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ICEETC Workshop on Coordinated Border Management Against Transnational Organized Crimes

Farewell Message from Ms. Lin Lianqing, an intern from Shanghai Customs College
Dear Readers,

Greetings from Bangkok!

Thank you for your time reading this 66th ROCB A/P E-Newsletter. Since its establishment in September 2004, the ROCB A/P has placed a great amount of importance to its visibility and accountability to the regional WCO Members and related development partners with a view to raising the profile of the Customs capacity building assistance activities in the A/P region. As part of its efforts and commitment, the ROCB A/P has issued its newsletter every quarterly over the last 15 years.

This E-Newsletter features our activities undertaken in the third quarter of 2019, i.e. July through September 2019. This newsletter brings my first message as Foreword since I became Head of ROCB A/P and the contents as well. Once again, I have been fully reaffirmed the importance of our function and my commitment as Head of ROCB A/P.

In this newsletter, there are two special topics. First one is the Asia/Pacific Regional Workshop on Coordinated Border Management Against Transnational Organized Crimes about organized by Indonesia Customs and Excise Education and Training Center (ICEETC). This occasion contributed for enhancement the awareness of customs role to respond the threat of Transnational Organized Crimes among Asia pacific members. Second is the internship
program to ROCB A/P from Shanghai Customs College which is the good showcase of the collaboration with RTC in the Asia Pacific region. In addition to thanking Shanghai Customs College, ROCB A/P hopes to continue to promote the cooperation and collaboration with Members of the Asia Pacific region in the near future.

In addition, there are the farewell messages from two colleagues of ROCB A/P, Mr. Hong-Yong Jo, who was CCF/Korea Operational Manager and Program Manager of ROCB A/P and Mr. Poonyawee Sroythong who was Program Coordinator of ROCB A/P. Taking this opportunity, I would like to express my deepest appreciation again for “JO”, Mr. Hong-Yong Jo and “Point”, Mr. Poonyawee Sroythong for their tireless efforts and great contributions for our activities. Jo always made a gentle and sincere work and brought a good stimulus for our activities. Point always made generous supports for our office and daily work. I would really appreciate it if you could join me to thank Mr. Hong-Yong Jo and Mr. Poonyawee Sroythong for everything they did during his term at ROCB A/P. I believe that Members of the Asia Pacific region and ROCB A/P will have opportunities to work with them again in the near future.

The ROCB A/P is always keen to hear any of your constructive comments and suggestions/inputs to our activities, including our communication and public relations activities, with a view to better servicing to the regional Member Customs administrations. I would like to continue to report not only ROCB A/P’s activities but also members' interesting activities through our Newsletters.

Kind regards,

Norikazu Kuramoto (Mr.)

Head of the ROCB A/P
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- ROCB A/P shares good practices on training management with RTC Khmelnytskyi
- ROCB A/P celebrates the 145th Anniversary of the Foundation of the Customs Department with its host administration
- The New Head of ROCB A/P paid a courtesy visit to the Director General of Thai Customs Department
- ROCB A/P contributes to develop the ASEAN Guidelines for Detecting and Preventing Wildlife Trafficking
- ROCB A/P accompanies WCO Secretary General for a policy dialogue with Tonga Customs
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Staff Update

Farewell Message from Mr. Hong-Young JO

Farewell Message from Mr. Bhunnabhon SROYTHONG
ICEETC organized the Asia/Pacific Regional Workshop on Coordinated Border Management Against Transnational Organized Crimes on 13-15 August 2019 at Pusdiklat Bea dan Cukai, Jakarta. 22 participants from 10 regional member administrations attended the workshop. James McColm (Program Manager of WCO Security Program), Collie Brown (Country Manager of UNODC Indonesia Office), Rob Buchan (Director of Indonesia Program of Australian Intelligence Unit), Takayuki Fukushima (Senior Targeting Specialist of Japan Customs and Tariff Bureau) and Junanto Kurniawan and Yohanes Genius Putu S form Indonesian Directorate General of Customs and Excise, participated in the workshop as speakers.

Workshop on CBM against TOC had been held to actively raise coordination and integration among customs in the region, and also to enhance the awareness of customs role to respond the threat of TOC. During this workshop, the speakers acknowledged the global threat issues of TOC and introduced the tools, networks, technologies, and partnerships developed by the WCO to counter the threat of TOC. The participants gave feedback with their experiences to confront TOC on their administration. At the end, ICEETC has assigned the WhatsApp Group as a media for participants to continuously occupy the updated issues.
Dear Colleagues,

Time flies so fast that my internship in the ROCB/AP ended on 30 August 2019. It’s my honor to work here for nearly two months as the first Chinese intern. This experience for me is very cherish and important. It is destined to be memorable.

My appreciation is more than words that I can say. Please accept my sincere gratitude for your kindness, for your help, for your encouragement, for everything.

