



**Asia-Pacific  
Economic Cooperation**

**APEC Sub-Committee on  
Customs Procedures (SCCP)**

**Compendium for Trade and  
Pandemic Recovery**

(Endorsed Intersessionally, 6 October 2023)

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## EXECUTIVE SUMMARY

The COVID-19 pandemic had a devastating effect on our global commerce and supply chains. Lessons learned from our respective experiences are crucial to preventing a substantial impact from happening again. To learn from each other on effective ways to combat and deal with supply chain issues in a future global emergency we developed the survey questions shared with APEC economies for input. Based on APEC responses, we analyzed and found consistencies and innovative solutions that have been compiled into this compendium.

We received survey responses from 16 economies including Australia, Chile, People's Republic of China, Hong Kong, China, Indonesia, Japan, Malaysia, Mexico, New Zealand, Peru, The Philippines, The Russian Federation, Singapore, Chinese Taipei, Thailand, and The United States. The responses were evaluated and developed into a resource document of pandemic response practices for APEC economies. The results of the questionnaire findings were presented during the SCCP 2 meeting in August 2023.

## SURVEY FINDINGS AND TRENDS

The COVID-19 pandemic had profound effects on the health and wellness of customs personnel, the effectiveness of customs operations at our ports, and the overall functionality of global supply chains. Since 2020, the APEC SCCP have regularly discussed the measures our customs administrations have taken to sustain the cross-border flow of vaccines, medicines, and other goods critical to the COVID-19 response. The continued sharing of best practices through exercises such as, last year's update to the APEC Border Management Dashboard and through briefings, like CBP's presentation at last February's SCCP 1 meeting on our COVID-19 Cargo Resolution Team, have facilitated the information sharing between economies. These measures were essential to mitigating the adverse effects of the COVID-19 pandemic, but many were temporary in nature.

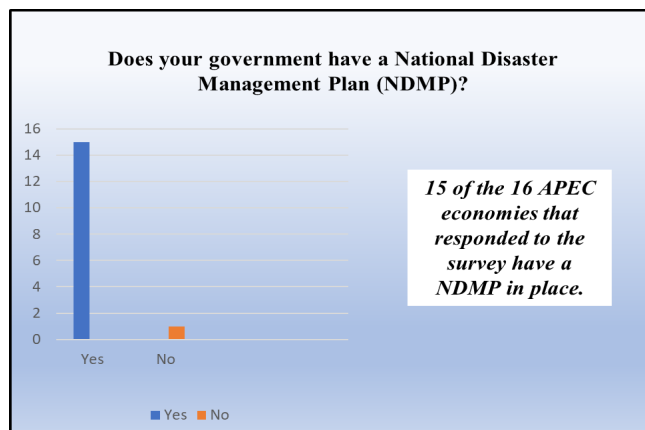
The United States proposed an initiative to compile APEC economies' best practices for pandemic recovery and response during the February SCCP 1 meeting. The responses received helped illuminate how our customs administrations have changed their policies and practices to ensure the efficient processing and prompt release of humanitarian relief and emergency supplies in response to pandemics and other disasters.

Economies provided insight into five key areas of their customs administrations that are critical to have in place for the release of humanitarian relief and emergency supplies in response to pandemics and other disasters. These include economies infrastructure and availability to implement;

- Legal & Regulatory Framework
- Disaster Management Planning
- Technology and Procedures to Facilitate Crisis Response Shipments
- Supply Chain Resiliency, and
- Workforce Protections

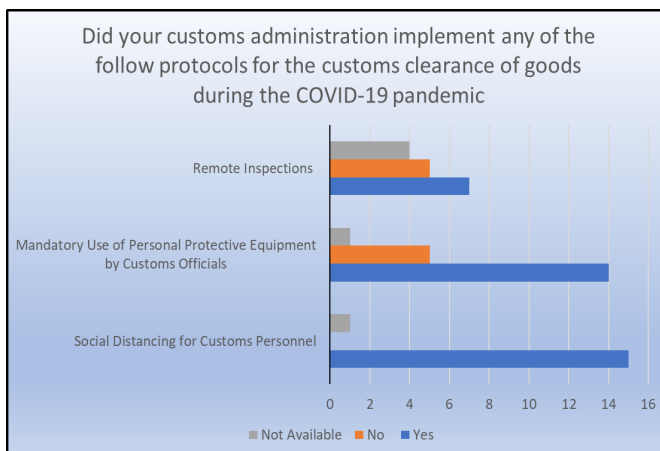
To address the streamlining of processes and the release of humanitarian aid/disaster relief in time of emergencies economies established or had in place a regulatory emergency or exceptional procedures. This allowed for the expedited processing of perishable goods, critical supplies, relief consignments, and essential goods. All but one economy confirmed the establishment or existence of a National Disaster Management Plan (NDMP). The NDMP establishes

protocols and regulatory authorities during a time of emergency. It was also utilized to assist customs administration's ability to work across agencies to execute trade, during the pandemic, with an emphasis on streamlining processes.



Customs administrations across APEC economies adopted or utilized existing technologies for processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently. These technologies include;

- X-ray
- Trace detection
- Radiological technologies
- Scanner
- Certain documents by e-mail
- AI image analysis
- Pre-arrival examination system
- Import permit arrival system
- Electronic declarations
- Single window systems
  - (i.e., Automated Commercial Environment, National Single Window, ASEAN Single Window, and Trade Single Window)
- Pre-arrival examination system
- Automated Targeting System (ATS).



Most APEC economies implemented safety protocols for customs officials to ensure safety during the clearance of goods during the COVID-19 pandemic including availability of personal protective equipment (PPE), social distancing policies, and a robust telework option where appropriate. A select number of economies were able to adopt remote inspections of cargo containers during this time.

Throughout the Covid-19 pandemic and onwards, APEC economies utilized existing fora to engage with the private sector or non-governmental organizations. The partnership between customs organizations and the private sector is critical in the expedition of procuring and processing essential goods during an emergency. This includes clear and concise processes for engaging with the private sector on logistics, pre-arrival processing where possible, reduced burden on the importer for essential/emergency goods, and other avenues of open communication for the facilitation of goods.

## CONCLUSION AND NEXT STEPS

Since 2020, APEC economies have been able to streamline existing processes and implement new ones that can cut down processing times in an emergency. In some cases, the streamlined processes have remained and improved existing infrastructure. Based on the responses provided by the APEC economies, The United States prepared a best practices overview. The best practices highlight successfully implemented measures that helped facilitate legitimate and critical trade during the pandemic.

**Best Practices:**

1. Establish regulatory or emergency measures to expedite processing and the release of humanitarian aid/disaster relief /crisis response shipments more efficiently.
2. Establish a National Disaster Management Plan (NDMP)
  - a. NDMP which has well defined roles for customs administrations during a disaster.
3. Establishment of an interagency working group to facilitate efficient import and export processes.
4. Build strong public-private partnerships.
  - a. Availability of regulations, point of contacts, and processes for importers and exporters.
  - b. Readily available customs duties information.
5. Expedited border clearance process for essential/emergency goods.
  - a. Pre-arrival processing of emergency goods, when possible.
  - b. Adopt certain technologies that expedite processing and release of emergency goods.
6. Availability of workforce protection policies for customs officials including;
  - a. Personal protective equipment (PPE)
  - b. Remote work, where possible.
  - c. Social distancing

# SURVEY RESULTS

## Australia

### Survey Answers

**1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: Australian customs legislation provides special clearance processes for goods such as perishable foods, or goods reasonably required for disaster relief for urgent medical purposes. Such goods can be given permission to be delivered into the Australian domestic economy without needing to complete customs import formalities until a later time.

**2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: Yes, the Australian Government Crisis Management Framework (AGCMF). The current version (v3.2) was published November 2022.

[Australian Government Crisis Management Framework \(AGCMF\) | PM&C \(pmc.gov.au\)](https://www.pmc.gov.au/australian-government-crisis-management-framework-agcmf)

**a. What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: The AGCMF notes that in an international incident which requires an Australian Government response, the Minister for Home Affairs may consider prohibiting the entry of specified cargo into Australian territory. Additionally, the AGCMF notes that the Department of Home Affairs through the Commonwealth Counter-Terrorism Coordinator, provides strategic direction and/or ensures whole-of-government decision making is timely, accurate and coordinated in the event of a domestic terrorism-related crisis.

**b. What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: The AGCMF notes that the Department of Foreign Affairs and Trade (DFAT) manages a program to prepare for and respond to international incidents or crises that may affect Australians and/or Australian interests overseas, including all-hazard contingency plans. This includes support from the Department of Defence, the National Emergency Management Agency and other agencies on a case-by-case basis. DFAT prepares and maintains all-hazard contingency plans. DFAT also convenes the Inter-Departmental Emergency Taskforce (IDETF) and manages the Australian Government's response to and/or recovery from an international crisis, including humanitarian and consular assistance.

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

- a. What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: Australia is not a signatory to Annex B.9 of the Convention on Temporary Admission (Istanbul Convention). Australian customs legislation, however, permits the temporary importation of goods imported for humanitarian purposes that qualify under other temporary import conventions that Australia is party to.

As noted above, Australian customs legislation also provides special clearance processes for goods such as perishable foods, or goods reasonably required for disaster relief for urgent medical purposes. Such goods can be given permission to be delivered into the Australian domestic economy without needing to complete customs import formalities until a later time.

- b. Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: As noted, the special clearance procedures allow for the expedited clearance of particular categories of goods without having to complete customs import formalities for goods such as perishable foods, or goods reasonably required for disaster relief for urgent medical purposes.

- c. Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: Australian customs legislation provides special clearance processes on the basis of the type of goods being imported, as opposed to the type of importer.

We also note that Australia's Authorised Economic Operator Program, Australian Trusted Trader, continued to facilitate trade and expedite the flows of goods into and out of Australia for accredited AEOs.

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: The Department has a range of detection and identification technologies deployed across ABF operational areas. These technologies assist with the detection and presumptive identification of prohibited and restricted goods and include x-ray, trace detection, substance identification and radiological technologies.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

- a. Expedite the processing of essential goods during the pandemic; and**



**b. Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: Throughout the pandemic, the Department of Home Affairs (the Department) and the Australian Border Force (ABF) maintained ongoing engagement with trade stakeholders through existing forums such as the National Committee on Trade Facilitation and the National Passenger Facilitation Committee. The Department and ABF convened regular teleconferences with trade-related stakeholders across industry and government to provide updates on the COVID-19 responses of the Department and ABF, and other government agencies, and as well as provide industry with an opportunity to discuss any concerns, etc. Also, Australia's Authorised Economic Operator Program, Australian Trusted Trader, continued to facilitate trade and expedite the flows of goods into and out of Australia for AEOs.

Additionally, on 30 March 2020, the Australian Border Force issued an Australian Customs Notice (No. 2020/15) on *Export Control on goods essential to controlling and preventing the spread of COVID-19*. The *Customs (Prohibited Exports) Amendment (COVID-19 Human Biosecurity Emergency) Regulations 2020* amended the Customs (Prohibited Exports) Regulations 1958 to implement a temporary prohibition on the non-commercial export of certain goods that contribute to controlling and preventing the spread of the COVID-19 virus.

The intent of this amendment was to prevent hoarding, profiteering and non-commercial exporting from Australia of personal protective equipment (PPE), hand sanitiser and alcohol wipes during the emergency period. The ABF designed the interim measure to enable legitimate commercial trade and humanitarian consignments to continue.

Additionally, on 1 May 2020, the Australian Border Force implemented a tariff concession item to temporarily eliminate customs duties on certain medical and hygiene products imported to treat, diagnose or prevent the spread of the coronavirus that causes COVID-19.

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

- a. Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**
- b. How your customs administration evaluates the effectiveness of the new policies or regulations.**
- c. The findings from any assessments of the new policies or regulations.**
- d. Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: The Department of Home Affairs and the Australian Border Force continued to promote legitimate two-way trade through the ongoing implementation of the Australian Trusted Trader (ATT) program. During the COVID-19 pandemic, ATT helped to keep supply chains moving across Australian borders.

Australia implemented a temporary tariff concession in April 2020 which provided a 'Free' rate of customs duty for certain medical and hygiene goods capable of limiting the spread of COVID19. The concession applied to prescribed goods regardless of their origin and aimed to facilitate access to these essential goods. The temporary concession was extended several times and ultimately made permanent in July 2022. The scope of the concession was also expanded at this time to allow it to apply to future viruses if needed.

Australia has established the Simplified Trade System (STS) Implementation Taskforce to progress toward a simplified, tell-us-once digital model for government-business interactions for importers and exporters. The STS reforms will streamline Australia's international trade regulations, modernise ICT systems and help strengthen Australia's economic resilience. This will drive Australia's post COVID-19 economic recovery and future prosperity.

The STS will be co-designed with business to ensure business needs are at the centre of the new trade environment. It will:

- Simplify and streamline trade processes for Australian business
- Produce modern and globally competitive trade practices
- Boost economic recovery
- Trade growth and diversification
- Productivity and job creation
- Strengthen trade system resilience

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: The Department of Home Affairs and ABF maintained Australia's trade and border operations despite the challenges of COVID-19, keeping supply chains moving and ensuring the community could continue to access essential goods. The ABF continues to maintain surge capabilities to provide additional support to critical functions as and when needed.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

- a. Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Yes, the Department prepared and circulated relevant COVID-19 safety instructions to officers. Additionally, when and where relevant, officers were required to follow State and Territory guidelines/requirements regarding social distancing and other COVID-19 safety measures.

- b. Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: Yes, in accordance with relevant State and Territory guidelines/requirements, the Department implemented the use of PPE for customs personnel.

- c. Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: Not applicable.

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## Chile

### Survey Answers

- 1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer:

- Resolution n° 1938/2022 of the Director General of Customs, approving the update of the Operational Contingency Plan (OCP), which include operational aspects in the event of disasters and/or catastrophes.
- The following additional exceptional measures were put in place during the COVID-19 contingency plan:
- Resolution n°1179/2020 of the Director General of Customs adopting different facilitation measures in the framework of the Covid-19 contingency plan. It should be noted that this Resolution is no longer in force, except for the exceptions contained in Resolution 2.294 of 2021, these instructions now being of general application.
- Resolution n°1313/2020 of the Director General of Customs approving instructions for the simplified entry of imports of critical supplies for the Covid-19 contingency. It is hereby noted that this Resolution has become null and void, as it only applied to the contingency generated by COVID-19 pandemic.

## **2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: The government has a National Strategic Plan (2020-2030) and a National Policy for Disaster Risk Reduction.

### **a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: Law 16.282 concerning donations from the Ministry of Finance lays down provisions for earthquakes or catastrophes cases, assigns responsibility to our Customs Administration to ensure compliance with the provisions of Article 7: "Donations made on the occasion of the catastrophe or public calamity to the State, natural or legal persons under public law or foundations or corporations under private law, to universities recognized by the State, or which Chile makes to a foreign economy, that make it possible to satisfy the basic needs of food, shelter, housing, health, cleanliness, decoration, removal of debris, education, communication and transport, shall be exempt from any payment or taxation affecting them, under the same conditions as those indicated above, health, cleanliness, adornment, removal of debris, education, communication and transport of the inhabitants of the affected areas shall be exempted from any payment or levy that affect them, under the same conditions as those indicated in Decree Law No. 45 of 1973, and shall not be considered for the calculation of the Absolute Global Limit provided for in Article 10 of Law No. 19. 885. Likewise, imports or exports of the species donated for the purposes indicated in the preceding paragraph shall be exempt from all taxes, duties, fees or other charges levied by Customs, and such imports or exports shall also be exempt from loading or unloading, mobilization, storage, complementary operations fees or other charges, whether at ports, airports, land border crossings or railway stations, and shall also be exempt from the prohibitions, limitations and deposits applicable to general import or export regime. The Ministry of the Interior shall accredit and qualify the nature of the donation and its destination, and shall issue a certificate stating such facts, which shall be required by Customs"."

