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Customs Programme Annual Progress Report on year 2022

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1. EXECUTIVE SUMMARY

In accordance with Regulation (EU) 2021/444[1] (the 'Programme Regulation'), and specifically Article 13, the present report provides an overview of the progress achieved in 2022 by the Customs programme, in terms of the main results and impact of the activities supported by the Programme, as well as any challenges identified, and the lessons learned.

2022 was the first full year of implementation of the Customs programme (the 'Programme') following the adoption of the Programme Regulation in March 2021. The Programme has the general objective to support the customs union and customs authorities working together and acting as one, to protect the financial and economic interests of the Union and its Member States, to ensure security and safety within the Union and to protect the Union from unfair and illegal trade, while facilitating legitimate business activity. As such, in 2022 the Programme provided significant support for the customs union to address the challenges the Union is facing as a result of Russia's war of aggression against Ukraine, as well as to contribute to the delivery of the Union's priorities through its support to the functioning of key customs IT systems and to enhanced collaboration among Member States.

2. POLITICAL AND REGULATORY CONTEXT

In 2022, the Programme continued its activities under the Multiannual Work Programme for 2021-2022[2] in line with the policy priorities of the Union, in particular as regards the digital and green transition, and with a view to supporting the smooth functioning of the customs union.

Throughout 2022, the Programme provided a strategic platform for discussion on **how to take the customs union to the next level** following the findings of the Wise Persons Group on Challenges Facing the Customs Union (WPG)[3] and those of the interim evaluation of the implementation of the Union Customs Code (UCC)[4]. Those discussions fed into the preparation of the upcoming proposal to reform the Customs Union, which is expected to be adopted in spring 2023.

In relation to arising challenges and crises, in 2022 the Programme was successfully mobilised to support the Union and Member States' administrations to tackle the remaining effects of the Covid-19 pandemic and the United Kingdom's withdrawal from the Union, as well as those related to the war in Ukraine at the European border. These crises and threats have highlighted the crucial role of the Programme to support customs in ensuring the **Union's capacity to manage crisis**, the **security and safety of supplies** and the **integrity of supply chains.** In this particularly challenging context, the Programme, through its support to European electronic systems, as well as its expert teams, networks, project groups, study visits and other similar activities, managed to support intelligent border management and coordination among customs and other border agencies and law enforcement authorities, in order to ensure the protection of the European interest, support humanitarian efforts and achieve a uniform implementation of Union's sanctions against Russia.

With respect to Union priorities, in 2022 the Programme continued its support to the delivery of the ambitious twin digital and green transitions, to which customs' contribution is essential.

Regarding the **digital transition**, the development of an up-to-date digital customs environment is a focal point of the Programme, as well as **a top priority in the customs union**. This is reflected by the fact that

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96% of the Programme's budget in 2022 was dedicated to establishing and operating the common components of the Union customs electronic systems that constitute a more efficient and modern customs environment and thus supports the implementation and modernisation of the customs union and internal market. Work on upgrading and developing electronic systems designed to make the customs union a more interconnected and fully paperless environment should be completed across the European Union before the end of 2025 at the latest. Thanks to the crucial financial support of the Programme, the UCC completion rate reached 87% in 2022 (an increase of 5 percentage points compared to 2021). During this year, and as defined in the Multi-annual Strategic Plan for Electronic Customs (MASP-C Revision 2019[8]), the emphasis was put on the following outputs:

1. the maintenance and updates of operational IT systems and business continuity (see MASP-C Annex 2), representing the highest budget consumption sector within the IT budget;
2. the design, development and deployment of UCC electronic systems (see MASP-C Annex 2 UCC project fiches);
3. the design, development and deployment of non-UCC systems and support to the implementation of the Customs Action Plan.

Furthermore, in 2022 the Programme supported efforts to make sure that the Union customs authorities embrace the 21st century technological revolution by providing a platform to review and monitor **modern and emerging solutions.** The Programme also supported the work on **interoperability and connectivity** of European common components with national non-customs IT systems and other EU non-customs systems through its collaborative activities.

Regarding the **green transition**, in 2022 the Programme continued supporting the contribution of customs to the Green Deal through the reinforced digitalisation of customs procedures based on the UCC legal package[5], cooperation actions and guidance documents playing a part to the Union's sustainability objectives. Additionally, the Programme accompanied the development of key upcoming legislations in **trade facilitation** and **customs greening**, notably by supporting the area of **prohibitions and restrictions** related to sustainability and the proposal for an **EU Single Window Environment for Customs** (EU SWE-C)[6] to exchange trade certifications.

To achieve these objectives in a context of global crises, **international cooperation** in customs became even more important. This is particularly true for enlargement and neighbourhood policy countries, with the aim to facilitate their approximation and integration process into the Union. In this critical context, the Programme integrated for the first time in 2022 **Ukraine and Georgia** as full beneficiaries, a crucial step given the recent recognition by EU Member States' leaders on 23 June 2022 of a European perspective for these countries, including Ukraine's candidate status. The necessary steps have been carried out also in view of **Moldova** joining the Programme in 2023.

Several of the non-Union countries that had already participated in the Customs 2020 programme also signed in 2022 the agreements to join the Programme (Kosovo*[7] and the Republic of North Macedonia). Other non-EU countries that participated in the 2020 programmes and which were still in the process of negotiating or signing their agreements (Albania, Bosnia and Herzegovina, Montenegro, Serbia and Türkiye) continued to participate in the Programme during the on-going negotiations.

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[5]UCC - Legislation (europa.eu)
[6]Proposal for a Regulation of the European Parliament and of the Council establishing the European Union Single Window Environment for Customs and amending Regulation (EU) No 952/2013
[7]This designation is without prejudice to positions on status and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

Regarding reporting requirements, following the lessons from the Performance Measurement Framework of the Customs 2020 programme, the Programme's new monitoring and evaluation framework (MEF) was formalised through the adoption of a delegated act[8] supplementing the Programme Regulation with additional indicators as part of the MEF. The Programme's reporting system was also reviewed and translated into a system of national surveys with the objective to improve the quality of data collected for MEF indicators, as well as to allow the involvement of countries participating in the Programme in the monitoring and assessment of the Programme's implementation.

3. IMPLEMENTATION OF THE PROGRAMME'S SPECIFIC OBJECTIVES AND ACTIVITIES

The Programme provides financial support to a range of eligible actions aimed to achieve the Programme' general and specific objectives and to contribute to the customs union policy goals. Article 7 and Annex 1 of the Programme Regulation define the eligible actions, which can be divided into five main categories:

a) European electronic systems for customs (EES);
b) Collaborative actions (including expert teams);
c) Human competency building and trainings;
d) Innovation;
e) Supporting actions to the above activities, such as studies and communication actions.

All the above-mentioned actions contributed to the achievement of the following specific objectives.

3.1. Support the preparation and uniform implementation of customs legislation and policy

In 2022, the Programme supported 19 collaborative actions whose primary objective identified a strong link with the preparation, coherent application, and effective implementation of Union law/policy. The European electronic systems for customs supported by the Programme (further explained in section 3.4.) were also perceived by roughly 70% of national administrations as a key contributor to the uniform implementation of customs law and policy[9].

The examples below provide some highlights of the most important contributions and achievements of the Programme in supporting the customs legislation and policy priorities of the Union in 2022.

<u>Addressing the challenges created as a consequence of Russia's aggression to Ukraine</u>

Since the start of Russia's invasion of Ukraine in February 2022, the Programme has been mobilised to support Member States' customs authorities to cope with and prepare EU-level measures to address the consequences created by this crisis. The three working visits organised in the vicinity of the land border between Slovakia and Ukraine, where the Czech Customs helped reinforce the capabilities of Slovak control capacities with personnel and technical assistance (e.g. mobile luggage x-ray operators, sniffer dogs, and high energy X-ray mobile scanners), are an illustration of this support enabled by the Programme. As an additional example, the Programme supported the set-up of a programme group by the Baltic Member States with the objective to coordinate the uniform application of the restrictive measures against Russia and Belarus on the external EU border.

Beyond EU Member States, the Programme has also rapidly reacted to support neighbouring countries affected by the war, starting with Ukraine itself. On 5 September 2022, the EU – Ukraine agreement was

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[8] Commission Delegated Regulation (EU) 2022/2565 of 11 October 2022 supplementing Regulation (EU) 2021/444 of the European Parliament and of the Council with provisions on the establishment of a monitoring and evaluation framework, OJ L 330, 23.12.2022, p. 130–133
[9] See RES 1. Sub-indicator 2 in Annex 4.

signed to fully integrate Ukraine as a beneficiary of the Programme for the first time[10]. This has enabled Ukraine to start participating in cooperation activities with other European customs authorities, as well as to connect Ukraine to crucial EU IT customs systems to facilitate trade flows, such as access to the common secure customs network (CCN/CSI), necessary for Ukraine to apply the New Computerised Transit System (NCTS). This IT connection, supported also by the involvement of Ukraine in Programme cooperation activities, such as the Customs Programme Group on Transit and Status, enabled the country to join the Common Transit Convention and the Convention on the Simplification of Formalities in Trade in Goods on 1 October, a key milestone in Ukraine's pre-accession strategy. This IT connection will also support the work on Solidarity Lanes to and from Ukraine to facilitate trade between Ukraine and EU Member States, as well as other common transit countries.

Finally, the Programme integrated Georgia in 2022 and prepared the upcoming agreement with Moldova to be signed in early 2023. This progress enabled the participation of these countries in cooperation activities, such as training activities, which boosted their capacity building to address the challenges at the border caused by the war and their work towards accession to the Union.

<u>Final findings and recommendations of the UCC evaluation report</u>

In May 2022, the Commission published an interim evaluation of the implementation of the Union Customs Code. The evaluation was supported by an external study, which was financed via the Customs programme. Overall, the report found that, since the entry into force of the UCC legal and IT package, significant progress has been made to implement a large number of legal provisions and ambitious IT projects. These have supported the streamlining and digitalisation of customs rules and processes, as well the increased uniformity among Member States, thus contributing to protecting the financial interests of the EU and its Member States. On the other hand, the report found a number of remaining challenges in the areas of risk management, simplifications, e-commerce, prohibitions and restrictions, while many of the most significant changes introduced by the UCC are dependent on ongoing IT projects and therefore are still to be implemented. Therefore, many of the anticipated benefits – especially for traders hoping that planned digitalisation and simplifications will reduce their costs – are yet to be realised.

These findings, supported by the Customs programme as funder of the study, are crucial for the Commission to effectively monitor progress towards the UCC completion and to identify and address any potential delays, as well as to identify critical areas to address in the new EU customs reform.

<u>EU Customs Reform</u>

Following the release on 31 March 2022 of the report of the Wise Persons Group on Challenges Facing the Customs Union[11], and in partnership with the French Presidency of the Council of the EU, the Programme supported the organisation of a High-Level Seminar in Paris from 28-29 April 2022 to discuss the recommendations of the Wise Persons Group and exchange on the potential strategic and operational follow-up actions. As an outcome, the high-level discussion revealed a consensus on the current challenges facing the customs union, and on the need to carry out structural reforms to make it more resilient and to improve customs action. These conclusions and discussions represented a crucial initial input for the Commission to prepare the ground for its proposal to reform the customs union, which is expected to be adopted in spring 2023.

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[10]Ukraine: New agreements on closer cooperation between the EU and Ukraine on customs and taxation (europa.eu)
[11]Putting more union into the European customs - Report by the Wise Persons Group on the Reform of the EU Customs Union – Brussels March 2022

Customs Risk Management

In 2022, the Programme's achievements in customs risk management were worth noting, given the growing need for customs to increasingly tackle financial and non-financial risks. As an example, the Customs Risk Management Group delivered two reports on the collection, analysis, and evaluation of the implementation of the financial risk criteria decision and guidance. It also developed common criteria for the development of the ICS2 system[12]. In parallel, the ICS2 Expert Group continued supporting the development and design of the ICS2 system and system specifications and other artefacts. Lastly, in January 2022 the new CRMS2 was deployed enabling major improvements in the sharing of risk information and communication between experts of the Member States dealing with risks and risk management. The whole year of 2022 was dedicated to the proper transition from CRMS1 to CRMS2 and to enable Member States to comply with their legal obligations using a more streamlined and effective tool. At the end of 2022, Member States already issued more than twice more risk messages than in previous years (see also section 3.3.1).

Additionally, on 25 and 26 October the Czech Presidency of the Council of the EU organised a high-level seminar on strengthening customs risk management of non-fiscal risks. This high-level seminar which focused on data quality under ICS2 and the role of the Single Window Environment for Customs in tackling non-fiscal risks, discussed the creation of a framework for managing non-fiscal risks, risk information forms and their prioritisation at Union level. As a conclusion, the high-level seminar outlined specific recommendations for the future definition of priorities for customs controls of non-financial risks, as well as on how to strengthen cooperation with other market surveillance authorities.

