In 2014, French Customs collected more than €698bn in duties and taxes (compared with €602.3bn in 2013). This revenue is allocated to the central government budget, the social security organisations, local governments and the European Union.

In 2014, French Customs collected €68.23bn in 2013. In 2014, French Customs collected more than €69bn in duties and taxes (compared with €740m in 2013). French Customs has taken a more professional approach to energy and transport taxes, and environmental taxation has been streamlined and expanded: the general tax on polluting activities (TGAP) accounted for €356.9m in 2014 – representing 46.9% of staff involved in surveillance.

Adopting new working methods, developing leadership, adapting our resources, and improving working conditions has resulted in a new government-wide example of efficiency so that it can continue to offer high-quality services.

In 2014, discussions continued on how best to adapt French Customs’ working methods and organisation to a changing environment. Our goal is to make French Customs more effective so that it can continue to offer high-quality services.
In 2014, French Customs seized a record number of counterfeit items. Goods sold via online sites were specifically targeted.

**COUNTERFEITS SEIZED BY FRENCH CUSTOMS**

In November 2014, French Customs held the Second National Counterfeit Destruction Day, more than 1 million counterfeit items were destroyed at 17 sites.

**KEY FIGURES IN THE FIGHT AGAINST FRAUD**

2014 was a record-breaking year in terms of volumes of drug seizures by French Customs. Nearly 200 tons of narcotics were intercepted, a 40% increase over 2013, all categories of drugs combined.

**SEIZURES BY TYPE OF PRODUCT**

**CULTURAL GOODS**
- 395,441 objects intercepted

**FINANCIAL FRAUD AND TAX EVASION**
- €356.9m in taxes and duties reassessed

**INTERNET SALES**
- 4.2% of seizures

**LARGE-SCALE FRAUD**
- Criminal organisations are taking advantage of the many new forms of trade and particularly e-commerce to expand their illegal activities.

**NEW FORMS OF FRAUD ARE TAKING SHAPE**
- The Internet is fuelling a growing flood of fraudulent activities.

**PROTECTING FRANCE'S CITIZENS**
- 828 firearms seized

**PROTECTING FRANCE’S CULTURAL HERITAGE**
- 527 citations issued for violations of endangered plant and animal species legislation

**RATIONALISING AND CUTTING COSTS**
- Foster companies’ competitive strengths and highlight the appeal of France
- Reduce red tape with the one-stop shop for administrative formalities
- Online procedures to cut the waiting time and cost of customs clearance

**SUPPORT AND SECURITY**
- Forge new relationships with economic actors
- Continue to streamline customs formalities
- Protect innovation and French savoir-faire

**SATISFACTION COUNTERFEITS**
- 87.3% satisfaction rate of businesses using French Customs’ services in 2014

**SUPPORT FOR ECONOMIC ACTIVITY**
- 1,171 applications for action filed with Customs by businesses to protect themselves against counterfeits

**BUSINESS ADVICE**
- 2,235 companies offered advice free of charge by the Business Consulting Units (CCE)

**AEO STATUS**
- 1,214 Authorised Economic Operators (compared with 1,020 at the end of 2013)

**COUNTERFEITS SEIZED BY FRENCH CUSTOMS**

- 8.8 million counterfeit items seized in 2014

**SEIZURES BY TYPE OF PRODUCT**

**PHARMACEUTICALS**
- 2,506,793

**CLOTHING**
- 1,500,320

**PERSONAL ACCESSORIES**
- 597,614

**SHOES**
- 284,636

**TOYS AND GAMES**
- 331,328

**CELL PHONES**
- 329,614

**FOOD**
- 266,764

**BEAUTY CARE PRODUCTS**
- 511,092

**ELECTRICAL, ELECTRONIC AND COMPUTER EQUIPMENT**
- 268,626

**CDs, DVDs, SOFTWARE**
- 56,331

**PAPERLESS CUSTOMS DECLARATIONS**
- Over the past several years, French Customs has made it a priority to streamline customs clearance procedures through simplification, paperless processes and cutting both waiting times and costs
In 2014, French Customs seized a record number of counterfeit items. Goods sold via online sites were specifically targeted.