### **b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: In addition to Chile Customs Administration, the following are among the participants:

- National Disaster Prevention and Response Service (SENAPRED, by its Spanish acronym), which is responsible for planning and coordinating public and private resources for the prevention and response process to emergencies and disasters of natural origin or human-induced.
- Department of risk Management in Emergencies and Disasters of the Ministry of Health, whose mission is to promote comprehensive risk management in emergency and disaster situations in the health sector.
- National Department of State Borders and Boundaries (DIFROL, by its Spanish acronym) is an advisory agency of the Ministry of Foreign Affairs of Chile, whose main mission is to preserve and strengthen the territorial integrity of the economy by coordinating, providing professional and

technical advice, in the legal field and in the relating to earth sciences, to the Supreme Government in matters of borders and limits.

It is also important to mention the bodies in charge of border migratory control and physical inspection of goods, such as Investigations Police (PDI, by its Spanish acronym), Public Health Institute (ISP, by its Spanish acronym), and the Agriculture and Livestock Service (SAG, by its Spanish acronym), to mention just a few of those that must ensure compliance with the corresponding authorizations and approvals.

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

**a) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: Chile Customs adopted a set of measures to facilitate the import and export of goods with a view to securing the supply chain and helping all those involved in different customs processes to adopt preventive measures to avoid the risk of getting COVID-19.

In this way, and in the context of the declaration by the Government of a State of National Emergency, the National Customs Service issued Resolution N°1.179, which contains different specific actions to simplify and secure operations in all sea, air and land ports of Chile, using electronic means of communication and other tools.

**b) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: Regional Directorates and Customs Administrations have been empowered by Resolution n°447/2023 to adopt local procedures on a transitory basis for goods solely and exclusively destined for disasters in affected areas and under a state of constitutional exception and, within this power, goods exempted from duty and classified under tariff headings 00.09, 00.12 and 00.36 (HS) of the National Customs Tariff.

In addition, it is worth mentioning Resolution 1938/2022 of Director General of Customs, which approves the updating of the Operational Contingency Plan (OCP) that considers operational aspects in the event of disasters and/or catastrophes, such as giving priority, as appropriate, to the entry of passenger vehicles over cargo; prioritizing the provision of services required by the emergency situation (entry of donations, removal of human remains, etc.); applying alternative, simplified or special procedures in the event of an emergency, among others.

**c) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: Today, a project sponsored by the Inter-American Development Bank is being developed, which consider, among its aspects, the development of a draft procedure to consider the registration of different importing actors, classifying them

as Eligible Agents who could opt for benefits for a more expeditious entry of donated goods.

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: Chile Customs Administration uses non-intrusive technology by means of scanners to inspect goods, in addition to risk management and profiling of customs inspectors in the operational area at borders. Also, in terms of a more efficient clearance, instructions have been given during the pandemic, such as the extension of the validity of the customs carnet, the authorization of making control without the presence of a customs assistant upon request, as well as the delivery of basic documents by e-mail (maintaining the back-up of the original documents), to mention just a few examples.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**a) Expedite the processing of essential goods during the pandemic; and**

Answer: Through Resolution n°1313 of the Director General of Customs, previous coordination with the Institute of Public Health (ISP), the preferential processing of critical medical supplies imported for the prevention and control of this disease caused by the COVID-19 pandemic is allowed, in a more expeditious manner and without a ceiling on amounts.

**b) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: By means of Resolution n° 447/2023 the Director General of Customs, which empowers Regional Directorates and/or Customs Administrations that have jurisdiction in an area declared affected by a state of constitutional exception to adopt, as far as possible, the appropriate facilities for the simplification, streamlining and speeding up of the processes of entry and exit of goods within the framework of Law 16. 282 regarding donations; of the Destinations of Simplified Temporary Admission for Emergencies (DATSE); of the exemptions of headings 00.09, 00.12 and 00.36 all of the customs tariff and that are destined solely and exclusively to the direct or indirect fight against the disaster; for which special procedures of local application may be agreed with the instructed foreign trade operators.

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: The main challenge was to secure the supply chain and supply and, at the same time, to protect the health of the institution's officers and COMEX operators in

the context of the COVID-19 pandemic by adopting strategies that would allow, through a regulatory framework, facilitation and simplification measures for the entry of goods.

**b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: As Customs, the measures adopted on the occasion of the COVID-19 pandemic have been evaluated positively, as their implementation allowed for a simplified and expedited entry of goods, which in turn allows us to maintain adequate control and secure our borders. These measures were evaluated and in some cases have been maintained in accordance with Resolution n°2294/2021 of Director General of Customs.

**c) The findings from any assessments of the new policies or regulations.**

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: To date, Chile continues having a health alert measure, which has been extended until 31 August 2023; therefore, the regulations and policies implemented on the occasion of the pandemic remain in force.

It should be noted that some facilitation measures have been maintained after the end of the pandemic - as far as possible - such as those contained in Resolution 2.294 of 2021 of the National Customs Service, and its subsequent amendments.

- 7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**
- 8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**
- a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**
- b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

- c) **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**
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## **Peoples Republic of China**

Survey Answers:

### **1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: According to Article 13 of *Administrative Measures of the Customs of the People's Republic of China for the Inspection of Imports and Exports by Customs*, “Upon application by the consignee or consignor of imports or exports or the agent thereof, the Customs may arrange for priority inspection of dangerous goods or fresh, perishable, decomposable, short lasting goods etc. which are unsuitable for long-term storage and other goods which require urgent inspection and clearance due to special circumstances”, enterprises for humanitarian aid/disaster relief /crisis response shipments may, if necessary, apply for inspection priority.

### **2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: Yes, we have an agency that focuses on national emergency management.

- a) **What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**
- b) **What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: Not aware of the relevant situation.

### **3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

- a) **What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer:

- Imported agricultural products and food.
- China Customs has increased the number of economies and registered enterprises for imported agricultural products and food, as well as imported varieties.



- China Customs has expedited the clearance of agricultural products and food, shortened the time for quarantine approval, and released qualified goods once declared.
- China Customs opens green channels at key ports for imported agricultural products and food, and 24-hour appointments for customs clearance are available.
- If required, on-site inspections can be arranged in priority without written application of enterprises, and qualified goods can be quickly released;
- If laboratory testing for suspected pests and diseases is necessary, priority will be arranged.

**b) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: Anti-epidemic supplies. China Customs gives priority to the inspection of anti-epidemic supplies and provides “door-to-door” inspection if necessary.

**c) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: China Customs has utilized the AI-based image analysis of H986, non-intrusive inspection and other technologies to facilitate the customs clearance of disaster relief materials.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**a) Expedite the processing of essential goods during the pandemic; and**

**b) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: China Customs has provided AEO enterprises with reduced customs inspection, prioritized customs clearance, and other privileged benefits.

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

**A) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: Expedited clearance for imported equipment and raw materials. China Customs has expedited clearance for equipment and raw materials urgently needed by enterprises and increased the rate of non-intrusive inspections. For goods that

need laboratory testing, China Customs can release the urgently needed equipment and raw materials with the third-party certification, test report or self-declaration of quality and safety.

**B) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: Quick pick-up at the port. China Customs has promoted a “direct pick-up by ship” mode for import goods and a “loading upon arrival” mode for export goods at qualified ports.

**C) The findings from any assessments of the new policies or regulations.**

**D) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: China Customs has been upgrading the personal protection guidelines and working manuals for front-line staff at ports, strengthening training on operational skills of personal protection, and promoting the vaccination of front-line staff at ports, in order to protect the health and safety of customs staff.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

- a) **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**
  
- b) **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**
  
- c) **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: During the COVID-19 pandemic, China Customs made it clear that consignees and consignors may be exempted from presence during cargo inspection. They may entrust the operator of the supervision site or transporter to be

present, or notify China Customs via e-mail and other approaches, so as to maintain social distance and reduce the risk of infection.

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## **Hong Kong, China**

### Survey Questions

#### **1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: Hong Kong, China is a free port and no tariff is levied on importation or exportation of most goods, including relief consignments and essential goods. Hong Kong Customs has all along been making use of risk profiling and intelligence analysis to carry out speedy and smooth Customs clearance for passengers, cargo, conveyance and postal articles pursuant to relevant legislations. Cargo and postal consignments are generally granted immediate release upon receipt of all necessary information. Meanwhile, we had provided extra facilitation to expedite the movement of vaccines and essential goods in the time of emergency. All clearance formalities such as cargo information, import licenses or else were collected and processed in advance to make sure that incoming temperature-sensitive vaccine were timely released at airport and were smoothly conveyed to designated storage places without any hiccups. In addition to the facilitating measures, enforcement efforts are in place to maintain the supply chain security.

#### **2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: To ensure that the Hong Kong Special Administrative Region Government (HKSARG) is equipped with the core capacities to prevent, detect, characterize and respond quickly, efficiently and in a coordinated manner to the novel infectious disease threats in order to reduce mortality and morbidity under the COVID-19 pandemic, the Preparedness and Response Plan for Novel Infectious Disease of Public Health Significance (“the Plan”) has been set out in 2020 to provide a framework of response system for agreed and coordinated efforts amongst different government departments and organizations. The Plan defines a three-tier response levels (i.e. Alert, Serious and Emergency) and the corresponding command structures to be set up at each response level.

##### **a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: To cope with the severity of the epidemic and to ensure the effective implementation of the anti-epidemic measures supported by the Central Authorities, the Chief Executive assigned special tasks to individual Directors of Bureaux. As directed by the Secretary for Security, Hong Kong Customs took up unconventional tasks in performing contact tracing works, managing quarantine camp, operating vaccination centres, executing quarantine order, mobilizing volunteer teams, among others.

**b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: Other border management agencies include Agriculture, Fisheries and Conservation Department, Civil Engineering and Development Department, Department of Health, Environmental Protection Department, Food and Environmental Hygiene Department, Hong Kong Police Force, Marine Department, Office of the Telecommunications Authority, Radiation Board and Trade and Industry Department. Each department was assigned by its respective director of bureau with special tasks (e.g. to conduct epidemiological investigations and analyses, to ensure the smooth distribution of medical supplies, to conduct sewage surveillance, among others).

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

**A) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

**B) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

**C) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: While Hong Kong, China has acceded to the Istanbul Convention since 1995, please refer to our response to Q. 1 for Q. 3 a) – c).

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: We have launched the Platform for X-Ray Image Evaluation in 2021 to provide a centralised X-ray image database on concealment of contraband with various tailor-made functions, including real-time comparison of vehicle X-ray images to enhance Customs inspection effectiveness in Customs clearance including but not limited for crisis response shipments. Meanwhile, we have also adopted cloud computing and big data analytics to enhance our overall capability in risk assessment.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**A) Expedite the processing of essential goods during the pandemic; and**

Answer: We have maintained close liaison with the logistics stakeholders by establishing Liaison Groups in Logistics and Transport Industries. Regular meetings

are held to maintain effective communication with industries on Customs clearance matters.

**B) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: Please refer to our response to Q. 5 a).

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: Suspension of control points was one of the anti-epidemic measures adopted by Hong Kong Government to control the spread of the disease, which impacted the flow of goods and logistics service to a certain extent. To mitigate the impact, we have maintained close liaison with the logistics stakeholders. Regular meetings are held to maintain effective communication with industries on Customs clearance matters. Apart from that, we swiftly redeployed our officers of passenger clearance section to reinforce the manpower on the cargo front to handle the surges of cargo throughput. For the redeployed Customs officers, on-the-job training on risk profiling, operation of inspection equipment and systems, case processing, exhibit handling, etc., were provided to ensure their proficiency in the clearance services.

**b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: These measures were effective and neither severe disruptions on the supply chain nor Customs operations were observed so far.

**c) The findings from any assessments of the new policies or regulations.**

Answer: Please refer to our response to Q. 6 b).

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: While the society resumed normalcy in full, we have reverted back to pre-pandemic measures.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: Workforce protections are introduced to help ensure supply chain resiliency. In order to minimize the risk of handling contaminated cargo during the pandemic and enhance the overall Customs clearance effectiveness at the same time, we have introduced the Platform for X-Ray Image Evaluation since 2021 to provide a centralized X-ray image

database on concealment of contraband with various tailor-made functions, including real-time comparison of vehicle X-ray images. Meanwhile, a series of protective supplies have been constantly provided to our frontline officers (e.g. personal protective equipment, portable medical grade air purifiers, automatic sanitization sprayers, sanitization clean mats placed at the offices and etc.) for better protection.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

**a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Some measures have been taken to keep social distancing for Customs personnel, including setting partitions between officers, securing enough space between officers and providing medical grade air purifier if applicable. These ongoing effective measures help reduce the infection risk.

**b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: The HKSARG imposed a mask mandate in July 2020 to contain the spread of the COVID-19 epidemic. While the said mandate was lift on 1 March 2023 to resume normalcy in full, Customs personnel is no longer required to wear a mask at work. Having said that, mask-wearing is still an effective way to reduce the risk of virus transmission while protecting the wearer and others. Customs personnel is free to decide whether or not to wear a mask.

**c) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: Hong Kong Customs has an established arrangement for remote inspections of detained sea cargo containers. Consignees or their representatives can make appointment via the Internet or telephone for Customs attendance at a remote area (e.g. container yards) on detained sea cargoes. The consignees are afforded flexibility in the devanning of the detained cargo containers at a location of their choice.

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**Indonesia**

Survey Questions

**1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: Emergency procedures or legal or regulatory exemptions available to the Indonesian Customs administration to support the efficient and streamlined processing and release of humanitarian/disaster relief/crisis response shipments in the event of a disaster or emergency are:

- Government Decree Number 21 Year 2008 on the Implementation of Disaster Management.
- Ministry of Finance (MoF) Regulation Number 69/PMK.04/2012 on Exemption from Import Duty and/or Excise on Imports of Gifts/Grants for the Purpose of Natural Disaster Management
- MoF Regulation Number 70/PMK.04/2012 on Exemption from Import Duty and/or Excise on Import of Gift/Grant Consignments for the Purposes of Public Worship, Charity, Social, or Cultural Activities.
- MoF Regulation Number 34/PMK.04/2020 jo. MoF Regulation Number 83/PMK.04/2020 jo. MoF Regulation Number 149/PMK.04/2020 jo. MoF Regulation Number 92/PMK.04/2021 jo. MoF Regulation Number 164/PMK.04/2022 on the Granting of Customs and/or Excise Facilities and Taxation on Imported Goods for the Purpose of Handling the 2019 Corona Virus Disease (Covid-19) Pandemic.
- MoF Regulation Number 188/PMK.04/2020 concerning the Granting of Customs and/or Excise Facilities and Taxation on Imports of Vaccine Procurement in the Context of Handling the 2019 Corona Virus Disease Pandemic (Covid-19).
- Directorate General's Decree Number 244/BC/2020 (Standard Operation Procedure (SOP) Link) SOP for Vaccine Import Procedures for COVID-19 Countermeasures. SOP Link is a series of activities that have links from the National Single Window Agency (LNSW), Directorate General Customs and Excise (DGCE), The National Agency of Drug and Food Control (BPOM) and the Ministry of Health, which are used as a reference in the context of carrying out government administrative tasks related to vaccine imports for COVID-19 countermeasures.

**2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: Yes, we have.

**a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: The role of DGCE in disaster management are:

- To provide fiscal incentives in the form of import duties exemption, VAT or VAT and Tax on Luxury Goods are not collected, and Income Tax exemption

on imported goods intended for disaster management, such as for Covid-19 countermeasure.

- To provide easiness to access customs procedures, such as expedited customs procedures in accordance with regulations, such as: expedited shipment, rush handling scheme, and exemption from a physical examination.
- The coordination among ministries and agencies during the disaster is under the supervision of the National Disaster Management Agency (BNPB). Indonesia Customs (DGCE) as one of the agencies involved in counter-measuring disaster always conduct close cooperation with other agencies which the supervision is led by National Disaster Management Agency (BNPB).

