a national coordinator of the WCO e-learning platform CLiKC!. Starting from 2015, as of February 27, 2019, 270 customs officials of the SFS bodies gained access to the e-learning courses of the platform (including 106 – in 2019).
9. In order to implement the Strategic Plan for the WCO RTC (Khmelnyskyi, Ukraine) 2019-2021 the process of forming a pool of trainers on the regional level has started:
 - training themes and areas for which a pool of trainers has to be built up have been identified;
 - letters of inquiry have been sent to the SFS HQ and customs offices to identify, within the SFS, English- and Russian-speaking experts in priority areas who already fit the profile of a trainer, in order to train them in training techniques, with the perspective of involving them in

regional training events for customs administrations of the WCO Europe member-states (when needed and at the invitation of a customs administration).

10. The Department has sent to the ROCB Europe:

- the updated information about the Regional Training Centre (Khmelnystkyi, Ukraine);
- the information about participation of the employees of the Department in international events in the second half of 2018 – to be published in the e-newsletter on the ROCB Europe website.

Future events or activities already planned:

A representative of the Department as a WCO recognized expert and a participant of the WCO Capacity Building Programme will take part in delivering the second Sub-Regional Workshop for Master Trainer Programme on Post-Clearance Audit for East African countries (March 04-08, 2019, Nairobi, Kenya).

Information about the WCO Regional Training Centre in the Kyrgyz Republic and the history of its formation

On December 19, 2018, a Memorandum of Understanding between the State Customs Service under the Government of the Kyrgyz Republic and the World Customs Organization on the establishment of the WCO Regional Training Centre in the Kyrgyz Republic was signed at the headquarters of the World Customs Organization in Brussels, Belgium on the basis of the specialized customs of the State Customs Service under the Government of the Kyrgyz Republic.

The WCO Regional Training Centre in the Kyrgyz Republic (hereinafter - RTC in the Kyrgyz Republic) is located in the suburb of the capital of the Kyrgyz Republic, in the village of Leninskoe. The total area of the RTC in the Kyrgyz Republic is 3.8 hectares, where all the infrastructure facilities of the Customs Training Centre are located.

The main areas of specialization of the RTC in the Kyrgyz Republic are radiation safety and canine.



Main Tasks of the RTC in the Kyrgyz Republic:

Main areas of specialization of the RTC in the Kyrgyz Republic:

1. Organization of the educational process and improvement of the forms and methods of training processes for the re-training and advanced training of customs officers at the national and regional level in the area of radiation safety;
2. Organization and support of the process of training and re-training of service dogs and canine officers of the Customs Service, as well as Ministries and Agencies of the Kyrgyz Republic in the framework of interagency cooperation;

TEACHING AND METHODOLOGICAL WORK

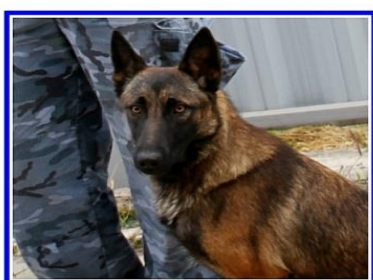
In the process of training, regular classroom sessions are held both directly at the customs offices and at the RTC in the Kyrgyz Republic.

Teaching materials, training manuals on customs and professional training of staff are developed and published.



CANINE

At the premises of the RTC in the Kyrgyz Republic a professional training of the customs canine officers, as well as service/searching dogs are being held. Service dogs are trained on the search for narcotics, psychotropic and explosive substances, cash banknotes, weapons and ammunition, CITES objects (horns of Capricorn and argali).



FACILITIES OF THE RTC IN THE KYRGYZ REPUBLIC

The total area of the RTC in the Kyrgyz Republic is 3 hectares. The total area of two administrative buildings is 1300 square meters. There is a lecture hall for 60 people, 2 computer classrooms for 30 people, 3 training classrooms - each for 25 people, a conference room for 20 people equipped with video conferencing system, a server station, a library with a reading room, Internet access, Wi- Fi, projectors, interactive display, information system "Toktom".



