



**SINGAPORE CUSTOMS 新加坡关税局 KASTAM SINGAPURA சிங்கப்பூர் சுங்கத்துறை**

## **MEDIA RELEASE**

18 August 2016

### **Singapore hosts four-nation joint customs training programme**

Singapore Customs hosted a joint training programme for 20 middle-management officers from the customs administrations of Brunei Darussalam, Indonesia, Malaysia and Singapore from 15 to 18 August 2016.

This Joint Customs Middle Management Programme (JCMMP) marks the first time Singapore Customs has brought together middle managers from the four customs administrations for joint training.

Tapping on the strengths of each customs administration, the programme featured trainers from all four customs administrations to enhance the participants' knowledge and competencies in key customs domains such as digital customs, customs procedures, trade facilitation, enforcement, and compliance.

"The programme not only enhances the inter-country relationships, it also promotes more knowledge exchange and the sharing of best practices, to update the officers on key developments and challenges faced by the participating customs administrations," said Singapore Customs' Chief Human Resource Officer and Director of Singapore Customs Academy, Ms Karen Lim.

"We also included opportunities throughout the programme for the participants to interact professionally and socially, to learn from and to share with one another," said Ms Lim.

As a commitment to continued collaboration in capacity-building, the heads of the customs administrations of Singapore, Brunei Darussalam, Indonesia, and Malaysia signed a joint statement on 18 August 2016 committing to hold the JCMMP on an annual basis.

The joint statement was signed by Director-General of Singapore Customs, Mr Ho Chee Pong; Acting Controller of the Royal Customs and Excise Department, Brunei Darussalam, Mr Mohammad Nizam Bin Haji Ismi; Director General of the Directorate General of Customs and Excise, Ministry of Finance of the Republic of Indonesia, Mr

Heru Pambudi; and the Director General of the Royal Malaysian Customs Department, Dato' Sri Khazali Bin Haji Ahmad.

“The signing of the joint statement on the JCMMP signifies the strong ties and close cooperation among our four customs administrations,” said Director-General of Singapore Customs, Mr Ho Chee Pong. “It also reaffirms our strong commitment to jointly level up the competency of our customs middle managers to address the challenges ahead.”

Besides classroom learning during the four days, the programme participants visited Singapore Customs' Pasir Panjang Export Inspection Station and the Goods and Services Tax (GST) Refund Counter in Changi Airport Terminal 2.

At the Pasir Panjang Export Inspection Station, Singapore Customs officers demonstrated to the programme participants the use of X-ray machines to scan containers and the analysis of images of goods inside the containers before they are exported.

At the GST Refund Counter in Changi Airport Terminal 2, they were briefed on Singapore Customs' adoption of information and communication technology (ICT) in its work processes – namely, the Customs Tax Payment Kiosk and the Customs@SG mobile app – to provide travellers with a seamless and fast service experience.

This year's JCMMP ended on 18 August 2016 with a fireside chat between the programme participants and the heads of the four customs administrations.

“The biggest takeaway from this programme is the sharing by the other customs administrations on customs procedures for trade facilitation. The JCMMP allows us to learn from our counterparts, especially those who have implemented the Authorised Economic Operator programme,” said Mr Faizal Bahrin Haji Bujang, Senior Superintendent of Customs, Head of Belait Customs Control Post, Royal Customs and Excise Department, Brunei Darussalam.

“Other than the sharing of knowledge and experience, the networking is a very good part of this programme,” said Mr Gusmiadirrahman, Head of Customs Service Office of Makassar, Customs and Excise, Ministry of Finance of the Republic of Indonesia. “Now that we know customs officers from Singapore, Malaysia and Brunei, that makes it easier for future work communication.”

“This is a very good programme as we get to meet our counterparts from Singapore, Indonesia and Brunei, to share our experiences on customs-related matters. Through this, we can benchmark against the best approach. This is also a good forum for us to discuss issues with one another,” said Tuan Haji Ismail Bin Rahman, Senior Assistant Director of Customs I, Royal Malaysian Customs Department.

“The sharing by our foreign customs counterparts was insightful and inspired us to think about how we can do things differently to deliver customs services with efficiency but without compromising trade security,” said Ms Joelle Lau, Deputy Head of Trade Strategy and Security Branch, Singapore Customs.

After the programme, there was a friendly play-off at the bowling alley – known as the Joint Customs Games – to further promote friendship and cooperation among the officers.

The four customs administrations will take turns to host this annual programme. Next year's programme will be organised and hosted by Indonesia's Directorate General of Customs and Excise.

**###**

## ANNEX



Programme participants engaging in a dialogue in the fireside chat with the heads of customs administrations of Brunei Darussalam, Indonesia, Malaysia, and Singapore.



(From left to right) Heads of customs administrations of Brunei Darussalam, Indonesia, Malaysia and Singapore signed the joint statement on the Joint Customs Middle Management Programme.



A Singapore Customs officer explains the cargo-scanning process at the Pasir Panjang Export Inspection Station to the participants during their study visit on 16 August 2016.



Programme participants trying out the electronic Tourist Refund Scheme (eTRS) self-help kiosk at the Goods and Services Tax Refund Counter in Changi Airport Terminal 2 during their study visit on 17 August 2016.



Over the four days, the programme participants gained insights on topics ranging from customs procedures and trade facilitation to enforcement and compliance.

**###**