

THE NEW ITALIAN CUSTOMS ADMINISTRATION



**AGENZIA
DELLE
DOGANE**

THE NEW ITALIAN CUSTOMS ADMINISTRATION



BY EXTERNAL COMMUNICATION AND RELATIONS OFFICE

A NEW CUSTOMS ORGANISATION STRUCTURE



**A NEW,
MODERN, ACTIVE
AND FLEXIBLE BODY**

The legislative decree no. 300 of 30 July 1999, which is part of a major reform affecting the whole Italian Public Administration, has established the Customs Agency whose tasks are those previously carried out by the Customs Directorate General of Indirect taxation, within the Ministry of Finance.

All the needed requirements have been then rapidly met, in accordance with the provisions established by the legislator, thanks to the exceptional commitment of all the institutional subjects and the Agency is operative from 1st January 2001, by virtue of the Ministerial decree of 28 December 2000.

This new legal person has been established having in mind the ambitious project to simplify relations with customers and to streamline procedure, to maximise compliance with fiscal obligations, to raise awareness among the concerned persons of the importance of customs and customs policy, to develop transparency in the administrative action, communication, dissemination of information by providing training activities and raising awareness at all levels. The overall aims of the Customs Agency are to collect the relevant revenues by minimising burdens for traders as eco-

**SMOOTHNESS OF TRADE
AND PUBLIC ADMINISTRATION**

nominically, efficiently and effectively as possible, to employ all the available personnel encouraging them to reach their full potential and to develop staff skills. Aware that more simplified procedures, clear information, courtesy and professionalism in the work are essential tools to improve relations with customers, to build up an image of an organisation really at the service of citizens and trade to better meet their needs and to facilitate trade.

In accordance with the said goals, the Customs Agency has implemented an organisation structure and practices in line with the modern administrative principles and with corporate disciplines dealing with the management of human resources and improvements of professional skills.

An entrepreneurial organisation, consistent with and comparable to that of other customs institutions working in most of EU Member States, which provides services to privates, working on the free market in competition with other operators. The Agency has at the same time placed great emphasis, both in the statute and in the organisation rules, on the morals and the integrity with which it pursues its goals and institutional missions in compliance with the principles of legality, transparency and fairness of action.

A new Agency which since the beginning of its activity has started important initiatives to improve the quality of services, which have resulted in a greater inland revenue and in more rapid and efficient controls. An organisation able



AGENZIA DELLE DOGANE

to call forth enthusiasm outside and among its own collaborators who are finally aware that their work will be done without useless bureaucratic ties or exhausting procedures, within an organisation which implements a personal appraisal system, encourages the spirit of enterprise, develops the professional skills, and strengthens the sense of belonging resulting from the awareness that future results will rely on the constant commitment of everyone.



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FROM AN ANCIENT HISTORY MODERN ANSWERS IN LINE WITH THE NEEDS OF TRADE

A NEW AND ACTIVE ORGANISATION



The Customs Agency has been established in January 2001 and works with modern professionalism, renewed commitment, without useless bureaucratic and procedural ties, making use of state-of-the-art technologies, to face the challenges of trade, globalisation, the new media, the smoothness of flows, electronic trade in the third millennium.

We are heirs to an ancient history. From the pentecosté of the ancient Greeks, first historically established example of a general duty on all goods in transit to and from the city of Athens, the different and countless customs institutions have always worked within time and space, performing very important tasks and providing essential services to traders and consumers to facilitate trade, the relations among different people, civilisations and cultures.

To assure the practicability of roads, to control the quality and quantity of goods in transit, to provide common standards for systems, measures, weight, product classification, which highly differ from State to State and, often from region to region, by means of generally valid and acknowledged controls, examinations and certifications. The word customs stems from the Arab word diwan, the comforta-

**THE DIWAN
WAS A COMFORTABLE SOFA WHERE
ALL MAIN
PUBLIC AND PRIVATE BUSINESS
WAS TRANSACTED**

ble sofa where all the most important public and private business was transacted in Islamic countries; this witnesses the international and universal vocation of customs activity.

Finished the period of wars and customs clashes, of useless barriers often to be found within each country, nowadays the Customs Agency, like all other equivalent institutions, goes on to perform the irreplaceable role of mediation by adapting the needs for a smoother flow of trade to the commercial and economic policy at Community and national level, in a constant dialectical relationship which wants to keep an open mind on what is new and different while protecting the interests and cultural identities of nations and communities.





