FRENCH CUSTOMS
2015 Results
Protecting citizens and consumers, supporting businesses
In 2015, French Customs was present on all fronts.

Once again, French Customs rose to meet the many challenges which it faced in 2015.

Its number one challenge – the most sensitive and arguably the most visible one in the eyes of citizens – was protecting France and its population. French Customs was fully involved in fighting terrorism and border control. It was highly responsive, unswervingly committed and achieved outstanding results. To boost its anti-terrorism efforts, it will hire an additional 1,000 customs officers in 2016 and 2017. The French government has earmarked €45 million over two years to improve Customs’ equipment and means of communication.

French Customs’ second challenge is combatting smuggling in all its forms. This is vital for public order and sometimes has links to terrorist financing. In this area, 2015 was a banner year – seizures of cocaine increased 250%, and those of smuggled tobacco were up by 50%. Excellent results were also achieved in terms of seizures of weapon caches, and in efforts to stem illicit financial flows, tax evasion and counterfeiting.

Lastly, during the year French Customs continued its efforts to support the French economy. This third and final challenge consists of ensuring that French companies stay competitive and enhancing France’s appeal. In this area as well, its work was crowned with success; it began to roll out the 40 tangible initiatives contained in its “Customs Clearance in France” programme aimed at businesses and international logistics platforms. Thanks in large part to measures introduced by French Customs, France ranked number one in the “Trading Across Borders” category of the World Bank’s annual “Doing Business” report.

To help perform its duties effectively in an ever-changing world, French Customs is modernising at an unprecedented pace. Its ticket to success is, first and foremost, the energy, expertise and dedicated professionalism of all of its staff. As part of the Douane 2018 strategic plan and the resources allocated by the French government to support French Customs’ anti-terrorist efforts, its staff’s skills are critical in keeping France both safe and competitive.

This annual report presents the actions of French Customs in 2015. It shows the commitment of its officers throughout the year and the results they achieved – a momentum that will carry it forward in 2016.
CONTENTS

KEY FIGURES FOR 2015

2015 HIGHLIGHTS

PROTECTING FRANCE AND ITS CITIZENS

Countering terrorism and its financing
Fighting organised crime
Introducing ground-breaking methods
Increasing resources

SUPPORTING FRANCE’S ECONOMY

Encouraging competitiveness and promoting France’s investment appeal
Ongoing efforts to streamline customs clearance
Supporting, certifying and securing
REFORMING THE DUTIES COLLECTED BY CUSTOMS

- Increased specialisation
- Paperless customs duties
- Cut red tape for taxpayers

BUILDING THE FUTURE WITH THE MEN AND WOMEN OF FRENCH CUSTOMS

- Adapting French Customs to major changes
- Ongoing modernisation efforts
- Making French Customs more effective
- People - the key to the success of every project

BASIC FACTS ABOUT FRENCH CUSTOMS

- Organisation
- French Customs around the world
- Capacities
- Human resources
- Performance
KEY FIGURES

**ACTIONS AGAINST FRAUD**

**Narcotics**
- 88 t seized including

**TAX HAVENS**
- €55.4M in criminal assets seized or identified by the SNDJ (+65%)

**Financial fraud and tax evasion**
- €377.4M in taxes and duties reassessed (+5.7%)

**Smuggled tobacco**
- 630 t seized (+49%)
- NEW RECORD

**Counterfeit goods**
- 7.7 million counterfeit items seized

**Consumer protection**
- 5.5 million toys inspected

**France’s natural heritage**
- 423 citations issued for violations of endangered plant and animal species legislation

**NEW RECORD**
- 17 t of cocaine (a 250% increase)
- 63 t of cannabis intercepted
- 1,158 firearms seized (+40%)
- 630 t of cannabis intercepted (a 250% increase)
- 17 t of cocaine seized (a 250% increase)
- 630 t of tobacco seized (a 49% increase)
CUSTOMS CLEARANCE AND ECONOMIC ACTIVITIES

90.5% of customs declarations processed in less than five minutes

86% overall rate of paperless customs clearance

4’38” average time that goods are immobilised (13 minutes in 2004)

1,389 AEOs (1,214 in 2014) (+14.4%)

2,339 businesses given free advice on how to optimise their customs (+4.7%)

TAXATION

€70.3bn collected (+2%)

90% the user satisfaction rate in 2015 (+3%)

44 centimes the cost to French Customs for collecting €100

HUMAN RESOURCES

16,473 full-time equivalent positions (full-time equivalent positions, budgetary positions, 2016 Initial Budget Act)

510 departments (offices, units and excise taxes)
2015 HIGHLIGHTS

JANUARY

Thanks to new legal measures, two tobacco smuggling operations are halted, one in Lille and one on the France-Andorra border.

- In Dunkirk, the Minister of State for the Budget announces a measure to reverse VAT liability for imports.
- International Customs Day at France’s National Customs Museum in Bordeaux, under the theme “Coordinated Border Management”

MARCH

Seven illegal fishing vessels are intercepted during stepped up controls by French Customs and the Maritime Gendarmerie in French Guiana.

- Marie Dorin-Habert, a skier with the French Customs Team, wins gold medals in sprint and pursuit at the Biathlon World Championships in Kontiolahti, Finland
- An agreement to provide increased social and financial resources is signed by the economic and finance ministers and three trade union organisations

FEBRUARY

- The National Directorate for Customs Investigations and Intelligence (DNRED) dismantles a large-scale cannabis-growing operation uncovered at the home of a private individual in Nantes.
- Seizures at Roissy airport and in Brittany of nearly 18,700 seahorses from Madagascar and two elephant feet from South Africa. Both species are protected by the Washington Convention.
- The Director General of Customs and Excise announces a procedure for laser-marking gemstones

MARCH

Seven illegal fishing vessels are intercepted during stepped up controls by French Customs and the Maritime Gendarmerie in French Guiana.

- Marie Dorin-Habert, a skier with the French Customs Team, wins gold medals in sprint and pursuit at the Biathlon World Championships in Kontiolahti, Finland
- An agreement to provide increased social and financial resources is signed by the economic and finance ministers and three trade union organisations

JULY

The Minister of State for the Budget launches the Jean-François Deniau, French Customs’ new DFP3 coastguard patrol vessel, in the Mediterranean.

- Record-breaking seizure of 43 tons of counterfeit coffee in the Paris area
- In northern France, customs officers seize more than nine tons of smuggled cigarettes from a Croatian articulated lorry
- Discovery in Corsica of a painting by Picasso entitled Head of a Young Woman aboard a yacht that had transported it from Spain.

AUGUST

- During an inspection carried out in cooperation with the Central Office for the Control of Illegal Drug Trafficking (OCRTIS), more than 400 kg of cannabis resin is seized in Martinique, the largest quantity of the drug ever seized in the Antilles.
- Thanks to close cooperative efforts between French and American customs authorities, a stolen painting by Picasso, La Coiffeuse, is returned to France.
- An attempt to illegally export 18 tons of hazardous automobile waste is stopped at Le Havre.

SEPTEMBER

- 119 live scorpions, which are protected by the Washington Convention, are seized from two express freight shipments from Cameroon.
- At the Spanish border, Customs officers seize nearly €2 million in cash connected with a money-laundering scheme.
- Opening of the new inter-ministerial Passenger Name Record (PNR) platform in the Customs offices at Roissy airport
- Opening of the new Customs Academy in La Rochelle, which will provide training in surveillance techniques and in clearing commercial flows
- The Minister of State for the Budget unveils the “Customs Clearance in France” programme, designed to help companies stay competitive and boost France’s appeal.

SURVEY

- An Ombudsman’s survey shows that the level of satisfaction with the customs service remains “good”.
- The number of customs inspections is up by 24% compared to 2014 but has decreased significantly in real terms
- The average delay for customs clearance has decreased by 13% compared to 2014

ANNUAL REPORT

- The National Directorate for Customs Investigations and Intelligence (DNRED) reports 80% increase in the number of operations conducted over the year
- The National Directorate for Customs Investigations and Intelligence (DNRED) reports 80% increase in the number of operations conducted over the year
- The National Directorate for Customs Investigations and Intelligence (DNRED) reports 80% increase in the number of operations conducted over the year
APRIL

Record seizure of 2.25 tons of cocaine in Martinique, and the seizure of more than 3 tons of cocaine off the coast of Scotland, based on intelligence provided by French Customs

– Four tons of smuggled cigarettes seized from a lorry in Dunkirk
– Discovery of a cache of weapons in Picardy
– Rollout of a new mobile app for individuals and businesses (douanefrance.mobi)

MAY

– More than 30,000 tablets of ecstasy and 10 kg of amphetamines seized in northern France from a vehicle arriving from the Netherlands

– Another large-scale narcotics seizure thanks to intelligence provided by French Customs: more than one ton of cocaine is intercepted in the Azores

– French Customs increases its data transparency by organising an Open Data Camp

JUNE

– 140 kg of elephant tusks are intercepted at Roissy airport: packed into two crates, the ivory was being shipped from the Democratic Republic of the Congo to Vietnam

– A record seizure of synthetic drugs in Perpignan: 100,000 tablets of ecstasy, 25 kg of methamphetamine and 14 kg of MDMA

– “Get Energised with French Customs”, a conference organised for the energy industry, presents French Customs’ support and taxation roles

– At the Vinexpo trade show in Bordeaux, French Customs shows its support for the winegrowing industry

OCTOBER

French Customs dismantles a major smuggling operation that had sold nearly 10 tons of tobacco via a Belgian website

Record discovery of 7.1 tons of cannabis near Paris, which is followed by a visit by President Hollande

– Seizure of an arsenal of weapons and ammunition in the Vosges
– As part of Public Innovation Week, a French Customs/business forum focuses on the new one-stop shop (GUN)

DECEMBER

– The Minister of the Interior visits Roissy airport as part of stepped up border controls

More than two tons of cocaine is seized by the Rouen coast guard - a record for mainland France

First seizure of counterfeit postage stamps (81,600 stamps) at Lyon Saint-Exupéry Airport
Protecting French territory and French citizens is French Customs’ number one priority. As part of this, it has stepped up border controls and is actively engaged in the fight against terrorism. Its inspection efforts target individuals suspected of terrorism-related activities and financial flows. It also focuses on trade flows, to prevent weapons from coming into France in commercial shipments. Lastly, French Customs is committed to combating organised crime and fraud.