Looking back on my rich two-month internship, I really appreciate what you've done for me. Without your help and support, I couldn’t have opportunities to participate in a workshop, visit our UN partners, contribute to our website articles, do some support work for our follow-up survey, and present my research about Cross-border E-commerce. It was a colorful and challenging experience for me. Everything I did is inseparable from your help.

This internship experience in the ROCB/AP has helped me not only develop my abilities in many aspects but also open my mind. Meanwhile my understanding of the Customs has deepened. No matter what my future career is, I will always be proud of the Customs.

Thanks again. And I believe our friendship lasts forever.

Best wishes for you and the ROCB/AP.
ROCB A/P shares good practices on training management with RTC Khmelnytskyi

1-4 July 2019, Khmelnytskyi, Ukraine

At the invitation of the State Fiscal Service of Ukraine (SFS), Dr. Tong Hua, Program Manager of the ROCB A/P, as a resource person, joined the Training Management workshop held from 1 to 4 July 2019 at the WCO Regional Training Center (RTC) & the WCO Regional Dog Training Center (RDTC) in Khmelnytskyi, Ukraine. The objective of this mission is to enhance the understanding of the regional capacity building activities collaborative manner and share the good practice on Training Management approach in the A/P region.

The acting director of Department for Specialized Training and Canine Service, Mr. Oleg Goya and his team warmly welcomed Dr. Tong Hua. In the course of the workshop, Dr. Tong Hua presented the main functions and activities of the ROCB A/P, in particular, the cooperation with RTCs and the implementation of regional strategic goals. He led the sessions on best practices of RTCs in A/P Region, blended learning approach and training evaluation instruments. He made special comments and suggestions on the application of psychological test in recruitment process and building a training case database on non-intrusive inspection (NII) system.

During his visit, Dr. Tong was invited to attend rich activities, such as: delivered a speech to the English Learning Club of the Ukraine Customs, joined an interactive real training experience to understand the X-ray scanner training system called ‘SIMFOX’, observed drugs searching method by the canine team and paid a visit to the biggest Port in Ukraine - the Odessa Port.
4 July 2019, Bangkok, Thailand

At the invitation from the Thai Customs Department (TCD), Mr. Norikazu Kuramoto, Head of the ROCB A/P, and his colleagues joined the Anniversary of the Foundation of the Customs Department held on 4 July 2019 at the TCD Headquarters in Bangkok, Thailand. More than 100 guests, including Bangkok-based Customs Attachés of Australia, European Union, France, Japan, Korea and the United States joined the anniversary. On this occasion, the outstanding TCD officers received the honor awards for their excellent performance in their tasks. Moreover Mr. Krisada Chinavicharana, the TCD Director General, delivered scholarship awards to Customs Official’s Children for encouraging their diligent study and sincerity.

Taking this opportunity, the TCD cordially guided the Customs Intelligence Center (CIC) which is newly opened, taking pivotal roles as Central Targeting Center, Risk Management, Data Analysis, and Data Exchange.
8 July 2019, Bangkok, Thailand

Mr. Norikazu KURAMOTO, the new Head of the ROCB A/P, and his colleagues paid a courtesy visit to Mr. Krisada CHINAVICHARANA, the Director General of Thai Customs Department (TCD).

In this occasion, Mr. Norikazu KURAMOTO expressed his deepest appreciation for warm hospitality and providing its generous support especially secondment staff and business accommodation for the ROCB A/P. At the same time, he called the continued support for the ROCB A/P. Furthermore, both the ROCB A/P and the TCD committed to maintain the level of cooperation and collaboration. We both also wished to more collaborate in capacity building activities and the Customs activities related together in the near future.
ROCB A/P contributes to develop the ASEAN Guidelines for Detecting and Preventing Wildlife Trafficking

9-10 July 2019, Bangkok, Thailand

The 2nd Regional Workshop on Developing ASEAN Guidelines for Detecting and Preventing Wildlife Trafficking was hosted by the Department of National Parks, Wildlife and Plant Conservation (DNP) of Thailand and jointly organized by the ASEAN Secretariat with USAID and US-ASEAN on 9-10 July 2019, Bangkok, Thailand, with the financial support of USAID. Around 40 representatives from the ASEAN countries, ASEAN Secretariat, WCO ROCB A/P and UNODC regional office participated in this workshop. At the invitation of the ASEAN Secretariat, Dr. Tong Hua, program manager of the ROCB A/P, as one of the resource speakers attended the workshop.

