

# Swiss Customs working for the economy, security and health of the nation



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Confederation

Federal Department of Finance FDF  
**Federal Customs Administration FCA**

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## Editorial



Dear reader,

If Swiss Customs wishes to achieve its targets for the business world, security and health, we need not only modern systems, appropriate equipment and experienced employees, but also young people with fresh, new ideas.

Over the past two years, we have been focusing on internal training and continuing professional development. As a result, the basic training for Civil Customs and the Border Guard has been completely modernised, for example. The first classes successfully completed

their training with the new system in 2013. More emphasis is now placed on practical "border experience" during the two-year period of training. In addition, we provide managers and specialists with targeted further education. Within Swiss Customs, they can obtain federally-recognised diplomas from the Customs Professional College or the Advanced Federal PET Diploma. This not only benefits Swiss Customs; the graduates also gain access to numerous courses of study at universities and universities of applied sciences.

Swiss Customs needs people with first-class training and practical experience in order to be in an even better position to serve the business world, the state and citizens themselves.

Where were Swiss Customs agents successful last year? You will find out in this "FCA facts and figures 2013".

A handwritten signature in blue ink that reads "Rudolf Dietrich".

Rudolf Dietrich,  
Director General of Swiss Customs

What **DO**

Swiss  
**CUSTOMS**  
agents

do **?**

What do Swiss Customs agents do?

## Federal Customs Administration FCA

Did you know that Swiss Customs agents do more than monitor the border and who or what enters and leaves Switzerland?

### **Customs staff are there to serve you.**

The Border Guard (BG) is the uniformed and armed section. As the largest national civil security agency in Switzerland, the employees carry out a wide range of duties in addition to customs duties. This includes, for example, tracing persons and vehicles. They are involved in combating commercially organised smuggling, cross-border crime and illegal immigration to Switzerland. Customs experts are responsible for commercial goods traffic. They not

only collect taxes and duties, but also ensure the health of the population by inspecting foodstuffs and other goods according to risk. Furthermore, they are tasked with ensuring the protection of cultural property and species protection as well as compliance with the laws on weapons, road traffic, trademark protection, environmental protection, etc. Together, we do everything we can to facilitate border-crossing for travellers and companies and thus boost Switzerland as a business location.

### **Swiss Customs – for the business world, security and health.**



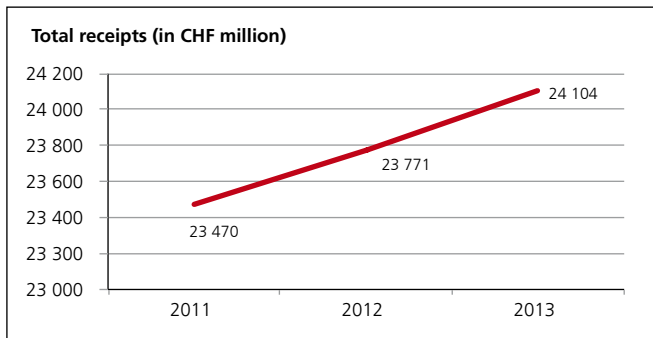


**WORKING  
for  
the  
Confederation**



What do Swiss Customs agents do?

## Receipts for Switzerland



**With the receipts from Customs, the Confederation finances important tasks in the fields of education, health, social services and other areas.**



What do Swiss Customs agents do?

<b>Main sources of revenue (in CHF million)</b>			
	<b>2010</b>	<b>2011</b>	<b>2012</b>
Import duties	1 046	1 044	1 059
VAT	11 772	11 837	12 225
Mineral oil tax	5 020	5 033	5 005
Tobacco duty	2 208	2 397	2 295
Heavy vehicle charge	1 555	1 529	1 517
Other receipts*	1 869	1 931	2 003

\* CO<sub>2</sub> tax, automobile duty, motorway tax stickers, VOC and beer tax, etc.

