

Federal Customs Administration: We are committed to Switzerland



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Federal Department of Finance FDF
Federal Customs Administration FCA

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Editorial



Dear reader,

The tasks of the Federal Customs Administration are many and varied. We provide comprehensive security at the border for the benefit of the public, the economy and the state. We fulfil this task both directly at the border and within the country: for example, during checks at company headquarters, parcel checks in Swiss Post's letter centre or customs clearance at private airports. At the cutting edge of technology, we use the opportunities offered by digitalisation to perform these tasks even more quickly and in a more targeted manner. As part of our DaziT programme, we have been working intensively on simplifying and digitalising

our processes for the past two years. One example is our Via app. Drivers of heavy motor homes or coaches can now pay the lump-sum heavy vehicle charge quickly, easily and independently before entering the country. This can be done at any time and from any location. Its increasing number of users and award for best Swiss App in 2019 show that Via meets a need for simple digital solutions. We are restructuring our organisation to be more agile and flexible in responding to new situations and challenges. In doing so, we are also focusing on a new professional profile that combines our strengths in terms of operations. For our employees, this will mean a larger area of activity, new development opportunities and, thanks to automation, less administrative work. Prospects will be more varied and the work more interesting.

For you, this means that we are constantly evolving and developing in order to continue to make the most of our unique combination of security and fiscal tasks in the future.

The following pages will show you what we have achieved in the past year.

Yours faithfully,
Christian Bock, Director

What does the FCA do?

Comprehensive security for the population, the economy and the state

Federal Customs Administration

The Federal Customs Administration (FCA) ensures comprehensive security at the border – for the benefit of the public, the economy and the state. It is well connected both nationally and internationally. Its core tasks include the correct and rapid clearance of merchandise, the smooth flow of tourist traffic, the areas of security policing and migration and it has its own investigative authority for criminal prosecutions.

The FCA is currently in the process of becoming the Federal Office for Customs and Border Security (FOCBS). This reorientation will enable the FCA to meet future requirements such as increasing traffic and trade, and take advantage of the opportunities offered by digitalisation to further improve its customs and security tasks.

The FCA stands for comprehensive security at the border for the benefit of the population, the economy and the state.

DaziT programme

The FCA is responding to the digital transformation of the economy and society with its DaziT transformation programme. DaziT pursues a holistic approach: customs, tax and duty collection processes are being simplified, harmonised and fully digitalised. Regulatory costs can thereby be reduced, receipts collected more efficiently and security increased through more effective controls.

The creation of a single professional profile is one of the fundamental pillars of the transformation. Employees of the future Federal Office for Customs and Border Security (FOCBS) will be trained for comprehensive checks on

goods, people and means of transport, and will specialise in one of these areas. They will wear the same uniform and be armed depending on their duties.

These measures will mean that employees can be deployed more flexibly, enabling the FCA to respond even better to changes in situations. For example, in the event of waves of migration it will be easier for the FCA to concentrate its resources in the affected regions. It will not reduce its presence at the border; instead, it will be able to deploy its forces even more effectively and purposefully thanks to digitalisation.



SECURITY for the population

Security for the population

Migration

Number of cases	2017	2018	2019
Illegal residence	27,300	16,563	12,919
Handover to foreign authorities	17,526	8,186	5,575
Suspected smuggling	344	395	405



Tracing people and stolen property, and cross-border crime

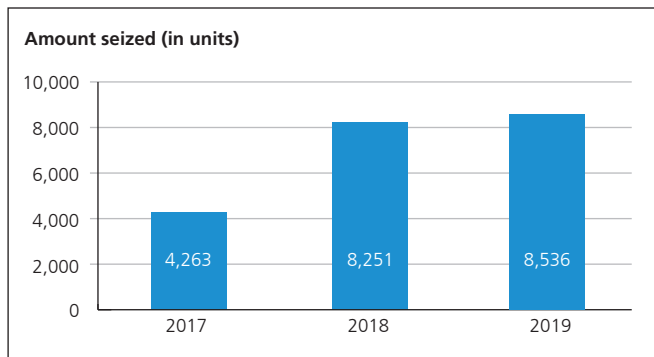
	2017	2018	2019
Persons for whom an alert had been issued	25,777	24,750	25,886
Objects for which an alert had been issued	3,322	3,354	3,649
Vehicles for which an alert had been issued (incl. number plates)	2,710	3,255	3,024
Goods suspected to originate from a criminal offence	436	745	587
Item suspected to have been used in a criminal offence	345	463	429

25,886
persons for whom an alert
 had been issued,
8,740
 of whom had an arrest warrant
 issued against them.