European Union Single Window Environment for Customs (EU SW-C)

In 2022, the Programme's group dedicated to the examination of the business to government (B2G) dimension and functionality of the EU SW-C contributed to develop a modern, user-friendly solution in close cooperation with business representatives. In addition, with its expert input the group supported the legislative process of the proposal for a regulation establishing a European Union Single Window for Customs, particularly in relation to the future functionalities of National Single Window and the implementation of the concept of "once-only" principle of data submission.

3.2 Support customs cooperation

One of the specific goals of the Programme is to facilitate and reinforce cooperation in the field of customs, with the ultimate objective to support the customs union and customs authorities working together and acting as one. Physical meetings, playing a key factor in collaboration and building robust human contacts and networks, were both positively and negatively impacted in 2022. Thanks to the lifting of most of the travel restrictions set in the context of the Covid-19 pandemic, 2022 saw positive tendencies in the cooperation aspect of the Programme, reflected by a higher number of meetings compared to 2020 and 2021 in both physical and virtual format[13]and a consequent high networking effect of the activities[14]. This increased collaboration led to a high number of outputs being produced in Programme activities in 2022, as reflected by the 724 working practices, guidelines and recommendations issued[15]. However, the degree of networking generated by the Programme was still impacted in 2022 by

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[12]This included common working methods on the application of pre-arrival security and safety risk checks, as well as a guidance on the application of customs office of first entry in the context of submission by the express carrier of minimum entry summary declaration dataset for express consignments as from March 2024.

[13] A total of 324 meetings were held in general collaborative activities of the Programme in 2022, out of which 222 were virtual, 95 physical and 7 in hybrid format (see OP 2.1. Sub-indicator 2 in Annex 4).

[14] Almost 80% of participants deemed the activity they took part in represented a good networking opportunity. See RES 2.2. Sub-indicator 6 for further details.

[15] See OP 2.1. Sub-indicator 3.

the lack of contacts in physical meetings. On the one hand, the greening principles and the need for effectiveness established online meetings as the default and physical meetings can only be set in justified cases. On the other hand, the increase of energy prices and inflation, increased the travel and accommodation costs to a level that some participating countries decided to cut their participation in physical meetings.

This chapter focuses on the 2022 key actions with the closest direct links to cooperation, knowledge sharing and networking.

<u>Customs contact groups</u>

In 2022, the long-standing **Rummage Group**, whose objective is to exchange information and best practices on the risk management and customs control (including physical checks) of commercial vessels, was reactivated. The group held its first meeting in Göthenburg, Sweden, where Member States engaged on operational coordination and cooperation on various aspects in the domain. The rest of contact groups that focused on the specific customs control and risk management aspects of ports (RHALF & ODYSSUD), airports (ICARUS) and the land borders (land frontier contact group (LFCG) have however not been re-established.[16]

<u>Working visits</u>

Working visits (study visits and similar bilateral visits between participating countries) were one of the preferred tools for cooperation in 2022, a development made possible thanks to the progressive lifting of travel restrictions imposed during the Covid-19 pandemic (22 working visits were led by Member States in 2022, compared to only 2 in 2021). These visits allowed for great flexibility to exchange best practices and working methods in a wide range of strategic or operational customs domains, which explains their growing use by participating countries. The visits ranged in 2022 from the management of postal controls, an ongoing challenge due to the continuous growth of ecommerce volumes, to the field of customs laboratories. Other issues addressed included operational controls and dog handling in airports, harbour controls, border control post management, as well as prohibitions and restrictions regarding goods under intellectual property rights protection.

<u>Expert teams</u>

In terms of deeper and structural cooperation, expert teams continued in 2022, enabling long-term collaboration and synergies to be created among Member States.

The **Expert Team dedicated to the Eastern and South-Eastern Land Border (CELBET)[17]** maintained a high level of activity, remaining a key contributor to the coordinated management of the EU's external land border despite the challenges created by the Russian aggression to Ukraine, which forced the delay of some activities and resulted into significant changes in traffic flows. The Expert Team got efficiently mobilised to provide support to Ukraine and Moldova and bordering Member States. Among the results achieved, the development of a Border Control Post Evaluation framework can be highlighted, as well as the organisation of joint control operations at the EU land border in cooperation with the European Border and Coast Guard Agency (FRONTEX) and the European Anti-Fraud Office (OLAF). CELBET continued providing various training activities, operational risk management guidance, and notably contributed to the harmonisation of customs controls by sharing technical experience about customs control equipment, providing consistent and valuable contribution to some of the policy deliverables developed under the Customs Control Equipment Instrument (CCEI).

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[16] European Land Frontier, Ports and Airports contact groups
[17] CELBET

In the second half of 2022, the head of the Customs Eastern and South-Eastern Land Border Expert Team (CELBET), presented the CELBET+ Business Case, proposing the extension of CELBET activities to all 27 Member States and all external EU borders, including land, ports, airports, and mobile units, to enable CELBET to contribute to the ambitions of taking the customs union to the next level and assist the national administrations in acting as one. This proposal was also presented in a dedicated Programme workshop held in Warsaw on 5 October and represents a significant contribution in the context of the Union customs reform, as this deeper and Union-wide structured operational cooperation among all Member States could be used to draw useful findings regarding the practical implementation of the reform ideas.

In 2022, the **Expert Team on new approaches to develop and operate Customs IT systems (ETCIT)** closed its second iteration and launched the third one with the creation of a framework of IT collaboration in the customs field. In 2022, ETCIT activities focused on the set-up of the Chief Information Officers (CIO) network, which aims to enable the interactions and the sharing of capabilities amongst the participants of the activities under the framework.

The launch of the **Import Control System analytics expert team (ICS2 SSA)**, addressing the area of safety and security analytics based on advance cargo data in the ICS2 system, started at the beginning of 2022. Throughout the year, reasonable progress was made on the data protection Joint Controllers Agreement. However, there was limited progress on analytics tasks, for which only high-level priorities were set with no formal follow-up scheduled yet.

The Expert Teams on Binding Tariff Information (**BTI2**) and on Customs Laboratories (**CLET3**) were also operational in 2022. BTI2 team delivered reasoned expert opinions on 15 cases of divergent tariff classification, contributing to the objective to reduce the numbers of divergent classification. The intensity of the work of CLET3 in 2022 was less noteworthy[18].

An important issue identified in most expert teams was the challenge to maintain a long-term availability and commitment of participating Member States' experts to lead projects. In addition to carrying out tasks for an expert team, these experts usually continue performing their routine tasks in their national administration thus resulting into situations with too high workload and necessity to prioritise.

3.3 Support administrative and IT capacity building, including human competency and training, as well as the development and operation of European electronic systems

3.3.1 IT capacity building

The Programme Regulation establishes that the Commission and the Member States shall jointly ensure the development and operation of the European electronic systems (EES) for customs, including their design, specification, conformance testing, deployment, operation, maintenance, evolution, modernisation, security, quality assurance and quality control.

In 2022, the availability of the operational EES supported by the Programme remained close to 100%[19]Overall, the Programme supported a total of 71 systems, which represents a notable increase compared to the previous year, when 61 EES were funded by the Programme (+16%).[20] In addition, with

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[18] CLET remains underused as a tool despite its effective delivery on the (few) questions received, probably due to a lack of awareness, so there is a need to further promote it among the customs laboratory community. The work intensity is proportionate to the needs identified and the lower volumes do not indicate insufficiency in itself.

[19] See OP 1.3 Sub indicator 3 in Annex 4 for further details.

[20] In 2022, the Programme expanded its support to the following EES: AEO MRA, CBAM, CRS, DDS2-QUOTA2, DDS2-MRN, DDS2-RD, DDS2-SEED, ICG, ieCA, NCTS P6, UCC CCI, UCC GUM, VAT e-commerce. In turn, DDS2-COL and DDS2-QUOTA were no longer supported (see Annex 5 for the full list and details of the systems funded by the Programme in 2022).

regards to the high availability of operational capabilities and IT business continuity, the Commission performed a disaster recovery test in November 2022, aiming at validating the investments made towards a "Gold service level" and the Commission IT Business Management System[21]. This was one of the milestones in the MASP-C for 2022[22].

Among the new IT developments, two main novelties deployed with the support of the Programme's financing are worth highlighting: the version 2 of the Customs Risk Management System (CRMS2), and the Anti-Counterfeit and Anti-Piracy System Application for Action module (COPIS AFA).

Customs Risk Management System 2 (CRMS2) started to operate on 1 January 2022, allowing a real-time exchange of risk-related information between Member States' customs administrations, including the possibility for structured follow-up related to an identified crisis. This system covers a broad range of possible risks, such as security risks related to explosives, safety risks related to health, the environment or product safety, financial and commercial risks including intellectual property rights and cash controls. In addition, the system allows customs offices to communicate directly and instantly on incoming consignments for which joint risk mitigation is needed. Lastly, a new "detection corner" allows Member States to share scanned images used for risk purposes. The system connects the customs community from the EU's 27 Member States as well as Switzerland and Norway. It includes all international ports, airports, major land border posts and all national risk analysis centres.

Anti-Counterfeit and Anti-Piracy System – Application for Action (COPIS AFA), available for Member States since 13 December 2021, provides traders with the possibility to submit, extend and amend "applications for action"[23] electronically to the competent customs department. This system enhances Intellectual Property Rights (IPR) protection by improving the cooperation and sharing of information between right-holders and customs administrations and between all the Customs offices of the Member States. In 2022, the system's use took off: it already exchanged more than 300 messages and allowed for the reading of over 100 decisions on IPR, contributing to the Programme's objective to protect the Union from unfair and illegal trade.

The Programme also supported the Commission in developing the **Union Customs Code (UCC) systems** under its responsibility. No delays beyond the legal deadlines were materialised in 2022, and a number of revisions were made to the specific timelines for delivery of the common components of the EES (1 revision for new components, and 4 for upgrades[24]). Overall, 66.67% of common components of the EES were delivered according to the MASP-C timeline in 2022[25] and the UCC completion rate reached 87%, with some project delays identified in the Member States' implementation[26]. The revision of the Multiannual Strategic Plan for Customs (MASP-C) and the UCC Work Plan[27], currently ongoing, should ensure the continuation of this planning, to pursue the UCC implementation and that of other projects like

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[21] The Commission's IT Business Management System is compliant with ISO standard 22301. The Commission intends to provide high availability infrastructure capabilities for the hosting of EU customs systems components and IT services. The Commission has developed High Availability (HA) and Disaster Recovery capabilities in the two DG TAXUD data centres hosted in Luxembourg. The main objective of establishing standardised HA capabilities is to assign appropriate HA characteristics to all hosted applications. To this end, three distinct HA service levels are defined: Bronze, Silver and Gold. Bronze service level is the default and it has been in place since 2015. Silver service level reflects the maximum current capability, while Gold service level, meaning 99,8% availability.

[22] See point 4.7 (High availability DG TAXUD operational capabilities) and point 4.9 (Business continuity) of the MASP-C Annex 1: https://taxation-customs.ec.europa.eu/document/download/84355a84-f6ae-4781-900c-7df0c72f6870_en?filename=2019_masp_annex1_en.pdf

[23] https://taxation-customs.ec.europa.eu/customs-4/prohibitions-and-restrictions/counterfeit-piracy-and-other-ipr-violations/defend-your-rights_en

[24] For further details, see OP 1.2 Sub-indicator 3 in Annex 4.

[25] See OP 1.2 Sub-indicator 2 in Annex 4

[26] See OP 1.2. Sub-indicator 4 in Annex 4.

[27] UCC - Work Programme (europa.eu)

the EU Single Window Environment (EU SWE-C) and the Carbon Border Adjustment Mechanism (CBAM)[28].

The **high inflation** required close monitoring of the scheduled budget for year 2022, especially in terms of costs linked with ensuring the development and functioning of the European Electronic Systems for customs. In this context, the Commission assessed the actual IT spending against initial IT budget allocations. Thanks to savings in the ICS2 project, the increasing costs on IT activities could be partially compensated, allowing for priority projects such CBAM to progress. However, this budgetary situation needs to be constantly monitored and the priority projects re-adjusted accordingly.

In terms of support of **interoperability**, a key element in the customs union IT environment where both national and Union components are needed to complete the UCC systems, the Programme's IT Technology & Infrastructure Group (ITTI) was mobilised in 2022 to support the European Commission's coordination with Member States. More specifically, ITTI triggered intensive and targeted discussions to modernise the current Common Communication Network (CCN/CCN2) infrastructure and ensure the optimisation of the interoperability of infrastructures (e.g. data centres connectivity, network resiliency, etc.). This activity enabled the coordination on projects that concern national administrations (e.g. Uniform User Management & Digital Signature[29] (UUM&DS), CCN/CCN2), as well as the exchange on the modernisation initiatives in the Commission, the developments on the future exchange platforms, the security strategy and the impact of the technologies on the national authorities' side.