A CUSTOMS POLICY AIMED AT IMPROVING THE COUNTRY SYSTEM QUALITY

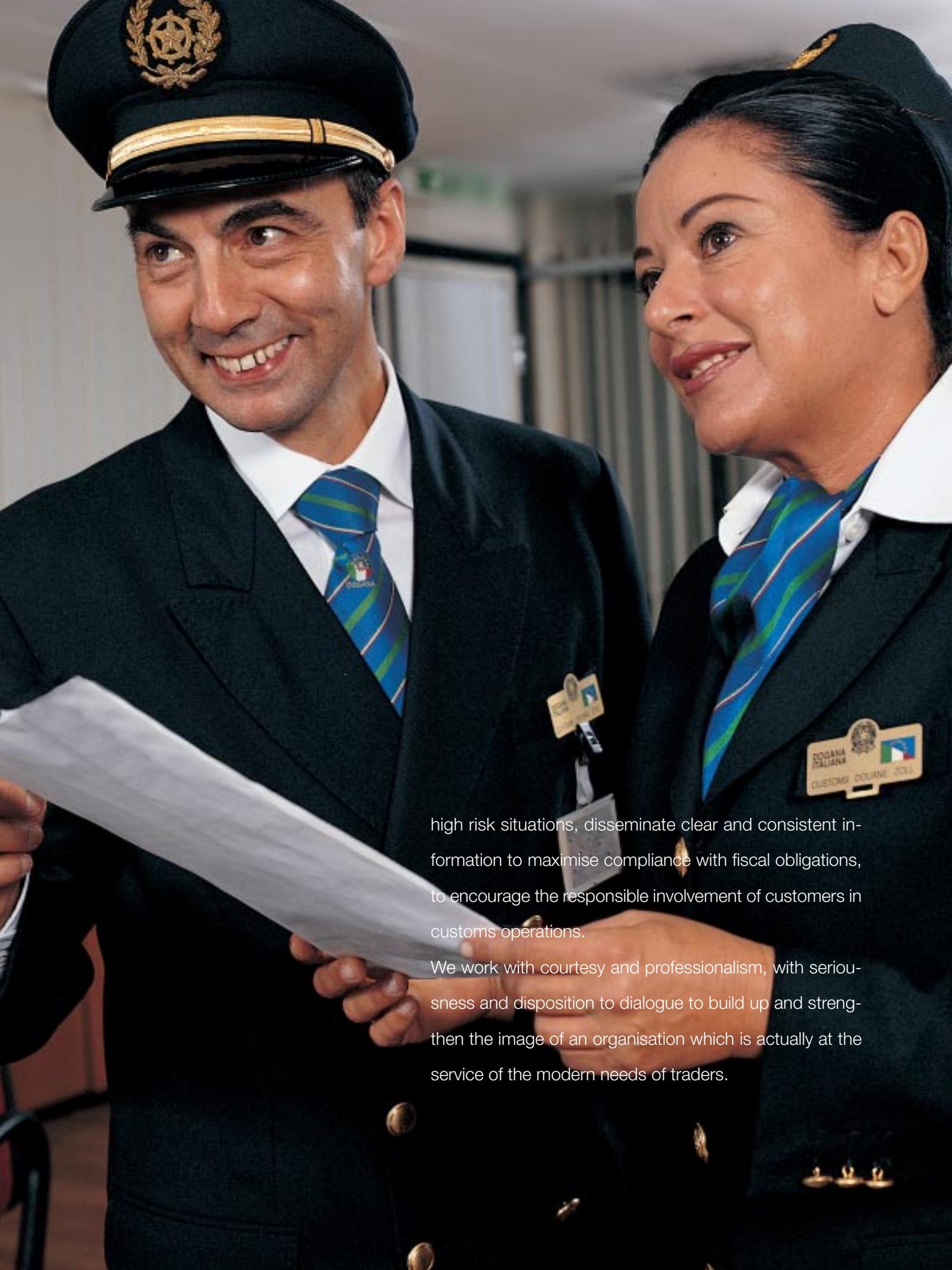
TO ENCOURAGE A FAIR AND SOLID TRADE

The EU customs policy is an important tool to encourage and support trade and fairness of transactions. In order to facilitate the development of industries within the Union, to increase employment, competitiveness of businesses, to capture and process statistical data on commerce which are essential to make balanced strategic decisions.

