

# Federal Customs Administration: security for the population, the economy and the state



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
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Swiss Confederation

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

What does the FCA do?

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## Editorial



Dear reader,

The Federal Customs Administration (FCA) has the statutory mandate to protect Switzerland's borders for the benefit of the public, the economy and the state. The task is a challenging one, as around two million people cross the Swiss border every day. In view of this number, it is in the nature of things that FCA employees have to deal with exciting, dangerous and sometimes amusing situations. This brochure gives you a compact overview of our work. When it comes to checks, the FCA must keep a sense of proportion.

We want to carry out effective and efficient checks. Our specialists often determine within a fraction of a second whether or not a check is appropriate. In doing so, they are supported by their education, their professional experience and the associated insight into human nature.

The FCA is moving towards the future. It is to become less complex and more digitised.

We will achieve these necessary changes in the coming years with the DaziT\* programme.

In this way, we will also reduce costs in order to handle taxpayers' money in an even more economical way. One thing will nevertheless stay the same: the guarantee of comprehensive security and safety for the public, the economy and the state.

I hope you enjoy reading this brochure.

Yours sincerely,  
Christian Bock, Director

*\* "DaziT" stands for "Dazi" the Romansh word for customs and for "transformation" whereas "IT", information technology, is what provides support for change.*


**WHAT  
DOES  
the FCA  
DO ?**

What does the FCA do?

## Federal Customs Administration

The Federal Customs Administration (FCA) performs numerous tasks on behalf of the population, the economy and the state. It is not just a case of collecting customs duties, consumption taxes and incentive fees; they also have to implement over 200 customs and non-customs laws and ordinances.

The Border Guard additionally performs security police and migration duties. The Customs Investigation Section as a determining element works within the FCA and with external partners. The Central Office for Precious Metal Control, which is attached to the FCA, checks the authenticity of precious metals, jewellery and watches.



**Federal Customs Administration:  
security for the population,  
the economy and the state.**

What does the FCA do?

## DaziT



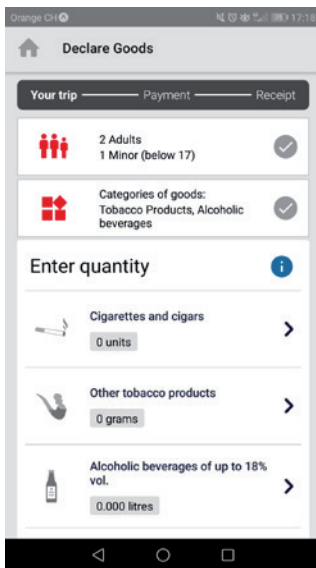
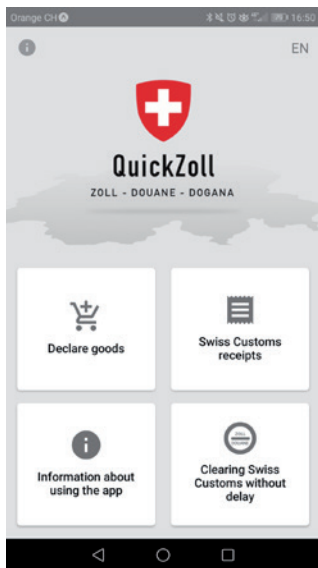
The complete modernisation and transformation of the FCA is entitled DaziT. This requires a comprehensive transformation. When implementing it, we ask ourselves critical questions (organisation, law, processes, training,

information, etc.). "DaziT" stands for "Dazi" the Romansh word for customs and for "transformation" whereas "IT", information technology, is what makes change possible.

What does the FCA do?

Customs procedures will become simpler. Savings of an estimated CHF 125 million are expected for the economy in the cross-border movement of goods. Customers can meet their obligations to the FCA 24 hours a day

and 7 days a week via an online portal. Parliament has approved a special credit of CHF 393 million for the implementation of the transformation programme.



