

# inSYNC

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# inSIGHT

## PROTECTING SINGAPORE'S REPUTATION AS A GLOBAL TRADING HUB

As the guardian of Singapore's trade system, Singapore Customs is tasked with the roles of trade facilitator as well as trade regulator. While facilitating trade and enforcing regulations to protect revenue may appear contradictory, a risk-based approach allows the department to achieve both objectives without compromising on either.

To ensure the integrity of the trading system, Singapore Customs officers, working together with other controlling agencies, targets high-risk consignments for checks. This curbs the movement of illegal goods while ensuring that legitimate goods flow in and out of Singapore smoothly. Read our feature story to find out how Singapore Customs recently foiled two attempts by importers to smuggle controlled goods.

The trade regulation and trade facilitation measures can work well together, as evidenced by Singapore's top performance in global rankings in logistics and trade. Most recently, Singapore's customs procedures were ranked as the most efficient out of 144 economies in World Economic Forum's Global Competitiveness Report. In addition, the agency's annual Travellers' Satisfaction Survey 2011 results show that travellers are happier with Singapore Customs' services at the checkpoints: their overall satisfaction increased from 91 per cent in 2010 to 95 per cent in 2011.

Singapore Customs will continue to partner the trading community and uphold our laws to build trust, facilitate trade and protect revenue.

**TAN ZI JIE**  
Editor



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# Nurturing Green Technologies in Singapore

*Singapore Customs proactively partners the business community in developing environmentally-friendly solutions for a sustainable future. This is done through a consultative approach and seeing the big picture when evaluating the impact of research and development (R&D) projects and other green initiatives.*



As dealing with climate change becomes a global imperative, the movement to develop environmentally-friendly solutions is gaining momentum. Around the world, industries, companies and governments are betting on innovative technologies to build a sustainable future.

Recognising the importance of such initiatives, Singapore Customs makes it easier for the business community to conduct green activities. This is done

through a range of trade facilitation schemes such as the Temporary Import Scheme and the granting of Goods and Services Tax (GST) relief and duty exemptions on a case-by-case basis.

Recently, Singapore Customs facilitated two such R&D projects: the import of 11 micro-electric vehicles for a study trial on eco-friendly modes of transport, and of a prototype bench plant for research on turning waste tyres into useful products.

Beyond providing monetary savings, these facilitations help to advance the development of new technologies such as alternative urban transport systems and waste disposal solutions to reduce pollution.

## TEST DRIVING ECO-CARS IN NUS

The study conducted jointly by Toyota Tsusho Asia Pacific and National University of Singapore (NUS) tests the feasibility of green mobility vehicles for short-distance travel.

The two-year trial involves testing 11 micro-electric vehicles on the roads within the University Town and Kent Ridge campus. Faculty staff and students will share and use the vehicles as personal transport to commute within the campus.

The micro-electric vehicles are single-seater cars that run on electricity from lead acid batteries rather than fossil fuels. As the NUS campus is a self-contained township, the area will be transformed into a 'living laboratory'. Researchers will be able to review the viability of introducing the vehicles in an urban environment.

"The results from the trial can be expanded in a measured manner to future and radical city or township planning," said Associate Professor Tan Kok Kiong from NUS Department of Electrical and Computer Engineering.

As part of the study, TTAP had to import the 11 micro-electric vehicles from Japan. In normal circumstances, each imported vehicle will be subject to an ad-valorem excise duty which is 20 per cent of the vehicle's transaction value.

Generally, vehicles used for R&D studies are eligible for facilitation under the Transport Technology Innovation and Development Scheme (TIDES-PLUS) administered by the Land Transport Authority (LTA) and Economic Development Board (EDB). The scheme grants the exemption of excise duties along with waiver of other taxes.

The challenge, however, was that the micro-electric vehicles are not eligible for TIDES-PLUS as they are not constructed for public road use in Singapore.

As such, Singapore Customs worked with public agencies such as LTA and EDB to look into creative ways to facilitate the study.

Recognising the project's merits in contributing to eco-friendly urban transport systems and sustainable city planning research, Singapore Customs decided to waive the excise duties for the 11 vehicles in June 2012.

The waiver helped TTAP to save nearly S\$50,000 in duties altogether. The earnings derived can go towards other developmental activities for the project.



NUS faculty and staff will travel within the University Town (above) and Kent Ridge campus in duty-exempted micro-electric vehicles for a study on green transportation for short distances.

