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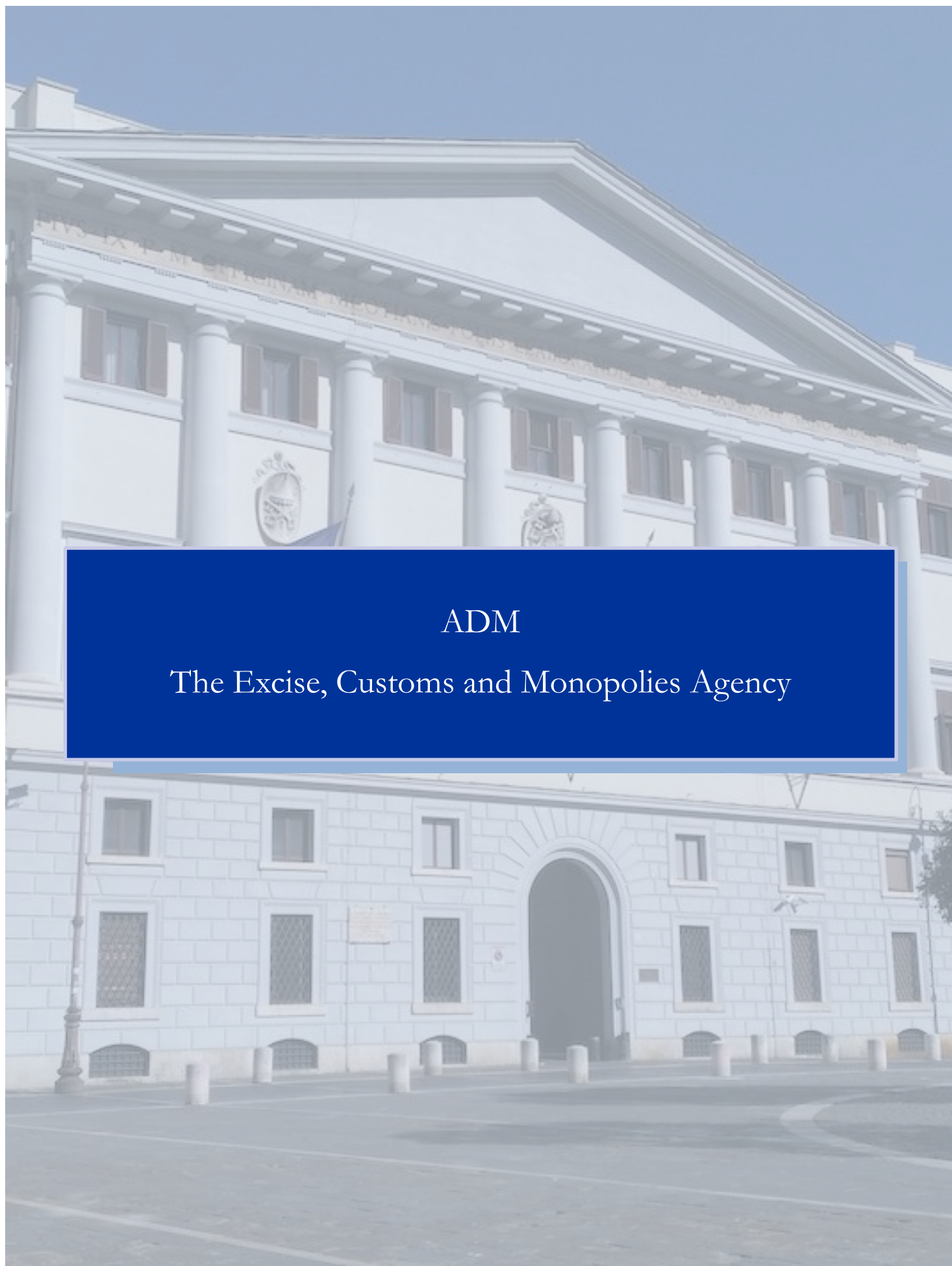
ADM

EXCISE, CUSTOMS AND MONOPOLIES AGENCY

Abstract
2020 Blue Book
Main Performances



adm.gov.it



ADM
The Excise, Customs and Monopolies Agency

The Director General's address

I was appointed Director General of the the Italian Agenzia delle Accise, Dogane e Monopoli (The Excise, Customs and Monopolies Agency - ADM) on the 31st January 2020. I knew that I should take up a great challenge for our Country. However, I could not imagine ADM's crucial role in protecting health, safety and security of citizens and in fighting the serious crimes concerning goods and currency, stemming from the pandemics emergency.

In the last few months, I have been appreciating the ADM officers and managers' great professional and specific skills, the sense of State and the respect for institutions.

A constant surveillance of land borders, ports and airports, and the cooperation with supranational organizations as OLAF, allowed us both to ensure appropriate supplies to our Country and to prevent dangerous and counterfeited products from entering in our market. Professionally skilled women and men dealing with complex tasks that could also be included in the activities of 15 ministries; these Colleagues are statutorily and duly recognized as Judicial and Tax Police Agents and Officers and include, inter alia, engineers, legal experts, economists, finance analysts, IT technicians, chemists and interpreters. A set of professional skills making ADM a unicum within State institutions.

Also in a difficult year as the one of the pandemics, ADM ensured more than € 60 bn of tax revenue collected from the sectors dealt with by ADM. The three letters of ADM acronym also define the payoff of the Italian Customs Agency.

The letter «A» is for «Accise» («Excise duties»): it concerns electricity, natural gas, mineral oils, tobacco products and alcohol. ADM carries out specific regulatory, monitoring and surveillance activities on all players involved in these sectors.



Marcello Minenna

ADM Director General

The Director General's address

The letter «D» is for «Dogane» («Customs»); it reflects ADM's exclusive role, established both in EU and national legislation, as Customs authority collecting customs duties, VAT and all border taxes. This is a complex role, involving the need to identify all more efficient procedures aimed at facilitating legitimate international trade and preventing also criminal violations on goods and currencies, in order to fight criminal organizations. Tonnes of waste, narcotic drugs, counterfeited medicines and toys, and dangerous textiles are seized every year.

And, finally, the letter M is for «Monopoli» («Monopolies»): ADM carries out important regulatory, monitoring and surveillance functions on tobacco products and accessories, on e-liquids, as well as on distribution of mineral oils and gaming equipment. In this last sector, the CoPREGI committee, that I am honoured to Chair and involving all Police Authorities, coordinates the organization of all enforcement activities on the Italian territory.

Our chemical laboratories carry out cross-cutting activities, e.g. control of alcohol and energy products, energy efficiency of waste and tobacco products, characterising flavours, narcotic active principles and more recently, also control activities aimed at protecting Italian brands in our fight against counterfeiting and for the purposes of «Made in Italy» certification, also thanks to the newly-established Qualitalia SpA.

We went through difficult months during which we achieved great results. This is thanks to all those people who, with a high sense of duty, served the State to the full extent of their capabilities. The “Blue Book” represents a small summary of the work done by ADM's women and men. A summary that plays a particularly important role this year, 20 years after the project that led to the establishment of the Italian ADM as the focal point of the centuries-old history on the Italian territory of Excise Duties, Customs and Monopolies, dating long back before the 1862 harmonization.

Let me express all our affection and gratitude to the thirteen Colleagues who passed away during the pandemics.



ADM IN A NUTSHELL

ADM, the Agency that deals with Excise, Customs and Monopolies, is one of the tax agencies that carry out technical-operational activities formerly pertaining to the Ministry of Finance. It is a public body with legal personality and statutory, regulatory administrative, asset, organizational, accounting and financial autonomy.

The Agency, established as Customs Agency by Legislative Decree no. 300 of 30/07/1999, has been operational since 2001 and, in December 2012, incorporated the Autonomous Administration of State Monopolies (art. 23-quater, Law Decree no. 95/2012), changing its name to **Customs and Monopolies Agency.**



FUNCTIONS

The Agency, as Customs Administrator, carries out control, assessment and verification activities on the movement of goods and national taxation related to international trade, in accordance with national and Community rules. The Agency is the supervisor of the State in the gaming and tobacco sectors, protects the interests of the Treasury by collecting taxes, protects citizens by fighting against illegal activities and manages the market through concessions and regulatory acts. To perform its mission and institutional tasks, it undertakes specific functions:



Management of services in the «Customs» sector
guarantees the application of the Union Customs Code and of all measures connected with international trade



Administration of excise duties in the «Energy and alcohol» sector
guarantees the assessment and collection of excise duties and the management of tax litigation



Regulation and control of the «Gaming» sector in Italy
controls the compliance of concessionaires and operators to the sector obligations and fights against illegal gaming