In **2019**,
1,016 suspects
 were apprehended
 with goods from criminal offences/
 with items used in criminal offences.



Weapons



Forged documents

Amount seized (in units)

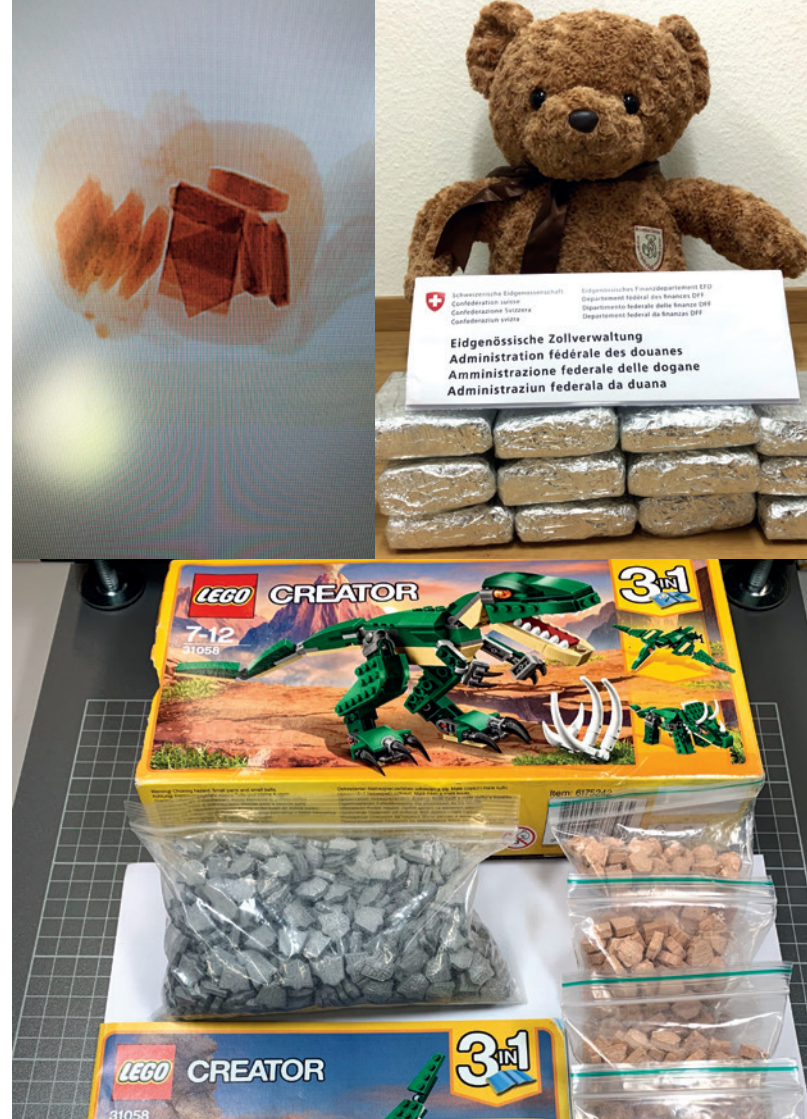
	2017	2018	2019
Passports	432	381	292
ID cards	532	560	584
Residence permits	221	109	130
Driving licences	666	684	722
Other (e.g. vehicle registration documents, visas)	117	134	210



Narcotics

Drugs seized (in kg)	2017	2018	2019
Hashish and marijuana	1,626	1,357	1,159
Heroin	32	90	20
Cocaine	117	145	124
Kat	4,658	2,766	2,858
Designer drugs	24	54	55
GBL, "coma in a bottle" (in litres)	5	8	869

In 2019,
302,074 pills
such as LSD and ecstasy
were seized.