### TURNING WASTE TYRES INTO ENERGY

Rubber tyres that are damaged or have lost their traction are usually dumped in landfill sites. To combat such pollution, an environmental solutions company has come up with a way to convert waste tyres into useful products instead.

Using special induction heating technology, rubber powder from waste tyres is processed into energy and carbon black. The first of its kind, this innovative process is pioneered by AEL Enviro (Asia) and carried out by its prototype bench plant, which was built in its California facility by plasma science and engineering experts.

Looking to further improve the technology and achieve higher efficiency in their outputs, AEL Enviro (Asia) wanted to import the bench plant to Singapore for continued testing and development.

With the research from this project, the company aims to establish a commercial plant in Singapore in the next two years.

“With the large-scale plant, we plan to create a Singapore brand and market the technology to the world using Singapore as a base,” said Mr Tan Hiang Mong, Chief Operations Officer of AEL Enviro (Asia).

Normally, goods imported for exhibition, repair, testing, experiment or demonstration can be brought into Singapore under the Temporary Import Scheme. Duty and GST on the goods will not need to be paid if they are to be re-exported within six months of import. This excludes liquor and tobacco products.

The problem, however, was that the bench plant would need to be in Singapore for over 24 months. The extra time is needed to refine the technology and fine-tune the commercial plant’s design.

While the longer period of import means it would not normally qualify for the Temporary Import Scheme, Singapore Customs recognises the importance of balancing regulatory controls with a pro-enterprise mindset. With its eye on the bigger picture, Singapore Customs understands that supporting innovative



Photo: AEL Enviro (Asia)



Photo: AEL Enviro (Asia)

*AEL Enviro (Asia)’s prototype bench plant can process waste tyres into useful products such as energy and carbon black.*

ideas today will bring about greater rewards for tomorrow.

In assessing the situation, officers from different branches in Singapore Customs, in close collaboration with EDB, took into account the project’s merits. Importing the bench plant will lead to the development of waste disposal technologies while the commercial plant will contribute to Singapore’s economy.

Thus, Singapore Customs decided to provide a special GST waiver for the bench plant, which helped the company save over S\$44,000 in GST.

“We would like to thank Singapore Customs and the authorities for providing opportunities not seen elsewhere in the region. The bench plant is a big capital investment for a small, newly-setup company like AEL Enviro (Asia) to prove its technology concept,” said Mr Tan.

“The GST waiver helps to free up much needed funds, for us to take the next step in this R&D effort,” he added.

# Singapore Customs Foils Attempts to Smuggle In Controlled Goods

*To ensure the integrity of the trading system, Singapore Customs adopts a risk assessment framework to identify 'suspicious' consignments for checks before they enter Singapore. Working closely with other controlling agencies, Singapore Customs recently thwarted attempts by two importers to smuggle controlled goods into the country.*



Over 5,600 pieces of snake skin were seized from a consignment originating from Batam, Indonesia.

An importer thought he could skirt the law by smuggling in snake skins and falsely declaring them as jackets. In another case, a uniform manufacturer tried to sneak illegal soil into Singapore, among its usual shipment of textile materials and umbrellas.

What these importers did not know was that Singapore Customs officers were already tracking their 'suspicious' consignments.

Singapore Customs worked closely with the Immigration & Checkpoints Authority (ICA) to intercept the two targeted consignments at the checkpoints. These cases are currently being investigated by the Agri-Food & Veterinary Authority (AVA).

### ASSESSING CARGO RISKS

Risk assessment is a cornerstone in ensuring trade security. By proactively sifting out high-risk consignments before they come into Singapore, Singapore Customs keeps a tight control on illegal cargo while facilitating the smooth flow of legitimate goods in and out of the country.

Risk assessment officers from Singapore Customs work closely with controlling agencies such as the AVA, Health Sciences Authority (HSA) and the National Environment Agency (NEA) to deter and apprehend traders who violate import and export regulations. Controlling agencies are the authorities that provide permission for the import of controlled goods like pharmaceuticals and animal products. The whole-of-government approach enables a comprehensive response to complex enforcement challenges.

In 2011, the collaboration between agencies led to the detection of an NEA case involving lead battery waste falsely declared as scrap metal, and a HSA case involving sex drugs falsely declared as toys.