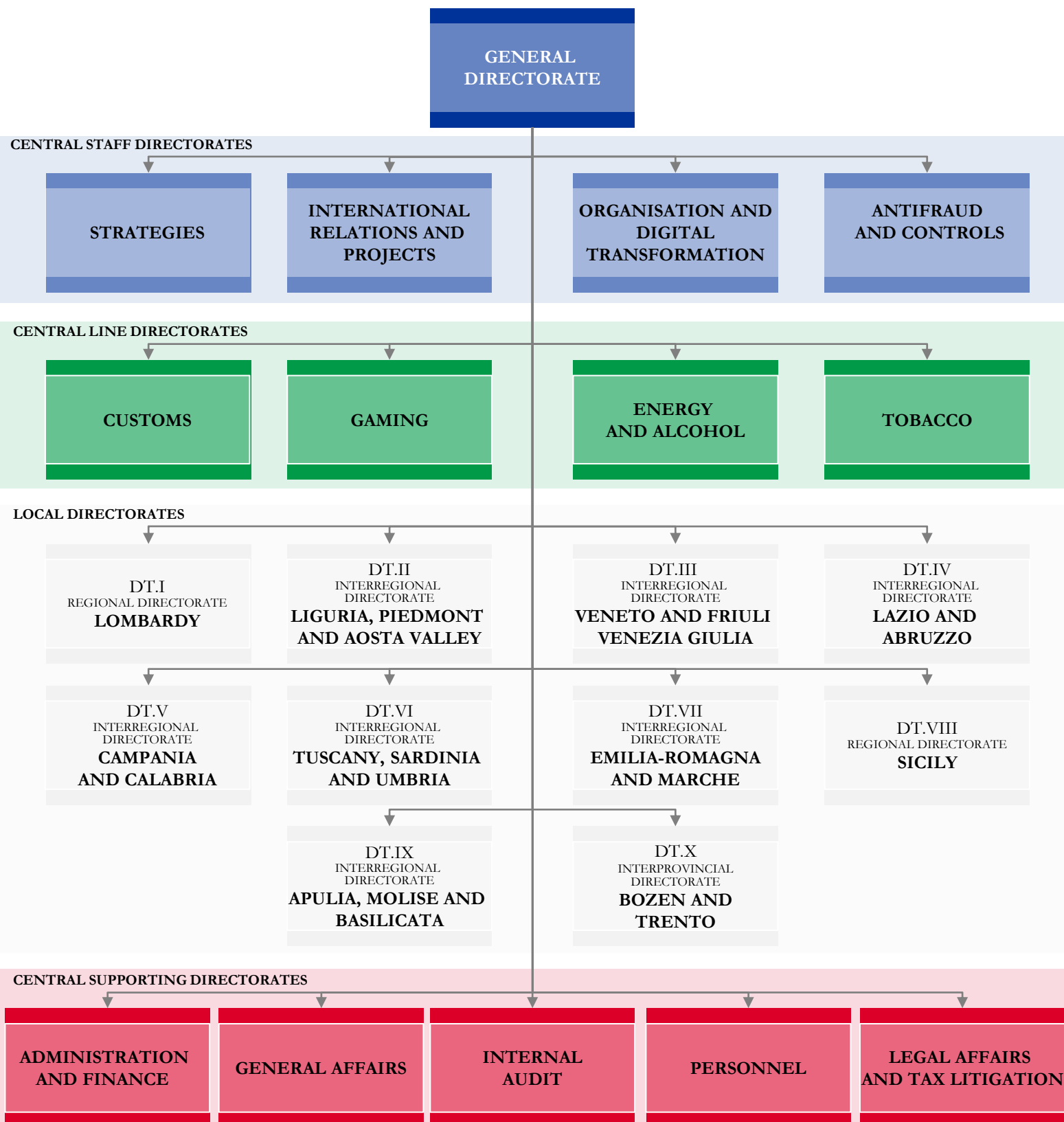


Management of the excise duty collection procedure in the «Tobacco» sector
manages the retail sale tariffs and the network of tobacco shops; ensures that manufactured tobacco products are in conformity with national and Community legislation



Surveillance and control activity in the areas of competence
carries out surveillance and control activities in cooperation with other national, local, European Union and international authorities and bodies

ADM ORGANISATIONAL CHART AS OF 31/12/2020



Note: in the report, the results refer to the above organisational chart, describing the situation as of 31 December 2020. In 2021, the Interregional Directorate DT.V Campania and Calabria was split into Regional Directorate DT.IX Campania and Regional Directorate DT.X Calabria; consequently, the numbering of some Directorates was changed:

- DT.VI Interregional Directorate Tuscany, Sardinia and Umbria, now referred to as DT.V. Interregional Directorate Tuscany, Sardinia and Umbria;
- DT.VII Interregional Directorate Emilia-Romagna and Marche, now referred to as DT.VI Interregional Directorate Emilia-Romagna and Marche;
- DT.VIII Regional Directorate Sicily, now referred to as DT.VII Regional Directorate Sicily;
- DT.IX Interregional Directorate Apulia, Molise and Basilicata, now referred to as DT.VIII Interregional Directorate Apulia, Molise and Basilicata;
- DT.X Interprovincial Directorate Bozen and Trento, now referred to as DT.XI Interprovincial Directorate Bozen and Trento.

2020 MAIN EVENTS



JANUARY

Brexit

The United Kingdom leaves the European Union but continues to apply its customs and tax rules until December 31, 2020.

The newly appointed Director Marcello Minenna meets ADM staff and declares that an increase in the staff number is urgently needed.

FEBRUARY

ADM - DG



MARCH

Customs clearance
Pratica di mare

ADM on duty at Pomezia SOT clears 9 cargo aircraft containing masks, swabs, ventilators, and Covid-19 testing equipment.

The Civitavecchia Customs Office clears two containers from Malaysia containing 7 million medical gloves.

APRIL

Customs clearance and
PPEs requisitions



MAY

Bookmaker
Operation

ADM and GdF carry out a verification activity to contrast bet-taking in unauthorized centers.

ADM officials in Salerno seize a 14-ton shipment of amphetamines worth about € 850 million. A world record seizure in terms of both quantity and value.

JUNE

Huge seizure
Salerno



2020 MAIN EVENTS



JULY

CoPReGI

The Operating Regulations of the "Committee for the Prevention and Repression of Illegal Gaming, Gaming Security and Protection of Minors" are signed.

Starting of the information campaign on ADM social media aimed at raising awareness of the fight against online trade in illegal and counterfeit drugs.

AUGUST

Social media campaign



SEPTEMBER

2019 Blu Book Presentation

ADM's most significant activities are outlined at the 2019 Blue Book presentation event.

The Emergency Operation "STOP" allows the detection of 1,233 significant cases worldwide of illegal and counterfeit products and drugs.

OCTOBER

WCO Operation Stop



NOVEMBER

Covid-19 emergency

ADM urges logistics providers to raise their security standards to prevent the release of pseudo-vaccines for consumption.

A VAT evasion fraud is detected in the fuel and energy products sector for approximately € 178 million at the Rome 1 Customs Office.

