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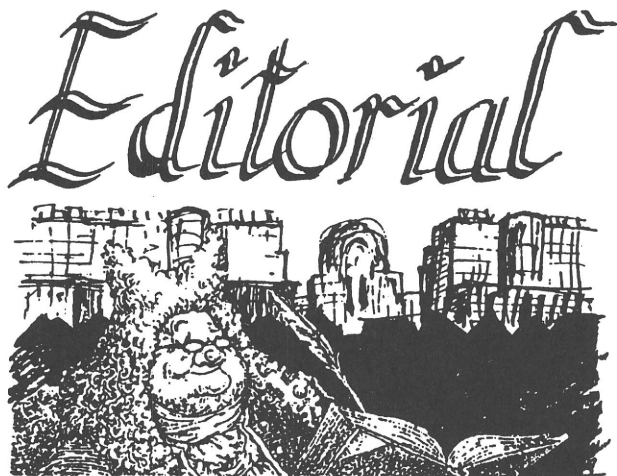
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**No 28-SUMMER 1997**  
Directorate General XXI  
Customs and Indirect Taxation

# CONTENTS

|   |    |
|---|----|
| <b>EDITORIAL</b>  | 1  |
| <b>DG CORNER</b>  | 5  |
| <b>WHO DOES WHAT</b>  |    |
| Read all about it, Customs regimes prepare for the 21 <sup>st</sup> century | 9  |
| L'intégration télématique au service de la douane et fiscalité indirecte    | 14 |
| Counterfeit and pirated goods   | 22 |
| Progress report regarding the CAFAO in B and S                              | 27 |
| Réform du transit, un drame en trois actes                                  | 30 |
| <b>POST BOX 21</b>  |    |
| That move, a nightmare ?  | 35 |
| Lions   | 37 |
| <b>CLIPPINGS</b>  | 39 |
| <b>"ENTRE NOUS"</b>   | 43 |
| Her Majesty's Customs and Excise Course 3 to 13 December 1996               | 49 |
| A duty free shop in every foyer   | 52 |
| The Cabinets and the Services compared                                      | 55 |
| Exotica   | 59 |
| ¿ Réorganisatéon?   | 60 |
| <b>EN BREF</b>  | 63 |





*C*es derniers temps, Info ne paraît pas avec la régularité souhaitée par son premier rédacteur en chef, Leon Gordon. Leon a mis en place l'organisation nécessaire à la parution d'Info avec son autorité discrète et sa bonne humeur. Il a supervisé la parution du 1<sup>er</sup> numéro en décembre 1989 et des 12 suivants, avant de céder la place en avril 1993 pour devenir notre représentant au cours de la dernière phase de la dernière vague d'adhésions. Maintenant, il va quitter la DG XXI en septembre pour consacrer davantage de temps à faire ce que lui et Mme Gordon aiment faire. Nous regretterons aussi bien ses qualités personnelles en tant que "training officer" que ses conseils avisés lorsqu'on le consultait en tout autre domaine. Goodbye Leon et bons

voyages, à tester les spécialités culinaires du monde entier. N'hésite pas à passer par ici de temps en temps, Bruxelles ne manque pas de bons restaurants, et n'oublie pas de faire suivre ton courrier si tu veux continuer à recevoir Info.

\*\*\*

Le départ de Leon va signifier une petite réorganisation puisque quelqu'un va devoir reprendre son poste ainsi que celui d'Illona, sa toujours serviable et souriante assistante, qui nous quitte également.

Mais, cette réorganisation sera noyée dans la tornade du grand changement que nous attendons. Nous devons être réorganisés à temps pour le départ de MDB, qui a tant besoin d'être remis

à neuf, mais, le bateau est parti sans nous et nous devons retrouver notre précédent centre de gravité. Pourtant, nous devons quand même bouger, et plus d'une fois sans doute, pour certains d'entre nous; nous avons d'ailleurs (voyez Post Box) reçu une première réaction à ce sujet. Heureusement pour le rédacteur en chef, la lettre décrit ce qui est supposé arriver, pour ceux qui ne le savent pas encore, aussi n'est-il pas utile que je le fasse également. Il sera intéressant de connaître les réactions de "l'aristocratie" à ce courrier.

Rester ici en laisse sans doute plus d'un perplexe. Beaucoup d'entre nous se sont habitués à ce coin perdu de Bruxelles, n'apprécient

pas de se rapprocher du centre (ou d'une gare) et goûtent les grandes facilités de parking dont nous bénéficions (mais si le Parlement obient en fin de compte toutes les places de parking qu'il demande, on ne pourra sans doute pas sortir du garage avant que tous les gens du Parlement soient rentrés chez eux!). Quoiqu'il en soit, le coin a déjà meilleure allure et avant le siècle prochain, nous devrions pouvoir flâner du côté de l'arche près de la station Léopold, prendre, sur la nouvelle place du Parlement, des sandwiches au soleil, ou dans les reflets argentés qui sont si bien assortis au ciel bruxellois.

D'autres ne seront pas satisfaits, pour différentes raisons; en particulier ceux qui veulent être plus



*prêts des magasins ou des centres du pouvoir, là où ils devraient pouvoir mieux faire passer le message que la DG XXI a un rôle politique à jouer et n'est pas simplement limitée à un rôle technique comme beaucoup de DG semblent le penser de nous. De simples techniciens qui leur disent que leurs précieuses politiques ne marchent pas et ne peuvent pas marcher dans le monde réel! Il arrive bien trop souvent qu'ils ne tiennent pas compte de nos remarques et regardez ce qui se passe!*

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*Mais, de toute façon, la réorganisation aura lieu. Votre rédacteur en chef n'a pas d'informations particulières à ce sujet, mais il a entendu des rumeurs de conflit. Cela est salutaire et souhaitable, bien sûr, car c'est par les échanges de vues et en obtenant les avis de tous que l'on améliore la qualité des décisions. N'est-ce pas la raison pour laquelle nos propositions législatives passent devant le Conseil et le Parlement? Toutes les organisations ont besoin de changement; à défaut elles se sclérosent et continuent à faire toujours la même chose dans un monde qui change, simplement parce qu'elles ont "toujours fait comme ça".*

*Quoiqu'il en soit, il faut trouver un équilibre entre révolution et évolution. D'un côté, il y aura ceux qui*

*découvrent les méthodes douanières et fiscales ou qui tout en ayant travaillé à la DG XXI ne connaissent pas ces matières car leur spécialité portent sur d'autres domaines. Ceux-là verront des rivalités inutiles, un défaut de coordination et des partages de responsabilités sur des sujets qui sont essentiellement les mêmes entre les directions B et C. Ils avanceront peut-être des idées qui paraîtront impossible à mettre en oeuvre à ceux qui, d'un autre côté, baignent dans ce milieu depuis longtemps, en connaissent toute l'histoire mais qui sont peut-être aveuglés, justement, par leur proximité du foyer.*

*Des empires seront défendus et attaqués, des affronts réels ou imaginaires devront être digérés. Ca ne veut pas dire que les techniciens ont tort, après tout, ils sont payés pour faire ce travail au mieux de leurs capacités. Mais leurs réactions seront toujours partiales car ils ont des responsabilités partielles. Je me demande à quelle vitesse les arguments personnels invoqués changeraient si, par exemple, le directeur B remplaçait le directeur A qui remplacerait le directeur C qui se retrouverait alors, au moins provisoirement, au 2<sup>ème</sup> étage.*

*De toute façon, un changement de responsabilités sur le papier n'est pas tout, car en fin de compte, ce sont les gens qui*

comptent. Peut-être le changement ne peut-il advenir que s'il y a un changement dans les titulaires des responsabilités? Ceci n'est PAS un plaidoyer pour changer les directeurs ou chefs d'unité de manière automatique, juste pour le plaisir de changer. Mais, si les mêmes personnes continuent à travailler, dans les mêmes domaines, elles appliquent inévitablement leurs expériences passées. D'un autre côté, trop de changement brise la continuité et fait perdre un savoir utile et notre mémoire collective; notre système d'archivage n'est pas assez solide pour supporter cette épreuve. Il est certain que tout le monde ne peut bouger en même temps. Peut-être tout ceci est-il surtout un reflet du besoin pour les gens de bouger plus souvent et de manière plus régulière à l'avenir, à tous les niveaux, d'une manière organisée qui permette à tous

d'avoir une expérience plus générale et d'éviter à chacun de devenir le gardien pédant d'un unique sujet.

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Quand nous informera-t-on sur notre avenir? A temps pour les vacances, afin que l'on puisse envisager l'avenir avec un peu plus de certitude du haut d'une montagne ou sur une plage battue par les vents? Ou bien devons-nous nous ronger les sangs pendant les vacances sur ce que nous ferons au retour et sur qui sera le nouveau patron? Dans tous les cas, bonnes vacances, que vous ayez choisi d'être actifs ou paresseux et en espérant que quelques uns d'entre vous auront envie, à leur retour, de rapporter leurs expériences de cet été ou d'écrire un article sur quoi que ce soit d'autre.

Alors, comment se sent-on ?





## DG CORNER

### *Teaming up with DG XXI The Irish Customs experience*

*The EU Presidency is an administration's Olympics. Years before the scheduled six months have commenced, we go into training. On some days, the prospect is daunting and we imagine our team settling - at best - for a few bronze medals: a resolution here or an agreement there. On other days (not to mention sleepless nights), we convince ourselves that even to complete the six-month marathon would be a major achievement. We envy the nonchalance with which the incumbent Presidency team paces itself, clearing apparently impossible hurdles and winning support for its proposals through dexterous verbal gymnastics. How can we possibly hope to win a single gold medal when records are being equalled and surpassed with such ease?*

*Eventually, however, the day arrives when our team captains are*

*in the chairs of the Economic Questions Working Party and Customs Co-operation Working Group. For Ireland, this awesome moment arrived in July 1996 (the chairs were definitely not ski chairs - ours was a summer Olympics!). Would we cross the finishing line in darkest December like one of those fatigued and disconsolate athletes whose years of training have ended in ignominious agony? Or would we defy the odds and - like the swimmer, Michelle Smith (auspiciously, an Irish competitor) - find ourselves bathing in glory and gold?*

*Huddled in our Olympic village in the Irish delegation rooms in Brussels, we were consoled by the proximity of our coaches from DG XXI. The less well-travelled members of the team could finally put faces on familiar names (we may mispronounce the names - but we never forget a helpful face!) and*

*felt encouraged to call on them repeatedly for help. We were impressed not only by the skill of the DG XXI officials but also by the discreet manner in which they worked, never seeking to draw attention to their own contribution to a particular Presidency achievement.*

*Of course, as occurs in any coach-athlete relationship, moments of tension with DG XXI have surfaced from time to time. We had sensed a certain reluctance, on occasion, to include Member States in meetings with partner countries. And, still in an Olympic frame of mind, we would venture the opinion that speed is not always DG XXI's strongest point when it comes to production of discussion documents for Customs Policy Committee meetings of Heads and Deputies. Our delegate's Gucci bags are sometimes packed and his airport limo ordered by the time these vital papers arrive. The result is that insufficient time for reflection and analysis of some issues is allowed for in advance of the meeting. Perhaps the planned DG XXI Website could include, apart from texts of documents, details (subject matter / language availability / number etc) of documents yet to be issued. This would spare DG XXI the many anxious phone calls from administrations - not least our own - who are trying to establish*

*the updated position. Our phone calls are invariably received with courtesy and fortitude; but it would doubtless be a relief for officials on all sides to be able to replace this stressful 'sport' with a computer games equivalent. When it comes to adding to the burdens of administrations or of DG XXI itself, virtual reality is preferable to the real thing...*

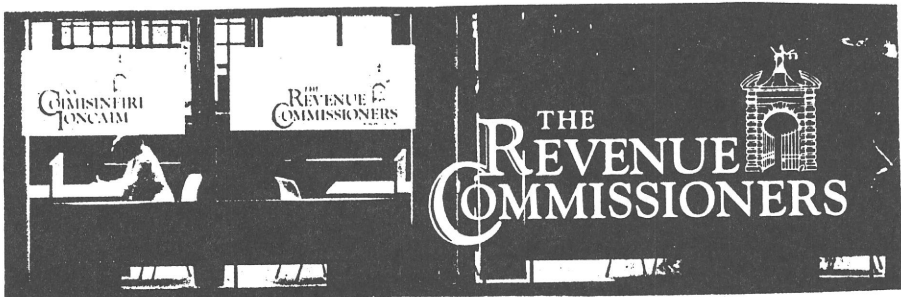
*There are many areas where the resources of DG XXI provide essential support to Irish Customs in its work. Our Information Systems division has had close contact with DG XXI in developing and installing the computer elements of projects in the areas of Transit, Taric, VIES and SEED. The Transit area, a hotbed of change and challenge in recent years, has benefited greatly from the guiding hand of DG XXI. When that hand has not been a yielding one, our exchanges have been full and frank - even at times, well, animated - but never less than courteous and positive. Other areas which should be mentioned, however briefly, include tariff, where we can depend on the good work of Unit B5 - who share our frustration when the late adoption of Regulations thwarts our deadline for prompt transmission of the national Tariff; Binding Tariff Information; Combined EU Nomenclature; Customs Economic Procedures and Anti-fraud and Mutual*

*Assistance. In these areas, as in the others mentioned, the helpful assistance provided by individual DG XXI officials is legendary and it is only to save their blushes that we omit their names.*

*But to return to where we began - at the starting-line of our EU Presidency. How well did we succeed? Did we have a gold Presidency or merely a bronze one? It is not for us to judge, of course, though - when plied with sufficient Guinness or when a starting pistol is put to our heads - we will reluctantly admit to having been pleased by how much proved possible by the time we handed the torch over to our cycling-fit Netherlands colleagues. It must be acknowledged that our own efforts alone would not have sufficed to make our Presidency successful. The goodwill of other*

*Member States proved crucial; their cooperation and camaraderie recaptured something of the original Olympic spirit and spurred us to achieve our Presidency goals.*

*Among the more memorable days of our Presidency was the exhausting and exhilarating one on which the Customs 2000 decision was adopted by Council - completing a circle (or perhaps circuit) begun in Ireland where the Customs 2000 idea was launched at a seminar in October 1993. Then, there were the drugs precursor control agreements - good progress was made with the USA agreement and with Asean countries, negotiations were opened with Mercosur countries, an agreement with Mexico was*



successfully negotiated and concluded. There was also considerable progress in relation to Customs Agreements with Third Countries, including the initialling of agreements with the USA, Korea and Norway. It was no doubt purely co-incidental that so many of these countries have hosted the Olympics - winter or summer - at some point. There were also significant achievements in the areas of seminars, regulations and resolutions.