HOW DO FRENCH CUSTOMS’ INVESTIGATIONS FIGHT TERRORISM?

In 2015, it focused on several individuals who were suspected of operating several companies to trade in prohibited goods. Its investigation revealed that large sums of money were being transferred to and from foreign countries, and that there were links between the companies’ managers and a terrorist group. These efforts were carried out in close collaboration with France’s anti-terrorist agencies.

COUNTERING TERRORISM AND ITS FINANCING

CONTROLLING PASSENGER FLOWS

French Customs carries out checks throughout the country. As it inspects individuals, goods and means of transport, it gathers information about terrorism-related activities. Its actions in this area were scaled up in the wake of the January 2015 attacks in Paris. Each day it collects and processes counter-terrorism intelligence.

Since 13 November 2015, customs officers, working in collaboration with the Border Police (PAF), have been tasked with re-establishing border controls. As the Schengen Agreement has been temporarily cancelled, this measure concerns passengers travelling into and out of the Schengen area, as well as those travelling within Europe.

French Customs also ensure the safety of passengers crossing between France and England, and carries out inspections at the departure and arrival points of various trains, including the Thalys from Belgium, as well as during the train journey.

French Customs is very much involved in preparation for the future Passenger Name Record (PNR) system. As part of efforts to fight terrorism and organised crime, the PNR will allow authorised government departments to more easily access airline passenger data. The new interministerial platform in charge of implementing the PNR programme is housed in French Customs’ offices at Roissy airport. It opened its doors on 21 September 2015, and will be gradually ramped up throughout 2016.

COMBATING ARMS DEALING

Through daily inspections, French Customs plays an active role in countering the phenomenon of radicalised militants arriving in France from abroad. It also is involved in the fight against the dissemination of weapons and explosives.
In 2015, there was a marked upturn in seizures of firearms: 1,158 weapons were seized, against 828 in 2014, a 40% increase. Fighting arms trafficking is one of French Customs’ key missions, in line with the Ministry of the Interior’s national plan to combat illegally owned weapons.

SECURING INTERNATIONAL TRADE

French Customs is tasked with deploying safety and security measures with respect to air and maritime freight in order to prevent terrorist acts. In 2011, it introduced the Import Control System (ICS), a European-wide programme designed to prevent such attacks. Under ICS, for goods being shipped from a non-EU country into the EU, the carrier must file an Entry Summary Declaration online with French Customs prior to arrival, or even prior to loading in the country of origin. In 2015, controls of international freight were stepped up even further. As of 15 September 2015, Entry Summary Declarations are now mandatory for goods being shipped to France, even in cases where France is not the first point of entry in the EU.

THE INTELLIGENCE SERVICES OF FRENCH CUSTOMS

The National Directorate for Customs Investigations and Intelligence (DNRED) works closely and on an operational level with other competent French authorities. The DNRED enhances intelligence on various targets, but also assists with monitoring the movements of persons travelling to and from conflict zones. Since June 2015, a DNRED liaison officer has been seconded to the Directorate General for Internal Security (DGSI), thus fostering an ongoing spirit of cooperation. Within the DNRED, an Antiterrorist Operational Unit (GOLT) was set up especially to aggregate and enhance intelligence, provided by all of French Customs’ branches, relating to terrorism and its financing.

The GOLT collects intelligence and tips gathered by the various customs departments in the course of their daily controls (forged documents, weapons, propaganda literature, etc.) that suggest direct or indirect involvement of individuals in terrorist activities. It then passes on this information to other anti-terrorist bodies.

All of these assignments mean that French Customs has a vital role to play in combating terrorism. On 16 January 2015, the Modane Route Domestic Surveillance Unit, stationed at the westbound side of the Frejus Tunnel that connects France and Italy, intercepted two individuals who were sought in Belgium in connection with Islamic terrorist movements (the so-called Verviers cell).
FRENCH CUSTOMS AND THE FIGHT AGAINST TERRORISM

On 13 November 2015, the night of the terrorist attacks in Paris, French Customs took immediate action. It set up an incident response unit and throughout the night, it worked closely with the DGSI to identify those individuals and vehicles that were suspected of being involved in the attacks. Moreover, customs authorities immediately re-established border controls. This action, which is part of the state of emergency that was declared, continues.

MONITORING FINANCIAL FLOWS AND TERRORIST FINANCING, AND FREEZING FINANCIAL ASSETS

Combating money laundering and terrorist financing is a key mission for France’s customs authorities. Daily controls carried out throughout French territory allow French Customs to intercept financial flows that are suspected of being connected to illegal activities or that have links to terrorism. The most serious offences are investigated by the DNRED or the National Customs Judicial Department (SNDJ) in an attempt to dismantle criminal gangs.

On 1 January 2015, new guidelines were published with an eye to collecting more evidence of money laundering, thus assisting French Customs in its fight against the financing of organised crime and terrorist activities. In 2015, the number of citations involving money laundering nearly quadrupled, rising from 18 in 2014 to 69, and for a total of nearly €12 million.

As part of its enquiries, French Customs has the power to freeze financial assets linked to terrorism, thus depriving individuals of access to financing.

1,000 posts in 2016-2017

An additional allocation of €45 M

THE PLAN TO PROVIDE FRENCH CUSTOMS WITH ADDITIONAL RESOURCES TO FIGHT TERRORISM AND TO MAINTAIN BORDER CONTROLS

At Versailles on 16 November 2015, President Hollande announced a "security pact" to both houses of Parliament. The pact includes one-time resources allocated to French Customs to provide increased safety for French citizens and to bolster the fight against terrorism.

As part of this, 1,000 additional customs officers will be recruited in 2016 and 2017. Over the same two-year period, €45 million will be allocated to French Customs to update and acquire the means to expand its operational capacities and to protect its staff. New legal measures will help strengthen the Directorate’s AML/CFT efforts.

These additional resources, which represent more than 530 new jobs by 2017, will help tighten border controls, adapt French Customs’ surveillance equipment to the terrorist threat (including Internet-based threats), expand its ability to analyse and control flows of goods, and counter arms trafficking, money laundering and terrorist financing. They will also allow it to update its communication and intelligence tools, improve its officers’ safety equipment and expand their powers of enquiry and investigation.
FIGHTING ORGANISED CRIME

A SHARP UPSWING IN SEIZURES OF SMUGGLED TOBACCO

French Customs intercepted 629.5 tons of smuggled tobacco in 2015, a year-on-year increase of nearly 50%. This is a record-breaking achievement. This is the result of the ongoing involvement of all of its departments in the fight against tobacco smuggling by every possible means – sea, air, road and Internet – and in every setting, including as part of international cooperative efforts.

In 2015, thanks to government-sponsored Budget Act provisions to step up controls of illegal Internet purchases, French Customs intensified its efforts to combat online tobacco sales. The Cyber-douane department successfully brought to light several notable cases of organised smuggling.

SIGNIFICANT RESULTS IN THE FIGHT AGAINST COUNTERFEITING

In 2015, French Customs seized 7.7 million counterfeit items, its third best score in the past two decades.

With the exception of the record seizure of 2.4 million counterfeit pharmaceuticals the previous year, there was an increase in every category in 2015.

These excellent figures are the result of its unwavering commitment to combating this scourge, which is hazardous for consumers, undermines the competitiveness of French businesses, destroys jobs and has proven links to organised crime.

Almost 630t of tobacco seized

7.7 M counterfeit items seized

65%

€55.4M in criminal assets seized or identified by the SNDJ

Failure to comply with the requirement of declaring capital flows

7.7 M counterfeit items seized

Almost 630t of tobacco seized

65%

€55.4M in criminal assets seized or identified by the SNDJ

Failure to comply with the requirement of declaring capital flows
In January 2015, officers from the Cyberdouane department investigated purchases made from a Belgium-based merchant, who was selling tobacco via a website. The purchases were delivered to Lille and then dispatched by post to individuals throughout France. 215 kg of tobacco intended for sale to French consumers were intercepted. The Belgian merchant had already used this method to sell more than 12 tons of tobacco.

French Customs is also involved in updating legislation. On 15 December 2015, the trademark reform package was adopted by the European Parliament. It improves European trademark law by restoring customs authorities’ right to inspect goods in transit or transhipment within the EU. This major shift represents a victory for French Customs, which has worked unceasingly to have the Nokia-Philips case law of 2011 overturned. That decision limited customs inspections to counterfeit goods intended for sale within the EU. The adoption of the new package is the embodiment of ongoing efforts by French Customs to defend intellectual property rights.

A SHARP UPSWING IN SEIZURES OF COCAINE

2015 was a record-breaking year in French Customs’ efforts to combat cocaine smuggling. Seizures during the year totalled 16.8 tons – the 2.5 times best-ever year. It is the result of outstanding intelligence and analysis work that led to large-scale seizures in the Caribbean (2.25 tons in April and 808 kg in October), in Europe (acting on an intelligence provided from French Customs, a joint British operation seized three tons of cocaine off Aberdeen, Scotland) and in French waters (2.3 tons seized by coast guard officers off the coast of Boulogne-sur-Mer in December).