EDUCATIONAL – TRAINING MODULES

RTC in the Kyrgyz Republic is equipped with a passenger plane, a railway wagon, vehicles and a canine training complex.

To carry out practical exercises on the implementation of customs control at the border, a mock-up of the checkpoint was built, which is equipped with a NUCTECH CX100100TI X-ray inspection system for inspecting luggage and carry-on baggage, a red and green corridor for passenger traffic.

In addition, equipment was installed to carry out weight and dimensional control at the checkpoint and inspection sites for customs clearance of cargo trucks.



RADIATION PORTAL MONITORS

The mock-up of the checkpoint is equipped with automobile and pedestrian radiation-portal monitors (RPM).



VETERINARY AND BREEDING FACILITIES

The veterinary clinic is equipped with two surgery rooms, a treatment room, an isolator, a laboratory equipped with the necessary biochemical analysers, microscopes and other necessary devices. There is also a separate breeding facility for keeping and caring for brood.



CANINE FACILITIES

There are 34 kennels with water supply, sewage, lighting, for keeping service/searching dogs in all weather conditions.

CANTEEN

The total area of the canteen is 160 square meters, designed for 30-40 seats, equipped with modern equipment for cooking and household appliances. A water intake tower has been installed on the territory of the RTC in the Kyrgyz Republic, which ensures the supply of the purest natural artesian water.



HOSTEL

RTC in the Kyrgyz Republic has at its disposal a comfortable 2-level hostel, which is located on the territory of the RTC in the Kyrgyz Republic. The total area of the hostel is 180 square meters; there are 2 and 4-bed comfortable rooms with a private bathroom for 38 people. The hostel has a lounge room, a gym, and tables for table tennis.

Address:

Kyrgyz Republic,
Chuy region, Leninskoe village,
91a Kommunarskaya street
Tel.: (+996 312) 45-19-33, 45-18-72
E-mail: stc@customs.gov.kg
<http://www.customs.kg>



ANNEX-VII

Work Plan of the ROCB for the WCO Europe Region 2019/2020

Keystone Strategic Goals:

1. Promote the work on customs capacity building and WCO instruments.
2. Foster customs reform and modernization process of Member Administrations.
3. Strengthen regional cooperation among Member Administrations.
4. Enhance collaboration with stakeholders, development partners and donors.

Strategic Goals on Organizational Management:

5. Strengthen office management and improve institutional functionality.
6. Secure adequate funding and financial sustainability.

Strategic Goal on Communication:

7. Address a broad audience and raise awareness on customs capacity building and development.



GOAL 1: Promote the work on customs capacity building and WCO instruments.						
Obj	Task	Resources	Resp	Progress	Criteria	Estimated Cost
1.1	Maintain and promote sustainable mechanism for the collection of members needs	Collaboration WCO secretariat and members contact persons	ROCB WCO Secretariat	ongoing	Replies are collected in time and analyzed and forwarded to WCO Secretariat	Not applicable
1.2	Upon request assist Member's efforts in developing tailor made Customs Capacity Building projects, workshops etc. in the region	Collaboration WCO secretariat and or regional members	ROCB WCO Secretariat Regional Members	ongoing	Number of requests received	Max. 20'000.- Euro
1.3	Assist WCO CB activities in supporting workshops, seminars, meetings in compliance with the WCO Corporate Plan	ROCB in collaboration with WCO secretariat	WCO	ongoing	at least 3 workshops, seminars and meetings supported in accordance with WCO	Max. 15'000.- Euro
1.4	Initiate, plan and implement the Russian translation of WCO training materials	ROCB in collaboration with ext. contractor	ROCB	ongoing	Number of translated materials	Max. 10'000.- Euro

GOAL 2: Foster customs reform and modernization process of Member Administrations.						
Obj	Task	Resources	Resp	Progress	Criteria	Estimated Cost
2.1	Maintain the pool of WCO accredited and other experts in the region	ROCB WCO secretariat NCP's RTC's	ROCB	ongoing	Updated databases	Not applicable



