

# CUSTOMS **نوافذ جمركية** Windows

## **CAPTAGON**

Methods and Ploys  
UAE Customs are Truly  
Vigilant

## **AED 9.19 BILLION**

Foreign Trade  
of Ras Al Khaimah  
in 7 Months

## **KUWAIT**

The Dazzling Jewel  
of the Arabian  
Gulf

## **RAK CUSTOMS**

Wins Award of the  
Happiness at Work  
Award



**UAE HAS TOPPED THE WORLD  
IN THE EFFICIENCY OF  
CUSTOMS PROCEDURES INDEX**

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**دائرة الجمارك**  
Customs Department

**MISSION:**

To protect the society from prohibited items and facilitate the movement of legitimate trade with innovative tools, so as to develop a competitive and sustainable economy.

**VISION:**

A leading customs administration in protection of society and supporting of the competitive economy

**INSTITUTIONAL VALUE:**

- \* Ambitious Vision
- \* Leadership and Pioneering
- \* Institutional Agility\*
- \* Happiness and Wellbeing
- \* Knowledge Awareness

**CUSTOMS STRATEGIC GOALS:**

- \* Reinforce customs security
- \* Contribute to the expansion of trade volume
- \* Enhance the quality of services
- \* Ensure institutional evolution

## TOWARDS 50 YEARS OF LEADING CUSTOMS WORK

**WITH** The UAE was able to assume a prominent position on the global trade map over the pace of the past fifty years, and now it stands out as an ideal regional trade hub that supports high competitiveness and provides a stimulating and resilient business environment that is open to the whole world. The UAE was also at the forefront and has assumed several advanced positions worldwide in various areas, notably the first place in the Efficiency of Customs Procedures index by the World Competitiveness Center.

This was attainable due to the sincere national efforts made, and still being exerted, by all the competent authorities of the UAE to offer the optimal business environment that encourages investment and doing business and supports trade facilitation, simplification of customs procedures and digital transformation of the customs clearance systems. At this point, Ras Al Khaimah Customs emerges as integral part of the national working system.

The Department, in co-operation with all its strategic partners, is moving on the same direction to boost the competitiveness of the customs sector in the UAE and constantly work on removing barriers for the investors and customers. This is in addition to the standardization and simplification of customs procedures and minimization of the clearance and release times.

Ras Al Khaimah Customs ensures that it is in line with the newly-delivered modern technologies, particularly at its customs centers, where the Department has already been deploying several digital systems and Artificial Intelligence (AI) applications. Such systems are capable of automatically detecting and reading vehicle registration plates and container identification numbers and linking the collected data to the customs declaration, so as to eventually achieve the required advance targeting of persons and items of interest in case of suspicion or if any previous offences are found. Some other



**Ras Al Khaimah Customs is looking forward to enhancing the progress and excellence by adopting more smart innovations to build a strong and sustainable economy**

sophisticated technologies that support various areas and themes of customs work are currently in use by the Department.

Today and while we are moving towards the upcoming fifty years, we are mindful of the importance of being vigilant as well as the necessity for monitoring and predicting transformations and changes that may arise in the incoming stage in the policies and standards of global trade and supply chains.

We are fully aware of the outcomes of the 4th Industrial Revolution, the Artificial Intelligence (AI) and Blockchain applications, which must be deployed in the optimal manner to enhance the overall customs performance. We are eagerly looking forward to advancing the pace of progress and excel that has been deep-rooted through the prudent directives of the UAE government.

In our race against the future, we are adopting more smart applications and innovations which will support competitiveness of customs work. Our goal is to eliminate the obstacles that the business and investment community may experience and smooth the flow of passengers in order to promote the quality of life level within the society and build a strong and sustainable economy]]

**Dr. Mohamed Abdullah Al-Mehrezi**  
The Director General of RAK Customs

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**Kuwait**

The dazzling jewel of the Arabian Gulf



The meeting discussed 4 main axes: mechanisms for the flow of intra-trade, unified laws related to trade and business, e-commerce, and the developments of the negotiating team with countries and economic blocs

## UAE reaffirms support for joint GCC action to increase trade exchange among GCC countries

A UAE delegation, led by Dr. Thani bin Ahmed Al Zeyoudi, Minister of State for Foreign Trade, attended the 61st Gulf Cooperation Council (GCC) Trade Cooperation Committee meeting that recently took place in Manama, Bahrain.

**THE** meeting was attended by Dr. Nayef Al Hajraf, Secretary-General of the GCC, as well as high-profile officials and ministers of trade from the GCC countries. The attendees discussed the main topics that support further economic and trade integration among the GCC countries, drive the growth of intra-regional trade, facilitate trade procedures, expand and diversify trade activities, as well as develop trade flow between GCC countries and global markets.

Al Zeyoudi reaffirmed that the UAE is keen to support the outputs of the Trade Cooperation Committee, which serves as a strategic platform for formulating policies and plans that support the GCC in the fields related to trade and economic activities, in order to achieve the ambitious goals of member states, especially in terms of development and growth.

Al Zeyoudi continued, "The meeting discussed 4 main pillars, which are the mechanisms for intra-GCC trade flows; unified laws related to trade; e-commerce, and achievements of the GCC negotiating team in facilitating partnerships with countries and global economic

and trade blocs. We are keen to support joint efforts to come up with the best recommendations and decisions that will lead to higher levels of trade among the GCC countries, and their trade with the rest of the world." The meeting discussed several topics that will enhance economic and trade cooperation in the GCC, including enhancing the GCC joint work in trade and the movement of goods and commodities. Apart from that, it discussed the establishment of mechanisms for coordination and cooperation in the implementation of unified specifications across GCC countries besides enhancing cooperation in the unification of laws related to trade and doing business in the GCC countries.

The Committee presented a number of initiatives to support entrepreneurs, the growth of the knowledge-based economy, SMEs, and youth in all these sectors in the Gulf countries. Furthermore, it showcased the latest achievements accomplished by the negotiation team in facilitating GCC states' partnerships and agreements with various global markets and economic blocs.

On the sidelines of the meeting, the UAE delegation also participated in the consultative meeting organised by the GCC Secretary-General. It was attended by ministers of trade and industry and the heads of the unions and chambers of commerce in the GCC countries. In addition, the UAE delegation participated in a meeting with a number of Gulf entrepreneurs, to discuss ways of cooperation in supporting the business environment, developing partnerships, and boosting trade and investment activities]]



**Al Zeyoudi:**  
"UAE under the directives of its wise leadership, is committed to supporting joint GCC action in various development fields as it is a steady policy of the country and a main driver for enhancing economic and commercial partnerships amongst GCC member states"

## President approves Decree establishing Federal Authority for Identity, Citizenship, Customs and Ports Security

President His Highness Sheikh Khalifa bin Zayed Al Nahyan has approved a Decree establishing the Federal Authority for Identity, Citizenship, Customs and Ports Security.



### THE

Authority is responsible for regulating the affairs of citizenship, passports, entry and residence of foreigners in the country, promoting ports, borders and free zones' security, raising their efficiency and readiness, as well as organising and managing customs work in the country in accordance with global standards.

The Federal Authority for Identity, Citizenship, Customs and Ports Security shall be responsible for proposing and preparing policies, strategies and legislation related to identity and citizenship affairs, passports, entry and residence of foreigners, customs and port security along with proceeding with the relevant approvals from the Cabinet. It will also work on establishing, developing and updating the population registry and personal data system in the country and manage it in accordance with the best practices, as well as setting up systems, programmes and procedures to ensure the issuance of identity cards to all citizens and residents of the country.

The new entity is also responsible for preparing the laws, regulations, standards and requirements related to the passports,

citizenship, entry affairs as well as foreigners' residency in its various categories, and submitting it for relevant approvals by the Cabinet.

The authority is mandated to develop and unify requirements and procedures related to the ports, borders and free zones' safety and security, raising the efficiency and readiness of these sites along with strengthening their security capabilities, in addition to managing ports, control and inspection of passengers, shipments, and incoming, outgoing and transiting goods to control the movement of entry and exit at ports and free zones.

The Federal Authority for Identity, Citizenship, Customs and Ports Security shall be responsible for issuing, renewing, suspending, withdrawing and closing ports and free zones licences, and approving them by the Cabinet.

The Authority will work on developing unified customs procedures and those related to inspection, control, tariffs and customs data, and combating customs smuggling and fraud on all incoming, outgoing and transit shipments and goods through the country's ports, in accordance with relevant standards.

It shall also be concerned with following up the implementation of international obligations and requirements in the field of security of ports, borders and free zones, including the approval and application of standard rules for the specifications of devices used to detect materials and goods imported and exported from the country. The Authority shall represent the country in joining or signing treaties and agreements with other countries, Gulf, regional and international organisations and bodies in the relevant fields]]



**The new entity merges the Federal Authority for Identity and Citizenship, the Federal Customs Authority, and the General Authority of Ports, Borders and Free Zones Security.**





## CUSTOMS AND COORDINATED BORDER MANAGEMENT (CBM)

By: Yousef Mahmoud Abu Rumi

THE

At the subject of customs and cross-border management covers a wide range of trade facilitation issues aimed at greater predictability, transparency, effectiveness and efficiency of government services and regulations with regard to the clearance of import, export and transit transactions across international borders. In addition to customs clearance related aspects, this domain also covers trade facilitation measures relating to cross-border management and supply-chain security. In this article, we will explore in further detail the subject of Cross-border Management.

## CROSS-BORDER MANAGEMENT

In the area of international trade, goods have to undergo at least two sets of border formalities, one in the country of export and one in the country of import. Often goods cross more than one border. Trade facilitation is therefore not only the responsibility of each individual country, but also the collective responsibility of all countries concerned. The more countries build their individual customs working methods, processes and procedures upon relevant international standards; such as the Revised Kyoto Convention (RKC) and the Convention on the Harmonization of Frontier Controls of Goods, the more cross-border cooperation can be facilitated. For example, joint border controls will help to eliminate redundancies in the clearance process at land border crossings. In addition, complying with international risk management standards will increase predictability in the entire door-to-door supply chain. International transit arrangements will ensure that goods can be delivered smoothly and rapidly to their final destination without having to undergo customs clearance in every country they pass through.

The management of such bilateral, plurilateral and multilateral cross-border customs cooperation can help to reduce the cost of trading significantly. The GCC states agreed to adopt the First Point of Entry and remove the customs and non-customs barriers in the view of achieving the ultimate goal of establishing the GCC Common Market.