We coherently implement this policy on behalf of Italy and we are aware that we must work every day to assure high quality standards comparable to those of other customs institutions within the European Union; a prerequisite to reach common goals.

Furthermore, the Customs Agency carries out on behalf of the Italian State, in the sense both of machinery and community of people and consumers, important and sensitive tasks through the collection of duties and taxes and, above all as national and international representative of Italian specific needs, thus contributing to improve the quality and competitiveness of the country system.

Our mission is to improve relations with customers, to assure a high quality and quantity standard of service, to reduce waiting times, to simplify procedures, to improve the layout of forms, to focus controls and verifications only on



high risk situations, disseminate clear and consistent information to maximise compliance with fiscal obligations, to encourage the responsible involvement of customers in customs operations.

We work with courtesy and professionalism, with seriousness and disposition to dialogue to build up and strengthen the image of an organisation which is actually at the service of the modern needs of traders.

ENERGY, ENVIRONMENT, HEALTH AND SECURITY: THE NEW TASKS FOR THE CUSTOMS AGENCY

**THE FIGHT AGAINST CONTRABAND,
SMUGGLING OF WEAPONS, DRUG,
CIGARETTES, RADIOACTIVE MATERIALS,
HAZARDOUS WASTE, ILLEGAL
OR EXPIRED DRUGS**



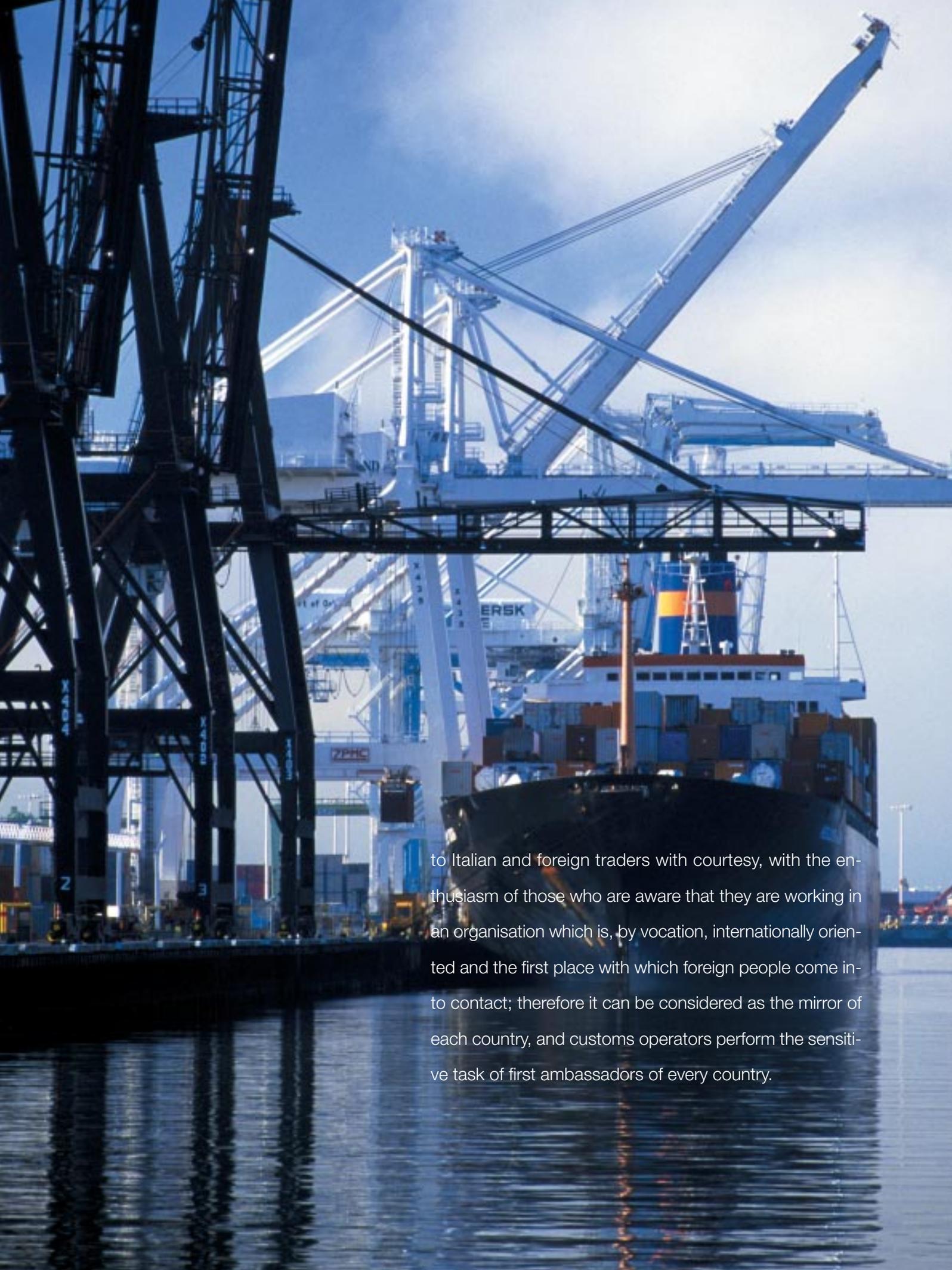
Next to the traditional tasks which are historically well-grounded in all customs institutions, other very important tasks have been included in recent times. Firstly, the application of a complex legislation to stimulate the exploitation of alternative sources of energy and environmentally friendly producing methods.