Under the Third Pillar area, where the Report of the Expert Group on Drugs adopted by the Madrid summit in December 1995 gave a sharp focus to activity in the Title VI area, a Council Resolution was adopted to strengthen co-operation between customs and police. Joint Actions were adopted by the Council - one promoted Memoranda of Understanding between customs and the trade to prevent drug trafficking; another helped to fund a planned World Customs Organisation strategic operation to combat drug smug-

gling on the Balkan route. The organisation of Customs Joint Surveillance Operations was reviewed and new procedures agreed on. For the first time (definitely a record!), a joint meeting of the police and customs working parties was held to encourage greater cooperation. Many Member States made invaluable contributions as 'forerunner' and 'co-runner' countries on certain topics.

It is no doubt a tribute to the capacity of our memories to suppress less happy experiences that the Presidency seems retrospectively to have been such an enjoyable occasion as well as a challenging one. Yet, grateful though we are to our DG XXI colleagues for helping to keep our achievements on track, and to our customs colleagues in other Member States for cheering us along, we are nonetheless relieved that Presidencies come around rather less frequently than the Olympic Games!

*Dermott Quigley*  
Revenue Commissioner



By error this article written by Denis O'Driscoll of the International Customs Branch  
has been attributed to his Director General! Our apologies to both of them!

## WHO DOES WHAT

### *Read all about it - Customs Regimes prepare for the 21<sup>st</sup> century*

*"The trouble with Brussels is that it drafts laws with no account given to the people it affects, or the modern world" is the accusation often levied by business. In fact some argue that certain aspects of customs legislation is more reflective of the 19<sup>th</sup> rather than 21<sup>st</sup> century!*

*However all this is about to change following the report, referred to in earlier issues of "Info", on the modernisation of the export facilitation regime known as Inward Processing Relief - IPR. That report, with the snappy title "Inward processing regime - Report on the operation and future shape of the Regime", provided the basis of a seminar in Leuven last September and these actions have done much to counter such criticism.*

*Earlier issues contained features relating to the impact of IPR on Community export business and the efforts to modernise the eco-*

*nomic aspects of this regime in order to reduce the burden on business. Nevertheless the economic conditions of this Regime are just one of a whole group of wider, often complex, conditions and rules which operators must comply with on a daily basis when using this export facilitation system. As with all the existing economic customs regimes, many of these rules and conditions were written some years ago for a different international trading environment, administrative requirements and practices. Although these rules have been adjusted over the years, outside pressures have meant they are frequently amended on an individual, case by case, basis to meet the modified economic circumstances of the moment, rather than through controlled evolution. Consequently the "big picture" is often distorted and regulation becomes littered with amending clauses, sub clauses, derogation and provisos in*

order to "paper over" some rather important "cracks".

Therefore modern international business, operating from within the worlds largest trading block, found that regulation had not kept pace always with the needs of companies competing on the modern day world market. Consequently these regimes' central aims and the benefits they are intended to bring to EC wealth creators were sometimes undermined, rather than promoted. As a result, for the sake of more modern, better quality legislation and practices, the reflection document and seminar was prepared by DG XXI. Although the discussions centred on the IPR system, it was in fact intended to act as a role model for modernising economic regimes across the board. Furthermore the seminar was not an introverted and unreceptive central view of how rules and conditions could be improved, because all interested parties from the Community were present - Customs authorities and business, all working together in an open, constructive, atmosphere with various services from the Commission in order to find ways of enhancing the current customs regimes for the benefit of all. Consequently the debate proved the vehicle to hear the views of not just the legislators, but more importantly, the operators -

for whom these regimes have been devised in the first place.

The main economic reasons which led D XXI to use IPR as the test vehicle for the modernisation of customs regimes are:

- the necessity to simplify legislation in order to provide more user friendly systems so that small and medium sized companies also can benefit fully from the system's intentions
- the need to facilitate certain procedures created specifically to assist trade while, at the same time, increasing equality of treatment and consistency in interpretation

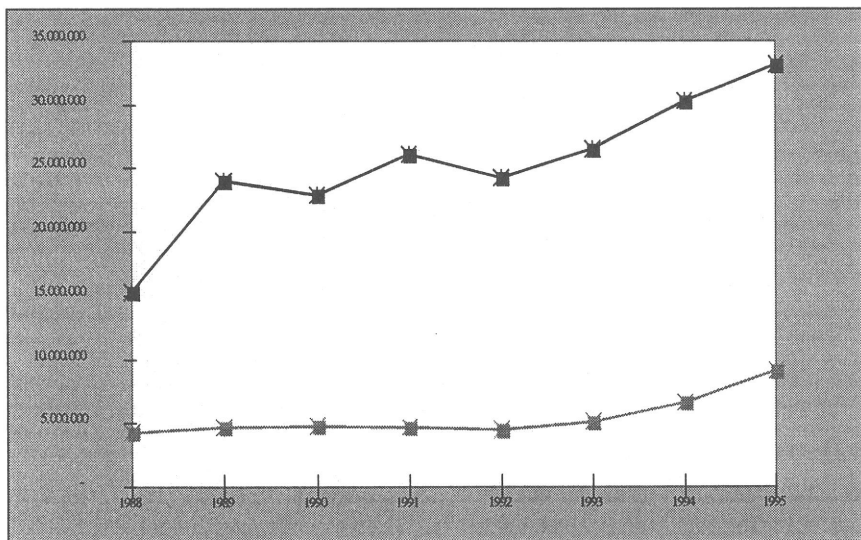
People are often surprised to find that the inward processing procedure is used each year by thousands of Community firms importing third-country goods either continuously or on an occasional basis.

The following table shows the economic significance to operators across the Member states and the upward trend of the procedure from 1988 to 1995 (the last full year for which statistics are available) is clear in the following graph. This relates solely to the duty element of companies' import requirements and there is every likelihood that the 1996 figures will show a further steady increase. The table breaks down the overall figures into those for the

*suspension system (duties are suspended on goods entered for the procedure) and the drawback system (duties paid when goods were entered for the procedure are repaid once the finished product is exported) Lastly*

*VAT and other taxes follow similar systems of suspension but are not included in this data, which indicates the full potential of using these regimes.*

| MEMBER STATE        | SUSPENSION  | DRAWBACK    | Suspension/ Drawback |
|---------------------|-------------|-------------|----------------------|
|                     | TOTAL VALUE | TOTAL VALUE | MEMBER STATE TOTAL   |
| UNITED KINGDOM      | 8.350.022   | 2.779.552   | 11.129.574           |
| FRANCE              | 9.405.452   | 1.235.077   | 10.640.529           |
| GERMANY             | 5.728.392   | 46.733      | 5.775.125            |
| ITALY               | 3.051.564   | 2.161       | 3.053.724            |
| IRELAND             | 1.231.594   | 1.618.283   | 2.849.876            |
| BELGIUM/NETHERLANDS | 1.298.845   | 1.422.811   | 2.721.656            |
| LUXEMBOURG          | 1.712.749   | 256.162     | 1.968.911            |
| SWEDEN              | 81.390      | 1.143.174   | 1.224.564            |
| SPAIN               | 873.605     | 6.822       | 880.427              |
| DENMARK             | 211.234     | 385.012     | 596.247              |
| AUSTRIA             | 496.183     | 83.058      | 579.241              |
| PORTUGAL            | 377.039     | 333         | 377.372              |
| FINLAND             | 128.861     | 193.513     | 322.375              |
| GREECE              | 223.942     | -           | 223.942              |
| FULL EC TOTALS      | 33.170.873  | 9.172.691   | 42.343.563           |



*Much preparation and thought had gone in to the build up to the consultation document through sectoral reports, national administrations' own studies, ongoing contacts with Community trade federations, as well as business statistics relating to regime use, to ensure the seminar had solid ground to work from. The consultation and subsequent discussions covered various situations where, for one reason or another, present Community rules are either applied unevenly or pose practical problems. Consequently, in order to provide a solid foundation for a more modern set of rules, the seminar arrived at a number of conclusions, as summed up by the Director general, Jim Currie in his closing remarks, to deliver flexible, but cohesive, user friendly legislation through providing for leading edge customs management practices and methods, guiding towards consistent application across the Community. The main conclusions were:*

- 1) The operation of the procedure must be simplified, along with more rapid response to the issuing of authorisations, with a provision for retrospective authorisations, wherever possible.*
- 2) Authorisations, valid throughout the Community, ought to become standard practice, together with the possibility of integrated authorisations, cov-*

*ering several customs procedures: Simplified procedures, should be encouraged.*

- 3) The examination of economic conditions should be removed for goods considered as non-sensitive, to allow their 'fast track' entry into the arrangements and a method of risk analysis should be applied to the assessment of sensitive goods. In order to do so, a Community-wide electronic database information system should be used to facilitate consultation between administrations and the Commission.*
- 4) All possible provisions should be standardised as much as possible in order to both simplify law and avoid differences in treatment (amongst other things, time periods for examination and issuing of authorisations, authorisation validity periods, reexportation periods and so forth, together with the possibility of a risk analysis, concentrating on the authorisation holder's books).*
- 5) The other customs procedures with economic impact and the end use procedure should be included in the reform, in order to ensure that overall solutions are coherent and lead to a simpler application of regimes.*

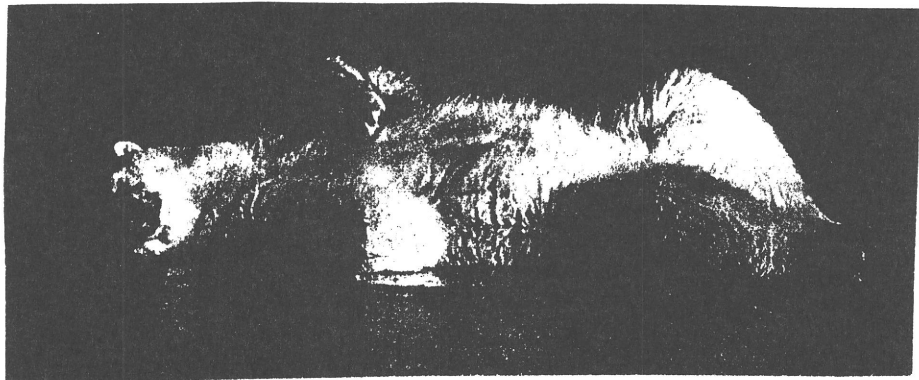
*These conclusions started the process and the legislators are in deep discussion on how to turn these aims and conclusions into real working customs legislation and practice. Since last October the Commission services, as well as the Customs Code Committee, Section on Customs procedures with Economic Impact, working transparently with operators, have been evaluating the results and considering options and proposals provided by D XXI/B-6. There is a real sense that a consensus is close at hand on the most major and sensitive of the areas for reform, the economic conditions and the Committee is about to debate the other main areas of the Regime,*

*such as equivalence, together with more horizontal proposals across all the regimes, for instance the authorisation process. The signs are encouraging and work is still on course to enhanced the regulations from 1 January 1998, but all recognise that we must not be complacent: The process of modernisation must be a continuing, living and an evolving activity - not just a self contained exercise for a relatively short period.*

*"The trouble with Brussels is that it drafts laws with no account given to the people it affects, or the modern world". We don't think so this time, do you?*

*Luc TJOEN & Graham AUSTIN - (The B-6 processing team)*

# RELAX...



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## *L'intégration télématique au service de la douane et de la fiscalité indirecte*

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Common Communication Network/Common Systems Interface

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### *Introduction*

**B**eaucoup d'entre vous ont sans doute entendu parler de CCN/CSI, mais probablement la plupart n'ont pas vraiment idée de ce que ce nom peut recouvrir.

Après avoir lu cet article, j'espère que vous aurez au moins une idée du rôle de ce système qui devrait être un jour le seul moyen de communication entre les systèmes informatiques de la DGXXI et ceux des Administrations associées.

### *Pourquoi faire CCN/CSI?*

En matière d'informatique, la DG XXI et ses partenaires, c'est une vingtaine d'applications distinctes interconnectant une trentaine d'entités administratives et peut-être des partenaires privés. Chacune de ces entités bénéficie d'une totale autonomie de décision en matière de stratégie informatique, d'équipements, de lan-

gages de programmation, et la DG XXI n'a pas les moyens (et ne veut pas les avoir) d'imposer quoi que ce soit à tous ces partenaires; les accords d'échange nécessaires eux-mêmes doivent être pris par consensus. C'est le principe de subsidiarité appliqué à l'informatique.

L'environnement informatique de la DG XXI est donc caractérisé par une grande hétérogénéité, encore accrue par le fait que jusqu'ici, nos systèmes informatiques trans-européens ont été développés dans l'urgence, et par conséquent sans vraiment tenir compte des autres applications et sans souci de cohérence globale. Nous nous trouvons aujourd'hui devant, disons, une dizaine d'approches techniques différentes, avec des terminaux plus ou moins dédiés disséminés dans les Etats Membres, le plus souvent simplement juxtaposés à ceux des Administrations, et des communications très succinctes.