3.3.2 Human competency building and training activities

Most of the collaborative actions funded by the Programmes have an educational or knowledge sharing/building element. At the same time, the Programmes continued supporting training activities as such, such as the development, translation, and promotion of eLearning courses.

In 2022, 8 new **eLearning courses** and 76 new language versions were developed with the support of the Programme. Among these, the module on the EU Customs Trader Portal is to be highlighted, as it contributes to guiding both traders and customs officers dealing with authorisations or decisions through the new portal, ensuring they can fully exploit the trade facilitation benefits of the system. In addition, a nano learning module and a new course were developed on the new CRMS2 system, supporting the implementation of the newly launched version of this IT system (described in section 3.3.1 above).

Besides this virtual training offer of 496 learning modules[30], the end of Covid-19 restrictions enabled the organisation of 17 **Common Learning Event Programme (CLEP)** face-to-face training events with 216 participants, the highest number of such activities in one single year since the initiative was launched in 2014. This shows the increasing interest of national administrations to collaborate on training issues and share expertise with other national administrations at Union level on a wide range of customs operational matters, such as x-Ray image analysing, car search, sniffer dogs training, and customs controls checks and processes. In addition, IT-specific training activities supported by the Programmes trained 886 officials in 2022[31].

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[28][Proposal for a Regulation of the European Parliament and of the Council Restablishing a carbon border adjustment mechanism](#)

[29] The UUM&DS Project has been initiated aiming at enabling the provision of a unique interface to a number of central services implemented by the EC for traders, therefore, effectively addressing the lack of harmonised interfaces for trade and the redundant implementations of services of common functionality at Member State-level.

[30] See OP 2.2. Sub-indicator 1 in Annex 4.
[31] See OP 2.2. Sub-indicator 2 in Annex 4.

Following the end of the Action Plan 'Boosting customs and tax performance in the EU through training and staff development'[32] for 2017-2020, the Programme's training team and participating countries assessed collectively all EU level training initiatives listed in the Action Plan[33]. The final objective of this comprehensive review was to **prioritise the training activities** with the higher impact and Union added value, as well as to identify the most efficient and effective operational modalities for their implementation. The assessment concluded that the Commission should continue to manage the activities with the highest Union added value, namely the eLearning courses & their localization[34], as well as the new Customs & Tax EU Learning Portal[35] which supports among other CLEP activities and webinars and the Training Support Group, a well-established collaboration platform for the Commission and national administrations to jointly drive training initiatives. On the other hand, the two other training initiatives (CustComp[eu][36] and the EU Recognition of Customs Academic Programmes[37]) would be led by Member States.

Finally, during 2022, the **Customs & Tax EU Learning Portal** continued supporting the training of both customs officials and economic operators[38] and was interconnected with several national portals. As a materialisation of such success, three Member States requested the Commission to explore the possibility to use the portal as their own.

3.4 Support innovation in the area of customs policy[39]

Since the start of its implementation in 2021, the Programme is supporting innovation by providing a platform to review and monitor modern and emerging solutions, such as big data and data analytics, blockchain, artificial intelligence, machine-learning, technology transfers and start-up/scale-up ecosystems. However, the full potential of the Programme to support innovation objectives through specific innovation activities such as proof-of-concepts, pilot projects, prototyping initiatives, smart data mining and collaboration remains untapped. This explains the low rating given by the national administrations participating in the Programme in relation to its contribution to innovation[40].

4. COMPLEMENTARITY WITH OTHER UNION POLICIES AND PROGRAMMES

Customs law and policy, and consequently the Programme, have an extensive external dimension linking with multiple policy areas both within the Commission's Directorate General for Taxation and Customs Union (DG TAXUD) and in the broader Union policy context.

The Programme Regulation specifically calls for the Programme to exploit possible synergies with other Union measures in related fields to ensure cost-effectiveness. Recital 5 of the Programme Regulation highlights such synergies with the Fiscalis programme[41], the Customs Control Equipment Instrument[42],

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[32]Commission Staff Working Document Boosting customs and tax performance in the EU through training and staff development, SWD (2018) 34 final/2

[33]Minutes of the 11-12 May 2022 meeting of the Training Support Group (TSG) in Customs and Fiscalis programmes: https://ec.europa.eu/transparency/expert-groups-register/core/api/front/document/84671/download

[34] E-learning modules and their nationalised (translated and tailored versions for national purposes)

[32] https://customs-taxation.learning.europa.eu/

[36] CustCompEU - EU Customs Competency Framework

[37] https://taxation-customs.ec.europa.eu/taxation-1/eu-training/eu-recognition-state-art-customs-academic-programmes_en

[38] See figure 6 in Annex 2.

[39]The Programme introduced the objective of innovation as a separate target. While the Customs 2020 programme did not specifically identify innovation as a dedicated objective, it indirectly identified the need to innovate by setting part of the general objective to the modernization of the customs union.

[40] See RES 4. Sub-indicators 1 and 2 for more details.

[41]Regulation (EU) 2021/847 of the European Parliament and of the Council of 20 May 2021 establishing the 'Fiscalis' programme for cooperation in the field of taxation and repealing Regulation (EU) No 1286/2013, OJ L 188, 28.5.2021, p. 1.

[42]Regulation (EU) 2021/1077 of the European Parliament and of the Council of 24 June 2021 establishing, as part of the Integrated Border Management Fund, the instrument for financial support for customs control equipment, OJ L 234, 2.7.2021, p. 1

the Union Anti-Fraud Programme[43], the Border Management and Visa Instrument (BMVI)[44], the Internal Security Fund[45], the Single Market Programme[46], the Recovery and Resilience Facility[47], and the Technical Support Instrument[48]. The Programme seeks synergies and complementary with additional domains as well, including the European territorial cooperation goal (Interreg) supported by the European Regional Development Fund and external financing instruments[49].

4.1 With other DG TAXUD initiatives

In 2022, the Programme contributed to the Commission's **communication** efforts to reach out to the public at large and to economic operators impacted by new developments in customs law and policy, thus supporting legitimate business activity and facilitation of trade. Specifically, the ICS2 communication campaign, launched in 2020, continued running to inform economic operators involved in air transportation of the technical documentation to complete the adaptation of their IT systems to the ICS2 Release 2 requirements on 1st March 2023. To achieve this goal, the campaign included the production and dissemination of factsheets and other audio-visual material in several languages, the preparation of "frequently asked questions" section[50]. In addition, the campaign reached out to specialized and general media and related interventions were made in various trade and customs events[51].

Furthermore, the Programme continued building synergies with other **EU spending programmes** managed by DG TAXUD: the Fiscalis programme and the Customs Control Equipment Instrument.

Fiscalis programme

Customs and taxation are two sides of the same coin. As such, in 2022 the Customs and **Fiscalis** programmes continued building synergies. In the field of IT Collaboration, for example, the network of EU Customs and Taxation Administrations' Chief Information Officer (CIO), was established to promote, facilitate and foster collaboration initiatives. The network's work is directly linked with the MANITC (Managed IT Collaboration) Expert Team under the Fiscalis programme and the ETCIT under the Programme (see point 3.2).

Another illustration of complementary activities is the workshop on cooperation between customs and tax authorities in VAT related matters, whose objective was to reinforce the cooperation between tax and customs authorities in the areas related to risk management linked with the VAT aspects of e-commerce or customs procedure 42.

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[43]Regulation (EU) 2021/785 of the European Parliament and of the Council of 29 April 2021 establishing the Union Anti-Fraud Programme and repealing Regulation (EU) No 250/2014, OJ L 172, 17.5.2021, p. 110

[44]Regulation (EU) 2021/1148 of the European Parliament and of the Council of 7 July 2021 establishing, as part of the Integrated Border Management Fund, the Instrument for Financial Support for Border Management and Visa Policy, OJ L 251, 15.7.2021, p. 48.

[45]Regulation (EU) 2021/1149 of the European Parliament and of the Council of 7 July 2021 establishing the Internal Security Fund, OJ L 251, 15.7.2021, p. 94

[46]Regulation (EU) 2021/690 of the European Parliament and of the Council of 28 April 2021 establishing a programme for the internal market, competitiveness of enterprises, including small and medium-sized enterprises, the area of plants, animals, food and feed, and European statistics (Single Market Programme) and repealing Regulations (EU) No 99/2013, (EU) No 1287/2013, (EU) No 254/2014 and (EU) No 652/2014(Text with EEA relevance), OJ L 153, 3.5.2021, p. 1.

[47]Regulation (EU) 2021/241 of the European Parliament and of the Council of 12 February 2021 establishing the Recovery and Resilience Facility, OJ L 57, 18.2.2021, p. 17.

[48]Regulation (EU) 2021/240 of the European Parliament and of the Council of 10 February 2021 establishing a Technical Support Instrument, OJ L 57, 18.2.2021, p. 1

[49]Regulation (EU) 2021/1059 of the European Parliament and of the Council of 24 June 2021 on specific provisions for the European territorial cooperation goal (Interreg) supported by the European Regional Development Fund and external financing instruments OJ L 231, 30.6.2021, p. 94.

[50] https://taxation-customs.ec.europa.eu/customs-4/customs-security/import-control-system-2-ics2-0/faq_en

[51]To date, the campaign has gathered more than 15 million views online, with over 731026 clicks to its dedicated website, 250 articles published in trade, business, and general media, and over 360 stakeholder organizations reached in Union countries and beyond.

In the context of the Customs Control Equipment Instrument Coordination (CCEI) Group, created under the Programme, specific guidance has been provided to assist the policy development and implementation process of the CCEI. The guidance covers a broad range of relevant policy subjects, such as identification of equipment and training needs, maintenance, procurement, and interoperability of customs control equipment.

Moreover, the Programme's support enabled the development of eLearning courses and CLEP events on the use of CCEI, most of which are to be delivered in 2023. The Joint Research Centre (JRC) has been strongly involved in developing several eLearning modules to train customs officers on the use of customs control equipment, similarly to its contribution to the previous e-learning material in radiological detection under the Programme.

Finally, in the context of the impact of Russia's war of aggression against Ukraine, the coordination between the Programme and the CCEI enabled putting their complementary toolbox at the service of Member States in need of capacity building. To be noted that as a result of the first call for proposals launched under the CCEI, EUR 53 759 817 were allocated to equip, with state-of-the-art equipment, 31 border crossing points from 6 countries (Finland, Hungary, Lithuania, Latvia, Poland and Romania) bordering either Belarus, Russia or Ukraine.

4.2 With other Union policies

Given the broad interconnection of customs with other policy areas, the cooperation activities under the Programme continued building close links with other Commission services and EU bodies.

This was particularly the case for the training activities, for which collaboration was sought with multiple Commission services on a wide range of policy areas, including: on climate action, to develop an eLearning course on the exchange of fluorinated greenhouse gases certificates in CERTEX; on security and home affairs, to collaborate within the Capacity Building Technical Expert Group for Dual-use; and on research and innovation, to develop an eLearning course related to the CCEI. Collaboration was also sought with the European Union Agency for Law Enforcement Training (CEPOL) to interlink the Customs & Tax EU Learning portal with theirs (called LEEd)[52], and with the European Union Intellectual Property Office (EUIPO) to develop 9 courses related to customs role in IPR matters. These activities contributed to the overall objective of the Programme to help customs authorities act as one in a context where their responsibilities and tasks keep growing, particularly in the field of prohibitions and restrictions.

The Programme also continued to support customs authorities and the customs union to contribute substantially to the objectives of the **European Green Deal**[53] by playing an essential role in controlling the movement of goods across the Union's external borders, and is preparing to support the implementation of new initiatives, notably the CBAM.

5. CONCLUSIONS AND LESSONS LEARNED

5.1 Strengths identified and confirmed by indicators

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[52] Customs officers increasingly participated in trainings offered by CEPOL (total number of Customs participants in 2019: 1 122; in 2020: 1 471; in 2021: 1 633, in 2022: 1 748).
[53] European Green Deal (europa.eu)

In 2022, the Programme continued ensuring **flexibility** within its areas of action, in order to address Member States' needs in times of crisis in the context of the war in Ukraine, by offering a collaboration platform among Member States and neighbouring countries to share knowledge and operational capacities. Against this backdrop, the Programme showed its capacity to rapidly adjust and involve new beneficiaries to support Union goals, notably Ukraine, and Georgia in 2022 as well as Moldova (in 2023). Furthermore, the Programme showed its capacity to quickly **adapt to new circumstances to address political priorities**. This can be demonstrated by the launch of the CBAM project.