Besides, the co-operation with other authorities in charge of border control, the fight against smuggling, new and old illicit traffics of weapons, drug, cigarettes, money laundering, counterfeit of luxury goods and work of arts. We are always to the front line in the fight against the traffic of radioactive materials, hazardous waste, illegal or expired drugs, goods causing the environment and health serious harm.

When performing all our tasks, we place great emphasis on the ethical code and on obedience to the principles of legality, transparency, and fairness of the administrative action, aware of their being important and sensitive.

The earth, the sea, the sky are the theatre where our officials, technicians and experts perform their activity.

We are always present at road and railway borders, at ports, airports, at railway stations to provide support and expertise



to Italian and foreign traders with courtesy, with the enthusiasm of those who are aware that they are working in an organisation which is, by vocation, internationally oriented and the first place with which foreign people come into contact; therefore it can be considered as the mirror of each country, and customs operators perform the sensitive task of first ambassadors of every country.

A WIDESPREAD ORGANIZATION WORKING IN THE CRUCIAL SPOTS OF THE ITALIAN TERRITORY

A FLEXIBLE STRUCTURE NO LONGER DIVIDED INTO SEPARATE TAX AREAS.

The Customs Agency has inherited the structural organisation of the former department spreading all over the strategic spots of the national territory.

The organisation is divided into three levels: at central level, in Rome, there is the Directorate dealing with the setting out of operating strategies, action plans, action implementation, budget and personnel policies, strategic decisions on investments, institutional and international external relations, new technologies implementation policies, development and management control. The Agency has a flexible structure, headed by the Director, who is supported by a Steering Committee and a Strategic Committee. Unlike the former department, which was divided into separate tax areas, the new structure significantly reflects big intervention areas (personnel, legal affairs and contentious procedures, tax management, external audits and controls) and transversal services (planning, anti-fraud, internal audit, administration and finance, external and international relations, new technologies implementation strategies).

At peripheral level there are 14 Directorates ensuring coordination of the activities all over the territory and guaranteeing homogenous actions and results. Operational



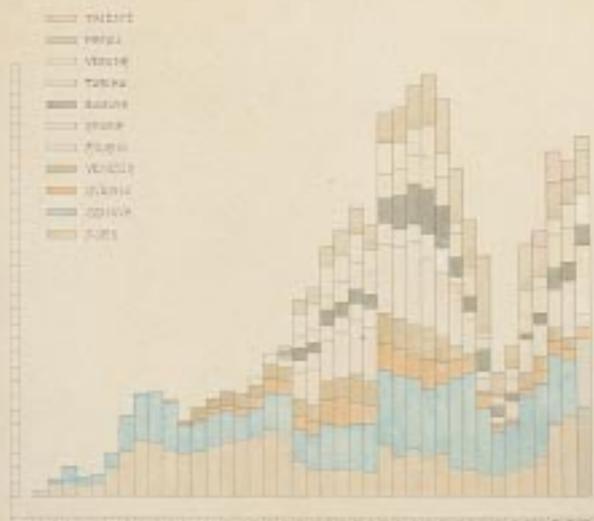
- 1 DIRECTORATE**
- 14 REGIONAL DIRECTORATES**
- 102 PRINCIPAL CUSTOMS OFFICES**
- 47 SECONDARY OFFICES**
- 225 BRANCH OFFICES**
- 41 EXCISE OFFICES**
- 15 CHEMICAL LABORATORIES**