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**Seizures by Type of Product**

**Pharmaceuticals**
- 2,580,793

**Clothing**
- 1,550,320

**Personal Accessories**
- 537,614

**Shoes**
- 284,636

**Toys and games**
- 331,328

**Cell phones**
- 329,614

**Food**
- 266,764

**Beauty care products**
- 511,192

**Electrical, electronic and computer equipment**
- 268,626

**CDs, DVDs, Software**
- 56,331

**FIREARMS**
- 6.6 tons of COCAINE intercepted
- 157.3 tons of CANNABIS seized (+84%)
- 422.7 tons of smuggled TOBACCO intercepted

**CULTURAL GOODS**
- 395,441 objects intercepted

**NATURAL HERITAGE**
- 527 citations issued for violations of endangered plant and animal species legislation

**PROTECTING FRANCE’S CITIZENS**
- 198.4 tons of narcotics seized A NEW RECORD
- 8.8 million counterfeits seized

**NEW FORMS OF FRAUD ARE TAKING SHAPE**, and the Internet is fuelling a growing flood of fraudulent activities.

6.6 tons of COCAINE intercepted
157.3 tons of CANNABIS seized (+84%)
422.7 tons of smuggled TOBACCO intercepted
527 citations issued for violations of endangered plant and animal species legislation

1 million non-compliant toys seized before being sold

**SUPPORT FOR ECONOMIC ACTIVITY**

**Simplifying and Cutting Costs**
- Foster companies’ competitive strengths and highlight the appeal of France
- Reduce red tape with the one-stop shop for administrative formalities
- Online procedures to cut the waiting time and cost of customs clearance

**Support, Certification, Security**
- Forge new relationships with economic actors
- Continue to streamline customs formalities
- Protect innovation and French savoir-faire

**BUSINESS ADVICE AEO STATUS**
- 2,235 companies offered advice free of charge by the Business Consulting Units (CCE)
- Over 12,000 companies offered advice in 5 years
- 1,214 Authorised Economic Operators (compared with 1,020 at the end of 2013)
- 50% of France’s foreign trade

**LOGISTICS**
- 93% of declarations processed in less than 5 minutes
- 24 online procedures available at pro.douane.gouv.fr
- 86% of total customs declarations were paperless

**Satisfaction**
- 87.3% satisfaction rate of businesses using French Customs’ services in 2014
- Over the past several years, French Customs has made it a priority to streamline customs clearance procedures through simplification, paperless processes and cutting both waiting times and costs

828 FIREARMS seized

**CUSTOMS CLEARANCE AND ECONOMIC ACTIVITIES**

By streamlining procedures and making them paperless, French Customs is helping to make businesses’ supply chains faster and more secure.

At a time of increasing global competition, Customs is rolling out measures that help companies continue to compete and boost the appeal of France’s logistical platforms.

**Support, Certification, Security**
- Forge new relationships with economic actors
- Continue to streamline customs formalities
- Protect innovation and French savoir-faire

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2014 was a record-breaking year in terms of volumes of drug seizures by French Customs. Nearly 200 tons of narcotics were intercepted, a 40% increase over 2013, all categories of drugs combined. Seizures of counterfeits and smuggled tobacco were roughly equal to those of the top years. It was also a historic year for French Customs in terms of combating financial fraud and tax evasion, and efforts to fight arms dealing and terrorism were also noteworthy. There were also record-breaking interceptions in the area of consumer protection.

Criminal organisations are taking advantage of the many new forms of trade and particularly e-commerce to expand their illegal activities. At the same time, NEW FORMS OF FRAUD ARE TAKING SHAPE, and the Internet is fuelling a growing flood of fraudulent activities.