**b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: Other border management agencies or regulators that are part of the import and export process under the NDMP include:

There is specific ministries or agencies which involve according to the following regulations:

- Referring to MoF Regulation Number 69/PMK.04/2012 scheme, the agencies involved are the National Disaster Management Agency (BNPB), Regional Disaster Management Agency (BPBD), and Local Government as issuers of recommendations for import duty exemption.
- Referring to MoF Regulation Number 70/PMK.04/2012 scheme, the agency involved is National Disaster Management Agency (BNPB) as the issuer of recommendations for import duty exemptions and import prohibition exemption.
- Referring to MoF Regulation Number 34/PMK.04/2020 jo MoF Regulation Number 83/PMK.04/2020 jo MoF Regulation Number 149/PMK.04/2020 jo MoF Regulation Number 92/PMK.04/2021 jo MoF Regulation Number 164/PMK.04/2022 scheme, the agency involved is National Disaster Management Agency (BNPB) as the issuer of recommendations for import prohibition exemption.
- Referring to MoF Regulation Number 188/PMK.04/2020 scheme, the agency involved is the Ministry of Health as the issuer of assignment letters for importers who conduct vaccines importation.
- The National Single Window Agency (LNSW) as the provider and organizer of the import duty exemption facility online application.
- Other related ministries/institutions, in case of the goods are subject to prohibitions and/or restrictions, such as: Plant and Animal Quarantine Agency, Fish Quarantine Agency, Ministry of Trade

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**



**a) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: DGCE has implemented provisions to accommodate the temporary admission based on the Istanbul Convention. The latest regulation of temporary importation is MoF Regulation Number 106/PMK.04/2019 as an amendment of MoF Regulation Number 178/PMK.04/2017 regarding Temporary Importation. According to the regulation, it is stated that goods imported for natural disaster response, fire extinguishing and environment disasters recovery, public safety or for humanitarian and social purposes are eligible for a temporary importation scheme with a guarantee of customs duties and related taxes.

**b) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: DGCE provides Rush Handling (RH) scheme which regulated in MoF Regulation Number 74/PMK.04/2021. The goods eligible for the scheme are: human remain and ashes of human remain; human organ such as: kidney, cornea, or blood; goods that can damage the environment for example: radiation-containing materials; live animals; live plants; time-sensitive newspapers and magazines; documents (letters); banknotes; time sensitive and/or specific treatment human vaccines or medicines.

Whereas for blanket, vehicle, or goods with different HS classification other than afore mentioned above, may use the RH scheme after obtaining permission from the Head of the Customs Service Office or a designated Customs and Excise Officer. Especially for the importation of vaccines, Customs provides the RH scheme without physical inspection and the scheme is available for 24/7 service especially in major airports in Indonesia.

**c) Are there special classes of importers that can import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: There are no special classes of importers that can import the shipments easier. However, government provides specific importers are eligible to import for the humanitarian aid/disaster relief /crisis response shipments based on the relevant regulations.

The importers that may apply for the import duty exemption facilities are as follows:

- MoF Regulation Number 69/PMK.04/2012: During the disaster emergency response period and the transition period to rehabilitation and reconstruction, importers who may apply are limited to: Agencies or institutions engaged in public worship, charity, social, or cultural activities; Central Government or Regional Government; or International organizations or foreign non-governmental organizations During the rehabilitation and reconstruction

period, importers who may apply are: Agencies or institutions engaged in public worship, charity, social, or cultural activities Central Government or Regional Government.

- MoF Regulation Number 70/PMK.04/2012, importers who may apply are limited to: Agencies or institutions engaged in public worship, charity, social, or culture.
- MoF Regulation Number 34/PMK.04/2020 jo MoF Regulation Number 83/PMK.04/2020 jo MoF Regulation Number 149/PMK.04/2020 MoF Regulation Number 92/PMK.04/2021 jo MoF Regulation Number 164/PMK.04/2022, importers who may apply are limited to:
  - Individuals
  - Central government
  - Local government
  - Legal entities
  - Non-legal entities
- MoF Regulation Number 188/PMK.04/2020, importers who may apply are limited to:
  - Central government
  - Local government
  - Legal entities or non-legal entities that receive assignments or appointments from the Ministry of Health

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: The technologies used by DGCE in processing and issuing humanitarian aid/disaster relief/crisis response shipments more efficiently are:

- Building a dashboard using Tableau Server data visualization technology which is accessed by units in charge to support monitoring the entry of exemption facilities for medical devices and vaccines related to COVID-19.
- Providing online application facilities for applying for exemption without using hard copy with the technology used including Java on the front-end side and PostgreSQL on the back-end side so as to minimize mobility and interaction with stakeholders during the pandemic.

**5. How has your customs administration worked with the private sector or non-governmental organizations to?**

- a) Expedite the processing of essential goods during the pandemic; and
- b) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?

Answer: DGCE does not have any specific agreement with the private sector or non-governmental organizations regarding expediting the processing of essential goods

during the pandemic and expediting humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies. However, during the Covid-19 pandemic the Ministry of Finance, especially DGCE, has conducted:

- Issuance of several regulations related to the provision of customs and excise services and facilities in the context of handling the Covid-19 pandemic. These regulations include:
  - MoF Regulation Number 31/PMK.04/2020 concerning Additional Incentives for Companies Receiving Bonded Zone Facilities and/or Ease of Import for Export Purposes for Handling the Impact of Corona Virus Disease (Corona Virus Disease 2019/COVID-19);
  - MoF Regulation Number 92/PMK.04/2021 dated 1 July 2021 regarding the third Amendment to the Regulation of the Minister of Finance Number 34/PMK.04/2020 concerning the Provision of Customs and /or Excise Facilities as well as Taxation on Imported Goods for the Purposes of Handling Corona Virus Disease Pandemic (COVID-19);

This regulation was issued to anticipate the impact of COVID-19 on industry and the availability of domestic goods as well as to provide legal certainty and accelerated services in providing customs and/or excise and taxation exemption facilities on imported goods for the purposes of handling the COVID-19 pandemic.

- Collaboration activities with the National Board for Disaster Management (BNPB) to issue
- Joint Standard Operating Procedures (SOP) regarding the Acceleration of Goods Import Services for the Covid-19 Countermeasures in accordance with the Directorate General's Decree Number 113/BC/2020 and BNPB Decree Number 01/BNPB/2020 dated on 20 March 2020.

## **6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency?**

Answer: Policies or regulations that have been introduced or implemented by DGCE since January 2020 to ensure overall supply chain resiliency can be explained as follows:

Establishing A National Logistic Ecosystem (NLE).

- NLE is a logistic ecosystem that harmonizes the flow of goods and the flow of documents from the arrival of means of transport until the goods are discharged from the ports and arrive at the warehouse. The system also promotes the collaboration between government and private sector through data exchange, business process simplification, process repetition and duplication reduction. NLE is the implementation of the Presidential Instruction of the Republic of Indonesia Number 5 Year 2020 concerning Ecosystem Management National Logistics. The development of NLE is one of the supporters of accelerating the processing of goods through accelerating the logistics process. The NLE team has also implemented Cooperation

Agreements with several banking service providers in the context of utilizing electronic banking services on the National Logistics Ecosystem Portal with details of Domestic Agreements.

- Establishing Single Submission and Joint Inspection Quarantine and Customs (SSmQC) In order to accelerate the service of importing goods for COVID-19 countermeasures, a Single Submission (SSm) Licensing system was established through the INSW portal in order to submit BNPB recommendations for the exclusion of import trade system provisions and the provision of fiscal facilities.
- Issuance of SOP Link among agencies and institutions
- In order to accelerate the supply chain to fulfill vaccine needs for COVID-19 counter-measures, DGCE, LNSW, BPOM and the Ministry of Health establish a join SOP called the SOP Link.
- Providing Health Equipment Monitoring Dashboard
- The monitoring of the supply chain of imported goods for COVID-19 countermeasures is carried out through the Health Equipment Monitoring Dashboard created by LNSW and can be accessed by stakeholders.

**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: There are some challenges in implementing regulations regarding Covid-19 Pandemic, such as:

- In providing customs duties exemption, importers demand DGCE issues the import duty exemption letter as quickly as possible but at the same time DGCE shall carefully examine the application letter to make sure that the goods are eligible to obtain the customs duties and taxes exemption facility and the requirements are already fulfilled.
- A lot of importers do not understand the regulations issued by the government and they want to clear the goods from Customs immediately without submitting all required documents as stated in the regulations.

To overcome those challenges, DGCE has conducted several actions as follows:

- Providing specific information channels related to Covid-19 Pandemic through Contact Center operates 7 days a week called Bravo 1500225;
- Conducting dissemination information via zoom meeting and through the internet, social media and email in headquarter as well as in the major Customs Service Offices;
- Providing a special task force in Soekarno Hatta Airport to assist importers in faster declaring and clearing customs procedures; and
- Providing a Rush handling Scheme service with 7x24 hour operation especially in several major airports, such as Soekarno Hatta airport;

**B) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer:

- DGCE evaluates the effectiveness of the new policies or regulations by several actions:
- Conducting a periodic monitoring and evaluation scheme Periodic monitoring and evaluation schemes are conducted by the Directorate of Customs Facility to evaluate the effectiveness and implementation of the regulation, for example, regarding MoF Regulation Number 34/PMK.04/2020 there were 73 types of goods that were eligible of import duty exemption facilities.
- After conducting monitoring and evaluation, the types of goods eligible for import duties exemption were reduced up to 49 types of goods by MoF Regulation Number 83/PMK.04/2020. Then, the number of goods eligible for import exemptions were 21 types of goods according to MoF Regulation Number 149/PMK.04/2020 and they were added to 26 type of goods with MoF Regulation Number 92/PMK.04/2021. Lastly, with the MoF Regulation Number 164/PMK.04/2022 there are only 16 types of goods eligible for import duties exemptions.
- In addition, based on the evaluation of related regulation above, there was a need to issue specific regulations regarding the importation of the vaccine due to the immediate requirements of vaccines to overcome the Covid-19 pandemic and to accommodate the facilitation in customs clearance.
- As the result of the monitoring and evaluation of the above regulations, DGCE provides a periodic report to the high-level officials weekly during the pandemic. The report covers the number of customs duties and taxes exemptions granted for goods imported and vaccines to overcome the Covid-19 Pandemic.

**c) The findings from any assessments of the new policies or regulations.**

Answer: The need to expand the purpose of goods imported as donations (grant) to accommodate fiscal facilities for non-natural disaster purposes (for example for Covid-19 Pandemic).

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: The validity period of the regulations can be briefly explained as follows:

- MoF Regulation Number 69/PMK.04/2012 and MoF Regulation Number 70/PMK.04/2012 remains valid until there is an amendment or replacement.
- MoF Regulation Number 34/PMK.04/2020 jo MoF Regulation Number 83/PMK.04/2020 jo MoF Regulation Number 149/PMK.04/2020 jo MoF Regulation Number 92/PMK.04/2021 jo MoF Regulation Number 164/PMK.04/2022 applies until the termination of Covid-19 countermeasure period stated by National Board for Disaster Management (BNPB) in

accordance with the Government Regulation as Substitution of Law Number 1 Year 2020 on State Financial Policy and Financial System Stability for Handling the Corona Virus Disease (Covid-19) Pandemic and/or Overcoming Threats that Endanger the National Economy and/or Financial System Stability.

- MoF Regulation Number 188/PMK.04/2020 applies until the termination of the Covid-19 countermeasure period stated by the National Board for Disaster Management (BNPB) in accordance with the Government Regulation as Substitution of Law Number 1 the Year 2020 on State Financial Policy and Financial System Stability for Handling the Corona Virus Disease (Covid-19) Pandemic and/or Overcoming Threats that Endanger the National Economy and/or Financial System Stability.

**7. What workforce protections have your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: DGCE has implemented policies in terms of protecting employees during the Covid-19 pandemic, including:

- Reducing activities that cause crowds, such as physical gymnastics and ceremony, socialization also dissemination, and alter those activities conducting virtually.
- Establishing a Task force for handling Covid-19 among DGCE's employees. The Taskforce then record DGCE's officials/employees, both those who were confirmed positive to the Covid-19 virus and those who were indicated to be reactive and assists employees to acquire medication such as self-isolation in hospitals or government facilities if they were positive Covid-19.
- Conducting swab-antigen and PCR tests as a first step for officials/employees or their families who have possibly had close contact with confirmed positive Covid-19 person. In case of the employee indicated positive, registered employees and families are given special treatment in the form of medicines and online consultation with the doctor on duty at the DGCE clinic, updating daily conditions on the Covid monitoring WhatsApp Group, as well as being given self-isolation treatment at the Ministry of Finance facilities.
- Implementing Work from Home (WFH) policies and Large-Scale Social Restrictions to prevent the spread which includes a travel ban (leave/homecoming) except in particular circumstances for example family illness, sick leave, maternity leave, and leave for other important reasons.
- Providing 4 (four) complete doses of the Covid-19 vaccine (2 doses of mandatory vaccines, 1 mandatory and optional dose vaccine booster) for employees and families; and
- Distributing multivitamins and food supplements regularly for all employees to maintain immunity during the Covid-19 Pandemic.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Answer: In terms of regulations, there are MoF Regulations to accelerate the issuance of regulations related to goods and vaccines carried out electronically, which is proven to accelerate the process of importing goods. The services provided by DGCE really accelerate customs clearance, for example, DGCE provides 24/7 service for the Rush Handling scheme. The protocols that implemented for the customs clearance of goods during the COVID-19 pandemic to reduce the level of spread of Covid-19 Pandemic partly remain in place.

**a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Ministry of Health issues health protocols regarding the Covid-19 Pandemic, DGCE follows those regulations such as social distancing, and providing space between seats in the lobby. There are no regulatory changes in the context of implementing the health protocol in the customs clearance process. The mechanism for implementing health protocols in customs clearance activities is based on the policies of each service office and is adjusted to conditions in the field.

During the Covid-19 pandemic, the DGCE has carried out social distancing, both between employees, and between employees and stakeholders. Services for granting import duty exemption facilities are also carried out online through applications and e-mail in order to avoid the queue in the customs office.

Based on the experience of the Covid-19 pandemic, online services for providing import duty exemption facilities are considered more effective because they can reduce time and costs.

**b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: DGCE provides all the officers with PPE (Personal Protective Equipment) materials regardless of the risk of infection posed in the workplace during the Covid-19 Pandemic. The Mandatory use of personal protective equipment by customs personnel such as:

- Facemasks
- Gloves (especially for frontline employees in international airports/seaports, warehouses, etc.
- Face guards/goggles (especially for frontline employees in international airports/seaports, warehouses, etc.

- Protective clothing/gown (for physical goods inspectors and passengers' goods inspectors)
- Other PPE (hand sanitizers are distributed in every office room)
- Spraying the disinfectant in every office room to prevent the spread of germs and viruses; and
- Multivitamins, and food supplements for health.

**c) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: DGCE has installed the Hi-Co container x-ray system to accommodate remote inspection of container cargo especially in Belawan and Tanjung Priok Sea Ports.

## Japan

### Survey Questions

**1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: Import declarations of relief supplies can be done by simplified formats. Also, in case that declared items are relief supplies and can be confirmed as being provided with no charge, customs duties and consumption tax imposed on those items can be exempted upon the request of the importers.

**2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: Yes.

**a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: In case of emergency such as an occurrence of a large-scale disaster, Japan Customs is supposed to conduct its operations according to its business continuity plan formulated based on the basic disaster prevention plan established by Japanese government. Japan Customs ensures its continuity of operations based on the basic policies set in its business continuity plan, which are 1) ensuring the safety of employees and their families, 2) conducting prioritized operations in case of emergency, and 3) providing humanitarian assistance to the public.

**b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: In case of emergency such as an occurrence of a large-scale disaster,



Ministry of Agriculture, Forestry and Fisheries, which governs animal and plant quarantine, is supposed to conduct its emergency operations according to its Disaster Management Operation Plan formulated based on the basic disaster prevention plan established by Japanese government. In the same way, Ministry of Land, Infrastructure, Transport and Tourism, which oversees harbor and aviation administration, is supposed to conduct its emergency operations such as checking on damages and temporary restoration of seaports and airports, or requesting seaport and airport operators to cooperate for emergency transportation.

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

Answer: Japan Customs has introduced simplified procedures and tax exemption measures as answered in question 1 and has published those measures through the website of Japan Customs etc.

**a) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: The Annex of the Istanbul Convention stipulates special measures on goods imported for humanitarian purposes. In Japan, tax exemptions for goods imported for humanitarian purposes are being applied within the scope of domestic laws. Import declarations of such goods can be done by simplified formats and in case that declared items can be confirmed as being provided with no charge, customs duties and consumption tax imposed on those items can be exempted upon the request of the importers.