In addition, the Programme continued **to deliver on European IT systems and paperless customs,** including despite the context of increasingly high inflation rates. This represents a substantial contribution to help Member States implement Union law and policy in a uniform manner, as well as to facilitate operational cooperation among national customs authorities to ensure they act as one. Overall, NCTS, the Import Control System (ICS2), the Automatic Export System (AES) and CRMS2 were particularly highlighted by Member States as key contributors to achieving the Programme' objectives. Furthermore, the participating administrations highlighted in the Programme 2022 survey their wish to continue working towards uniform processes and modern centralised systems[54].

Finally, in 2022 the **new 'post-Covid 19 collaboration environment'** unfolded, represented by a mixture of hybrid, physical and virtual meetings for all collaborative activities under the Programme. This new environment materialised the networking potential of the Programme, with participants rating their satisfaction with these networking opportunities at 79.06%[55]. Striking the right balance after the pandemic between virtual and physical activities is key to continue improving this aspect, highlighted by participants as one of the most valuable benefits of the Programme. While conscious about the fact that physical presence generates more networking, the action managers (meeting organisers) should respect the greening principles and set physical meetings only when it is justified and serves the purpose of the meeting objective. Meetings that could take place online, should not be organised in a physical set-up. At the same time, if a physical meeting is organised, remote participation should be ensured to the maximum possible extent to ensure inclusion even for those who are not in the position to travel to the physical location.

5.2 Weaknesses identified by indicators, areas to improve

An issue identified in this second year of implementation of the Programme was that the potential of the Programme to **support innovation objectives through specific innovation activities** such as proof-of-concepts, pilot projects, prototyping initiatives, smart data mining and collaboration remained untapped. Additionally, the definition of innovation in the context of the Programme requires further concretisation. This element of the Programme could however be mobilised to support crucial policy objectives, such as the reform of the customs union. In addition, following the Commission's leading role in the 2022 WCO Technology Conference, the Programme could be further mobilised to support the Commission in any follow-up actions to come in this area.

A second lesson, which was already identified in the 2021 Annual Progress report, is the need to reinforce the **Member States' ownership of the Programme** in terms of initiating and leading activities. Most new and existing **Programme groups and networks** continued to be led by the Commission in 2022, and most contact groups were not revived, such as RHALF, ODYSSUD, ICARUS and LFCG. This shows the hesitation of Member States to take the lead in activating and entertaining these communities, despite having more than 20 years of history. This lack of support from national administrations is also true for

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[54] See RES 1. Sub-indicator 2, RES 2.2. Sub-indicator 1 and RES 3.2. Sub-indicator 1 in Annex 4 for further details.
[55] See RES 2.2. Sub-indicator 6 in Annex 4.

some **expert teams**, where experts participating remain responsible for performing their routine tasks in their national administration, which can partly explain their limited willingness to lead projects. However, this issue is not specific to all expert teams, with CELBET, for instance, remaining very proactive and results-oriented, and even showing a vocation for a larger scope of action and Member States to be involved.

In addition, in 2022 Member States showed interest in initiating and managing other collaboration activities, notably bilateral **working visits**. This year also saw a reinforcement in the ownership of participating administrations thanks to the increased role of Member States in the conduction of **MEF surveys**, as well as in the management of **training activities**. In parallel, as seen in the Rummage group example, where a rotating chairmanship was established, Member States are finding mechanisms to lead collaborative activities independently from the Commission whilst sharing the burden of coordination. The positive experiences of CELBET and Rummage group can therefore serve as an inspiration for future Member States collaboration in expert teams and other Programme collaboration activities, where a reinforced support from national administrations is required to fully exploit their potential and impact.

Furthermore, the limited **dissemination and use of the outputs of Programme** activities within national administrations, identified as a weakness in the 2021 Annual Progress Report[56] and in the final evaluation of the Customs 2020 programme just published, was closely monitored in 2022. In terms of use, in 2022 83.15% of national officials participating in the Programme reported that they used outputs delivered by its activities[57], showing an improvement in this aspect. In light of this, the Programme management team conducted an analysis to address this aspect with Member States through a dedicated action plan on communication and knowledge management, expected to be finalised in 2023.

6. ANNEXES

Annex 1: Acronyms

Annex 2: Customs programme's budget, performance indicators and supplementary information

Annex 3: Expert teams

Annex 4: Customs programme performance indicators

Annex 5: European Electronic Systems financed under the Customs programme in 2022

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[56] Customs Programme Annual Progress Report on year 2021
[57] See RES 1. Sub-indicator 1 in Annex 4.

Annex 1: Acronyms

Abbreviation	Meaning
AEO	Authorised Economic Operators
AES	Automated Export System
ART	Activity Reporting Tool
MAWP	Multiannual Work Programme
BTI	Binding Tariff Information
CCN/CSI	Common Communications Network - Common Systems Interface
CELBET	Customs Eastern and South-eastern Land Border Expert Team
CLEP	Common Learning Event Programme
CLET	Customs Laboratories Expert Team
CRC	Common Risk Criteria
CRMS	Customs Risk Management System
C2020	Customs 2020 Programme
DG TAXUD	European Commission Directorate-General for Taxation and Customs Union
ECS	Export Control System
EES	European Electronic Systems
ET	Expert Team
ICS	Import Control System
MASP	Multiannual Strategic Plan
MEF	Monitoring and Evaluation Framework
MFF	Multiannual Financial Framework
N/A	Not available
NCTS	New Computerised Transit System
PICS	Programmes Information and Collaboration Space
SPEED	Single Portal for Entry or Exit of Data
UCC	Union Customs Code

Annex 2: Customs programme's budget, performance indicators and supplementary information
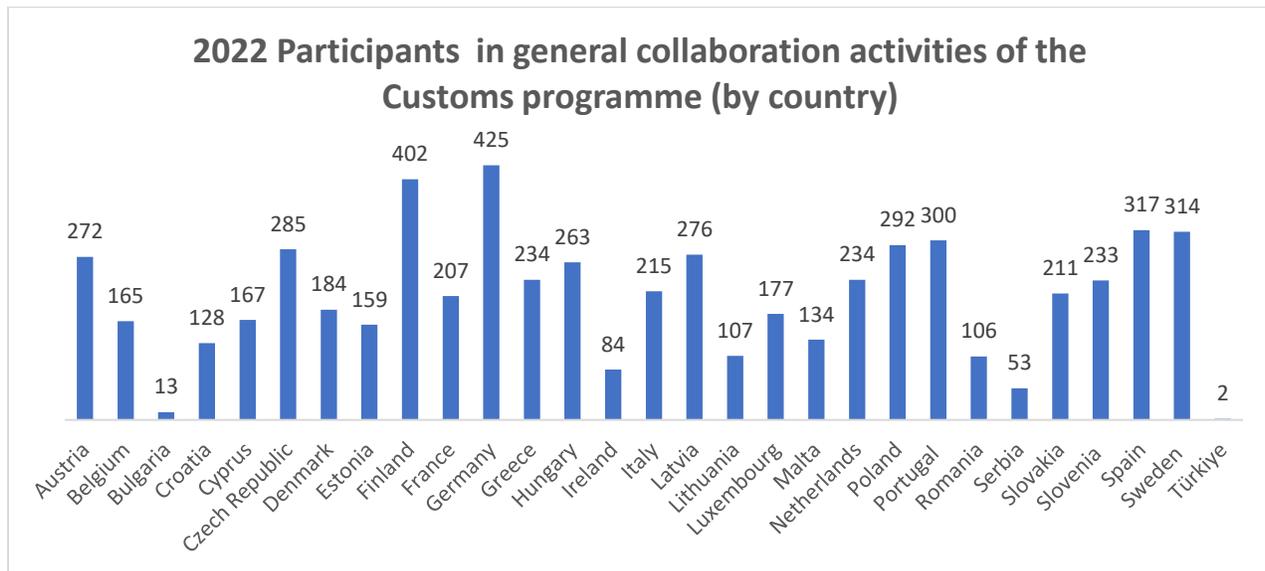
1. Customs programme budget

Table 1: Committed expenses per year and by main action categories under the programme

Action category	2022
European Electronic Systems	125 321 558.02
Collaboration activities (including expert teams)	749 998.28
Other service contracts[58]	4 372 443.70
External experts	00.00
TOTAL	**130 444 000.00**
MAWP-Financing Decision[59]	130 444 000.00

2. General collaborative actions' highlights (excluding expert teams and countries not registered in the Activity Reporting Tool)[60]

Figure 1: Overview of participants per country in 2022 - Total number of participants in general collaborative actions: 5 959.

2022 Participants in general collaboration activities of the Customs programme (by country)

Austria 272, Belgium 165, Bulgaria 13, Croatia 128, Cyprus 167, Czech Republic 285, Denmark 184, Estonia 159, Finland 402, France 207, Germany 425, Greece 234, Hungary 263, Ireland 84, Italy 215, Latvia 276, Lithuania 107, Luxembourg 177, Malta 134, Netherlands 234, Poland 292, Portugal 300, Romania 106, Serbia 53, Slovakia 211, Slovenia 233, Spain 317, Sweden 314, Türkiye 2

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[58] Including training, studies, communication, information support, programme management support and IT collaboration support (as per section 3.2 of the MAWP).

[59] The Multiannual Work Programme of the Customs programme covers the period 2021 - 2022. The budgetary figures have been split per year based on the data provided for adopting the related Financing Decision.

[60] Data extracted on 20 January 2023. Figures in the Activity Reporting Tool may slightly differ due to national updates in the register after this date.

Figure 2: Overview of activity types and number of participants per activity type
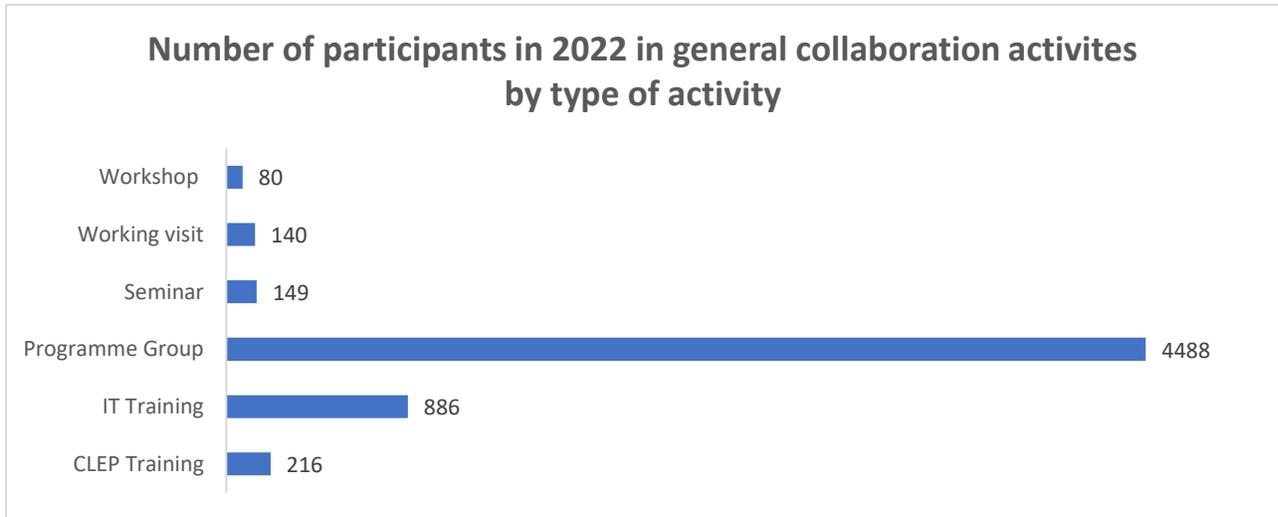
Number of participants in 2022 in general collaboration activites by type of activity

Activity	Participants
Workshop	80
Working visit	140
Seminar	149
Programme Group	4488
IT Training	886
CLEP Training	216

Figure 3: Number of general collaborative actions active in 2022 - The number of collaborative activities active in 2022 is 63.