Concerning other drugs, French Customs also seized 62.6 tons of cannabis during 2015. The previous year saw large-scale seizures of cannabis in the Mediterranean – nearly 70 tons, hidden in various cargo vessels. French Customs’ commitment to combatting cannabis smuggling can be seen in the record-breaking seizure of 7.1 tons of cannabis in the centre of Paris on 17 October 2015. For the occasion, President Hollande met with the customs departments responsible for the seizure. This commitment can also be seen in its international cooperative efforts – French Customs has narcotics intercepted by its partner authorities beyond French borders, so that shipments are stopped before they can reach the French market.

A SUCCESSFUL YEAR FOR ANTI-TAX EVASION EFFORTS

In 2015, French Customs reassessed a record €377.4 million in duties and taxes, a 5.7% increase over the previous year. This is the fourth consecutive year that this figure has risen.

In addition, as part of efforts to combat tax evasion, the National Customs Judicial Department (SNDJ) investigated 75 cases of VAT fraud (carousel fraud, margin schemes, etc.). Its investigations revealed the existence of highly-structured international gangs. For cases closed during the year, the losses suffered by the French Treasury amounted to nearly €368 million in VAT.
CONSUMER PROTECTION –
AN ONGOING CONCERN

The number of cases involving consumer protection rose from 7,213 in 2014 to 7,597 in 2015, a 5.3% increase.

Consumer protection is one of French Customs’ key remits. As trade increases with countries that do not apply the same technical quality standards, there is an increased risk of importing hazardous goods. In 2015, French Customs inspected 50 million items. It maintained its inspection levels of toys (5.5 million inspected, of which nearly one million were non-compliant, and almost 53,000 (some 1%) were found to be hazardous).

FRENCH CUSTOMS’ ROLE IN
PROTECTING FRANCE’S CULTURAL
AND NATURAL HERITAGE

One of the year’s high points came in July, with the seizure of a Picasso painting, *Head of a Young Woman*, as it was being exported to Switzerland. In addition, 2015 witnessed the return of *La Coiffeuse*, another Picasso painting, which had been stolen from Paris’s Pompidou Centre. Following cooperative efforts with French Customs, the painting was located in the United States. In all, French Customs intercepted 20,886 cultural items in 2015.

Today, its actions in this area are particularly focused on imports of cultural goods that contribute to terrorist financing. French Customs already exercises extreme vigilance with respect to goods of this type from Syria and Iraq; now, however, all imports of cultural goods are subjected to heightened scrutiny.

In terms of protecting endangered plant and animal species, French Customs issued 423 citations in 2015 for violations of the Washington Convention. Equally significant is French Customs’ role in protecting the environment. Its cutting-edge resources include aircraft fitted with “POLMAR” ocean pollution detection systems. In 2015, it issued 53 citations for environmental pollution.
CHAPTER 1
PROTECTING FRANCE AND ITS CITIZENS

53
cases of maritime pollution detected

423
number of citations issued for violations of endangered species protection legislation

\[ \text{70\% increase in cases} \]

\[ \text{7.3 M} \]
declarations treated through the ICS

This, combined with heavy fines handed down by the courts, act as a strong deterrent for potential polluters.

French Customs also works closely with the Directorate General for Risk Control at the Ministry for Ecology, Sustainable Development and Energy to monitor exchanges of waste and chemical products. 185 citations were issued in 2015 in this area.

INTRODUCING GROUND-BREAKING METHODS

EXPANDED INTELLIGENCE AND ANALYSIS

The Import Control System (ICS) is a Community-wide initiative to plan for and secure international flows of goods into the EU. In 2015, French Customs consolidated the system’s quality and ensured that it was ready to be ramped up. In the space of two years, there was a 70% increase in the number of citations issued, and legal proceedings were instituted in 143 cases during 2015.

Moreover, French Customs continued to lay the groundwork for the creation of a national department, with an eye to taking an even more professional approach to risk analysis of flows of goods. The National Risk Analysis and Targeting Department (SARC) will be set up in 2016. It will be tasked with increasing the effectiveness of customs clearance inspections and tax audits.

At the same time, Customs is continuing test the usefulness of datamining. Its goal is to sift through large amounts of data in order to detect fraudulent schemes that go undetected by other risk analysis instruments.

NEW FRAUD-FIGHTING METHODS

As part of its heightened fight against money laundering and terrorist financing, French Customs is testing the use of dogs trained to detect both narcotics and banknotes.

French Customs is continuing to open Operational Centers for Land-Based Surveillance (CODT), which are tasked with coordinating and securing customs inspections via improved long-distance radio connections and geolocation of teams in the field.

The Bordeaux centre is now open, and those of Lille and Metz will be set up in 2016.

423
number of citations issued for violations of endangered species protection legislation
INCREASING RESOURCES

A STRONGER LEGAL ARSENAL

In several areas involving the fight against criminal activities, French Customs has received increased resources.

Act 2015-912 of 24 July 2015 concerning intelligence measures includes several provisions for bolstering Customs’ fight against terrorism and criminal activities. This specifically pertains to harvesting and processing data to prevent terrorism and combat organised crime.

French Customs has also been given new investigative means, including data capture (including outside of France) and real-time location of objects and people. Moreover, to facilitate the investigative capacities of the National Customs Judicial Department (SNDJ), judicial officers have been given direct access to the National Centralised Bank Accounts Register (FICOBA).

NEW OPERATIONAL RESOURCES

In 2015, French Customs confirmed and stepped up its commitment to protecting the EU’s external borders. It contributed resources to missions coordinated by the Frontex agency in the Mediterranean. In November 2015, it made its new patrol boat, the Jean-François Deniau – which was partly financed by European funding – available to the agency.

The vessel, which was inaugurated on 7 July at Seyne-sur-Mer by the Minister of State for the Budget, is a deep-sea surveillance ship fitted with a wide range of cutting-edge sensors, powerful means for intercepting other vessels and a high-powered mission and operational handling system.

It is equipped with purpose-built cabins for individuals who have been detained – a necessary feature for successful customs missions. It can also perform large-scale rescue operations, thanks to a section of the craft that has been specifically fitted out to accommodate shipwrecked individuals.

Finally, 2015 marked a new stage in the acquisition of new Beechcraft planes, with the completion of the first aircraft that will be used for maritime surveillance.
During the year, French Customs was heavily involved in providing support for French businesses with their international operations and working to increase the appeal of France’s logistical platforms. France also took first place in the “Trading Across Borders” category of the World Bank’s “Doing Business 2016” report. This outstanding achievement is proof positive of French Customs’ commitment to supporting the French economy. It was reported in several trade press publications, such as Le MOCI and La Tribune, but also in Le Monde, which noted “the bold measures introduced in recent years by French Customs”.

ENCOURAGING COMPETITIVENESS AND PROMOTING FRANCE’S INVESTMENT APPEAL

ADAPTING REGULATIONS TO ENCOURAGE THE COMPETITIVENESS OF BUSINESSES AND INCREASE THE APPEAL OF FRANCE’S LOGISTICAL PLATFORMS

Throughout 2015, French Customs played an active role in talks – which had been launched early in 2014 – aimed at drafting the implementing provisions of the new Union Customs Code (UCC). It worked closely with trade federations representing international traders. It was also involved in notifying traders of the new regulatory provisions and the opportunities that they represent.

The UCC, which will apply in full on 1 May 2016, introduces major innovations and opportunities that will be of interest to businesses. This is the case with new mechanisms such as centralised clearance and the expansion of the certification process for trusted operators. The new Code will enable French Customs to roll out procedures that are simpler, faster and less costly, thanks to the introduction of end-to-end paperless procedures and their improved integration into logistical processes.

HELPING BUSINESSES TAKE ADVANTAGE OF OPPORTUNITIES PROVIDED BY THE NEW LEGISLATION

Helping French businesses prepare for the entry into force of the UCC is a key priority for French Customs.

As part of this, French Customs has rolled out a large-scale information campaign about the UCC, aimed at economic operators. The campaign was kicked off in Paris on 22 September 2015 by the Minister of State for the Budget and French Customs’ Economic Action Centers (PAE), in the presence of 550 French businesses. This was followed by regional Information Days, such as the one that was held in Strasbourg on 17 November 2015.
In total, 14 “stages” of the “Tour de France des Experts Douaniers” will take place across France. The goal is to help French businesses prepare for the changeover, and to ensure that they are well-positioned in the face of competition from other European stakeholders.

IMPLEMENTING THE “CUSTOMS CLEARANCE IN FRANCE” PROGRAMME

As part of this information campaign, French Customs has launched “Customs Clearance in France”, a Programme designed to provide support to French businesses. The Programme’s 40 tangible initiatives call on every area of French Customs’ organisation to simplify and streamline procedures, reduce costs and clearance times, and provide support for French businesses with their international operations.

“Customs Clearance in France” is intended for all businesses – both in France and in Europe – in the hope that they will choose to clear their goods in France using its national logistical platforms. With this new strategy, French Customs intends to show that clearance in France is simple, safe and speedy, and to demonstrate its support for French businesses who wish to expand internationally.

The Minister of State for the Budget presents the “Customs Clearance in France” programme on 22 September 2015.

The overall user satisfaction rate is +3 percent higher than in 2014. 2,339 businesses given advice by French Customs’ Economic Action Centers.