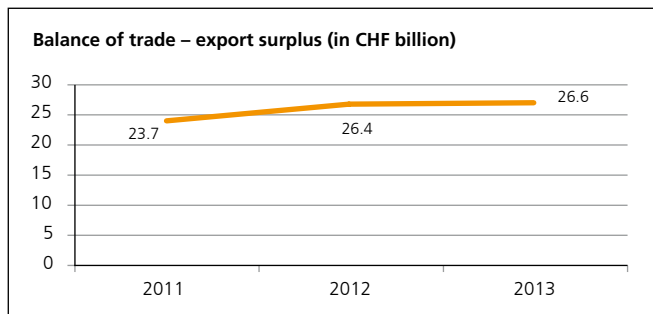
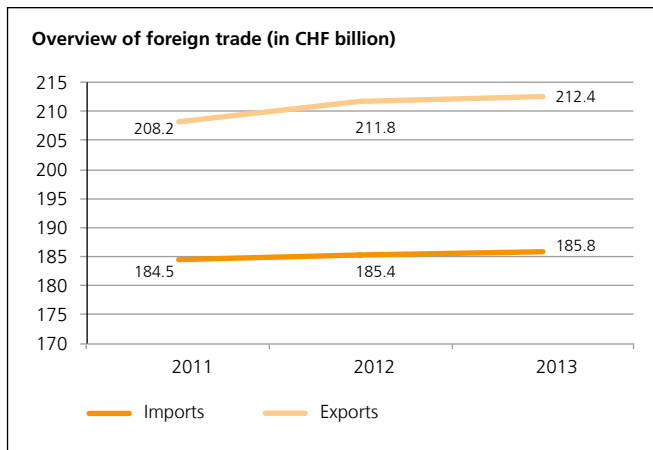
**342,096**  
**motor vehicles**  
were imported into Switzerland.

The automobile duty  
amounted to **CHF 368.7**  
**million**  
in total.

**Working**  
on behalf  
of the  
**ECONOMY**

What do Swiss Customs agents do?

## Swiss foreign trade



What do Swiss Customs agents do?

Imports and exports by continent (in CHF billion)		
	Imports	Exports
Europe	138.2	123.5
EU	135.3	116.4
Germany	52.4	39.3
Italy	18.8	15.0
France	15.2	14.9
Asia	27.3	47.3
China	11.4	8.8
Japan	3.4	6.2
North America	12.0	28.1
USA	11.3	24.8
Latin America	3.0	6.8
Africa	4.4	3.6
Oceania	0.4	2.6

Switzerland  
exported  
goods worth **CHF 116**  
billion  
to the EU.



FORM 450007 0  
4382

FORM 450012 0  
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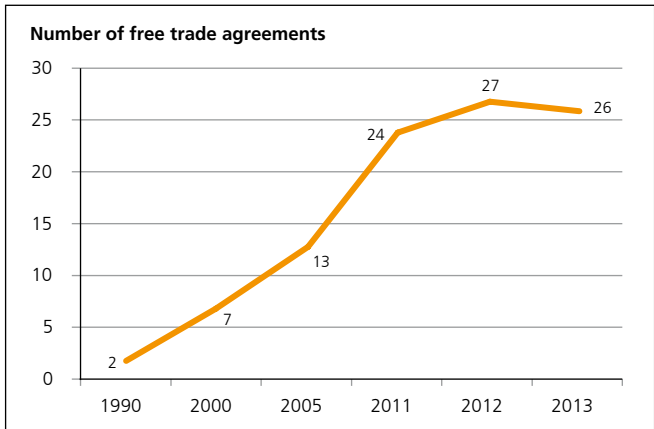
ZOLL  
CUSTOM

Deutscher Zoll  
Kontrollamt  
Frankfurt

Name  
Allgemeine  
Zollvorschriften

What do Swiss Customs agents do?

