

# FrontLine Programme

FrontLine is a co-operative programme and does not impose any new legal obligations on partners.

FrontLine links Customs and business in a partnership to minimise the risks and maximise the benefits of international trade, in the interests of all New Zealanders.



Through FrontLine, Customs is providing a framework for partnerships with individual businesses. The objectives of these partnerships is to:

- Facilitate the movement of legitimate goods
- Promote community development through international trade
- Detect prohibited goods and illegal activity.

The programme, where appropriate, formalises these relationships with a Partnership Agreement.



## How FrontLine Works

### Partners In Trade

Customs and the FrontLine partner undertake to examine ways to improve co-operation, to develop an understanding of each other's tasks and problems and to consider practical solutions.



## Partners in Community Development



Customs undertakes to promote community development by:

- Providing information and support to new and developing businesses
- Breaking down barriers to trade by supplying accurate advice and improving communication.

The FrontLine partner undertakes to co-operate with Customs to provide accurate trade information and to understand Customs role and requirements.



## Partners in Enforcement

The FrontLine partner undertakes to help protect the community by:

- Using their own commercial expertise to help identify unusual or suspicious activities
- Taking precautions against becoming an unwitting tool in illegal activities by maintaining adequate security measures.

Customs undertakes to equip FrontLine partners with additional skills in the detection of illegal activities and to improve communication.



## Contact Customs to find out more about the FrontLine Programme

### General Inquiries

Freephone: 0800-428 786  
E-mail: [feedback@customs.govt.nz](mailto:feedback@customs.govt.nz)  
Auckland Tel: 0-9-359 6655  
Auckland Inspections Base Tel: 0-9-256 5200  
Christchurch Tel: 0-3-358 0600  
Dunedin Tel: 0-3-477 9251  
Invercargill Tel: 0-3-218 7329  
Napier Tel: 0-6-835 5799  
Nelson Tel: 0-3-548 1484  
New Plymouth Tel: 0-6-758 5721  
Tauranga Tel: 0-7-575 9699  
Wellington Tel: 0-4-473 6099  
Internet: [www.customs.govt.nz](http://www.customs.govt.nz)

All inquiries and information will be treated confidentially.



# Importing or Exporting?



The New Zealand Customs Service  
FrontLine Programme can  
help your business