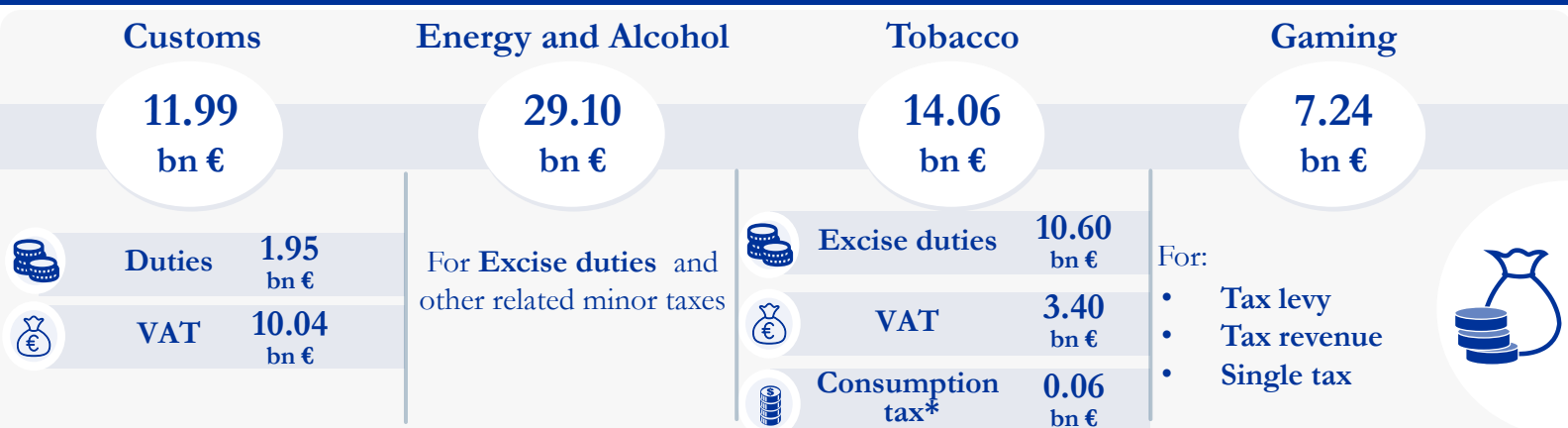
DECEMBER

Petroleum products fraud

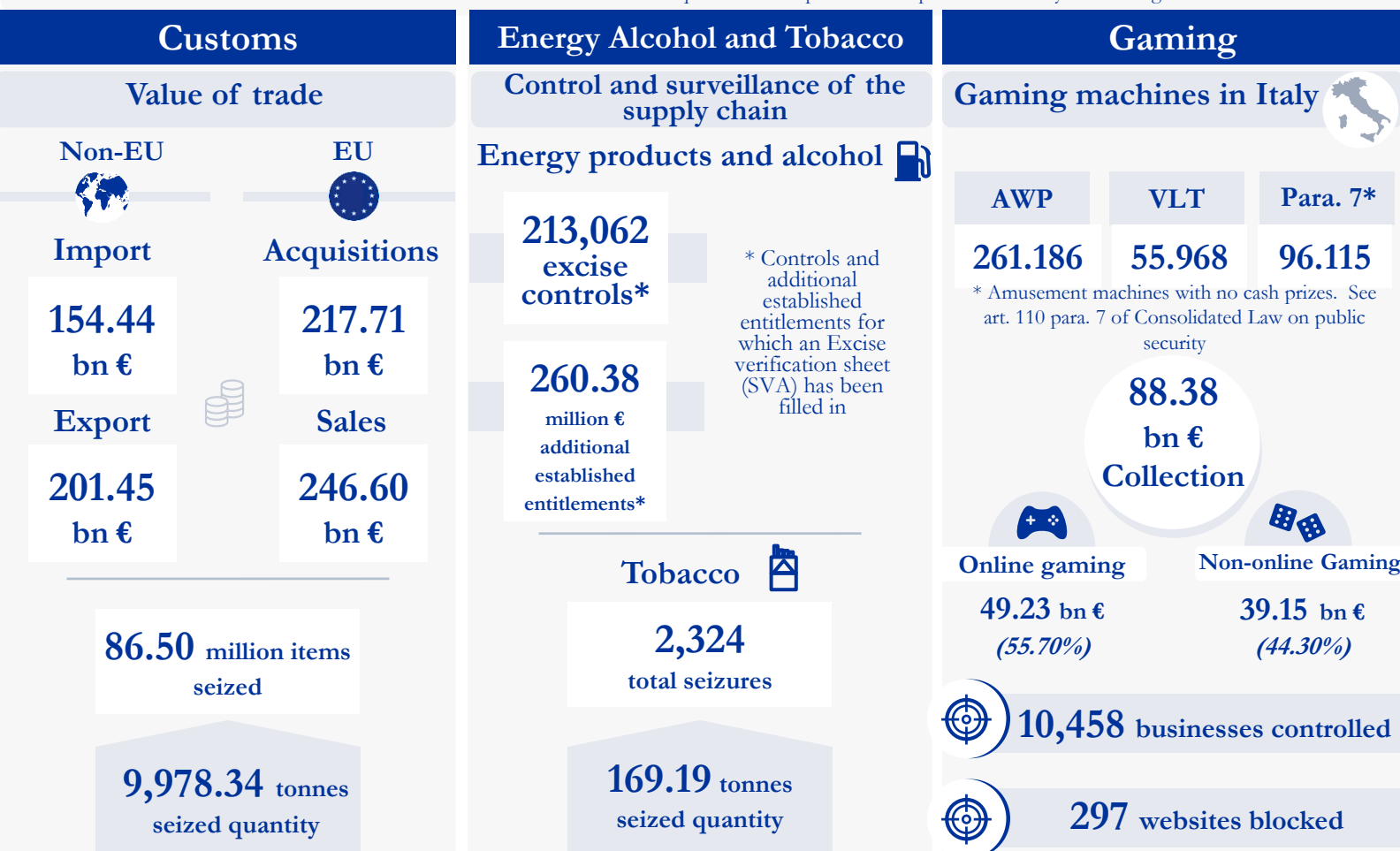


2020 MAIN RESULTS

Contribution to the Treasury



* Liquid inhalation products and products ancillary to smoking tobacco



ADM chemlabs

Results of analysis activity



15

Laboratories

on the national territory

+ 2 Mobile labs

41,046

Samples analyzed

10.24%

Non conformity rate

Research, development and technological innovation

2020 PTA expenditure

Three-Year Automation Plan (PTA)

92.98

bn €



45.51 million €

CAPEX

47.47 million €

OPEX

THE ADM ROLE IN THE FIGHT AGAINST COVID-19



COVID-19

During 2020, the Agency, in a particularly critical economic and productive context, played a crucial role in safeguarding legality and security in international trade, ensuring that the customs operations related to the so-called "Covid-19 goods" i.e. the goods necessary to combat the spread of Covid-19, were timely carried out. In line with the provisions of the Order of the Special Commissioner no. 6 of 28 March 2020, ADM has taken all useful actions for the direct and quick customs clearance of these goods. In the period between April and December 2020, the Agency cleared 7.75 billion Covid-19 goods for a total value of € 3.10 billion.

COVID-19 GOODS REQUISITIONED AND SEIZED



53.06 million

No. of Covid-19 goods requisitioned

22.96 million

No. of Covid-19 goods seized

During 2020, ADM, as ordered by the Special Commissioner for the emergency, has endeavoured to acquire medical equipment to face the health emergency, requisitioning more than 53 million Covid-19 goods destined for public bodies and hospitals. Surveillance and control activities have led to the seizure of 22.96 million of these goods, mainly masks and gloves, also thanks to the support of chemical laboratories.

7.75

bn
 quantity of Covid-19 goods cleared



3,760,371,860
 Masks



3,895,910,993
 Gloves



946,321
 Body protection equipment



35,038,581
 Face protection equipment



54,760,408
 Packages of Alcohol and sanitizers



4,775
 Intensive care equipment



Main Countries of origin
 per value of goods

45.10%
 China

29.72%
 Switzerland

9.73%
 US

3.98%
 Malaysia

2.49%
 Turkey

1.15%
 India

1.12%
 UK

0.77%
 Vietnam

Note: Percentages are calculated with respect to the total value of Covid-19 goods cleared



CUSTOMS

ADM performs its functions in the customs area to facilitate the movement of goods in international trade and to contribute to the protection of the financial interests of the country and the EU, ensuring the assessment, collection and management of customs duties on imported goods and the administration of indirect taxation and other tax levies. ADM plays a key role in protecting the health and safety of citizens, defining and implementing anti-fraud strategies, performing intelligence activities on risky flows.



CONTRIBUTION TO THE TREASURY

11.99
bn €



Duties

1.95 bn €



VAT

10.04 bn €

- Million declarations
- Quantity (m. tonnes)
- Value (bn €)



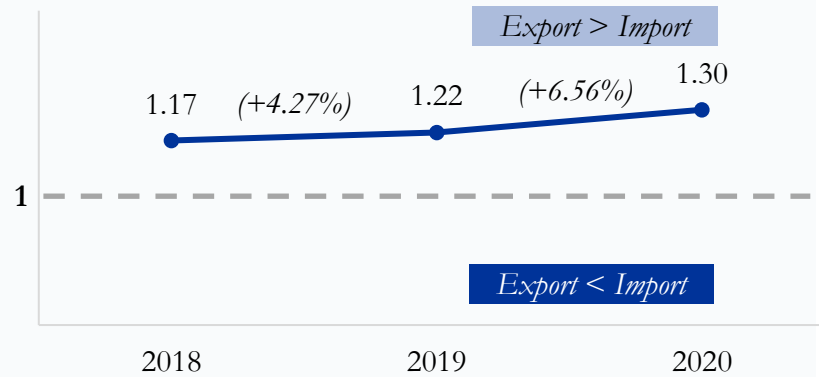
Source: ADM data processing on AIDA database

The year 2020 ended with a decrease in the quantity and value of goods traded in imports (-17.50%) and exports (-12.12%). However, there was a sharp increase in the number of customs declarations compared to 2019 (+84.09% in imports and +0.26% in exports). These results were influenced by the pandemic emergency - which led to an increase in purchases of medical equipment to combat Covid-19 - and by the increase in flows traded through e-commerce channels, mainly shipped by air courier.

MAIN CATEGORIES OF GOODS TRADED WITH NON-EU COUNTRIES

Per value	IMPORT		EXPORT		
		Fuels and mineral oils	16.39%	Machinery and mechanical appliances	21.08%
		Pearls, metals and precious stones	8.78%	Pharmaceutical products	6.47%
		Machinery and mechanical appliances	8.77%	Electrical machinery and equipment	5.60%
		Electrical machinery and equipment	7.82%	Vehicles other than railway or tramway rolling stock,	5.43%
		Vehicles other than railway or tramway rolling stock	4.37%	Pearls, metals and precious stones	5.17%

In 2020, despite the emergency situation due to Covid-19, the ratio of export to import value was still higher than 1, resulting in a positive trade balance.