Businesses are a top priority for French Customs: Appeal - Competitiveness - Growth

Multi-year measures benefitting the businesses:

1. Simplify and upgrade customs procedures for international transactions
2. Cut costs and red tape for businesses
3. Assist companies with their international businesses

In addition:

- Single points of contact
- Enhanced dialogue
- Cross-border logistics
- Secure flow of goods
- Support for the “Made in France” programme
- Action for businesses
- French Customs and the agile changeover
- Single points of contact
- Unified customs clearance
- Enhanced dialogue
- Support for the “Made in France” programme
- Action for businesses
- French Customs and the agile changeover
- Single points of contact
FRENCH CUSTOMS – A RESOURCE TO BOOST COMPETITIVENESS

Being competitive is all about cost. Several customs regimes allow businesses to import goods at lower cost, i.e. with suspension of duties and VAT, so that they can be stored, used or processed in France. These “economic” regimes foster the development of production activities in France, and are therefore sources of jobs. By improving cash flow, these regimes also help make firms more competitive. In 2015, with an eye to encouraging businesses to take advantage of these arrangements, French Customs expanded its consulting activities.

Moreover, French Customs defends French companies’ interests at European level in order to obtain suspensions of duties applicable to imported raw materials or components used to manufacture finished goods, provided they are not available in the EU or are available but in insufficient quantities. 39 requests for suspensions or tariff quotas received approval in 2015, allowing the businesses concerned to save more than €16 million.

French Customs also helps companies stay competitive through the Made in France certification process, which helps protect French production. This certification is granted free of charge, and allows companies to benefit from the excellent reputation that French goods enjoy.

For all of these procedures, and many more like them, such as exemptions from financial guarantees and support for businesses to help them best benefit from free-trade agreements, economic operators can contact one of the 42 regional Business Consulting Units that French Customs has set up across the country. The Units’ services are free of charge.

SUPPORTING FRANCE’S ECONOMY

As of 31 December 2015, 206 businesses had requested to benefit from the reverse charge procedure for import VAT. The total amount reverse-charged in 2015 came to more than €1.63 billion. SMEs and mid-tier firms account for more than 40% of the beneficiaries, and more than half of those requesting to benefit from the clearance procedure with single domicile (PDU), which is a prerequisite for entitlement to use the reverse charge procedure.

As part of this, in 2015 French Customs introduced several measures such as the reverse charge procedure for import VAT for businesses that are authorised to clear goods through a single customs office (procédure de domiciliation unique) and that have been audited by French Customs. Companies simply declare the amount of import VAT on their turnover returns filed directly with the tax authorities and immediately deduct the tax.

ONGOING EFFORTS TO STREAMLINE CUSTOMS CLEARANCE

French Customs operates in a constantly-changing environment. Because of this, it is continuing its efforts to modernise and streamline its procedures.

CUSTOMS’ ROLE IN GOVERNMENT MODERNISATION EFFORTS

For a number of years, French Customs has been very much involved in various government modernisation efforts, and plays an active role in major national streamlining projects.
As part of the Invest for the Future programme, French Customs has expanded the number of customs services available online, including innovative initiatives that cut red tape for both businesses and users (see opposite).

STREAMLINING AND PAPERLESS CUSTOMS FORMALITIES

At the same time as making inspections more secure, paperless procedures also cut clearance times and speed up formalities, thus reducing burdensome costs for companies.

As part of this, French Customs is continuing to roll out the one-stop shop for clearance (GUN). This will allow paperless management of the documents required by various government departments during clearance procedures for certain types of goods. By connecting French Customs’ IT system with those of other government departments, the control, follow-up and issuance of authorisations, licences and certificates can be automated. The first such connection, between the Ministry for Ecology’s i-CITES application (dealing with endangered species) and the DELTA online clearance system was established in December 2015. Two other projects – having to do with seed import authorisations and AGREX export licences for animal, dairy and grain products – will be completed in January 2016.

Streamlining flows of legitimate goods in order to better inspect sensitive shipments.
In 2016, work will continue on paperless export licences for military equipment and dual-use goods (civilian and military) and those for radionuclides. Concurrently, a joint effort will be undertaken with the European Commission with an eye to improving the new one-stop shop (GUN) architecture as regards Common Veterinary Entry Documents (CVEDs) for imports (the TRACES/DELTA connection).

Updating of clearance applications was carried forward with a pilot phase, in autumn 2015, of DELTA G, an umbrella application that incorporates a number of customs clearance applications. DELTA G, which will manage all national clearance operations, will be rolled out in 2016.

All of these actions will help cut the average clearance time – which fell to 4 minutes 38 seconds in 2015 – to a minimum. The number of declarations processed in under five minutes reached 90.5%.

EASIER ACCESS TO INFORMATION

To ensure that operators have access to the online services available to them, French Customs has modernised its procedures in its three main areas of activity: customs clearance, taxation and accounting. It has therefore overhauled ROSA, its system for managing operator authorisations to make access to electronic customs procedures easier for businesses. This process will also simplify its IT maintenance operations and keep downtimes to a minimum.

New authorisations have been integrated into the SOPRANO application, which brings together all authorisations granted to operators in one single digital format.

SUPPORTING, CERTIFYING AND SECURISING

PROVIDING BETTER QUALITY SERVICE

In a bid to constantly improve the service it provides to operators and to build partnerships with them, French Customs has developed several quality processes. Surveys carried out among professional users reveal a customer satisfaction rate of 90% in 2015 (against 87.3% in 2014).

In 2015, the SOFRES agency also measured service quality via a “mystery calling” exercise. French Customs willingly took part in a new initiative launched by the Secretariat-General for Government Modernisation (SGMAP). 34 customs departments were contacted by telephone and email in order to assess the speed, quality and courtesy of their responses. The results were very good, with an overall average score of 7.2/10, and many higher marks (at or near 9/10) in various specific areas.

During the year, French Customs’ AFNOR certification for the issuance of Binding Tariff Information (BTI) was renewed. BTIs allow French Customs to provide commitments to operators concerning the classification of goods and therefore the tariff applied, along with the applicable regulations and formalities. In 2015, 6,467 BTIs were issued.
SPECIAL STATUSES FOR TRUSTED OPERATORS

French Customs is implementing a policy for certifying operators, either in order to assess their reliability or to grant them new entitlements. French Customs will strengthen this strategy with the entry into force of the new Union Customs Code on 1st May 2016.

As part of this, the European Approved Exporter (AE) status is an important asset for businesses. With AE status, exporters can make out their own proofs of origin on their invoices or any other commercial document accompanying their exports. For trade with certain countries, this status is mandatory. It can also save customers of EA-approved firms from paying certain duties.

In 2015, 5,757 French businesses had AE status (732 issuances in 2015, against 632 in 2014).

With the arrival of the UCC, the status of Authorised Economic Operator (AEO) becomes a vital passport for international trade. It is awarded to firms that are reliable in terms of safety and security. The certification is set to become even more critical, not only because of the growth in the number of mutual recognition agreements (an AEO is a trusted operator in partner countries), but also because, under the UCC, there are certain advantages that are available only to certified companies. A mutual recognition agreement on the AEO status between the EU and China, which came into effect in November 2015, ensures that certified European businesses that trade with China will enjoy smoother commercial dealings.

BETTER UNDERSTANDING BUSINESSES’ NEEDS

French Customs has adapted its structures to better meet economic operators’ needs. The Key Accounts Department (SGC), which is in the process of being set up, will replace the current Major Business Unit (MGE). Whereas the MGE only offered consulting, the SGC will also assign and follow up on customs procedures. The SGC will also process clearance operations by major firms in one of its four hubs located in Lyon, Nantes, Rouen and Toulouse. During the year, French Customs paved the way for the introduction of the SGC in 2016, gathering the applications of the large businesses that the new structure will cover. By the end of 2015, all of the firms that were intended to be part of the SGC’s portfolio – a total of 64 companies operating in France – gave a favourable response.

Concurrently, French Customs bolstered its Business Consulting Units to support SMEs and mid-tier firms with their international operations.
In 2015, French Customs collected €70.3bn in duties and taxes, an increase of nearly 2% over 2014. This revenue is allocated to the central government budget, the social security organisations, local authorities and the European Union.

It also continued to modernise customs duties, out of a threefold concern for:

- **Specialisation**, to make customs duty management a more professional process
- **Paperless procedures**, to update this management and keep collection costs down
- **Streamlining**, to cut red tape for those paying duty

In an bid to professionalise transport taxation, the National Customs Road Taxation Department (SNDFR) was set up in Metz. This department, which began operations in the second half of 2015, will centralise the management of taxation of road haulage companies.

Operators in this area will be provided with a specialised customs contact, thus ensuring that users are given higher-quality service and that the cost of collecting road transport taxes is reduced.

As regards inspections, the creation of the SNDFR will allow French Customs to introduce an improved mechanism for targeting controls carried out by regional departments.
The first Customs Energy Forum was held on 30 June 2015 at the French Economy and Finance Ministry. It brought together more than 150 energy sector professionals (gas and oil suppliers, business federations, etc.) who met with customs experts. The meeting clarified the expectations of professionals and identified new possibilities for streamlining the management of this taxation.

Energy taxation is based on complex and ever-changing regulations, which require specific expertise. In an effort to introduce specialisation, energy hubs were set up in five regional customs directorates at Dunkirk, Lyon, Marseille, Rouen and Strasbourg.

Moreover, in the area of environmental taxation, a centre of expertise was set up in Nice to manage all aspects of the general tax on polluting activities (TGAP).
In order to provide ever more effective service, French Customs is constantly striving to better control the quality of the data submitted and the costs of managing it. In 2015, to streamline management of customs taxation it focused on paperless procedures for filing taxes and paying customs duties.

French Customs continued with its rollout of the Online Excise project (CIEL) with the goal of making all excise declarations paperless (for alcoholic beverages, tobacco and energy products). This key project has four goals: to provide taxpayers with a new online filing and payment service, to streamline administrative formalities via a single declaration covering several taxes, to make tax collection more secure thanks to tele-payment and to introduce new tools for monitoring and combating fraud.