*Plus le temps passe, plus cette diversité s'avère coûteuse et ingérable. Le besoin devient pressant de réduire la multiplicité des types de compétences nécessaires et la diversité des services d'échange, de créer une voie d'interconnexion harmonisée pour toutes les configurations informatiques existantes et extensible à celles qui pourraient apparaître dans le futur, et surtout d'amener le point de connexion jusqu'à l'intérieur des ordinateurs de chaque administration et non plus, comme c'est actuellement le cas, de placer des machines dédiées dans les Etats Membres ou de se contenter de solutions minimales qui exigent beaucoup d'interventions manuelles.*

#### *La solution proposée*

*La solution que la DG XXI est en train de mettre en place est constituée de deux parties :*

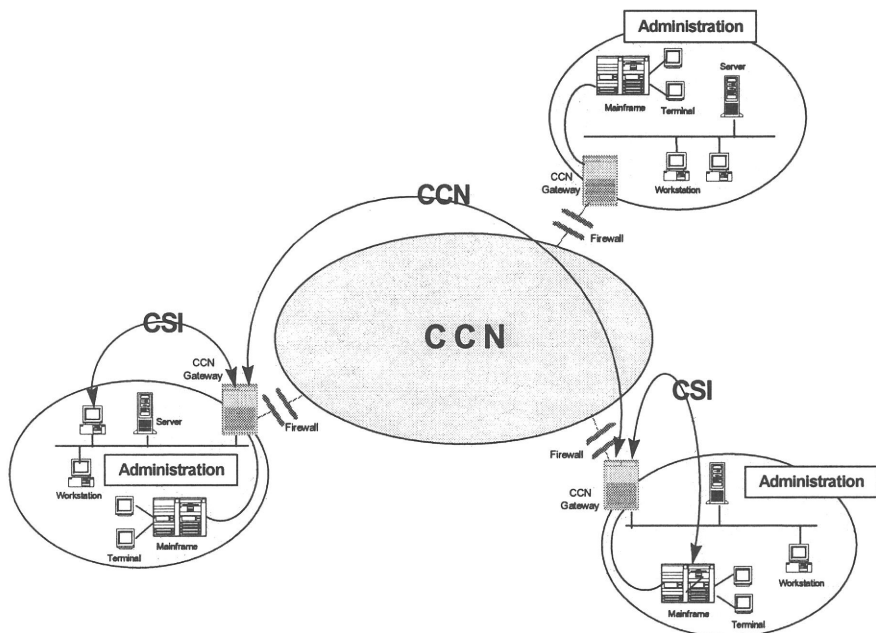
- *CCN (Common Communication Network), le réseau trans-européen lui-même, constitué d'ordinateurs-relais (les passerelles) à raison d'au moins un par Administration nationale concernée. Ces ordinateurs sont tous du même type, choisis, fournis et entretenus par la Commission; ils sont intercon-*

*nectés de manière sûre par les soins d'un opérateur de télécommunications.*

- *CSI (Common System Interface) est la partie qui relie l'une des passerelles CCN avec les ordinateurs d'une Administration, gros ou petits; cette interface fournit à toutes les applications qui en ont besoin les mêmes services de communication en direction ou en provenance des autres applications. La connexion est assurée et sécurisée par les soins de l'Administration concernée.*

*Ces services se résument essentiellement à deux interactions: envoyer un message et recevoir un message, avec plusieurs flexions: les interlocuteurs (c'est-à-dire les programmes d'application) doivent-ils être présents simultanément ou non, y a-t-il une réponse, est-elle attendue immédiatement ou non, y a-t-il des exigences particulières, par exemple en sécurité (garantie d'origine, non-corruption, confidentialité). Bien entendu, techniquement, l'interface est plus complexe que cela, mais elle reste très facile à utiliser pour des programmeurs moyens.*





Avec CCN/CSI, le programmeur qui prépare une application pour communiquer avec celle d'une autre Administration aura désormais juste à se préoccuper de définir correctement le message conformément aux accords d'échange passés entre Administrations et de le confier à sa passerelle en indiquant le nom logique du destinataire, les conditions d'interaction et les options à appliquer. L'infrastructure CCN s'occupe du reste, c'est-à-dire qu'elle va :

- vérifier que l'expéditeur est bien celui qu'il prétend être,
- vérifier que l'expéditeur a le droit d'envoyer ce type de message au destinataire, et que celui-ci est capable de traiter le message,
- effectuer les conversions utiles des données pour les mettre dans une forme compréhensible par le destinataire,
- trouver l'adresse réseau exacte du destinataire,

- *transmettre le message jusqu'à l'ordinateur de l'Administration destinataire, et s'assurer que la remise est correctement effectuée,*
- *si une réponse doit être rendue, la rapatrier et la restituer à l'expéditeur initial, en la remettant dans une forme compréhensible par lui.*

*La partie CSI qui réside sur les ordinateurs des Administrations est réduite au minimum, de manière à réduire la charge d'entretien et à faciliter les éventuels portages vers d'autres types de configurations informatiques, assurant ainsi l'évolutivité du système.*

*Quels avantages pour les Administrations?*

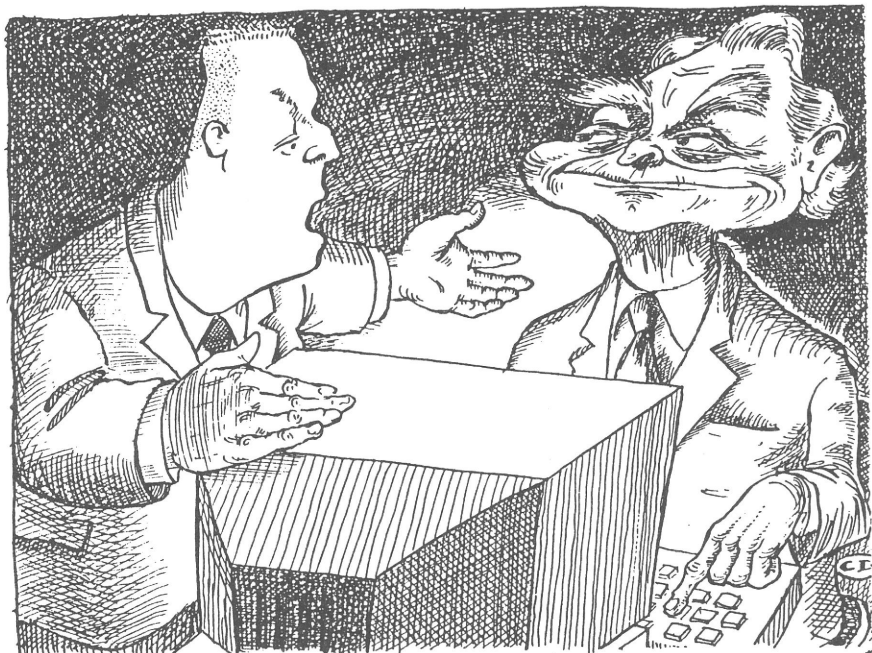
*Les avantages attendus sont multiples :*

- *la présence d'une interface disponible partout évitera aux responsables d'applications de refaire à chaque fois une étude réseau, et elle diminuera les coûts de développement des applications,*
- *la présence d'une interface dans chaque environnement informatique permettra à chaque Administration de substituer ses propres modules d'application à ceux proposés par*

*la DG XXI, et de les intégrer dans ses systèmes informatiques,*

- *la présence d'une interface portable permettra la prise en compte à moindres frais de nouveaux systèmes informatiques qui pourraient être choisis par certaines Administrations,*
- *la présence d'une interface commune permettra de capitaliser sur le savoir-faire des équipes et sur les développements réalisés pour une application, et qui pourront être réutilisés,*
- *la présence d'une infrastructure immédiatement disponible accélérera la mise en place des nouvelles applications, et en diminuera très sensiblement le coût,*
- *la présence d'une infrastructure partagée réduira les coûts d'exploitation,*
- *la présence d'un service de support permettra aux responsables d'exploitation, aussi bien à la DG XXI que dans les Etats Membres, de trouver un interlocuteur à même d'expertiser et de résoudre tous les problèmes d'interconnexion.*

*Il est très probable qu'avec la mise en service de CCN/CSI toute une*



“You are old, Father William,” the young man said  
 “And your hair has become very white;  
 And yet Techno-Skills you cram in your head—  
 Do you think, at your age, it is right?”  
 apologies to Lewis Carroll.

*classe d'applications informatiques aujourd'hui considérées comme trop chères pour le service attendu deviendront économiquement abordables.*

#### *En guise de conclusion*

*CCN/CSI devrait être opérationnel en 1998 et supporter graduellement la totalité des applications trans-européennes gérées par la DG XXI, à commencer par VIES et*

*TRANSIT; une rapide évaluation nous permet d'affirmer que, dès la première année, plusieurs centaines de milliers d'ECU seront économisés en frais d'exploitation et de maintenance, par rapport à la situation actuelle où chaque application informatique finance sa propre infrastructure.*

*Au-delà, le système a été conçu pour évoluer de manière modulaire: La version actuellement pre-*

vue couvre le besoin d'équité et d'interopérabilité globale entre tous les moyens informatiques utilisés dans les administrations nationales, quel qu'ils soient. Une nouvelle version est à l'étude qui a comme objectif d'apporter à l'infrastructure les évolutions nécessaires pour permettre son intégration souple dans ce qu'il convient d'appeler un extranet<sup>1)</sup>.

Cette évolution de CCN/CSI ne vise plus l'interopérabilité globale, puisqu'elle impose des contraintes technologiques dans certains Etats membres mais donne les meilleures solutions fonctionnelles et techniques pour une majorité d'Administrations nationales et ce de la manière la plus économique possible; en effet elle met en oeuvre l'utilisation de techniques largement répandues dans le monde et donc d'un coût faible.

Le projet CCN/CSI a un budget de 10 Mecu sur 3 ans. Il ouvre aux applications de la DG XXI une infrastructure de 100.000 stations de travail dans toutes les administra-

tions partenaires, amenant le coût d'investissement à 100 ECU par poste de travail. Il représentera par ailleurs un coût d'exploitation et maintenance global annuel de 2,5 Mecu, représentant donc un coût par terminal de 25 ECU par an. Ces coûts mettent donc l'investissement et l'exploitation de CCN/CSI sous le niveau du coût d'un logiciel commercial pour PC.

CCN/CSI mettra ainsi en place un espace informatique distribué reliant entre eux tous les ordinateurs de nos partenaires. Cet espace informatique distribué ouvre la voie à un espace administratif moderne réunissant les administrations nationales dans la mise en oeuvre et l'exploitation de politiques communautaires jusqu'au coeur de ces administrations et non plus en les confinant aux alentours d'un PC isolé dans un coin de bureau. Il appartiendra aux services "utilisateurs" de la DG XXI d'avoir les visions fonctionnelles et les ambitions organisationnelles qui fabriqueront cet espace administratif moderne.

T. VASSILIADIS & Louis-Marie RETOUIS - A-1

<sup>1)</sup> Extranet, une définition: un réseau d'ordinateurs, gérés par des administrations multiples selon des règles de sécurité et d'administration uniformes, mettant en oeuvre de manière sécurisée les mêmes technologies que celles utilisées dans internet

## Counterfeit and pirated goods

*A problem?*

**N**ot so long ago it was estimated that about 5% of world trade involved counterfeit or pirated goods. Does this matter? Who cares if a big fat luxury company loses a sale or two - the consumer benefits from a cheaper article and another manufacturer get the benefit? This is often the reaction you get when you talk to people about this when they show you the "Gucci" watch they bought for \$10 in Bangkok. Who wants to pay 5,000 BF for some software - when a friend has a copy and when even to have a real disc copied only costs 1,000 BF?

*But it does matter, it matters to the company owning a 'mark', logo or having copyright. They have spent time and money on building up an image based on quality and service, on research and development. If they are not protected and rewarded for this what incentive will there be in the future for others to do the same and themselves to continue to develop?*

*While the popular conception is still that this problem concerns only luxury consumer items, such as leather goods, handbags etc.,*

*luxury clothes such as Nike shoes and Lacoste shirts, perfumes and so on, this is no longer the case. Now CDs, computer programmes, computers spare parts for cars and aircraft, drugs, medical apparatus, toys and many other items are involved. It is no longer a question of just defrauding the producers, the consumer is being deceived and safety is involved. How can you be sure that the spare parts fitted to the aircraft or taxi that you use are up to the specifications set by the designers? If they fail it is your life at risk.*

*An example here, real Toshiba 100 mhz computer CPUs had the labels replaced and given labels which said they were "Intel 150 mhz" CPUs. When used inside computers designed for 150 mhz the 10 mhz CPUs broke down, but more important, they caught fire.*

*The problem is endemic, everyone is involved and counterfeits & pirated versions are produced everywhere, including in the European Union. However the main sources as far as imports are concerned are: Poland (23%), Thailand (19.7%), Turkey (11%), %, New York and Los Angeles (8.6%), Hong Kong (5%), Czech Republic (4 %), South Korea (2%), Indonesia (1.5%), Taiwan (1%), Russia and Hungary.*

### *The role of customs*

*Customs has a supporting role to play in this struggle, no more and no less. The laws on counterfeiting and pirating are national laws. They lay down the conditions which say when it has taken place and what the recourses of the 'mark' owners are. This is not an easy task. Even though there are now Community Trade Marks, the remedy still has to be sought in the national courts in relation to national laws.*

*Many kinds of agencies are involved in the struggle, consumer protection, trading standards agencies and the police are active inside the territory of the Union and Customs helps when goods pass through our hands, but only then. By the very nature of customs organization we can only intervene when goods are seen by us - this is, speaking loosely, at 'import' and 'export'.*

### *Counterfeits? Pirated goods?*

*Perhaps the time has come to define a few terms.*

*Counterfeit goods are goods which deliberately set out to look like the real thing - like false banknotes do. Thus the consumer thinks he is getting something he is no - probably of lower quality -but not always!*

*For example Lacoste actually bought a factory in Thailand because of the very high quality of the fakes! They are now producing real "crocodiles" there!*

*On the other hand the German producer of "Happy Baron" cooking pans had a problem with fakes made in China that deformed when used on hot-plates. This didn't do their reputation any good at all! They managed to have 18(!) containers of nested saucepans seized.*

*One of the problems is that counterfeits are often 'slightly' different, so that they can deny they are fakes. The idea is to be close enough to the real thing to confuse the consumer and far enough removed to disclaim any intention to deceive. This question has to be settled in Court, all the customs can do is to stop the goods moving while this takes place.*

*In Regulation 3295/94 counterfeits are not just the complete article, but also stickers labels containing representations of the mark imported separately. Also included are books of instructions, guarantee documents, prospectuses and packaging, even when imported separately.*

*Pirated goods are, in the extreme case, those where there is no attempt made to pass goods off as something else. Here the copies use the technology of the real*

thing, or the intellectual property of the originals, to make cheaper equivalents (or near equivalents) as the research overheads can be avoided. Consequently sales of the 'real thing' are depressed.