**SECURITY**  
for the  
**population**



## Migration

Number of cases	2015	2016	2017
Illegal residence	31,038	48,838	27,300
Handover to foreign authorities	n.a.	26,267	17,526
Suspected smuggling	464	303	344
People who have applied for asylum at the FCA and have been assigned to the State Secretariat for Migration	18,036	16,980	3,166

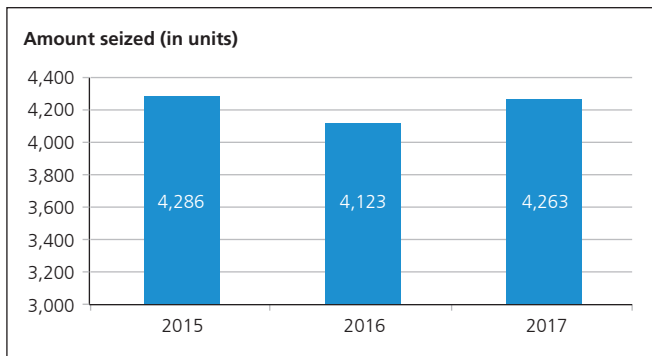


Tracing people and stolen property, and cross-border crime

	2015	2016	2017
Persons for whom an alert had been issued	19,942	22,104	25,777
Objects for which an alert had been issued	2,184	2,466	3,322
Goods suspected to originate from a criminal offence	478	496	436
Item suspected to have been used in a criminal offence	400	352	345

**25,777**  
persons for whom an alert  
had been issued,  
**9,295** of whom had an  
arrest warrant issued  
against them.

## Weapons



**In 2017,**  
around  
**800 suspects**  
**were apprehended**  
with goods from criminal offences/  
items used in criminal offences.



## Forged documents

<b>Amount seized (in units)</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Passports	588	762	432
ID cards	561	723	532
Residence permits	312	263	221
Driving licences	600	695	666
Other	132	220	117



## Narcotics

Drugs seized (in kg)	2015	2016	2017
Hashish and marijuana	744	455	1,626
Heroin	14	62	32
Cocaine	121	103	117
Khat	10,247	674	4,658
Designer drugs	25	33	24
GBL, "coma in a bottle" (in litres)	23	45	5

In 2017,  
**36,339** pills such as  
**LSD and ecstasy**  
were seized.

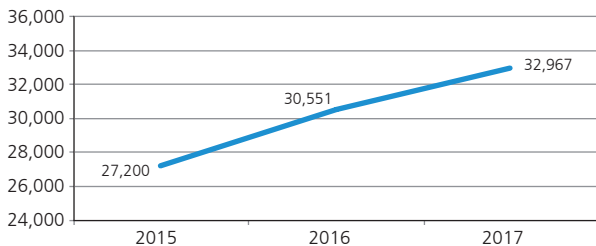




Security for the population

## Safety of heavy vehicles

### Number of infringements\*

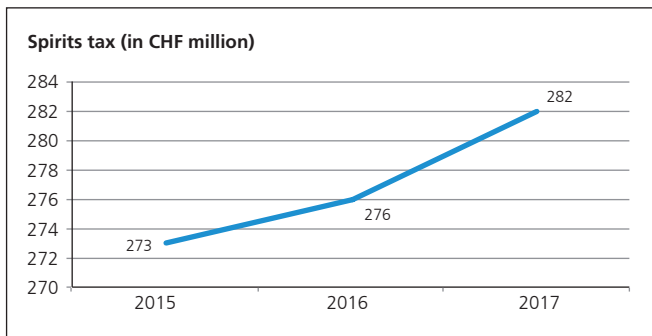


\* Safety deficiencies in heavy goods vehicles, drivers who were unfit to drive, violations of the regulations on rest periods, etc.





## Spirits

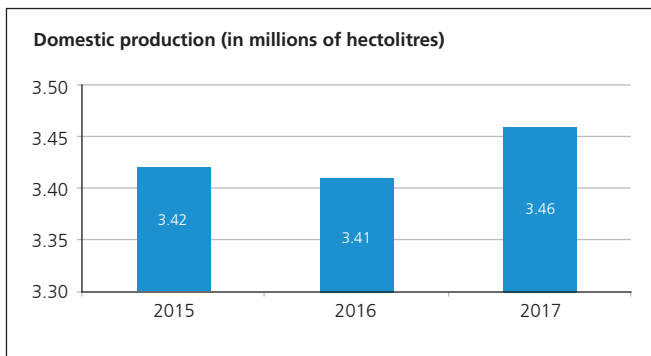


**CHF 25.7 million,**  
**10 %** of spirits tax receipts, known as the  
**“alcohol tenth”,**  
flowed to the cantons to combat  
drug abuse.

Overall, **19,115**  
**hectolitres of pure alcohol**  
were produced (as of 30 June 2017).