tasks are undertaken by the district customs offices which in turn direct 102 principal customs offices, 47 secondary offices and 225 branch offices, as well as 41 excise offices (UTF) and 15 chemical laboratories. This represents a very flexible and effective organisational model with a clear subdivision of competence and responsibilities which is also confirmed by the Agency's statutory and regulatory autonomy. The completion of new integrated offices, which in some regions are already operating at experimental level, will further consolidate such clear distribution. A thick and capillary network of offices connected through a computer integrated system of 3.000 work stations permit the electronic management of the most important activities, including the exchange of information with other public administrations. This system may also be used by operators who intend to resort to electronic clearances of goods. In order to work within such complex and composite an organisation, the personnel need to have a clear knowledge of their own tasks and responsibilities, together with common intents, views, mutual assistance, a deep sense of kindredness and a strong team spirit. The Agency's structure represents a new result and service oriented organisational model based on modern managerial techniques involving the sharing of responsibilities and partnership.

MINISTERO. FINANZE

LABORATORI CHIMICI DELLE DOGANE

DIAGRAMMA RIASSUNTIVO
DELLE ANALISI ESEGUITE NEI LABORATORI CHIMICI
DELLE DOGANE



TALKING NUMBERS: CUSTOMS AND THE BIG FLOW OF NATIONAL AND COMMUNITY TRADE

Each year the operational offices of the Customs Agency have to deal with the rapid and constant flow of trade within the world widest single market made up of 370 million of consumers.

115 million tons of products (worth 255,000 million Euros) transit through the points of exit at the Italian border, representing also the EU border towards the Mediterranean sea and the Slavic countries. 327 million tons of goods worth 254,00 million Euros, have in the same period arrived in Italy from Third Countries and the EU.

Each year the Customs Agency, acting on behalf of the European Union, is responsible for the collection of duties amounting to 20,000 billion Euros. The Italian revenue of excise duties and taxes on production and consumption amounts nearly to 58,000 billion Euros.

Our excise offices annually deal with 129,000 consumption declarations, over 50,000 licences, nearly 500,000 excise duty accompanying documents, 46,000 manufacturing certification and perform more than 8,000 technical verifications.

The customs verifications which are carried out in connection with risk situations permit to rely on a higher level



**115 million tons of products
are exported through Italian border
customs offices**



**327 million tons of goods arrived
in Italy from Third Countries
and the European Union**



Each year over 50.000 licences are dealt with



Nearly 500.000 excise duty accompanying documents are endorsed



46.000 manufacturing certifications are issued



129.000 declarations of consumption

of revenue being collected for all the relevant taxes, i.e. 187 million Euros refer to VAT, 89 million Euros to customs duties and 75 million Euros to excise duties.