However many counterfeit goods are also pirated. For example videos purporting to be from Walt Disney are counterfeit goods, but they are also pirated goods if the film they contain is a copy of a Walt Disney film. In fact, here both the rights of the author are infringed as well as the rights of those holding performance rights as Walt Disney has the right to reproduce and distribute the stories. In addition the Mickey Mouse figure and all the others are also protected by design rights.

#### *The powers of customs*

Community customs legislation on this goes back to 1986, but this was revised and the current legislation which respects the conditions laid down in TRIPS<sup>1)</sup> came into force on 1 July 1995 - Council Regulation 3295/94 (OJL 341) and the Commission Regulation 1367/ 95 (OJL 133) which adds the necessary administrative detail for the application of the Council Regulation.

The Council Regulation effectively suspends any customs procedure from coming into effect where goods suspected of being counterfeit or pirated are concerned. The goods are held up while the question of whether they are or are not counterfeits or pirated goods is decided in the Courts. Thus import, export, temporary import, inward processing, warehousing, re-export and so on are all covered. The Regulation defines what are counterfeit goods and what are pirated goods for its purposes. We won't go into details here. It would take too long.

The Regulation does not apply to parallel imports or to goods imported in the personal baggage of travellers - provided that they are not liable to pay customs duty them.

Parallel imports are imports of 'the real thing', but those not authorized by the owner of the 'mark' or of any other rights. For example a company may have licensed someone to produce jeans with their logo for sale only in South America, but the producer may then divert some from South America to the Community. Agreed, this breaks the agreement, but is

<sup>1)</sup> Agreement on Trade-Related aspects of Intellectual Property rights

a matter for the two commercial parties to sort out. For the purposes of the Regulation the goods are not counterfeit, nor are they pirated.

Travellers baggage. Traveller's allowances allow goods up to a value of 175 ecu (about 7.000 BF) contained in traveller's baggage to be imported without payment of duty - provided they are not for commercial purposes. Thus if you have bought a "Lacoste" T-shirt, a pair of 'Nike' shoes, a 'Gucci' watch and a 'Vuitton' bag on your visit to Hong Kong you won't be arrested for importing counterfeits<sup>2)</sup>. However if you have a plastic bag with 1000 "crocodile" labels with you, you will be in trouble. What can you do with them except have them sewn onto 1000 blank T-shirts? This must be, despite the low value, a "commercial" importation.

*In fact this is surprisingly common! One of the ways tried to get round customs surveillance is to split up shipments, so the T-shirts arrive blank and the "counterfeiting" is done here when the labels or logos are sewn on in the Community. Actually it turned out that*



*the Toshiba CPUs, mentioned*

<sup>2)</sup> Bur, dear colleague, be careful in France. The local law prohibits even the ownership of the tiniest fake item. So much so that it is now *de rigueur en France* to flout the law and cry loudly to your *mecs* "look at my REAL fake.....!".



above, had also been brought into the Community in travellers luggage.

The 'trade' (led by the French luxury goods industry) do not like the 'baggage' exception, but it would be administratively impossible to examine all baggage and/or to hold up each traveller who has a counterfeit or pirated good in their possession (in addition the legal costs in taking each case to Court would be enormous) - anyway often it is not deliberate, they have just been fooled by the duty-free shop in another country!

#### *How it works*

An intervention can be made in one of two ways:

The owner of the 'mark' or of the rights requests customs intervention on his own initiative. This has to be done Member State by Member State. Why?

Well, firstly they may not have protection in all Member States. To register their rights in countries under the local laws may not always be possible, secondly it costs money and they may have decided not to do so in a Member State accounts for a very small part of their market.

Secondly, the rules in the Member States as to how long an intervention request is valid is different and

the cost varies from Member State to Member State. For example in France it is for one year and free, in Germany it is for 2 years, with variable costs according to the situation. While in the UK, NL and Finland the duration has to be agreed on a case by case basis. In the UK it costs £185 (9250 BF) for the first month and £165 (8250 BF) for each succeeding month.

When customs intervention has been asked for the customs can hold goods they find for 10 days, informing the holder of the rights who has to take legal proceedings within this time. The Courts decide what happens then.

The request has to be in writing and has to demonstrate that there is a protected right and to contain a precise description of the goods to be protected so the customs has a fighting chance to spot counterfeits or pirated goods. This should include the particularities of the real goods, their value and how they can be distinguished. If the details are in-sufficient the request can be refused. Details of known fakes and copies around are always useful as well.

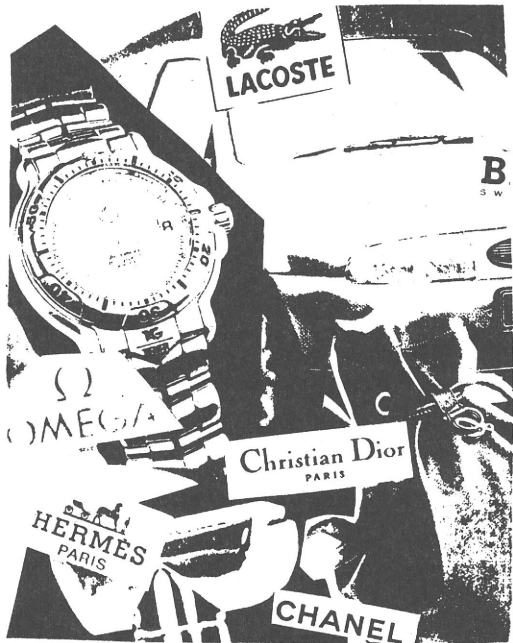
On the other hand, the customs can always intervene (except in Austria) at their own initiative if they suspect a particular load is counterfeit or pirated, even if there is no request for intervention. In this

case the goods are only held for 3 days, during which time the holder of the rights has to make a request for intervention. The 10 day period then applies as above.

Obviously things could go wrong! The owner of the 'mark' may decide not to proceed (because of the cost). The goods might not be counterfeit, or the Courts may decide they are not. In which case the importer is going to feel cross and will have lost money while the goods were held by customs. For this reason the owner of the rights has to provide customs with a guarantee to meet the costs involved if things go wrong and to cover the costs of storage in any case.

However, if no request for intervention is made after the goods have been held up at the initiative of customs - perhaps there are no rights to protect, the shipment is legitimate or the holder does not react in time - then there are still damages to be paid to the importer and the storage costs to be met. In these situations the customs is liable and national law governs what happens. So watch your step!

Odds & Sods



The Regulation stipulates that the Member States must, in addition to anything of a commercial nature, apply penalties to persons importing counterfeit or pirated goods.

The Regulation, without defining what it means, says that counterfeit or pirated goods shall be destroyed (this may be difficult because of environmental concerns, for example the Germans are currently faced with destroying 60000 rubber non-"Walt Disney" bal-

loons). But they may also be disposed of by making sure that the owner of the rights does not suffer by ensuring they are placed outside commercial circuits. But be careful about giving them away to charitable organizations - they have been known to sell them on! Obviously allowing re-export is not possible - they would merely cause commercial damage elsewhere. Just taking off the logos doesn't help either, the crook will just put others on afterwards!

#### *Examples of fraud methods*

*Crooks are very ingenious, doubtless we haven't found all the methods or routes used!*

- *Firstly there is simple smuggling, non-declaration, this doesn't necessarily mean small boats on dark rights. The goods can be hidden in double bottoms, sewn into garments etc..*
- *Secondly the goods are simply declared, hoping there will not be any physical examination -*

*often they are misdescribed. This is often the case with counterfeits that are 'similar' but not deliberately identical.*

- *Thirdly the goods are sent unmarked by logos & stickers etc. which are then put on in the country of destination. Difficult this! The logos & stickers etc. are either made locally or imported separately - often in the hand baggage of travellers.*
- *Fourthly, as a development of the latter, the good is put together in the country of destination from imported parts. These parts are imported type by type separately from each other, by different routes & means of transport. This is known to be done in the case of counterfeit watches.*

*How do you stop all this? That is the subject of risk analysis, intelligence, historical knowledge, insider tips and the famous customs neck hairs - which bristle when something is wrong.*

*Hervé GODIN and Tony GRIFFITHS - B3 with the help of Thierry HENNE - A2*

## ACTUALITES

### *Progress report regarding the CAFAO in B & S*

**I**n December 1995 SAM-COMM proposed to help the government of Bosnia and Herzegovina with establishing a correctly functioning customs service in each Entity. Customs can ensure a stable flow of revenue, and can have a crucial importance for the economic development in an between the Entities. In turn, economic development and inter-Entity co-operation is important for the progress of the peace process, and for reconciliation as a result of shared economic interests. The proposal was supported by the Commission - at the time Bosnia and Herzegovina was not included in the PHARE programme - and was accepted by the Government. The Head of CAFAO arrived in Sarajevo in mid-December 1995 and spent the first three and a half month negotiating the establishment of a unified customs service in the Federation, and the abolition of internal customs check points in the Federation and between the Federation and Republika Srpska.

The first success was the establishment, on 1 April 1996, of the Federation Customs Administration and the signing of a Memorandum of Understanding regarding the work of CAFAO and its internal branch "the International Customs Observer Mission" or ICOM. ICOM customs experts visit the border crossing points and the inland clearing stations in order to verify that importers and exporters are being treated in an even-handed manner, and that the customs duties are collected correctly. ICOM also verifies that the collected amounts are transferred to a joint Federation account. From 1 April 1996 and until now over 320 million DEM have been collected, a sum that by far exceeds the expectation of a year ago. ICOM assists the central authorities by informing them of problems relating to delays in transfer of funds, and relating to customs fraud.

The next major success was the adoption of two Modernisation

*and Development Programmes one each for the Federation Customs Administration and the Republika Srpska Customs Administration. The programme led to the establishment of a Customs Training Commission with CAFAO ensuring the secretariat. Implementation of the training programme has begun, with supplies of computers, and with the delivery of a training programme in co-operation with USAID.*

*CAFAO has established regional offices also in Republika Srpska and has extended the services of the ICOM to the Republika Srpska Customs Administration.*

*An essential step in the organisation and management of these changes will be the completion of a Management and Infrastructure Review which will look at the fundamental expenditures of the two administrations. The aim will be to produce efficient management structures, able to effectively communicate and implement policy throughout the services, to ensure accountability at all levels of management, to provide a structured flow of management information to both senior managers and Ministers, and to recommend a control infrastructure sufficient to both encourage and facilitate the free flow of legitimate trade whilst guaranteeing the collection of the revenues and the*

*enforcement of prohibitions and restrictions. Experts are currently being recruited to carry out this review.*

*Work is also in hand in SAMCOMM in order to prepare for a computerisation of the Federation Customs Administration and for modernisation of the Republika Srpska Customs Administration's system. It is intended that the two services will have identical systems so as to facilitate mutual assistance between the services and, notably, the provision of cohesive trade statistics to the State Government.*

*Another major success I would mention concerns the implementation in February 1997 of a transit arrangement between the customs services of the two Entities.*

*This means that it is now possible for importers and exporters in each Entity to receive and send goods under customs control through the other Entity. This will have an important and positive effect on the economic development because it will greatly reduce transport delays and transport costs. Economic development and inter-Entity co-operation is a must for reconciliation as a result of shared economic interests.*

*The implementation of the Customs Agreement (or transit agree-*

ment as one might call it) has made it even more important to resolve the issue of the opening of customs posts on the border between Croatia and the part of Bosnia and Herzegovina that is in the Republika Srpska. The opening of such border posts for goods traffic will greatly reduce the transport delays and transport costs, not only for importers and exporters in the Republika Srpska, but also for importers and exporters in the Federation who will gain much easier access to the transport route to Zagreb. Croatia has not yet abolished its legislation that imposes sanctions of Republika Srpska, but the transit agreement appears to function also with regard to Croatia. On 12 February 1997 the first truck from RS has been allowed into Croatia via the Bihac border crossing point after having transited the Federation.

The implementation of the transit agreement has been warmly welcomed by the Economic Task Force that has congratulated the Head of CAFAO, Mr. Allan Jensen, for a most noteworthy achievement. Mr. Jensen has underlined that the success is the result of the

work of the entire CAFAO team.

The Brcko Implementation Conference and the Steering Board of the Peace Implementation Council have, during their meetings on 7 March 1997 in Vienna, expressed their gratitude to the European Union Customs and Fiscal Assistance Office for supporting a reform involving the rapid opening of the common border between Bosnia and Herzegovina and Croatia, with customs procedures and controls consistent with European standards and practice. The conference noted the particular importance of this for the Brcko area, and agreed that CAFAO would need an increase in monitors to carry out these tasks.

Finally, it must be mentioned that CAFAO has drawn the attention of the government to large-scale fraud involving imports of high-duty goods. With the assistance of CAFAO, the authorities have devised new and efficient procedures to stop this fraud, and the results are already showing in the statistics regarding the collection of duties and excises.

Richardt VORK - Director of SAMCOMM

## *Réforme du transit, un drame en trois actes*

### *Acte I. Hier*

**L**e 30 avril 1997, la Commission adoptait en procédure orale sa communication au Parlement et au Conseil intitulée: "Un plan d'action pour le transit en Europe - Une nouvelle politique douanière" (COM(97)188 -copies disponibles auprès de Mme Evelyne Pendzior - MDB 2/24). Cette communication a été publiée au JOC n° 176 du 10.06.97.