To achieve these goals, three main elements should exist, that are:

### I: CUSTOMS COOPERATION

Some of the objectives of the negotiations on trade facilitation at the level of the World Customs Organization are:

1. To formulate provisions, standards and best practices for effective cooperation between customs or any other appropriate authorities on trade facilitation and customs compliance issues.
2. To clarify and improve relevant aspects of the General Agreement on Tariffs and Trade (GATT) 1994, and enhance technical assistance and support for capacity building in the area of trade facilitation.
3. Customs cooperation at the international level aims at improving control of trade flows and the enforcement of applicable laws and regulations through the exchange of information on customs aspects such as export and import declaration data, exporter-related

**Facilitating trade is not a single country responsibility, but rather a collective responsibility of the concerned country. Therefore, managing borders and following international standards for customs operations helps to increase effectiveness and efficiency in facilitating the trade process and reducing costs**

information, origin and customs value assessment-related information.

### II: CUSTOMS TRANSIT

Land-locked countries are affected by the possible lack of a freedom of transit, which may cause long border queues of trucks and unnecessary border formalities have to be accomplished. In some cases, traders have to provide security in cash at each point of entry without guarantee of the security being discharged and returned upon exit. Here, we highlight some proposed solutions in accordance with the standards of the Kyoto Convention and the other relevant international organizations:

While national customs transit can be arranged by the provisions of respective national customs law international transit operations requires the negotiation of a bilateral or multilateral agreement. Such an agreement generally sets out the form of the goods declaration for transit, the forms of security required acceptable for each administration, as well as sealing requirements and procedures to secure the integrity of the consignment during transit, including technical specifications for transport equipment to qualify for transport under customs transit.

Customs should either look into the use of modern track and trace systems attached to the transport units which enable proper control of the transport (satellites), or specify specific guarantee requirements for the transport of high duty goods.

### III: JOINT BORDER CONTROLS

Joint border controls refer to the concept of two neighboring customs administrations entering into an agreement to operate customs controls jointly, i.e. to coordinate export and import controls, working hours and competences. Ideally, joint controls are conducted in juxtaposed customs offices where physical and technical infrastructures are shared II

Source: World Customs Organization (WCO)



**The value of Ras Al Khaimah's exports during these 7 months rose to AED 5.169 billion when compared to the exports of the same period of last year**



## AED 9.19 Billion Foreign Trade of Ras Al Khaimah in 7 Months

**RAK** center for statistics & studies (CSS)haimah Center for Statistics and Studies, originating from Ras Al Khaimah Customs Department, revealed a solid growth in the value of foreign trade of the Emirate to AED 9.193 billion as of the beginning of this year until July, compared to the same period of 2020, which recorded AED 8.739 billion.

The value of Ras Al Khaimah's exports during these 7 months rose to AED 5.169 billion when compared to the exports of the same period of last year, which recorded AED 4.661. The value of re-exports decreased to AED 668.9 million, compared to AED 794.8 million for the same period of last year. The value of exports increased to AED 3.349 billion in comparison to AED 3.284 billion during the corresponding period of last year.

The volume of Ras Al Khaimah's foreign trade, covering exports, imports and re-exports, has seen a progressive climb since the beginning of the current year,



**The value of Ras Al Khaimah's exports during these 7 months rose to AED 5.169 billion when compared to the exports of the same period of last year**

where it recorded AED 1.105 billion in January, AED 1.760 billion in February and AED 1.296 in March. In April, the value reached AED 1.202 billion and continued to grow to record AED 1.463 in May and AED 1.708 billion in June while it declined to AED 1.266 billion in July. The sectors of Ras Al Khaimah have reaffirmed its strong performance through the foreign trade of Ras Al Khaimah despite of the impact imposed by the Covid-19 pandemic on manufacturing and trade operations between the countries worldwide and the continuation of precautionary measures put in place by most countries to limit the spread of the plague. The number of vessels handled by Saqr Port amounted to 1466 vessels since the beginning of this year until July at a rate of 732 departing vessels with a gross tonnage of 32,603,433 tons of commodities from the Emirate. On the other hand, the volume of commodities received by the Port totaled 1,532,554 tons carried by 734 vessels]]



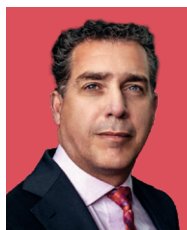
## Global dry bulk terminal leaders meet in Ras Al Khaimah.

### OVER

three days in Ras Al Khaimah, senior leaders from the world's dry bulk terminal industry met to discuss recent advances in bulk cargo handling technology, as well as the latest news, trends, and environmental, health and safety developments for 2022 and beyond. The hybrid event was held from 6-8 October in the conference facilities at the Doubletree by Hilton resort on Ras Al Khaimah's Marjan Island, with most speakers appearing live and some streamed online from their home countries.

Hosted by RAK Ports and organised by Dry Bulk Terminals Group (DBTG), a globally operating not-for-profit industry association, the venue for the conference pays testament to the phenomenal growth of Saqr Port, a part of RAK Ports group, as the largest bulk port in the Middle East and, with 100 million tonnes annual capacity, today one of the largest and most advanced dry bulk ports in the world. Supported by rebounding economic and industrial activity, seaborne dry bulk trade is projected to grow by over 4% globally in 2021, to reach over 5.39 billion tonnes for the full year.

Roger Clasquin, RAK Ports Chief Executive Officer, said: 'We are delighted to be able to welcome so many leaders from this global industry to Ras Al Khaimah. RAK



**ROGER CLASQUIN**  
**RAK Ports continues to be a key driver in the economic growth of the emirate and acts as a gateway hub for the rest of the UAE**

Ports continues to be a key driver in the economic growth of the emirate and acts as a gateway hub for the rest of the UAE. It is a pleasure to be able to showcase our expertise in dry bulk to such a distinguished international audience."

The conference programme covered a broad range of topics across technical, safety, operational, and supply chain issues. Sustainability was a core theme for discussion and the delegates reviewed how the world's dry bulk ports are actively working to reduce CO2 emissions and to mitigate other forms of environmental impact, using a range of new technologies.

Speaking at the conference, Paul Goris, Executive Director of DBTG, said: "The Middle East region plays a critical role in the dry bulk terminals ecosystem, as a prime export hub for construction raw materials, phosphates, and fertilisers. We are delighted to be here in Ras Al Khaimah and to be able to experience at first hand some of the significant opportunities this region has to offer."

Members of RAK Ports senior management team gave delegates a behind-the-scenes tour of the world-class dry bulk handling facilities at Saqr Port, which can service the world's largest bulk carriers. They witnessed first-hand how recent investments of US\$ 250 million and the latest German technology, enable up to 11,000 tonnes of dry bulk to be loaded across the port's deep-water berths every hour. Conference participants also visited Stevin Rock quarry; dined at the fabulous Waldorf Astoria Hotel; and even found time to visit Jebel Jais, the highest peak in the UAE, to experience the world's longest zipline ]]





## The Unified System for Licensing the Customs Inspection Profession

# Enhanced the control at the customs border posts

As part of the Customs sector preparation for the next 50 years, the Federal Customs Authority issued in the year 2020 the first unified system for licensing the Customs Inspection Profession in the United Arab Emirates, the new system represents a significant by developing the Customs work environment, development the customs inspection system in the state, upgrade the inspectors competency, enhance the control at the customs border posts and support the U.A.E competitiveness in the international indicators. Here we mention the main points of this system.

### Customs inspector or officer

The new system states that the Customs inspector or officer, is a U.A.E natural person, authorized by the Customs Department, according to the standards approved for the performance of the customs inspection profession.

### The customs inspection:

It is defined as one of the Customs activities carried out by the customs inspector or officer for the inspection of goods, individuals, means of transport of all types, to combat and control smuggling and contraband, prepare reports upon detection of any cases, thus collect the custom duties and prevent the entry and exit of any restricted or prohibited goods, according to the applicable customs rules and regulations.

### The aims

The customs inspection profession licensing system, aims to reorganize, develop and enhance the customs inspection profession in the U.A.E and reinforce the sense of security and customs for the customs inspectors and officers. Also to unify the standards and procedures, required for the employment, training and licensing of the candidates to assume the customs inspection duties. This shall also include the set up of effective plans to ensure the continuous development and qualification of the inspectors. In addition to that their competencies and skills shall be unified and developed, to ensure equal opportunities for the U.A.E candidates in the customs inspection jobs. A unified database shall be established for the customs inspectors and officers in U.A.E and the best international practices and standards shall be applied in the customs inspection sector.

### Competencies and skills

The system included a number of competencies, skills and job functions, which the licensed customs inspector or officer should have, such as the knowledge of the laws and regulations governing the customs in the state, specially the Unified Customs Law, International Customs agreements, coordinated system rules of the customs tariff and other related legislations, in addition to the skills of the shipments, luggage, passengers, various means of transport, operation and understanding the outcomes of the security inspection scanners, body languages, reading and interpretation of documents reports and information.

### Profession Emiratization

The new system provided for the full emiratization of the customs inspection profession. The unified system for the customs inspection licensing in the U.A.E set for a number of inspector selection and appointment standards, which the customs departments shall comply with. First of all the applicant should be a U.A.E citizen, his age is not more than 35 years, a holder of successful general secondary school certificate or equivalent, as a minimum academic requirements for performing the custom inspection profession.

The applicant shall pass the medical examination, the drugs and intoxicants examination and shall be subject to a further test, when so required by the Customs Department. This shall also require to successfully pass the physical fitness test for each custom department, observing the differences between the two genders. Passing the national service course shall relieve from the physical fitness tests, in addition to passing the psychological and personal tests and the initial job interview.

The system requires the Customs Department to train and qualify the custom inspectors and officers, before granting them the license and ensure that the candidate must successfully pass a number of programs approved by the system.

According to the new system, the Local Customs departments shall undertake to apply the approved standards and procedures to the inspectors employment process to ensure equality and fair chance for those who are competent and qualified. This in addition to the qualification, training and licensing them, according to the standards and procedures, provided for in system.

The Custom Department undertakes to engage the customs inspector or officer in two job-in-hand training courses per year and give due care to the physical and psychological fitness for the inspector and link this to his / her annual appraisal and ensure that he/she obtains a training and qualification in the first aid, safety and security procedures, how to deal with the

**The Federal Customs Authority issued the first unified system for licensing the customs inspection profession with the aim of developing the customs inspection system in UAE, raising the efficiency of inspectors, and strengthening control over border customs ports**



**Customs departments are committed in the hiring of customs inspectors that the applicant must be a UAE citizen and must pass the medical examination, as well as physical fitness and psychological tests**

hazardous materials and equipment, in addition to the security control and checking, continuous selective medical examination for the inspector, as well as the provision of the capabilities and tools required for the performance of his work in a perfect manner and continuously ensure of the inspector commitment to the custom integrity and honesty.