**b) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: Japan Customs has been prioritizing customs clearance for relief goods and for goods that require an urgent clearance to maintain the lifeline. For example, at the peak of the Covid-19 pandemic, items that require urgent import/export customs clearance such as facemasks and disinfectants were prioritized for processing.

**c) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: Simplified import procedures are allowed, where necessary, for relief goods to which the addressee is a public organization, Japanese Red Cross Society and other similar organization.

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: Japan Customs has been implementing measures for expediting customs clearance such as Pre-Arrival Examination System and Import Permit upon Arrival System. Pre-Arrival Examination System allows importers or customs brokers to be

informed whether customs examination and inspection are necessary prior to the arrival of import shipments. Import Permit upon Arrival System allows import permission immediately after the import declaration if the arrival of the cargo is confirmed and the inspection for the cargo is not necessary. These systems are also available in case of emergency.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**a) Expedite the processing of essential goods during the pandemic; and**

Answer: N/A

**b) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: N/A

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: Japan Customs prioritized customs clearance for relief goods relating to countermeasures to the COVID-19 and for goods that require an urgent clearance to maintain the lifeline in close cooperation with related government ministries and agencies. Furthermore, an extension of the deadline for submission of a certificate of origin was allowed in cases where a competent authority of an EPA or GSP economy stops issuing the certificates or there are difficulties in sending the original certificates. Both are not new policies and will be implemented in case of emergency when necessary.

**b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: It ensures the prompt supply of relief goods and contributes to ensuring the resilience of the supply chain.

**c) The findings from any assessments of the new policies or regulations.**

Answer: It ensures the prompt supply of relief goods and contributes to ensuring the resilience of the supply chain.

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: The policies on the Covid-19 pandemic described above are no longer in place in accordance with the government policies as of 8th May 2023.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: During the COVID-19 pandemic, Japan Customs introduced various measures to protect officials who conduct airport and seaport passenger inspection. For example, we arranged opportunities for those officials to receive COVID-19 vaccination at their workplaces as well as delivered protective equipment such as facemasks and face shields, installed plastic curtains in the areas where officials implement counter services. In addition, we did frequent ventilation, cleaning and disinfection of the office. These implementations were based on the administrative communication issued by the Customs and Tariff Bureau, Ministry of Finance to every Customs office in accordance with government policy and other relevant regulations.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Answer: Those protocols as described below were being gradually mitigated in accordance with the government policy, and no longer requested.

**a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Avoiding “3C” (Closed spaces, Crowded places, Close-contact settings) by maintaining appropriate social distances and frequent ventilation.

**b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: The officials who inspect passengers were required to wear facemasks, gloves, and other protective equipment.

**c) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: N/A

## Survey Questions

### **1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: Malaysia Customs has established a procedure to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency which involved pre-arrival processing and immediate release of goods related.

### **2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: Yes. The NDMP is under the purview of National Disaster Management Agency.

#### **a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: In NDMP, customs administration is considered an essential service and will continue to operate normally during a disaster, subject to any restrictions or guidelines imposed by the government. Customs administration main responsibility is to facilitate the clearance of goods involved in import and export activities.

#### **b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: There are several agencies involved in the process of import and export. Most of the agencies are permit issuance. Permit are required for certain prohibited goods in order to have customs clearance.

### **3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

Answer: During the Covid-19 pandemic, Customs administration has undertaken efforts in facilitating the processing and release of humanitarian aid/disaster relief/crisis response shipments such as below:

- Provide for pre-arrival processing of the goods declaration and immediate release of the goods upon arrival.
- Immediate release and clearance of essential goods.
- Close collaboration with other Government agencies to facilitate trade and movement of goods across borders; and
- Coordinated inspections/ examinations by Customs and other Government agencies.
- Established guideline for specific HS Code for commodities related to Covid-19
- Duty relief for specific goods related to Covid-19.

**A) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: Customs administration has established a dedicated procedure to implement Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention by accepting ATA Carnet Certificate.

**B) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: No. However, there are different requirements according to the type of goods which may subject to permit upon importation. For instance, medicines may necessitate inspection by the Health Authority.

**C) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: Yes. The ease of importing these shipments may vary depending on the importer's classification, which is determined by the relevant government authority involved in the process.

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: Customs administration utilize electronic declaration to evaluate and assess humanitarian aid/ disaster relief/ crisis response shipments.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**A) Expedite the processing of essential goods during the pandemic; and**

Answer: Provide for pre-arrival processing of the goods declaration and immediate release of the goods upon arrival;

- Immediate release and clearance of essential goods
- Close collaboration with other Government agencies to facilitate trade and movement of goods across borders; and
- Coordinated inspections/examinations by Customs and other Government agencies.
- Established guideline for specific HS Code for commodities related to Covid-19
- Duty relief for specific goods related to Covid-19

**B) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: Provide for pre-arrival processing of the goods declaration and immediate release of the goods upon arrival;

- Immediate release and clearance of essential goods
- Close collaboration with other Government agencies to facilitate trade and movement of goods across borders; and
- Coordinated inspections/examinations by Customs and other Government agencies.
- Established guideline for specific HS Code for commodities related to Covid-19
- Duty relief for specific goods related to Covid-19

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

Answer:

- Malaysia has announced exemption of Import Duty and Sales Tax for:
  - Face Mask;
  - Medical Equipment, Lab, Personnel Protection (Protective Equipment - PPE) and Covid-19 Consumables for Ministry of Health.
- Granted exemption of Import Duty, Excise Duty and Sales Tax for raw material (alcohol) to manufacturer of Hand Sanitizer.
- Enforce prohibition of exporting face mask from Malaysia to ensure its supply domestically.

**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer:

- Despite various facilitation made available by the Government, there are cases where irresponsible parties abuse the facilities offered by submitting fraudulent declarations.
- There exist certain entities who are dissatisfied with the government's decision to prohibit the export of face masks from Malaysia.

**b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: The customs administration will assess the sufficiency of the supply of essential goods based on reports of other relevant authorities. Additionally, customs will carry out post-clearance audits to ensure and improve the compliance of importers/ exporters rules and procedures.

**c) The findings from any assessments of the new policies or regulations.**

Answer: Not applicable.

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: The policies introduced has remain since the pandemic started on January 2020.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: During the pandemic, the customs administration follows the standard operating procedures and guidelines set by the government. To safeguard the well-being of its officers while ensuring uninterrupted customs operations, customs administration has implemented a work-from-home policy and work rotation system.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Answer: As per the Government latest policy on Covid-19 pandemic, social distancing and the usage of protective equipment is no longer mandatory. Customs administration does not impose any requirement for personnel to wear protective equipment during working hours.

**a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Yes. Social distancing for customs personnel is accordance with the Government's SOP during the pandemic. This includes by limiting/ reducing personnel in certain area.

**b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: Yes. In accordance with the Government's SOP, Customs personnel were required to wear face mask. Hand sanitizer were distributed to customs office for the usage of customs personnel.

**c) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: No. Remote inspections was not implemented during the pandemic. Cargo containers were inspected physically by practicing safety measures as above (a) and (b).

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## Mexico

### Survey Questions

**1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer:

- Rules 3.3.13., 3.3.14, 3.3.18, 3.3.19, 3.7.34 and 4.2.2, sections V and VIII of the General Foreign Trade Rules of Mexico for 2023, which include, in general terms, the following topics:
  - Donation of goods in cases of extreme poverty and natural disasters.
  - Donation of goods in cases of emergency or natural disasters.
  - Authorization for the importation of household items during the health emergency caused by SARS-CoV2 (COVID-19).
  - Simplified procedure for imports carried out by the Ministries of Health, National Defense, and the Navy; the Institute of Health for Well-being; the Mexican Social Security Institute; the Institute of Security and Social Services for State Workers, and Laboratorios de Biológicos y Reactivos de México, S.A. de C.V.

As well as, temporary importation of article 106, section II, subparagraph a) of the Customs Law. For further information you can find the General Foreign Trade Rules for 2023 in the following link (information available in Spanish):

[https://dof.gob.mx/nota\\_detalle.php?codigo=5675887&fecha=27/12/2022#gsc.tab=0](https://dof.gob.mx/nota_detalle.php?codigo=5675887&fecha=27/12/2022#gsc.tab=0)

And for the Customs Law (information available in Spanish):

<https://www.diputados.gob.mx/LeyesBiblio/pdf/LAdua.pdf>

**2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: There is the GIRD program, of which a presentation is shared for your information in the following link (information available in Spanish):

[https://www.gob.mx/cms/uploads/attachment/file/605696/TEMA\\_2\\_GESTION\\_INTEGRAL\\_DEL\\_RIESGO.pdf](https://www.gob.mx/cms/uploads/attachment/file/605696/TEMA_2_GESTION_INTEGRAL_DEL_RIESGO.pdf)

**a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: Does not apply.

**b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: Does not apply.



**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

Answer: Special protocols were carried out to expedite the clearance of supplies donated to the ministry of Health, in accordance with the simplified procedure rules for imports carried out by the Ministry of Health and decentralized agencies of the Health Sector, as well as perishable goods, medicines, and sanitary products or other essential Goods. In addition, facilities were provided for the importation of COVID-19 vaccines and supplies to counteract the pandemic, in coordination with the Federal Commission for the Protection against Sanitary Risks (COFEPRIS) and the Ministry of Health.

**a) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: Sections V and VIII of Rule 4.2.2. of the General Foreign Trade Rules for 2023 are applied.

**b) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: Protocols were established in the economies customs offices to give priority to the customs clearance of goods donated to the Ministry of Health, in accordance with rule 3.3.20. "Import of goods donated in favor of the Federal Public Administration through the Ministry of Health and decentralized agencies of the Health Sector", of the General Rules of Foreign Trade (RGCE), published in the Tax Administration Service (SAT) Portal on March 31, 2020. Import merchandise, in accordance with rules 3.7.34. "Simplified procedure for imports carried out by the Ministry of Health and the decentralized agencies of the Health Sector".

**c) Are there special classes of importers that can import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: Article 61, Sections I, IX, XI and XVII of the Customs Law, establishes that foreign trade taxes will not be paid for the entry of goods that are imported in certain terms. For instance, goods that are imported with the purpose of destining them to national defense or public security purposes.

Rules 1.3.1. I, II and XVI of the RGCE for 2023 in force, states as a facility that it will not be necessary to register in the Importers' Register and, if applicable, in the Importers' Register of Specific Sectors, when the importation of goods is carried out by diplomatic, consular or special foreign missions accredited to the Mexican government and offices of international organizations represented or based in Mexican territory, in accordance with Articles 61, Section I of the Law, 88, Section I, 89 and 90 of the Regulations.

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: In the case of the importation of COVID-19 vaccines, non-intrusive technological equipment was not used to avoid damaging the vaccines; however, non-intrusive equipment was used for other medical supplies.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**a) Expedite the processing of essential goods during the pandemic; and**

Answer: Public policies were created to allow the importation of basic food basket goods, without the payment of import duties, and administrative facilities were granted in order to mitigate the inflationary effects generated by the COVID-19 pandemic. Likewise, it is known that the health authorities guaranteed the timely issuance of import and export permits for all health supplies.

Within the framework of the "Decree by which extraordinary actions are declared in the affected regions of the entire national territory in terms of general health to combat the serious disease of priority attention generated by the SARS-CoV2 virus (COVID-19)" a specific procedure was created for the importation of donated goods in favor of the Ministries of Health, National Defense and the Navy; the Institute of Health for Well-being; the Mexican Social Security Institute; the Institute of Security and Social Services for State Workers, and Laboratorios de Biológicos y Reactivos de México, S.A. de C.V. to make the importation of donated goods possible to counteract the pandemic.

In this way, a mechanism was created through which the Ministries of Health, National Defense, and the Navy; Health for Wellness Institute; Mexican Social Security Institute; Institute of Security and Social Services of State Workers; and Biological and Chemical Laboratories of Mexico, were able to import goods without completing the administrative procedures related to clearance through Mexican customs.

**b) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: There is a procedure for the importation of donated goods in cases of emergency or natural disasters. It is addressed to the Federation, the Federal Entities, the Municipalities, the territorial divisions of Mexico City, and their decentralized units or decentralized agencies, the international organizations of which Mexico is a full member.

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

Answer: The following general foreign trade rules have been implemented, in relation to the pandemic generated by the SARS-CoV2 virus (COVID-19), as well as a processing form.

- 3.3.18 Importation of goods donated to the Ministries of Health, National Defense, and the Navy; Health for Wellness Institute; Mexican Social Security Institute;

Institute of Security and Social Services of State Workers; and Biological and Chemical Laboratories of Mexico.

- 3.3.19 Authorization for the importation of household goods during the SARS-CoV2 health emergency (COVID-19).
- 3.7.34 Simplified procedure for imports made by the Ministries of Health, National Defense, and the Navy; Health for Wellness Institute; Mexican Social Security Institute; Institute of Security and Social Services of State Workers; and Biological and Chemical Laboratories of Mexico.
- The processing form 147/LA found in Annex 1-A of the General Rules for Foreign Trade, states the process of Authorization for the importation of household goods during the sanitary emergency generated by SARS-CoV2 (COVID-19).

**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: There is no available information on this matter.

**b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: There is no available information on this matter.

**c) The findings from any assessments of the new policies or regulations.**

Answer: There is no available information on this matter.

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: There is no available information on this matter.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: In reference to the COVID-19, personnel of the National Customs Agency of Mexico attended the vaccination call, and it was suggested self-care such as hand washing, use of face masks, application of antibacterial gel. Also, face-to-face meetings were suspended at the peak of the pandemic.

In addition:

- Remote work (home office modality) was implemented when necessary due to the sanitary contingency and the increase of positive cases to mitigate contagions.
- Basic sanitary supplies such as antibacterial gel, face masks and gloves were distributed to personnel assigned to the headquarters and to several of the economies customs offices.

- Personnel were instructed on the application of the healthy distance protocol, mandatory use of face masks inside government facilities, antibacterial gel dispensers were implemented at the main entrances and common corridors, biometrics were deactivated through fingerprinting, virtual meetings were held, etc.

This, considering the sanitary measures indicated by the Ministry of Health and the Federal Government to mitigate the spread of COVID-19 .

[https://www.wcoomd.org/-/media/wco/public/es/pdf/topics/facilitation/activities-and-programmes/natural-disaster/covid\\_19/20200401-buenas-practicas-de-las-aduanas-de-las-americas-y-el-caribe-por-pais\\_es.pdf?la=en](https://www.wcoomd.org/-/media/wco/public/es/pdf/topics/facilitation/activities-and-programmes/natural-disaster/covid_19/20200401-buenas-practicas-de-las-aduanas-de-las-americas-y-el-caribe-por-pais_es.pdf?la=en)

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Answer: Yes, the protocols were effective in stopping COVID 19 infections. The staff continues to apply some of the measures, such as hand washing, the application of antibacterial gel and the use of face masks.

**a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Yes

**b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: Yes

**c) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: No

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**New Zealand**

Survey Questions

**1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: New Zealand works to keep supply chains open and to remove any trade restrictive measures on essential goods, especially medical supplies/humanitarian aid/disaster relief/crisis response shipments. Measures include:

- Removal of customs duties and any other relevant duties administered by Customs
- Expedited release of such products upon arrival
- Facilitated entry, transit and departure of air cargo containing essential supplies.

Regulatorily wise, Part II of the Tariff Reference 45 duty concession identifies “Goods imported by approved organisations, which are gifts from persons or organisations overseas, for the relief of victims of disaster.” Section 12 of the Goods and Services Act 1985 extends that tax relief to GST.

## **2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: New Zealand has an agency focused on national emergency management, the [National Emergency Management Agency \(NEMA\) \(civildefence.govt.nz\)](http://civildefence.govt.nz), and the National Civil Defence Emergency Management Plan 2015.

This plan sets out the roles and responsibilities of everyone involved in reducing risks and preparing for, responding to and recovering from emergencies. This includes central and local government, lifeline utilities, emergency services and non-government organisations.