Number of programme actions in 2022, by type of action

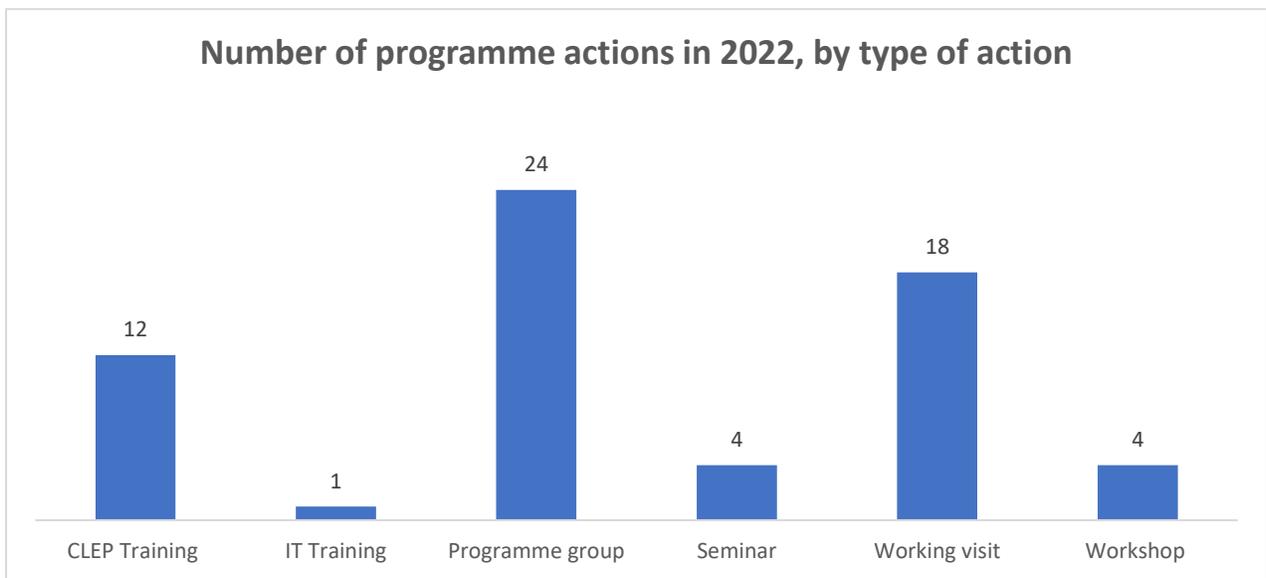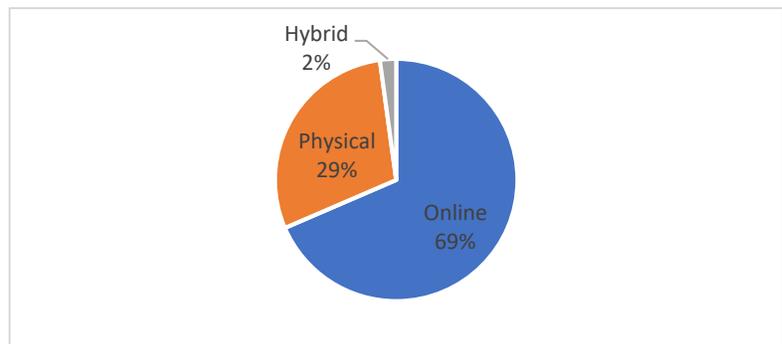| Type of action	Number
CLEP Training	12
IT Training	1
Programme group	24
Seminar	4
Working visit	18
Workshop	4

Figure 4: Overview of meetings held in 2022 in general collaboration activities, by format **-** The total number of meetings held in 2022 is 324.

Format of the meeting	Number of Meetings
Online	222
Physical	95
Hybrid	7
Total	324

Hybrid 2%
Physical 29%
Online 69%

3. Training activities' highlights[61]

Figure 5: Overview of customs professionals trained by type of training - The number of customs officials and other customs professionals trained in 2022 is 472 770.
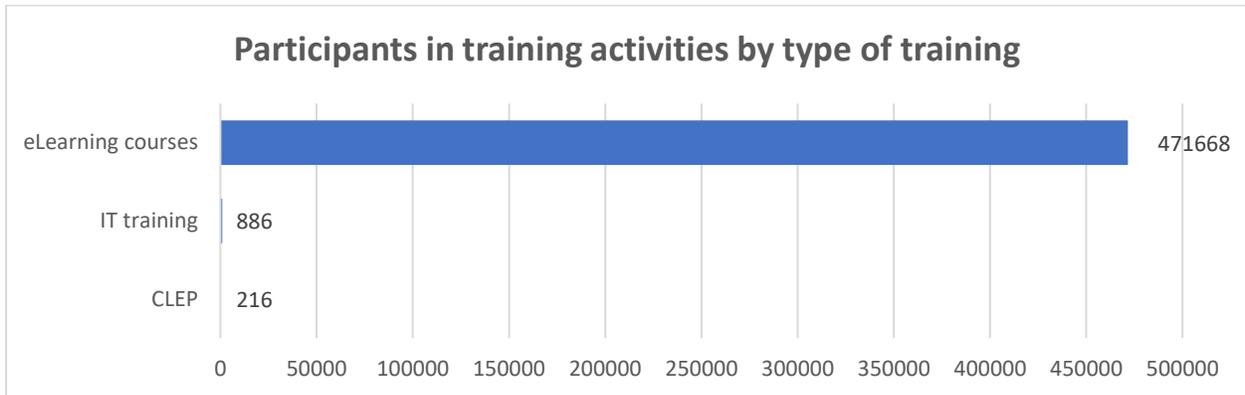
Participants in training activities by type of training

Type	Participants
eLearning courses	471668
IT training	886
CLEP	216

Figure 6: Overview of customs professionals trained by type of professionals.

Participants in training activities by type of professional

Type	Participants
Other customs professionals	452006
Customs officials	20764

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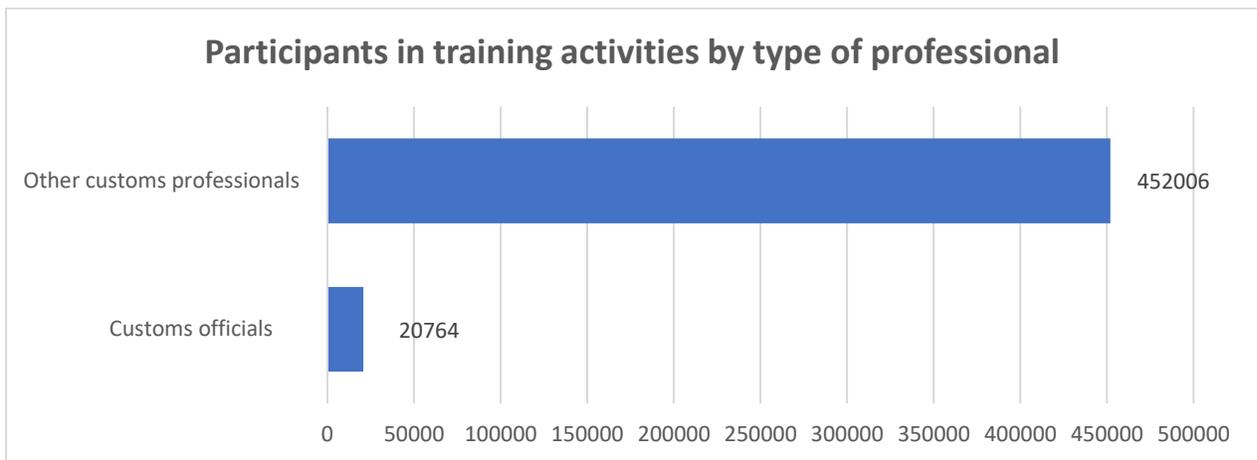
[61] Data extracted from the Customs & Tax EU Learning Portal on 25 January 2023 and the Activity Reporting Tool on 20 January 2023.

4. IT systems highlights

Figure 7: Overview of Union Customs Code completion rate of IT systems supported by the Programme in 2022, compared to expected milestones and target.

Union Customs Code completion rate by 2022

- Completion rate achieved
- Milestones and target

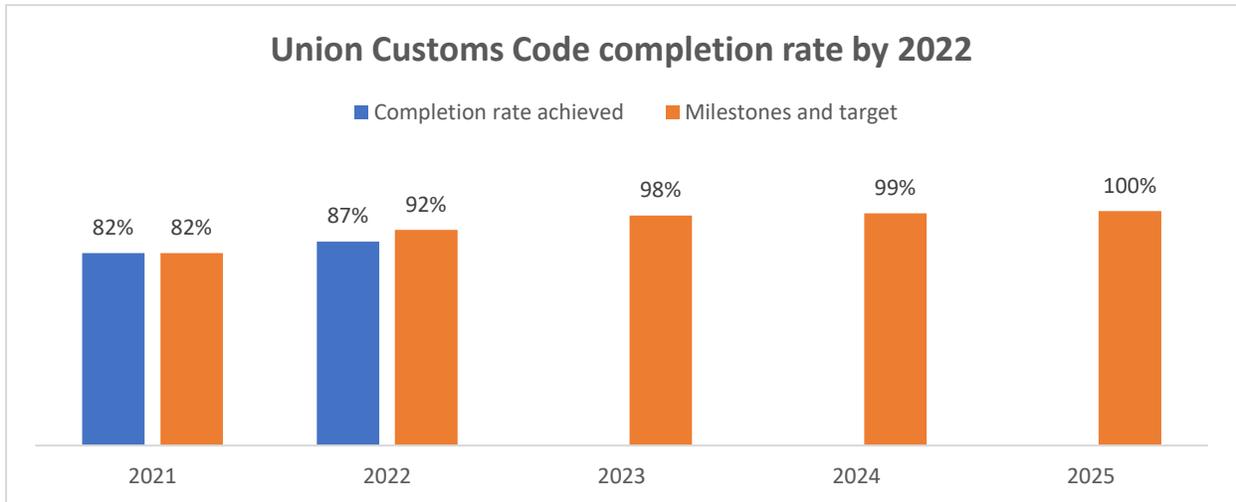| Year	Completion rate achieved	Milestones and target
2021	82%	82%
2022	87%	92%
2023		98%
2024		99%
2025		100%

Figure 8: Overview of number of consultations carried out in 2022 in the different common components of the European Electronic Systems - The total number of consultations carried out in 2022 is 123 157 916.
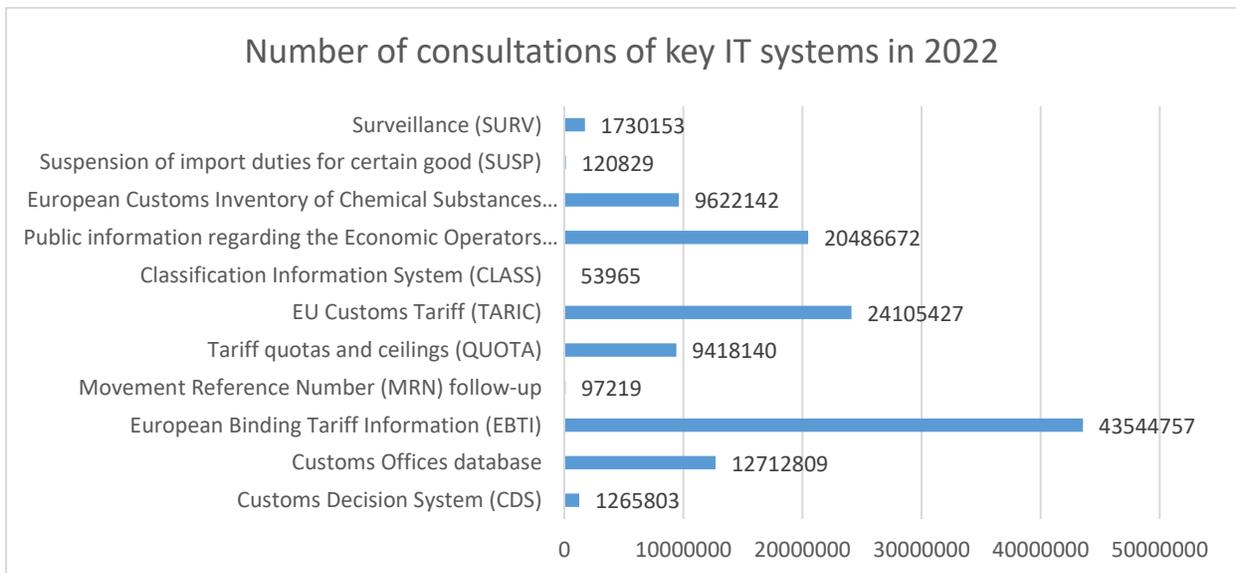
Number of consultations of key IT systems in 2022

System	Number
Surveillance (SURV)	1730153
Suspension of import duties for certain good (SUSP)	120829
European Customs Inventory of Chemical Substances…	9622142
Public information regarding the Economic Operators…	20486672
Classification Information System (CLASS)	53965
EU Customs Tariff (TARIC)	24105427
Tariff quotas and ceilings (QUOTA)	9418140
Movement Reference Number (MRN) follow-up	97219
European Binding Tariff Information (EBTI)	43544757
Customs Offices database	12712809
Customs Decision System (CDS)	1265803

Figure 9: Overview of number of system-to-system messages exchanged in 2022 - The total number of messages exchanged in 2022 is 4 430 514 823 .

