

NEW ZEALAND CUSTOMS SERVICE

IN PROFILE



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CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

PROTECTING NEW ZEALAND'S BORDER

»» NEW ZEALAND CUSTOMS SERVICE IN PROFILE

The New Zealand Customs Service protects New Zealand from outside threats, ensures secure trade lines to countries all over the world, and collects revenue for the Government. We work alongside other border agencies, industry, and government to create a world-class service for exporters, importers, and travellers.

»» THE RIGHT RESPONSE

Trade is the lifeblood of New Zealand's economy. All types of people, goods, and craft cross our border every day, helping to develop our economy and maintain the Kiwi lifestyle. However, New Zealand is vulnerable to threats from people and illegal cargo that could destroy our security and prosperity. These people, goods, and craft can potentially be harbouring harmful goods, such as drugs, weapons, and biosecurity threats.

The New Zealand Customs Service plays a crucial role in protecting the country's safety and prosperity, using risk-based assessments, intelligence, surveillance, and the instincts of our well trained officers.

»» WHO WE ARE

Since we were first established in 1840 – making us the country's oldest government department – Customs has collected revenue from tariffs and taxes for the Government.

While our fundamental role has not changed over the years, it has broadened. From our original focus on revenue gathering in the early days of the colony to the international trade priorities in the 1980s and 1990s, today, however, our focus is most emphatically on protecting the security of New Zealand's border.

New Zealand Customs staff are dedicated to protecting our country's border, while helping to facilitate international trade and travel.



We have staff throughout New Zealand — including at all international airports and seaports — in areas as diverse as intelligence and planning, policy, investigations and response, and trade assurance.

We also have offices in Asia, Australia, Europe, and North America, ensuring New Zealand Customs is represented in decisions important to us on the world stage.

» WHAT WE DO

Most of our work is focused on trade and travel – with dedicated staff for each area providing expert advice, assistance and frontline duties.

Our main priorities are facilitating the legitimate movement of people, goods, and craft across the border, and law enforcement to protect New Zealand's border and revenue.



We want to ensure efficient processes for travellers and traders, but with processes in place to recognise and prevent attempts at illegal or illegitimate movement across the border.

Our day-to-day activities include:

- › managing the risks of people, goods, and craft entering New Zealand illegally
- › applying intelligence-based risk management techniques and targeting our attention on goods and people most likely to present a risk
- › working with other agencies and international customs administrations to counter threats to New Zealanders' health, safety, security and values, including pandemics, illicit drugs, international terrorism, trans-national organised crime, objectionable material, and the illegal removal of Māori taonga and other cultural heritage items





- › providing advice and support to industry
- › providing policy advice and services relating to border security
- › assessing and collecting customs revenue.

» **PROTECTING OUR BORDER – THE NATION’S GUARDIAN**

Drug smuggling, counterfeit goods, terrorist activity and wildlife smuggling are major problems throughout the world, and we want to ensure New Zealand is free from these illegal activities.

We work to identify potential risks before dangerous individuals – or shipments of illegal goods – enter New Zealand.

We use up-to-date technology and intelligence gathering to keep New Zealand safe 24 hours a day, 7 days a week.

Despite our geographic isolation, New Zealand Customs is part of several strategic alliances regulating the international movements of people, goods, and craft. New Zealand has a long-term commitment to collective security and these groups are designed to coordinate common control lists, establish “best practice” in export controls, and share information.

» **CUSTOMS AND BUSINESS**

We work closely with traders to ensure efficient export and import processes while still maintaining security across trade lanes.

State-of-the-art computer entry systems and non-invasive search technologies (such as x-rays) speed up processes for traders – and with our partnership schemes, such as the Secure Exports Scheme, New Zealand businesses have a bright outlook as trade continues to grow.



“Trade is the lifeblood of New Zealand’s economy. All types of people, goods, and craft cross our border every day, helping to develop our economy and maintain the Kiwi lifestyle.”

We also protect local businesses from counterfeit goods – an ongoing and major battle for customs administrations all over the world.

» SECURE EXPORTS SCHEME

The Secure Exports Scheme ensures the efficient and secure delivery of shipments across the entire supply chain. The scheme, which now has scores of partners, was launched in 2004 in response to global security concerns. Businesses enter a voluntary agreement with Customs to ensure that goods exported under the scheme are packed securely, with no other goods, and are conveyed securely to the place of shipment and shipped.

The United States and Japan were the first countries to recognise the scheme formally through mutual recognition arrangements, under which partners

may also enjoy reduced business costs, speedier clearance times, fewer inspections and increased control over time-sensitive deliveries. We will be negotiating with other countries to ensure this is recognised as widely as possible.

» CUSTOMS AND TRAVELLERS

We want to meet the needs of all travellers by speeding up our processes and minimising waiting times.

Our tourism industry relies on international visitors to New Zealand – and Customs must be prepared to meet this growing demand with enough well-trained frontline staff to handle increasing numbers.

We are working on new advances in shared information with other border agencies, which will dramatically improve process times for international arrivals and departures.



We have also introduced SmartGate, a passenger processing system that uses facial recognition biometrics to allow eligible travellers to process themselves through passport control.

» CUSTOMS AND OTHER AGENCIES

Customs enjoys a close working relationship with other border agencies: the Ministry of Agriculture and Forestry,

the Department of Labour, Immigration New Zealand, and the Ministry of Transport. Together we form the Border Sector Governance Group – sharing information and working together towards a safe and secure border. We also perform a number of tasks at the border on behalf of other agencies.

Customs is also the lead agency of multi-agency collaborations such as the National Maritime Coordination Centre and the

National Drug Investigation Bureau, and forms part of the Wildlife Enforcement Group, which tackles illegal wildlife smuggling.

Through our strong links between agencies at the border, traders and travellers alike benefit from faster, more efficient processes.

» CUSTOMS ON THE WORLD STAGE

We enjoy strong ties with the World Customs Organization, and provide advice and support to our smaller Pacific neighbours as a member of the Oceania Customs Organisation. We have strong bilateral relationships with several other countries, and representatives in Asia, Australia, Europe, and North America.

In an increasingly security-conscious trading environment, we need to be sure our processes stand up to the expectations of the international community. We are proud of initiatives such as our Secure Exports Scheme and continue working towards other trade partnerships.

As the world becomes a global community, the concept of borders will change. We need to be part of international decisions about customs and border control as we move into the future.





» CUSTOMS IN THE FUTURE

As international threats from prohibited goods, illicit drugs, trans-national organised crime, and terrorism grow, Customs aims to respond by having the best tools — and international partnerships — available to protect our border.

We will also continue to focus on meeting the needs of our growing import and export markets and developing world-class trade facilitation arrangements, as well as efficient passenger clearance services.

We will continue to build on our international relationships in trade and security, as well as enhance our worldwide

links with customs administrations and promote New Zealand's interests internationally.

We will continue the proud history of the New Zealand Customs Service as we provide a new generation of agile world-class services.

44	SYDNEY
413	MELBOURNE
407	SAN FRANCISCO
8	VANCOUVER
TIU	MELBOURNE
134	BEIJING
87	RAROTONGA
48	PORT VILA
51	LOS ANGELES
2	HONG KONG