### Key Figures in the Fight Against Fraud

**French Customs 2014 Results**

- **8.8 million** counterfeits seized
- **198.4 tons** of narcotics seized (a new record)
- **6.6 tons** of cocaine intercepted
- **157.3 tons** of cannabis intercepted (+84%)
- **331,328** toys and games seized
- **2,632,664** items of apparel seized
- **597,614** personal accessories seized
- **284,636** shoes seized
- **1,590,320** clothing items seized
- **331,328** toys and games seized

**Financial Fraud and Tax Evasion**

- **€356.9m** in taxes and duties reassessed
- **6.6 million** toys inspected (+84%)
- **198.4 tons** of narcotics seized (a new record)

**Cultural Goods**

- **395,441** objects intercepted

**Natural Heritage**

- **527 citations** issued for violations of endangered plant and animal species legislation

**Simplifying and Cutting Costs**

By streamlining procedures and making them paperless, French Customs is helping to make businesses’ supply chains faster and more secure.

- **87.3%** satisfaction rate of businesses using French Customs’ services in 2014
- **2,235 companies** offered advice free of charge by the Business Consulting Units (CCE)
- **2,580,793** pharmaceuticals seized in 2014
- **1,214 Authorised Economic Operators (compared with 1,020 at the end of 2013)**
- **1,171 applications** for action filed with Customs by businesses to protect themselves against counterfeits

**Support for Economic Activity**

- **86% of total customs declarations were paperless**
- **33 million** paperless customs declarations

**Business Advice**

- **Over the past several years, French Customs has made it a priority to streamline customs clearance procedures through simplification, paperless processes and cutting both waiting times and costs**
- **93% of declarations processed in less than 5 minutes**
- **10th place France’s ranking in the Trading Across Borders category of ‘Doing Business 2015’**

**Customs Clearance and Economic Activities**

**Support, Certification, Security**

- **24 online procedures available at pro.douane.gouv.fr**
- **50% of France’s foreign trade**
- **104 large-scale firms**

**Businesses**

- **1.171 applications** for action filed with Customs by businesses to protect themselves against counterfeits
- **2,235 companies** offered advice free of charge by the Business Consulting Units (CCE)
- **33 million** paperless customs declarations

**Logistics**

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French Customs has cleared €36.5bn in energy taxes collected in 2014. This revenue is allocated to the central government budget, the social security organisations, local governments and the European Union.

**Specialised Staff**

<table>
<thead>
<tr>
<th>Position</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maritime officers</td>
<td>597</td>
</tr>
<tr>
<td>Motorcyclists</td>
<td>253</td>
</tr>
<tr>
<td>Dog handlers</td>
<td>252</td>
</tr>
<tr>
<td>Airborne officers</td>
<td>189</td>
</tr>
<tr>
<td>Investigators</td>
<td>738</td>
</tr>
<tr>
<td>Judicial officers</td>
<td>223</td>
</tr>
</tbody>
</table>

**Specialised Human and Material Resources**

French Customs has become clearer and more proactive efforts to support staff career paths, in order to have better oversight of job specialisation and to encourage flexibility among its employees.

### Specialised Staff

- **597** maritime officers
- **253** motorcyclists
- **252** dog handlers
- **189** airborne officers
- **738** investigators
- **223** judicial officers

### Specialised Human and Material Resources

<table>
<thead>
<tr>
<th>MATERIAL RESOURCES</th>
<th>DETECTION EQUIPMENT AND RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2,676</strong> vehicles</td>
<td><strong>1</strong> fixed scanner</td>
</tr>
<tr>
<td><strong>466</strong> motorcycles</td>
<td><strong>4</strong> mobile scanners</td>
</tr>
<tr>
<td><strong>40</strong> vessels</td>
<td><strong>82</strong> X-ray machines</td>
</tr>
<tr>
<td><strong>18</strong> aircraft (including two POLMAR planes)</td>
<td><strong>150</strong> density meters</td>
</tr>
<tr>
<td><strong>9</strong> helicopters</td>
<td><strong>26</strong> particle analysers</td>
</tr>
<tr>
<td><strong>11</strong> laboratories, two of which are in overseas départements, under the dual supervision of the General Directorate of Customs and Excise (DGCCRF) and the General Directorate for Competition, Consumer Affairs, and Fraud Control (DGCCFP)</td>
<td><strong>47</strong> binary analyser</td>
</tr>
</tbody>
</table>