5. Awareness of the Programme in national administrations highlights

Figure 7: Overview of degree of awareness of the Programme in national administrations participating in the Programme as reported in the 2022 survey by degree of awareness - The average level of awareness reported in the national administrations in 2022 was 74.90%.
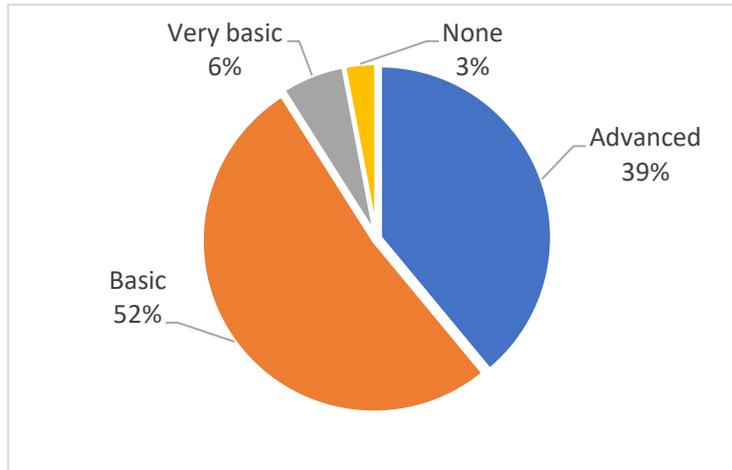
Annex 3: Expert teams

Table 2: Expert teams financed by Customs programme grants under Multiannual Work Programme 2021-2022

Expert team	Objective	Duration	Participating countries	Main outputs
Expert team for pooling and sharing specific analytical expertise of Customs Laboratories at European Union level 3 - CLET 3	The Customs Laboratories Expert Team pools the expertise and equipment in a network of 10 EU customs laboratories, to analyse samples, to share results of analysis at EU level, to elaborate an operational common/harmonised approach for analysis and to test and promote new equipment and working methods. Consequently, it helps to control the trade flows, correctly implement the EU policies. Incidentally, it can provide best practice for solving tariff classification problems, suggestions for better implementation of EU Regulations, etc. The expert team pools the participating customs laboratories experience to increase the best practices spreading and sharing.	36 months	Italy, Belgium, Cyprus, The Czech Republic, Spain, Finland, Hungary, The Netherlands, Greece, France[62]	The results are mainly used in the requesting country, in its routine controls or its affairs in court of justice.
Expert Team on New Approaches to Develop and Operate Customs IT System 3 - ETCIT3	The expert team supports participating countries in identifying new approaches for IT collaboration and elaborating a methodology for future collaboration projects by facilitating and promoting ideas and supporting projects and services with collaboration methods for joint development, maintenance, operation and procurement.	18 months	Malta, Belgium, Cyprus, Czech Republic, Germany, Denmark, Estonia, France, Italy, Netherlands, Lithuania,	The set-up of the Chief Information Officers (CIO) network, which is to enable the interactions and the sharing of capabilities amongst the participants of the activities under the IT Collaboration framework. The CIO network supports a deepened and strengthened, more stable and strategic approach and implementation of IT collaboration between the participating countries and also between customs and taxation. The Expert Team investigates best practices regarding future development and operation of Customs IT Systems for

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[62] The expert team is not composed by all the 27 MS but by a pool of selected experts with specific expertise and equipment available. The same expertise or the same equipment can be proposed by several MS in order to provide more comprehensive knowledge and backup equipment (business continuity). However, all MS and candidate countries can request analysis to the expert team.

| | | | | Luxembourg, Ireland, Portugal, Sweden. | collaboration tools, cost reduction and increased efficiency.

In WP2 the participating Member States (BE, FR, MT, SE) are cooperating with Belgium in the definition of the business context, writing the use cases, the message specifications, validating the non-functional requirements and testing the application. The following components are being developed: Presentation Notification, Temporary Storage, Goods Accounting, Re-Export Notification.

ETCIT and CELBET identified potential collaboration areas during the workshop held in Warsaw on 10/2022. |
|---|---|---|---|---|---|
| Import Control System 2 Safety and Security Analytics Expert Team (ICS2 SSA) | The expert team forms part of the work done on ICS2. The ICS2 SSA is a new strategic platform for customs risk management. It brings new and improved advanced cargo data flows (Entry Summary Declarations – ENS) - introducing a new requirement for advance cargo data on postal parcels from 15 March 2021 and introducing "multiple filing" requirements to bring better advance cargo data in air cargo (March 2023), maritime, road and rail modes of transport (from March 2024). It introduces new real-time collaboration between customs across the European Union, underpinned by a common repository that orchestrates the operational sharing of declared data and the results of risk analysis and controls.

The ICS2 programme provides a strategic "first line of defence" in the protection of the citizens and Internal Market of the EU, enabling the collaborative identification of threats before goods arrive at the external borders of the EU or (in the case of serious security threats) before they are loaded in third countries. | 12 months | Belgium, France, Italy, Portugal, Poland, The Netherlands | It brings forward a Safety and Security Analytics (SSA) capability to enable the Member States and the Commission to work together with the support of additional tools and working methods, leveraging the common repository and ICS2 business processes. |

Table 3: Expert teams financed by ongoing Customs 2020 grants

Expert team	Objective	Duration	Participating countries	Main outputs
Expert team on pooling expertise to resolve complex cases of divergent tariff classification - BTI 2	The business objectives of the expert team are to pave the way for pooling the best expertise available in the Member States and to gain time in solving issues. Bringing proposals for solutions in which the necessary investments in time and EU expertise have been included, in view of their adoption by the Customs Code Committee (CCC), is the desired outcome. A structured collaboration and exchange of specific knowledge between experts of the domain should allow proposing to the CCC viable solutions to complex classification cases. This should allow the resolution of such cases to be adopted within a reasonable timeframe. The expert team contributes to the objectives of the Customs programme regarding customs tariff and classification.	60 months	Spain, Belgium, The Czech Republic, Denmark, Netherlands, Slovakia, Greece, Ireland, Poland, Slovenia	Delivering an expert opinions/advice in a targeted area (Section XV and Chapters 84, 85, 87, 90 and 95 of the Combined Nomenclature, also enabling the below listed outcomes). Reduction in the number of cases of divergent classification, and in the number of Binding Tariff Information (BTI) that take a long time to issue for various reasons. Systematic increase and capacity building on specific knowledge and knowledge sharing in a form of EU-wide strategy by making the expert opinions available for all.
Customs Eastern and South-Eastern Land Border Expert Team 3 - CELBET 3	The aim of CELBET 3 is to enable high quality customs control at the EU Eastern and South Eastern land border through co-operation and networks.	36 months	Estonia, Finland, Latvia, Lithuania, Poland, Slovakia, Hungary, Croatia, Romania, Bulgaria, Greece	Results directly linked to the activities of the seven teams and of the horizontal management activity together with the Border Crossing Point Network: these deliverables can be of different natures (reports, recommendations, guidelines, minutes of meetings, workshop presentations, etc.). Results linked to the coordination and management of the project itself (progress reports, risk management, change/deviation mitigation procedures, etc.). Results linked to the reporting and monitoring activities either for the Commission or for the partners.

Annex 4: Customs programme performance indicators[63]

Table 4: Output indicators (OP)

Indicator	Level of disaggregation	2022 data	2022 data narrative (e.g. interpretation of the value, key developments to explain value and its positive/negative result, etc.)
OP 1.1. Development of the common (components of the) EES			
OP 1.1. Sub-indicator 1: Number of IT projects in initiating phase	N.A.	4	These include the CRMS2 Release 2 (approved in Q4 2022), EU CSW-CERTEX Release 4 (approved in Q2 2022), CBAM-Transitional Period IT System (ongoing) and REX4 (approved in Q4 2022). These projects were not part of MASP-C 2019, which is the reason why the initial target in terms of projects for this indicator for 2022 was 1 only. However, these projects have been included in the MASP-C 2023 revision (still to be approved).
OP 1.1. Sub-indicator 2: Number of IT projects in executing phase	N.A.	16	These include AES, NCTS P5, NCTS Phase 6, CCI – Phase 1, CCI – Phase 2, PoUS Phase 1, PoUS Phase 2, ICS2 Release 2, ICS2 Release 3, UCC Guarantee Management (GUM) Component 1, Import of cultural goods, CUP-MIS release 1,

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[63] Indicators OP 2.1. Sub-indicator 4, OP 3. Sub-indicator 1, RES 1. Sub-indicator 1, RES 1. Sub-indicator 2, RES 2.2. Sub-indicator 1, RES 2.2. Sub-indicator 5, RES 2.2. Sub-indicator 6, RES 3.2. Sub-indicator 1, RES 3.2. Sub-indicator 2, RES 4. Sub-indicator 1 and RES 4. Sub-indicator 2 are based on input provided by the national customs administrations of Member States, and those of Kosovo*, Ukraine and North Macedonia associated or being associated to the Customs programme. The absence of Montenegro in the feedback for the 2022 survey was due to a technical problem to submit the data.

			CLASS P2 High availability (Gold), EU SWE – Release 3 and EU SWE – Release 4. High availability (Gold), EU SWE – Release 3 and EU SWE – Release 4 are in production during 2022. Planning of CLASS P3 is to be revised. UNECE eTIR project is to be merged with NCTS P7. The difference compared to the initial target of projects in executing phase in 2017 (17 projects) is because e-TIR and CLASS P3 projects have not started yet. On the other hand, the EU SWE-Release 4 is an additional project not initially contemplated in the MEF Staff Working Document of the Customs programme.
OP 1.1. Sub-indicator 3: Proportion of IT projects whose actual cost is as planned	N.A.	100%	
OP 1.1. Sub-indicator 4: Proportion of IT projects with 'green' status in line with the requirements provided for in the Multi-Annual Strategic Plan for Customs (MASP-C)	N.A.	69%	Based on the MASP-C dashboard for ECCG84: Green (11) – AES, NCTS P5, NCTS P6, ICS2 R2, ICS R3, UCC CCI P1, UCC CCI P2, CUP-MIS, PoUS P1, PoUS P2, Import of Cultural Goods; Amber (5) – EU SWC-Dual Use (Release 3), CLASS P2, CLASS P3, UCC GUM, High availability Gold Service. Additional information: 1. UCC GUM project planning was revised in view of the anticipated long discussions with

			Member States, due to the change in the architecture of the GUM system.
			2. EU SWC-Dual Use (Release 3) was delayed due to the necessary re-engineering of EU CSW-CERTEX (the MoU with DG TRADE was signed before the exercise on the re-engineering of EU CSW-CERTEX) and delays in the transition of development work from CCN2Dev contractor to CUST-DEV3.
			3. CLASS P2 and P3 planning were introduced in MASP-C without detailed project information. The planning had to be revised for a further elaboration of the scope.
			4. The final testing and verification (where all refreshed infrastructures, applications and platforms converge, interact together and the high availability of the complete IT technical ecosystem can be verified) of high availability Gold project took 2 months more due to several technical constraints.
OP 1.2. Delivery of the common (components of the) EES			
OP 1.2. Sub-indicator 1: Number of IT projects released to production as required under Union law	N.A.	0	No projects were released to production in 2022.
OP 1.2. Sub-indicator 2: Proportion of the common components of the EES delivered	Results to be disaggregated by: • new common components of EES	66.67%	High Availability Gold Service, EU SWE-C release 3 and EU SWE-C release 4 were delivered in

according to the MASP-C timeline	• upgrades to existing common components of EES.		2022. High Availability Gold Service is delivered with a minor delay. EU SWE-C release 3 milestone is revised in 2020 by the Change Management process of MASP-C and delivered on time in 2022. EU SWE-C release 4 is not in MASP-C 2019, but part of the MASP-C projects (it will be included in MASP-C 2023 revision) and it is delivered as per plan in 2022.
OP 1.2. Sub-indicator 3: Number of revisions made to the timelines for delivery of the common components of the EES	Results to be disaggregated by: • new common (components of) EES • upgrades to existing common (components of) EES.	New common – 1 (EU-CH EXS data exchange); Upgrades – 4 (ICS Release 3, UCC PoUS P2, NCTS P6, HA Gold Service)	The following revisions took place in the reporting year: • Cancelled: EU-CH EXS data exchange for indirect export from CH - According to the discussion that took place during the Joint Committee in 2019, the project fiche will be withdrawn from the list as it has been defined as overtaken by the recent developments EU-CH safety and security Agreement amendments. • ICS2 Release 3 project's deployment window is delayed by a quarter – In order to allow Member States' customs authorities to continue to grant to economic operators (Eos) a possibility to submit customs declaration (transit declaration) containing required new Entry Summary