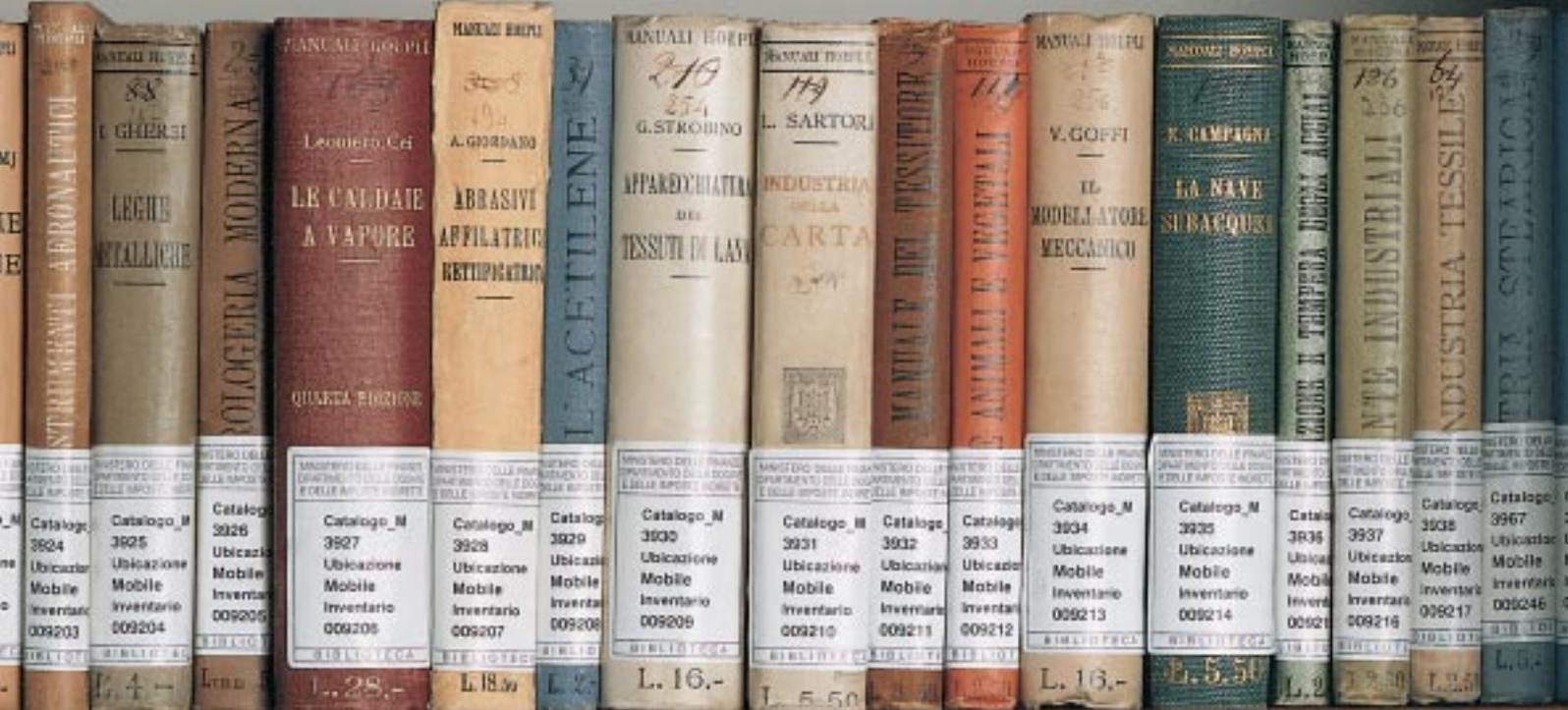
Each year, our Offices are responsible for detecting and charging more than 35.000 customs violations.

These figures are quite significant and reflect a considerable volume of activity equally distributed all over the territory.

Our objective is to strengthen and improve our already significant budget while at the same time reducing pressure on users, without hampering the smooth flow of trade with useless bureaucratic procedures.

To this end, we have started up an important project called “green channel” which provides for more targeted customs controls, thanks to most recent risk analysis techniques and preferential routes for ordinary situations, while limiting documentary and physical checks to less than 10% of the submitted declarations.

Important investments have already been planned, in order to improve the operational system and, in particular, training and qualification of personnel, the latter being the primary productive resource of the Agency.



THE NEW MERCEOLOGY ORIGINATES FROM OUR LABORATORIES

A LONG TRADITION OF EFFICIENCY

The Customs laboratories were set up with the aim of performing controls and tests necessary for the classification of important products and their corresponding taxation according to the relevant category within merceology (sugar was the first product) and represent today a modern structure able to perform analysis and certifications for any kind of goods and products, ranging from foodstuff, hydrocarbons, drugs, clothes and spirits. They boast a tradition of efficiency whose consolidation has developed through strict personnel selection, experimentation of advanced technologies and a constant keeping up with international methods. With the passing of time this has contributed to the formation of a reputation of seriousness, reliability, efficiency and transparency in action, also in virtue of all the professional support given by the various directors who followed in time. First of all, Senator Stanislao Cannizzaro, a world-famous scientist, and Vittorio Villavecchia, an emeritus Merceology Professor and author of works which still today play a fundamental role in this field. Looking back to the past and to our roots, we may confirm that modern merceology originates, develops and consolidates within Customs, where goods and products of any kind transit in order to undergo specific and sophisticated controls based on interna-

15 LABORATORIES SCATTERED

ALL OVER THE TERRITORY



tional standards. Today, our 15 laboratories, scattered all over the territory, from Trieste to Palermo, from Turin to Rome, may be considered as specialised structures of reference not only for the tax administration, but also for all the institutions which are involved in the safeguard of the natural environment and health matters, as well as fighting against counterfeiting and repressing frauds.