Details here:

<https://www.civildefence.govt.nz/cdem-sector/plans-and-strategies/national-civil-defence-emergency-management-plan-and-guide/>

NEMA also administers our [National Disaster Resilience Strategy](#).

This Strategy sets three priorities to improve our nation’s resilience to disasters:

1. Managing risks: what we can do to minimize the risks we face and limit the impacts to be managed if hazards occur
2. Effective response to and recovery from emergencies: building our capability and capacity to manage emergencies when they do happen; and
3. Enabling, empowering, and supporting community resilience: building a culture of resilience in New Zealand so that everyone can participate in and contribute to communities’ – and the nation’s – resilience.

### **a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: The Strategy promotes a holistic approach to resilience that connects with a range of agencies and sectors to deliver improved outcomes for New Zealanders. Disaster risk and disaster impacts reach all parts of society, so, to the greatest degree possible, disaster resilience should be integrated in all parts of society.

Our administration, like other agencies, must plan and prepare for emergencies, response and recovery. In the event of a disaster the National Emergency Management Agency (NEMA) sets up a disaster relief team to support. Customs role is to support the movement of imported goods for disaster relief.

The New Zealand Customs Service (Customs) may act as a support agency in certain emergencies, and may be asked to join the all-of-government ‘Watch

Group', a communications group to develop and co-ordinate consistent national and international key messages.

Customs' role in the emergency response primarily falls under the international assistance function, which could include:

- Facilitating the communication and co-ordination of actions across agencies in respect of international assistance during an emergency in New Zealand; and
- Receiving and collating offers of international assistance; and
- Receiving and collating requests for international assistance; and
- When required, matching requests for international assistance with offers of assistance;
- Communicating through the appropriate channels requests for, and acceptance of, international assistance.
- Supporting the Ministry of Foreign Affairs & Trade in keeping the international community informed regarding the welfare of foreign nationals.

In recent national emergency situations this has essentially involved:

- Facilitation of humanitarian personnel and resources from international sources into/out of New Zealand
- Efficient facilitation of international family members of disaster victims across the border
- Facilitation of medical relocation or repatriation of foreign national disaster victims

Customs continues to operate as normal during national emergencies and disasters. We have an array of business continuity plans that enable the organization to get back up and running and following necessary procedures fairly quickly.

**b) What other border management agencies or regulators are part of the Import and export process and what role(s) do they fulfill under the NDMP?**

Answer:

- Ministry for Primary Industries
- Ministry for Business, Innovation and Employment
- Ministry for Foreign Affairs and Trade

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

Answer: We have a team that manages the clearance of 'critical supplies' to ensure there are no delays in the clearance. We also have Regulations for the relief (waiver of interest) for people owing duty:

Customs and Excise (Refunds and Remissions) Amendment Regulations 2020

*New regulation 71E* prescribes circumstances in which Customs must refund or remit interest or penalty payable in respect of duty that is not fully paid on or before the relevant payment date. In summary, the Customs must refund or remit the interest or penalty if the duty payer's ability to pay on time is (or was) significantly adversely affected by the effects of COVID-19, the duty payer notified Customs of that fact, and the duty has subsequently been paid (or Customs has agreed to accept payment of the duty in instalments or on a later date).

**A) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: New Zealand acceded to the revised Kyoto Convention on 7 July 2000 and has accepted Specific Annex G.1. This Convention is specified in Specific Annex G, Chapter 1, Temporary Admission, to the World Customs Organization's revised Kyoto Convention. This provision contributes to the efforts made in the interest of humanity by facilitating the importation of urgently needed medical, surgical and laboratory equipment and of relief consignments forwarded as aid to those affected by natural disasters and similar catastrophes. The term "goods imported for humanitarian purposes" means medical, surgical and laboratory equipment, and relief consignments. The term "relief consignments" means all goods, such as vehicles and other means of transport, blankets, tents, prefabricated houses or other goods of prime necessity, forwarded as aid to those affected by natural disaster and similar catastrophes.

**B) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: No. Goods are entered on a TIE if here temporarily or entered on an Import Declaration if entered permanently.

**C) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: Regardless of who imports the goods the process is the same. An importer who brings goods into New Zealand on a regular basis is far more familiar with the clearance process and can clear goods with a minimum of delay.

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: Trade Single Window (TSW) is the Customs/MPI electronic clearance process. This process clears 'low risk' goods within 30 seconds of the electronic application being lodged.

The ITOC Analysts have high-level access to the Customs Risk and Intelligence system (RAI). This is generally designed to stop risk consignments but there is the ability to create

lists of specific known, low-risk consignors or other entities, which can be incorporated into RAI targeting rules in order to ensure that consignments linked to those entities do not get stopped.

If we are made aware of the details of any specific consignment or importer, we can also potentially locate the details of the lodgement and ensure that it is facilitated through the system.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**A) Expedite the processing of essential goods during the pandemic; and**

**B) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: We have worked closely with the Freight Forwarders and Brokers industry to ensure any concerns they have with the clearance are dealt with. This includes the ability for 24/7 contact.

ITOC has worked extensively with the freight forwarding community in order to ensure that essential/emergency goods are facilitated. We rely heavily on customs brokers and clearance agents making us aware of the consignments which need to be expedited.

We also place a high degree of trust in those parties that they are not manipulating the system during times of crisis to facilitate other, non-priority goods. This was particularly the case during the Covid Pandemic when test kits and vaccinations were regularly expedited through the system. On the rare occasions when they were held by the RAI targeting system, we were able to facilitate their release once we were made aware of them.

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

Answer: There were a number of things that we put in place during the disrupted period in response to the pandemic itself to keep supply chains running, but most of those have been rescinded now as we have moved to business as usual. This wasn't always Customs policy work, but we were often the delivery agent. Examples include:

- Paying airlines for airfreight capacity (a lot of which moved on passenger craft which were no longer running)
- Ensuring ships could load and unload safely, resulting ultimately in contactless protocols (to protect both our workers and their crews)
- Ensuring crew change continued (so ships would still come to New Zealand)

One measure has turned into a permanent outcome: sufficient dedicated personnel at seaports to maintain presence. This came about because of the presence of Customs at ports during the pandemic response but has now turned into an ongoing new way of organising things.



**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: No challenges. Government was supportive of any programme to ensure supply chain resilience. This included setting up multi-agency groups to ensure an all of Government approach to any issues.

**b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: Generally, through feedback from non-Government and private sector agencies gained through regular meetings.

**c) The findings from any assessments of the new policies or regulations.**

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: Policy has been put in place to formalize operational processes relating to the continued movement of imported and exported freight and the need to move 'critical supplies' urgently. This requires groups to be stood up if requested by an Immediate Planning Group meeting chaired by senior managers.

Reassignment of officers: during COVID-19, for example officers in Airport section have been reassigned to (a variety of areas depending on their skills set. These areas included reassigning officers to cargo inspections, maritime border group, intelligence unit, revenue unit, service delivery, strategic coordination unit. Officers also have been sent on secondments with other government agencies to help with COVID-19 related work) section because (there was a significant decrease in flights and passenger numbers arriving in New Zealand)

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Answer: The national Health, Safety and Wellbeing team managed the protocols and regularly assessed the value of the effectiveness. One benefit was the reinforcement of safety procedures which ensured that not one Customs officer caught COVID from any passenger or cargo interaction either at the international airports or from the examination of cargo. The protocols no longer remain in place but the conscious awareness to wear masks and gloves if the officer feels unsafe still remain.

In all locations there is hand sanitation and materials for people to wipe down communal areas, there is regular cleaning. People can wear masks and we are asked to follow the health guidelines whether in the workplace or outside it.

- a) **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Yes. 2 metres with mandatory mask and glove wearing at international airports.

- b) **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

- c) **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

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## Peru

### Survey Questions

1. **What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: We have the following legal regulations:

- General Customs Law, approved by Legislative Decree N°1053, which in its Article 169° provides that the urgent clearance of relief and emergency shipments shall be carried out limiting the control of the customs authority to the minimum necessary, according to the conditions, limits and other aspects.
- Ruler of the General Customs Law, approved by Supreme Decree N° 10-2009-EF, which in its Article 232° defines "relief shipments" as goods destined to help victims of natural disasters, epidemics and disasters, being able to be destined to import regimes for consumption or temporary admission for re-export in the same state. Including:
  - Vehicles or other means of transportation
  - Foodstuffs
  - Containers for liquids and water, bags and water purifiers
  - Medicines, vaccines, medical and surgical material and instruments
  - Clothing and footwear
  - Tents and tarpaulins
  - Prefabricated houses or modules
  - Field hospitals
  - Other goods that, at the discretion of the Customs Administration, constitute relief shipments and those established by special regulations
- Law N° 28905 - Law to facilitate the clearance of donated goods coming from abroad

- Legislative Decree N° 1460, published on April 16, 2020, which made the procedure for accepting donations from abroad in the framework of non-refundable international cooperation more flexible, applicable during the Covid19 sanitary emergency.

## **2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: Yes, we have a Plan. The fundamental norms are as follows

- Law N°29664 of 2011, which creates the "National Disaster Management System"(SINAGERD);
- "National Policy on Disaster Risk Management to 2015", approved by Supreme Decree N° 38-2021-PCM; and.
- "National Disaster Risk Management Plan PLANAGERD 2022-2030", approved by Supreme Decree N° 115-2022-PCM dated 12.09.2022.

### **a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: According to the National Plan for disaster risk management 2022-2030, SUNAT must implement an "Operational continuity plan (Improvement Operational Action 3.2.1), in an articulated manner with the private sector (Improvement Operational Action 3.2.2).

In this regard, SUNAT's Medium Term Strategic Plan (PEI) 2018-2025, includes Strategic Objective 5: "strengthen disaster risk management", by virtue of which it seeks to implement a culture of prevention in all workers, through training, risk identification and prevention.

On the other hand, in cases of natural disasters such as the 2007 Pisco earthquake, the 2017 El Niño Phenomenon and recently the Covid19 Pandemic, Peru Customs simplified its procedures and intensified coordination with other border agencies to allow the rapid entry of goods destined to address these emergencies.

### **b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: All border regulatory and law enforcement agencies are part of the "National Disaster Management System". In the maritime area, the National Port Authority (APN), through Board of Directors Agreement Resolution No. 42-2020-APN-DIR approved the "Minimum Guidelines for the preparation of the Operational Continuity Plan for Port Terminals at the national level".

This includes the Customs Administration, the National Superintendence of Migration, Coast Guard (DICAPI), Sanitary Authority (Regional Health Directorate), Agricultural Health (SENASA), the competent sanitary authority for medicines and medical equipment (DIGEMID) and the sanitary authority for food and beverages (DIGESA), among the main ones.

All these entities must develop plans to ensure the prevention and rapid restoration of public services in the event of disasters. Operationally they coordinate to facilitate entry under the overall coordination of a unified command called "National Emergency Operations Center" (COEN).

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

Answer: During the Covid19 Pandemic, Peru Customs applied the following special measures to facilitate the entry of goods needed for care:

- Uninterrupted attention 24 hours a day, 7 days a week
- Electronic filing of all customs clearance and related documents
- The creation of coordination groups between the customs authorities and the agencies of the Ministry of Health in order to quickly answer queries and expedite the issuance of sanitary import authorizations
- Reduction of import tariffs (0%) to 65 sub-items of medicines, supplies and equipment for the prevention and treatment of Covid19 for 90 days (Supreme Decree No. 51-2020-EF).
- Non-requirement in the import customs clearance of the resolution of acceptance of goods donated to the entities and dependencies of the public sector, by virtue of Legislative Decree No. 1460. The resolution had to be presented within 30 days after the end of the sanitary emergency.
- Suspension of deadlines for legal abandonment and regularizations in imports, permanence of tourism vehicles, customs deposit regime and execution of guarantees
- Application of discretionary power not to apply sanctions to minor infractions between 12.03.2020 and 09.06.2020.

**a) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: By Legislative Resolution No. 30808 of the Peruvian Congress, published on 05.07.2018, and ratified by Supreme Decree N° 31-2018-RE of 13.07.2018, the Istanbul Convention on Temporary Importation was approved, but only Annexes A, B1 and B2.

Consequently, Peru has not approved Annex B9 (Annex related to goods imported for humanitarian purposes) of the Istanbul Convention.

**b) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: Internally, we worked with two lists of national reference subheadings of goods intended for the treatment of Covid19:

- List of Subheadings prepared by the World Customs Organization and the World Health Organization (Tests, clothing, disinfectants, oxygen therapy, other medical equipment and consumables); and
- List of 48 National Subheadings of essential goods for the treatment of Covid 19, prepared by the Peruvian Ministry of Health through Ministerial Resolution N° 315-2020-SA.

These subheadings were monitored daily to coordinate and expedite their entry.

- c) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: In the case of Peru, most of the procurement of goods to prevent and treat Covid19 was centralized by an office of the Ministry of Health, CENARES (Centro Nacional de Abastecimiento de Recursos Estratégicos en Salud). For this reason, permanent coordination was carried out to facilitate their imports and to expedite the withdrawal and transfer to their warehouses.

- 4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: The main technological measures to expedite entry are:

- Non-intrusive inspection, to expedite the control of international courier packages and sea containers.
- Formation of working groups on instant messaging platforms between operational officials of the Customs, Directorates of the Ministry of Health in charge of sanitary import permits and the Office of that Ministry that coordinated the arrival of purchases and donations destined to address the health emergency. Guarantees 24x7 coordination.
- Virtualization of 100% of the presentation of documents to Customs, including the numbering of Import Declarations and Fast Delivery Shipments, electronic payment in commercial banks and the presentation and attention of files and requests for tax refunds.

- 5. How has your customs administration worked with the private sector or non-governmental organizations to:**

- a) Expedite the processing of essential goods during the pandemic; and**

- b) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: A working team was formed at Customs with personnel from the Customer Service and Imports offices to identify the cargo manifests of goods prior to their arrival in Peru. This made it possible to contact private importers and coordinate with them to obtain health authorizations and carry out import procedures. This was especially important from the beginning of 2021 in order to accelerate the supply of medical oxygen and oxygen therapy equipment.

- 6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

- a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**
- b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

**c) The findings from any assessments of the new policies or regulations.**

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: In Peru the health emergency due to Pandemic Covid19 was declared on March 15, 2020. The main policies and regulations issued to ensure the overall resilience of the supply chain were:

- Measures were issued that limited social mobility, it was stipulated that foreign trade and associated services would continue to operate, with special authorizations and complying with specific sanitary protocols
- All customs procedures were virtualized. In addition to the electronic submission of declarations and electronic payment, the filing of administrative files, tax refunds and others were added, which meant that, despite the immobility and social distancing, customs services were not interrupted
- Working groups were created using instant messaging applications made up of personnel from various regulatory and operational units of Customs and other sanitary and border agencies, in order to coordinate the rapid processing of sanitary authorizations and customs clearance.
- Non-intrusive control of the entry of postal goods and fast delivery shipments and maritime containers was promoted
- Import tariffs were reduced (to 0%), for 90 days, on 65 subheadings of medicines, supplies and equipment for the prevention and treatment of Covid19
- The terms of customs procedures and regimes (legal abandonment, regularizations, customs deposit, permanence of tourism vehicles', execution of guarantees) were suspended for the duration of the sanitary emergency;
- For the clearance of goods donated to entities and agencies of the public sector, the presentation of the acceptance resolution was not required, which should be regularized within 30 days following the end of the sanitary emergency; and
- Based on the discretionary power of the Customs Administration, no sanctions were applied to minor infractions during the first 3 months of the sanitary emergency.

The greatest challenge for the Customs Administration was to implement the measures in a context in which a strict measure of social immobility was established, having to ensure the transfer of operational personnel who would work in person at ports, airports and borders, while at the same time providing the conditions for the remote work of personnel who would work from their homes.

Another challenge was to safeguard the health of personnel, classifying their work according to health risk levels and providing personal protection and disinfection of work environments.

Of the measures described above, those listed under b, c and d (virtualization of procedures, work groups in instant messaging applications and non-intrusive controls) have been maintained as good practices.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other**

**disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: Personnel protection measures are consolidated in the "Plan for the surveillance, prevention and control of Covid-19 at work" prepared by our National Human Resources Intendancy.