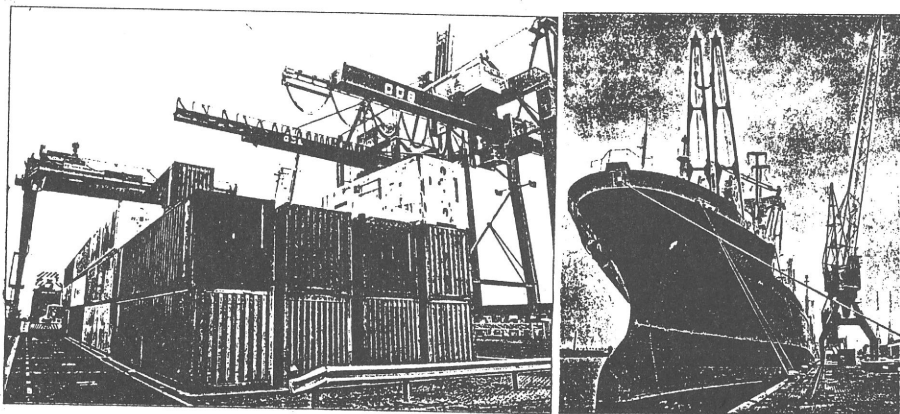
Ce plan d'action est l'aboutissement d'une succession d'actions conduites par la Task Force Transit (TFT) DG XXI créée en novembre 1995.

Cette TFT au sein de laquelle les trois directions de la DG étaient représentées s'est engagée fin 1995 dans un exercice d'analyse approfondie de la crise qui touchait les régimes de transit. Cette situation alarmante avait été dénoncée par la Commission dans sa communication du 29 mars 1995 "Fraude dans la procédure de transit - Solution prévues et perspectives dégagées pour l'avenir" (COM(95)108 final), par laquelle elle demandait au PE et au Conseil leur soutien pour résoudre la crise.

Cette communication sera suivie d'une autre le 3 avril 1996 annonçant une première série d'"Actions de la Commission en matière de lutte contre la fraude dans le transit" (SEC(96)290 final). Cette deuxième communication établissait un programme de mesures de renforcement de la sécurité des régimes de transit dont la plupart ont été adoptées depuis.

Toutefois, ces dernières mesures "d'urgence" étaient loin de répondre aux problèmes structurels des régimes de transit qui, inadaptés à l'évolution de l'environnement économique et politique européen connaissaient depuis quelques années des problèmes croissants d'efficacité et de sécurité.

Aussi, à la lumière de l'analyse menée par la TFT, dont les résultats figurent dans le rapport intermédiaire annexé à une troisième communication de la Commission du 9 octobre 1996 (COM(96) 477 final), et grâce aux travaux de la commission temporaire d'enquête du Parlement européen sur le transit communautaire instaurée par le PE en janvier 1996 (voir son rapport final Doc. PE 220.895 du 20 février disponible à



la B1), il est clairement apparu que les régimes de transit avaient besoin d'une cure radicale de rajeunissement.

Pour préparer son plan d'action en toute connaissance de cause et dans la transparence, la Commission a invité les opérateurs et les Administrations douanières à prendre part à un exercice de consultation de grande envergure qui, d'ateliers en groupes de travail ad hoc, s'est déroulé pendant 5 mois pour se clôturer avec la conférence EUROTRANSIT des 6 et 7 février 97 à Bruxelles en présence de plus de 250 participants (les actes de la conférence sont

disponibles auprès de la B1).

En outre, il va sans dire que la réforme du transit qui concerne la réglementation et les aspects opérationnels spécifiques à ce régime ne peut être pleinement réalisée sans la nécessaire adaptation concomitante de son environnement douanier et commercial: la collaboration et le fonctionnement des administrations douanières d'une part, et les relations avec les opérateurs d'autre part. Ce dernier volet s'inscrit d'ailleurs pleinement dans le cadre des objectifs de politique douanière du Programme Douane 2000 pour la Douane dans la Communauté<sup>1)</sup>.

<sup>1)</sup> Décision n°210/97/CE du Parlement européen et du Conseil du 19 décembre 1996 - J.O. L33 du 4.2.97



## Acte II. Aujourd'hui

C'est dans le but d'informer le PE, le Conseil et au-delà tous les acteurs du transit que la Commission présente dans sa communication du 30 avril 97 l'ensemble des mesures à mettre en oeuvre, aussi bien au plan réglementaire qu'au plan opérationnel, pour rétablir la fiabilité des régimes douaniers de transit au niveau européen. Cette communication constitue également une première réponse aux recommandations émises par la commission d'enquête du Parlement européen sur le transit communautaire.

En relation étroite avec le programme Douane 2000 le plan d'action pour la réforme du transit douanier s'attache en effet d'abord à identifier l'infrastructure et les instruments de politique douanière essentiels pour mener à bien la réforme, en particulier l'établissement d'un partenariat entre les services douaniers et les opérateurs économiques, le renforcement de la coopération administrative douanière et la concrétisation d'une approche commune dans la prévention de la fraude entre les 23 pays concernés (Etats membres, pays de l'AELE ainsi que la Pologne, la Hongrie, la République tchèque et la Slovaquie), la constitution d'équipes mixtes d'inspection des services douaniers pour s'assurer de l'application de la réglemen-

tation par les administrations douanières et, enfin, l'élaboration d'une nouvelle convention unique de facilitation douanière européenne qui se substituerait aux différents cadres juridiques coexistant actuellement.

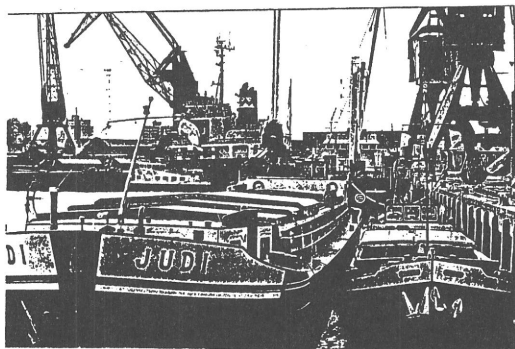
Le nouveau système informatisé pour la gestion du transit (NCTS) sera mis en place progressivement de 1998 à la fin 2000. Il permettra, grâce au traitement électronique des données et à l'échange de données (EDI), le suivi en temps réel des mouvements de marchandises en transit entre les bureaux de douane des 23 pays.

La Commission propose notamment les mesures spécifiques suivantes :

### 1. Encadrement des opérations de transit

- un accès au régime différencié selon la fiabilité de chaque opérateur,
- la conclusion de memorandum of understanding douanes/opérateurs concrétisant les responsabilités et les engagements réciproques,
- l'introduction de la garantie obligatoire pour le transit des marchandises non communautaires par ligne maritime,

- *le réexamen de la dispense de garantie dans les procédures de transit par fer et par air.*
2. *Déroulement des opérations de transit*
- *l'élaboration dans chaque pays d'un plan national de gestion des procédures de transit de manière à améliorer les délais de renvoi de l'exemplaire 5 du document T et les délais d'apurement des procédures*
  - *l'exploitation optimale des structures de coopération administrative existantes telles que le Système d'Information Préalable pour les marchandises sensibles,*
  - *la création d'un réseau européen de coordinateurs nationaux et de correspondants locaux dans chaque grand bureau de douane*
- *l'affirmation claire de la responsabilité du principal obligé concernant la vérification et la maîtrise matérielle des marchandises qui lui sont confiées, l'évaluation des risques encourus ainsi que le suivi des opérations de transit qu'il engage.*
3. *Prévention et la répression de la fraude et des irrégularités*
- *pour une meilleure sécurité des mouvements: recours plus courant au scellements des véhicules, qui devront désormais être agréés à cet effet et avoir une plaque "T" (comme cela est le cas pour le "TIR"), déclaration du plan de route par le transporteur, coordination de la surveillance avec l'opérateur*
  - *développement d'une politique commune de gestion*



*des risques et de ciblage des contrôles, en particulier création d'une cellule communautaire d'analyse de risques,*

- *renforcement des instruments de détection et de répression de la fraude, en particulier mise en place d'organes d'enquête et d'une cellule pénale au plan communautaire,*
- *coordination de la gestion des moyens et des ressources des administrations douanières nationales, élaboration d'un plan communautaire d'équipement de la frontière externe de l'Union,*
- *harmonisation des pouvoirs des agents des douanes pour assurer un niveau de sécurité homogène en tout point du territoire couvert.*

#### *4. Meilleure gestion financière*

- *modulation des garanties en fonction des risques encourus,*
- *clarification du statut des débiteurs: en cas de soustraction de marchandises en transit, les débiteurs sont prioritairement le soustrac- teur, son complice et le re-*

*ceur des marchandises soustraites (y compris, le cas échéant le transporteur) mais la responsabilité du principal obligé reste engagée à titre solidaire jusqu'au recouvrement total des sommes en cause,*

- *réorganisation des procé- dures de recouvrement.*

#### *5. Application uniforme des rè- gles du transit*

- *en particulier par l'amélio- ration de la formation des douaniers et de*
- *l'information des opérateurs.*

#### *Acte III. Demain*

*Et maintenant, il ne reste plus qu'à proposer tout cela aux Etats membres et aux pays partenaires du transit commun ainsi qu'aux parties contractantes de la con- vention TIR pour que l'Europe dis- pose pour l'an 2000 d'un régime de transit moderne, efficace, ra- pide, sûr, adapté aux besoins des opérateurs honnêtes, et qui asso- cie dans un équilibre presque par- fait les facilités d'un régime doua- nier qui a une vocation écono- mique évidente et les mesures de contrôle nécessaires à la protec- tion des intérêts financiers publics.*

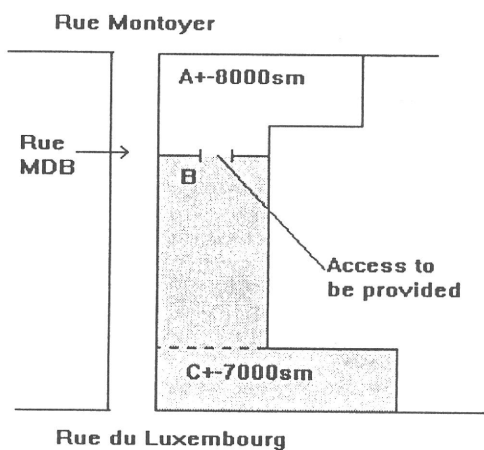
## POST BOX 21



### *That move, a nightmare?*

Dear Editor,

**A**t present we occupy 5 floors in Blocks B and C. We will after the moves are completed occupy Blocks A and B. Block C will eventually be for DG XII.



---

*The move is, we are told, to be complicated. First, in March or April 1988, the persons in Block C will move to Block A. They will have an ocean of space with 1000 square metres extra! In fact at this moment Block A is being renovated. As soon as they have gone those in tatty Block B will move to tatty Block C, but they won't fit! Presumably some will go to Block A? I imagine that in any case this will include the computers as we don't want to move these twice. Then when Block B has been renovated those in Block C will move back into it in May 1999. All this will presumably be complicated by any earlier moves caused by the re-organisation.*

*The question has already been asked as to why Block C can't stay put and move into Block B when it is finished. Those in Block B going directly to Block A. This would cut down the number of moves and save time and money. This way everyone could move once and eliminate the double move for those in Block B at present. In addition Bloc B seems to be about the same size as Block A.*

*Block A is 7 stories of the complete building Montoyer 59 and a half floor "penthouse". We will loose some 28 windows on four floors (and a few on the ground floor) say 120 in total in Block C, and gain some 375 in Block A. But it isn't as simple as that as a current window is  $\pm 2\frac{1}{2}$  paces wide and the new windows are 2 paces. Thus either we get even narrower rooms, but 255 extra, or some people will get two windows each in the new block, nice rooms, but only 187 of them, still 67 more than now.*

*Perhaps this explains the hurry among the aristocracy (DG, Directors, assistants of many hues) to flee from Block C to A as soon as possible leaving the plebs of Block B to move first into Block C and then to Block B again? Nice big brand new rooms!*

*Ingid SCHAERLAECKENS*

**EUROPEAN COMMISSION**DIRECTORATE GENERAL XXI  
CUSTOMS AND INDIRECT TAXATION

SAMCOMM

Brussels, 13th February 1997

Ref: RJS/rjs/saralo/

**Note for the attention of Tony Griffiths  
Editor DG XXI Info**

I enclose a copy of a letter received from Dover Lions Club thanking all those in DG XXI who donated used postage stamps, spectacles and loose lenses for use in the Lions "Sight First" Project.

I would be grateful if you would agree to include an item on the subject in the next issue of DG XXI Info with a view to passing on the thanks to all those who have helped and encouraging new helpers.

The "Sight First" project is a very worthwhile cause which for very little effort can bring significant improvement to the lives of people in the less developed countries. I will be continuing the collection and donations may be sent to me at MDB 4/35.

I note that, as well as stamps and spectacles, postcards and phonocards have been added to the list of collectables.

Richard Stone



# DOVER LIONS CLUB



**We Serve**

DISTRICT 1055E  
CHARTERED OCTOBER 1971

L 8212

☎ +44 1304 823 089

Lion Chris Carr  
27 Lower Road  
Temple Ewell  
Dover  
England CT16 3DX

29 January 1997

Dear Lion Dick

Would you please convey my thanks, and those of the club, to your colleagues in DG XXI for donating the quantity of stamps, spectacles and loose lenses for the benefit of Lions ongoing project "SightFirst".

The spectacles and lenses are taken annually to Chichester Lions Club who receive them from other Lions Clubs in the UK before they are passed on to prisons where the inmates have been trained to sort, repair when necessary, and grade them before they are dispatched, in association with Vision Aid Overseas, to developing countries where there is a great need for them.

The stamps (and phonecards) are sorted by myself (often when on caravan holidays in the UK) and mainly sold to stamp wholesalers in the UK although better stamps are sold individually to local stamp collectors. All proceeds from the sale of the stamps, phonecards and any picture postcards (of the period 1900 through 1940) that I get go towards sponsoring an annual eye camp in the Indian sub-continent by the Club where, for £250, it is possible to treat 30 people for cataract blindness and 250 people for minor eye ailments.