## Free trade



**After Iceland, Switzerland was the second western European country to enter into a free trade agreement with China.**



What do Swiss Customs agents do?

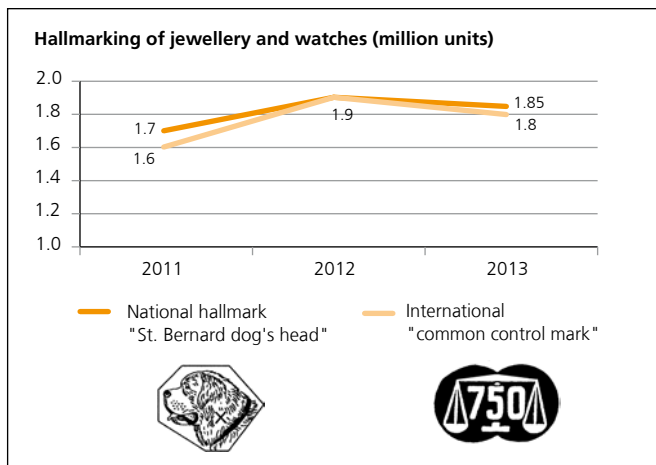
### Commercial import, export and transit

Customs declarations (number of assessments in millions of units)			
	2010	2011	2012
Imports	15.8	16.1	18.0
Exports	6.6	6.6	6.3
Transit	7.4	7.4	7.5

**31.8 million**  
**customs declarations**  
**were processed**  
**by Swiss Customs in 2013**  
**– A new record!**

What do Swiss Customs agents do?

## Precious metal control

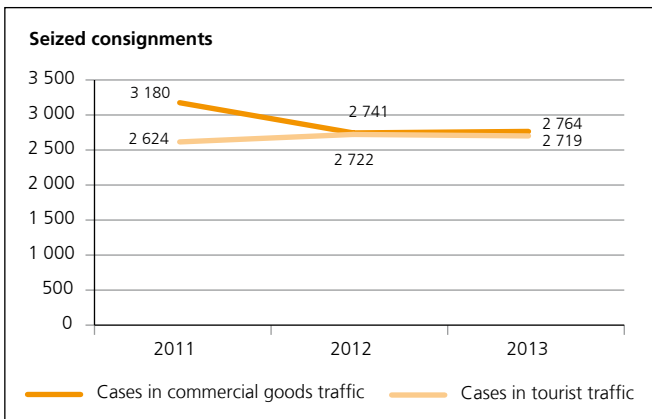


In 2013, **1,838**  
counterfeit watches  
and **12,177** items  
of jewellery were seized.



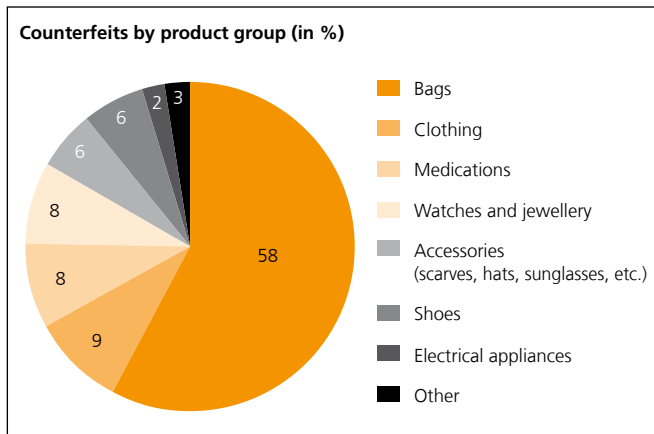
What do Swiss Customs agents do?

## Product piracy



**41,020**  
counterfeit products  
were withdrawn  
from circulation  
by Customs in 2013.

What do Swiss Customs agents do?