Source: ADM data processing on AIDA database

SURVEILLANCE AND CONTROL ACTIVITIES IN THE CUSTOMS AREAS

Detects and prevents frauds through surveillance and control activities. It carries out online controls at the customs areas through the Customs Control Circuit.

SEIZURES

 Counterfeiting	12.97 Million pieces	 Waste	7,312.76 Tonnes	 Made in Italy	6.38 Million pieces
 Narcotics	28.97 Tonnes	 Medicines	0.50 Million pieces	 Currency	3.22 Million €

In 2020, products for a total of 9.98 million kg/lt and no. 86,501,348 pieces were seized (+619.56% compared to 2019). Main seizures were carried out at port and airport hubs. As to currency, main customs areas involved were airports, where sums of money were detected on passengers.

1,64
bn €

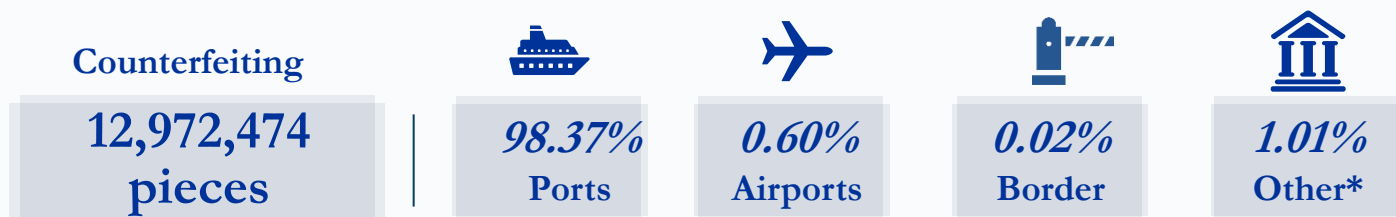
ADDITIONAL ESTABLISHED ENTITLEMENTS

The effectiveness of antifraud surveillance and control activities is reflected in the amount of additional established entitlements (MDA), as a concrete and measurable element. The total value of MDA for the year 2020 was € 1.64 billion, with a decrease of 16.87% compared to 2019.



SEIZURES OF COUNTERFEIT GOODS

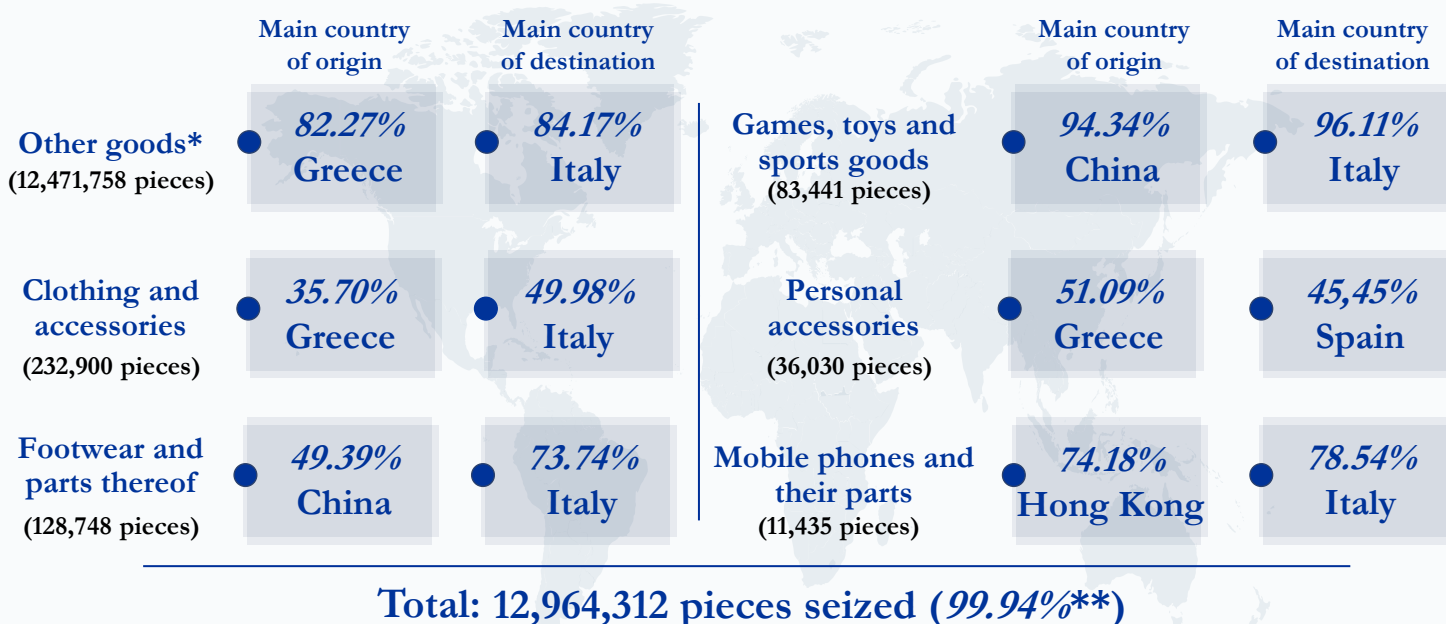
ADM is constantly engaged in the fight against counterfeiting, which concerns customs offences related to breaches of intellectual and industrial property rights or to goods infringing a trademark, a patent, a geographical indication, a copyright, a design, a model.



Source: data processing of Antifraud BI system

Notes: (*) "Other" refers to internal customs not located near ports, airports and border crossings.

During 2020, ADM made 4,922 seizures at its customs areas, detecting 262.41% more counterfeit goods than in 2019.



Source: data processing of Antifraud BI system

Notes: (*) The category "Other goods" includes machines and tools, vehicles and their parts, stationery, lighters, labels, textiles, packaging materials and others.

(**) Percentage value calculated on total seizures of counterfeit products.

Over time, foreign trade flows of counterfeit goods have shifted towards more "tolerant" European customs hubs, where controls are less stringent and counterfeiting is not considered a crime but only an administrative offence.

The seizures highlight the existence of a "commercial" flow of counterfeit goods connecting South-East Asia to European markets. China is the country where the largest quantities of "Footwear and parts thereof" and "Toys, games and sports goods" are produced and originate. As to "Clothing and accessories", "Personal accessories" and "Other goods", Greece is the main transit country for products, most of which are of Chinese origin. Only for "Mobile phones and their parts" (chargers, covers, spare parts) seizures are made on passengers and air shipments mainly from Hong Kong.



SEIZURES OF WASTE PRODUCTS

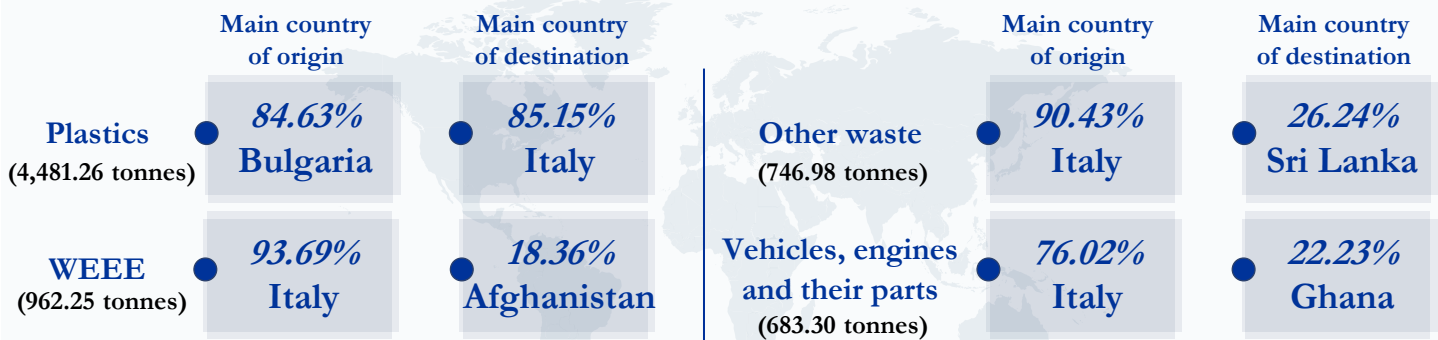
ADM fights against cross-border trafficking in waste falsely declared as raw materials, in order to verify compliance with current legislation, prevent environmental offences and infiltration by organized crime.



Source: data processing of Antifraud BI system

Notes: (*) "Other" refers to internal customs not located near ports, airports and border crossings.

In 2020 ADM recorded 541 seizure reports mainly on routes involving the ports of Genoa, Salerno and Gioia Tauro, blocking some important illegal waste disposal chains.