The provisions of the new system shall be applied to all customs departments throughout the country, including the customs inspectors and officers of such departments and those concerned with the customs inspection, by the appointment and licensing resolution issued by the Customs Department. The provisions of this resolution shall also apply to the staff of the Federal Customs Authority, who hold the customs controller, inspector or officer job titles and enjoy the judicial officers capacity, according to the Authority Law No. (8) of 2015]]



# CAPTAGON, METHODS AND PLOYS FOR WHICH THE UAE CUSTOMS ARE TRULY VIGILANT

UAE has developed proactive plans to combat drugs because of their dangerous effects on the security and the customs centers of the UAE are responding with full force to various smuggling attempts.



## RECENT

years have witnessed increasing attempts to smuggle Captagon pills in the region, and the UAE has developed proactive plans and programs to combat all types of drugs, using modern and advanced customs systems in place, where it works to detect smuggling of all kinds and forms, in addition to the vigilance of inspection officers to discover the smugglers' methods of introducing these contrabands and confronting such ones protecting society, this was evident in a number of seizures that showed the ability of the inspectors to detect various tricks and smuggling methods.

### **Dubai Customs seizes 1.5 tons of ground Captagon, worth 1.4 billion dirhams**

Proceeding from the vital role of Dubai Customs in the first line of defense for the security, health and safety of society and in the qualitative seizure of narcotic substances, which is the largest seizure carried out by the customs sector at the state level for these substances in

terms of size and quantity, Jebel Ali Customs Center and TECOM of the Department of Maritime Customs Centers thwarted an attempt To smuggle a large amount of ground Captagon, as this seizure came to culminate the efforts of the Department of Maritime Customs Centers aimed at raising the level of readiness in its customs centers.

As soon as the container arrived, a number of customs inspection officers, in cooperation with the "Siyag" team, began their own work at the Jebel Ali Inspection Center to implement the established inspection procedures, which made it likely the possibility of finding prohibited materials, so the team completed its mission through careful inspection of the shipment, and the preliminary examination was conducted For these substances in the mobile laboratory of Dubai Customs, which confirmed the validity of the suspicion, and the examination showed that the substance that was seized was ground Captagon anesthetic, with a quantity of about 1.5 tons, and an estimated value of 1.4 billion dirhams.





### Dubai Customs foils attempt to smuggle 79,477 Captagon pills at Hatta Border Crossing

Authorities at Dubai Customs have foiled an attempt to smuggle 79,477 captagon pills (14.5kg) at Hatta Border Crossing customs centre. The illegal shipment was discovered in a hidden place of a Gulf national's car who tried to get away with it by concealing it in hidden parts of his luxury car. Inspection officers suspected the man after reading his body language at the border. Consequently, the car was thoroughly inspected, and 1.28 grammes of crystal meth were also seized in the operation, aka Code H Operation. Recent years have seen increasing attempts to smuggle captagon pills in the region.

Hata Centre has dealt with 53,466 vehicles in the first nine months 2021, which means an average of 200 vehicles and 160 trucks a day, Dubai Customs has advanced customs systems in place, and the inspectors are highly trained to thwart all types of smuggling attempts.



The Federal Authority for Identity, Citizenship, Customs and Ports Security praised the General Administration of Abu Dhabi Customs' ability to thwart the smuggling attempt, thanks to the efficiency of its systems and the vigilance of its inspectors

### Abu Dhabi Customs thwarts an attempt to smuggle 174,000 Captagon pills

The General Administration of Abu Dhabi Customs, in cooperation with its strategic partners, managed to thwart an attempt to smuggle 174,000 Captagon pills, equivalent to approximately 30 kilograms.

Inspection officers at one of the land border crossings of the Emirate of Abu Dhabi succeeded in stopping the smuggling attempt through this qualitative seizure, with the efficiency of the systems and devices in the inspection sector of the General Administration of Abu Dhabi Customs and the experience and vigilance of the inspectors who were able to read the indicators and the body language of the smugglers who worked to hide large quantities of smugglers. This seizure is a clear embodiment of the constructive cooperation between all the operational authorities operating at land ports in the country and consolidates their keenness to enhance security and safety Society from the scourge of drugs to ensure the sustainability of homeland security]]

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## [ Glossary ]

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The purpose of this section is to familiarize the readers with the various customs terms to use them whenever necessary.

### **COMMERCIAL INVOICE**

Shall mean an invoice specifying the quantity, value, and specifications of the consigned cargo as well as the condition for delivery associated with the price. It shall be issued by the exporter and endorsed by the chambers of commerce.

### **TARIFF BOOK**

Shall include all custom tariffs and other importing requirements (detailed for each product) that a country shall apply to its Imports.

### **CUSTOMS DECLARATION FORM (CDF)**

Shall mean an official document prepared by accredited customs clearance agents who shall estimate and calculate customs duties and taxes that shall be levied by customs authorities. The CDF shall be accurately prepared and in consistence with the manifest which shall be submitted by the carrier to customs authorities to avoid customs fines.

### **ENVIRONMENTAL PERMIT**

Shall mean a permit necessary for all chemicals and raw materials and shall be usually issued in the country of destination.

### **BONDED AREAS**

Shall mean public or private warehouses under supervision of customs authorities, where cargo is stored under the supervision of the Customs Administration prior being cleared. In case such cargo is discharged from warehouses, customs duties resultant therefrom shall be collected instead of collecting the same at the time of importing. If the commodity is re-exported, there is no need for paying any duties.

### **EXPORT DECLARATION FORM (EDF)**

Shall mean a document describing products, their value, weight, name of exporter, carrier, port of departure, country of destination, and arrival place, and shall be submitted to customs authorities upon exportation.

### **BONDED GOODS**

Shall mean cargo stored in public warehouses by their owners in preparation of paying due duties or taxes in case of being wholly or partially cleared or re-exported.

### **RULES OF ORIGIN**

Shall mean a number of rules included in commercial agreements with an aim of facilitating determination of the country of origin, which shall be benefited from by having preferential customs exemptions set forth in free trade agreements.

### **PRO-FORMA INVOICE**

Shall mean an invoice prepared by an exporter on the basis of a sale order or an inquiry and the importer's takeover of such invoice shall not be an obligation to purchase products. This document shall include a full description of products, prices, importation specifications, expected delivery dates, conditions and dates of payment, followed route, packaging, shipping, insurance, and unloading cargo. Such document shall be necessary for the importer to obtain a governmental license for importation or opening a documentary credit.

### **PACKING LIST**

Shall mean a document issued by an exporter outlining the contents and number of each package, weight of consignment, name of importer, number of commercial invoice, an accurate description and specifications of products.

### **IMPORT LICENSE**

Shall mean a license or permission given by a competent governmental authority to an importer to be allowed to bring in specified quantities of certain goods and commodities, which can only be imported by such license. It is a governmental tool to control and supervise the trade movement across national borders. It is a mechanism for ascertaining and implementing trade policies as regards granting a preferential treatment and ensuring completion of pre-approval requirements as well as mandatory health and safety requirements.

### **LICENSE EXPORT**

Shall mean a governmental document allowing an exporter to export certain cargo to a particular country.

### **DRAWBACK**

Shall mean paying back fees paid on imported goods upon re-exportation thereof.

### **HEALTH CERTIFICATE**

This certificate shall indicate information on analyzing the required merchandise, the nature of substances included in their manufacturing and shall certify that the product is fit for human or animal consumption.

### **HARMONIZED SYSTEM**

Shall mean a generally accepted global categorization system for goods internationally traded by virtue of a sole commodity code; substances are categorized into groups as per the nature of the materials they are made of **II**

## **RAK CUSTOMS DEPARTMENT**

# **Online services that provide the best and fastest integrated solutions**



### **ENDORSEMENT OF CUSTOMS EXIT\ENTRY CERTIFICAT**

It is a service provided by RAK Customs Department for its customers to prove that the goods have exited from the customs centre and arrived at the final destination in order for the customers to reclaim the deposit paid in lieu of customs duties on the shipment.

#### **Service Delivery Requirements**

Arrival of the goods at their destination within 72 hours from leaving the first point of entry. The customs seal must remain intact during this period.

#### **Service Requirements**

- The customs declaration issued by the first point of entry.
- The exit\entry certificate issued by the first point of entry.
- Service Fee : AED 20

### **ISSUE OF VEHICLE CLEARANCE CERTIFICATE (VCC)**

It is a service provided by RAK Customs Department to issue a Vehicle Clearance Certificate (VCC) with the vehicle details, so that it can be registered inside or outside the UAE.

#### **Service Requirements**

- Vehicle Export Certificate from the Traffic and Licensing Department.
- Interpol check.
- Original copy of the customs declaration.
- Inspection report to establish that the vehicle chassis number is in conformity with the customs declaration.

### **MANIFEST**

This service allows customers to obtain a manifest for goods transported by land or sea means of transport.

#### **Service Requirements**

- Issue of Importer code.
- Manifest.
- Packing list.

#### **Service Fee:**

- Per Dhow Manifest AED 20.
- Per Vessel Manifest AED 25.

### **VALUATION OF GOODS**

It is a service provided by RAK Customs Department for its customers in order to determine the value of the goods not having an invoice to state their value, or in order to settle any dispute over the value of the invoice submitted by the customer and the correct customs value according to the provisions of the GCC Common Customs Law.

#### **Service Requirements**

- The detailed original invoice, under which the goods have been purchased, must be attached. The customs centre manager may allow the goods to be cleared without presenting the original invoices and documents against a guarantee refundable within 45 days from the registration date of the customs declaration after submission of the originals.
- The value must be proved by producing all documents according to the provisions and rules set forth in the Rules of

Implementation.

- Customs may request all documents, contracts, correspondence and other relevant documents without having to accept all that is stated in these documents or in the invoices themselves.
- The customs may request translation of the invoices and other relevant documents in accordance with the customs tariff.

### **CLASSIFICATION REQUEST (CUSTOMS TARIFF)**

It is a service provided by RAK Customs Department for its customer to classify goods according to their nature, use or production origin and applicable duties in accordance with the GCC Unified Customs Tariff.

#### **Service Requirements**

- An invoice which must include the goods description.
- Images of the goods (if available).
- Customs declaration (if available).