Thank you all for the donations in the past, please remember that I will accept

Spectacles and lenses

Stamps of any country, on or off paper, no matter how common

Picture postcards of any country, preferably of the period 1900 through 1940

Yours, in Lionism

*Chris*

## CLIPPINGS



### Al Caponeskis

■ It's a rough life, being a Russian tax collector. The tax collection inspectorate says 26 collectors were killed in the course of their work last year, 74 injured and six kidnapped. On top of that, 18 taxation offices were shot up. Gloomily, the inspectorate says it expects little improvement in 1997. Tax evasion is a big problem for Russia's government; in the first nine months of 1996 it collected only 73.9 per cent of expected revenues. Maybe the old solution – speak softly and carry a large stick – should be deployed; give tax collectors a substantial commission incentive and arm them to the teeth.

Financial Times 30 January 1997

### 'Oleoducto' de vodka entre Estonia y Letonia

Una banda de contrabandistas enterró una conducción de tubos de plástico de 300 metros de longitud bajo la frontera entre Lituania y Estonia (donde el licor cuesta un 60% más caro) para introducir vodka de un país a otro, según informaron ayer los aduaneros estonios.— AFP

"oléoduc" de vodka entre l'Estonie et la Lettonie.

Un groupe de contrebandiers a enterré une conduite composée de tubes plastiques de 300 mètres de long sous la frontière entre la Lituanie (sic!) et l'Estonie (où le produit coûte 60% plus cher) pour faire passer de la vodka d'un pays à l'autre, selon les informations obtenues hier des douaniers estoniens.

EL PAÍS, miércoles 12 de marzo de 1997



5 June 1997

# Duty free cut threatens EU ferries

BY CHRIS JOHNSTONE

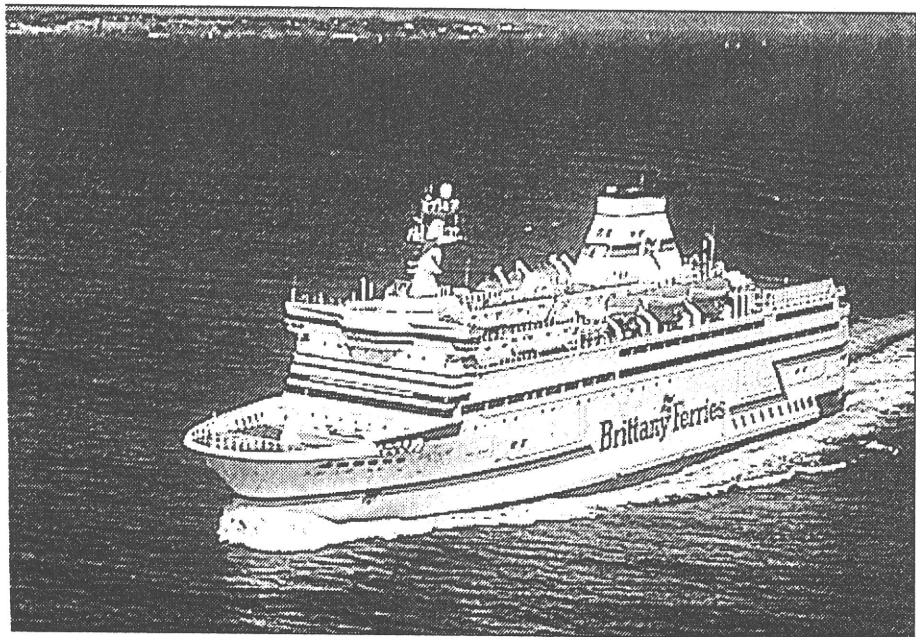
**EUROPE's ferry industry will haemorrhage jobs, be forced to cut routes and, in some cases, double ticket prices if duty-free sales disappear, claims a new report on the consequences of abolition.**

The study warns that around 50,000 jobs would go in ferry and related tourism industries, with capacity halved in Finland and severe cuts in services around the rest of Europe. It also forecasts that ticket prices would rise by at least 10%, with much bigger increases of up to 150% in Finland and 200% in Sweden.

The report has been drawn up by the European Travel Research Foundation, formed by 'interested' companies anxious to investigate the consequences of the planned abolition of duty-free sales at the end of June 1999 for passengers travelling between EU member states.

It comes in the wake of a similar study carried out by airports which warned that air fares would have to be increased and many regional services cut.

Campaigners fighting to save duty-free sales hope the waves created by the study in those



Ferry fears: the new report raises serious concerns for the tourism industry

Commission directorates-general which might have to deal with the consequences of abolition – from job losses to regional isolation and environmental problems – should provoke questions about the wisdom of keeping to the timetable.

It is looking in particular to Finnish and Swedish transport ministers to raise concerns about the potential knock-on effects on infrastructure at a meeting with their EU counterparts on 18 and 19 June.

The duty free lobby wants national ministers and the Commission to acknowledge that more homework is needed on the consequences of ending the system. It points out that a study promised

by the Commission when ministers signed the death notice for duty free in 1991 has never been carried out and argues that the world has changed since then, with the Commission itself having failed to push forward the tax harmonisation which made duty free such an anomaly and a greater sensitivity now to job losses.

The report on the ferry industry pinpoints Finland as the biggest loser if abolition goes ahead. Duty-free sales account for 65% of Finnish ferry company revenues, a higher proportion than in all the other countries studied.

It also maintains that duty-free revenue is crucial to continued operations on many German routes, claiming 90% of excursion trips could be axed when duty free goes, with ticket prices rising by 30%.

The report suggests that ferry services across the Dover Straits between the UK and continent would be almost halved and fares on remaining routes would rise by at least 10%, with similar increases in Ireland – the only country with no land link to the rest of the EU. It claims that the abolition of duty free would probably result in the closure of all Ireland's direct ferry services to continental Europe, meaning longer road journeys through Ireland, the UK and France.

# "ENTRE NOUS"



*We welcome the colleagues who have joined DG XXI since our last edition:*

## **Officials:**

|                                 |     |     |
|---------------------------------|-----|-----|
| <i>Patricia ABRAMS</i>          | BE  | B-3 |
| <i>Christopher BOYD</i>         | UK  | Sec |
| <i>Maria Giovanna BUCALO</i>    | IT  | 01  |
| <i>Laurent DERSY</i>            | FR  | A-2 |
| <i>Markus HAEGER</i>            | DE  | C-1 |
| <i>Antonio IZQUIERDO RAMON</i>  | ES  | A-2 |
| <i>Beate KURZ</i>               | A   | B.5 |
| <i>Enrique LANGA MORA</i>       | ES  | 02  |
| <i>Mia Marjut LEHTISARE</i>     | FIN | 02  |
| <i>Lidia LONZANO</i>            | ES  | 01  |
| <i>Ritva LUOMALA</i>            | FIN | A-1 |
| <i>Kerstin Maria MALMER</i>     | S   | C-1 |
| <i>Paivi MARJANEN</i>           | FI  | C-1 |
| <i>Guilia MEDICO</i>            | IT  | 02  |
| <i>Emilia MELLONE</i>           | IT  | B-2 |
| <i>Tove MOGENSEN</i>            | S   | C-2 |
| <i>Marie Flore NUÑEZ BOCHON</i> | ES  | Sec |
| <i>Marianne SODERBERG</i>       | S   | B-7 |
| <i>Bruno STROMSKY</i>           | FR  | A-3 |
| <i>Antoinette WIGBOLD</i>       | NL  | C-1 |
| <i>Gudrun YANC</i>              | DE  | B-2 |

## **Interims:**

|                                 |    |     |
|---------------------------------|----|-----|
| <i>Carmen DE LA SERNA</i>       | BE | B-2 |
| <i>Catherine DE VILLENFAGNE</i> | BE | B-4 |
| <i>Andrée GOVAERTS</i>          | BE | B-2 |
| <i>Isabelle GUILLAUME</i>       | BE | A-1 |

|                          |    |     |
|--------------------------|----|-----|
| Thérèse KHOURY           | BE | A-1 |
| Fabienne PERE            | BE | B-6 |
| Lorenzo RIVERA           | IT | 02  |
| Wania SANTOS DE OLIVEIRA | BE | 02  |

### Temporary Agents:

|                     |    |     |
|---------------------|----|-----|
| Marie DE BOITSELIER | BE | C-2 |
|---------------------|----|-----|

### Auxiliaries:

|                            |     |     |
|----------------------------|-----|-----|
| Brian BOYLE                | IRL | A-3 |
| Francesca DI BELLO         | IT  | B-2 |
| Margarita MIGALLON CORELLA | ES  | B-1 |
| Milena PIASENTE            | UT  | C-1 |

### National experts:

|                        |    |     |
|------------------------|----|-----|
| Eros CAVADINI          | CH | B-1 |
| Carole CHEZE           | FR | C-3 |
| Freddy HEMELSOET       | NL | C-2 |
| Jordi HORTALÀ I VALLVÉ | ES | 02  |
| Joannis JOANNIDIS      | GR | A-1 |
| Michael LAUMANNNS      | DE | B-4 |
| Alan LYNCH             | UK | A-2 |
| Patrick TAVENAU        | FR | B-1 |
| Andrew THOMSON         | UK | B-4 |
| Sverre TRULSSEN        | N  | B-1 |

### Stagiaires students:

|                  |    |               |
|------------------|----|---------------|
| Coralie DA SILVA | FR | 01 (6 weeks)  |
| Sophia MECELLAH  | FR | Sec (6 weeks) |

### Internal DG XXI movements:

|                             |        |          |
|-----------------------------|--------|----------|
| Virginie BLYWEERT           | Dir. B | → Sec    |
| Ingrid BE NYS               | Sec    | → B-7    |
| Virginia GAITANOU           | C-1    | → C-2    |
| Maria José GARCIA ALMONACID | B-6    | → Dir. B |
| Andrée GOVAERTS             | B-2    | → 01     |
| Albert HENDRIKS             | B-6    | → A-3    |
| Frank JANSSENS              | A-3    | → B-1    |
| Outi JUSKO                  | B-4    | → B-6    |
| Viriato MONTEIRO DA SILVA   | B-5    | → B-6    |
| Dorit NEUMANN               | Sec    | → B-5    |

|                                  |        |          |
|----------------------------------|--------|----------|
| <i>Fabienne PERE</i>             | INT    | → AUX    |
| <i>Marie PHILLIPS</i>            | SAMCOM | → Sec    |
| <i>Jorge PINHEIRO DE JESUS</i>   | B-1    | → 01     |
| <i>Lorenzo RIVERA</i>            | 02     | → C-1    |
| <i>Franco ROCCATAGLIATA</i>      | END    | → AUX    |
| <i>Genoveva RUIZ CALAVERA</i>    | Dir. A | → A-3    |
| <i>Mari SIMONA</i>               | A-3    | → Sec    |
| <i>Vicky VAN LANDEGHEM</i>       | Sec    | → A-1    |
| <i>Carla VAN NIMMEN</i>          | INT    | → AUX    |
| <i>Anne-Marie VAN TITTELBOOM</i> | B-4    | → A-1    |
| <i>Silke WRAGGE</i>              | A-3    | → Dir. A |

**and we say goodbye to those who have left us:**

**Officials:**

|                           |     |     |              |
|---------------------------|-----|-----|--------------|
| <i>Annie BURKARD</i>      | UK  | C-2 | → CCP        |
| <i>Françoise CAMBIER</i>  | BE  | B-7 | → Invalidité |
| <i>Florinda FERRAGOLO</i> | PT  | C-2 | → Demission  |
| <i>José GIRÃO</i>         | PT  | Sec | → Demission  |
| <i>Spiro HABASCH</i>      | DE  | C-4 | → DG XVII    |
| <i>Ronald HORDIJK</i>     | NL  | B-4 | → DG III     |
| <i>Régis LANGLET</i>      | FR  | B-6 | → GD III     |
| <i>Lene KRISTENSEN</i>    | DK  | A-1 | → DG IB      |
| <i>Maarit LAURILA</i>     | FIN | C-1 | → C.E.S.     |
| <i>Margaret MOLLOY</i>    | IRL | Sec | → SDT        |
| <i>Patricia MORRISON</i>  | FR  | 01  | → DG IX      |
| <i>Peter NIELSEN</i>      | DK  | C   | → Cabinet    |
| <i>André PENING</i>       | VE  | A-1 | → DG I       |
| <i>Patrick RAVILLARD</i>  | FR  | A-2 | → DG XV      |
| <i>Klaus THOSTRUP</i>     | DK  | 02  | → DG XVII    |
| <i>Luc T'JOEN</i>         | BE  | B-6 | → DG XIX     |
| <i>Peter VIS</i>          | UK  | Sec | → DG XI      |
| <i>Helga VOGELMAN</i>     | A   | B-7 | → DG XV      |

**Auxiliaries:**

|                             |     |     |
|-----------------------------|-----|-----|
| <i>Anita JOKINEN</i>        | FIN | B-6 |
| <i>Keith MARSHALL</i>       | UK  | A-1 |
| <i>Franco ROCCATAGLIATA</i> | IT  | 02  |
| <i>Kim SANDERS</i>          | UK  | B-5 |
| <i>Gerald SPAIN</i>         | UK  | A-2 |

**Interims:**

|                          |    |     |
|--------------------------|----|-----|
| Maria DI NUNZIO          | IT | B-2 |
| Anne-Marie EUSEPI        | BE | B-6 |
| Nathalie FAVREAU         | FR | A-1 |
| Andrée GOVAERTS          | BE | B-3 |
| Vassili KARATHANASIS     | GR | B-6 |
| Anne OUSSATOFF           | BE | A-1 |
| Pilar RUIZ RUIZ          | ES | B-2 |
| Wania SANTOS DE OLIVEIRA | BE | 02  |
| Cathy VENTURELLI         | BE | C-2 |