Total: 6,873.78 tonnes seized (94.00%*)

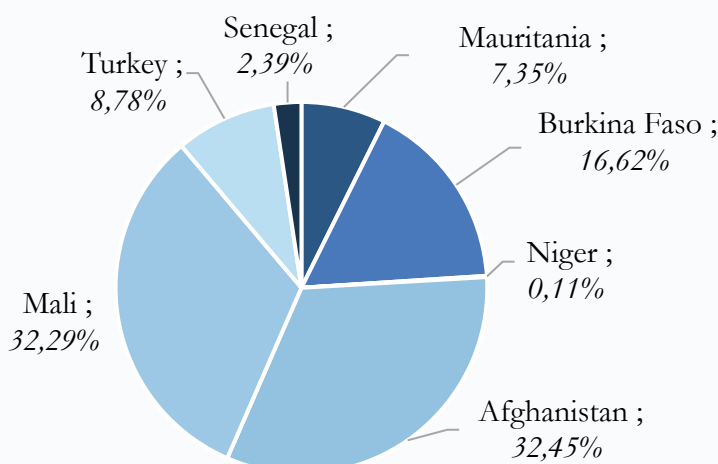
Source: data processing of Antifraud BI system

Note: (*) Percentage value calculated on total seizures of waste products.

In most cases, illicit waste exports take place through the use of cover-up entries to evade or circumvent controls at national customs areas.

FOCUS: PHOTOVOLTAIC PANELS TRAFFIC

Illegal trafficking of discarded photovoltaic panels is becoming increasingly worrying and is favored by the complexity of the waste management chain and the high cost of disposal.



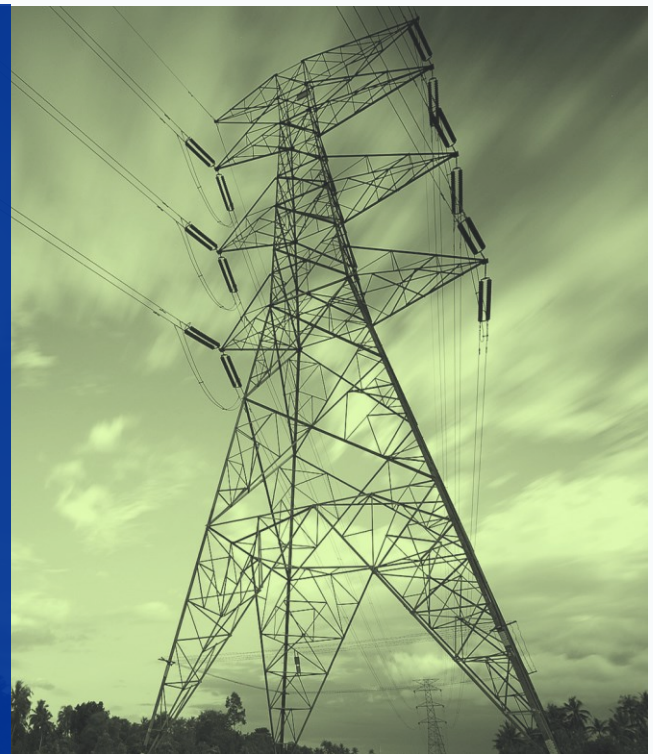
Source: data processing of Antifraud BI system

In the years 2019, 2020, and part of 2021, ADM seized 544.48 tons of photovoltaic panels.

The offenses generally consist in falsifying the bills and serial numbers of the panels, so as to disguise the waste products as used but still working or even new panels. The main destination market is in Africa, especially Mali, Senegal, Burkina Faso and Mauritania.

ENERGY AND ALCOHOL

ADM is responsible for the interpretation and implementation of regulations regarding excise duties and other indirect taxes, taxation for environmental purposes, tax regimes, exemptions and incentives. In particular, it monitors the correct implementation of regulations concerning excise duties on energy products, electricity and alcoholic beverages, consumption taxes on lubricating oils and petroleum bitumens, as well as taxation of sulphur dioxide and nitrogen oxide emissions. It carries out surveillance and control activities on products in circulation and stored.






CONTRIBUTION TO THE TREASURY

The value of the contribution to the Treasury of the Energy and Alcohol sector for the year 2020 is € 29.10 billion: € 5.09 billion less than in 2019. The decrease stems from the epidemiological emergency, which led to a significant drop in the consumption of energy products and natural gas (also due to a milder climate compared to previous years) and a reduced private mobility (especially air travel).

29.10
bn €



Revenue components

 94.56%	27.52 bn € Energy products <small>(Diesel, Gasoline, Electricity, Natural Gas)</small>
 4.29%	1.25 bn € Alcoholic products
 1.15%	0.33 bn € Other taxes/duties

Excise tax revenue from alcohol products has dropped by 8.87% in 2020 compared to 2019. Despite the widespread diffusion of home delivery and online shopping, the lockdown has resulted in a fall in consumption especially of beer and spirits nationwide.

SURVEILLANCE AND CONTROL ACTIVITIES

Indicator of presence on the territory

22%

Effectiveness indicator*

752,987 €

Positivity indicator

84%

Number of controls

213,062

In 2020, the indicator of the presence on the territory dropped drastically compared to 2019 due to the halt to external activities, caused by the health emergency.

The number of controls increased during 2020 as smart working resources that could not be used for onsite verifications were redirected to remote controls.

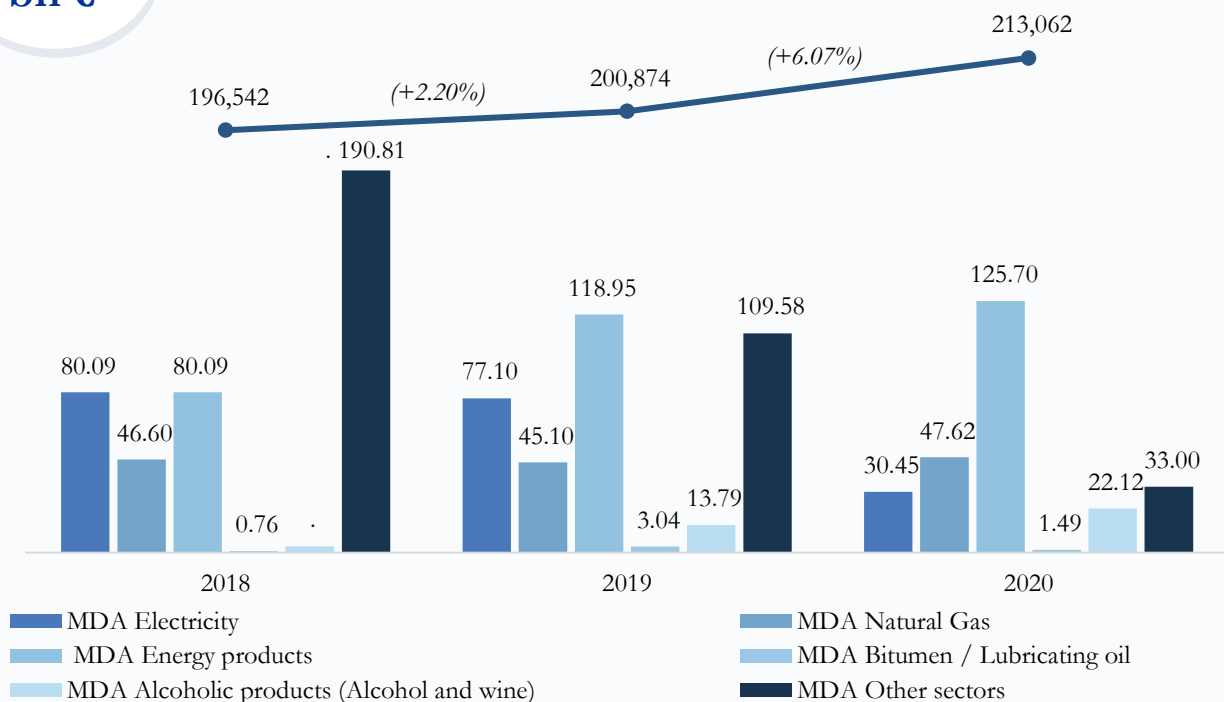
Source: ADM data processing from AIDA - Excise - Verifications databases

Note: (*) The effectiveness indicator is given by the ratio of MDA to the number of controls

ADDITIONAL ESTABLISHED ENTITLEMENTS

260.38
bn €

ADDITIONAL ENTITLEMENTS ESTABLISHED IN 2020



Source: ADM data processing from AIDA - Excise - Verifications databases

Notes Values expressed in millions of euros (MDA)

The average amount of the Additional established entitlements (MDA) over the last three years is approximately € 343 million (around 1.16% of tax revenue), but over time the results were erratic due to spot operations that resulted in peaks in tax recoveries. The value of MDA for 2020 is € 260.38 million; the main contribution is from energy products and natural gas.



TOBACCO

ADM manages and coordinates the implementation of regulations on excise duties on manufactured tobacco and consumption taxes on liquid inhalation products and controls the compliance of manufactured tobacco with EU and national legislation. It manages the whole chain of manufactured tobacco and liquid inhalation products (production, wholesale distribution, retail sale), verifies that excise duties and consumption taxes respectively levied on these products are duly paid and combats illegal behaviours, such as evasion and smuggling).