#### **Service Fee**

- Per HS Code AED 25
- Per the GCC Common Customs Tariff AED 50

### **CASH DECLARATION**

The declaration of cash or cheques carried by passengers or companies to the customs officer, whether verbally or in writing by filling in the cash declaration form prepared by the Central Bank to declare cash if it exceeds the ceiling allowed to be entered into the UAE, that is, AED 100,000 or equivalent in other currencies **II**





**Dr. Mohamed Abdullah Al-Mehrezi**  
The Director General of RAK Customs

## [ Free Zones ]

Dr. Mohammed Al Mehrezi:

## UAE HAS TOPPED THE WORLD IN THE EFFICIENCY OF CUSTOMS PROCEDURES INDEX

By: RAK Customs Corporate Communications Office

**THE** value of foreign trade of the Emirate growth in the value through customs centers of Ras Al Khaimah during 1st, 2nd and 3rd Quarters of 2021, recorded AED 12,197,639,000, while the volume of imports recorded during the same period was AED 7,532,056,000, and the customs declarations of all types 1st, 2nd and 3rd Quarters of 2021, amounted to 105,776 Customs declarations. This was revealed by H.E. Dr. Mohammed Al Mehrezi, the Director General of Ras Al Khaimah Customs Department, to Customs Windows magazine, more details in the following dialogue:

**Contrary to the usual practice, we will start from the future. How do you see customs in the upcoming fifty years, and what have you prepared for that matter?**

First of all, welcome to Ras Al Khaimah Customs Department. As you may know, customs work is established on two main pillars; the first: is the protection and security of society, while the second focuses on collecting the correct customs revenue and supporting the economy. Customs work is constantly evolving, and in the upcoming fifty years, I can see intensive use of Artificial Intelligence (AI), which without any doubt and for sure will assist customs administrations to monitor the shipments from the source and until they are received by the consignee, and vice versa.

Customs will also be able to identify the positions and routes of these shipments using the global positioning system (GPS) technologies instantaneously. We may also witness enormous development in other technologies that will empower the customs inspector to inspect and seize items without any physical intrusion. With respect to the customs clearance systems, I can see heavy reliance on blockchain technologies to store customs declarations and associated information and details, making it tremendously difficult to delete or amend any stored customs declarations, so that they can be highly well-maintained.

And in the upcoming fifty years, I see complete interconnection between all customs administrations worldwide,

particularly in relation to sharing and exchanging of information, certificates of origin, shipment details, as early as they are being consolidated inside transporting containers and until they reach the importer in another country. This will make it much easier for any customs administration around the world to track and monitor the movement of such shipments, learn with a high level of certainty whether they are legitimate or not, and check them even before their physical arrival at the UAE's customs zone.

I may also allow myself to think that virtual reality technologies will become the first method of choice when it comes to training our customs inspectors and staff. Modern technologies will definitely play a significant role in boosting the course of the training process.

**Throughout your hands-on experience with customs work during the past years, how has its pace developed in the UAE in general and in Ras Al Khaimah in particular?**

The Customs Department was established in the 1930s, thereby the Department is one of the earliest government departments in the Emirate of Ras Al Khaimah. And since that time, customs work has passed through multiple developments to the present era. Since I became the Director General of the Department, customs work has remarkably evolved, and after we had been greatly depending on manually typed customs declaration, we gradually moved to the comprehensive electronic systems, which have empowered our customer to electronically apply for the customs declaration, or for our customs services, allowing our customer to attain the required service in record time.

Customs inspection has enormously evolved from physical handling and examination of the goods to the highly-sophisticated and advanced inspection devices that are capable of detecting smuggled and prohibited items without the customs inspector manually intervening, except in certain situations.

Of course, the electronic sharing and linkage between the government authorities has reached unprecedented



levels, leading to easier exchange of the approvals required for completion of importation and exportation. Close co-operation between the Federal Customs Authority (FCA), local customs administrations and concerned ministries in the UAE is now conducted in real time. This has led to minimizing the delays experienced in releasing the legitimate and restricted goods, combating and preventing the prohibited items.

**The UAE assumes advanced positions worldwide on the index of the Efficiency of Customs Authorities. How has the UAE Customs been able to attain this achievement? And how do you work on reasserting its global primacy and leadership, and what are your initiatives in that respect?**

Yes, the UAE has topped the world in the Efficiency of Customs Procedures Index as per the Global Competitiveness Yearbook published by the World Competitiveness Center. This very advanced position was based on surveys and questionnaires that gauged the opinions of business communities and organizations in a lot of countries, and also thanks to the national efforts made by all the competent authorities in the UAE who strive to provide a business environment that is optimal and stimulus to investment and doing business. Customs is integral part of these efforts, including what is made by the customs to facilitate trade, simplify customs procedures and finalize the digital transformation of the customs clearance systems. The Department, of course, in cooperation with all its strategic partners, is proceeding in the same direction to eliminate the obstacles that the investor, or the customer, may experience. This is in addition to standardization and simplification of the procedures and minimization of the clearance and release time.

**Some customs laws materialized over the past years have unified customs work and clearance procedures at all customs posts of the UAE. What is the significance of this in boosting the security and protection of the UAE and supporting its economic prosperity?**

The propagation of the Common Customs Law of the Gulf Co-operation Council (GCC) States has remarkably registered the actual take-off for standardizing the customs procedures at the level of the states of the Gulf Co-operation Council, as well as the adoption of the First Point of Entry, as a customs principal for the Customs Union. The UAE was very determined that the Common Customs Law and the Unified Customs Tariff is uniformly applied across its local customs administrations, and recently, the UAE has adopted 'Mirsal' system as its unified customs clearance systems all over the country. This will evidently boost the standardization of the procedures and will achieve absolute clarity and certainty for the customer in regards to the flow and progress of his or her transaction with the customs authority, whether the transaction is completed with the customs centers of Ras Al Khaimah or with any other customs center in the UAE. It must be mentioned that the Federal Customs Authority (FCA), before being merged with the Identity Authority and



the General Authority, played a vital role in standardizing the procedures and raising customs inspection and examination across all customs centers of the UAE to the same level.

**How do you work on eliminating customs obstacles and constraints blocking the flow of trade movement between the UAE and the other countries of the world? And what about the trade facilitation agreements?**

There are several international agreements that have been agreed to and joined by the United Arab Emirates, as a member state of the World Trade Organization (WTO) and the World Customs Organization (WCO). These agreements, including GATT Agreement and the international WTO Trade Facilitation Agreement, are aimed at eliminating customs obstacles and constraints. Also, there are several mutual free trade agreements between the UAE and different countries of the world, such as the Free Trade Agreement between the GCC States and Singapore. All these agreements are to enhance trade movement between the UAE and the other countries of the world.

**Are there any initiatives acted on to improve exports, attract new investment and strengthen trade exchange?**

For sure. All the competent authorities, including Ras Al Khaimah Customs Department, are putting several initiatives in place to attract the direct foreign investment to the Emirate. The Department was very keen to ensure that it is one of the most effective and efficient participants in RAKONE initiative, which is aimed at streamlining and mitigating the administrative burden on the investor, and facilitating his or her journey from the get-go and until the company becomes operational, and even throughout the full lifespan of the project. Internally, the Department is also very keen to ensure



**During the next fifty years, I see extensive use of artificial intelligence techniques that will undoubtedly help customs departments to track shipments from their source to their arrival to the importer and back**



that our customers are well-equipped with all customs facilitations, and that the Department is well promoting itself amongst businesses of the Emirate. Ras Al Khaimah Customs Department had a leading role in exempting goods movement between Ras Al Khaimah free zones and Saqr Port from the customs tax deposit. We, at Ras Al Khaimah Customs, also implemented an economic stimulus package for all Ras Al Khaimah-based customers and businesses during the Covid-19 pandemic.

The customer has doubtlessly been the real mirror that reflected the true image of all that enormous effort made by the Department, and that was sincerely reflected by our customers on the periodic Customer Satisfaction surveys, beside the good reputation that Ras Al Khaimah Customs Department has amongst the business community.

**What are the most prominent customs facilitations that businesses are provided with, and which entities benefit from it? What about the exemptions and facilitations that have already supported businesses during the Covid-19?**

Industrial exemption for national factories in the UAE is deemed to be one of the most significant customs facilitation provided to the various business sectors in Ras Al Khaimah, and in the UAE in general. Under this type of exemption, the national factories located in the local market are entitled an exemption from paying the customs duties on importation of their raw material, semi-manufactured, packaging and means of production. This is followed by the full exemption from the customs duties for companies located inside the free zones, whether on the goods entered from outside the UAE into the free zones or exported from the free zones to the rest of the world. This, of course, expands the industrial base of Ras Al Khaimah and the UAE.

**UAE has been keen to implement the unified customs law and the unified customs tariff in all customs administrations**

**Ras Al Khaimah Customs Department has been keen to be among the most active participants in the RAKONE initiative, which aims to facilitate and reduce the administrative burden on the investors**

**Ras Al Khaimah Customs is keen to keep abreast of the latest modern technologies in the fields of customs to speed up the procedures for the investors**

On the other hand and during the peak of the Covid-19 pandemic, the Customs Department launched an economic stimulus, under the directives of His Highness Sheikh Saud Bin Saqr Al Qasimi, may Allah protect him, to support and stimulate businesses of Ras Al Khaimah. The package included immediate refund of bank guarantees submitted by the clearance companies to the facilitation account of each individual clearance company for one whole year, amongst other facilitations that played a significant role in relieving the burdens on companies and factories based in Ras Al Khaimah during the pandemic period. Later, we can find that these procedures truly have assisted in stimulating and boosting the businesses.

**How do you work on raising the efficiency of trade exchange through the various customs posts of the Emirate and facilitating trade?**

Ras Al Khaimah Customs has introduced several customs procedures that aim to enhance trade movement within the Emirate of Ras Al Khaimah, e.g. our Department has exempted movement of shipments between Saqr Port and Ras Al Khaimah-based free zones from paying any deposits against the applicable customs duties in order to facilitate the whole process, make it much easier for our customers and mitigate any financial implications incurred from such an internal movement. This has saved our customers a lot of time, brought them the financial liquidity they need, and was positively reflected on movement of containers from and to Saqr Port.

**With the prominent digital transformation in almost all areas, how have Artificial Intelligence (AI) applications contributed to raising the readiness of the customs centers, facilitating the customs procedures and making trade easier?**

Ras Al Khaimah Customs ensures that it is in line with the newly-introduced modern technologies, particularly at its customs centers, where the Department has deployed several digital systems and AI applications to automatically identify and read vehicle registration plates and container identification numbers, link the data collected with the customs declaration and eventually achieve the required advance targeting in case of suspicion or if any previous offences are found.

Our clearance system 'Dhabi' has also contributed with its embedded risk engine to identification of suspicious consignments and shipments before they enter the customs zone for inspection. The risk engine of Dhabi system comprises a unique channeling feature that utilizes risks emerging from any shipment, importer or place of origin, amongst other valuable details, to support classification of the consignments and goods for the inspection purposes, sometimes before the goods actually arrive in the customs zone.