The main measures are:

- Provision of protective equipment and items (clothing, helmets, shoes, gloves, masks, alcohol, etc.).
- Disinfection of work environments and vehicles.
- Organization of personnel based on risk factors and assignment of appropriate work modalities and conditions.
- Transfer of operative personnel in cases of social immobility measures.
- Medical and immunization examinations and permanent follow-up by medical professionals from the occupational health and safety office.

The activation of these measures is in compliance with health standards approved by the Ministry of Health.

**8. How has your customs administration evaluated the effectiveness of these protocols? What benefits and challenges did the new protocols bring to your customs administration? Are the protocols still in place?**

Answer: The implementation of the protocols described was successful. International trade and customs service did not stop at any time and the entry of goods for the prevention and treatment of Covid19 was expedited. On average the release time of these goods was 114.5 hours in 2019 and 2020 was reduced to 1.3 hours. Of the 3 measures mentioned, paragraphs b and c (use of protective equipment and non-intrusive inspection of containers) are still in force.

**a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Yes, some of the personnel worked in person, others remotely from their homes and others mixed. In addition, personal attention to formalities was greatly reduced and maximum capacity limits were implemented in the Customs premises to guarantee distance.

**b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel.**

Answer: Yes. Provision of protective equipment and items (clothing, helmets, shoes, gloves, masks, medical alcohol, etc.).

**c) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspection of cargo containers.**

Answer: Yes, some of the personnel worked in person, others remotely from their homes and others mixed. In addition, personal attention to formalities was greatly reduced and maximum capacity limits were implemented in the Customs premises to guarantee distance.

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## **The Republic of the Philippines**

### Survey Questions

**1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer:

- CAO 07-2020: Bayanihan Act
- This CAO implements Section 4, paragraph (o) of Republic Act No. 11469, otherwise known as “Bayanihan to Heal as One Act,” which states that importation of health equipment and supplies deemed as critical or needed to carry out the objective of the Act and address the COVID-19 public health emergency shall be exempt from duties, taxes, and fees...”
- Joint Administrative Order (JAO) no. 1-2020 "CLEARANCE OF RELIEF CONSIGNMENTS ENTERED DURING A STATE OF CALAMITY".
- Relief Consignments whether seaport or airport arrival of shipments which answers different queries, glitches when international donations arrives during state of calamity or time of disaster or emergency as embodied and implements Section 120 and 121, Chapter IV, Title1, and Section 800 (m), Chapter 1, Title VIII and related provisions of R.A. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) and Customs Memorandum Order (CMO) - 8-2013 Implementing Rules and Regulations signed by Commissioner of Customs.
- The Inter-Agency Task Force (IATF) on Emerging Infectious Disease issued Resolution No. 16 (s. 2020) dated March 27, 2020 directing all the corresponding importers, consignees, truckers, shipping lines and concerned government regulators to address the disruptions to the supply chain, and withdraw immediately all refrigerated containers as well as all Dry Vans, and for port operators to release the same expeditiously.
- The Bureau of Customs (“BOC”) expedited the importations of Personal Protective Equipment (PPEs), medicines, and vaccines – all of which are tagged as priority and given the green light for customs clearances.



- All medical supplies and construction materials that are imported and deemed necessary for Covid response are free of charge (if it has deed of donations) and have their release expedited.
- For PPEs, vaccines, and other medical supplies donated to the Philippines as humanitarian aid, the Department of Health and the Food and Drug Administration submitted a list of accredited consignees that were given clearances to import necessary equipment needed in combatting Covid-19.

## 2. Does your government have a National Disaster Management Plan (NDMP)?

Answer: Republic Act 10121 otherwise known as the National Disaster Risk Reduction and Management Plan is a national sectoral plan that aims to address the four main priority areas which are: (a) disaster prevention and mitigation; (b) disaster preparedness; (c) disaster response; and (d) rehabilitation and recovery. (ref. <https://www.fao.org/faolex/results/details/en/c/LEX-FAOC152518/>)

Customs administration involved in the national government's overall emergency planning and preparation to tackle natural disasters. The COVID-19 pandemic illustrated that Customs administrations play an important role in national response strategies to mitigate natural disasters and epidemic-related public health and safety risks.

Other border management agencies or regulators are Philippine Coast Guard (PCG) and Philippine Drug Enforcement Agency (PDEA). The functions of PCG are to prevent and suppress illegal entry of goods, smuggling and other forms of customs fraud and violations of maritime law and its proper surveillance of vessels entering and/or leaving Philippine territory. Under the NDMP, their roles are to save lives in pursuit of maritime safety and security, maritime search and rescue, and maritime law enforcement; during disaster, standby all available floating and mobility assets for possible deployment; provide assets for clearing operation of sediments or any hazard to ensure safe navigation within coastal areas and passageways; and evaluate and assess the effectiveness and sufficiency of deployed assets during the emergency response. PDEA is responsible for efficient law enforcement of all provisions on any dangerous drugs and/or precursors and essential chemicals.

Other border management agencies or regulators are Philippine Coast Guard (PCG) and Philippine Drug Enforcement Agency (PDEA). The functions of PCG are to prevent and suppress illegal entry of goods, smuggling and other forms of customs fraud and violations of maritime law and its proper surveillance of vessels entering and/or leaving Philippine territory. Under the NDMP, their roles are to save lives in pursuit of maritime safety and security, maritime search and rescue, and maritime law enforcement; during disaster, standby all available floating and mobility assets for possible deployment; provide assets for clearing operation of sediments or any hazard to ensure safe navigation within coastal areas and passageways and evaluate and assess the effectiveness and sufficiency of deployed assets during the emergency response. PDEA is responsible for efficient law enforcement of all provisions on any dangerous drugs and/or precursors and essential chemicals.

- a. What role(s) does the NDMP assign to your customs administration?  
How is your customs administration to operate during a disaster?**
  - b. What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**
- 3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**
  - a. What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: In adhering the Annex B.9 concerning the “Goods Imported for Humanitarian Purposes”, the BOC has fast tracked the processing of medical supplies coming from various economies. Seamless coordination and systematic approach is conducted to facilitate requests from other agencies for goods that will help in combatting the disease. Medical equipment are tagged as priority and are given the green light for customs clearance. Period limits for re-exportation of relief consignments are also monitored thoroughly so that no goods will go to waste.

The BOC has adopted the pre-arrival procedures to immediately facilitate and process the shipments even prior to arrival of the package. Thus, donated PPEs, medical supplies and health devices are expeditiously processed and released by the BOC within the day to its recipients, which is also consistent with the policy direction under the Republic Act 11469 known as the Bayanihan Act.

According to Joint Administrative Order (“JAO”) 20-01, Rule Number Four Customs Clearance under COVID-19, BOC shall relax the selectivity process for food, medicine, medical and other basic necessities, and shall adopt the Green Lane Process flow for importers/consignees, jointly identified by the DTI Bureau of Import Services and the BOC, based on a set criteria, provided further that importers/consignees shall be subject to a post entry audit. In the case of dry vans, the BOC shall facilitate processing the same in accordance with the BOC's risk management and selectivity system.

- CAO 04-2022: Institutionalizing Transparency in Delivery of Services through the Establishment of the Bureau of Customs Customer Care Centers

The BOC continues to implement and improve online systems allowing the e-lodgment and online filing of goods declaration, including online payment

of duties and taxes, acceptance of electronic copies of import permits, clearances and other documents to expedite processing of transaction.

**b. Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

**c. Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: The technologies currently used by BOC are the BOC Portal and the Online Releasing System (OLRS). BOC Portal utilizes a support ticket system. Issues, concerns and requests are assigned a unique ticket number which they can use to track the progress and responses online. The OLRs is used in processing imports and exports to ensure that duties and taxes were paid before goods were released outside the BOC Jurisdiction.

Reference: Joint Administrative Order (JAO) no. 1-2020 "CLEARANCE OF RELIEF CONSIGNMENTS ENTERED DURING A STATE OF CALAMITY".

Relief Consignments whether seaport or airport arrival of shipments which answers different queries, glitches when international donations arrives during state of calamity or time of disaster or emergency as embodied and implements Section 120 and 121, Chapter IV, Title1, and Section 800 (m), Chapter 1, Title VIII and related provisions of R.A. 10863, otherwise known as the Customs Modernization and Tariff Act (CMTA) and Customs Memorandum Order (CMO) - 8-2013 Implementing Rules and Regulations signed by Commissioner of Customs.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

Answer: As part of the BOC's mandate to ensure entry of goods and to facilitate trade, the BOC through measures adopted via JAO No. 20-01 successfully expedited the entry of medical supplies and other essential goods.

Implementing measures such as online filing of entries and online payment of duties and taxes as well as the implementation of the Provisional Goods Declaration (PGD), the Bureau and its stakeholders were successful in processing and releasing importations despite limitations on transportation and physical contact.

**a. Expedite the processing of essential goods during the pandemic; and**

**b. Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

Answer: During the first semester of 2020, even before the first COVID-19 case in the Philippines is recorded, the Bureau lined-up programs to introduce new systems and to fully implement “No Contact Policy” which promotes by minimizing face-to-face transactions which undoubtedly reduced the transmission of the virus between stakeholders in these times.

The BOC inaugurated its first Customer Care Center (CCC) in February 2020. The customs hub continues to serve as a modern service center and a One-Stop-Shop providing services such as centralized document receiving and releasing and other Customs services, through electronic means. It also houses Information Kiosks aimed at providing an interactive means of information exchange to the stakeholders. Clients and other stakeholders are now directed to utilize online systems of the Bureau in processing documents while the physical submission of such documents is being regulated.

With the standing directive of the national government to authorize private sectors to import COVID-19 vaccines, unscrupulous entities might take advantage to profit during the pandemic by illegally manufacturing counterfeit vaccines locally.

The Food and Drug Administration (FDA) to strongly warn the public against the proliferation of counterfeit COVID vaccines which may be manufactured locally.

The BOC evaluates the effectiveness of these policies and regulations through the Implementation of Harmonized Client Satisfaction Measurement. This is anchored under the Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. This is an after-service survey that will assess the overall satisfaction and perception of clients on the government service they availed.

As of 2022, the Customer Care Center has 96% satisfaction feedback from clients who have transacted with BOC.

The Customer Care Center which was established in 2020 is continuously serving clients from the 17 Collection Districts and Central Office. These regulations aim to improve ease of doing business in the BOC which is timely and relevant to prevent, if not reduce, face-to-face transactions and highly encourage use of online system, without compromising the quality service of the Bureau.

- a. **Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**
  - b. **How your customs administration evaluates the effectiveness of the new policies or regulations.**
  - c. **The findings from any assessments of the new policies or regulations.**
  - d. **Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**
7. **What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: The BOC has adopted the Policies on Flexible Work Arrangements to ensure continuous delivery of public services, and to ensure protection of health, safety and welfare of all BOC officials and employees at all times.

Some practices were already discarded like the mandatory use of face shield and face masks.

- a. **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: yes

- b. **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: yes

- c. **Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: No. No remote inspections are done. Inspection of cargoes are done based on selectivity system.

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## **The Russian Federation**

### Survey Questions

#### **3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

Answer: To facilitate the cross-border movement of essential goods the Federal Customs Service of Russia has established green channels to ensure fast clearance of food, medical supplies and essential goods. Extra priority is provided to processing of any goods relating to the fight against the COVID-19 pandemic. For imported essential supplies green channels are provided to minimize the release time.

The Federal Customs Service of Russia has introduced significant facilitative measures concerning requirements of compliance to technical regulations and sanitary standards during COVID 19 pandemic.

Facilitation measures and aimed at the security and supporting movement of the essential goods (sanitary products, medical equipment and food).

The Federal Customs Service of Russia has prioritized the clearance of essential goods at the border crossing points, in particular: pre-arrival processing of the Goods declaration and release of the goods upon arrival has been provided; priority documents and information submission by the customs authority has been guaranteed. Customs clearance has been completely prioritized for essential goods in terms of COVID-19 pandemic countermeasures.

To Support the Economy and Sustainable Supply Chains the Customs authorities adopted a decision concerning the import duties and tax exemption on imported goods aimed to combat the COVID-19 pandemic.

The Federal Customs Service of Russia has introduced temporary tax relief measures such as lowering of import customs duties on medical supplies, sanitary products, and medical equipment.

To guarantee the supply chain continuity The Federal Customs Service of Russia has also introduced several measures. There have been certain facilitation measures to speed up the customs clearance and subsequent procedures for goods in transit. The local customs authorities have designated priority entry for vehicles in customs control zone.

To tackle the virus outbreak and to suggest a rapid response in case of the interruption of the supply chain there has been held a daily monitoring and analysis of the clearance of essential goods.

#### **7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or**

**crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: To protect Customs administrations' Staff\_Customs authorities were instructed flexible model of work like working in shifts in order to prevent spread of the COVID-19. The Customs Administration took strict measures for protection based on social distance principles. Most of the non-first line officers worked from home.

FCS Russia officers conducted on-site customs inspections that are based only on information about significant violation of legislation.

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## **Singapore**

### Survey Questions

**1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: Singapore's National Single Window, TradeNet, allows traders to have a single point of entry for the submission on a single electronic declaration to multiple regulatory agencies. It serves as a central clearing house by incorporating the requirements from the 14 government agencies which regulate the trade in goods for health, safety, security and compliance with international obligations. This allows for the competent authorities to quickly receive the declaration information and process them for clearance. For example, the import declarations for the COVID-19 vaccines were lodged in TradeNet and the system routed the declaration to the competent authority for vaccines, the Health Sciences Authority, who approved the declaration expeditiously for release. The close collaboration amongst the government agencies and their participation and implementation of requirements in our National Single Window allows for the efficient regulatory processing and release of goods required in times of crisis.

**2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: In relation to managing pandemics, Singapore has the Pandemic Readiness and Response Plan.

**a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Answer: In Singapore, Customs is part of an 18-member joint taskforce involving government agencies, cargo handlers, airlines and freight forwarders to create the necessary infrastructure to serve and support the distribution of COVID-19 vaccines in Singapore, and the wider Southeast Asia and Southwest Pacific region. In addition, as medicinal products are controlled items, Singapore's border agencies and health authority work closely together on the control regime for COVID-19 vaccines, and to reduce the need for physical checks of shipments of COVID-19

vaccines while maintaining the integrity of Singapore's border and supply chain security.

**b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: The Immigration and Checkpoints Authority is a border management agency conducting the scanning and inspection of imported goods. They work closely with Customs as part of the joint taskforce stated in 2(a) to ensure the efficient clearance and release of essential goods during the pandemic. Depending on the type of essential goods that is being imported and exported, different competent authorities will work with Customs and ICA to ensure expeditious clearance of the goods.

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

**A) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: As the efficiency of clearance of the essential goods was high, we did not require the temporary admissions of essential goods during the pandemic period.

**B) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: Although different goods with different HS classifications may have different import procedures, Singapore does not impose any unnecessary barriers on the trade in medical supplies and essential goods. Our health authority has been transparent and have been keeping local importers informed about the documentation procedures for the import of the COVID-19 related medicine and vaccine shipments. The importers are required to obtain a valid importer license and/or interim authorisation for the medical products from Singapore's health authority to import vaccines into Singapore. They are then required to declare the importer license and/or product interim authorisation number and the relevant product code in their permit declaration for the import of COVID-19 vaccines into Singapore.

**C) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: During the pandemic, Singapore's health authority introduced a Pandemic Special Access Route (PSAR) to facilitate early access to critical novel vaccines, medicines and medical devices. Medical products which demonstrate acceptable minimum safety, efficacy and quality standards will be granted an interim authorisation and are allowed for import during the pandemic.



**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: Please refer to our response in question 1.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

Answer: For question 5, Please refer to our response in 2(a).

