

**MULTI-ANNUAL ACTION PLAN 2009-2011**  
OF THE CBSS EXPERTS GROUP ON CUSTOMS COOPERATION AND BORDER  
CROSSING ASPECTS

As adopted by Directors General of Customs Administrations on 21 12 2009

## **1.1. Multinational efforts**

**Multinational efforts are needed by harmonizing and implementing customs legislation in line with the WCO/WTO/EU legislation and monitoring progress towards the two hours objective**

- the implementation of the modernised customs code of the EU demands intensive efforts and cooperation with economic operators, customs administrations and other governmental agencies at the external border of the EU;
- an annual update on external borders based on relevant CBSS recommendations should be prepared and circulated in order to evaluate the current state/possible progress, identify problems and reformulate (update) recommendations and action plan accordingly;
- continuation of the Laufzettel measurement of the border-crossing time should be carried out at relevant border crossing points in simplified form (total waiting time and customs time) to monitor the situation (progress). The plan on how to carry out the Laufzettel could also be discussed within the EU/Russia Working Group ;
- measurements should be scheduled and implemented; and
- too long waiting times should be analysed locally, and joint actions for improvement taken in view of recommendations adopted.

## **1.2. National efforts**

**National efforts should be intensified in order to speed up the movement of goods at border crossing points -□ implementation of actions recommended by BSCC seminars (Wroclaw, Helsinki and Odense)**

### **RECOMMENDATIONS BY BSCC:**

#### **1.2.1 Infrastructure**

- To identify organization of infrastructure for maximum efficiency;

- To use existing infrastructure as efficiently and as much as possible: e.g. arrange parking areas for vehicles on empty spaces to free the roads from waiting trucks;
- To introduce an organized queuing system, which would allow drivers to use waiting time for other purposes (e.g. sleeping);
- Examine the possibility to involve the private sector to organize queuing system/parking:
  - To separate lines for guaranteed transit (TIR, T1, etc.) and empty trucks;
  - To arrange clear signage for the hauliers to lead through the border-crossing point (BCP)/provide information to driver of the different steps of customs/border clearance.

**Actions:**

1. **Examine at all BCPs whether the infrastructure/space available is fully and efficiently used;**

### **1.2.2. Customs procedures and facilitation of traffic**

- To minimize import customs clearance at the border. For final clearance goods should be sent to inland traders premises and customs offices.

**Action:**

**Goods should be transported in transit procedure to the final destination (also national transit procedure). Electronic solutions should be used to the extent possible.**

- Simplified procedures should be introduced, promoted and used.

**Action:**

**Examine whether legislation offers sufficient possibilities for simplified procedures in view of the WCO SAFE Framework /whether existing procedures are used to the extent possible.**

- To issue clear instructions and precise rules so as to ensure uniform application of legislation (to avoid arbitrary interpretation by individual officials);
- To improve risk analysis system to reduce the number of physical controls for customs purposes;
- Abolition of unnecessary formalities/registers carried about at BCPs.

### **1.2.3. Human factor**

- To ensure staffing at frontiers reflects changes in traffic flows during the working day and week;
- To arrange job/personnel rotation, to increase the salaries of customs officers and other officers of controlling agencies to avoid corruption;
- To increase professional skills and motivation;
- To ensure good training, arrange necessary qualification courses - to improve management;
- Training in client service, including input from the trader sector, should be given to customs personnel who have direct contact with clients;
- To ensure sufficient quantity of personnel at BCPs.

#### **1.2.4. Coordination between agencies in own country**

- Only those actions should be done at BCP which have to be undertaken at the border - other activities (and the respective agencies) should be moved inland when possible (e.g. sale of insurances, collection of fees for use of highways,).

#### **Action:**

**Review activities undertaken by the different agencies at the border and reduce to the minimum necessary.**

- To reduce the number of agencies involved in the border control;
- To reduce the total number of double physical controls (of the same goods by individual agencies);
- To coordinate joint physical controls amongst border agencies concerned (e.g. customs, veterinary services etc.);
- To set up an electronic system to share/exchange information between agencies;
- To conclude cooperation agreements if necessary;
- To coordinate the working hours of frontier agencies;
- To clarify the functions of the agencies in order to define responsibilities and to avoid duplicate functions;
- To establish a logical order and combination of functions.

#### **1.2.5. Coordination between neighbouring countries**

- To define and conclude agreements/Memorandums of Understanding (MOUs) for coordinated inspections/controls.

**Short term Actions:**

- 1. Identify all steps and agencies involved in border crossing on both sides of the border and prepare a list of agreements to be concluded for implementation of coordinated controls;**
- 2. Establish and formalize routine consultation mechanism at border posts to address difficulties and congestion;**
- 3. Identify the best practices, possibly via benchmarking.**

**1.2.6. Cooperation with trade**

- Simplified procedures: pilot projects could be started;
- To ensure timely information of new/changing legislation;
- To ensure uniform and transparent application of procedures;
- To define the necessary information and ways of distribution to the trade and public on rules and regulations, procedures, traffic jams, waiting times, etc.;
- To consult the trade and listen to their needs;
- To encourage advance information and declarations from the trade before the arrival of the goods;
- Trade to ensure that drivers have the proper and complete documentation before arrival at the border.

**Actions:**

- 1. Enter into agreements on cooperation with the business community;**
- 2. Set up a consultative mechanism with the business community.**

**1.2.7. Use of Information Technologies (IT)**

- Review whether available IT means are used to the extent possible and efficiently;
- To install computers, data bases and networks where necessary;
- To computerize procedures wherever possible;
- To use Internet and other modern ways to provide the information;
- To endeavour to provide interoperable databases for the electronic exchange of information nationally;
- To provide an appropriate level of IT security.