The rollout of CIEL in 2016 will lead to very significant streamlining in terms of data entry and a reduction in the number of declarations.

Moreover, the introduction of tele-payments and online payments using a credit card continues, with an eye to these means of payment being used for all types of customs duties. Paperless procedures and centralised management are also being implemented for environmental taxation.

Since the filing deadline of April 2015, online procedures have allowed taxpayers to declare and pay the general tax on polluting activities online. This service is free of charge and is available around the clock. It represents a real step forward in terms of management quality, since it cuts red tape for operators and modernises exchanges with French Customs, whose administrative load is lightened and whose monitoring activities are improved.
2015 RESULTS

French Customs supports and assists the wine-growing sector

84% of wine harvest declarations submitted electronically

+17%

BREAKDOWN OF REVENUE COLLECTED BY FRENCH CUSTOMS IN 2015 BY BENEFICIARY

- Central government 52.5%
- Social Security Organisations 22.5%
- Local authorities 19.5%
- Others 2.5%
- European Union 3%

MAIN TAXES COLLECTED IN 2015

- Taxes on energy products 37.93%
- VAT on fuel 14.09%
- VAT on imports 15.31%
- Other taxes 2.69%
- General tax on polluting activities 0.99%
- Fuel taxes in overseas départements 0.69%
- Dock dues and similar taxes 1.72%
- Customs duties 3.02%
- Alcohol, wine, beverages 6.36%
- Tobacco 17.2%
The process of laser-marking gemstones keeps production costs down and protects the French jewellery-making industry.

MODERNISING MANAGEMENT OF THE WINE-GROWING SECTOR

Providing economic leadership for the wine-growing sector also involves updating its management and auditing tools.

The new computerised vineyard register (nCVI), which will computerise the entire sector, will be rolled out as of 1st January 2016 for all growing licences. During 2016, a property module will be added, followed by new online procedures.

In addition to taxes on alcoholic beverages, and energy and environmental taxes, French Customs has launched other efforts to reform taxation of precious metals, transportation and the maritime sector.

REFORMING THE GUARANTEE SYSTEM

The new process of using laser marking to engrave the guarantee hallmark on precious metals came into effect in February 2015. The process is the result of a partnership between French Customs and the French Union for the Jewellery, Goldsmith, Precious Stone and Pearl Industries (UFBJOP). Laser marking is now included in the manufacturing chain, allowing French companies to keep production costs down. It also includes laser marking of the group logo of Joaillerie de France, created by the UFBJOP.

This assures consumers that products bearing the laser markings have been produced on French territory in compliance with French jewellery industry quality and traditions.
The process of laser-marking gemstones keeps production costs down and protects the French jewellery-making industry.

---

Making Maritime Taxation Procedures Easier

A working group that included French Customs was set up to address the reform of the annual French flagging and navigation tax (DAFN), in order to make it a more modern tax and one that is less expensive to manage. The group worked on two different areas – simplifying the collection and the reform of the DAFN, with an eye to giving this particular tax a more ecological aspect.

Moreover, the Single Maritime Portal (PUMA) offers online registration and flagging of vessels, which previously had been divided between French Customs and the Maritime Affairs Directorate. The procedure has been proposed for inclusion in the “Tell Us Once” initiative, under the Invest for the Future programme. The four million boat owners, along with those selling (and, eventually, building) boats will have personal online accounts where they can enter data and track procedures.

Modernising Taxation in France’s Overseas Départements

A new dock dues regime entered into force on 1 July 2015.

As part of the renewal, until 31 December 2020, of the taxation system that distinguishes between imports and local production in the five overseas départements, tax legislation concerning dock dues was reformed (new production thresholds for tax declarations and mechanisms, an overhauled exemption system, etc.).

An application to manage dock dues is currently under development.
During the year, French Customs continued to implement measures that had been decided upon as part of its strategic modernisation efforts. Many projects have already been completed or are well underway. At the end of 2015, these strategies were supplemented by a significant project that involves helping French Customs adapt in the face of the sustainable heightening of border controls and its commitment to combatting terrorism.

ADAPTING FRENCH CUSTOMS TO MAJOR CHANGES

The attacks on Paris in January and November 2015 pushed French Customs to ratchet up its anti-terrorism efforts and border controls even further. To adapt to threats, its methods are constantly in flux.

In 2015, French Customs put in place an action plan for fighting the terrorist threat that focused on inspection of individuals and goods, as well as bolstering intelligence efforts and cooperation with other departments.

Following the attacks, President Hollande decided to earmark additional resources for French Customs.

They will be used to strengthen border controls and intelligence, but also to enhance the equipment and safety of customs staff.

Concurrently, French Customs continues to roll out the other components of its strategic approach, which include ongoing efforts for its modernisation and to help it adapt to the current environment.
Controlling vehicles allows French Customs to collect useful anti-terrorist intelligence.

IMPLEMENTING STRATEGIC CHANGES

By the end of 2015, 6 of the 25 measures in French Customs’ strategic plan had been completed. They had to do with staff (adjustments to the training programme, creation of the Consulting, Mobility and Career Development Unit), but also the modernisation of its human resource management, with a national Human Resource Service Centre in Bordeaux. (CSRH2). Two additional measures concern the creation of a national unit tasked with leading streamlining efforts and creating a single centre in Nice for overseeing the general tax on polluting activities (TGAP). This centralisation has simplified the collection of this tax, and made it more professional and secure3.

Seven other measures are currently being rolled out. They have to do with the professionalisation of various processes to make them more effective. In particular:
- Creating energy hubs (5 throughout France) to efficiently monitor all of the energy sectors
- Setting up a National Customs Road Taxation Department (SNDFR) in Metz4
- Implementing the Passenger Name Record (PNR) programme in French Customs’ offices at Roissy airport
- Creating Operational Centers for Land-Based Surveillance, with an eye to improving the coordination and security of surveillance teams in the field The test phase in Bordeaux was carried forward, accompanied by the rollout of a new communication system between the various units5.

2 See below 3 See Chapter 3 4 See chapter 3 5 See below
Lastly, 12 measures, all of them in advanced stages of planning, are in the pre-rollout phase. Several of them will be launched in 2016, such as the introduction of the Key Accounts Department (SGC) and centralised customs clearance at national level, which will allow companies to file all their declarations with a single office. This new measure to support France’s economic activity will become effective on 1 May 2016, and will pave the way for centralised clearance at EU level, which is slated to come into force only in 2019. Planning is also well advanced for the creation of a National Risk Analysis and Targeting Department (SARC), which is expected to make controls more effective.

6 See chapter 2
Modernising its information system is a key priority in French Customs’ strategic plan.

**IMPROVING DEPARTMENTAL LEADERSHIP**

In order to improve its efficiency and targeting ability, French Customs has – in addition to creating the SARC – focused on ways to support decision-making by optimising its risk analysis toolset. We are developing a datamining tool that will process large amounts of data in an attempt to detect patterns of fraud that our current methods are unable to see.

The creation of Quantum, French Customs’ decision-support system, is ongoing and expanding. When completed, it will process all Customs-related data, which will improve strategic and operational steering for its various departments.

French Customs is also developing an integrated policy for inspecting land-based means of transport, as part of its tactical organisation coordinated by an operational centre. The centre will have access to various databases, and can deploy units in the field using context-based, real-time information on the departments’ work, geolocation, and new means of communication which are gradually being rolled out.

Lastly, in a bid to improve the quality and effectiveness of its human resource management, French Customs is continuing to work closely with staff to streamline various internal processes.
CHAPTER 4
BUILDING THE FUTURE WITH THE MEN AND WOMEN OF FRENCH CUSTOMS

ONGOING MODERNISATION EFFORTS

MORE PROFESSIONAL WORKING METHODS

A large number of working groups were convened in 2015 to discuss French Customs’ processes and structures.

To facilitate the practical implementation of measures, a number of field units were involved in work on strategic changes.

The working groups discussed issues such as streamlining tax procedures, tightening the accounting network, centralised clearance and the creation of the Key Accounts Department to support the French economy. They also examined a tactical approach to controls as well as new inspection methods made possible by the creation of the Operational Centers for Land-Based Surveillance (CODT). Other groups met to discuss the Future National Risk Analysis and Targeting Department (SARC) and the new Passenger Name Record (PNR) Management Department.

INVOLVING STAFF IN STRATEGIC CHANGES

French Customs has begun to streamline its internal processes. Starting this year, every member of staff can put forward suggestions for streamlining, using an Intranet site and dedicated e-mail address. This participatory and consultative approach relies on the skills of its staff to update internal procedures by making each employee a stakeholder in the process.

MODERNISING HR MANAGEMENT

Modernising its HR management involves changes to our IT system, as well as the Human Resource Service Centre (CSRH) in Bordeaux, a centralised department responsible for payroll and career management. In September 2015, after lengthy preparations, the changeover to SIRHIUS, the ministry’s HR management IT system, took place. The payroll is now prepared and managed by CSRH staff. Concurrently, the entire management structure was overhauled, with the launch of a single HR portal on French Customs’ Intranet. This is expected to simplify and streamline relations between staff and HR departments.

This reorganisation is in line with French Customs’ desire to take a quality-based approach to HR management. Now that payroll management is handled centrally, the local departments, which have slowly been alleviated of management tasks, will enjoy greater latitude to expand the qualitative aspect of their actions and thereby foster more local connections.

AGENTS SPÉCIALISTES

- 597 maritime officers
- 174 airborne officers
- 243 motorcyclists
- 233 dog handlers
- 748 investigators and intelligence officers
- 214 judicial officers

French customs’ budgetary positions

16 473 (2016 Initial Budget Act)
RETHINKING CUSTOMS’ TRAINING SYSTEM

Given the extremely varied nature of French Customs’ work, training is a key priority, and we pay special attention to it.