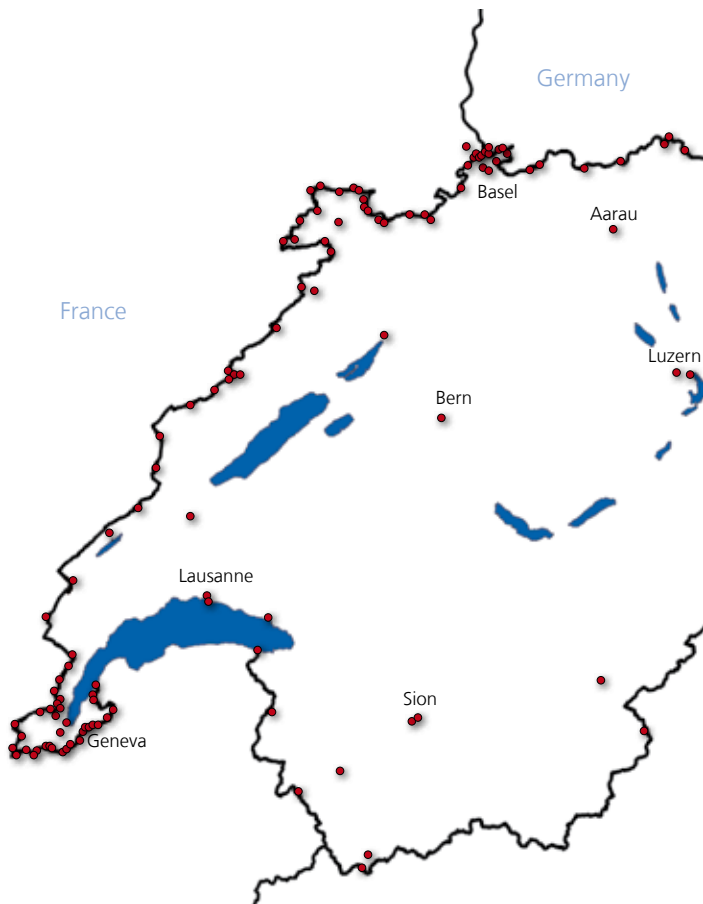


© Stop Piracy

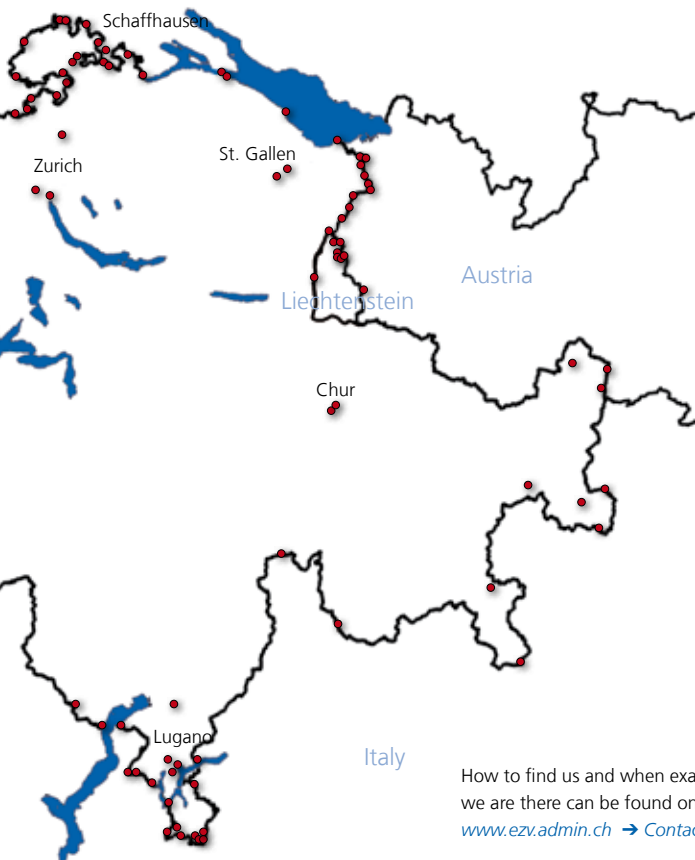


What do Swiss Customs agents do?