2.2	Upon request, assist Members to promote WCO e-learning programs and CLIKC! Platform in cooperation with the RTCs and experts	ROCB WCO Secretariat	Regional Members	Initiated in 2018	Number of requests received	Max. 1'000.- Euro
2.3	Motivate developed member countries to provide contribution in the regional capacity building activities	ROCB developed member countries	ROCB developed member countries	ongoing	New CB projects initiated in the WCO Europe Region with contribution of developed member countries	Not applicable
2.4	Publish the materials translated into Russian on the ROCB Europe website	ROCB	ROCB	ongoing	Number of published materials	Included in item 7.1

GOAL 3: Strengthen regional cooperation among Member Administrations.						
Obj	Task	Resources	Resp	Progress	Criteria	Estimated Cost
3.1	Request Member Administrations to second executive staff to the ROCB	ROCB	Member countries	ongoing	New seconded staff working at the ROCB	Not applicable
3.2	Maintain and update the National Contact Points and the Regional Experts databases on the ROCB website	ROCB in collaboration with member administrations and RTC's	ROCB	ongoing	Sending update requests	Included in item 7.1
3.3	Collect and disseminate best practices in the Region	ROCB Members Vice-Chair RTC's	ROCB	ongoing	Number of best practices	Included in item 7.1 and 7.2



3.4	Provide Members with a platform to exchange knowledge and training materials amongst National and Regional Training Centres	RTCs NRCs	ROCB	Started	Number of opportunities provided	Included in item 7.1
3.5	Further strengthen cooperation with RTCs for deliverable of Capacity Building events	RTCs	RTCs ROCB	Started in 2018	Number of activities	Not applicable

GOAL 4: Enhance collaboration with stakeholders, development partners and donors.

Obj	Task	Resources	Resp	Progress	Criteria	Estimated Cost
4.1	Enhance cooperation, coordination and mutual understanding between development partners and ROCB	ROCB	ROCB	Started in 2019	Number of activities	Max. 100.- Euro
4.2	Further promote coordinated or joint activities with international and regional development partners	ROCB	ROCB	ongoing	Number of activities	Max. 104.- Euro

GOAL 5: Strengthen office management and improve institutional functionality.

Obj	Task	Resources	Resp	Progress	Criteria	Estimated Cost
5.1	Ensure proper conditions for effective functioning of the ROCB and its staff	ROCB in collaboration with SCC and Regional Vice-Chair	ROCB	ongoing	ROCB is maintained fully equipped and fully functional at any time	Max. 2,350.- Euro
5.2	Update the strategic plan and maintain a reporting mechanism	ROCB	ROCB	once a year	ROCB's Annual Report is presented to the DG's conference	Not applicable

GOAL 6: Secure adequate funding and financial sustainability.						
Obj	Task	Resources	Resp	Progress	Criteria	Estimated Cost
6.1	Develop a financial plan	ROCB, Vice-Chair	ROCB	once a year	is presented to the DG's conference	Not applicable
6.2	Maintain the electronic single entry bookkeeping	ROCB	ROCB	ongoing	bookkeeping is updated	Not applicable
6.3	Upon request undergo a dedicated regional finance/audit committee	ROCB	WCO Members	ongoing	Bookkeeping results are positively acknowledged by auditor	Not applicable

GOAL 7: Address a broad audience and raise awareness on customs capacity building and development.						
Obj	Task	Resources	Resp	Progress	Criteria	Estimated Cost
7.1	Maintain and update the ROCB website	ROCB	ROCB	ongoing	ROCB website is regularly updated	Max. 4,500.- Euro
7.2	Use outreach tools and promotion materials	ROCB	ROCB	ongoing	Promotions carried out	Max. 1,500.- Euro
7.3	Representation - Attending to WCO and other meetings	ROCB	ROCB	ongoing	Number of meetings	Max. 13,000.- Euro