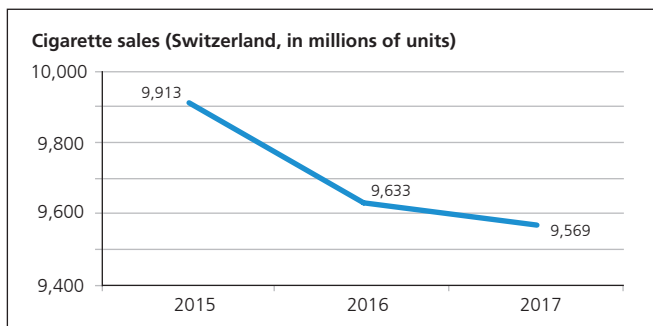


Beer

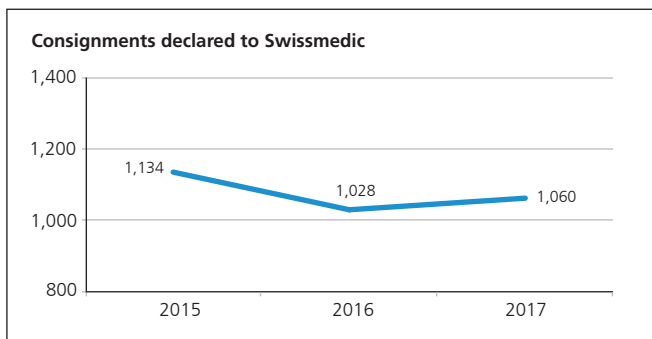


In 2017,  
**869** breweries  
exist and  
**114,010**  
spirit producers  
are registered.

Tobacco



## Illegal medications



### Ranking of seized "medications":

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

**44.5 %**  
of the counterfeits  
come from  
**India.**

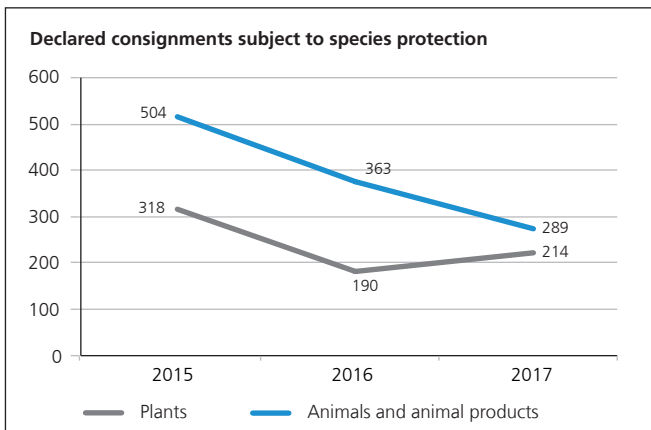
Security for the population

Banned doping substances

The FCA reported  
**413** consignments to  
Antidoping Switzerland.



Species protection and animal protection

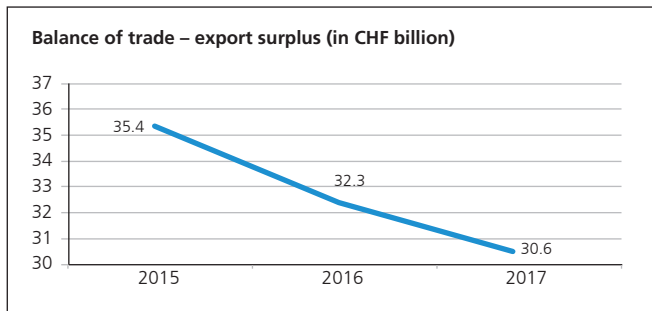
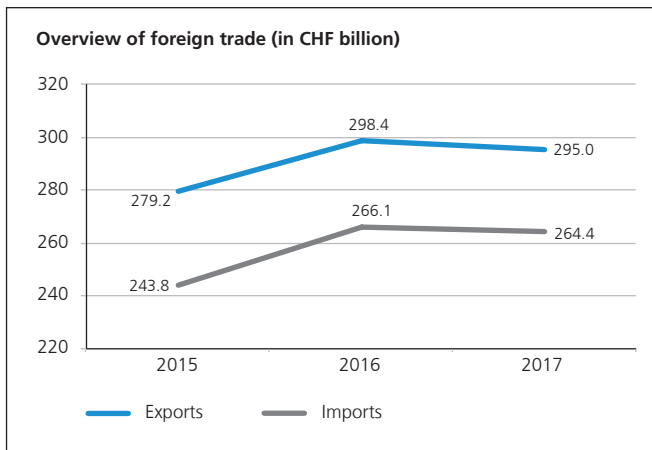


In a  
vehicle check, **8**  
ball pythons  
were discovered smuggled  
in the boot  
of a vehicle.