**You will find us here.**



## What do Swiss Customs agents do?



How to find us and when exactly we are there can be found online at:  
[www.ezv.admin.ch](http://www.ezv.admin.ch) → *Contact*.

**WORKING**  
on behalf of  
**security**



What do Swiss Customs agents do?

## Narcotics

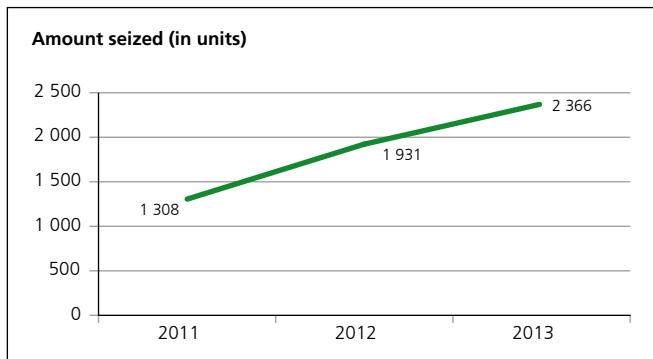
### Amount seized (in kg)

Hashish/marijuana	416
Heroin	40
Cocaine	90
Kat	2894
Designer drugs	177
Knockout drops	11



What do Swiss Customs agents do?

## Weapons



The amount of illegal weapons  
seized by Swiss Customs rose  
by about **22%** in 2013.



What do Swiss Customs agents do?

### Tracing people and stolen property and cross-border crime

	2012	2013
Persons for whom an alert had been issued	n.a.	16 741
Objects for which an alert had been issued	1 050	1 460
Goods suspected to originate from a criminal offence	729	644
Items suspected to have been used in a criminal offence	n.a.	419

The Swiss BG arrested  
**5 510** people  
who were wanted  
**for arrest.**



D-132





STREIFEN

GRENZWACH

## Migration

	2012	2013
Illegal residence in the Schengen area (incl. Internal borders)	11 278	11 992
Illegal entry at the external borders	361	349
Suspected smuggling	96	211
Illegal residents in the Schengen area seeking asylum	n.a.	5 339

In 2013,  
the Border Guard intervened  
**211** times  
in cases of suspected  
people smuggling.



### Forged documents (in units)

	2012	2013
Passports	373	437
ID cards	383	442
Residence permits	214	219
Driving licences	638	602