**National experts (detached):**

|                  |     |     |
|------------------|-----|-----|
| Mario FIORENTINO | IT  | C-3 |
| Marja KANGAS     | FIN | B-2 |
| Dieter NIETZOLD  | DE  | B-4 |
| Marc STAEDTGEN   | L   | C-2 |

**Welcome to all our stagiaires of all kinds**

|                      |       |     |              |
|----------------------|-------|-----|--------------|
| Christophe BAUR      | FR    | C-1 | 1.4. - 30.7. |
| Josianne BONNICI     | MALTA | B-2 | 7.4. - 4.7.  |
| David BOUBLIL        | FR    | C   | 1.3. - 31.7. |
| Linda CASANOVA       | CH    | B-5 | 7.4. - 4.7.  |
| Lambros ECONOMIDES   | CYP   | B-2 | 1.4. - 26.6  |
| Zeynep ERGUN         | TU    | A-3 | 1.3. - 31.7. |
| Johan HJORT          | N     | B-2 | 7.4. - 4.7.  |
| Iwona IDZIKOWSKA     | PL    | A-3 | 7.4. - 4.7.  |
| Christian KINDUNDU   | BE    | B-2 | 1.3. - 31.7. |
| Céline LAPAIAN       | FR    | B   | 1.3. - 31.7. |
| Brigitte LEHMAYER    | A     | 02  | 1.3. - 31.7. |
| Stella Maris MERCADO | ARG   | 01  | 1.3. - 31.7. |
| Roberto PICCONI      | IT    | B   | 1.3. - 31.7. |
| Josefin SIMONSSON    | S     | B   | 1.3. - 31.7. |
| Jan TUPY             | SLOV  | B-2 | 7.4. - 4.7.  |
| Ekkehart ZAUNER      | A     | B   | 1.3. - 31.7. |
| Krzysztof ZMIJEWSKI  | PL    | B-3 | 7.4. - 4.7.  |

\*

\* \*



### *Congratulations to:*

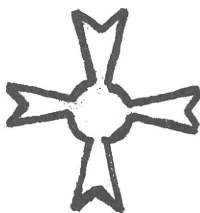
*Pierrette and Peter Vis (Sec),  
proud parents of Sophie, born on 1 December 1996,*

*Isabelle and Valère Moutarlier (C-2),  
proud parents of Augustin, born on 6 February 1997,*

*Muriel and Zanarelli Muriel Franchomme (Dir. B)  
proud parents of Virginia, born on 6 March 1997*

*Marta and Kris Vangrieken (B-1)  
proud parents of Sofietje, born on 4 April 1997*

### *Decoration*



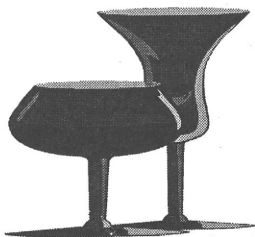
*Jochen MATTHIES who has been awarded the Großes Silbernes  
Ehrenkreuz (Great Silver Cross of Honour) by the Austrian Federal  
President for services to the Austrian Economy*





*and to Pierre Coppens  
and Claudine Van Hoolant  
for 20 year service*

## *Promotions*



### *Vers A7*

*Caroline EDERY  
David MAIRE  
Corinne MIMRAN*

### *Vers B1*

*Jaqueline SAUVAGE*

### *Vers B3*

*Marielise HERBORN-ACKERMANN  
Daniel PEERMAN*

### *Vers A5*

*Jean-Marie GOBEAUX  
Willy TAS*

### *Vers C1*

*Rachel SMETS  
Willy TAS*

### *Vers C3*

*Jane COGGINS  
Michaela RIPPERT  
Barbara BILLERBECK*



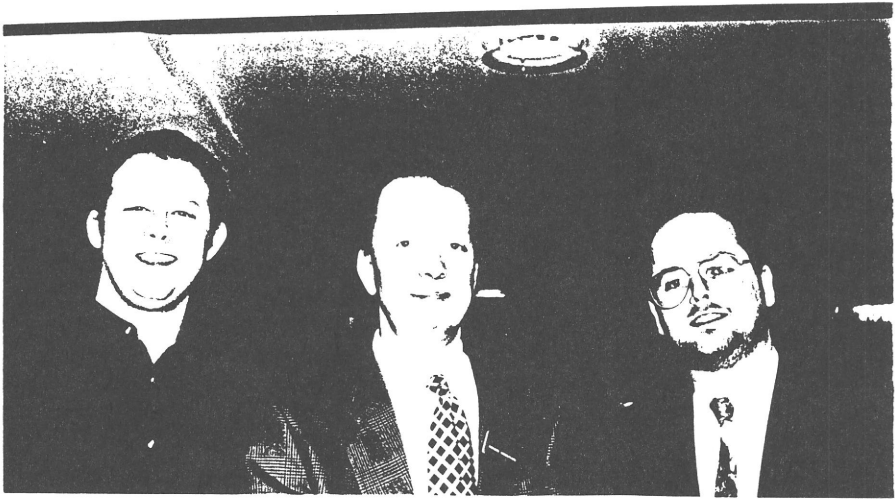
## *Her Majesty's Customs and Excise Course* *3 to 13 December 1996*

**D**id you think that some familiar faces were missing in the first two weeks of December? Were habitués of the canteen not there? That was because ten of us from DG XXI with backgrounds in law or information technology attended a two week pilot course on customs procedures run by Her Majesty's Customs and Excise service at Croydon, Surrey. In fact, this course had been long-promised but financial approval only came on the Wednesday before so Leon Gordon and Ilona De Vestele had to work with the speed of light to arrange everything from this end. They rose to the challenge.

We duly flew in, Eurostar not being a transport option we could consider after the fire in the Chunnel. Our instructors for the course, with its emphasis on freight handling procedures, from a customs officer's point of view in particular, Richard Vandervord, Martin Meacock and Tom Hughman were welcoming and friendly. Before our first lecture, they, as good

tutors should, wanted to know a bit about us, our work and our expectations from the course. They had the basic course designed but could then further gauge at what level to pitch it.

It wasn't long before initials and acronyms were being bandied about. Before you could say "BTI" or "TSO" we were getting the picture clearly. (We here are of course not free from our own jargon and can suffer from Commissionese.) There was a lot of information to absorb but I think it stuck. I can't remember being on such an interactive course in a long time. As a lecture progressed we often asked for amplification of a point or two. But all listening and no doing makes Jack a dull boy and the lectures were interspersed with some "syndicate work" when we broke into two groups and did practical exercises. We classified according to the TARIC and became very familiar with the SAD. (It's catching.)



Tom

Richard

Martin

*Yes the course was tough but that doesn't mean to say that it can't be enjoyable and have its moments of humour. So there was a lot of dialogue and we could explain to the "triumvirate" at times how the Commission works so they could see it from our point of view and they learnt a thing or two.*

*We heard a lot about "risk analysis" and "facilitation". Our tutors mentioned that it's amazing how every time a procedure is simplified, the number of HM C & E personnel engaged in that area is not increased, quite the opposite in fact and we heard of the pressures they are under. One hundred*

*per cent physical checking of goods is not feasible. Fraud was often mentioned and lectures were punctuated with tales of past attempts, successful and otherwise in this area.*

*To bring it all together, the penultimate day was spent at Gatwick Airport. This was a highlight and I shan't forget the day we put on the silver and orange jackets and became honorary members of HM C & E. Apart from a drive around the runway, the walk through the customs shed was fascinating and made all that we'd been taught fall into place. We looked in on the office and watched the CHIEF*

*(Customs Help in the Import and Export of Freight) system being interrogate. We had heard a lot about that in the two weeks.*

*On the last day, representatives from International Assistance came to ask our opinions and take notes. It's hard not to get a bit "hearts and flowers"ish about this. We agreed that it had been a most worthwhile course, logically presented by three great tutors. They in turn admitted that they had wondered what we'd be like. They had heard so much about faceless Eurocrats but we had shown a more human side. Tom remarked that we were all part of one big happy C & E family and I thought that a chorus of the song "Consider yourself one of us" from the popular musical "Oliver!" would have been appropriate. It is hoped that this course may become a biannual event.*

*The social side wasn't forgotten. Four of the lads went to a midweek football match and came back with the relevant T-shirts and scarves, singing songs they'd learnt that night - fit for mixed company I'm pleased to add. Some went to see the musical "Tommy". In between all this, some of us indulged in pre-Yuletide retail therapy - aka Christmas*

*shopping. Linda Van Lierde had a birthday during the course and as she was away from her family, we had to become her new one for the day - and a very good cake was enjoyed by all. (Talking of food, some comments were made about la cuisine anglaise. As the only Brit I had to agree that it's not always great. We're spoilt here in Belgium.)*

*After our day at Gatwick Airport, we went to a Christmas party at the hotel. After the traditional English fare and pulling of crackers, the disco started and I shall not in a hurry forget the sight of "the Customettes" strutting their stuff to the Village People's anthem "YMCA". We showed the rest that we're not staid civil servants.*

*So I got to know nine colleagues - I think I can say friends - a bit better, built on what I'd followed on the FIDO course and I think we're all better-equipped for our current posts and any future ones that may come up.*

*So a big thank-you to Leon Gordon and Ilona De Vestele for bringing it all together so quickly, to colleagues who stood in for us during our absence (in my own case, Frans Van Santen) and Richard, Tom and Martin. I hope you three get the chance to visit us in the not too distant future.*

Claire POWELL

## *A duty-free shop in every foyer*

*James Morgan went to a Norwich theatre to see how the future will be financed*

*S*andra Cass has been given the most crucial role in the New Britain. She has been told to "think the unthinkable, sink the unsinkable and drink the undrinkable" in Tony Blair's Stainless Steel Kitchen Cabinet.

*Her credo runs: "A Tony Blair British government should leave no idea unconsidered, no white elephant unshot, no slate paving stone unturned." her first scheme has already been tried out. But few know it.*

*Let me begin at the beginning, for I am pleased to have played a minor but manipulative role here.*

*Shortly before the recent general election, I found myself in the company of Cass and we fell to discussing the strong views of the Scotch whisky industry, which had been fretting over the future of an integral part of our heritage, duty-free shopping facilities at British airports.*

*The Scotch people argued that a Brussels directive abolishing tax-*

*free shopping for anyone travelling within the European Union would lead to a loss of government revenue. And, importantly, what other treat could distract irascible passengers waiting for delayed flights?*

*Some may be surprised that careful calculations show the government might lose out by doing away with duty free. They would be unaware that Arthur Laffer convincingly demonstrated more than 20 years ago how revenues diminish as tax rates rose, and how the converse was also true and significantly more pleasant.*

*But even that gifted economist did not suggest that a tax rate of zero could increase receipts.*

*Yet the facts of duty-free shopping are simple. One buys items which, in normal circumstances, one would never contemplate: a bottle of Classic Confederate Tennessee bourbon perhaps; 200 Havana cigars made in Belize; a macrame brooch tricked out with silver and topaz for the wife; and a half-litre of *Nuit d'amour* for the mistress.*

*The store makes a huge profit, the airport charges a huge sum for the franchise, the government gets a huge slice of the profits. But, remove the privilege, end the concession, and you are pulling at the thread the could bring down capitalism.*

*Cass described that prospect as "the doomsday scenario at the heart of the black hole in the government's finances". She was charged with finding new sources of revenue, to plug gaps and to bolster some of the New Government's favourite schemes. The biggest problem was finding cash for arts plundering the lottery scratch-card pot had not been well received.*

*So, during the election campaign, Cass drew up a paper which has been the talk of every insider's dinner party from Downing Street to Islington and Hay-on-Wye at the weekends. She wrote: "The concept of 'zero fiscality' is one that has been entirely overlooked in the now widespread literature on revenue enhancement. Not only that, its capacity to reduce the burden bearing down on public expenditure has never been examined.*

*I m glad to say that the first experiment was a huge success, though the wider public is yet to be told.*

*Back in January, East Anglia Arts Colective (EAAC) put on a season of modern Albanian opera. The project would support the cultural revival of a hard-pressed country where the arts receive little attention.*

*There was also a need to give Albanian artists and creators wider exposure. And it was felt that the British public was insufficiently familiar with many aspects of contemporary Albanian culture - whether of the communist era or post-1990.*

*So EAAC decided to support productions of the work of the prominent composer, Bashi Fato, who has was born in Albania's second city, Durrës, in 1953. When only 30 he wrote a remarkable piece entitled *The First Sewage Farm*, which officially celebrated the achievements of socialism but appeared to many as a veiled satire on the country's Stalinist dictator, Enver Hoxha.*

*But EAAC balked at the cost of staging what was a lavish production - three top-class tenors and a chorus of 100 farm workers. Yet, last week this five-hour work played to full houses at the Theatre Royal, Norwich, even though the cheapest ticket cost £ 35.*

*And the stars of the show? The duty-free shops in what had once between the theatre's bars. They opened one hour after the per-*

*formance started and closed 40 minutes before the end. interval was extended to an hour.*

*Cass secured me a pass for the third night. Happy opera-goers emerged with bags packed with bottles of Black Label, cartons of Milt Tray chocolates, bottles of perfume and finely worked porcelain models of 18<sup>th</sup> century milk-*

*maids.*

*Cass was delighted with the budgetary implications: "We shall now install similar facilities in the British Museum, the V&A and various provincial art galleries. We will mandate intervals of at least 70 minutes and, for the sake of Brussels, opera tickets will now be known as boarding passes."*

James Morgan is economics correspondent of the BBC World Service.