### LARGEST SHIPMENT OF ILLEGAL SNAKE SKINS IN FIVE YEARS

On 7 August 2012, Singapore Customs and ICA officers thwarted an attempt to illegally import more than 5,600 pieces of snake skin into Singapore. This is the largest consignment of snake skin uncovered by Singapore authorities in five years.

Singapore Customs identified a consignment declared as jackets imported from Batam, Indonesia, for examination. ICA officers conducted checks on the lorry carrying the goods at Jurong Scanning Station and uncovered four bales of snake skin.

The consignment included 5,634 pieces of python, cobra, oriental rat snake and water snake skins and had a street value of nearly S\$5,000. Of these, over 2,100 pieces (python, oriental rat snake and cobra skins) are protected under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). Singapore is a signatory of the treaty, which protects endangered species through the imposition of trade restrictions.

Under Singapore's Endangered Species (Import and Export) Act, the export and import of snake skins protected under



*Four species of snake skins were found. From top: python, oriental rat snake, cobra and water snake skins. The first three species are endangered and protected by law.*

the Convention must be accompanied by CITES permits from the exporting and importing countries, which is issued by AVA in Singapore.

As it is an offence to import or export CITES-protected species without a permit from AVA, offenders can be fined up to \$500,000, jailed for up to two years, or both.

### ILLEGAL IMPORT OF SOIL

Singapore Customs targeted for examination a container from Huangpu, China, that was declared to contain textile material and umbrellas by a uniform manufacturer. When ICA officers intercepted the 20-foot container at Tanjong Pagar Gate on 22 August 2012, they discovered something else.

A total of 823 bags of soil, commonly used for growing plants, were found in the container.

The import of soil into Singapore is regulated under the Control of Plants Act – Plant Importation Rules. Under the Act, the import of soil must be covered by a valid import permit issued by AVA. A phytosanitary certificate from the exporting country is also required to certify that the soil is free from any plant parasites and pests, to prevent their introduction into Singapore.

Failure to comply with these requirements can lead to a \$10,000 fine and/or imprisonment of up to three years.



*The illegal bags of soil were found in a container with textile material and umbrellas.*



*A uniform manufacturer tried to smuggle 823 bags of soil from Huangpu, China, into Singapore.*



# Securing the Movement of Hazardous Chemicals

*To better support Singapore’s vital energy and chemicals industry and its Jurong Island hub, Singapore Customs facilitates the set-up of Jurong Island Terminal — an innovative terminal which enables the secured movement of hazardous chemicals between mainland Singapore and Jurong Island by sea.*

Singapore Customs, working closely with a multi-agency team, authorises the movement of petrochemical products at the new Jurong Island Terminal (JIT).

JIT is an innovative solution to the congestion and safety challenges posed by the expected increase in cargo traffic between the two islands.

## THE CHALLENGE

Home to almost 100 global petroleum, petrochemical and specialty chemical companies, Jurong Island is the centrepiece of Singapore’s leading integrated energy and chemicals hub. The island is a key contributor to Singapore’s economy. As of 2011, it has drawn cumulative fixed asset investments of over S\$30 billion and employs about 8,000 workers.

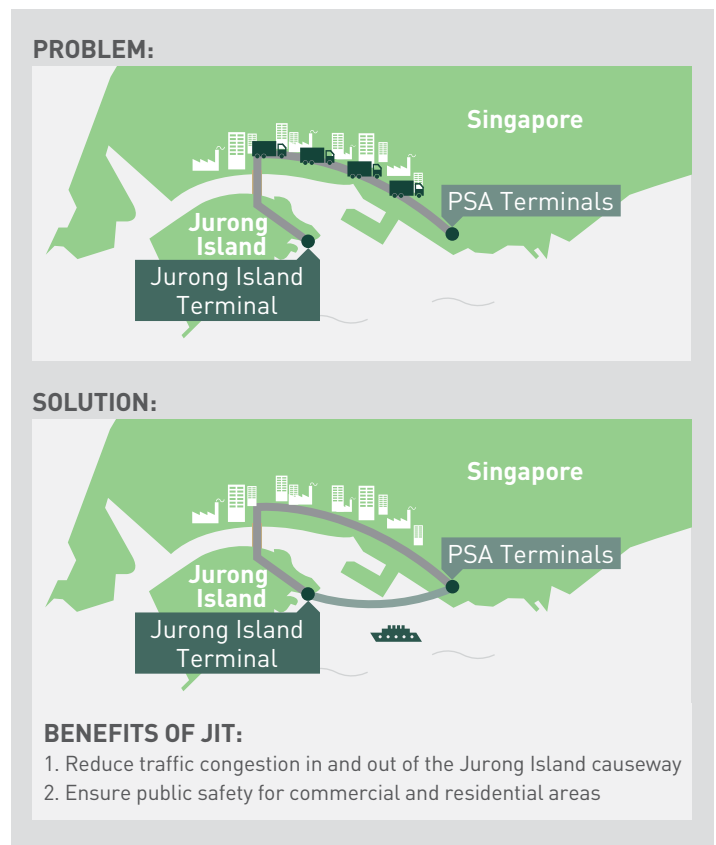
Prior to the construction of JIT, containerised petrochemicals were transported to and from the PSA terminals on mainland Singapore and Jurong Island via road. A single causeway links Jurong Island with the mainland.