These technologies guarantee the acceleration of customs procedures for customers and companies with clean records, whose goods are released without being manually inspected in most cases, e.g. the Accredited Economic Operator (AEO). The risk engine also supports the controls on customs offences.



**The customs posts form a solid bulwark against any attempts to harm the safety and health of members of the society. How do you reinforce this matter?**

Our Department co-operates with the local departments and the other competent ministries in relation to the safety and soundness of goods being imported through the customs centers of Ras Al Khaimah. Before an importer or exporter completes his or her import or export transactions, the Department necessitates that all necessary permits and approvals from the competent authorities, including Ras Al Khaimah Municipality, Ministry of Health, the Federal Authority for Nuclear Regulations, etc., must be obtained before applying for the customs declaration or finalizing the customs clearance procedures.

**How do customs entrench protection of the Intellectual Property Rights (IPR)?**

The Department has established a special section to protect the Intellectual Property Rights provides our customer with several customs services; e.g. recording of trademarks and commercial agencies. Customers are also enabled to lodge complaints with the Department to monitor and stop infringement on their trademarks and commercial agencies. Many cases of importation of counterfeit and offending goods have been seized by our customs centers, both at the land borders or the free zones.

There is constant communication and permanent co-operation between the Department, companies, trademark owners, and many other entities who shoulder the responsibility for protecting the intellectual property rights in UAE.

**How do you work on rooting the equation of facilitating and expediting the procedures from one side, and maintaining the security of the UAE and smoothing the movement of goods and passengers on the other side?**

Customs work is based on enhancing the movement of legitimate goods, combating smuggling and intercepting any attempts to target the safety and security of the society. To this end, the Department has deployed inspection equipment that is using highly sophisticated technologies to detect any attempt to smuggle any type of prohibited goods and to give the necessary confirmation to our customs inspector about the legitimate goods as well. This approach is minimizing the time needed for inspecting and releasing the goods. In this regard, Ras Al Khaimah Customs is regularly compiling and preparing studies on clearance and release times with the purpose of comparing the findings of the current study with the previous findings, so that we could work on any action points that require attention and improvement.

**How work is closely coordinated with the strategic partners, in normal duties or while examining or seizing any prohibited and restricted goods, etc.?**

Many of the Department's strategic partners are physically present at the customs posts of Ras Al Khaimah,



**RAK Customs Department has exempted the operations of transporting shipments from Sagr Port to the free zones in the Emirate from the tax insurance in order lighten the financial burdens**

**National factories in the local market have the right to obtain an exemption from paying customs duties on their imports of raw and semi-finished materials, packaging materials and production tools**

**RAK Customs Department has established a special section for the protection of intellectual property that provides dealers with many customs services**

such as the Police, Immigration, Ministry of Health, Anti-narcotics Police, Ras Al Khaimah Municipality. Co-operation and liaison between these authorities and Ras Al Khaimah Customs exists and is ongoing through direct electronic linkage and sharing of information to complete inspections and release of the goods, particularly when it comes to restricted goods.

However and with regards to the prohibited goods, all authorities who are present at the borders of UAE work closely to intercept and seize any prohibited items before they enter into UAE, stop and detain the offenders and initiate the necessary legal proceedings against them.

**How do you work on raising the competence of your human resources, so that they are ready to confront even the least offences that may occur?**

Our human resources are the Department's most valuable and important asset. Ras Al Khaimah Customs is very determined to ensure that new recruits are well-trained before they are deployed to the customs centers to join the customs work field. Our new recruits are subjected to 'Asas' Training Program for one month, where they are trained on and equipped with all customs work-related materials by our Department's experts and managers of internal departments and sections. Also, our new inspectors are enrolled for several x-ray machine operator courses at accredited institutes in the UAE.

Additionally, vendors and manufacturers of the inspection equipment also provide accredited training courses on the equipment supplied to the Department. Additionally, regular refresher courses on the devices currently in use at our customs centers are given to our inspectors. All staff are supported with other training courses and workshops in various administrative, social and cognitive areas, and of course, all of that, without any doubt, is strengthening and raising the readiness of our departmental inspectors and administrative staff.

Could we obtain any statistics on the volumes of foreign trade taking place through the customs centers of Ras Al Khaimah, volume of imports, number of customs declarations and volume of transit goods through the customs centers of the Emirate? And which goods are the most prominent types?

Type of Statistics	Interval	Data provided by	Statistics
Statistics on foreign trade volumes through customs centers of Ras Al Khaimah	1st, 2nd and 3rd Quarters of 2021	The website of RAK Center for Statistics & Studies	AED 12,197,639,000
Volume of imports	1st, 2nd and 3rd Quarters of 2021	The website of RAK Center for Statistics & Studies	AED 7,532,056,000
Number of customs declarations of all types	1st, 2nd and 3rd Quarters of 2021	Ras Al Khaimah Customs	105,776 Customs declarations

**What are the initiatives that Customs Department acts on in relation to the community responsibility? And how do you enhance the spread of the correct customs culture amongst the business community in particular and the whole society in general?**

The Customs Department, as a provider of customs services in both security and economic arenas, focuses on the society of Ras Al Khaimah and the UAE and the members of society, whether they are nationals and residents. The role of the Department is primarily to prevent the entry of prohibited items, regulate and control the entry of restricted material in order to protect the society and its members from the harmful effects of smuggled and counterfeit items. The Department co-operates with almost all local departments and ministries to safeguard and support the economy by imposing anti-dumping duties on goods and materials as per the anti-dumping resolutions issued in this regard. We also monitor the movement of cash through the cash declaration process, thereby enhancing the effort made by the UAE to combat money laundering and financing of terrorism.

As for spreading the sound customs culture, the Department always ensures constant communication with companies and customers through all possible communication channels, such as the official website of the Department, social media platforms and published customs notices. The goal is to enhance transparency of our departmental procedures and to make the existing customer and the potential investor fully aware, so that the investor can have the required amount of certainty of our customs procedures and requirements before and while exercising his or her business in the Emirate. The Department is also holding regular meetings with the investors and customers to raise their awareness, whether these meetings are held inside the Department or in co-operation with the licensing entities in the Emirate, including RAK Economic Zone (RAKEZ).

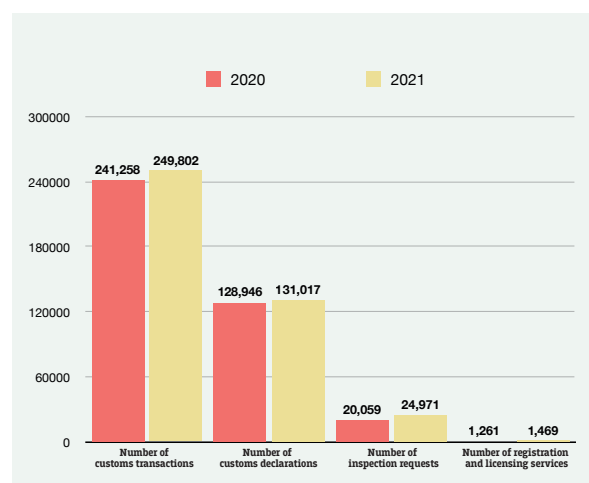
Additionally, the Department is organizing various events and initiatives that target different society segments, such as the universities, schools, hospitals, healthcare homes in the Emirate of Ras Al Khaimah ]

## RAK CUSTOMS ACHIEVEMENTS

**A comparison on the numbers of customs transactions completed by Ras Al Khaimah Customs between January, 2022 and November, 2021.**



Service	2020	2021	Variation	Percentage of variation	Indicator
Number of customs transactions	241,258	249,802	8,544	4 %	↑
Number of customs declarations	128,946	131,017	2,071	2 %	↑
Number of inspection requests	20,059	24,971	4,912	24 %	↑
Number of registration and licensing services	1,261	1,469	208	16 %	↑
Percentage of transactions completed via e-services	100 %	100 %	-	-	↑







## A PROGRAM THAT INTRODUCES PARTICIPANTS IN EXPO 2020 DUBAI TO TRADE AND CUSTOMS FACILITIES

### DUBAI

Customs has prepared an integrated presentation to inform the participants in the World Expo 2020 Dubai, which hosted by the emirate from October 2021 to March 2022, on all the commercial and customs services and facilities it provides, to enable traders and companies to achieve the best financial return, when they choose Dubai as a destination. For their commercial operations, and a center for their investments and projects, which enhances the emirate's ability to attract trade and investment from all countries of the world, to support economic growth in UAE.

### SMART CHANNEL

the department stated that the participants in "Expo 2020 Dubai" will be introduced to trade and customs services and facilities, through an integrated network of smart channels approved by the department, to reach all participants in the exhibition, and inform them of the great competitive advantages that Dubai Trade and Investment provides. At the forefront of these channels is the "Expo 2020 Smart Customs Channel" developed by Dubai Customs, in implementation of one of the customs initiatives included in the UAE's candidacy file in 2013 to host the World Expo in Dubai. Dubai Customs confirmed that the department's specialized work teams have developed an integrated structure for the "Expo 2020 Smart Customs Channel",



where the specialized customs centers in Jebel Ali, Logistics City and Al Maktoum Airport will complete the Expo 2020 transactions around the clock, using the latest smart systems that have been developed to complete customs transactions without delay, in implementation of the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

### ECONOMIC OPERATOR

Director General of Dubai Customs, Ahmed Mahboob Musabih, said that the department launched the "Expo Smart Channel" to integrate with all customs initiatives developed by "Dubai Customs" to support the success of "Expo 2020 Dubai", pointing out that the channel is one of the best facilities it provides. Dubai Customs for the participants in the exhibition, to enable them to learn about the customs initiatives and projects that have been developed to serve customers.

He added: "The (Authorised Economic Operator Program), which was launched at the federal level, has been developed to support the growth in the quantity and value of foreign trade with trading partners. Since the launch of the program in the country, there are 80 companies that are members of the program, with a foreign trade value of 20 billion dirhams."

He explained that the department launched a cross-border e-commerce platform using "Blockchain" technologies, which is the first platform of its kind in the region, with the aim of increasing the share of companies located in Dubai in the local and regional distribution of e-commerce to 24 billion dirhams by 2022.

### SMART DISCLOSURE

Musabeh continued: "Dubai Customs will present to the participants in the World Expo its projects and initiatives that support its ability to play its vital role in protecting society and facilitating trade, most notably (the smart early disclosure system) that enhances the effectiveness of the customs inspection system at Dubai airports. Travelers can access prohibited and restricted materials, and through the second phase of developing the smart early disclosure initiative, they can take advantage of the artificial intelligence feature that allows the application to identify the goods to be disclosed once they are photographed, and then provide the coordinator code, and determine the customs duties due on them, in addition to activating the scanner to read and store travel information without having to fill it in, and access to the services of the Dubai International Airport building by locating restaurants, duty free shops, exit gates and the locations of Dubai Customs employees."