**A) Expedite the processing of essential goods during the pandemic; and**

**B) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

Answer: On 15 April 2020, Singapore and New Zealand jointly announced the launch of a Declaration on Trade in Essential Goods for Combating the COVID-19 Pandemic. The Declaration builds on the Joint Ministerial Statement on Supply Chain Connectivity which was originally issued by New Zealand and Singapore in March 2020. Seven other economies – Australia, Brunei Darussalam, Canada, Chile, Lao PDR, Myanmar and Uruguay have since pledged their commitment to the Joint Ministerial Statement to ensure supply chain connectivity amidst the COVID-19 situation. Arising from the Declaration, the customs duty of the following products imported into Singapore are exempted with effect from 15 April 2020:

<b>HS Code</b>	<b>Description</b>
2208.90.10	Medicated samsu of an alcoholic strength by volume not exceeding 40 % vol.
2208.90.20	Medicated samsu of an alcoholic strength by volume exceeding 40 % vol.
2208.90.30	Other samsu of an alcoholic strength by volume not exceeding 40 % vol.
2208.90.40	Other samsu of an alcoholic strength by volume exceeding 40 % vol.

**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: Nil

**b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: Nil

**c) The findings from any assessments of the new policies or regulations.**

Answer: Nil

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: The tariff concessions under the Declaration were reversed on 1 July 2022.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: In line with the national requirements set out during the pandemic, our workforce is required to wear masks, ensure social distancing between each other, and have flexible work arrangements with staggered work schedules to ensure that the virus will have a minimal impact on the workforce.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Answer: The protocols ensured that our officers' infection rates remained relatively low and our daily operations were not affected. The social distancing and mask wearing policies have since been removed as the pandemic has subsided significantly whilst the remote scanning of cargo containers remains in place.

**a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Social distancing was implemented in our offices for personnel who could not work-from-home during the pandemic period.

**b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: During the COVID-19 pandemic period, all Singaporeans, including Customs officers, were required to wear masks to protect each other from the virus. Officers working at the frontline also had to don full PPE as a stepped-up safety precaution at the height of the pandemic.

**c) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

Answer: Cargo containers undergoing X-Ray scanning did not come into physical contact with Customs Officers. To avoid cross-contamination between different Customs stations, an Integrated Command Centre System was also implemented. This system allowed officers from one station to access and operate the x-ray machine installed at another location remotely. That way, officers could provide “virtual” support to the station during peak periods, without the two groups coming into contact with one another. If secondary inspections were required, safe distancing was maintained between Customs Officers and drivers. Proper donning of surgical masks was also required for all persons and contact tracing information was also captured via Trace Together, Singapore’s contact tracing system.

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## **Chinese Taipei**

Survey Answers:

**1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Chinese Taipei’s relevant regulations focus on inspection exemption and duty exemption for imported goods as follows:

Imported equipment and articles for emergency relief may be exempted from inspection in accordance with the Regulations Governing the Examinations of Import and Export Goods.

Supplies imported by or donated to government agencies or public welfare and charity societies engaged in relief services are exempted from customs duties in accordance with the Regulations Governing the Duty Exemption of Imported Relief Articles. If the applicant fails to finish the procedure of applying for the approval document for duty exemption from the competent authority in time before importation, the duty exemption of the importations could be permitted after the applicant enters into a recognizance which states that the articles are used for the purpose of disaster relief and reconstruction to the Customs at the original port of entry. However, the applicant shall process a supplementary procedure within two months from the next day after the cargo is released.

In accordance with the relevant provisions of the Disaster Prevention and Protection Act, based on the nature of disasters or emergencies, a specific competent agency shall be the central regulating authority to coordinate resources and tasks (e.g. the Ministry of the Interior responsible for earthquakes and the Ministry of Health and Welfare responsible for the COVID-19 pandemic). The competent agency shall invite agencies related to cargo clearance (such as the Customs Administration, Aviation Police Bureau, CIQS and Bureau of Foreign Trade) and relevant operators (airlines, airport companies, warehouse operators and importers) to establish a cross-agency cooperation platform so as to coordinate duty exemption, inspection exemption, import permits and rapid clearance for the disasters or emergencies.

**2. Does your government have a National Disaster Management Plan (NDMP)?**

Chinese Taipei has enacted the Disaster Prevention and Protection Act. The “Central Disaster Prevention and Protection Council” and the “Central Disaster Prevention and Protection Commission” established in accordance with this act are in charge of drawing up various disaster prevention and protection policies and measures, and the promotion plan for prevention and protection missions and measures for major disasters.

**a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

Chinese Taipei Customs was assigned to assist in rapid customs clearance of the emergency relief supplies and duty exemption.

The Customs Administration is one of the agencies in the cross-agency cooperation platform for the importation of humanitarian aid/disaster relief/crisis response articles and provides rapid clearance measures such as duty exemption or temporary reduction of tariff rates on the epidemic prevention articles, plane-side pick-up and dedicated contact points, based on the decisions of the said platform.

**b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Taking the importation of supplies for major disaster relief as an example, the Ministry of the Interior (National Fire Agency) is the competent ministry in charge of emergency relief and invites relevant agencies to discuss issues related to the need for importation of emergency relief supplies. The relevant agencies and their roles in the import and export processes are as follows:

- (1) The Customs provides measures including duty exemption, inspection exemption, plane-side pick-up and dedicated contact points.
- (2) The police monitor relevant staff entering and exiting airport control areas.
- (3) Airport companies and airlines coordinate and arrange prioritized plane-side discharge and pick-up for emergency relief supplies.
- (4) CIQS are in charge of inspection, quarantine and testing of inbound and outbound passengers, as well as import and export cargoes.

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

The same as the answer to question 1

**a) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Any measures Chinese Taipei Customs takes are based on relevant regulations of the Customs Act, and do not conflict with the Istanbul Convention.

**b) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

If emergency relief articles are subject to specific import regulations, they shall only be released with valid import permits issued by respective competent authorities, such as Food and Drug Agency for medicines, and Ministry of Agriculture for agricultural and animal products.

**c) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

In accordance with the Regulations Governing the Duty Exemption of Imported Relief Articles and the Regulations Governing the Examinations of Import and Export Goods, articles imported by or donated to government agencies or public welfare and charity societies engaged in relief services are exempted from customs duties and may also be exempted from inspection.

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

None

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**a) Expedite the processing of essential goods during the pandemic; and**

In order to cope with import clearance of the essential goods and medical equipment required for the pandemic, Chinese Taipei has set up four single windows for rapid customs clearance of the said items in its four customs offices (one single window for one customs office) to provide fast and convenient clearance services and answer various clearance inquiries. In addition, in accordance with the Regulations Governing the Duty Exemption of Imported Relief Articles, if the applicant fails to finish the procedure of applying for the approval document for duty exemption from the competent authority in time before importation, the duty exemption of the importations could be permitted after the applicant enters into a recognizance which states that the articles are used for the purpose of disaster relief and reconstruction to the Customs at the original port of entry. However, the applicant shall process a supplementary procedure within two months from the next day after the cargo is released.

If needed, the cross-agency cooperation platform organized by the competent agency invites the private sector and NGOs to join, and they can express their needs and make suggestions to expedite the processing of essential goods during the pandemic.

**b) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

The same as the answer in 5. a)

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

- a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**
- b) How your customs administration evaluates the effectiveness of the new policies or regulations.**
- c) The findings from any assessments of the new policies or regulations.**
- d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

- (1) In order to help factories and firms ease the financial burden, Article 52 of the Enforcement Rules of the Customs Act was amended on May 18, 2020, which stipulates that if the applicant fails to complete the application within the prescribed time limit due to natural disasters, accidents or other force majeure events, the time limit of application for the offsetting or refund of duties and taxes on raw materials for export products may be extended.

As of the end of February 2023, 68 applications were approved to help the factories and firms overcome the difficulties of the COVID-19 pandemic.

This article remains in place.

- (2) Before June 16, 2020 when the amendments of the Regulations Governing the Establishment and Management of Duty-free Shops and the Regulations Governing the Establishment and Management of Offshore Island Duty-free Shops, the storage period of bonded goods was two years, and might be extended once for one year upon approval by the Customs. Due to the impact of the COVID-19 pandemic on the duty-free shops and offshore island duty-free shops, the number of passengers plummeted, and the goods could not be sold ordinarily. In order to alleviate the impact of the pandemic on the industry and relieve the pressure of storing duty-free goods, the Ministry of Finance has relaxed restrictions on the storage period of bonded goods in duty-free shops and offshore island duty-free shops by promulgating additional regulations, which stipulate that due to natural disasters, incidents, or other force majeure reasons, the storage period may be extended more than once. In addition, the Ministry of Finance revised the Regulations Governing the Establishment and Management of Bonded Warehouses regarding the approval authority that allows for extensions of the storage period of bonded goods in bonded warehouses from the Ministry of Finance to the Customs, so as to simplify the administrative procedures.

As of the end of February 2023, 320 cases of extension applications were approved by the Customs, including 103 cases for bonded warehouses, and 217 cases for duty-free shops and offshore island duty-free shops.

The said regulations work well and remain in place.

- (3) During the epidemic prevention period, to keep sufficient supply of the ingredients of pharmaceutical alcohol, to ensure robust supply and demand for medical institutions and the public, and to lower import costs for factories, the tariff on masks (Tariff no. 6307.90.50) was lowered from 7.5% to 0% from February 27 to May 26, 2020, and the

tariff on the ingredients of pharmaceutical alcohol is lowered temporarily (Tariff no. 2207.10.90) from 20% to 10% from February 27, 2020 to August 26, 2023. The implementation of the reduction will be reviewed periodically based on the situation of epidemic prevention and the market supply and demand for the commodities.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

- (1) Ensuring sufficient protective equipment for front-line customs personnel; encouraging colleagues to get vaccinated against COVID-19; expanding flexible commuting hours; holding educational training, meetings and other activities based on the principle of video; suspending public visits; setting body temperature measuring equipment at the entrance; wearing masks during working hours and strengthening health education advocacy; disinfecting relevant public areas and employee dormitories every week; placing alcohol (contained in automatic sensor spray for hand sanitizers or hand-pressed bottles) on each floor of the office building for employees to disinfect themselves, etc.
- (2) Chinese Taipei Customs follows the policy instructions of the Central Epidemic Command Center (CECC) and the Ministry of Finance. Also, depending on the epidemic prevention needs in response to changes in the epidemic, the Customs implements or activates the said protections after the Epidemic Prevention Emergency Response Working Group of the Customs Administration makes a decision, or these protections are directly approved by the director general.

**8. Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic:**

a) Social distancing for customs personnel

- (1) In accordance with the regulations of the CECC, people should keep a distance of 1.5 meters indoors and 1 meter outdoors, and employees are required to wear masks during working hours except for eating and drinking.
- (2) Elevator control measures are implemented to divert the people working on odd-numbered and even-numbered floors in the office building to control the flow of people. (People working on odd-numbered and even-numbered floors take different elevators.)

b) Mandatory use of personal protective equipment by customs personnel  
No.

c) Remote inspections of cargo containers  
No.

**How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Chinese Taipei Customs keeps track of the changing trend of the number of customs employees' COVID-19 confirmed cases to effectively avoid the occurrence of cluster

infection. Relevant epidemic prevention measures are being implemented, and flexible rolling adjustments are made in accordance with the regulations of the CECC and competent authorities.

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## **Thailand**

Survey Answers:

### **1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: The Thai Customs Department has implemented several kinds of measures to response the COVID-19 pandemic. The crucial measures are briefly indicated as follows

- An extension of duty exemption period for masks used in operating rooms and a mask to filter dust, smog or toxins, which are safety equipment, including a mask to filter germs and medical masks.
- An extension of duty exemption period for raw materials used in mask production.
- An exemption of import duty of goods used to treat, diagnose or prevent the spread of COVID-19.
- A waiver to use a copy of the certificate of origins to be exempt and reduce the duty rate under FTAs.
- The license granted a permission to establish a bonded warehouse, a go down, a place of security, a permitted port and a free zone and a license granted a permission to establish a duty-free zone.
- A waiver to extend the storage period in case that the operators of bonded warehouses, free zones and I-EAT are affected by the epidemic situation.
- Reduction of Surcharge for importers or exporters who have been released from a customs custody or exportation of goods out of the Kingdom of Thailand.
- Waiver or reduction of the penalty to an importer or an exporter who paid a duty less than the amount payable without the intention of avoiding the payment of duty and to pay that duty within the specified period in order to decrease the impact on importers or exporters from epidemic situations.
- Customs Formalities for VAT Exemption on goods for treatment, diagnosis or prevention of COVID-19 which were imported for donation purpose.

### **2. Does your government have a National Disaster Management Plan (NDMP)?**

**a) What role(s) does the NDMP assign to your customs administration? How is your customs administration to operate during a disaster?**

**b) What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**



Answer: The Thai Customs Department appointed the Customs Center for COVID-19 Situation Committee. They have the authority and function as follows:

- To manage, define the guidelines, and establish measures for problem solving on human resources, budgets, development of information technology systems, and items related to the widespread of COVID-19.
- To coordinate with internal and external departments that related to the widespread of COVID-19.
- To follow the situation and look to the widespread of COVID-19, preparation, prevention, and risk management to keep up with the situations.
- To describe and publicize to customs officers along with stakeholders, to create a knowledge and mutual understanding in such situations.
- To follow up, evaluate, and report the results of performance of “the Customs Center for COVID-19 Situation Administration”, and reported to the Director-General of the Thai Customs Department.

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

**a) What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: N/A

**b) Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: There are no specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications.

**c) Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: Generally, UN's other international organization including economies that have agreement with Thai government will have a privilege on import these shipments.

**4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: X-rays is the technology that helps the Thai Customs Department to assess the risk of all shipment more efficiently.

**5. How has your customs administration worked with the private sector or non-governmental organizations to:**

**a) Expedite the processing of essential goods during the pandemic; and**

Answer: The Thai Customs Department followed internal laws and government policies for essential goods during the pandemic.

**b) Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: The Thai Customs Department donated other items such as alcohol gel and masks to aid in humanitarian efforts.

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

**a) Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

**b) How your customs administration evaluates the effectiveness of the new policies or regulations.**

**c) The findings from any assessments of the new policies or regulations.**

**d) Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: According to the Thai Customs Department Core Policy Since 2020 and Post Pandemic, the Adaptation Core Policy of Thai Customs Department is focused on the development frameworks under strategic plan since 2020 as follows:

- The Thai Customs Department focused on the development of Customs work process to facilitate trade and foresight to enhance and support the development of Thailand logistics system.
- The Thai Customs Department focused on the development of Customs measures in terms of rules and regulations to enhance tax incentive scheme and integration of international trade information from the systems such as National Single Window (NSW) and ASEAN Single Window (ASW).
- The Thai Customs Department enhance the competency of Customs control system with high technology such as fast scan X-ray machine, CCTV camera, and Artificial Intelligence (AI) in X-ray baggage scanner.
- The Thai Customs Department focused on the efficiency of revenue collection with increased Post Clearance Audit (PCA), including standardized for Customs Tariff and Customs Value.

- The Thai Customs Department focused on the competency and capability of staff to be expert, moral and good quality of life.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: Since 2020, the Thai Customs Department has created and implemented the Business Continuity Plan (BCP), which consists of the critical information that an organization needs to continue operating during an unplanned event, in order to cover risks including natural disasters, protest/demonstration/picketing/riot, nuclear accident, communication network break down, and pandemics.

The Thai Customs Department has implemented the workforce protection program, as an obligation to the central government policy, to secure officer health and organization's service. The workforce protection program includes officers shift arrangement or the Work from Home program that aims to reduce congestion and decrease infection among officials and assist them to be able to work effectively, as well as to ensure supply chain resiliency.

In the time of the pandemic, Thai Customs Department has implemented the administration guidelines for all officials, as an obligation to the central government policy, to secure officials' health and organization's service as follow:

- 1. Administration Guidelines Responding to Covid-19 Infection Cases
- 1.1 Confirmed Infected Case through PCR and ATK Test: Infected official is required to report the infection confirmation to the direct supervisor by phone, facsimile, or email.
  - Hospitalized Case: The official is required to take sick leave as long as indicated in a medical certificate.
  - Self-Isolation Case: The official may continue doing his/her work at home without taking sick leave. It is the direct supervisor's responsibility to assign work for the isolated official.
    - The official who recovered from the disease is requested to present his/herself to the direct supervisor.
- 1.2 Suspected Infected Case: The direct supervisor of the suspected official is responsible to determine the risk level of the infection of the suspected official. If the official is determined as the high-risk infecting, the direct supervisor may assign him/her to work from home.
- 2. Administration Guidelines for Performance Evaluation: Work from home administration is counted as onsite duty, thus performance evaluation for the WFH official could be conducted as usual.