In the next few years, the number of chemical projects on Jurong Island is expected to increase to support the thriving energy and chemicals industry.

With more chemical projects, the volume of containerised petrochemicals being transported between the islands is expected to rise. This will worsen traffic congestion in and out of the single causeway linking Jurong Island with the mainland. In addition, as the roads run through residential and commercial areas, the security and safety of members of the public may be compromised.

## A TAILORED SOLUTION

Always a step ahead, the Singapore government recognised the potential challenges early on. A multi-agency team, which included Jurong Town Corporation, Singapore Customs, Ministry of Home Affairs, Singapore Police Force and the Immigration & Checkpoints Authority, was formed in late 2008 to overcome these limitations while ensuring trade and border security. The aim was to manage the road traffic situation without introducing additional layers to the current screening procedures.



The multi-agency team worked closely with the terminal’s operator PSA to facilitate its smooth operations. JIT handled its first shipments of petrochemical-laden ISO tanks on 25 June 2012.

With JIT, petrochemical materials can now be transported from PSA terminals on the main island to Jurong Island via barges on the sea. The alternative sea route eases traffic congestion at the Jurong Island causeway.

Public safety is also enhanced with JIT, as the sea route enables the loads of hazardous petrochemicals to safely bypass residential and commercial areas on the main island.

# GST on Investment-Grade Precious Metals Lifted

*From 1 October 2012, investment-grade gold, silver and platinum will no longer be subject to 7 per cent Goods and Services Tax (GST), as announced in this year's Budget by the Minister for Finance.*

The move is a key measure to boost investment-grade precious metals (IPM) refining and trading in Singapore.

Singapore Customs, working with other government agencies like International Enterprise Singapore, Inland Revenue Authority of Singapore and Ministry of Finance, facilitates the implementation of this scheme.

To bring IPM into the country, traders need to make a customs declaration through TradeNet before importation.

The rationale behind the move is to put the GST treatment on par with other actively-traded financial assets such as stocks and bonds. The GST exemption aligns Singapore's treatment of IPM

with the practices of Australia, UK and Switzerland.

Internationally, the market for IPM has been expanding. In 2011, the global demand for gold, worth about US\$205.5 billion, grew by 0.4 per cent. The growth was largely driven by investment demand from Asia. Singapore aims to grow its share of the global gold trading market from 2 per cent to 10-15 per cent in the next five to ten years.

To qualify for the exemption, IPM must be of a minimum purity and satisfy certain requirements to be categorised as investment-grade. For example, IPM must be tradeable on the international bullion market and bear an internationally-accepted identification that guarantees its quality.

Concurrently, 1 October 2012 saw the introduction of the Approved Refiner and Consolidator Scheme (ARCS) to ease cash flow for IPM refiners and local consolidators, with regards to GST payment on the import and purchase of raw materials and input tax relief. The scheme is administered by the Inland Revenue Authority of Singapore (IRAS).

For more details on the import of IPM, refer to Circular No.12/2012 at [www.customs.gov.sg](http://www.customs.gov.sg)

For more details on the Approved Refiner and Consolidator Scheme (ARCS), please refer to [www.iras.gov.sg](http://www.iras.gov.sg)

## Global Competitiveness Report: Singapore is 1<sup>st</sup> in Customs Efficiency

*Over 14,000 business executives worldwide named Singapore's customs procedures as the most efficient in the World Economic Forum (WEF) Global Competitiveness Report 2012-2013.*

Singapore beat 143 other economies to be ranked as having the "highest level of efficiency of customs procedures related to the entry and exit of merchandise" in WEF's Executive Opinion Survey.