In an effort to offer and guarantee an efficient and effective service, our activities are carried out according to a rigorous Quality Handbook subject to continuous updating, reflecting the evolution of international technical legislation governing applicable procedures, different stages of the analytical work, calibration of equipment, competence of technicians and professionals, their code of conduct. Beside their institutional activity, carried out on behalf of public bodies, our laboratories are now part of the Quality system Italy and are able to issue certifications and analysis reports for private commercial operators.

Such activities increase the level of professionalism, by continually confronting market challenges and other possible competitors, as well as envisaging participation in international partnerships for mutual recognition of analytical results.

In this way, our clients can count on value-added certifications issued by a structure which, according to tradition and its institutional status, performs its tasks in full compliance with the principles of legality and transparency: two principles which belong to our time-honoured tradition.



GEMMOLOGY AND TRANSGENIC FOOD: OUR LATEST SPECIAL SERVICES

COUNTERING THE PHENOMENON OF FRAUDOLENT IMPORTS



Besides the extremely broad competences of our laboratories, we have recently added some remarkable new services. First of all gemmology, a field previously lacking an effective State certification body, and in which the need for countering fraudulent imports and guaranteeing traders about the objective quality and value of the products were strongly felt. The new unit for gemstone analyses, located in the Rome lab, is entirely dedicated to the analysis and valuation of the main characteristics of all gemstones, diamonds, coloured stones, pearls, coral and ivory items. This service is essential to revive the sector's image, to boost the relevant investment and employment, so far affected by the difficulties to irrefutably identify counterfeit goods and frauds, as well as by traders' unlawful behaviours.

Still recent, but already showing positive results, is our expertise in controlling transgenic food. In fact, the strict Community legislation on this matter prescribes very precise rules on the information to be provided and the labelling of food with a content of modified DNA higher than 1%. Our laboratories are able to fulfil such a duty by applying the Real Time PCR analysis method, which increases the

**A VERY SENSITIVE ANALYSIS TO BE
CAREFULLY PERFORMED IN A SPECIFIC
AND DEDICATED ENVIRONMENT.**

specificity of the reaction and of the sensitivity even in cases of a neglectable percentage of modified genes. This type of analysis is highly sensitive and must be very carefully performed in a specific and dedicated environment, in order to prevent dangerous contaminations and to always assure quality as the common main feature of our labs.



B O R N U N D E R A L U C K Y S T A R



**SOUNDNESS, LEARNING, KNOWLEDGE,
ABILITY TO REMAIN UNCHANGED
IN TIME AND SPACE.**

Since January 1st, 2001 a light-blue 5-point star crossed by three white wavy stripes is the symbol of the Customs Agency.

Stars have always been bound to the ideas of soundness, learning and knowledge, and to the ability to remain unchanged in time and space.

It is a strong and assertive symbol linked to Italy's image well before the foundation of the Italian Republic and of the European Union meant as a constellation composed of many different national realities.

An ancient symbol revived through modern graphics to mean dynamism, development, evolution, ability to timely and effectively respond to present and future challenges. A star crossed by three white waves to recall the swinging of the sea, the strong feeling of our Customs for the sea. It is along the coasts of our country, the main border of our nation outstretched in the Mediterranean Sea, that the Italian Customs have strengthened their tradition and tested and refined their expertise.

A star as blue as the sunny sky in our country, the sky that has become the main transport route for people, products and ideas. It is an easy-to-grasp symbol which allows



outsiders to immediately identify and recognize the source of goods and services and insiders to enhance their sense of belonging and their common professional integrity, the conscious involvement of all traders in an organisation aimed at achieving a precise and universally shared institutional mission.

This symbol represents the starting point to complete and integrated communication, a communication strategy implemented through co-operation of professionals and experts in this field, by means of corporate methodologies and thanks to the latest methods of message diffusion.

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