Last year

9,012 prohibited
consignments
were discovered.

Of these,
7,781 consignments
were reported to Swissmedic.



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Eidgenössisches Finanzdepartement EFD
Département fédéral des finances DFF
Dipartimento federale delle finanze DFF
Departament federal da finanzas DFF

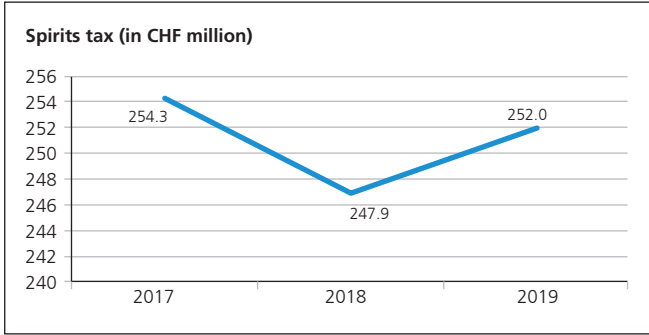
Eidgenössische Zollverwaltung
Administration fédérale des douanes
Amministrazione federale delle dogane
Administraziun federala da duana

Ranking of seized "medications":

1. Erectile dysfunction treatments
2. Other medications available only on prescription
3. Sleeping pills and tranquillizers
4. Slimming aids

42,9 %
of the counterfeits
come from
India.

Spirits

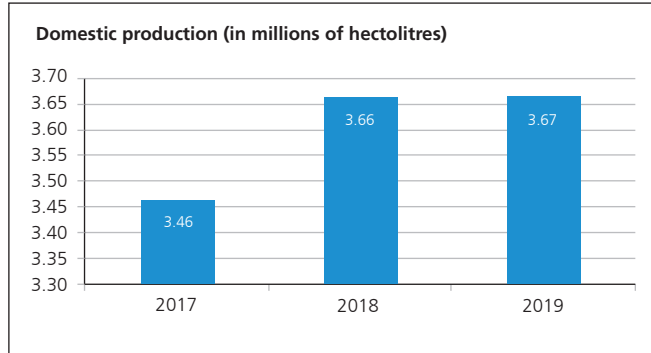


CHF 25.2 million,
known as the
“alcohol tenth”,
flowed to the cantons to combat
drug abuse.

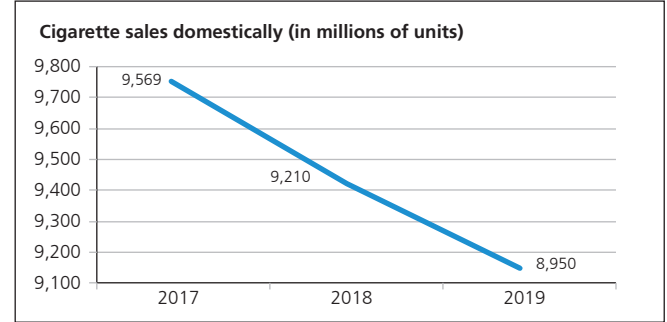


Beer

In 2019,
1,132 breweries
existed and
108,850
spirit producers
were registered.



Tobacco



Heavy vehicles



Number of infringements*			
	2017	2018	2019
Prosecuted or reported drivers	7,719	8,235	9,128
Prosecuted or reported cases of non-compliant vehicles and loads	25,262	30,487	27,337

* Safety deficiencies in heavy goods vehicles, drivers who were unfit to drive, violations of the regulations on rest periods, etc.

Species protection and animal protection

Consignments declared to the FSVO*			
	2017	2018	2019
Species protection (plants and animals)	569	747	879
Animal protection	334	563	587