To further increase the quality of its training structure, French Customs decided to bring together at the La Rochelle site training courses that had formerly been provided in two separate academies – the one in La Rochelle, which trains uniformed Customs agents in surveillance techniques, and the one in Rouen, which up to now has trained staff in clearing commercial flows. On 1 September 2015, the new Customs Academy at La Rochelle opened its doors. It will provide training for all Grade B and C members of staff, regardless of their duties. French Customs has made significant efforts to improve its training conditions. Its approach has been completely overhauled to make the training system more professional and to foster a shared identity among the various departments.

The new academy will play a large role in 2016: since the end of 2015, it has been preparing to train the additional staff recruited following President Hollande’s announcement that France was stepping up border controls and anti-terrorism efforts. The first individuals recruited for these missions will be assigned to post before the summer of 2016.

100,000* the number of training attendees,
99,000 of which were trained on an ongoing basis

* One staff member can attend more than one training session per year.

The new La Rochelle National Customs Academy opened its doors on 1 September 2015.

FRENCH CUSTOMS IS:

53.2 % plain-clothes staff in charge of customs clearance and excise duty
46.8 % uniformed surveillance officers

5.6 the number of training days each agent receives per year
IMPROVING CUSTOMS’ OPERATIONAL CAPACITIES

In 2015, French Customs acquired new resources to help boost its efficiency, ensure the safety of both its officers and the general public, and create the best possible working conditions for staff in the exercise of their duties.

The Directorate continued to renew its fleet of air-maritime surveillance aircraft. Seven new planes were delivered, two of which are slated to be put into service at the end of Q1 2016.

These more versatile aircraft will work in liaison with maritime surveillance units, and have cutting-edge surveillance, search and detection systems on board.

A new patrol vessel, the Jean-François Deniau, began active duty in July 2015. Purchased with help from the EU’s External Borders Fund, the ship has already carried out anti-smuggling operations, and took part in European efforts to halt illegal immigration and rescue shipwrecked refugees in South of Italy in November 2015.

Two new 14-metre close surveillance vessels were put into service at Sainte-Maxime and Saint-Nazaire.

For land-based surveillance officers, the main equipment purchases during the year were safety-related. French Customs stepped up its efforts to equip all surveillance officers with bulletproof vests.

It also bolstered its communications equipment, installing the first radio equipment for motorcycle squadrons and deploying a new radio system throughout south-western France.

MODERNISING CUSTOMS’ IT SYSTEMS

A major renovation effort got off the ground in 2015. French Customs’ IT Centre (CID) is being overhauled to provide it with a state-of-the-art datacentre offering high-quality IT facilities with a high availability rate. This will help it play a role in streamlining and pooling efforts, since French Customs provides other government departments with significant storage capacity for their IT systems.

SEAS AND AIR SURVEILLANCE RESOURCES

36 boats
18 planes
9 helicopters

BUILDING THE FUTURE WITH THE MEN AND WOMEN OF FRENCH CUSTOMS

MAKING FRENCH CUSTOMS MORE EFFECTIVE

PERSONALISED SUPPORT FOR CUSTOMS STAFF

On 2 March 2015, the economic and finance ministers and three trade union organisations signed an agreement to provide increased social and financial resources as part of ongoing modernisation efforts.

The goal of the agreement is to better take account of individual situations, to provide more customised solutions for staff affected by changes and to significantly boost the financial support provided in cases of mobility.

This is very much in line with the two basic goals of French Customs’ Strategic Plan: to make French Customs more effective in carrying out its remit and to give the highest consideration to individual situations.

PEOPLE – THE KEY TO THE SUCCESS OF EVERY PROJECT
Protecting customs officers during container inspections

To better take account of employee requirements, it has also launched a unit made up of five career mobility advisers. They visit French Customs’ devolved departments and meet with staff to discuss career or mobility concerns in a neutral, confidential setting. In 2015, 3,376 such meetings took place (including 369 by the unit).

ENSURING HIGH-QUALITY WORKING CONDITIONS

French Customs has taken a proactive approach to workplace problems and, more generally speaking, to improving the quality of working conditions, which is a priority topic in the public sphere.

As part of this, a training programme entitled “Quality of Life at Work” was rolled out in 2015. The goal is to help department heads better understand their role in improving working conditions and identify the means available to them.

PROMOTING ETHICS

Within the context of a bill concerning ethics and the rights and obligations of civil servants, which was submitted to Parliament in 2015 – and without waiting for the bill to be adopted – French Customs has begun to draft an ethics plan. The plan has two major parts: an overhaul of disciplinary procedures and making them more certain – particularly as regards increased collaboration between French Customs and the courts – and implementation of a strengthened prevention policy.

In this respect, efforts are underway to ensure that every employee is aware of Customs’ ethical rules. A charter that complements that of the Ministry is also being drafted, in order to take the specific nature of French Customs’ activities into account. Concurrently, heightened training efforts have been included in its national training programme.

French Customs supports non-profit organisations that shape its identity. They foster a sense of cohesion among the customs community, and include Œuvre des Orphelins des Douanes (OODD), the National Customs Association for Veterans and Victims of War (ANAG-VG), and the National Customs Sporting Association (ASND). The Mutuelle des Douanes and social action initiatives are also part of these efforts.

French Customs is particularly focused on the safety of its officers during inspections. For example, it was the first government department to take action to prevent risks connected with toxic gases in containers. It introduced a complete system to protect staff, with a protocol for opening containers. This approach was reported on in a trade union journal, which cited it as an example of how to protect employees.

French Customs also encourages high-level sports through its support for the France Douane team, which had a very successful year in 2015.
BASIC FACTS ABOUT FRENCH CUSTOMS

OPERATIONAL ORGANISATION OF THE DIRECTORATE GENERAL OF CUSTOMS AND EXCISE (DGDDI)

Directorate general

12 inter-regional directorates

7 national departments

41 regional tax collection offices

National Customs Judicial Department (SNDJ)

National Directorate for Customs Investigations and Intelligence (DNRED)

DGDDI / DGCCRF Joint Laboratory Department (SCL)

78 territorial divisions

8 local SNDJ units

- Paris
- Lille
- Metz
- Lyon
- Marseille
- Toulouse
- Bordeaux
- Nantes

National Directorate for Customs Investigations and Intelligence (DNRED)

Customs intelligence directorate (DRD)

Customs Investigations directorate (DED)

11 joint laboratories

- Ile-de-France
- Lille
- Strasbourg
- Lyon
- Marseille
- Montpellier
- Bordeaux
- Rennes
- Le Havre
- Antilles (Guadeloupe)
- La Réunion

180 offices

Customs operations directorate (DOD)

Customs IT Centre (CID)

10 DOD squadrons

- Paris
- Lille
- Metz
- Lyon
- Marseille
- Montpellier
- Bordeaux
- Nantes
- Rouen
- Fort-de-France

213 land-based units

National Directorate for Recruitment and Vocational Training (DNRFP)

42 regional directorates

4 regional coast guard

- Antilles
- Marseille
- Nantes
- Rouen

Toucoing National Customs Academy

Grade A

42 regional directorates

73 excise department

Customs operations directorate (DOD)

4 airborne-naval units

10 DOD squadrons

La Rochelle National Customs Academy

Grades B et C

OP-COI/AG and SURV branches

41 regional tax collection offices

213 land-based units

2 departments

- St-Pierre-et-Miquelon
- Wallis and Futuna

DGDDI / DGCCRF Joint Laboratory Department (SCL)

180 offices

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

41 regional tax collection offices

National Directorate for Recruitment and Vocational Training (DNRFP)

National Directorate for Foreign Trade and Statistics (DNSCE)

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

42 regional directorates

41 regional tax collection offices

National Directorate for Recruitment and Vocational Training (DNRFP)

National Directorate for Foreign Trade and Statistics (DNSCE)

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

12 inter-regional directorates

7 national departments

DGDDI / DGCCRF Joint Laboratory Department (SCL)

78 territorial divisions

8 local SNDJ units

- Paris
- Lille
- Metz
- Lyon
- Marseille
- Toulouse
- Bordeaux
- Nantes

National Customs Judicial Department (SNDJ)

National Directorate for Customs Investigations and Intelligence (DNRED)

DGDDI / DGCCRF Joint Laboratory Department (SCL)

180 offices

Customs operations directorate (DOD)

11 joint laboratories

- Ile-de-France
- Lille
- Strasbourg
- Lyon
- Marseille
- Montpellier
- Bordeaux
- Rennes
- Le Havre
- Antilles (Guadeloupe)
- La Réunion

73 excise department

Customs IT Centre (CID)

4 airborne-naval units

10 DOD squadrons

National Directorate for Recruitment and Vocational Training (DNRFP)

National Directorate for Foreign Trade and Statistics (DNSCE)

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

41 regional tax collection offices

National Directorate for Recruitment and Vocational Training (DNRFP)

National Directorate for Foreign Trade and Statistics (DNSCE)

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

42 regional directorates

213 land-based units

2 departments

- St-Pierre-et-Miquelon
- Wallis and Futuna

DGDDI / DGCCRF Joint Laboratory Department (SCL)

42 regional directorates

73 excise department

10 DOD squadrons

National Directorate for Recruitment and Vocational Training (DNRFP)

National Directorate for Foreign Trade and Statistics (DNSCE)

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

41 regional tax collection offices

National Directorate for Recruitment and Vocational Training (DNRFP)

National Directorate for Foreign Trade and Statistics (DNSCE)

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

12 inter-regional directorates

7 national departments

DGDDI / DGCCRF Joint Laboratory Department (SCL)

