



SINGAPORE CUSTOMS 新加坡关税局 KASTAM SINGAPURA சிங்கப்பூர் சுங்கத்துறை

STATEMENT BY MR FONG YONG KIAN, DIRECTOR-GENERAL, SINGAPORE CUSTOMS, AT THE BUSINESS EXCELLENCE AWARDS MEDIA BRIEFING ON MONDAY, 19 NOV 2012, 4.30PM, CAPRICORN ROOM, RESORTS WORLD CONVENTION CENTRE

First, I would like to thank the SQA Governing Council for awarding the Singapore Quality Award to Singapore Customs. It is indeed an honour for all of us in Singapore Customs.

2 Singapore Customs has served the nation well for more than a century. Over the years, the roles of Customs have evolved and we have become the lead agency for customs and trade regulatory matters. As trade is the lifeblood of Singapore's economy, our work is deeply plugged into Singapore's trade, logistics and manufacturing sectors. Our work is also underpinned by our firm belief that the dual purpose of our regulation is to facilitate legitimate trade, whilst we take firm actions to counter illicit trade. Hence, our strategies towards trade facilitation and compliance complement each other and our goal is to provide an environment of high trust and efficiency, where international trade can flow seamlessly.

3 This belief has spurred us to adopt a close partnership approach with the trading community. We strive to understand their business and unique needs, so as to co-create regulatory solutions with them. Going beyond regulation, we also leveraged on technology to roll out integrated solutions like TradeXchange, which has helped to boost the productivity of the logistics sector. We constantly look for ways to value-add to the trading community. For example, we have an extensive outreach programme to help companies understand and comply with our regulations. With a higher level of compliance, Singapore Customs can then better facilitate trade. Part of our outreach includes tips to companies on how to reap benefits from Free Trade Agreements, and enjoy tax suspension schemes on re-exports.

4 As there are multiple stakeholders in trade, Singapore Customs adopts a Whole-of-Government approach to work closely with other Government agencies to address trade-related regulations. Singapore Customs take the lead to provide one-stop solutions, such as TradeNet, to the trading community.

5 In the international arena, Singapore has regularly been ranked by the World Economic Forum and World Bank as having one of the most efficient Customs administrations in the world. We will continue to benchmark ourselves against international best practices to meet the challenges of a dynamic, global trading environment.

6 As an organisation, Singapore Customs values our people and put them at the core of everything we do. This prestigious award acknowledges us not just for our business excellence, but also for the commitment of our employees. The award will not be possible without the keen desire of Singapore Customs officers of all levels to constantly seek improvements and strive for excellence.

7 Winning the prestigious Singapore Quality Award has spurred us to set our sights higher, to strive even harder to be the best that we can be, so that we can continue to serve the nation and our people well. Thank you.

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