			Declaration (ENS) particulars (Article 130 UCC) without discontinuation from the current implementation, it is necessary to align the end of ICS2 Release 3 deployment window with NCTS Ph6 end of deployment window.
			• UCC PoUS P2 is delayed by a quarter to align with the European Maritime Single Window availability – PoUS system will interact with the EMSW to exchange the Customs Goods Manifest and other information exchanges, but the later system is scheduled to be available by 15/08/2025. It is thus decided to align the deliveries, so they will not have to send the CGM twice into separate systems.
			• NCTS P6 deployment window is advanced to align with ICS2 release 3 (see reference to ICS2 release 3 above).
			• High Availability Gold service – planning revision – Due to extensive final end-to-end testing activities, including disaster recovery tests incorporating the total number of involved platforms and applications, the

			delivery in operation is delayed by a quarter.
OP 1.2. Customs - Sub-indicator 4: UCC Completion rate	Results to be disaggregated by: • new common (components of) EES • significant upgrades to existing common (components of) EES	Average: 87% New common (components of) EES: 86.7% Significant upgrades to existing common (components of) EES: 88.1%	Some Member States are late in implementing their part of the service, in particular for NCTS Phase 5, CCI Phase 1 and ICS2 Release 2. On the European Commission side progress is in time for the implementation of the central services.
OP 1.3. Reliability of the common (components of the) EES			
OP 1.3. Sub-indicator 1: Availability of the Common Communication Network (CCN/CCN2)	Results to be disaggregated by: • CCN • CCN2	Average: 99.49% CCN: 99.98% CCN2: 99%	Values are slightly lower than the target (set at 99.8%), due to the following: • Many planned unavailability for installing patching/fixing problems; • Some unplanned unavailability due to network issues.
OP 1.3. Sub-indicator 2: Capacity of the Common Communication Network (CCN/CCN2)	Results to be disaggregated by: • CCN • CCN2	Total volume: 103.2 CCN volume: 91 TB CCN number of messages: 11.4 million CCN2 volume: 12.2 TB CCN2 number of messages: 760 million	
OP 1.3. Sub-indicator 3: Availability of the European Electronic Systems	By Customs systems critical for the functioning of the internal market: • Central/Common System/Services/Referenc	Average availability: 99.80% By system: Central/Common	– – The values for 2022 are above the aggregated target set

	e Data 2 (CS/RD2) • Economic Operator Systems (EOS) – Economic Operator Identification and Registration (EORI), Registered Exporters (REX) and central Customs Decision System (CDS) • Customs Customer Reference Services (CRS) • The Integrated tariff of the European Union (TARIC) • New Computerised Transit System (NCTS) • Automated Export System (AES/ECS) • Import Control System (ICS2) • System allowing the direct communication between Member States concerning tariff quotas (Quota) • UCC Standardised Exchange of Information (INF) for Special Procedures • European Binding Tariff Information (EBTI) • User Manual and Digital Signature system (UUMDS) • UCC Centralised Clearance of Import (CCI) • UCC Proof of Union Status (PoUS) • Single Window Certificates for Export (CERTEX)	System/Services/Reference Data 2 (CS/RD2) – 99.90% • Economic Operator Systems (EOS) – Economic Operator Identification and Registration (EORI), Registered Exporters (REX) and central Customs Decision System (CDS) – 99.98% • Customs Customer Reference Services (CRS) – 99.95%, CRS3-99.91% • The Integrated tariff of the European Union (TARIC) - TARIC Transmission - 100%; TARIC3 – 99.70% • New Computerised Transit System (NCTS) – 99.62% • Automated Export System (AES/ECS) – 99.92% • Import Control System (ICS2): ICS2-98.97%, ICS2 CR_STI-99.51%, ICS2 MON-99.95% • System allowing the direct communication between Member States concerning tariff quotas (Quota) – 99.99% • UCC Standardised Exchange of Information (INF) for Special Procedures – INF-SP-99.88%, INF-STP-99.89% • European Binding Tariff Information (EBTI) – 99.88% • User Manual and Digital Signature system (UUMDS) – 99.95% • UCC Centralised	(99.65%).

		Clearance of Import (CCI) - Not yet in production • UCC Proof of Union Status (PoUS) - Not yet in production • Single Window Certificates for Export (CERTEX) – 99.93%	
OP 1.4. Reliability of IT support services			
OP 1.4. Sub-indicator 1: Proportion of 'incident' tickets resolved on time	The solving time depends on the incident type and the category (gold/bronze/silver/best effort)	97.62%	The value for 2022 is above the lower limit target of 95%.
OP 1.4. Sub-indicator 2: User satisfaction with the support services provided	N.A.	4.16	The value for 2022 is above the target of 4 out of 5 in terms of satisfaction level (between somewhat satisfied and very satisfied with the services).
OP 2.1. Level of capacity building support provided through collaborative actions			
OP 2.1. Sub-indicator 1: Number of collaborative actions organised	Results to be disaggregated by area (an action can contribute to several areas): • Union law and policy application and implementation; • Best practices and guidelines; • Innovation (Customs); • Other.	Total: 63 By area of action (an action can contribute to several areas): Union law and policy application and implementation: 19 Best Practices and guidelines: 52 Customs cooperation: 31 Human competency building: 3 Innovation: 1 IT capacity building: 7 Programme management: 2	
OP 2.1. Sub-indicator 2: Number of face-to-face and virtual	Results to be disaggregated by: •Area (Union law and	Total number: 324 (status: operational) meetings	

meetings[64]	policy application and implementation/Best practices and guidelines / Innovation / Other) •Face-to-face/virtual meetings •Number of participants (relevant ranges will need to be established)	By area: Union law: 129 Best practices, innovation and other: 195 By type of meeting: Hybrid: 7 Online: 222 Physical: 95 Number of participants: 5 959	
OP 2.1. Sub-indicator 3: Number of working practices, guidelines or recommendations issued following actions organised under the programmes	Disaggregated by: • Recommendations in connection with the application and implementation of Union law and policy relating to customs • Recommendations in connection with other areas	Total: 724 Recommendations produced, by type of action: Collaborative activities: 708 Expert teams: 16	Action managers providing feedback explained their difficulties to quantify the number of working practices/guidelines and recommendations, given the wide range of activities supported by the Programme and their specificities. The numbers reported can thus be explained given the broad interpretation of the indicator, where each practice included in a given guideline document produced or exchanged during an activity has been accounted for as an individual recommendation (rather than only counting the number of documents produced in which these recommendations are included). Orally exchanged best practices/recommendations were also counted in the total.

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[64] The numbers reported exclude the number of meetings held in expert teams supported by the Programme, as the Activity Reporting Tool has not been updated at the time of reporting to register this data.

			Given the wide variety of technical topics addressed in these recommendations, action managers could not provide a disaggregation of the number of recommendations issued in their group according to whether these are linked to Union law implementation or other areas.
OP 2.1. Sub-indicator 4: Quality of the collaborative actions	N.A.	Quality score of 83.87%	The value for 2022 is above the target of 70%. The main reasons for satisfaction reported by participants in the survey were the relevance of the activity to their work and the good preparation and organisation of the events. Respondents also valued the quality of meetings and outputs (presentations, summaries, conclusions, etc.) and the opportunity to exchange practical knowledge with other experts.
OP 2.2. Learning index			
OP 2.2. Sub-indicator 1: Number of learning modules used	Disaggregated by language.	Total: 496 By language: English versions: 46 National languages: 450	The value for 2022 is on track with the overall targets for the Programme cycle.
OP 2.2. Sub-indicator 2: Number of professionals trained	Type of training (formal training): • IT training workshops • E-learning • Common learning events programme (CLEP) Type of professionals: • Customs officials • Economic operators	**Total: 472 770** By type of training: • CLEP: 216 • IT training: 886 • eLearning courses: 471 668 By type of professionals: • customs officials trained = 19 662	– The target is to have around 186 140 customs officials trained throughout the Programme cycle (2021-2027). The values for 2022 are below the expected figures to attain this accumulative target, as the method of collection of data has changed compared to the

		(portal) + 216 (CLEP)+ 886 (IT) = 20 764 • economic operators trained = 452 006	previous Programme. From 2022, the data provided for eLearning courses is based only on information collected through the Customs & Tax EU Learning Portal. Member States do not provide data anymore. Therefore, the data includes from now on only the number of professionals that followed the courses in the EU Portal, together with the number of customs officials who participated in CLEP activities (Common Learning Event Programme) and IT training sessions supported by the Programme, as recorded in the Activity Reporting Tool. The target is scheduled to be revisited accordingly in 2024, taking into account the new approach implemented in the first 2 full years of Programme implementation. The data from the Activity Reporting Tool on CLEP and IT training sessions was extracted on 20 January 2022. The figures registered in the Activity Reporting Tool may slightly evolve depending on any potential late update of 2022 registrations by Member States.
OP 2.2. Sub-indicator 3: Quality of e-learning courses		Average: 75.3% By specific aspects: • Content: 76.8%	The value for 2022 is above the target of 75% quality score expected. The disaggregation of the

		• Methodology: 73.9% • Technology: 76.6%	data by type of professional (customs officials and economic operators) is not possible, as many courses target both audiences.
OP 3. Awareness of the programmes			
OP 3. Sub-indicator 1: Degree of awareness of the Programme	Results to be disaggregated by: Level of awareness (not aware, very basic, basic, advanced)	Average degree of awareness among beneficiary administrations: 74.90% By level of awareness: • Advanced: 39% • Basic: 52% • Very basic: 6% • None: 3%	The value for 2022 is above the milestone set for 2024 (50%). The degree of awareness reported in the survey varies widely among administrations (e.g. depending on their historical level of participation in the Programme). Within an administration, wide gaps were reported in the level of awareness between officials taking part in Programme activities and those who do not. The support of the management in the national administrations was also highlighted as a key point impacting awareness levels reached.

Table 5: Result indicators (RES)

Indicator	Level of disaggregation of data to be collected	2022 data	2022 data narrative (e.g. interpretation of the value, key developments to explain value and its positive/negative result, etc.)
RES 1. Level of coherence of tax/customs legislation and policy and their implementation			
RES 1. Sub-indicator 1: Percentage of national officials reporting that their authorities made use of	N.A.	83.15%	The value for 2022 is on track and should be understood in the context of the first full year of implementation of the Programme. Most

a working practice, guideline or recommendation developed with the support of the Programme			respondents indicating that they did not make use of these outputs noted that the reason was that the activities they took part in did not produce recommendations yet (72.84% of those replying they did not use them).
RES 1. Sub-indicator 2: Contribution of new common (components of the) European Electronic Systems to facilitating coherent implementation of Union law and policy	N.A.	69.35%	The value for 2022 is broadly in line with the target set (70%).
RES 2.1. Use of key European Electronic Systems aimed at increasing interconnectivity and exchanging information			
RES 2.1. Sub-indicator 1: Number of consultations carried out in the different common components of the European Electronic Systems	Results to be disaggregated by new/existing common components of the European Electronic Systems. Results to be disaggregated by the following Customs systems: •Customs Decision System (CDS) •Customs Offices database •European Binding Tariff Information (EBTI) •Movement Reference Number (MRN) follow-up •Tariff quotas and ceilings (QUOTA) •EU Customs Tariff (TARIC) •Classification Information System (CLASS) •Public information regarding the Economic Operators (DDS2-EO) •European Customs Inventory of Chemical Substances (ECICS2) •Suspension of import duties for certain good	Total: 123 157 916 By system: Customs Decision System (CDS): 1 265 803 Customs Offices database: 12 712 809 European Binding Tariff Information (EBTI): 43 544 757 Movement Reference Number (MRN) follow-up: 97 219 Tariff quotas and ceilings (QUOTA): 9 418 140 EU Customs Tariff (TARIC): 24 105 427 Classification Information System (CLASS): 53 965 Public information regarding the Economic	The target is to reach 767 million consultations throughout the Programme cycle (2021-2027). Therefore, 2022 values are on track to reach this target (e.g. divided by year, the total should be translated into approximately 109 million consultations each year).