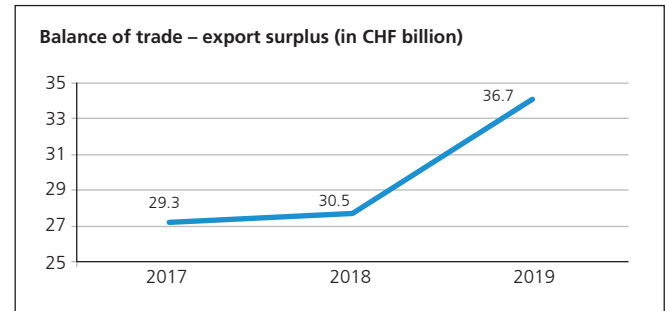
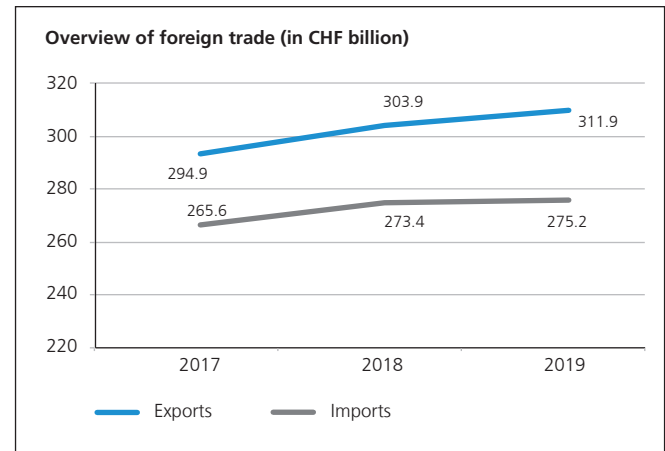
* Federal Food Safety and Veterinary Office, www.blv.admin.ch



Security for the ECONOMY

Security for the economy

Swiss foreign trade



Imports and exports by continent (in CHF billion)		
	Imports	Exports
Europe	166.3	164.1
EU	163.1	155.7
Germany	57.1	47.7
Italy	22.2	16.1
France	18.8	19.2
Asia	64.8	86.1
China	15.0	21.4
Japan	4.5	8.1
North America	20.0	48.1
USA	18.8	43.6
Latin America	9.2	6.6
Africa	12.4	3.8
Oceania	1.5	2.9

“The EU member states are by far the most important customers for Swiss products.”

Free trade



At the end of 2019,
32
 free trade agreements
 were in force for Switzerland.

Commercial goods traffic

Customs declarations (number of assessments in millions)			
	2017	2018	2019
Importation	23.2	23.7	25.0
Exportation	6.9	7.0	6.9
Transit	8.0	8.0	8.1

40 million
customs declarations
were processed
by the FCA in 2019.

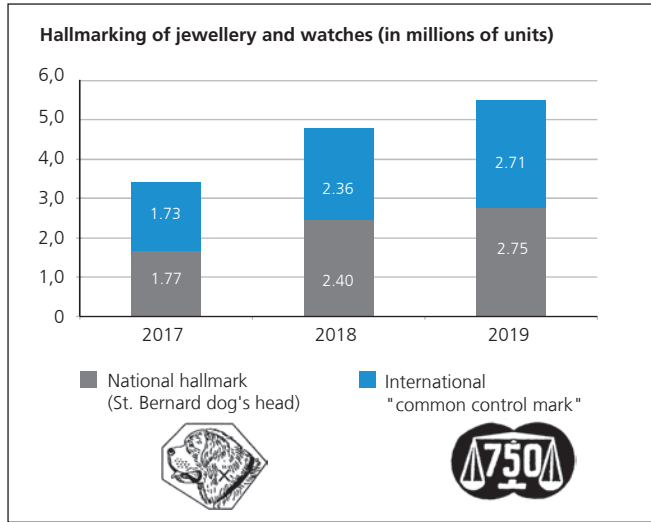
Customs investigation



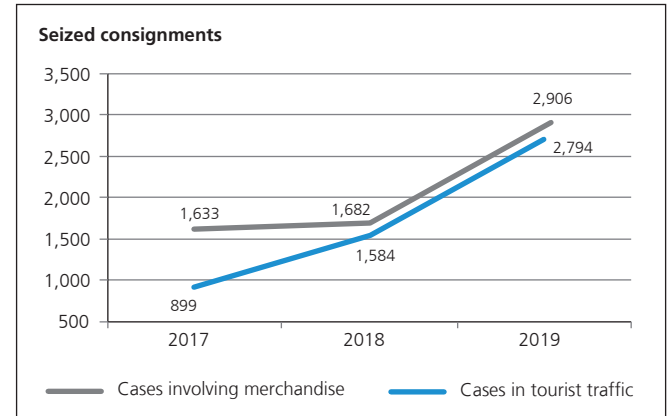
The FCA provided mutual assistance
in criminal matters in
response to
22 international
requests.