42 regional directorates

213 land-based units

2 departments

- St-Pierre-et-Miquelon
- Wallis and Futuna

DGDDI / DGCCRF Joint Laboratory Department (SCL)

10 DOD squadrons

National Directorate for Recruitment and Vocational Training (DNRFP)

National Directorate for Foreign Trade and Statistics (DNSCE)

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

41 regional tax collection offices

National Directorate for Recruitment and Vocational Training (DNRFP)

National Directorate for Foreign Trade and Statistics (DNSCE)

Customs IT Centre (CID)

National Customs Museum (MND) - Bordeaux

12 inter-regional directorates

7 national departments

DGDDI / DGCCRF Joint Laboratory Department (SCL)
THE DGDDI IN METROPOLITAN FRANCE AND OVERSEAS

MAP OF FRENCH CUSTOMS’ REGIONAL (DR) AND INTERREGIONAL (DI) DIRECTORATES

Customs departments in:
- Paris (DI)
- Paris (DR)
- Lyon (DI)
- Lyon (DR)
- Nice (DI)
- Nice (DR)
- Dijon (DI)
- Burgundy (DR)
- Strasbourg (DR)
- Mulhouse (DR)
- Lorraine (DR)
- Metz (DI)
- Chambéry (DR)
- Leman (DR)
- Auvergne (DR)
- Montpellier (DI)
- Montpellier (DR)
- New Caledonia (DR)
- Polynésie (DR)

Overseas communities:
- Reunion (DR)
- Mayotte (DR)
- Guadeloupe (DR)
- Martinique (DR)
- Guiana (DR)
- Antilles-Guiana (DI)
- Guiana (DR)
- Guadeloupe (DR)
- Reunion (DR)
- Mayotte (DR)
- Saint-Pierre et Miquelon
- Wallis et Futuna

2015 RESULTS
Primary cooperation agreements signed in 2015

Memorandum of Cooperation with Italy in terms of information exchange.

Agreement, as part of the Convention on mutual assistance and cooperation between customs administrations, to streamline communications with Spanish customs authorities in order to facilitate international judicial cooperation.

Letter of intent with the UK’s Border Force.

Statement of intent with the General Director for Customs and Excise in Gabon.
## Capacities

### Budgetary Resources

(in millions of euros, excluding the Joint Laboratory Department and excluding contributions to the special pensions allocation account)

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>798.4</td>
<td>798.4</td>
<td>795</td>
<td>791</td>
</tr>
<tr>
<td>Operations and</td>
<td>162.7</td>
<td>170.6</td>
<td>164</td>
<td>171</td>
</tr>
<tr>
<td>miscellaneous</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>expenditure</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interventions</td>
<td>271.8</td>
<td>253.8</td>
<td>218.7</td>
<td>219</td>
</tr>
<tr>
<td>Investment</td>
<td>32.9</td>
<td>38.6</td>
<td>52</td>
<td>47</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,265.8</td>
<td>1,261.4</td>
<td>1,229.7</td>
<td>1,228</td>
</tr>
<tr>
<td>Contributions to the</td>
<td>320.1</td>
<td>336.1</td>
<td>346.9</td>
<td>346</td>
</tr>
<tr>
<td>Special pensions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allocation account</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Material Resources

<table>
<thead>
<tr>
<th>Number of</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Land-based fleet</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles</td>
<td>2,676</td>
<td>2,638</td>
</tr>
<tr>
<td>Motorcycles</td>
<td>466</td>
<td>436</td>
</tr>
<tr>
<td><strong>Air and naval fleet</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>53-metre coast guard patrol</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>vessels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43-metre coast guard patrol</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>vessels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19-to-32-metre coast guard</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>patrol boats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10-to-14-metre inshore patrol</td>
<td>17</td>
<td>13</td>
</tr>
<tr>
<td>vessels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teaching vessels</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Twin-engine aircraft</td>
<td>18 (including two Polmar and 6 Beechcraft KA 350)</td>
<td>16 (including two Polmar and 7 Beechcraft KA 350)</td>
</tr>
<tr>
<td>Single-engine aircraft</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Helicopters</td>
<td>9 (including 5 EC 135)</td>
<td>9 (including 5 EC 135)</td>
</tr>
<tr>
<td><strong>Detection equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed scanners</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Mobile scanners</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>X-ray machines</td>
<td>82</td>
<td>82</td>
</tr>
<tr>
<td>Density metres</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>Particle analysers</td>
<td>26 (12 fixed and 14 mobile)</td>
<td>26 (12 fixed and 13 mobile)</td>
</tr>
<tr>
<td>Survey meters</td>
<td>47</td>
<td>73</td>
</tr>
</tbody>
</table>
FRENCH CUSTOMS’ SEA AND AIR SURVEILLANCE SYSTEM IN 2015*

- 43-to-53-metre coast guard patrol boats
- Inshore patrol vessel (VSR)
- 14 m
- 10 m
- Surveillance aircraft
  - F 406 twin-engine
  - F 406 POLMAR twin-engine
  - Single-engine
  - EC 135
- Helicopters
  - AS 355
- Teaching vessels
  - Shared between Le Havre/Hyères

Maritime prefecture headquarters

HEADQUARTERS OF A REGIONAL COAST GUARD DIRECTORATE (DRGC) AND A CUSTOMS OPERATIONS CENTRE (COD)

- Rouen DRGC (Channel/North Sea)
- Nantes DRGC (Atlantic)
- Marseille DRGC (Mediterranean)
- Antilles DRGC
- Interregional Paris Directorate
- Air and naval departments

Overseas France

* Plus 7 KA 350 Beechcraft currently being deployed
# Human Resources

## Demographics

<table>
<thead>
<tr>
<th>Category</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total male and female employees</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male employees</td>
<td>62.5 %</td>
<td>62.2 %</td>
</tr>
<tr>
<td>Female employees</td>
<td>37.5 %</td>
<td>37.8 %</td>
</tr>
<tr>
<td><strong>Male and female employees in the commercial operations branch</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male employees</td>
<td>51.4 %</td>
<td>51 %</td>
</tr>
<tr>
<td>Female employees</td>
<td>48.6 %</td>
<td>49 %</td>
</tr>
<tr>
<td><strong>Male and female employees in the surveillance branch</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male employees</td>
<td>75 %</td>
<td>75 %</td>
</tr>
<tr>
<td>Female employees</td>
<td>25 %</td>
<td>25 %</td>
</tr>
<tr>
<td><strong>Percentage of women in entry-level executive positions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(IP2)</td>
<td>49.2 %</td>
<td>50.5 %</td>
</tr>
<tr>
<td><strong>Age of employees</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average age</td>
<td>47 years old</td>
<td>47 years old</td>
</tr>
<tr>
<td>19 to 34 years old</td>
<td>13.1 %</td>
<td>13.6 %</td>
</tr>
<tr>
<td>35 to 49 years old</td>
<td>42.5 %</td>
<td>43 %</td>
</tr>
<tr>
<td>Over 50 years old</td>
<td>44.4 %</td>
<td>43.4 %</td>
</tr>
</tbody>
</table>

## Employee Grades (in number of employees)

![Employee Grades Chart]

<table>
<thead>
<tr>
<th>Grade</th>
<th>Number (2014)</th>
<th>Number (2015)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4,174</td>
<td>4,177</td>
</tr>
<tr>
<td>B</td>
<td>7,462</td>
<td>7,410</td>
</tr>
<tr>
<td>C</td>
<td>5,066</td>
<td>4,910</td>
</tr>
</tbody>
</table>

## Percentage of Internal Promotions in 2015

- **254 Grade C promotions**  
  (18.1% of promotions)
- **398 Grade A promotions**  
  (28.3% of promotions)
- **754 Grade B promotions**  
  (53.6% of promotions)
## TAX COLLECTION

### CHANGES TO CUSTOMS REVENUE IN MILLIONS OF EUROS (BREAKDOWN)

<table>
<thead>
<tr>
<th>Category</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customs clearance</td>
<td>13,197</td>
<td>12,911</td>
</tr>
<tr>
<td>Customs duties</td>
<td>1,962</td>
<td>2,126</td>
</tr>
<tr>
<td>Import VAT</td>
<td>11,214</td>
<td>10,763</td>
</tr>
<tr>
<td>Other</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td><strong>Energy and environment</strong></td>
<td>37,243</td>
<td>38,527</td>
</tr>
<tr>
<td>TICPE</td>
<td>24,401</td>
<td>26,671</td>
</tr>
<tr>
<td>TSC DOM</td>
<td>481</td>
<td>486</td>
</tr>
<tr>
<td>VAT on fuel</td>
<td>11,277</td>
<td>9,906</td>
</tr>
<tr>
<td>TICGN + TICFE + TICHLC</td>
<td>302</td>
<td>754</td>
</tr>
<tr>
<td>One-off contribution on the value of petroleum product inventories</td>
<td>0.3</td>
<td>-</td>
</tr>
<tr>
<td>Taxes and remuneration on behalf of oil industry professionals</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>TGAP</td>
<td>772</td>
<td>699</td>
</tr>
<tr>
<td><strong>Excise taxes</strong></td>
<td>16,563</td>
<td>16,681</td>
</tr>
<tr>
<td>Alcohol and beverages</td>
<td>4,513</td>
<td>4,476</td>
</tr>
<tr>
<td>Tobacco</td>
<td>11,917</td>
<td>12,096</td>
</tr>
<tr>
<td>Other excise duties</td>
<td>133</td>
<td>109</td>
</tr>
<tr>
<td><strong>Dock dues and maritime activities</strong></td>
<td>1,718</td>
<td>1,772</td>
</tr>
<tr>
<td>Dock dues</td>
<td>1,178</td>
<td>1,211</td>
</tr>
<tr>
<td>Port dues</td>
<td>492</td>
<td>515</td>
</tr>
<tr>
<td>DAFN</td>
<td>48</td>
<td>46</td>
</tr>
<tr>
<td><strong>TSVR - Tax on certain road vehicles (axle tax)</strong></td>
<td>168</td>
<td>167</td>
</tr>
<tr>
<td><strong>Other taxes</strong></td>
<td>175</td>
<td>265</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>69,064</td>
<td>70,323</td>
</tr>
</tbody>
</table>