Singapore's customs efficiency has been consistently topping the global competitiveness report. It clinched first position in WEF reports in 2008-2009, second in 2009-2010, and regained the first position in 2010-11.

Overall, WEF placed Singapore as the second most competitive economy behind

Switzerland. Singapore also excelled in other indicators; it had the best public and private institutions, most efficient goods and labour markets and came in second for world-class infrastructure and financial market development.

The WEF report is based on a comprehensive set of micro- and macro-economic indicators, such as publicly available data and the opinion survey of over 14,000 business leaders.

# Travellers Happier with Customs Checkpoint Services

*Results from the Singapore Customs Travellers' Satisfaction Survey 2011 show that the agency has improved its services. The yearly survey revealed a 4 per cent rise in overall traveller satisfaction from 91 per cent in 2010 to 95 per cent in 2011.*

This means that more than nine out of ten travellers surveyed ranked our services a four or five on a five-point scale, indicating that they were satisfied or very satisfied with Singapore Customs' services.

The annual survey evaluates Customs processes at various checkpoints and identifies gaps between traveller expectations and actual levels of service. It enables Singapore Customs to determine specific service needs and expectations of travellers, and gather suggestions for improvements.

Travellers were asked to rate the Goods and Services Tax (GST) refund and duty payment process, from locating the refund or tax counters, information provided on obtaining a refund, to the service received at the counter. In addition, the service attributes of the officers – professionalism, level of courtesy, clarity of information provided, knowledge and speed – were also assessed.

In general, travellers were satisfied with the performance of Singapore Customs officers.

Those who travelled by air were the most satisfied (96 per cent) while seafarers were the least (84 per cent). Of those who travelled by land, 94 per cent said they were happy with Customs services.

The data was collected through face-to-face interviews with tourists, visitors, residents, commuters and Singaporeans at 22 Customs contact points. Carried out



over a six-month period straddling 2011 and 2012, the survey comprised 4,382 responses from travellers who came to Singapore by air, land and sea.

The annual Travellers' Satisfaction Survey is just one of the tools Singapore Customs employs in its efforts to excel

in customer service. In addition, the agency frequently sends its officers for training in service excellence and innovation. Recently, it revised its Service Charter and launched a Singapore Customs Service Book with anecdotes of exemplary service to motivate officers.

# Strengthening Regional Ties through Learning and Cooperation

*Singapore Customs frequently engages its counterparts to keep abreast of the latest developments and exchange experiences. In addition to hosting foreign administrations, Singapore Customs recently visited Thailand and Guangzhou Customs to learn about their procedures and discuss the newly-signed China-Singapore supply chain security arrangement.*

## GAINING INSIGHTS FROM THAILAND CUSTOMS

From 21 to 22 August 2012, a Singapore Customs delegation, led by Director-General of Customs Fong Yong Kian, visited the Thailand Customs Department. They were warmly received by Thailand Customs Director-General Somchai Poolsavadi, Principal Adviser Chawewan Kongcharoenkitkul and other senior officials.

The delegation visited Western Digital (Thailand) to learn about an electronic tracking system the company developed with Thailand Customs to facilitate and track the movement of vehicles between various zones in Bangkok, including to and from the airport. The tracking system uses radio-frequency identification (RFID), global positioning system (GPS) and general packet radio service (GPRS) technologies.

Singapore Customs officers also observed customs operations at the Suvarnabhumi Airport and Laem Chabang Port.

## DISCUSSING SINGAPORE-CHINA MRA PILOT WITH GUANGZHOU CUSTOMS

In June 2012, Singapore Customs and General Administration of China Customs signed a mutual recognition arrangement (MRA) of Authorised Economic Operator (AEO) Programmes to enhance supply

chain security. Under the MRA, certified AEO companies in both countries are mutually recognised and can enjoy greater customs facilitation on both sides.

To test out and fine-tune the MRA implementation procedures, Singapore Customs and Guangzhou Customs started a pilot on 1 September 2012, before the MRA is fully operationalised in the rest of China.

Director-General of Customs, Mr Fong, and the Singapore Customs delegation visited the Guangzhou Customs District of China on 23 and 24 August 2012, ahead of the pilot. They were warmly received by Deputy Director-General Lai Shujia of Guangzhou Customs.