Beginnings of a multi-billion dollar industry: Kitty Downes at her Shannon airport kiosk

## *The Cabinets and the Services Compared*

*I've come back to work in the services after four and a half years working in two cabinets, those of Jacques Delors and of Neil Kinnock. I would say I have come to do some real work after a long time of skimming the surface in the cabinets. But then, no doubt many of you would see the job of assistant as little different from the cabinet – I think it will be, but only time will tell!*

*Of course, it was a great personal experience for me personally, being lucky enough to work with these people and being at the centre of things as far as the Commission is concerned. It also is beneficial for the Commission as an institution to have interchange between the DGs and the cabinets. It might be interesting for some of you for me to try to give you a flavour of what it's like to work in the cabinets.*

*It is true that the hours are long and there is much pressure in terms of having to react quickly to last minute demands. However, the cabinets are made up of human beings (despite rumours that some chefs de cabinet eat barbed-wire sandwiches for breakfast) and one soon develops a rhythm, even if it*

*does involve twelve hour days and some spoiled weekends.*

*The work itself divides into three main areas. First, there is advising the Commissioner, writing speeches and so on. Here is one of the greatest differences to work in the services. Why? Because advising the Commissioner means taking a broader view and a more political view than is usually the case in the services. The latter is something that should not necessarily be expected from an official in a DG, but the former – breadth of outlook – is something that should be encouraged.*

*We in the services spend most of our time talking to fellow specialists, who know the subject, the underlying assumptions and the language (eurospeak). This has the disadvantage of lulling us into the idea that everybody understands what we are talking about. Usually this is wrong. Speeches drafted in the DGs often suffer from being too detailed, too technical and with too little explanation. We can all learn, I think, by giving speeches occasionally ourselves. The general public or students often ask the kind of questions that make us*



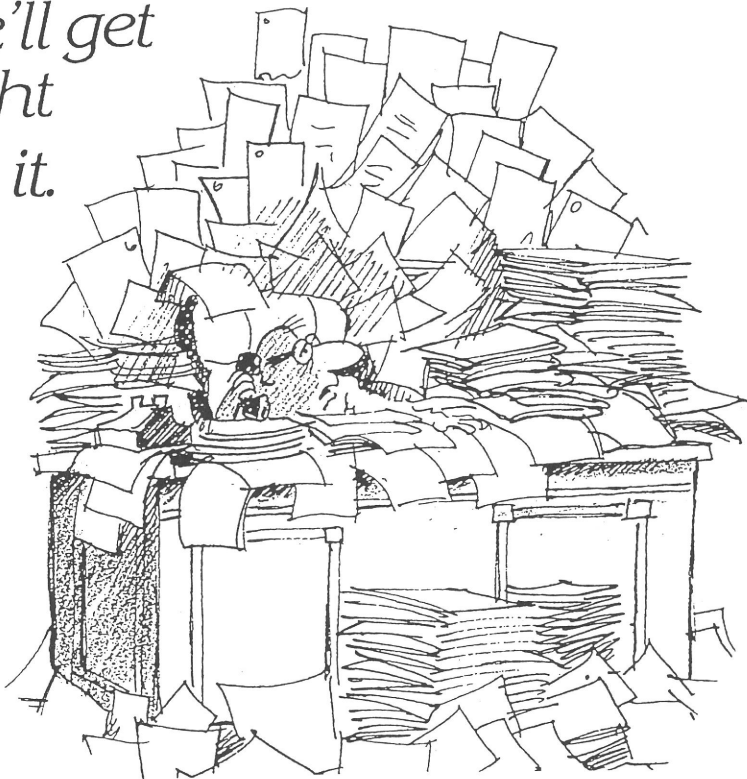
*think how better to justify our policy approach.*

*The second main area of work is the Commissioner's relationship with his or her services. The role of a cabinet member is to act as a kind of intermediary between the Commissioner and the Directorate General. A cabinet member should be technically skilled enough to understand any suggestion coming from the DGs in*

*order to be able to explain to the Commissioner where it fits into the overall policy framework and to defend it against other policy options. It is also the cabinet's job to help translate the Commissioner's overall policy aims into the practical work that is done by the DGs.*

*Where the relationship between the Commissioner and the DG is working well, there should be a high level of interaction at early*

*We'll get  
right  
on it.*



*stages of policy formulation involving a two-way flow of ideas. This can involve contacts between the cabinet and the official in charge of a dossier, something that I try to encourage in DG XXI, but which naturally requires a responsible attitude in terms of representing a coherent position from the Directorate General.*

*The third task of a cabinet member is to represent the Commissioner. This takes place in a formal sense at the special chefs de cabinet meetings. Here the cabinet represents the Commissioner in preparation for the meeting of the college. Since the Commission is truly a collegiate body with all Commissioners responsible for its decisions, each Commissioner is required to cover all subject areas in his or her cabinet. It is this part of the job that can involve the biggest mountains of work. You have to pick your priorities if you are to do the work efficiently. The most important decisions are which documents not to read. You have to make sure that they are not the ones that will later explode in your face. It is not the job of the special chefs meetings to understand all the technical aspects of a dossier (that must be left to the experts in the DGs), but to look at the more political angle to be discussed in the Commission. Beware however that*

*many cabinet members come from the services and some may know your dossier surprisingly well.*

*There is also much representing the Commissioner in more informal ways, such as receiving visitors that the Commissioner does not have the time (or the inclination) to see. This also can be time-consuming, but it is also an important source of information. Our institution has to be open to the outside if it is to function properly. Here again is an area that is often neglected by officials in the services. I don't mean endless business lunches, but I do think that an open-door policy to visitors can be useful.*

*Do we really need cabinets? Don't they just mean political interference and a few favourites with the ear of the Commissioner having too much influence? Perhaps, when they function badly. However, if they function well, they should work as a team with the DG, not in conflict.*

*Having given you a little of the flavour of the work as I see it in the cabinets, there is a misconception that I think is worth clearing up. Some accuse the cabinet discussions of being a preparation for the COREPER rather than for the Commission. Cabinets and Commissioners, it is argued, are simply the mouthpieces for national governments.*

*Hmmm. This is a difficult one. I cannot say that representing national positions does not happen at cabinet or Commissioner level, but, at least for the areas I was responsible, I truly think it was very rare. Let me explain.*

*The Commission is made up of Commissioners from every Member State and will continue to be so for the foreseeable future (the IGC has not changed this). The nationality of a Commissioner is therefore obviously not irrelevant to the institution. Indeed a Commissioner should no doubt be expected to use the experience of 'the country he or she knows best'. The question is when that legitimate reflection of national background turns into bias – the answer is not always simple.*

*It is vital for the credibility of the Commission as an institution not only to be responsive to the views of people in all the Member States, but also to be seen to be responsive. Hence the need to have Commissioners from all Member States and hence the duty of those Commissioners to use their national backgrounds in determining their positions.*

*How often have I heard Commissioners reminding their colleagues*

*of how a particular question is viewed in a special way in their country? Often this sensitivity to a particular peculiarity of opinion in a Commissioner's own country leads to a different view in Commission. Is this national bias? Not necessarily, in my view. The Commission is remarkable for the speed with which its members "go native" (Maggie Thatcher used to complain about it) There is a real communality of purpose (as with most well-functioning institutions) reaching for a European ideal. This transcends party politics as well as nationality. A national view becomes bias only when it is maintained in the face of that European ideal. Thankfully, I have not seen that often.*

*Just to finish, I would like to answer a question that I am often asked. How did Jacques Delors and Neil Kinnock compare as bosses? Both were special with strong personalities; both took their work extremely seriously; both had fierce and remarkable chefs de cabinet. However, with Jacques Delors we never had an impromptu drink for a birthday or a promotion. With Neil Kinnock there seemed to be one almost every week. What is most telling is that on this subject I think each is proud of the way they are!*

*Chris BOYD - Assistant*

## Exotica

**F**Professional training is an important part of DG 21's policy. Bo Forvass, C-3, has taken this ad notam and means that it is necessary to be able to handle poisonous snakes in order

to manage the work of DG 21 and has therefore been training this at a Buddhist snake temple on the island of Penang in Malaysia.



## ¿Reorganiséon?

### “CAPTER 2 SKÓP artíkl 310

“1. komúnité guds:

- **W**hic hav undergon kustoms eksport formalités wiz á véew tu ze grant of réfunds on eksport tú zird kuntrés undr ze komon agrikulatural polisé, or
- in respekt of whic ze répáment or remiséon of import dútés is konditéonal on zár béing ré eksported from ze kustoms teritoré of ze komúnité or plácd in á kustoms wárhous, fré són or free wárhous or under eny kustoms prósedur ozr zan rélés for fré sirkúlátéon, or
- whic ar rélésd for fré sirkúlátéon under ze inward prósesing prócédur, drawbak sistem, wiz á véew to zár látr eksport in ze form of kompensátíng produkts and for whic an aplijátéon for répáment má bé presented in akordans wiz artikl 128 of ze kode, ze person konsernd having ze intentéon of submiting suc an aplikatéon, or
- whic ar subjekt tú á sistem of eksport levés and takses, and hav undergon kustoms formalí-

tés on eksport tú zird kuntrés under ze komon agrikulatural polisé, or

- whic kom from interventéon stoks, ar subjekt tú mesers of kontrol as tú ús and/or destínatéon, and hav undergon kustoms formalités on eksport tú zird kuntrés under ze komon agrikulatural polisé,

shal múv under ze eksternal komúnité transit procéder in akordans wiz artikl 91(1)(b) of ze kód.”

~~~~~

*It was reported a few weeks ago that the European Union Commissioners announced that agreement has been reached to adopt English as the preferred language for European communications, rather than German, which was the other possibility.*

*As part of the negotiations, Her Majesty's Government conceded that English spelling had some room for improvement and accepted a five-year phased plan for what will be known as Euro-English (Uro for short). However the new Labour government has just asked for changes to the*

agreement. Perhaps the least of those is to re-name the project 'New English' or "néu inglish". The programme, like their term of office, is to be for five years. In the same way both can be renewed and revised in the light of experience and acceptance. The new Irish Government has signalled its agreement to this programme.

#### Year one

In the first year, "s" will be used instead of soft "c".

Certainly, sivil servants will resieve this news with joy. Also, the hard "c" will be replaced with "k". Not only will this klear up konfusion,

but it will allow the "c" to be used in year two for another sound. At the same time "q" can be dropped as this is really "Kw".

#### Year two

There will be growing publik enthusiasm in the sekond year, when the troublesome "ph" will be replaced by "f". This will make words like "fotograf" 20 per sent shorter. At the same time "c" will be used to represent the "ch" sound. The "g" will be reserved for the hard g sound and the "j" will be used for the soft g sound, for example as in "garaje".



### Year Three

*In the third year, publik akseptanse of the new spelling kan be expekted to reach the staje where more komplikated canges are possible.*

*Governments will enkorage the removal of double konsonants, which have always ben a deterrent to akurate speling. Also, al wil agree that the horrible mes of silent "e"s in the languag is disgrasful, and they would go But how to tel the diferens between "hat" (to kofer your head) and "hat" (to dislike)? One sujestion is to write dubel leters when the kapital leter sound is needed, but the preferd solution is to use the é when the kapital sound E is meant and "á" when the kapital sound A is wantd. The U sound wil bé rendrd by "ú" while the "u" wil bé kept for wurdz lík "under", the othr sounds ar aktualé "e". The "i" wil bé "i", "é" or for the kapital "í". Líkwís "o" and "ó" for the kapital O sound. Thé "y" wil bé reserved for wurdz lík "yanké" and "yot".*

### Year for

*Bí the forth yéar, pépl wil bé re-septiv tú steps such as replásing*

*"th" by "z" and dropping ze silent "h" and réplásing ze "x" bí "eks".*

### Yéer fiv

*During ze fifz yéar, ze unesesaré "o" kan bé dropd from words kon-táning "ou", and similiar changes wud of kors be aplíd to ozer kombinátions of leters. Al zís wil mák líf muc ésér. Zé drém wil finalé kum trú.*

### Ze sekond stáj

*Aftr zí fifz yéer, wé wil hav á rélé sensibl riten stíl. Zer wil bé nó mor trubls or difikultís and evréwun wil find it ézé tú undrstand éch ozt. But zer wud stíl be problems wíz dipzongs, whic wud néd furzr stúdé. Zer ar ozt sounds lík "ing", "sh" and "gh" etsetera zat kud merit atentéon. ¿Wud it bé sensibl tú mark kwestions béfor zá begin, lík in Spanish? ¿Shud we drop kapitl letrs for zé dás of ze wék lík "mundá"? ¿And for ze náms of pláses? ¿Or altúgezt?*

*but ze big kwestion is "¿wud it bé posibl tú dú ze sám for frenc?"*

*anonémus*

*bé wun*

## EN BREF

*Have you heard that we are going to get Bill Gates Word 8 to play with in the Autumn? On Compaq Computers as well! Curious that we just saw this!*

### Pearly gates

■ Computer nerds fed up with endless "preview" versions of Microsoft software, are telling a joke about how the company's founder Bill Gates might fare in the hereafter.

An angel offers him the choice between heaven and hell.

Researching the lower option first, he is astonished and delighted to find a tropical beach, waving palm trees, blue skies, turquoise seas and scantily clad maidens serving tropical cocktails to interesting people - popes, kings, dictators - in their hammocks. Never a man to make a rash choice, he makes a flying visit to heaven, but everyone's just sitting about on clouds strumming harps.

"Thanks," says Bill to the angel. "I'll go to hell."

Back at the lower level a team of devils grabs him, throws him into a dank, dark dungeon and strings him up by his ankles to rot. "Hey!" he protests. "This isn't what I was shown!" The devils retort: "What do you expect? You only saw the demo."

~~~~~

*We have also just heard that Ray McDonagh, who has represented Ireland so well, and for so long- when did you get here Ray?-, is leaving to go back to Ireland. Is it drier these days in Ireland than in Belgium?*



The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial data. This includes not only sales and purchases but also expenses and income. The document provides a detailed list of items that should be tracked, such as inventory levels, accounts payable, and accounts receivable. It also outlines the procedures for recording these transactions, including the use of journals and ledgers. The second part of the document focuses on the reconciliation process, which is essential for identifying and correcting errors. It describes how to compare the company's records with bank statements and other external sources to ensure that the numbers match. The document also discusses the importance of regular audits and the role of internal controls in preventing fraud and mismanagement. Finally, the document concludes with a summary of the key points and a call to action for the management team to implement the recommended practices.

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