РЕСПУБЛИКА БЕЛАРУСЬ  
РЕСПУБЛИКА БЕЛАРУСЬ  
REPUBLIC OF BELARUS

ШИНОСИ  
ПАСПО

ЧУМҲУРИЯТИ  
РЕСПУБЛИКА

ЎЗБЕКИСТОН  
РЕСПУБЛИКАСИ  
REPUBLIC  
OF UZBEKISTAN

КЫРҒЫЗ  
РЕСПУБЛИКАСИ  
КЫРҒЫЗ  
РЕСПУБЛИКАСИ  
THE KYRGHYZ  
REPUBLIC

ЎЗБЕКИСТОН  
РЕСПУБЛИКАСИ  
REPUBLIC  
OF UZBEKISTAN

УКРАЇНА

TÜRKMENISTAN

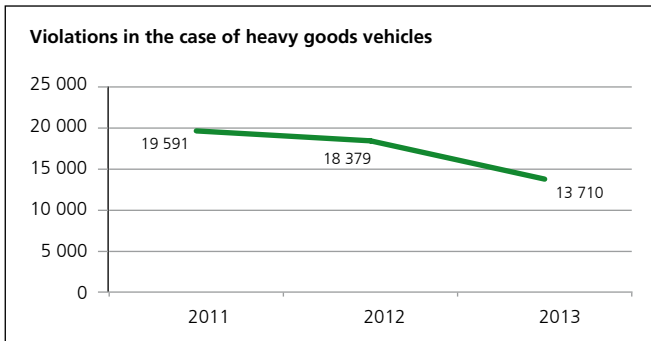
ЎЗБЕКИСТОН  
РЕСПУБЛИКАСИ  
PASSPORT

ҚАЗАҚСТАН  
РЕСПУБЛИКАСЫ  
REPUBLIC OF  
KAZAKSTAN

ЎЗБЕКИСТОН  
РЕСПУБЛИКАСИ  
REPUBLIC  
OF UZBEKISTAN

What do Swiss Customs agents do?

## Security of heavy vehicles



bleiben  
die Zoll-App «Reise & Waren»  
gibt Auskunft.



Zigaretten

Zollfreigrenze - Zollfreimenge

Zollgebühren - Zollkosten

Zollstellen

Zug - Einreise

← zurück

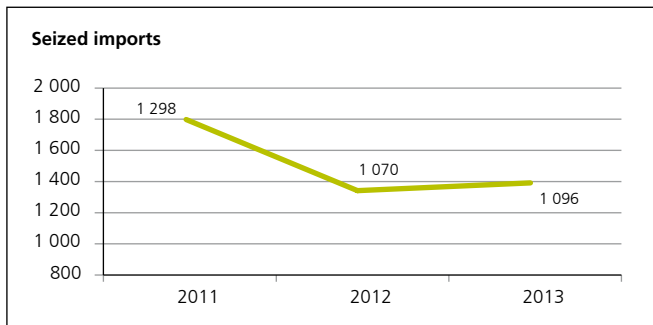
**Working**

on behalf of

**health**

What do Swiss Customs agents do?

### Illegal medications



**Customs agents**  
discovered a consignment  
at Zurich airport that contained  
**400 kg** of counterfeit tablets  
**with no active**  
**agents whatsoever.**

The most frequently seized "drugs" were the following:

1. Erectile dysfunction treatments
2. Slimming aids
3. Sleeping pills and tranquilizers



What do Swiss Customs agents do?

### Food smuggling

1. Fruit and vegetables	(213 tonnes)
2. Meat and meat products	(91 tonnes)
3. Cooking oil/olive oil	(21 tonnes)
4. Dairy products/cheese	(15 tonnes)
5. Cereals for human consumption	(10 tonnes)
6. Pasta	(5 tonnes)



**Other  
areas**



What do Swiss Customs agents do?

Swiss Customs works on behalf of cultural property

Thanks to the intervention  
of Swiss Customs,  
**98** cases of  
suspected cultural property  
smuggling  
were investigated.



Grenzschutz  
Garde-frontière  
Guardia di confine

GE-372551

ORDER GUARD

www.cgfr.ch

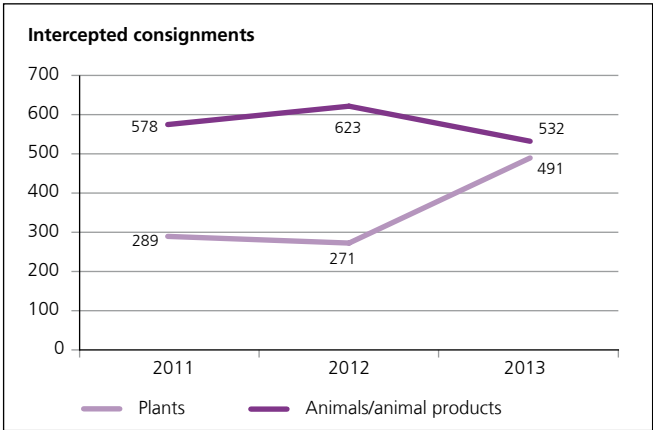
What do Swiss Customs agents do?

Swiss Customs agents work on international assignments

**111** employees  
were involved overseas  
in security activities,  
peace building  
or training.

What do Swiss Customs agents do?