Tobacco

CONTRIBUTION TO THE TREASURY

14.06
bn €



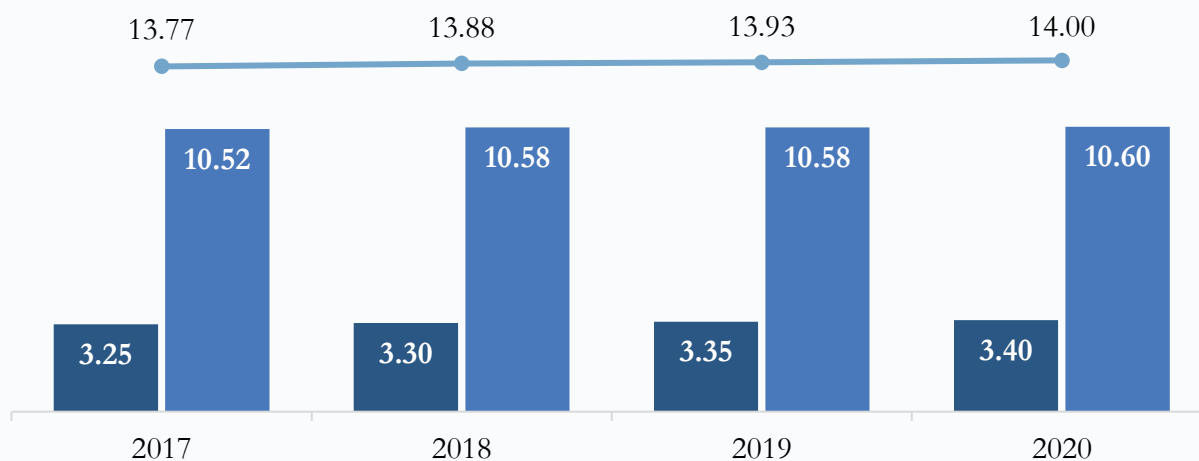
Revenue components

10.60 bn €
Excise duties

3.40 bn €
VAT

0.06 bn €
Consumption tax

In 2020, revenue from the tobacco sector increased slightly compared to 2019. 90.12% of excise duties and 84.78% of VAT result from cigarette consumption. Consumption tax, amounting to 0.43% of total revenue, comes from taxation on ancillary products to smoking tobacco and liquid inhalation products.



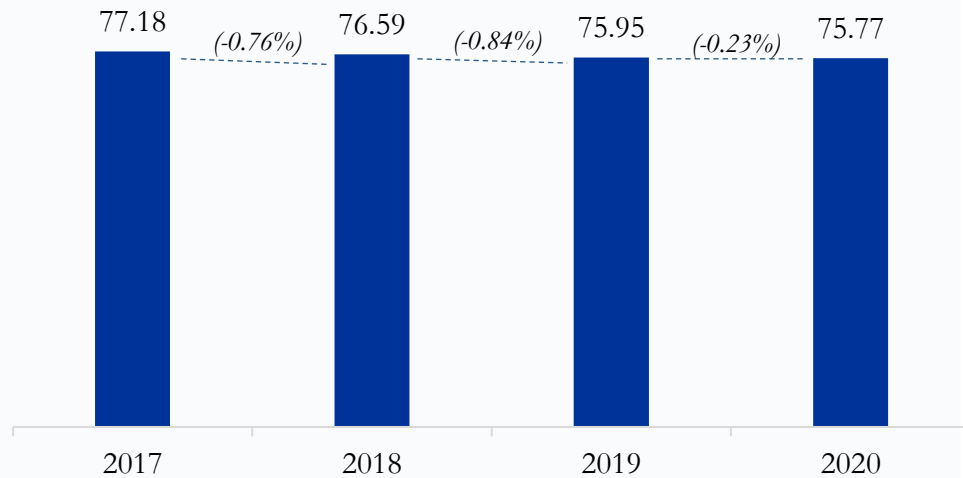
Note: Values expressed in billion euros

■ VAT ■ Excise —●— Total

TOBACCO MARKET

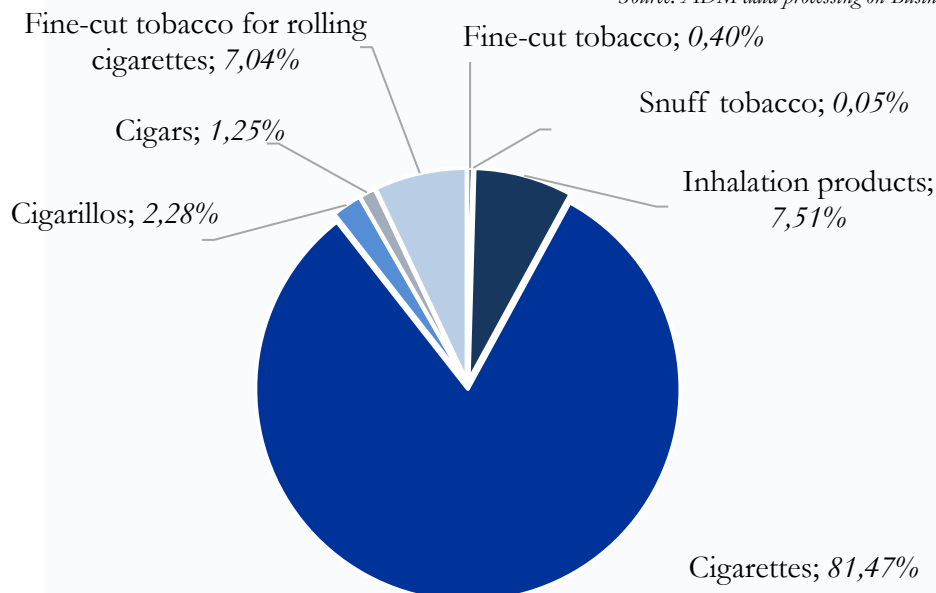
Over the last four years, total demand for tobacco has fallen by more than 1.40 million kilograms.

Such decrease is mainly due to the contraction of the cigarette market, where release for consumption decreased from 69.31 million kilograms in 2017 to approximately 61.73 million kilograms in 2020 (-10.94% of volume from 2017).



Note: Values expressed in millions of kilograms

Source: ADM data processing on Business Intelligence System Gaming and Tobacco database



The loss of the cigarette market share may be linked to the increase in selling price and, to some extent, also to the substitution effect caused by smokeless inhalation tobacco and cut tobacco.

SURVEILLANCE AND CONTROL ACTIVITIES



Smugglers prefer the maritime route (94.64% of seizures took place in ports) to other routes since smuggled goods may be easily concealed and transport costs are reduced. On an international scale, main tobacco seizures have been carried out on flows coming from countries bordering the Mediterranean and Ionian coasts, i.e. Turkey, Tunisia and Albania, and from countries across the Atlantic such as Cuba.


GAMING

ADM is the supervisor of the State in the gaming sector, protects the interests of the Treasury by collecting taxes, protects citizens through control and surveillance activities and manages the market through concessions and regulatory acts. ADM is in charge of the regulatory and administrative activity for the establishment, the regulation and the performance of each single game, as well as of the organization of public games not managed by concessionaires and the administrative management of gaming.


CONTRIBUTION TO THE TREASURY BY TYPE OF GAMES
**7.24
bn €**

35.06%
AWP
machines

15.63%
Lottery

12.74%
Lotto games

9.59%
VLT
machines

4.94%
Tote games

22.04%
Other

Source: ADM data elaboration on Business Intelligence System Gaming and Tobacco database

Notes: "Other" includes: Sports games, Card games other than tournament and fixed-odds games of chance, Bingo, Virtual betting, Tournament, Poker Cash, Horse-racing, Paragraph 7, Betting Exchange, and other amounts related to the payment of dormant accounts and the tax related to Law Decree no. 50/2017.

EXTENT OF GAMING

COLLECTION

amount of bets placed by the gambling community


WINNINGS

total amounts won by players

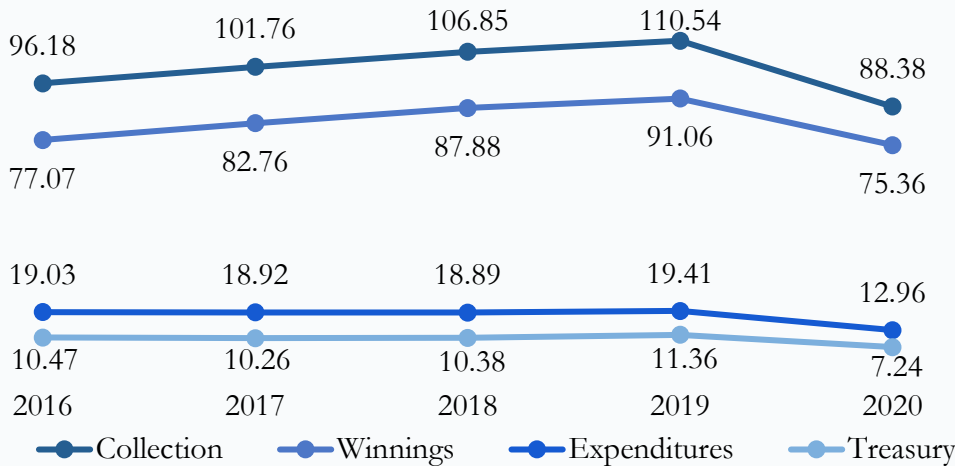

EXPENDITURE

difference between collection and winnings


TREASURY

tax amount and residual difference between collection, premiums for concessionaires and winnings

EXTENT OF GAMING



In 2020, numbers in the gaming sector sharply decreased with respect to 2019, because of Covid-19 health emergency: -20.05% for collection, -17.24% for winnings, -33.23% for expenditure, -36.27% for the Treasury.