**The new program includes the competitive advantages offered by Dubai Trade and Investment to enable traders and companies to achieve the best financial return when choosing Dubai as a destination for their commercial operations and a center for their investments and projects**



**Ahmed Mahboob Musabih:**  
The participants in "Expo 2020 Dubai" are introduced to the program through an integrated network of smart channels approved by Dubai Customs Department

The "Authorized Economic Operator Program" was launched at the federal level to support the growth in the quantity and value of foreign trade with partners

He added: "The (Smart Disclosure) application, which is available on the (Google Play) and (App Store) stores, provides for those coming to Dubai, the prior disclosure of goods, personal belongings and gifts, coins, and cash amounts received with the traveler. The application also provides the feature of requesting the completion of transactions. received before reaching the country, and around the clock, shortening the time of their crossing through the red path to finish customs procedures in less than four minutes."

### ELECTRONIC CONSENT

Mosbeh stressed that among the most important systems developed by the department, which are considered a strong support for the participants in "Expo 2020 Dubai": the risk engine system, the smart audit system, the integrated business channel B2G, and the smart workspace, pointing out that these smart systems crown the integrated technical development of the department's operations. And the advanced business model that is applied to complete customs operations to support economic growth, as 97.8% of customs transactions related to clearance and release of shipments receive automatic electronic approval without any human intervention ]]



# ADEX SHOWCASE FINANCING SOLUTIONS TO SUPPORT UAE EXPORTERS

**AS** part of its mission to drive sustainable growth of Emirati-manufacturing and export companies, the Abu Dhabi Export Office (ADEX) held a webinar to showcase its leading financing solutions which can help boost exports and enhance local companies' competitiveness in global markets.

Themed 'Financing Solutions and services to support UAE export businesses growth', the webinar was attended by several local companies and manufacturers. ADEX presented its key financing solutions that were designed to increase the export of goods and services. It also explained the eligibility criteria and application process and highlighted the key advantages of tapping ADEX's solutions not only for exporters, but also for overseas buyers and importers.

Saeed Al Dhaheri, Acting Director General of ADEX said that the webinar was timely held days prior to the opening of the EXPO 2020 as it shed light on the key opportunities that will arise from the global exposition, which is the largest of its kind to be held during this pandemic, and help local companies generate new leads and partnerships to enhance their growth prospects at the global level.

Al Dhaheri further noted that national manufacturing companies serving various sectors continue to gain generous support from the government. "Thanks to the unwavering support of our wise leadership to the export sector, you are well-positioned to achieve global expansion. We at ADEX believe that communicating more effectively and efficiently can help address these prevailing issues to further boost the local export industry, especially as international markets begin to open again," he added.

Al Dhaheri further talked about the export financing solutions being provided by ADEX which aims to support the country's economic diversification policy in non-oil sectors and help drive the strategic expansion of national companies.

"ADEX plays an important role as a direct contributor to the country's development and a true partner in helping achieve the objectives of the 10x10 programme. We aim to support overseas buyers and importers to enable them to purchase Emirati goods and services and thereby facilitate the growth of the country's exports. We aim to continue our efforts and initiate cooperation and coordination to achieve our desired goals and increase the growth in this vital sector





and become an active contributor to the growth of the national economy, with the ultimate goal of enhancing the UAE's position as among the leading countries exporting its national products to the world," Al Dhaheri concluded.

During the webinar, a panel discussion was held on the current key challenges related to international trade growth and how ADEX's financial solutions can help in overcome these challenges. Also, the webinar discussed trade opportunities available to UAE exporters in African markets in line with the cooperation and line of credit agreement between ADEX and the Eastern and Southern African Trade and Development Bank (TDB).

ADEX recently celebrated the second anniversary of its establishment under the Abu Dhabi Fund for Development (ADFD). It aims to provide credit facilities to importers and foreign buyers in the form of loans and guarantees to enable them to purchase Emirati goods and services. This contributes to increasing national export rates and opening new markets to national companies, enabling them to boost the exports sector's contribution to non-oil GDP and further strengthen the country's economic diversification policy to achieve sustainable development ]]



## RAKEZ RECOGNISED BY INVESTMENT MONITOR

Ras Al Khaimah Economic Zone (RAKEZ) has been recognised with Honourable Mentions in the 'Red Tape Reduction' and 'Ability to Attract New Investment' categories at the inaugural Investment Monitor's (IM) Economic Zone Sustainable Recovery Strategies Awards.

Investment Monitor, a UK-based publication that provides insights on foreign direct investment, has introduced the awards programme to put the spotlight on the world's most resilient economic zones following the onset of the COVID-19 pandemic. The awards programme was organised in collaboration with Barcelona New Economy Week and Barcelona Zona Franca, and the entries were systematically evaluated by an internal panel of judges.

### RED TAPE REDUCTION

RAKEZ was acclaimed for the measures it took to minimise the hurdles faced by its over 15,000 clients in their business journey during the pandemic. The economic zone has focused on enhancing its Portal 360, enabling clients to submit service requests and settle their transactions remotely. The same platform is being used to allow investors to set up their businesses remotely.

### ABILITY TO ATTRACT NEW INVESTMENTS

The economic zone was also applauded for its milestones in attracting new investments to Ras Al Khaimah in 2020, welcoming more than 3,500 new companies operating in various business segments. A notable growth was seen in the economic zone's Personal Protective Equipment sector, particularly in the production of surgical and non-surgical masks, gloves, face shields and protective gowns.

In terms of new products, RAKEZ launched several new packages, including: MyBusiness Package, bundled with a licence and UAE residence visa; E-commerce Package, supports investors in launching an online business; Virtual Educational Packages, designed for education professionals; Global Product, offers the benefits of both free zone and offshore formations; and E-gaming package, for investors in the fast-growing gaming value-chain.

"It is always an honour to receive distinctions from prestigious award-giving bodies. But what's special about our recognitions from the Investment Monitor's Economic Zone Sustainable Recovery Strategies Awards is that they are results of our efforts during challenging times," said Ramy Jallad, Group CEO of RAKEZ. "This inspires us to continuously pay it forward to our valued clients. We are more eager to create an environment where they can flourish and are supported every step of the way regardless of the circumstances." ]]



# EVERYTHING ABOUT PROTECTION OF INTELLECTUAL PROPERTY

Intellectual property is the product of the human intellect including creativity concepts, inventions, industrial models, trademarks, songs, literature, symbols, names, brands,.....etc. Intellectual Property Rights do not differ from other property rights. They allow their owner to completely benefit from his/her product which was initially an idea that developed and crystallized. They also entitle him/her to prevent others from using, dealing or tampering with his/her product without prior permission from him/her.



AS

Protection of IPR allows the innovator, brand owner, patent holder and copyright holder to benefit from his/her work, labor and investment, which does not mean monopoly of the intellect. Such rights are set out in the International Declaration of Human Rights, which provides for the right to benefit from the protection of the moral and physical interests.

## WHAT IS THE DIFFERENCE ?

1. Forgery of a trademark means a complete transfer being identical from the unique brand or transferring the main parts thereof making the forged brand greatly identical to the original one.
2. Counterfeiting a trademark means making a brand similar in total to the original one in a manner that might mislead the public in connection with the source of goods that are marked by the brand in question.

## IP IS DIVIDED INTO TWO CATEGORIES:

- Industrial Property, which includes: inventions (patents), trademarks, industrial designs and models and geographic indications of source.
- Copyright, which includes: literary and artistic works, namely novels, poems, plays, films, musicals, cartoons, paintings, photographs, statues and architectural designs.

Related Rights is a term in copyright law, used to include the rights of performers in their performances, the rights of producers of phonograms in their recordings and the rights of broadcasting organizations in the radio and television programs they air.

## WHAT IS A TRADEMARK?

A trademark is a sign that individualizes the goods or services of a given enterprise and distinguishes them from those of competitors. To fall under law protection,

a trademark must be distinctive, and not deceptive, illegal or immoral.

## WHAT IS A GEOGRAPHICAL INDICATION?

A geographical indication is basically a notice stating that a given product originates in a given geographical area.

## WHAT IS AN INDUSTRIAL DESIGN OR MODEL?

It is the aesthetics and ergonomics of a product. It consists of three-dimensional elements, such as the creation of the product's shape, or two-dimensional ones, such as graphics, patterns and colors.

## WHAT IS A PATENT?

Patent is an exclusive right granted by law to an inventor or assignee to prevent others from commercially benefiting from his/her patented invention without permission, for a limited period of time in exchange for detailed public disclosure of patented invention.



#### WHAT IS A TRADE NAME?

A trade name or business name is a name that uniquely distinguishes a business from others.

#### WHAT IS A TRADE SECRET?

It is any information of commercial value concerning production or sales operations which is not generally known. The owner of a trade secret must take reasonable measures to maintain its confidentiality.

#### WHAT IS AN INTEGRATED CIRCUIT?

A product, in its final form or intermediate form, in which the elements, or at least one of which is an active element, and whereby the interconnections are integrally formed in and/or on a piece of material, which is intended to perform an electronic function.

#### WHAT IS A COPYRIGHT?

Copyright is a form of IPR concerned with

protecting works of human intellect. The domain of copyright is literary and artistic works, might that be writings, musicals and works of fine arts, such as paintings and sculptures, as well as technology-based works such as computer programs and electronic databases.

#### WHAT IS A RELATED RIGHT?

Related Rights or Neighboring Rights are rights that in certain respects resemble copyright. The purpose of related rights is to protect the legal interests of certain individuals, namely performers, producers and broadcasters, and to help them deliver their message to the public.

#### WHAT IS UNFAIR COMPETITION?

Unfair competition is any act of competition contrary to honest practices in industrial or commercial matters

Source: Dubai Customs Website

### Good To Know!

#### IMPORT PERMIT FOR LIVE ANIMALS, BIRDS, AND ORNAMENTAL FISH

Through this service, it is agreed to import live animals and birds and ornamental fish from outside the country and obtain a valid permit for a period of 30 days from the date of issuance and then examine this consignment when it reaches the country at the port of entry and release it after ensuring that it complies with all import requirements.

Release:

- Attested veterinary health certificate issued by the competent veterinary authorities in accordance with the approved models with the countries of export
- A certificate of origin approved and issued by the competent authority for commercial consignments, except for the consignments received from the GCC States and the consignments of animals which listed in the CITES agreement annexes.
- A customs declaration showing the shipment data.
- Provide any other documents.