Both sides discussed how AA-rated companies under China Customs' Measure of Classified Management to Enterprise (MCME) programme would enjoy greater benefits if they were importing goods from a Singapore exporter under Singapore Custom's Secure Trade Partnership Plus (STP-Plus) programme.

The Singapore Customs delegation also visited Guangzhou's Baiyun International Airport and FedEx's Asia Pacific Hub at the airport where they were briefed on customs procedures put in place to facilitate trade.



*The Singapore Customs delegation, led by Director-General Fong Yong Kian (second from left), visited Laem Chabang Port in Thailand, where they were briefed on port operations.*



*Deputy Director-General Lai Shujia (left) of Guangzhou Customs District of China hosted Singapore Customs Director-General Fong Yong Kian and officials from 23 to 24 August 2012.*

# Partners in Border Security and Trade Facilitation

*As part of ongoing efforts to forge closer relationships with partner agencies, Singapore Customs invited Mr Clarence Yeo, Commissioner of Immigration & Checkpoints Authority (ICA) and his senior management to visit Singapore Customs headquarters on 27 August 2012.*



*Commissioner of ICA Clarence Yeo (seated, fourth from the left) and his senior management team paid a visit to Singapore Customs on 27 August 2012.*

During the visit hosted by Director-General of Customs Fong Yong Kian and members of the senior management team, representatives from Customs and ICA discussed issues of mutual interest and Singapore Customs shared on its work plans for the current financial year.

Singapore Customs and ICA enjoy a very close and significant partnership that extends to multiple aspects of both agencies' work. This leadership visit is one of the ways in which the two agencies share perspectives, expertise and experiences.

After the reconstitution of the Customs and Excise Department in 2003, ICA

became the agency responsible for the security of Singapore's borders against the entry of undesirable persons and cargo through Singapore's air, land and sea checkpoints, and performs immigration and registration functions.

On the other hand, Singapore Customs became the lead agency on trade facilitation and revenue enforcement, responsible for implementing customs and trade-related enforcement measures.

Given their complementary roles, the two agencies have been working closely to ensure that Singapore has a seamless customs and checkpoints regime.

An efficient and progressive customs and checkpoints system is the key ingredient in a global trade and logistics hub like Singapore. Earlier this year, Singapore topped international rankings such as World Bank's Logistics Performance Index and the World Economic Forum's Enabling Trade Index. This would not have been possible without the continued commitment of partner agencies to work closely with one another.

# Working and Playing as a Family

*On 7 September 2012, Singapore Customs staff and their families had double the fun at the Tots@Work and Fun'Dival events, contributing to a good cause while letting their hair down.*

## KIDS AT WORK

"What is this world?" Four-year-old Ashton Chng asked in wonder as he stepped into the level six offices at Revenue House, clutching the hand of his mother Ms Angie Teo, Head of Organisational Excellence and Planning Branch.

The "world" was Singapore Customs headquarters, and the occasion was the annual Tots@Work event, a boisterous affair where Customs staff brought their children to work for an afternoon of fun and games.

Besides touring the offices, the little ones were treated to story-telling, sand-art, balloon-sculpting, face-painting and even a workshop on managing money. Staff also brought their spouses and family members to take part in the festivities.

## CHARITY BAZAAR

While the kids made merry with their families, other Customs staff were not left out. Beside Tots@Work, the Fun'Dival charity bazaar was held to raise funds for The Straits Times School Pocket Money Fund for the second year running.

Customs staff based in different locations, such as the various checkpoints and Customs Operations Command at Keppel Road, joined forces to set up stalls selling snacks and offering games such as mini-golf. Some even showcased their entrepreneurial skills, enlisting the help of children to charm staff into buying packets of sweets and stationery. Over \$3,200 was raised for charity.

The events transformed the usually quiet offices of Singapore Customs into a buzzing hive of activities. The atmosphere



*Singapore Customs staff came up with simple games such as plasticine-moulding for the little ones when they toured the offices on three levels.*



*Singapore Customs raised over \$3,200 for The Straits Times School Pocket Money Fund through a charity bazaar.*

was warm and convivial as staff played with their colleagues' children while trading parenting tips.

Such activities are organised to foster family and staff bonding. In Singapore Customs, work-life harmony is at the core of its desired organisational culture

and is supported by a holistic framework of human resource policies. For example, staff can opt for flexible-work arrangements like working from home, take half an hour off for exercise once a week, and benefit from exam leave if they are doing part-time studies.

