

FRENCH CUSTOMS

2015 RESULTS

Protecting citizens and consumers, supporting businesses

In 2015, 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 and continue the fight against terrorism.

HRM

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

MORE RESOURCES

1,000 new officers and an additional allocation of €45m to bolster anti-terrorist efforts and step up border controls in 2016 and 2017

SKILLS

Closer attention to career development (positions requiring special skills, individual interviews with the Guidance, Mobility and Career Development Unit)

TRAINING

Opening of the new customs training academy at La Rochelle, new teaching approaches, introduction of e-training modules

HEALTH & SAFETY

Promotion of health, safety and quality of life in the workplace, drafting of an ethics plan

STREAMLINING

A new national Human Resource Service Centre in Bordeaux to automate management and payroll services, Creation of a Streamlining Unit, plans to create a National Risk Analysis and Targeting Department

RESOURCES

Upgrading our resources (IT, infrastructure) to maintain French Customs' operational capacities. A modernised IT Centre

46.8%

of staff involved in surveillance



53.2%

of staff involved in commercial transactions and general administration



35.7%

Proportion of positions requiring special skills in 2015



186

INTERNSHIPS

233

Training sessions



5.6

TRAINING DAYS PER STAFF MEMBER PER YEAR

16,473

FULL-TIME EQUIVALENT POSITIONS

(2016 Initial Budget Act)

37.8%

women

62.2%

men



47 years old

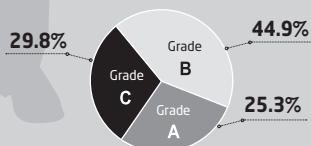
Average staff age

50.5%

SHARE OF WOMEN IN EXECUTIVE POSITIONS



BREAKDOWN BY GRADE



KEY FIGURES IN THE FIGHT AGAINST FRAUD

2015 was a record-breaking year for seizures of weapons, cocaine and smuggled tobacco. Seizures of counterfeits rivalled those in 2014, our best year.

At the same time, French Customs was unwaveringly committed to the fight against terrorism.

ANTIFRAUD

PROTECTING FRANCE AND ITS CITIZENS



1,158 FIREARMS seized (+ 40%)



FINANCIAL FRAUD AND TAX EVASION

€55.4m in criminal assets seized or identified by the National Customs Judicial Department (+ 65 %)

LARGE-SCALE FRAUD

Outstanding **intelligence and analysis work** and **heightened cooperation** with our foreign counterparts allowed French Customs to intercept **LARGE QUANTITIES OF ILLEGAL GOODS** before they arrived on French soil.



17 tons of **COCAINE** intercepted (a **250%** increase)
A NEW RECORD



63 tons of **CANNABIS** seized
a total of **88 tons** of drugs seized



630 tons of **smuggled TOBACCO** intercepted (+ 49%)
A NEW RECORD



FINANCIAL FRAUD AND TAX EVASION

€377.4m in taxes and duties reassessed (+ 5,7%)

PROTECTING CONSUMERS AND FRANCE'S NATURAL AND CULTURAL HERITAGE



5.5 MILLION TOYS INSPECTED



NATURAL HERITAGE

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

CULTURAL GOODS

20.886 objects intercepted



COUNTERFEITS SEIZED BY FRENCH CUSTOMS

In 2015, French Customs achieved its **third highest score in the past two decades in terms of seizures of counterfeits**. Counterfeiting undermines legal businesses, destroys jobs and is hazardous for consumers.

ANTIFRAUD

In November 2015, French Customs held the **THIRD NATIONAL COUNTERFEIT DESTRUCTION DAY**; several hundred thousand counterfeit items were destroyed at 21 sites.



The new trademark reform package adopted by European Parliament is a victory for French Customs in its fight against counterfeiting, and restores customs authorities' **RIGHT TO INTERCEPT GOODS IN TRANSIT WITHIN FRANCE**.