**TICPE:** Domestic consumption tax on energy products

**TSC DOM:** Special consumption tax in overseas départements

**TICGN:** Domestic consumption tax on natural gas

**TICFE:** Domestic consumption tax on electricity for end-users

**TICHLC:** Domestic consumption tax on coal, brown coal and coke, known as the "Carbon Tax"

**TGAP:** General tax on polluting activities

**DAFN:** Flagging and navigation tax

---

### DUTIES AND TAXES REASSESSED SINCE 2011 (IN MILLIONS OF EUROS)

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duties and taxes reassessed</td>
<td>265</td>
<td>294</td>
<td>323</td>
<td>356.9</td>
<td><strong>377.4</strong></td>
</tr>
</tbody>
</table>
### NARCOTICS AND TOBACCO

**French Customs' Seizures of Narcotics by Type of Product**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total quantity seized</strong></td>
<td>198.4 t</td>
<td>1.5 M</td>
<td>88 t</td>
<td>946,149</td>
</tr>
<tr>
<td><strong>Cannabis</strong></td>
<td>157.3</td>
<td>62.6</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>of which resin</td>
<td>151.1</td>
<td>53.3</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>of which herb</td>
<td>3.5</td>
<td>4.3</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Cocaine</strong></td>
<td>6.6 t</td>
<td>16.8 t</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Heroine</strong></td>
<td>546 kg</td>
<td>243.5 kg</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Khat</strong></td>
<td>32.6 t</td>
<td>7.16 t</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Amphetamines</strong></td>
<td>263 kg</td>
<td>4,278</td>
<td>512.7 kg</td>
<td>314</td>
</tr>
<tr>
<td><strong>Ecstasy</strong></td>
<td>24.9 kg</td>
<td>1,448,010</td>
<td>-</td>
<td>931,017</td>
</tr>
<tr>
<td><strong>LSD</strong></td>
<td>873</td>
<td>-</td>
<td>-</td>
<td>1,210</td>
</tr>
<tr>
<td><strong>Opium</strong></td>
<td>2.1 kg</td>
<td>4.5 kg</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>New synthetic drugs</strong></td>
<td>360.6 kg</td>
<td>1,439</td>
<td>340.8 kg</td>
<td>206</td>
</tr>
<tr>
<td><strong>Psychotropics</strong></td>
<td>62.7 kg</td>
<td>35,656</td>
<td>84.4 kg</td>
<td>8,734</td>
</tr>
<tr>
<td><strong>Other drugs and precursors</strong></td>
<td>606.7 kg</td>
<td>254.2 kg</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>of which hallucinogenic mushrooms</td>
<td>27.9 kg</td>
<td>13.3 kg</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Methadone</strong></td>
<td>1 kg</td>
<td>10,024</td>
<td>529 g</td>
<td>4,668</td>
</tr>
<tr>
<td><strong>Total street value (in millions of euro)</strong></td>
<td><strong>657.5</strong></td>
<td><strong>269.3</strong></td>
<td><strong>802.2</strong></td>
<td><strong>638.9</strong></td>
</tr>
<tr>
<td>of which cocaine (M€)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Seizures of Tobacco Over 10 Years (in Tons)**

![Graph showing tobacco seizures over 10 years](image)
**2015 Results**

**Main Seizures of Counterfeits by Type of Product in 2015 (in number of items)**

<table>
<thead>
<tr>
<th>Product Type</th>
<th>2015 Seizures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmaceuticals</td>
<td>173,385</td>
</tr>
<tr>
<td>Clothing</td>
<td>761,542</td>
</tr>
<tr>
<td>Personal accessories</td>
<td>330,943</td>
</tr>
<tr>
<td>Shoes</td>
<td>595,160</td>
</tr>
<tr>
<td>Toys, games and sporting goods</td>
<td>460,796</td>
</tr>
<tr>
<td>Cell phones</td>
<td>528,925</td>
</tr>
<tr>
<td>Food</td>
<td>233,588</td>
</tr>
<tr>
<td>Beauty products</td>
<td>409,367</td>
</tr>
<tr>
<td>Electrical, electronic and computer equipment</td>
<td>164,848</td>
</tr>
<tr>
<td>CDs, DVDs and software applications</td>
<td>42,147</td>
</tr>
</tbody>
</table>

**Requests by Businesses for Intervention by French Customs to Intercept Counterfeit**

- **Number of requests for intervention**
- **Number of registered rights holders**

* Change in accounting method
### KEY PERFORMANCE INDICATORS

#### SUPPORT FOR FRENCH BUSINESSES WITH THEIR INTERNATIONAL OPERATIONS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Unit</th>
<th>2014 Results</th>
<th>2015 Target</th>
<th>2015 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average time goods are immobilised for single-day customs clearance</td>
<td>minute</td>
<td>4m07s</td>
<td>-</td>
<td>4m38s</td>
</tr>
<tr>
<td>Percentage of customs declarations cleared in under five minutes</td>
<td>%</td>
<td>93 %</td>
<td>92 %</td>
<td>90.5 %</td>
</tr>
<tr>
<td>Overall rate of paperless customs clearance</td>
<td>%</td>
<td>86 %</td>
<td>86 %</td>
<td>86 %</td>
</tr>
<tr>
<td>Share of foreign trade benefiting from Authorised Economic Operator (AEO) status</td>
<td>%</td>
<td>32.7 %</td>
<td>35 %</td>
<td>33.7 %</td>
</tr>
<tr>
<td>Number of businesses receiving a customised approach</td>
<td>number</td>
<td>2,235</td>
<td>2,000</td>
<td>2,339</td>
</tr>
<tr>
<td>User satisfaction</td>
<td>%</td>
<td>87.3 %</td>
<td>87 %</td>
<td>90 %</td>
</tr>
</tbody>
</table>

#### COMBATTING LARGE-SCALE CUSTOMS FRAUD AND ORGANISED CRIME AND PROTECTING BUSINESSES AND EUROPEAN CUSTOMERS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Unit</th>
<th>2014 Results</th>
<th>2015 Target</th>
<th>2015 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seizures of drugs</td>
<td>million €</td>
<td>657.5</td>
<td>346</td>
<td>802.2</td>
</tr>
<tr>
<td>Seizures of smuggled tobacco and cigarettes</td>
<td>tons</td>
<td>422.7</td>
<td>415</td>
<td>629.5</td>
</tr>
<tr>
<td>Number of counterfeit items seized</td>
<td>million articles</td>
<td>8.8</td>
<td>6.5</td>
<td>7.7</td>
</tr>
<tr>
<td>Number of consumer protection citations</td>
<td>number</td>
<td>7,213</td>
<td>6,000</td>
<td>7,597</td>
</tr>
<tr>
<td>Total citations concerning anti-fraud efforts</td>
<td>number</td>
<td>10,175</td>
<td>8,500</td>
<td>10,953</td>
</tr>
<tr>
<td>Seizures of criminal assets by the SNDJ</td>
<td>million €</td>
<td>33.7</td>
<td>14</td>
<td>55.4</td>
</tr>
<tr>
<td>Rate of operational availability by surveillance units</td>
<td>%</td>
<td>80.3 %</td>
<td>80 %</td>
<td>80.3 %</td>
</tr>
</tbody>
</table>
## Improving the Effectiveness of Management and of Customs Inspections and Audits

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Unit</th>
<th>2014 Results</th>
<th>2015 Target</th>
<th>2015 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duties and taxes reassessed</td>
<td>million €</td>
<td>356.9</td>
<td>320</td>
<td>377.4</td>
</tr>
<tr>
<td>Number of tax litigation cases</td>
<td>%</td>
<td>4 312</td>
<td>4 200</td>
<td>4 577</td>
</tr>
<tr>
<td>Effectiveness of targeting customs declarations: number of offences found on examined declarations (per 10,000 declarations)</td>
<td>number</td>
<td>229</td>
<td>200</td>
<td>230</td>
</tr>
<tr>
<td>Intervention rate with respect to customs revenue</td>
<td>%</td>
<td>0.45 %</td>
<td>0.44 %</td>
<td>0.44 %</td>
</tr>
<tr>
<td>Collection of duties and taxes reassessed</td>
<td>%</td>
<td>70 %</td>
<td>66 %</td>
<td>50.1 %</td>
</tr>
</tbody>
</table>

## Involving the Men and Women of Customs in the Strategic Plan

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Unit</th>
<th>2014 Results</th>
<th>2015 Target</th>
<th>2015 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of online procedures</td>
<td>%</td>
<td>99.3 %</td>
<td>&gt; 99 %</td>
<td>98.6 %</td>
</tr>
<tr>
<td>Share of women in overall staffing numbers</td>
<td>%</td>
<td>37.55 %</td>
<td>-</td>
<td>37.8 %</td>
</tr>
<tr>
<td>Overall satisfaction rate of employees taking part in initial or ongoing training</td>
<td>%</td>
<td>80 %</td>
<td>73 %</td>
<td>80.5 %</td>
</tr>
<tr>
<td>Percentage of positions requiring special skills</td>
<td>%</td>
<td>34.9 %</td>
<td>36 %</td>
<td>35.7 %</td>
</tr>
</tbody>
</table>