**Security**  
for the  
**ECONOMY**



## Swiss foreign trade



<b>Imports and exports by continent (in CHF billion)</b>		
	<b>Imports</b>	<b>Exports</b>
Europe	160.2	143.3
EU	156.2	133.5
Germany	54.6	44.7
Italy	19.8	15.6
France	17.8	16.8
Asia	61.4	99.0
China	13.1	24.1
Japan	5.7	7.5
North America	23.1	39.8
USA	21.1	36.2
Latin America	8.9	6.3
Africa	8.6	3.5
Oceania	1.5	2.7

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

Security for the economy

Free trade

At the end of 2017,  
**30**  
free trade agreements  
were in force for Switzerland.



Commercial goods traffic

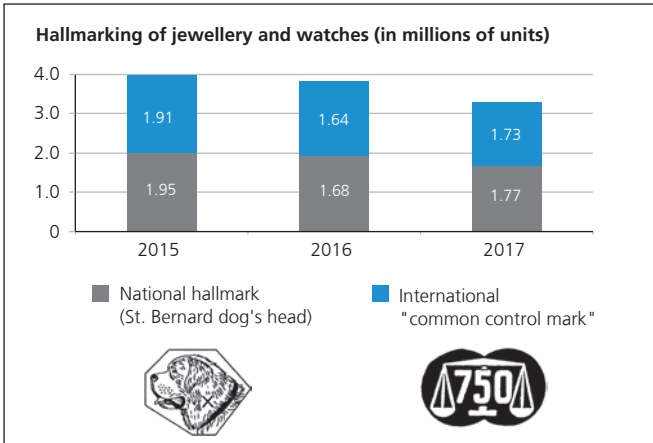
Customs declarations (number of assessments in millions)			
	2015	2016	2017
Importation	21.0	22.2	23.2
Exportation	6.6	6.7	6.8
Transit	7.8	7.3	7.9

**38.1 million**  
**customs declarations**  
**were processed**  
**by the FCA in 2017.**

In 2017, the FCA  
provided mutual assistance  
in criminal matters in  
response to  
**22** international  
requests.

Here, the sum of money  
involved in crimes  
amounted to more than  
**CHF 429**  
million.

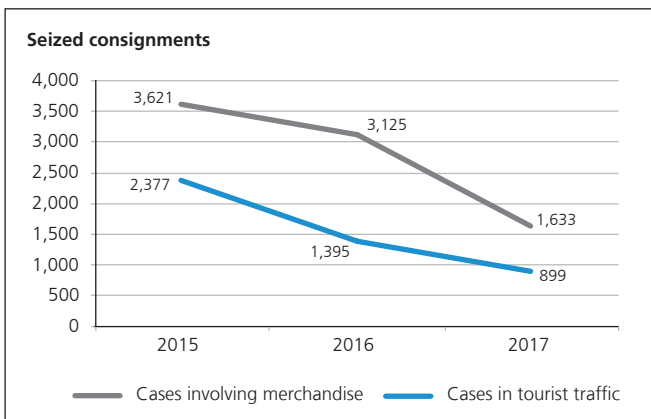
Precious metal control



**935**  
**counterfeit watches**  
**and 1,073 items**  
**of jewellery were seized**  
**in 2017.**



Product piracy



**10,686** counterfeit  
**branded goods**  
were withdrawn  
from circulation  
**in 2017.**





Cartier

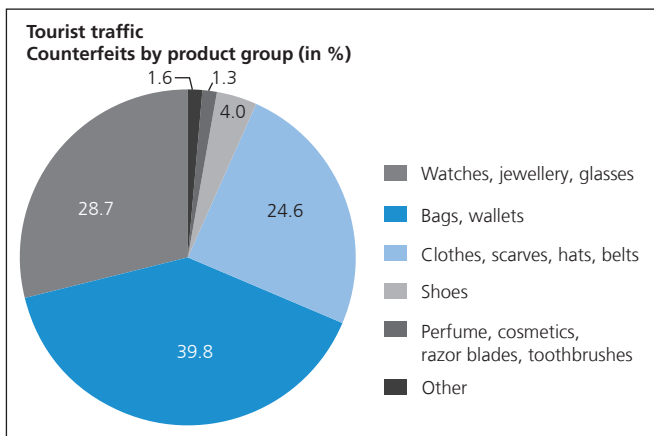
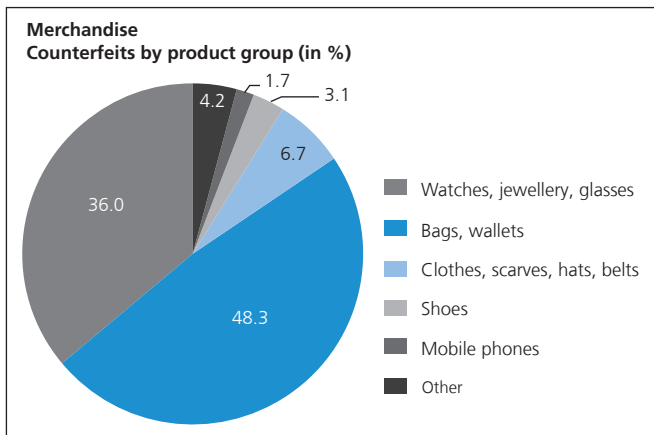
Starbuck