### Reforming tax procedures

- The use of PABLO, French Customs’ electronic VAT refund system, became mandatory for all taxpayers in 2014. This system, which is unique in Europe, simplifies and speeds up the VAT refund process.
- Environmental tax collection has been streamlined and expanded: the general tax on polluting activities (TCAP) collected €772m in 2014 (compared with €740m in 2013).
- French Customs collected €11.92bn in consumption duties on tobacco products in metropolitan France, all of which was allocated to the social security budget.
- Quality strategy was extended to the alcohol and winemaking sector.
- French Customs took a more professional approach to energy and transport taxes, and pollution tax (TGAP) accounted for €356.9m in 2014.

### Results

- **€36.5bn** in energy taxes collected in 2014.
- **€68.23bn** in 2013.
- **€69bn** in 2014.

### Human Resources Management (HRM)

In 2014, discussions continued on how best to adapt French Customs’ working methods and organisation to a changing environment. Our goal is to make French Customs more effective so that it can continue to offer high-quality services.

- **34.9%** of positions requiring special skills (qualified positions and a guidance, mobility, and career prospects unit).
- **53.1%** of staff involved in commercial transactions and general administration.
- **46.9%** of staff involved in surveillance.

### Material Resources

<table>
<thead>
<tr>
<th>Category</th>
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</tr>
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<td>Helicopters</td>
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### Detection Equipment and Resources

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<tbody>
<tr>
<td>Fixed scanner</td>
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</tr>
<tr>
<td>Mobile scanners</td>
<td>4</td>
</tr>
<tr>
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</tr>
<tr>
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### Specialised Taxation

- **FRENCH CUSTOMS 2014 RESULTS**

### Modernising Taxation

- **Helping consolidate the public accounts**
  - More effective tax collection: the cost of collecting €100 in revenue remained low in 2014 - 45 centimes.
  - Participation in cross-border audits to prevent excise fraud.
  - €356.9m in energy taxes collected (2013)

### Reforming Tax Procedures

- **Streamlining customs duties**
  - French Customs has begun efforts to make all excise tax declarations paperless.
  - Mandatory electronic payment helps reduce operators’ banking costs.
  - The so-called « axle tax » (a tax on certain road vehicles) can now be paid online using a credit card.

- **Helping consolidate the public accounts**

- **Helping consolidate the public accounts**

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Specialised human and material resources
French Customs has begun clearer and more proactive efforts to support staff career paths, in order to have better oversight of job specialisation and to encourage flexibility among its employees.

Specialised staff
- 597 maritime officers
- 253 motorcyclists
- 252 dog handlers
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- 223 judicial officers

Material resources
- 2,676 vehicles
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- 40 vessels
- 18 aircraft (including two POLMAR planes)
- 9 helicopters

Detection equipment and resources
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- 82 K-ray machines
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- 47 dye mariners
- 11 laboratories, two of which are in overseas départements, under the dual supervision of the General Directorate of Customs and Excise (DGCCRF) and the General Directorate for Competition, Consumer Affairs and Fraud Control (DGCCRF).

Specialised taxation
- 3 ACTION AREAS

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General Directorate of Customs and Excise
- Information and Communication Office
11, rue des Deux Communes — 93558 Montreuil Cedex
www.douane.gouv.fr
Infos Douane Services — from France 0 811 20 44 44 (price of a local call depending on the provider)
From outside metropolitan France or abroad + 33 (0)72 40 78 50
#results2014douane — iOS/Androïd/Web App douanefrance.mobi

In 2014, discussions continued on how best to adapt French Customs’ working methods and organisation to a changing environment. Our goal is to make French Customs more effective so that it can continue to offer high-quality services.

FRENCH CUSTOMS 2014 RESULTS
Protecting citizens and consumers, supporting businesses

SKILLS
More proactive support for staff career paths (qualified positions and a guidance, mobility, and career prospects unit)

TRAINING
A new customs academy at La Rochelle, a new educational project, e-learning

HEALTH & SAFETY
Promoting the health and safety at work

RESOURCES
Upgrading our resources (IT infrastructure) to maintain French Customs’ operational capacities

HRM
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