	(SUSP) •Surveillance (SURV)	Operators (DDS2-EO): 20 486 672 European Customs Inventory of Chemical Substances (ECICS2): 9 622 142 Suspension of import duties for certain good (SUSP): 120 829 Surveillance (SURV): 1 730 153	
RES 2.1. Sub-indicator 2: Number of system-to-system messages exchanged	Results to be disaggregated by new/existing common components of the European Electronic Systems. By Customs systems: • Export Control System (ECS) • Import Control System (ICS) • New Computerised Transit System (NCTS) • Surveillance (SURV-Recapp) • Import Control System (ICS2)	Total: 4 430 514 823 ECS: total messages, 63 036 488 ICS: Total Number of ENS, 75 124 841 NCTS : total messages, 83 757 991 Surveillance : total SDRs, 2 101 911 596 ICS2: 2 106 683 907	The target is 18.8 billion messages throughout the whole Programme cycle, so these values are well on track (e.g. divided by year, the total should be translated into approximately 2.7 billion messages each year).
RES 2.2. Level of operational cooperation between national authorities			
RES 2.2. Sub-indicator 1: Contribution of new common components of the EES to facilitation of operational cooperation between national authorities	N.A.	 62.10%	The value for 2022 is below the 75% target set. This value should be understood in the context of the first year of implementation of the Programme and the ongoing work at Union and Member States level to further harmonise and centralise processes through the UCC completion and the

			upcoming customs union reform.
RES 2.2. Sub-indicator 2: Number of online collaboration groups on the collaborative platform that are active	N.A.	247	208 'customs' domain groups and 39 'other' groups. The clean-up exercise of groups in the system did not impact significantly active groups, so numbers remained stable, and even increased slightly from last year, as new groups were created.
RES 2.2. Sub-indicator 3: Number of active users on the online collaboration platform	Results to be disaggregated by: • Customs officials • Commission officials • International organisation representatives • External contractors • Economic operators • Other	780	675 groups devoted to customs and 105 classified as 'other'. Most of these are customs officials, and some external contractors. Economic operators do not have access to this platform.
RES 2.2. Sub-indicator 4: Number of interactions on the collaborative platform	N.A.	6 555	6 555 content items were created in the reporting period in PICS.
RES 2.2. Sub-indicator 5: User satisfaction with the online collaboration platform	N.A.	68.03%	The 2022 value corresponds to the user's level of satisfaction with the old PICS platform, to be replaced in 2023. Overall, users highlighted the effectiveness of the tool to communicate and collaborate, as a single entry point for Programme-related information. Improvements requested by users in the survey responses included a better search engine, a more modern, user-friendly look and feel and a more

			intuitive content presentation and organisation, as well as a simpler authentication process to access the platform.
RES 2.2. Sub-indicator 6: Degree of networking generated	a) Percentage of agreement with the statement "the programme generated networking opportunities" for colleagues in the national administrations of respondents (from "not at all agree"/0% to "fully agree" /100%) b) Percentage of respondents reporting "occasion", "frequent" or "very frequent" contacts	a) Network opportunity: 79.06% b) Respondents reporting contacts: 72%	In 2022, survey respondents indicated that they rather agreed with the fact that the activities they took part in provided them with good networking opportunities. An issue highlighted was that online sessions, which represented most of the meetings in the first half of the year given the COVID-19 restrictions, provided less networking opportunities than physical meetings. Striking the right balance after the pandemic between virtual and physical activities will be key to continue improving values of this indicator to achieve the target of 90% agreement by the end of the Programme cycle. The main reasons for engaging in contacts with officials met after the activities were operational customs matters and EU law interpretation.
RES 3.1. Simplified e-procedures for economic operators			
RES 3.1. Sub-indicator 1: Number of registered economic operators	Disaggregation by: • Economic Operators Systems – EORI • REX – Results to be disaggregated by country	Total: 744 613 By system: EORI: 723 921 REX: 20 692 Active REX registrations	No target was set for this indicator, although the overall expectation is for annual increases to be registered in annual values, to be assessed in the next reporting periods.

		added during 2022 by country: AT: 166 BE: 521 BG: 193 CY: 28 CZ: 321 DE: 2 477 DK: 375 EE: 59 ES: 2 647 FI: 140 FR: 3 093 GR: 348 HR: 53 HU: 156 IE: 228 IT: 4 631 LT: 180 LU: 11 LV: 85 MT: 14 NL: 1 922 PL: 1 628 PT: 647 RO: 137 SE: 418 SI: 95 SK: 115 XI: 4	

RES 3.1. Sub-indicator 2: Number of applications	• Central Customs Decision System (CDS) • REX • EBTI specific trader portal • EAEO • PoUS • eAFA • INF	Total: 42 507 By system: CDS: 7 649 REX: 3 660 EBTI-STP: 9 184 EAEO: 656 PoUS: Not yet in production EAFA: 145 INF: 21 213	No target was set for this indicator, although the overall expectation is for annual increases to be registered in annual values, to be assessed in the next reporting period.
RES 3.2. National authorities' operational performance			
RES 3.2. Sub-indicator 1: Contribution of new common components of the EES to improving the operational performance of national authorities	N.A.	61.29%	The value for 2022 is below the 70% target set. This value should be understood in the context of the first year of implementation of the Programme and the ongoing work at EU and Member States level to further harmonise and centralise processes through the UCC completion and the upcoming customs union reform.
RES 3.2. Sub-indicator 2: Contribution of collaborative and human competency actions' outputs to improving national authorities' operational performance	N.A.	66.13%	The value for 2022 is slightly below the 70% target set, but close to attain this target throughout the Programme's implementation.
RES 4. Customs – Innovation in the area of			

customs policy			
RES 4. Sub-indicator 1: Contribution of new common components of the EES to innovation in the area of customs policy	N.A.	59.68%	The value for 2022 is below the 70% target set. Innovation being a novelty in the Programme compared to previous iterations, an increasing trend in the value of this indicator is expected throughout the cycle to attain the target.
RES 4. Sub-indicator 2: Contribution of collaborative and human competency actions' outputs to innovation in the area of customs policy	N.A.	60.48%	The value for 2022 is below the 70% target set. Innovation being a novelty in the Programme compared to previous iterations, an increasing trend in the value of this indicator is expected throughout the cycle to attain the target.

Table 6: Impact indicators (IMP)

Indicator	Level of disaggregation of data to be collected	2021 data[65]	2021 data narrative (e.g. interpretation of the value, key developments to explain value and its positive/negative result, etc.)
IMP 1. Evolution of the protection of the Union and its Member States' financial and economic interests			
IMP 1. Customs - Sub-indicator 1: Amount of unpaid duties including customs duties, countervailing and	N.A.	€ 523.8 million	Data collected on 15 March 2022, updated on 23 June 2022. Due to the nature of the indicator, the figures can only be provided with a year delay when the amounts are

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[65]Impact indicators are provided every two years in the annual progress report of the Programme, in line with the Customs programme monitoring and evaluation framework Staff Working Document. Impact indicators' annual values are provided for the year previous to the reporting year, in this case 2021, as information for the current reported year 2022 will only become available by 2Q 2023.

antidumping duties on products and services related to fraud and irregularities detected to be recovered			stabilised.
IMP 1. Customs - Sub-indicator 2: Cases of fraud and irregularities detected involving duties	N.A.	3 988 cases	Data collected on 15 March 2022, updated on 23 June 2022. Due to the nature of the indicator, the figures can only be provided with a year delay when the number of cases is stabilised (e.g. ongoing appeal and review procedures).

IMP 2. Customs – Evolution of the security and safety of the Union and its residents

IMP 2. Customs - Sub-indicator 1: Seizures of goods and substances that present a threat to safety and security	Results to be disaggregated by: • Drugs • Cigarettes and tobacco •Weapons, explosives, ammunition • Counterfeit goods • Goods presenting risks for consumers in terms of sanitary, phytosanitary and veterinary technical standards • Illegal trade in ivory, protected animals, birds and plants (CITES).	• 592.8 tonnes of drugs • 4.7 billion pieces of cigarettes and tobacco • 6 496 pieces of firearms • 1.4 million pieces of ammunition • 454 573 pieces of explosives • 40.6 million pieces of detained counterfeit goods • 32 160 infringements – risk for consumers • 2 093 CITES infringements	Cigarettes: Quantities are counted in number of pieces (1 piece = 1 cigarette). One cigar is counted as one cigarette; one cigarillo is counted as one cigarette. For other forms of tobacco, 1 piece = 1 g.

IMP 3. Customs – Evolution of the facilitation of legitimate business activity

IMP 3. Customs - Sub-indicator 1: Efficiency of customs and border management clearance, measures by: 1. Percentage of the total number of import declarations under standard procedures [1] electronically cleared within indicated timeframes. It measures the time it takes customs to process a standard import declaration lodged under standard procedures from the moment of acceptance as defined in Article 172 UCC to the release of the goods for the declared procedure as defined in Article 194 UCC. – [1] Under the following customs procedures: release for free circulation and special procedures (inward processing, temporary admission and end-use) 2. Percentage of the total number of export declarations under standard procedures electronically cleared within indicated timeframes.	Disaggregation at Member State level is possible.	95% of import declaration under normal procedures cleared within 1 hour (EU 27) 94% of export declarations cleared within 1 hour (time from declaration to release equal or under 60 minutes (EU27)	Subdivisions in the different time frames do not correspond for imports and exports, the % cleared within 1H, is the only metric common to import and export. This value represents a positive trend since the baseline is that 91.7% are processed within one hour.
IMP 3 Customs - Sub-indicator 2: Contribution to moving to a paper-free Customs Union, measured as: 1. Number of national customs	1. Per type of situation (all declarations, for control purposes, in other situations) 2. Per format of document (paper format only, paper and electronic format, by electronic means	1. Number of administrations per type of situation: • Only if declaration is selected for control: 19	

administrations requiring additional documents to accompany the electronically lodged import declaration, per type of situation. 2. Share of administrations requesting additional documents accepting documents in electronic format.	only)	• For all declarations, afterwards, but after release of goods: 1 • For all declarations, by initial submission of the declaration: 1 • Other situation: 5 • No answer: 1 2. Share of administrations per format of document: • Paper format and electronic data-processing techniques: 18 (67%) • Electronic data-processing techniques: 5 (19%) • Paper format: 1 (4%) • Other situation: 2 (7%) • No answer: 1 (4%)	

Annex 5: European Electronic Systems financed under the Customs programme in 2022[66]

EES acronym	EES name
AES	Automated Export System
AEO MRA	Authorised Economic Operators - Mutual Recognition Agreement
ARIS (Modeler Publisher)	Architecture of Integrated Information Systems
ART2	Activity Reporting Tool 2
CALISTO	Calisto
CBAM	Carbon Border Adjustment Mechanism
CCN/CSI	Common Communications Network/Common Systems Interface
CCN2	Common Communication Network 2
CDS	Customs Decisions System
CLASS	Classification Information System
CN	Combined Nomenclature System
COPIS	Counterfeiting and Piracy System
CRS	Customs Reference Services
CRMS2	Customs Risk Management System 2
CS/MIS	Central Services/Management Information System
CS/MIS2	Central Services/Management Information System 2
CS/RD2	Central Services/Reference Data 2
CSI Bridge	Communication System Interface - Bridge
CTA	Conformance Testing Application
DDS2-CM	Data Dissemination System 2 - Common Module
DDS2-EBTI	Data Dissemination System 2 - European Binding Tariff Information
DDS2-ECICS	Data Dissemination System 2 - European Customs Inventory
DDS2-EOS	Data Dissemination System 2 - Economic Operators System
DDS2-EXPORT - MRN Follow-up	Data Dissemination System 2 - EXPORT - MRN Follow-up
DDS2-MRN	Data Dissemination System 2 - Movement Reference Number
DDS2-RD	Data Dissemination System 2 - Reference Data
DDS2-SEED	Data Dissemination System 2 - System for Exchange of Excise Data
DDS2-Surveillance	Data Dissemination System 2 - Surveillance
DDS2-Suspensions	Data Dissemination System 2 - Suspensions
DDS2-TARIC	Data Dissemination System 2 -TARIC
DDS2-TRANSIT	Data Dissemination System-TRANSIT
eAEO STP	Electronic Authorised Economic Operator - Specific Trader Portal

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[66] In line with Regulation 2021/444, the Commission shall publish and regularly update, for information purposes, an indicative list of the European electronic systems financed under the Programme.

EBTI3	European Binding Tariff Information
EBTI-STP	European Binding Tariff Information - Specific Trader Portal
ECICS2	European Customs Inventory of Chemical Substances
ECS	Export Control System
EOS	Economic Operator System
EOS MRA	Economic Operator System - Mutual Recognition Agreement
EU CSW-CERTEX	EU Single Window - Certificates Exchange
EU CSW-CVED	EU Single Window - Common Veterinary Entry Document
EUCTP	EU Customs Trader Portal
HTTP Bridge	Hyper Text Transfer Protocol Bridge
ICG	Import of Cultural Goods
ICS	Import Control System
ICS2 CR	Import Control System Central Repository
ICS2 STI and MON	Import Control System - Shared Trader Interface and Monitoring Tool
ieCA	Information Exchange Conversion Application
INF SP	UCC standardised exchange of information system for special procedures
INF SP STP	UCC standardised exchange of information system for Special Procedures - Specific Trader Portal
ITSM Portal	IT Service Management Portal
NCTS	New Computerised Transit System
NCTS P5	New Computerised Transit System Phase 5
NCTS P6	New Computerised Transit System Phase 6
PICS	Programme Information and Collaboration Space
QUOTA2	System for Managing Tariff Quotas 2
REX	Registered Exporters
REX-STP	Registered Exporters - Specific Trader Portal
SMS	Specimen Management System
SPEED2	Single Portal for Entry or Exit of Data 2
SSTA	Standard SPEED Test Application
Surveillance3	Surveillance 3
Surv-Recapp	Surveillance Reception Application
Suspensions	Suspensions
Synergia (SMT)	Service Management Tool
TARIC3	Integrated Customs Tariff of the Community 3
TTA	Transit Test Application
UCC CCI	Union Customs Code Centralised Clearance for Import
UCC GUM	Union Customs Code Guarantee Management
UM	User Management
UUM&DS	Uniform User Management & Digital Signature
VAT e-commerce	Value-Added Tax e-commerce