Disney Auction

adidas

adidas

CC



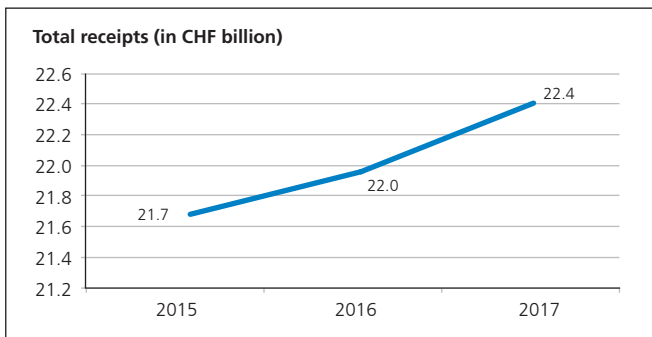
In **29** cases,  
the Federal Office of Culture  
conducted an  
in-depth investigation  
**of the FCA reports**  
on suspicious consignments.

**SECURITY**

for the

**state**

## Receipts

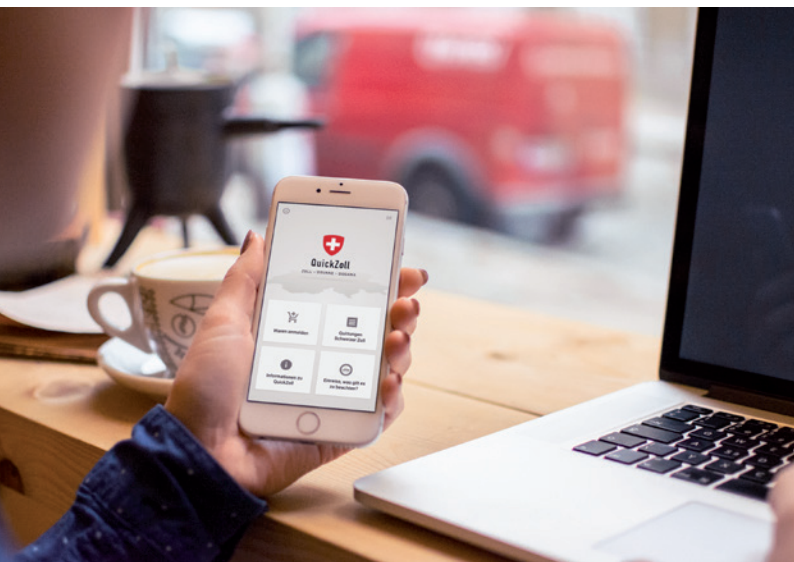


**The FCA generates over one third of the Confederation's receipts and thus ensures that the state functions properly.**

**Main sources of receipts (in CHF million)**

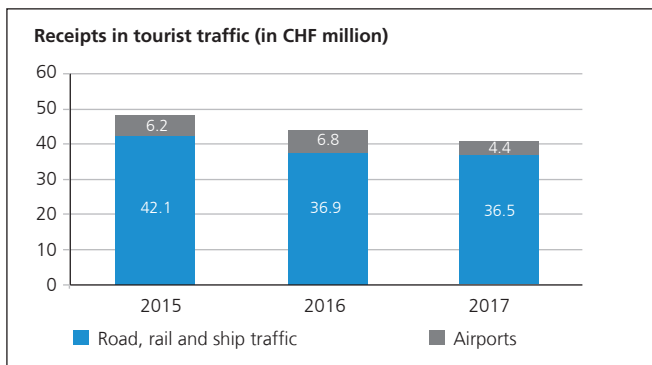
	2015	2016	2017
Import duties	1,055	1,134	1,103
Value added tax	10,040	10,134	10,513
Mineral oil tax	4,715	4,688	4,523
Tobacco duty	2,198	2,131	2,139
Heavy vehicle charge	1,457	1,454	1,627
Other receipts*	2,216	2,417	2,499

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



# 28,876

cases of smuggling  
were detected  
in tourist traffic.