The sum of money
involved in crimes
amounted to
EUR 3.8 million
and **CHF 31,000.**

Precious metal control



Product piracy



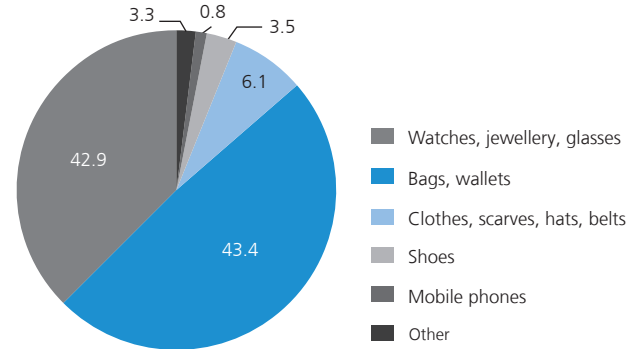
A total of **22,324** counterfeit branded items were withdrawn from circulation, i.e.

16,767 counterfeits in commercial goods traffic and **5,557** counterfeits in tourist traffic.

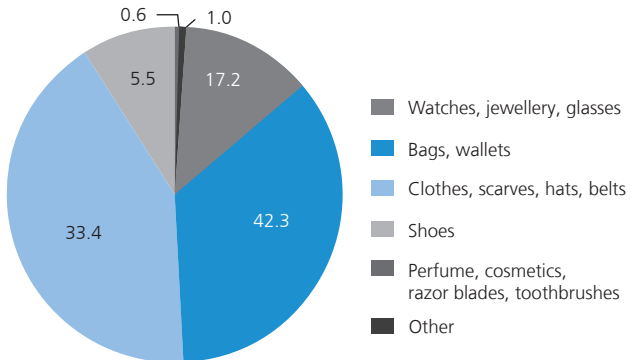




Merchandise
Counterfeits by product group (in %)



Tourist traffic
Counterfeits by product group (in %)



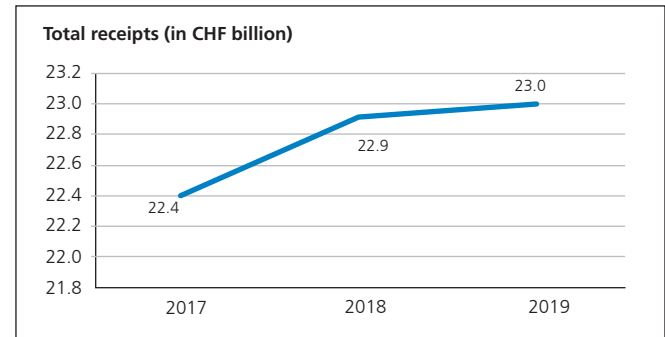


A total of
59 cases
of false declarations
and smuggling
of
cultural property
were detected in
2019.

SECURITY for the state

Security for the state

Receipts



Of the Confederation's receipts of over CHF 70 billion, the FCA generates a third at CHF 23 billion and thus ensures that the state functions properly.

Main sources of receipts (in CHF million)

	2017	2018	2019
Value added tax	10,513	10,896	10,917
Mineral oil tax	4,595	4,563	4,498
Tobacco duty	2,139	2,081	2,042
Heavy vehicle charge	1,627	1,603	1,590
CO ₂ tax on fuel	1,116	1,083	1,166
Import duties	1,103	1,103	1,143
Other receipts*	1,388	1,604	1,653

* automobile duty, motorway tax stickers and beer tax, etc.

31,323
cases of smuggling
were detected
in tourist traffic.



WHO works at the FCA

Who works at the FCA?

Employees

Average number of full-time equivalent			
	2017	2018	2019
Total	4,458	4,479	4,481

Women headcount in %			
	2017	2018	2019
BG (target 12.5)	13.0	13.7	14.0
Other (target 44.0)	34.4	34.7	35.6



Who works at the FCA?