- 3. Infection Reporting Flow: The direct supervisor of the infected or suspected official is responsible to report and update the infection and condition of the official to the upper supervisor.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Answer: During the COVID-19 pandemic, the Thai Customs Department implemented social distancing measures by arranging work shifts and wearing masks at all times. We also utilized personal protective equipment such as alcohol gel, masks, alcohol tunnels, and body temperature detector before entering the office buildings.

Since COVID-19 pandemic the protocols for the customs clearance of goods are social distancing for customs personnel and mandatory use of personal protective equipment e.g. face mask by customs personnel and we still have these protocols in the Customs Houses/Offices across the economy.

**a) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

**b) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

**c) Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

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**United States**

Survey Questions

- 1. What legal or regulatory emergency or exceptional procedures are available to your customs administration to support the streamlined and efficient processing and release of humanitarian aid/disaster relief /crisis response shipments in the time of a disaster or emergency?**

Answer: CBP/Cargo Conveyance Security's Customs Trade Partnership Against Terrorism (CTPAT) program is comprised of nearly 11,000 trusted trader partners across all sectors that have been validated against minimum security criteria for global supply chain standards and, as such, have been deemed low-risk entities that are provided with the benefit of expedited processing and increased trade

facilitation in exchange for their compliance with the CTPAT program's standards. Benefits include front of the line inspections, exam priority, and the ability for these sectors to execute their business resumption plans before other non-participating trade entities. In times of disaster, emergency, or crisis, this collection of partners have a mechanism in place to support the streamlined and efficient processing/release of cargo at the various U.S. ports of entry. CBP has a regulatory provision that permits the temporary duty-free entry of Rescue and Relief equipment and supplies.

Answer: Presidential Policy Directive (PPD) – 40, National Continuity Policy, establishes the policy for the maintenance of a “comprehensive and effective continuity capability through Continuity of Operations (COOP), Continuity of Government (COG), and Enduring Constitutional Government (ECG) programs, and ensures the reliance and preservation of government structure under the United States Constitution and the continuous performance of 8 National Essential Functions (NEFs) under all conditions.”

- The Stafford Act provides U.S. Government Agencies authorities to respond to emergencies when the President of the United States declares a federal emergency.
- The Department of State and DHS Federal Emergency Management Agency (FEMA) lead the U.S. Government’s interagency efforts to accept donations from foreign economies through the International Assistance System (ITAS). CBP is responsible for clearing import shipments into the U.S. and CBP’s Office of Field Operations and Office of Trade coordinate with other agencies through this program to expedite these imports during severe emergencies. Additional information about this program can be found at: [https://www.fema.gov/sites/default/files/documents/fema\\_ias-conops-2022.pdf](https://www.fema.gov/sites/default/files/documents/fema_ias-conops-2022.pdf).  
DHS/CBP/OT/RR/CTF:
- With regard to transportation in bond and merchandise in transit, extension of in-transit time. The in-transit requirement may be extended by CBP upon a written request to the port director of the port of destination or port of exportation. The decision to extend the in-transit time period is within the discretion of CBP. Factors that may be considered, among any others deemed applicable by CBP, include extraordinary circumstances such as major transportation network disruptions, natural disasters, and other emergencies beyond the control of the party requesting the extension. See 19 C.F.R. § 18.1(i)(2).
- The fiscal year pay cap or the statutory maximum in effect for the year involved, regarding aggregate limit overtime and premium pay a Customs Officer shall receive in that fiscal year, may be waived by the Commissioner of Customs or his/her designee in individual cases in order to prevent excessive costs or to meet emergency requirements of the Customs Service. See 19 C.F.R. § 24.16(b)(8).

- Cargo designated as humanitarian assistance is not subject to the Harbor Maintenance Fee. Humanitarian assistance is considered to be assistance which is required for the survival of the affected population in cases of, or in preparation for, emergencies of all kinds. Such relief assistance would include, but is not limited to food items, shelter, clothing, basic home utensil kits, and small electric generators. See 19 C.F.R. § 24.24(c).
- Any company or individual that has operational control over an aircraft required to give advance notice of arrival under § 122.23 may request an exemption from the landing requirements in § 122.24. Single overflight exemptions may be granted to entities involved in air ambulance type operations when emergency situations arise and in cases involving the non-emergency transport of persons seeking medical treatment in the United States. See 19 C.F.R. § 122.25(a).

**2. Does your government have a National Disaster Management Plan (NDMP)?**

Answer: The National Disaster Recovery Framework (NDRF) enables effective recovery support to disaster-impacted states, tribes, territorial and local jurisdictions. It provides a flexible structure that enables disaster recovery managers to operate in a unified and collaborative manner. The NDRF focuses on how best to restore, redevelop and revitalize the health, social, economic, natural and environmental fabric of the community and build a more resilient economy. As the NDRF applies to all incidents, its structures and procedures apply equally to incidents where Federal support to local, regional/metropolitan, state, tribal, territorial, and insular area governments is coordinated under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) and to incidents where Federal departments and agencies exercise other authorities and responsibilities outside the Stafford Act.

**a. What role(s) does the NDMP assign to your customs administration?  
How is your customs administration to operate during a disaster?**

Answer: CBP's Mission Essential Functions include:

- Ensure the integrity of border security operations at and between U.S. ports of entry.
- Maintain enforcement operations in air and marine environments.
- Ensure the legitimate flow of cargo in and out of the United States
- Ensure collection and processing of duties, fees, and tariffs.

Government agencies such as CBP play an important role as employers and need their own plans to protect and assist employees during emergencies. Internal communication structures can be used to inform employees about preparedness efforts that address needs for individuals and households. The incorporation of continuity planning and operations, specifically with regards to the reconstitution of an organization's leadership, staff, communications, and facilities can aid in the overall community disaster recovery process.

**b. What other border management agencies or regulators are part of the import and export process and what role(s) do they fulfill under the NDMP?**

Answer: CBP works with other U.S. Government Agencies to expedite the clearance of critical shipments and ensure imports are safe and secure. Primary U.S. Government Agencies include the Federal Emergency Management Administration (FEMA), the Food and Drug Administration (FDA) and the U.S. Department of Agriculture; however, CBP also has working relationships with other agencies to address any other issues of concern.

**3. What measures has your customs administration implemented to facilitate the processing and release of humanitarian aid/disaster relief /crisis response shipments?**

Answer: CBP/Cargo Conveyance Security's Customs Trade Partnership Against Terrorism (CTPAT) program is comprised of nearly 11,000 trusted trader partners across all sectors that have been validated against minimum security criteria for global supply chain standards and, as such, have been deemed low-risk entities that are provided with the benefit of expedited processing and increased trade facilitation in exchange for their compliance with the CTPAT program's standards. Benefits include front of the line inspections, exam priority, and the ability for these sectors to execute their business resumption plans before other non-participating trade entities. In times of disaster, emergency, or crisis, this collection of partners have mechanisms in place to support the streamlined and efficient processing/release of cargo at the various U.S. ports of entry. CBP has a regulatory provision that permits the temporary duty-free entry of Rescue and Relief equipment and supplies.

Answer: CBP utilizes its import declaration processing system to facilitate imports into the United States. Commercial imports are processed through CBP's Automated Commercial Environment (ACE). ACE is a "single window" system that establishes agency-specific declaration requirements for specific Harmonized System (HS) commodity classifications. Filers submit CBP customs declarations and are required to declare agency-specific information depending on the HS commodity declared. For example, the Food and Drug Administration (FDA) has specific declaration requirements for medicines that go beyond the data required by the customs declaration. More information about CBP Office of Trade ACE program: <http://www.cbp.gov/trade/automated/ace-mandatory-use-dates>.

- During the COVID Pandemic, CBP stood up a cargo resolution team that worked with other agencies and CBP Ports of Entry to expedite the clearance of critical imports needed to support emergency responses.

**a. What measures, if any, has your customs administration taken to implement or adhere to Annex B.9 on Goods Imported for Humanitarian Purposes of the Istanbul Convention?**

Answer: During the COVID Pandemic, CBP created the COVID-19 Cargo Resolution Team (CCRT). The CCRT was comprised of a network of subject matter experts from across the agency. The CCRT triaged incoming requests from importers and customers; coordinated with federal, state, and local government agencies; facilitated inbound shipments through ports of entry; expedited importation of critical medical supplies; and responded directly to inquiries about the importation of personal protective equipment, COVID-19 test kits, ventilators, and other medical supplies. The CCRT worked closely with importers and other government agencies to ensure the vaccine and vaccine materials were released with minimal delay.

- CBP utilizes its import declaration processing system to facilitate imports into the United States. Commercial imports are processed through CBP's Automated Commercial Environment (ACE). ACE is a "single window" system that establishes agency-specific declaration requirements for specific Harmonized System (HS) commodity classifications. Filers submit CBP customs declarations and are required to declare agency-specific information depending on the HS commodity declared. For example, the Food and Drug Administration (FDA) has specific declaration requirements for medicines that go beyond the data required by the customs declaration. More information about CBP Office of Trade ACE program: <http://www.cbp.gov/trade/automated/ace-mandatory-use-dates>.
- During the COVID Pandemic, CBP stood up a cargo resolution team that worked with other agencies and CBP Ports of Entry to expedite the clearance of critical imports needed to support emergency responses.

**b. Are there specific procedures for different types of goods (e.g., medicines vs. blankets vs. vehicles) or for different HS classifications?**

Answer: There are 49 U.S. Partner Government Agencies that are involved in regulating imported commodities into the U.S. Commercial imports are processed through CBP's Automated Commercial Environment (ACE). ACE is a "single window" system that establishes agency-specific declaration requirements for specific Harmonized System (HS) commodity classifications. Filers submit CBP customs declarations and are required to declare agency-specific information depending on the HS commodity declared. For example, the Food and Drug Administration (FDA) has specific declaration requirements for medicines that go beyond the data required by the customs declaration. More information about CBP Office of Trade ACE program: <http://www.cbp.gov/trade/automated/ace-mandatory-use-dates>



- c. Are there special classes of importers that are able to import these shipments easier, such as the UN, IFRC, governments or government contractors, etc.?**

Answer: CBP works with other federal agencies, private sector importers, and non-governmental organizations to facilitate the importation of critical goods during emergencies.

- 4. What technologies is your customs administration using or evaluating for use in processing and releasing humanitarian aid/disaster relief /crisis response shipments more efficiently?**

Answer: CBP continues to refine and further develop the Automated Commercial Environment (ACE). This system processes all U.S. import declarations and integrates other U.S. Government Agency requirements into a “single window system.” The system also automates all USG forms and provides an efficient, centralized system that enables the clearance of cargo to be expedited.

CBP also uses their Automated Targeting System (ATS) to manage risks and help expedite shipments that do not pose health and safety risks to the United States.

- 5. How has your customs administration worked with the private sector or non-governmental organizations to:**

- a. Expedite the processing of essential goods during the pandemic; and**

Answer: CBP/Cargo Conveyance Security's Customs Trade Partnership Against Terrorism (CTPAT) program is comprised of nearly 11,000 trusted trader partners across all sectors that have been validated against minimum security criteria for global supply chain standards and, as such, have been deemed low-risk entities that are provided with the benefit of expedited processing and increased trade facilitation in exchange for their compliance with the CTPAT program's standards. Benefits include front of the line inspections, exam priority, and the ability for these sectors to execute their business resumption plans before other non-participating trade entities. In times of disaster, emergency, or crisis, this collection of partners have a mechanism in place to support the streamlined and efficient processing/release of cargo at the various U.S. ports of entry.

Answer: CBP coordinates with importers and their customs brokers to address any issues of concern and help expedite the clearance of critical goods.

- b. Expedite humanitarian aid/disaster relief /crisis response shipments during disasters or emergencies?**

Answer: CBP/Cargo Conveyance Security's Customs Trade Partnership Against Terrorism (CTPAT) program is comprised of nearly 11,000 trusted

trader partners across all sectors that have been validated against minimum security criteria for global supply chain standards and, as such, have been deemed low-risk entities that are provided with the benefit of expedited processing and increased trade facilitation in exchange for their compliance with the CTPAT program's standards. Benefits include front of the line inspections, exam priority, and the ability for these sectors to execute their business resumption plans before other non-participating trade entities. In times of disaster, emergency, or crisis, this collection of partners have a mechanism in place to support the streamlined and efficient processing/release of cargo at the various U.S. ports of entry.

Answer: CBP coordinates with importers and their customs brokers to address any issues of concern and help expedite the clearance of critical goods.

**6. What policies or regulations has your customs administration introduced or implemented since January 2020 to ensure overall supply chain resiliency? In your response, please describe:**

Answer: During COVID, CBP implemented a duty postponement program for importers.

Aside from duty deferrals for importers during COVID, the Office of Trade did not implement new policies and regulations the COVID Pandemic and was able to leverage existing policies and regulations to respond to this crisis.

**a. Any challenges associated with implementing the new policies or regulations and how your customs administration overcame those challenges.**

Answer: During COVID, Executive Order titled National Emergency Authority to Temporarily Extend Deadlines for Certain Estimated Payments, authorizing the Department of the Treasury to take action under 19 U.S.C. 1318(a) to temporarily extend deadlines for payment of certain duties, taxes and fees for importers suffering significant financial hardship because of COVID-19. To provide regulatory clarity, CBP issued a Temporary Final Rule implementing a 90-day postponement of payment of estimated duties, taxes and fees, other than Antidumping, Countervailing and Trade Remedy (Section 201, 232 and 301) duties. To provide supplemental policy, CBP also issued internal and external guidance to provide explaining the 90-day postponement and providing detailed processing instructions.

Aside from duty postponement for importers during COVID, the Office of Trade did not implement new policies and regulations to ensure overall supply chain resiliency since January 2020.

**b. How your customs administration evaluates the effectiveness of the new policies or regulations.**

Answer: CBP did not formally evaluate the effectiveness of the 90-day postponement implementation. CBP communicated the significant financial hardship parameters that needed to apply to take advantage of the duty postponement and required that importers maintain documentation that supported their qualification for the postponement. This is in line with CBP's recordkeeping requirements.

**c. The findings from any assessments of the new policies or regulations.**

Answer: More than 2,900 importers took advantage of the postponed payment, with \$575M in estimated duties, taxes and fees being postponed.

**d. Whether the policies or regulations remain in place today or have reverted back to pre-pandemic measures.**

Answer: Duty postponement was only effective March 1, 2020, through April 30, 2020.

**7. What workforce protections has your customs administration introduced to ensure supply chain resiliency during pandemics, natural disasters, and other disruptive or crisis incidents? How and under what circumstances does your customs administration decide to implement or activate those workforce protections?**

Answer: CBP's Office of Trade pivoted to a comprehensive telework posture during COVID19 to ensure their continuity of operations.

**8. How did your customs administration assess the effectiveness of those protocols? What benefits and challenges did the new protocols introduce for your customs administration? Do the protocols remain in place?**

Answer: The Office of Trade maintained a daily accountability of all personnel across the organization and managed the reporting and monitoring of all positive cases. The benefit was 100% accountability of employee health & readiness reference the COVID-19 pandemic. The protocols remained in place until further guidance was provided from the administration. The Office of Trade did not experience any deaths due to COVID Pandemic.

**a. Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Social distancing for customs personnel**

Answer: Yes

Answer: CBP implemented a comprehensive telework posture and limited in-person office requirements. Standards for office environments were also established

for limited seating that was sufficiently distanced from other personnel, and PPE (masks and gloves), and disinfectant were made available to staff in the office.

- b. Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Mandatory use of personal protective equipment by customs personnel**

Answer: yes

Answer: During the COVID-19 pandemic, CBP developed requirements for using personal protective equipment (PPE) in the workplace through a job hazard analysis and provided information and guidance provided by the Centers for Disease Control (CDC) and other reference personal the usage of protective equipment (PPE). OT employees were provided the necessary PPE pursuant to their respective job hazard analysis.

- c. Please indicate whether your customs administration implemented any of the follow protocols for the customs clearance of goods during the COVID-19 pandemic: Remote inspections of cargo containers**

NA