**WHO**  
**works** ?  
**at the FCA** ?



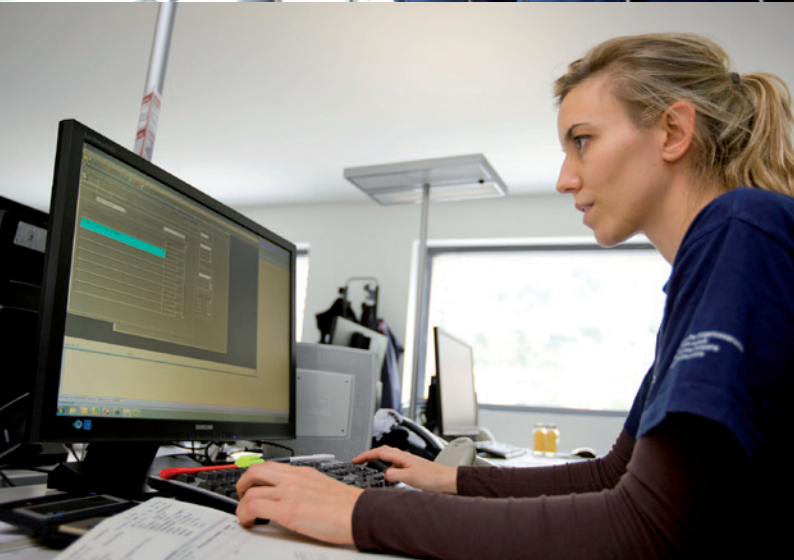
Who works at the FCA?

## Employees

<b>Average number of full-time equivalent*</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
CUSTOMS	2,018	2,011	1,944
BG	1,986	2,034	2,091
Cross-section	309	306	293
<b>Total</b>	<b>4,314</b>	<b>4,351</b>	<b>4,328</b>

\* without aspirants

<b>Women headcount in %</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
CUSTOMS	31.4	32.2	32.5
BG	10.7	11.9	12.5
Cross-section	38.2	38.8	40.6





Who works at the FCA?

International assignments

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

Overall, they worked

**4,704** deployment days.



**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  
as a border guard  
or customs expert.



Zell Devane Dugan

FIREHOUSE

Mid-Country  
Sacramento  
California

**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](http://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](http://www.zollauskunft.admin.ch)

With the "QuickZoll" application, since Easter 2018 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.



The  
**Information Office**  
responded to around  
**175,000**  
general enquiries.



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

15.04.2016 – 20.10.2018

# SCHÖNER SCHEIN — DUNKLER SCHATTEN?

EINE SONDERAUSSTELLUNG ZUM  
THEMA FÄLSCHUNG UND PIRATERIE



 Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Elizenzschweizerische Freyzollverwaltungen LTD  
Eidgenössische Zollverwaltung EZV

**STOP PIRACY**  
Schweizer Plattform gegen  
Fälschung und Piraterie

## Welcome to the Customs Museum

Take a behind-the-scenes look at the work of the FCA. The Swiss Customs Museum is situated opposite Gandria on Lake Lugano. The museum, referred to in the vernacular as the “Smugglers’ Museum”, attracts some 8,000 visitors each year.

The museum is open daily from 25 March to 21 October 2018, from 1.30pm to 5.30pm. Additional information can be found at [www.zollmuseum.ch](http://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](http://www.zollauskunft.admin.ch)

Monday to Friday

8am to 11.30am and 1.30pm to 5pm

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### **Federal Customs Administration FCA**

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# A day at the Swiss border

Approximately 2,100,000 people, 1,100,000 cars and 24,000 heavy goods vehicles cross the Swiss border every day.

On a daily basis, FCA employees

- took **CHF 61.4 million** in receipts,
- withdrew **29 counterfeit products** from circulation,
- stopped **70 people** who were wanted or had an arrest warrant issued against them,
- seized **6 identity documents**,
- confiscated **11 prohibited weapons**,
- seized **17.6 kg** of **drugs**,
- discovered **74** cases of **illegal residence**,
- reported **4** consignments of **medications or doping preparations**, and
- prevented **90 lorries** from continuing their journeys due to dangerous defects.