MAIN TYPES OF PRODUCTS SEIZED

...in number of items seized

PHARMACEUTICALS 173,385			CELL PHONES 528,925
CLOTHING 761,542			FOOD 233,588
PERSONAL ACCESSORIES 330,943			BEAUTY CARE PRODUCTS 409,367
SHOES 595,160			ELECTRICAL, ELECTRONIC AND COMPUTER EQUIPMENT 164,848
TOYS AND GAMES 460,796			CDs, DVDs, SOFTWARE 42,147

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

BUSINESS



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
- Improving businesses' cash flow with the reverse charge procedure for import VAT

SUPPORT, CERTIFICATION, SECURITY

- Tour de France* by French Customs experts to forge new relationships with economic actors
- Help business take advantage of opportunities created by the new Union Customs Code
- Continue to streamline customs formalities
- Protect innovation and French savoir-faire

SATISFACTION



90%

satisfaction rate

of businesses using French Customs' services

Source : People Vox survey, Dec. 2015

COUNTERFEITS



1,411

applications for action filed

with Customs by businesses to protect themselves against counterfeits

LOGISTICS



1st place

France's ranking

In the Trading Across Borders category of *Doing Business 2016*

Source: World Bank

BUSINESS ADVICE



2,339

companies offered advice

free of charge by the Business Consulting Units (CCE)

(16 000 in 6 years)

AEO STATUS



1,389

Authorised Economic Operators

Compared with 1,214 at the end of 2014

SUPPORT



40

INITIATIVES

in our **CUSTOMS CLEARANCE IN FRANCE** programme
Keeping businesses at the heart of French Customs' priorities



30.4 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

MODERNISING TAXATION

In 2015, French Customs collected more than €70.3bn in duties and taxes (compared with €69bn in 2014).

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

TAXATION

■ 4 ACTION AREAS



Helping consolidate the public accounts

- More effective tax collection: the cost of collecting **€100** in revenue remained low in 2015 - **44 centimes**
- **€377.4m** in duties and taxes reassessed (**€356.9m** in 2014)



Specialised tax collection management

- Centralised collection of road haulage taxes with the creation of the National Customs Road Taxation Department (**SNDRF**) in Metz
- Underscoring French Customs' expertise in energy taxation by creating **5 energy hubs**
- Creation of a centre of expertise in Nice to manage all aspects of the general tax on polluting activities (TGAP), which brought in **€699m**



Paperless customs duties

- The Online Excise project (CIEL) will eventually make all excise tax declarations paperless
- **Online procedures** reduce red tape for wine-growers: **84%** of all harvest declarations were paperless in 2015 (a **17% increase**)
- Expanded paperless payment procedures: **70.3%** of all customs revenue was collected online



Innovative tax procedures

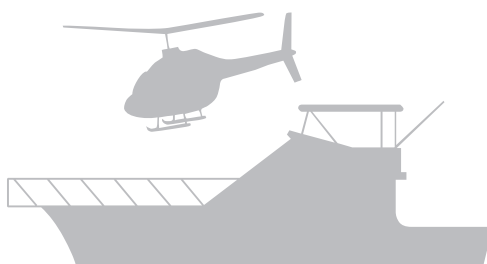
- The process of using laser marking to engrave the guarantee hallmark on precious metals came into effect in February
- Introduction of the new computerised vineyard register (nCVI), which will provide tax and budget management for the entire French wine-growing industry

SPECIALISED HUMAN AND MATERIAL RESOURCES

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.

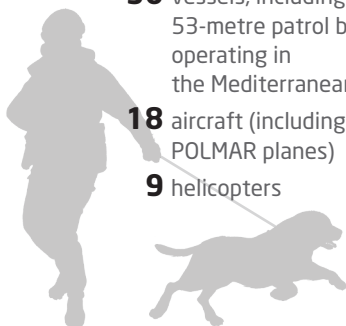
SPECIALISED STAFF

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



MATERIAL RESOURCES

- 2,638** véhicules
- 436** motorcycles
- 36** vessels, including a 53-metre patrol boat operating in the Mediterranean
- 18** aircraft (including 2 POLMAR planes)
- 9** helicopters



DETECTION EQUIPMENT AND RESOURCES

- 1** fixed scanner
- 4** mobile scanners
- 82** X-ray machines
- 150** density metres
- 25** particle analysers
- 73** 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)