**Customs works on behalf of species protection**



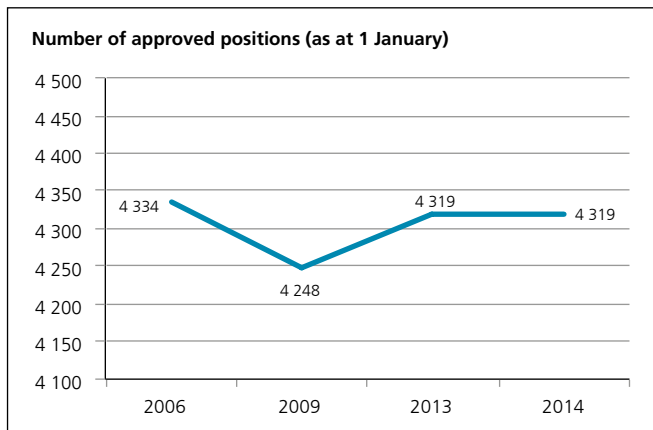


As part of a pilot project  
at the BG,  
**2** service dogs  
were trained to become  
species protection sniffer dogs in 2013.

Swiss Customs  
**STAFF**

What do Swiss Customs agents do?

### Swiss Customs staff



**Structure (as at 1 January)**

	2006	2009	2013	2014
Customs technical personnel	1 260	1 958	1 389	1 389
Other civilian personnel	1 090	942	892	892
Border Guard personnel	1 928	1 928	1 982	1 982
Precious Metal Control personnel	56	57	56	56

## At Swiss Customs, we train apprentices:

- New basic commercial training programme
- Chemical laboratory assistants
- Specialists in information and documentation
- Mediamaticians

Every year, over **100** aspirants  
commence their career  
as a customs expert  
or border guard.







## Welcome to the Customs Museum

Take a behind-the-scenes look at the work of Swiss Customs. Situated opposite Gandria, the Swiss Customs Museum is in an idyllic spot on Lake Lugano. The museum, referred to in the vernacular as the “Smugglers’ Museum”, attracts some 20,000 visitors each year.

The museum is open daily from 6 April to 19 October 2014, from 1.30 p.m. to 5.30 p.m., and entry is free of charge.

Visit our special exhibition “Refuge – Protection – Humanity: about the work of the UNHCR”.

[www.zollmuseum.ch](http://www.zollmuseum.ch)

What do Swiss Customs agents do?

# Are you looking for further information?

You will find this on [www.ezv.admin.ch](http://www.ezv.admin.ch).

“Should I or shouldn’t I?” You will find answers to this question and much more in our Customs app: “Travel and goods”.



We provide regular information and news about Swiss Customs in our specialist magazine Forum Z: [www.ezv.admin.ch](http://www.ezv.admin.ch) → [Documentation](#).



What do Swiss Customs agents do?

## Addresses

### **Federal Customs Administration Directorate General of Customs**

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ozd.zentrale@ezv.admin.ch

### **Civil Customs**

#### **District Directorate of Customs I**

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Postfach  
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kdfs.zentrale@ezv.admin.ch

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#### **District Directorate of Customs III**

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1211 Geneva 28  
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#### **District Directorate of Customs IV**

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### **Swiss Border Guard**

#### **Swiss Border Guard Command**

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#### **Swiss Border Guard Command Region I**

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#### **Swiss Border Guard Command Region II**

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What do Swiss Customs agents do?