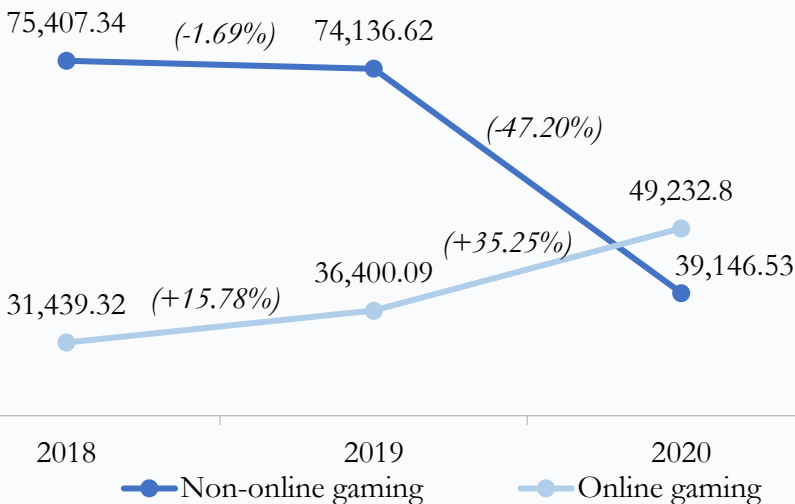
Note: Values expressed in billion euros

Source: ADM data elaboration on Business Intelligence System Gaming and Tobacco database

NON-ONLINE GAMING vs ONLINE GAMING COLLECTION

In 2020 the collection of non-online gaming revenues (stemming from AWP and VLT) decreased by 47.20%, mainly due to the closing of gaming venues throughout the territory for a period of five months, during Covid-19 health emergency.

Accordingly, on-line gaming collection increased by 35.25% compared to 2019, recording a 30% increase in the gaming accounts opened during the year. Nonetheless, the significant shift of gaming volumes from the non-online to the on-line channel, was not sufficient to counterbalance the decrease in collection in absolute terms, determining a sharp reduction in tax collection.



Source: ADM data elaboration on Business Intelligence System Gaming and Tobacco database

Note: values expressed in million euros; data do not include any values related to the Republic of San Marino and "FOREIGN COUNTRIES"; the data on the Collection of machines under para. 7 includes the part related to Electromechanical games: € 75.78 million in 2016; € 75.77 million in 2017; € 76.60 million in 2018; € 71.02 million in 2019; € 64.80 million in 2020; the data for machines is related to counters.

SURVEILLANCE AND CONTROL ACTIVITIES

ADM's activity is aimed at detecting all irregularities taking place in a context of authorized gaming and at fighting against illegal gaming by performing capillary controls on the territory and imposing sanctions. In 2020, 10,458 businesses were controlled and 297 websites without the required authorisations were blocked.



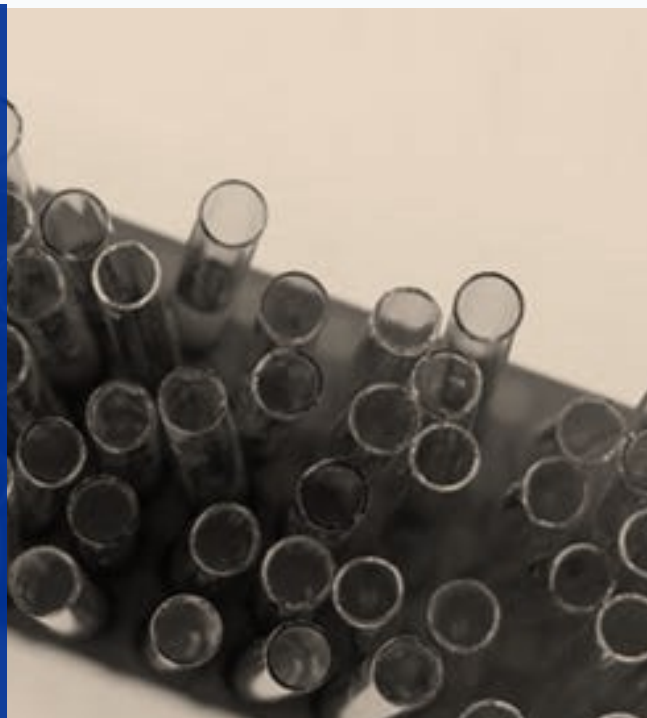
10,458 businesses controlled



297 websites blocked

LABORATORIES

ADM Chemical laboratories are advanced technological hubs that, thanks to their institutional role, guarantee legality and impartiality. The laboratories perform different types of analyses with the support of state-of-the-art technological tools.



35

Analysable product categories



15

Laboratories on national territory + 2 mobile labs

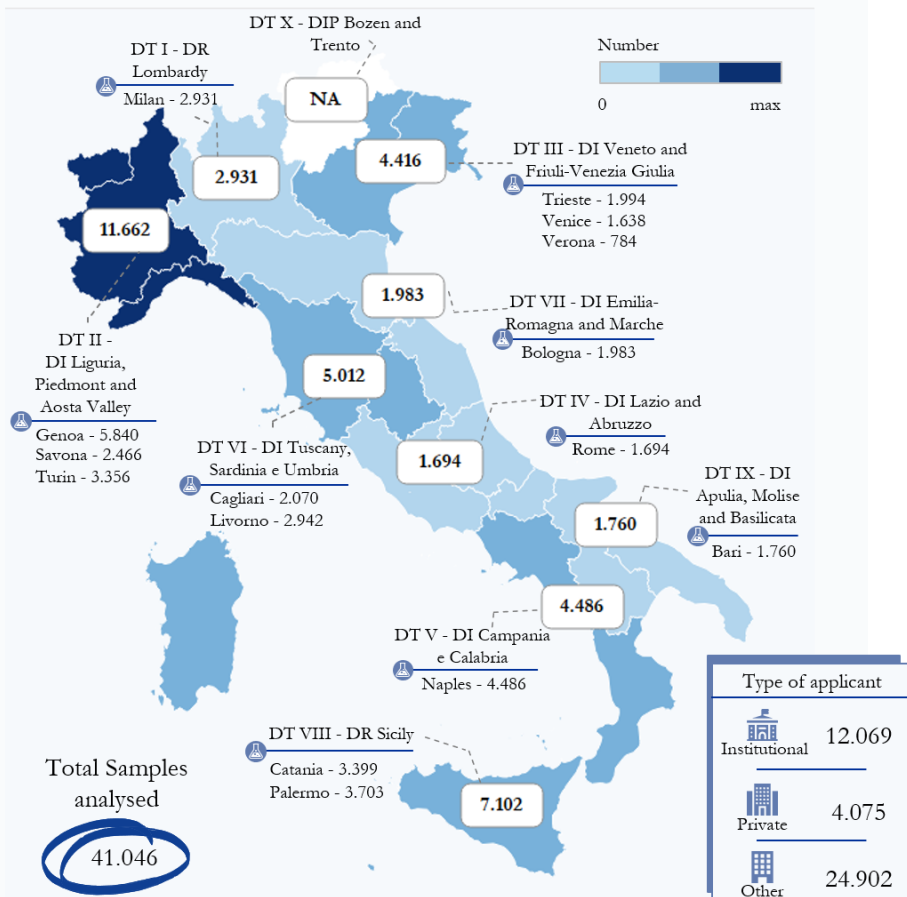


239

Chemists/technicians

ANALYSED SAMPLES















In 2020 ADM laboratories' network analysed more than 40 thousand samples, coming from institutional bodies, private subjects and other entities. Genoa Laboratory carried out the greatest number of analyses on samples, namely 14.23% of the total number of analysed samples, followed by Naples Laboratory (10.93% of the total number of analysed samples).