## TRAINING CALENDAR

Programme	Dates
<p><b>SC100 BASICS OF EVERY DECLARANT</b></p> <p>This three-day course provides trade declarants with an overview of customs procedures pertaining to the import and export of goods, the basic requirements for preparing TradeNet declarations, classification of goods, and the rules of origin.</p> <p>The course comprises three modules:</p> <ul style="list-style-type: none"> <li>• SC101 Customs Procedures (2 days)</li> <li>• SC102 Classification and the Harmonised System (Half day)</li> <li>• SC103 Rules of Origin / Free Trade Agreements (Half day)</li> </ul> <p>Participants may register for individual modules.</p>	<p>17 – 18 Oct 2012 (SC101 only)</p> <p>7 – 9 Nov 2012</p>
<p><b>SC200 STRATEGIC GOODS CONTROL PROGRAMME</b></p> <p>This one-day seminar provides an overview of Singapore's strategic goods control system and its regulations, registration procedures and permit requirements for strategic goods transactions, as well as the essentials of an internal (export control) compliance programme.</p> <p>The seminar comprises two modules:</p> <ul style="list-style-type: none"> <li>• SC201 Basics of Strategic Goods Control (Half day)</li> <li>• SC202 Essentials of Internal (Export Control) Compliance Programme (Half day)</li> </ul> <p>Participants may register for individual modules.</p>	<p>19 Oct 2012</p> <p>14 Dec 2012</p>
<p><b>TRADERS CLINICS</b></p> <p>These monthly one-on-one consultation sessions provide an avenue for traders to seek advice and provide feedback on general customs procedures and services.</p>	<p>24 &amp; 25 Oct 2012</p> <p>28 &amp; 29 Nov 2012</p> <p>27 &amp; 28 Dec 2012</p>
<p><b>OUTREACH PROGRAMME FOR NEWLY-REGISTERED TRADERS</b></p> <p>This quarterly programme is designed to equip new traders with a better understanding of customs documentation procedures, as well as the various customs schemes and services available. For enquiries, please call 6355 2000 or email <a href="mailto:customs_documentation@customs.gov.sg">customs_documentation@customs.gov.sg</a></p>	<p>26 Dec 2012</p>
<p><b>OUTREACH PROGRAMME FOR NEWLY-REGISTERED MANUFACTURERS</b></p> <p>This bimonthly programme is designed to equip newly-registered manufacturers with a better understanding of the Rules of Origin under Singapore's Free Trade Agreements, the application procedures for Certificates of Origin, and the compliance requirements. For enquiries, please email <a href="mailto:customs_root@customs.gov.sg">customs_root@customs.gov.sg</a></p>	<p>17 Oct 2012</p> <p>5 Dec 2012</p>
<p><b>JOINT OUTREACH SEMINAR ON STRATEGIC TRADE CONTROLS</b></p> <p>This one-day seminar will provide insights on the export control regimes of the US, the European Union, Japan and Singapore.</p>	<p>11 Dec 2012</p>

Please note that dates are subject to change. For full programme and registration details, please refer to [www.customsacademy.gov.sg](http://www.customsacademy.gov.sg)

## EVENT HIGHLIGHTS

### JOINT OUTREACH SEMINAR ON STRATEGIC TRADE CONTROLS

Singapore Customs will be organising a one-day export control seminar on 11 December 2012. The seminar will provide a good opportunity for the trading community to enhance their understanding of the export control regimes of the US, the European Union, Japan and Singapore.

Manufacturers, exporters, logistics providers, freight forwarders, researchers and individuals dealing with strategic goods or strategic goods technology are encouraged to attend the seminar.

Strategic goods include not only arms and explosives and other military items, as well as commodities that are intended or likely to be used as weapons of mass destruction (WMD), but also commonly-traded "dual-use" goods that have both civilian and military applications.

Examples of "dual-use" products include integrated circuits (with or without cryptography functions), software for controlled telecommunications and information security devices, switching devices, machine tools and machining centers, mass spectrometers, photo-masks and photo-resists, and pumps and valves.

Strategic goods technology refers to the necessary know-how and technology for the development, production or use of any strategic goods.

Look out for more seminar and registration details at [www.customs.gov.sg/stgc](http://www.customs.gov.sg/stgc)

Traders may also subscribe to the Singapore Customs' mailing list to receive regular updates on Strategic Goods Control matters from [www.customs.gov.sg](http://www.customs.gov.sg)



We make trade easy, fair and secure