International assignments

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

1,116 deployment days
were worked for Frontex.



Who works at the FCA?

Training

At the FCA, we train apprentices for the following occupations:

- Mediamaticians
- Basic commercial training programme
- Chefs with a Federal VET Diploma
- Building maintenance specialists with a Federal VET Diploma
- Interns from commercial secondary school 3+1

Every year, over **100** aspirants
commence their career
at the FCA.

YOU
will find
the FCA
HERE



You will find the FCA here

Are you looking for further information?

You will find more information at www.ezv.admin.ch. The website attracts 3.5 million visitors each year.

How to find us and when exactly we are there can be found online at: www.zollauskunft.admin.ch.

The
Information Office
131,596 responded to around
enquiries
by telephone.

A phone call takes about
3.5 minutes.

Information is provided in
4 languages:

63% in German, **23%** in French,
11% in Italian and
3% in English.

You will find the FCA here

Customs Museum



Take a look behind the scenes of the Federal Customs Administration (FCA): the Swiss Customs Museum lies on the left bank of Lake Lugano, opposite Gandria and just a stone's throw from Italy. The Customs Museum, unique in its kind, tells stories about smuggling in Ticino and protecting the Swiss border. At the same time, the museum also reminds us that crossing borders means travelling and making new discoveries.

Goods smuggling, drug searches, economic crime, migration, species protection and much more – visitors to the museum gain an insight into the

everyday work of FCA employees, from the founding of the Confederation in 1848 to the present day. The museum is open from (subject to orders given by the public authorities) 1 May to 18 October 2020 (Tue. to Sun.). Admission is CHF 5 (from 17 years), CHF 2.50 (6 to 16 years) or free (up to 6 years). Further information, such as the temporary exhibitions, can be found at www.zollmuseum.ch.

**SCHWEIZER
ZOLLMUSEUM**
MUSEE SUISSE DES DOUANES
MUSEO DELLE DOGANE SVIZZERO
SWISS CUSTOMS MUSEUM

You will find the FCA here

Information

Customs Information Office
Tel.: +41 58 467 15 15
www.zollauskunft.admin.ch

Monday to Friday
8am to 11.30am and 1.30pm to 5pm

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Imprint

Published by the Federal Customs Administration FCA
Editing and photography by FCA Communications
Translated by FDF Central Language Services
Layout and distribution by the Federal Office for Buildings and Logistics FOBL, Bern

www.bundespublikationen.admin.ch
Art. no. 606.000.18.19E / EZV 60.95
Print run: 730 copies
03.2020 730 860461757

You will find the FCA here

QuickZoll and Via

With the “QuickZoll” application, travellers can digitally declare goods they buy abroad for their own use or as gifts and pay all necessary duties and taxes – 100% independently and regardless of location.

Via allows drivers of heavy motor homes or coaches to pay the lump-sum heavy vehicle charge quickly, easily and independently before entering Switzerland. This can be done at any time and from any location. Via received the Master of Swiss Apps award in 2019.



www.quickzoll.admin.ch



www.via.admin.ch

Travellers
have made **19,972**
declarations using
QuickZoll,
generating a turnover of
CHF 1.7 million.



Lean processes, digital resources, agile organisation, common professional profile, increased mobility – numerous projects are together creating the Federal Office for Customs and Border Security (FOCBS). All have the same goal: we want to fulfil our mission even better and more effectively with the DazIT programme – comprehensive border security for the public, the economy and the state.

www.dazit.admin.ch



A day at the Swiss border

Approximately 2,200,000 people, 1,100,000 cars and 21,000 heavy goods vehicles cross the Swiss border every day.

On a daily basis, FCA employees

- took **CHF 63 million** in receipts,
- withdrew **61 counterfeit products** from circulation,
- stopped **70 people** who were wanted or had an arrest warrant issued against them,
- seized **5 identity documents**,
- confiscated **23** prohibited **weapons**,
- seized **14 kg** of **drugs**,
- discovered **35** cases of **illegal residence**,
- reported **24** consignments of **medications or doping preparations**, and
- prevented **100 lorries** from continuing their journeys due to dangerous defects.