#### TERMS AND CONDITIONS

Firstly: general conditions:


1. The animal must be identified by a fixed identification device suitable for its specie using a microchip, ring or ear tag except lagomorphs, experimental animals, amphibians, reptiles and birds other than falcons (except Falcons)
2. The shipping of live animal consignments should be directly from the country of export to UAE.
3. Obtaining the Ministry's prior approval in case of transit of any consignment in the territory of any other country before arrival UAE.
4. In the case of re-export from the country of origin of the following animals: cows, sheep and goats, live birds, and these orders of mammals, Rodents including experimental animals, Aquatic animals, Rabbits, Marsupials, Reptiles and Amphibians, Crustaceans, molluscs and fish.
5. Observance of animal welfare legislation and standards and other transit legislation.
6. Air shipping shall be in accordance with the standards of the International Air Transport Association (IATA).
7. The mean of transport should fulfil the following requirements:
  - Allow good ventilation of animals
  - Designed not to cause leakage or fall of animal residues (e.g. urine, feces, ...) and forage residues
  - Allow cleaning and disinfection.
  - Allow virtual viewing and examination of the animals.
  - clean and disinfected.

Secondly: Health conditions:

1. The sanitary conditions for the import is regulated according to the animal type and the animal health status in the exporting country and in accordance with the approved models of health certificates for import.

For more visit: <https://www.moccae.gov.ae>





**Kuwait 2035 Vision aims at transforming Kuwait into a financial and trade hub, globally and regionally, and a more attractive destination to foreign investors**





# KUWAIT

## THE DAZZLING JEWEL OF THE ARABIAN GULF

### STATE

of Kuwait is one of the world's richest countries and one of the most leading oil producers and exporters in the globe, with the fifth global proven oil reserves in the world. Kuwait is also one of the Gulf Co-operation Council (GCC) states. The oil-rich monarchy overlooks the Arabian Gulf from the east, shares its western and northern borders with Iraq, and borders Saudi Arabia to the south. Kuwait has an approximate area of 17,818 km<sup>2</sup> with a population of 4,236,795 people according to the 2019 statistics. Kuwait is also a key member of the Organization of Petroleum Exporting Countries (OPEC), and its oil and petroleum products account for almost 87% of export receipts and 80% of the government revenues.

Kuwait is administratively divided into a number of governorates, most notably: Kuwait Governorate, the administrative capital of the country and the largest of its cities. The city of Kuwait is the political, cultural and economic center, and is home to the Kuwaiti Parliament and most of the government bodies and offices, as well as the private Kuwaiti banks and companies. The city of Kuwait embraces three seaports, namely: Mina Al-Ahmadi, Port of Shuwaikh and Port of Kuwait City. The other governorates of Kuwait are: Ahmadi Governorate, Farwaniya Governorate, Jahra Governorate, Hawalli Governorate and Mubarak Al-Kabeer Governorate.

### Strong economy and attractive incentives for foreign investments

The State of Kuwait enjoys a strong economy that has been standing for the past six decades on solid ground and robust pillars that have boosted its capability to rise to the challenges and transformations in the global and regional economy during those decades. Reports from the international financial institutions, including the International Monetary Fund (IMF), have a consensus that the Kuwaiti economy is





robust despite the fluctuations in oil prices and the decline of production, affirming that the solidity of the Kuwaiti economy is anchored on a massive base of financial assets, low debts and a strong banking systems. Kuwait is counted amongst the high-income counties according to the classification of the World Bank. The reasons behind that economic power are attributed to the gigantic gross domestic product (GDP) of the country.

On the course towards achieving Kuwait 2035 Vision, which is aimed at transforming Kuwait into a financial and trade hub, globally and regionally, and a more attractive destination to foreign investors. Kuwait has set a clear investment map for investors, on which Kuwait has pinpointed competitiveness sectors and investment opportunities. Kuwait has also promulgated the necessary legislation to create an environment for the fair economic competition. It has minimized the procedures associated with the set-up of economic activities and has disentangles overlapped competencies of different authorities.

Kuwait has achieved a big leap in the Ease of Doing Business Index of 2020, thanks to the actions and measures taken by Kuwait to improve the facilitation of starting businesses up, getting electricity and accessing credit and trading across borders. remarkably, the country has been

## **Kuwait made starting a business easier by merging procedures to obtain a commercial license and streamlining online company registration.**

working on simplifying registration procedures, accelerating the procedures that must be completed in order to get business and import licenses and eliminating bureaucratic barriers to the direct foreign investment.

### **Qualitative industrial and commercial sector**

Beside the other economic sectors, the industrial and commercial sectors, supported with the technological, scientific and infrastructural developments, have the power and strength that has positively reflected on the country. The industrial sector depends primarily on the oil industry, which accounts for half of Kuwait's GDP. There is also a significant number of industries that are founded on oil, petrochemicals and fertilizers.

With all these factors that the State of Kuwait possesses, including its proximity to the labor market in Asia, political stability, economic outperformance, infrastructure projects, diversity and strong competition, other industries, like cement

manufacturing, ships building, foodstuff, construction materials, water desalination, etc., have also emerged.

Kuwait is of great commercial importance due to its distinctive geographical location. It is recalled that the Kuwaitis have traditionally played an important role in traditional trading of spices and condiments between India and Europe.

Oil exports is the main characteristic part of the Kuwaiti economy, with the oil being exported to China, Japan, India and South Korea and Singapore. The government is constantly striving to reduce its reliance on the oil exportation sector by promoting the regional trade and tourism sectors. The major imports of Kuwait is foodstuff, machinery and clothes, amongst other products. Half of the country's imports come from China, the UAE and Japan and most of the revenue generated from Kuwait's exports come from South Korea, Japan, China, India and the USA.

Kuwait has a very advanced banking system, and the National Bank of Kuwait is considered to be the largest bank in Kuwait, in addition to other several prominent financial institutes. Kuwait also owns the fifth largest sovereign wealth fund in the world.

The official currency of the State of Kuwait is the Kuwaiti dinar (KWD), which has become the most valued currency of all the other world's currencies since 2019.

### **Well-developed infrastructure**

Kuwait enjoys a highly developed infrastructure, which incorporates a network of highly efficient, safe and regularly maintained highways. The total length of the road network is 4,600 km, with the longest highway extends over 600 km. Kuwait International Airport, founded in 1962, is the main route of air traffic into Kuwait, and is located 16 km to the south of Kuwait City. The Kuwaiti seaports, most notably Mina Al-Ahmadi, Port of Shuaiba and Port of Shuwaikh, have significantly contributed to the economic and urban development pace in the country.

### **Emirati-Kuwaiti relationship**

Deep-rooted fraternal ties bring the UAE and the State of Kuwait together. These ties are well-supported by extremely solid economic relationships, as the UAE and Kuwait believe in the importance of economic and commercial co-operation between each other. The two countries also believe in activating their economic co-operation through increasing trade exchange and strengthening bilateral economic relationships in the various economic, industrial and commercial and investment fields, in both the public and private spheres.

This is clearly evident through the exponential growth in trade exchange, which stands at 424% with a total of AED 251 billion for the past ten years, as it increased from AED 7.4 billion in 2010 to AED 39 billion by the end of 2019 in several fields, such as oil, gas, real estates, tourism, commerce and industry, etc. The present movement of economy and investments reflects the strong relationships between the two countries, particularly since Kuwait is a major gateway for the movement of the Emirati trade.

According to the most recent data from the Central Statistics Bureau in Kuwait, the UAE was the fourth trading partner of the State of Kuwait, in terms of the non-oil exports, during the first ten months of 2019 with a total value of \$ 482 million dollars versus \$ 470.53 million dollars for the same period in 2018.

The UAE and Kuwait are bound with many various

**424%**

**The exponential growth in trade exchange with a total of AED 251 billion for the past ten year**

**482**

**Million dirhams, the value of UAE oil exports to Kuwait during the first ten months of 2019**

agreements and economic and trading memorandums of understanding, which have contributed to increasing the volume of investments and exchange of trade between the two countries to more advanced levels. The number of agreements signed between the UAE and Kuwait has amounted to 33 agreements since 1972 and to the present, while the number of the memorandums of understanding and executive programs has reached 4 in total over the same period.

In 2019, the top UAE non-oil exports to Kuwait were trinkets, jewelry, gold, construction aggregate, concrete blocks, passenger vehicles, mobile phones for cellular networks and wireless networks, and other apparatus for transmission or reception of voice, images or other data, including apparatus for communication in wired or wireless networks. The top commodity imports were petroleum oils, coke (fuel), ethylene polymers, trinkets and jewelry. The re-exported commodities incorporate mobile phones, trinkets, jewelry, gold and motor vehicles for transport of goods. The most prominent Kuwaiti exports to the UAE were petroleum oils and oils obtained from bituminous minerals other than crude, amongst others.

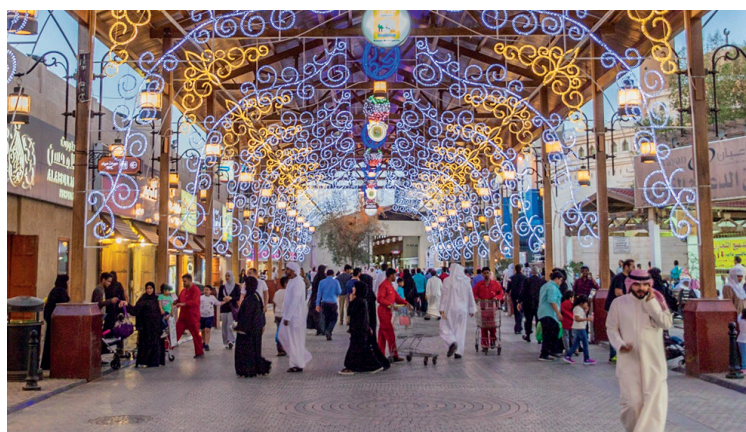
### **Luxury and beauty destination**

Kuwait is one the distinct tourism destination for businessmen, families and all those who are seeking luxury and high-end life. Kuwait is replete with various tourist events and luxury accommodation of the most famous international hotel brands, too.

There are several places where you can have a good time, like the Towers of Kuwait where you can wander around a lot of shops and restaurants. Marina Crescent is another place you can visit to have the most delicious kinds of food, including traditional Kuwaiti and international dishes. Do not forget to visit Souq Al Mubarakaya and enjoy the unique experience for shopping from the colored stands where different kinds of spices, dates and olives, etc. are sold. However, if you prefer the modern style of shopping, you can enjoy many luxurious shopping malls, such as Avenues Mall, 360 Mall, Souq Sharq, Marina Mall and Al Kout Mall.