Source: ADM data processing on AIDA database

Note: Also some samples received in 2019 (and analysed in 2020) are considered

ANALYSES PER PRODUCT CATEGORY

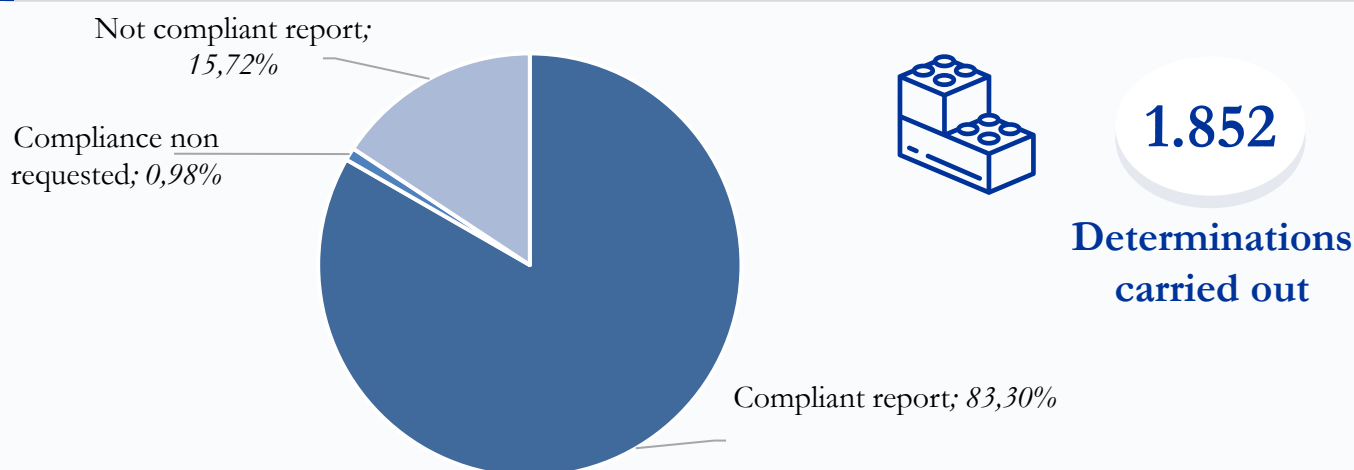
Product categories	 Samples	 Analyses	 Non compliant	 % of non compliant
 Precious metals – gem materials	243	246	37	15.04%
 Metals and inorganic products	348	350	31	8.86%
 Industrial products	450	434	141	32.49%
 GMOs	459	456	70	15.35%
 Pharmaceutical and organic products	550	533	74	13.88%
 Protein products, oils and fats	3,086	3,100	84	2.71%
 Petroleum products	5,771	,759	393	6.82%
 Alcoholic products	5,818	5,792	243	4.20%
 Food products	9,718	9,785	86	0.88%
 Narcotic drugs and psychotropic subst.	14,571	14,591	3,044	20.86%
Total	41.014	41.046	4.203	10.24%

Source: ADM data processing on AIDA database

Note: Also some samples received in 2019 (and analysed in 2020) are considered

Samples received by ADM laboratories were analysed to verify compliance to current legislative and/or technical provisions of materials and products relating to the main product categories such as drugs and psychotropic substances, food products, petroleum products and alcoholic products. During 2020, 4,203 samples were non-compliant (10.24 per cent).

OUTCOME OF COMPLIANCE ANALYSES ON TOYS



Source: ADM data processing on AIDA database

In 2020, those laboratories committed to analysing toys compliance increased the number of analysed samples, detecting n. 64 non-compliant samples (15.72 per cent), compared to n. 43 non-compliant samples in 2019.

The number of determinations carried out on toys sharply increased in 2020 compared to 2019 (+1,616 determinations).

OTHER STAFF AND SUPPORT SERVICES

The other staff services within the General Direction and the other offices supporting business activities, decisively contribute to the successful outcome of ADM administrative action.



ADMINISTRATION AND FINANCE

It oversees budgetary policies, book-keeping obligations, it supervises tax fulfilments managing financial and treasury-related aspects, taking care of relevant processes and procedures. It supervises logistics-related activities and maintenance activity of central facilities.

+9.50%

Number of contracts signed



Compared to 2019, for the same expenditure, there has been an increase of number of contracts signed, mainly attributed to purchases of Covid-19-related goods and services.

GENERAL AFFAIRS

It deals with press office activities, web editing, social media management and co-ordinates actions supporting the correct operation of the electronic Public Relations Office (URP), which, in 2020, recorded the following results:

97.74%

URP queries dealt with within 8 days following receipt



INTERNAL AUDIT

It controls whether processes and organization are appropriate and whether they comply with internal rules and directives, through audit activities aimed at identifying potential critical situations within the Internal Control System and accordingly assessing the risks.

LEGAL AFFAIRS AND LITIGATION

It manages and co-ordinates civil, administrative and tax litigation, representing the imposing party acting in courts in first and second instance. In taxation, where the litigation activity is more important in terms of volume, ADM achieved substantial reductions in unsuccessful cases.

Average unsuccessful index in tax litigation

(77.59% of ADM litigation cases)



- Customs **29.00%** (+8.63% compared to 2019)
- Excise duties **13.00%** (-0.26% compared to 2019)
- Monopolies **9.00%** (-1.43% compared to 2019)

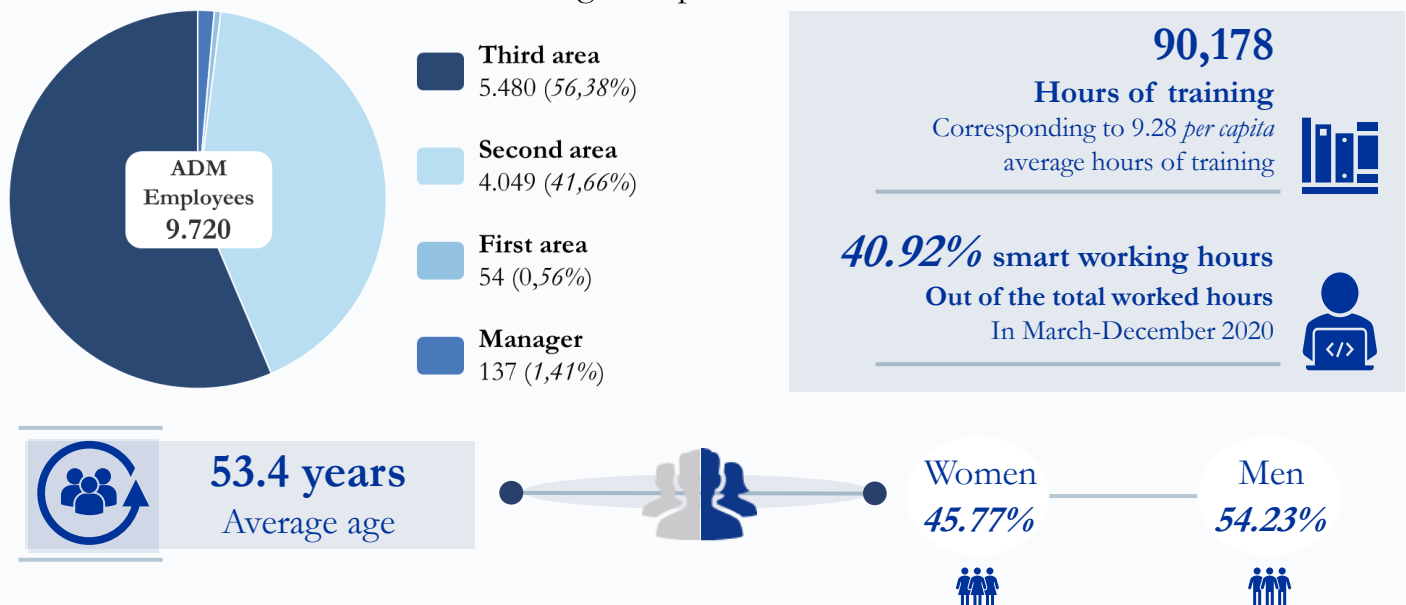
RESEARCH, DEVELOPMENT AND TECHNOLOGICAL INNOVATION

It drafts the Piano Triennale di Automazione (PTA Automation Three-year Plan) – including IT programmes and projects of maintenance and development – following digital first and full digital parameters. The operational strategy, in line with e-government principles and with research and development objectives, supported projects aimed at introducing technological advances (e.g. implementation of Internet of Things, Business Intelligence, BigData technologies) and process simplifications (e.g. tax payment using PagoPA, simplifications of customs procedures). It conducts studies on organization, for the purposes of ADM's functioning evolution.

PERSONNEL

It carries out operational and legal functions as to personnel recruitment, management of assignments, staff mobility, professional development, legal status of employees, pay, severance and pension schemes.

It defines the evaluation model, manages recruitment schemes and training of human resources. It also deals with trade union matters and litigation procedures.



INTERNATIONAL RELATIONS AND PROJECTS

It is involved cooperation initiatives with European and international counterparts, managing their planning. It analyses administrative twinings and technical assistance projects, tendered and financed by the European Union.

STRATEGIES

It plans and monitors objectives, indicators and performance targets expected, in order to assess their consistency with the relevant legal provisions and to align the Performance Plan with strategic guidelines.



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