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Region III**

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Tel.: +41 81 257 58 00  
zentrale.region3-kdo@ezv.admin.ch

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Tel.: +41 91 986 75 50  
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**Swiss Border Guard Command  
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centrale.region5-cdmt@ezv.admin.ch

**Swiss Border Guard Command  
Region VI**

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Tel.: +41 22 979 19 19  
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**Swiss Border Guard Command  
Region VIII**

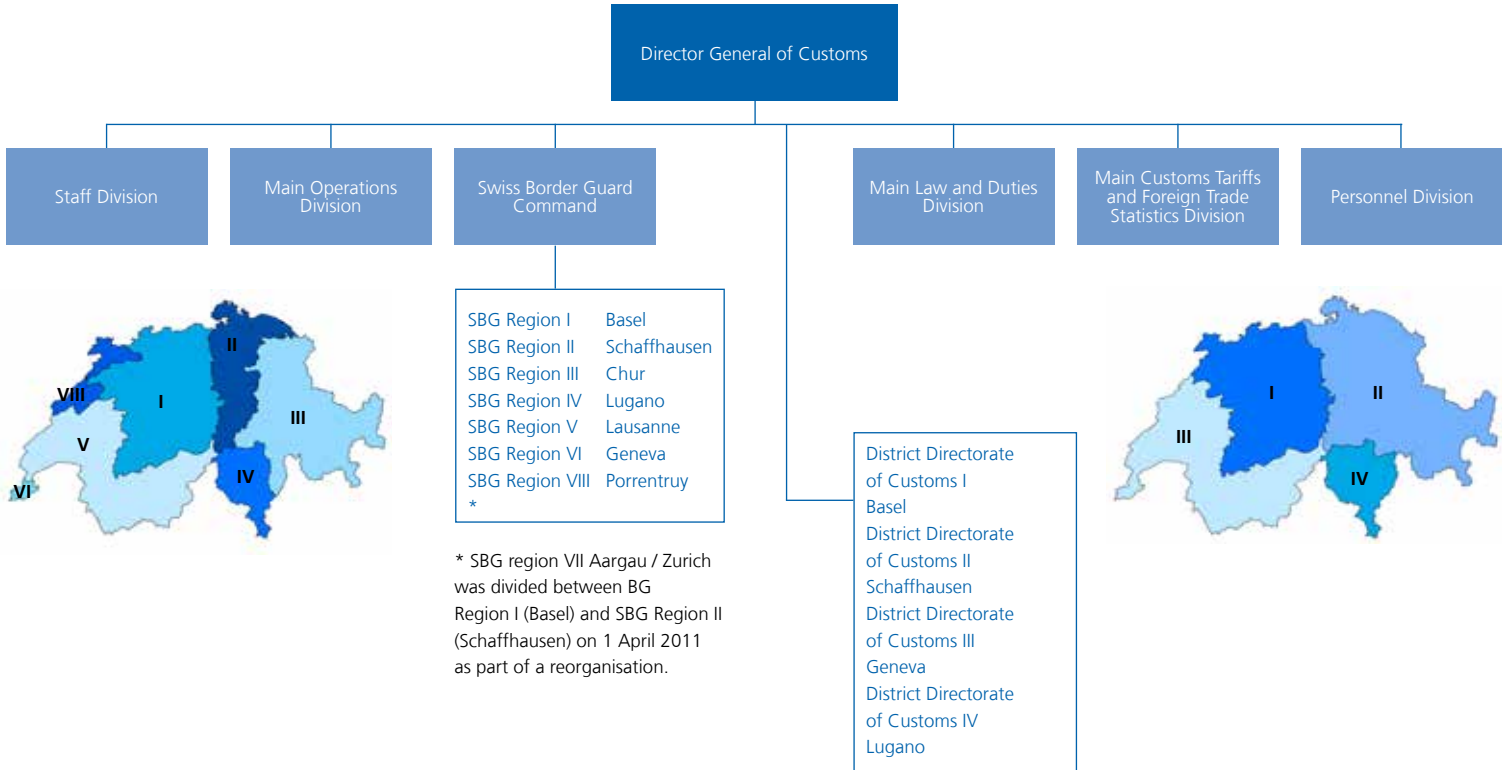
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# Organisation of Swiss Customs

What do Swiss Customs agents do?





GUARDIE DI CONFINE