Aqua Park, Kuwait Entertainment City, the Zoo, the Ice Skating Rink and the Musical Fountain offer real pleasure and interesting adventures that suit all tastes. The Green Island is another entertainment place where you can play water football as well. While you are there, you need to think about visiting Failaka Island, where many ancient temples and a gigantic museum are located. The Mirror House, which is completely covered with mirrors, will give you a special experience to see the bright lights reflected by the mirrors in a resemblance of the view of the stars

Finally, we can argue that you can have an unforgettable, enjoyable time full of luxury and beauty in this country **II**







## Ras Al Khaimah Customs wins the Happiness @ Work Award

► Ras Al Khaimah Customs Department has recently won the award of the Best Work-Life Balance Program under the 'Happiness @ Work Award' initiative that is put forward and managed by Sustainable Minds.

The Award is presented to the entity who embrace and implement best practices to support social, family, well-being aspects of its staff and achieve employee happiness at workplaces, create a happy and positive working environment and provide them with a better quality of life.

The Department was very keen to ensure that full support is given to the directives of the UAE government, who intend to be one of the best 5 countries in the world on the World Happiness Index. Accordingly, Ras Al Khaimah Customs Department has set out the Happiness project in order to incorporate a set of special social, family, health and national initiatives for its employees. The Happiness project aims to achieve staff happiness within the customs working environment and attain the required balance between the staff's professional life and personal life.

The Happiness project is aimed at creating a happy and positive working environment and providing staff with the quality of life that will make every employee happy about

and proud of his/her working environment. This was achievable by implementing the 'Identification of Staff Needs' approach and taking their opinions and suggestions into account with the appropriate consideration given. In order to identify and compile staff need, a survey was sent out across the Department. The outcomes of the survey were subject to careful study, and have been incorporated into the initiatives of

the Happiness program, which has already been initiated and affected.

The project will also incorporate setting out and organizing diverse initiatives and projects, including social and health initiatives, in order to motivate staff, strengthen their work relationship and create healthy and positive environment with a family-like atmosphere through the sub-initiatives associated with the project.



## The annual Customs Staff meeting of 2021

► His Excellency Dr. Mohammed Abdullah Al Mehrezi, the Director General of Ras Al Khaimah Customs Department, met with Ras Al Khaimah Customs staff at their annual Customs Staff meeting of this year.

This gathering was intended to have a direct, face-to-face dialogue between the senior management of Ras Al Khaimah Customs Department and departmental staff in order to have a full view of work progress levels and to discuss other work-related topics, with the ultimate goal to create the optimal working environment within the Department.

## Ras Al Khaimah Customs celebrate the UAE Year of Fiftieth

► Ras Al Khaimah Customs Department has joined the UAE celebrations of the Year of Fiftieth. His Excellency, Dr. Mohammed Al Mehrezi, the Director General of Ras Al Khaimah Customs, was in the lead at the celebration and planted a palm tree at the courtyard of the Head Office. The commemoration tree has been named as the 'Palm Tree of the Fiftieth'. During the celebration, the Bazaar of the Fiftieth was organized for customs staff who put miscellaneous products of their hobbies and hand-craftsmanship in display, including cooking, drawing, crochet (canvas) and sea and fishing interests.



## Customs Security and Risks department carry out Risks Caravan initiative for departmental staff

► Customs Security and Risks department carried out a two-day Risks Caravan initiative at the Head Office of Ras Al Khaimah Customs for departmental staff. Department's internal partners, represented by the Intellectual Property Rights (IPR) Protection section, and external partners, represented by the Ministry of Health and Prevention, were also present and took part in the initiative.

The Caravan was diversified into several stops that started with the Seizures stop, and participants were briefed on the electronic services provided by the Customs Security and Risks department. The next stop of the Risks Caravan was dedicated to the internal and external partners. On the side of internal partners, the IPR Protection section contributed to the initiative by showcasing samples of original and counterfeit goods. The section also demonstrated different techniques used to identify both types of goods. The last stop of the Caravan was a contest organized for the staff who visited the Caravan. The contest included a set of questions about customs procedures relating to customs security and risk management.

## Ras Al Khaimah Customs organize evacuation chair training

► Ras Al Khaimah Customs Department organized a training workshop on emergency evacuation chairs at the Customs Training room of the Head Office. Staff from the Customs Department, Department of Finance and the Electronic Government Authority (EGA) participated in the workshop, which was aimed at familiarizing them with the emergency evacuation chairs. The evacuation chairs are purpose-designed tools and are used to evacuate persons who are not able to use the staircases, or who suffer from immobility, during a real or drill emergency evacuation. A demonstration on the use of the evacuation chairs was provided by the vendor to all participants from the three departments during the workshop, or the customs centers of the Department, are provided with a safe working environment.







## Ras Al Khaimah Customs launch the Accident Report system via the new Customs Platform

► In an endeavor by Ras Al Khaimah Customs Department to further enhance and improve the department's Safety & Professional Health policy and procedures, we are very pleased to announce that with effect from today, the electronic (Accident Report) system has been launched.

The system is aimed at achieving the efficiency and effectiveness to enable employees to complete and submit Accident Reports online electronically through it, for all accidents or near misses whilst on official duties and or customers when within the Head Office and or the customs centers which includes, the customs inspection and vehicle scanner facilities/buildings.

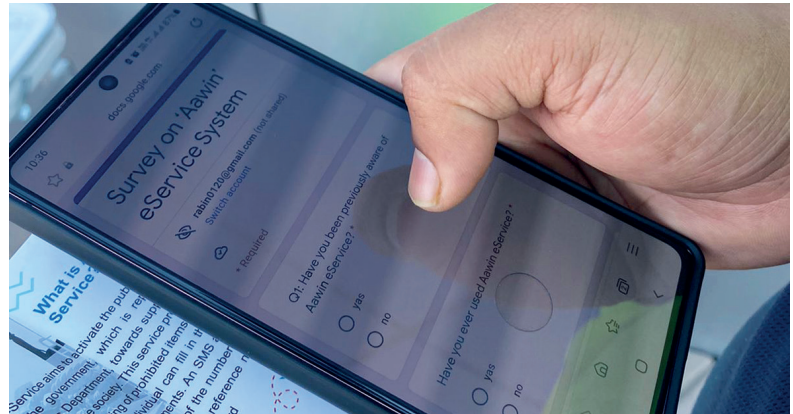
The system is user friendly with simplified accident reporting procedures. Please, be advised that logging into the (Accident Report) system will be with the employees existing username and password to the Customs Platform.

The system is dedicated to receive, monitor, manage, record and archive submitted Accident Reports, including 'Near misses', involving on duty RAK Customs dept. employees and or visitors/customers who experience an accident and or near miss, whilst attending at RAK Customs Department office/customs center/facility.

All submitted Accident Reports will follow a specific path to the employee's line manager for checking and completion of the required and immediate investigation.

## Customs Security and Risks department conduct site visits to the local customs center concerning Aawin

► The Customs Security and Risks department, represented by the Customs Risk Management section and in cooperation with the Customs Centers department, conducted site visits to the local customs center over a three-day period. These visits came within the framework of the continuing the introduction of the Aawin e-service to targeted companies and individuals operating in and frequently visiting the local customs centers. Multi-language publications about the new e-service were distributed during the visits, and the mechanism of accessing the program and participating in the services was also comprehensively explained to the public and staff.



## Director General of the General Authority for the Security of Ports, Borders and Free Zones visits Ras Al Khaimah Customs Department

► His Excellency Mohammed Ahmed Al Kuwaiti, the Director General of the General Authority for the Security of Ports, Borders and Free Zones paid a visit to Ras Al Khaimah Customs Department in order to discuss work progress at the various customs centers of Ras Al Khaimah and to figure out the appropriate solutions for work challenges and obstacles.

His Excellency was received by Dr. Mohammed Abdullah Al Mehrezi, Director General of Ras Al Khaimah Customs Department, who extended his commendation for the visit. His Excellency, Dr. Al Mehrezi, said, "The visit indicates the keenness of the General Authority to ensure that work progress is closely followed up, procedures are facilitated and customer service is continually improved at all customs centers of the UAE".







## The World Customs Organization (WCO) praises Abu Dhabi Customs' practices in managing its Human Resources Globally

► The General Administration of Abu Dhabi Customs has been praised by the World Customs Organization (WCO) by publishing a case study on Abu Dhabi Customs' international best practice customs system experience in "Human Resource Management (HRM) in a customs environment during times of crisis and beyond" – WCO's latest sector guide issued on 25 November 2021. The achievement comes within the framework of Abu Dhabi Customs' strategic transformation plan 2019-2023 to reach the best regional and global levels in customs performance, and contribute to further developing a competitive environment in Abu Dhabi emirate.

This achievement is attributed to guidance from Abu Dhabi's wise leadership, and support of senior management at Abu Dhabi Customs, in moving towards a comprehensive digital transformation for a hidden customs system that offers intelligent integrated solutions. An innovative strategy has been developed and implemented to transform human resources functions into a fully automated system using the most advanced technological solutions. This has had a significant impact on changing the business model and achieving unprecedented positive results in the performance and productivity of employees, and the level of response in facing the challenges of the crisis and ensuring business continuity with great effectiveness in facilitating trade movement and maintaining the security of society.

Abu Dhabi Customs is also the first government agency in the Middle East to implement human capital management through the Oracle cloud system and the first in the world to independently certify the skills of the digital assistant for the system, where an increase of around 15 per cent has been recorded in employee productivity since adoption of the system. Oracle has also integrated and replaced 14 human resource systems, provides the use of self-service features for employees to deal with routine tasks, gives mobile device access to HR tools, and automatically updates new features every three

months to maintain its compatibility with best practices and emerging technology capabilities. In addition, Abu Dhabi Customs is the only government agency in the region that uses Arabic to evaluate psychometric conversations as a feature of the behavioral assessment tool for customs officials, as well as the use of virtual reality training on operations that concern all ports. Abu Dhabi Customs took advantage of the pandemic period as an opportunity to build performance and improve employee skills, relying on realistic virtual training of all customs procedures and inspection protocols without an on-site field presence.

Rashid Lahej Al Mansoori, Director General of the General Administration of Abu Dhabi Customs, said the entity's inclusion in the WCO guide as a successful case study supports the administration's efforts to achieve the vision of the UAE's wise leadership to become the best in adopting pioneering and innovative practices.

His Excellency added that the administration is keen to develop its business and achieve further excellence by working to implement its strategic plan, full readiness for digital transformation, and proactive innovative solutions to develop its human resources management, business models and services. Successful implementation of the plan would enable Abu Dhabi Customs to be among the leading customs administrations regionally and globally, in terms of international standards and customs best practices.



**Rashid Lahej Al Mansoori:**  
The General Administration of Abu Dhabi Customs is keen to develop its business and achieve further excellence by working to implement its strategic plan, full readiness for digital transformation,