

FRENCH CUSTOMS

2014 RESULTS

Protecting citizens and consumers, supporting businesses

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.

Adopting new working methods, developing leadership, adapting our resources, and improving working conditions

 **34.9%**

Proportion of positions requiring special skills in 2014



53.1%

of staff involved in commercial transactions and general administration

46.9%

of staff involved in surveillance

16,665

full-time equivalent positions

37.5%

women

62.5%

men



47 years old

Average staff age

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 workplace health and safety

STREAMLINING

A new national Human Resource Service Centre in Bordeaux to automate management and payroll services
Setting a government-wide example

RESOURCES

Upgrading our resources (IT, infrastructure) to maintain French Customs' operational capacities



176

INTERNSHIPS

316 training sessions



5.5

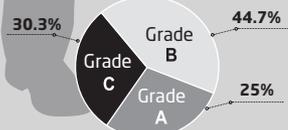
TRAINING DAYS PER STAFF MEMBER PER YEAR



49.2%

SHARE OF WOMEN IN EXECUTIVE POSITIONS

BREAKDOWN BY GRADE



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 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.

ANTI-FRAUD

LARGE-SCALE FRAUD

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.



6.6 tons of **COCAINE** intercepted



157.3 tons of **CANNABIS** seized (+84%)



422.7 tons of **smuggled TOBACCO** intercepted



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



NATURAL HERITAGE

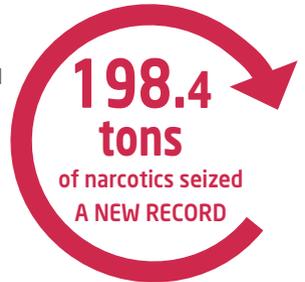
527 citations
issued for violations of endangered
plant and animal species legislation



**TABACCO
INTERNET SALES**
4.2% of seizures



CULTURAL GOODS
395,441 objects
intercepted



PROTECTING FRANCE'S CITIZENS



**6.6 million TOYS
INSPECTED** (+83%)



1 million non-compliant toys seized
before being sold

COUNTERFEITS SEIZED BY FRENCH CUSTOMS

In 2014, French Customs **seized a record number of counterfeit items**. Goods sold via online sites were specifically targeted.

ANTI-FRAUD

In November 2014, French Customs held the **SECOND NATIONAL COUNTERFEIT DESTRUCTION DAY**, more than **1 million** counterfeit items were destroyed at 17 sites.



2,6 million COUNTERFEIT PHARMACEUTICALS seized in 2014

SEIZURES BY TYPE OF PRODUCT

PHARMACEUTICALS 2,580,793			CELL PHONES 329,614
CLOTHING 1,590,320			FOOD 266,764
PERSONAL ACCESSORIES 597,614			BEAUTY CARE PRODUCTS 511,992
SHOES 284,630			ELECTRICAL, ELECTRONIC AND COMPUTER EQUIPMENT 268,626
TOYS AND GAMES 331,328			CDs, DVDs, SOFTWARE 56,331

in number of items 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 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

SATISFACTION



87.3%

satisfaction rate

of businesses using French Customs' services in 2014

source : People Vox survey, Dec. 2014

COUNTERFEITS



1,171

**applications
for action filed**

with Customs by businesses
to protect themselves
against counterfeits

LOGISTICS



10th

place France's ranking

in the Trading Across Borders
category of «Doing Business
2015»

source : World Bank

BUSINESS ADVICE



2,235

**companies offered
advice**

free of charge by the Business
Consulting Units (CCE)

Over 12,000 companies offered
advice in 5 years

AEO STATUS



1,214

**Authorised Economic
Operators**

(compared with 1,020
at the end of 2013)

SUPPORT



50%

of France's foreign trade

The Key Accounts Department
provides support for
104 large-scale firms



33 MILLION

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

86%

**OF TOTAL CUSTOMS
DECLARATIONS WERE
PAPERLESS**

24

**ONLINE PROCEDURES
AVAILABLE AT
PRO.DOUANE.GOUV.FR**

93%

**OF DECLARATIONS
PROCESSED
IN LESS THAN 5 MINUTES**

BUSI
NES
SES

MODERNISING TAXATION

In 2014, French Customs collected more than €69bn in duties and taxes (compared with €68.23bn in 2013).

This revenue is allocated to the central government budget, the social security organisations, local governments and the European Union.

TAXATION

3 ACTION AREAS



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 duties and taxes reassessed (**€323m** in 2013)



Streamlining customs duties

- French Customs has begun efforts to make all excise tax declarations paperless
- Mandatory electronic payment helps reduce operators' banking costs, and the so-called «axle tax» (a tax on certain road vehicles) can now be paid **online using a credit card**
- French Customs has also introduced **online procedures for wine-growers**: **67%** of all harvest declarations were paperless in 2014



Reforming tax procedures

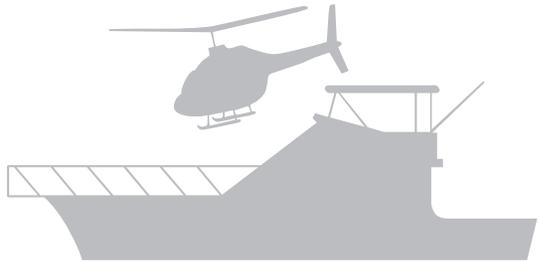
- The use of **PABLO**, French Customs' electronic VAT refund system, became mandatory for all travellers in 2014. This system, which is unique in Europe, simplifies and speeds up the VAT refund process
- Environmental taxation has been streamlined and expanded: the general tax on polluting activities (TGAP) accounted for **€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
- Our **quality strategy** was extended to the **alcohol and winemaking sectors**
- French Customs took a more professional approach to energy and transport taxes, and collected **€36.5bn** in energy taxes during the year

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.

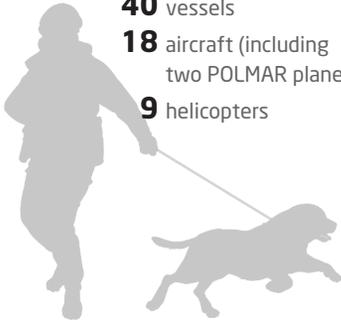
SPECIALISED STAFF

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



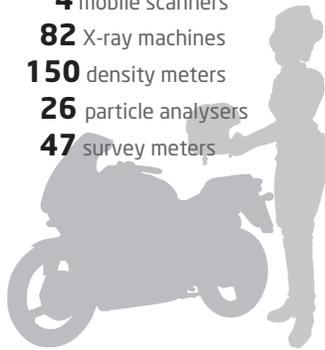
MATERIAL RESOURCES

- 2,676** vehicles
- 466** motorcycles
- 40** vessels
- 18** aircraft (including two POLMAR planes)
- 9** helicopters



DETECTION EQUIPMENT AND RESOURCES

- 1** fixed scanner
- 4** mobile scanners
- 82** X-ray machines
- 150** density meters
- 26** particle analysers
- 47** survey meters



- 11** laboratories, two of which are in overseas *départements*, under the dual supervision of the General Directorate of Customs and Excise (DGDDI) and the General Directorate for Competition Policy, Consumer Affairs and Fraud Control (DGCCRF)