The ASEAN Guidelines for Detecting and Preventing Wildlife Trafficking aim to develop effective regional mechanism and to improve collaboration among relevant law enforcement agencies and other wildlife enforcement issues. In the course of the workshop, Dr. Tong Hua underlined several suggestions on information and data exchange mechanism by using the WCO CENcomm Customs communication platform and shared a good practice taken by the WCO to establish the Operational Coordination Unit (OCU) for better team management to combat cross border illegal wildlife trade. He also touched upon the framework of the WCO Illicit Trade Report as well as the key elements of the WCO Joint Operation Report which provided food for thought among participants. The workshop reviewed and validated each chapter of the current draft version of Guidelines. The Guidelines will be endorsed by the 22nd ASEAN Senior Officials on Forestry (ASOF) at its Meeting on 18-19 July 2019 in Philippines.
18 and 19 July 2019, Nuku'alofa, Tonga,

Mr. Norikazu Kuramoto, Head of the ROCB A/P, accompanied Dr. Kunio Mikuriya, WCO Secretary General, for his visit to Nuku'alofa, Tonga, on 18 and 19 July 2019 for a policy dialogue with the Ministry of Revenue and Customs of Tonga. The WCO delegation was warmly welcomed by Minister of Revenue and Customs, Hon. Mateni Tapueluelu, and Chief Executive Officer (CEO), Mr. Kelemete Vahe, as well as senior management officials at the Ministry of Revenue and Customs of Tonga Headquarters.

They discussed, among other things, the challenges and opportunities that may arise following Tonga’s accession to the Economic Partnership Agreement between the European Union and the Pacific States as well as the sharing of information between countries of the Pacific region to counter drug trafficking.

The WCO delegation also visited the facilities of the new Customs House which provide for the use of modern information technology and intelligence-based risk management and enable Customs to build a business-friendly environment. Mr. Vahe also stressed the importance given to improving integrity in Customs and the need to develop a compliance programme for businesses.
The Secretary General then attended a welcome ceremony organized by Tonga Customs, with Deputy CEO and Head of Customs, Mr Michael Cokanasiga, acting as master of ceremonies. The event was extensively covered by national media.

**ROCB A/P accompanies WCO Secretary General for a policy dialogue with Timor-Leste Customs**

22 - 23 July 2019, Dili, Timor-Leste,

Mr. Norikazu Kuramoto, Head of the ROCB A/P, accompanied Dr. Kunio Mikuriya, WCO Secretary General, for his visit to Dili, Timor-Leste, on 22 and 23 July 2019 for a policy dialogue with Timor-Leste Customs. The WCO delegation was warmly welcomed by Mr. Jose Fátima Abílio, Director General of Timor-Leste Customs, and senior management officials at the Timor-Leste Customs Headquarters and exchanged views on Customs innovation and relevant challenges.

They discussed, among other things, the importance of acceding to the WCO’s Conventions including the Harmonized System Convention (HSC) and the Revised Kyoto Convention (RKC). This would pave the way for Timor-Leste’s future accession to the Association of South East Asian Nations (ASEAN) and the World Trade Organization (WTO) as well as the sharing of information with the neighboring countries to effective border control and to counter drug trafficking.

The WCO delegation also visited international seaport and international airport in Dili to observe customs clearance and enforcement operations and exchanged their views with field Customs officials.
25 - 26 July 2019, Jakarta, Indonesia,

Mr. Norikazu Kuramoto, Head of the ROCB A/P, accompanied Dr. Kunio Mikuriya, WCO Secretary General, for his visit to Jakarta, Indonesia, on 25 and 26 July 2019 for a policy dialogue with the Indonesia Customs. The WCO delegation was warmly welcomed by Mr. Heru Pambudi, Director General of Customs, and senior management officials at the Indonesia Customs Headquarters and exchanged views on Customs innovation and relevant challenges.

They discussed, among other things, the Customs modernization process in Indonesia and Indonesia’s willingness to share its experience for Customs administrations in ASEAN and A/P region through capacity building assistance.

The WCO delegation also visited the Customs Training Center and Customs Laboratory in Jakarta to observe its facilities and discussed their future plans for making further contribution to the region.
ROCB A/P joined the celebration of AEO Certification Ceremony of Thai Custom Department

30 July 2019, Bangkok, Thailand

At the invitation from the Thai Customs Department (TCD), Mr. Norikazu Kuramoto, Head of the ROCB A/P, and his colleagues joined the AEO Certificate Ceremony held on 30 July 2019 at the TCD Headquarters in Bangkok, Thailand. Over 100 guests from local Customs Attaches and private sectors were invited to join the event. At the ceremony, Mr. Vichak Apirugnanchai, Principal Advisor on Duty Collection Management and Development of TCD, presented certificates to 14 new members of the AEO and around 100 renewed AEOs, making total over 350 AEOs in Thailand currently. The ROCB A/P appreciated and congratulated the growth of the AEOs in Thailand and is always ready to offer capacity building support to the development of their AEO program in the future.
For further enhancing relationship and partnership, on 21 August 2019, Mr. Norikazu KURAMOTO, the Head of the ROCB A/P, with his colleagues paid a courtesy call on the UNESCAP (United Nations Economic and Social Commission for Asia and the Pacific) and the UNEP (United Nations Environment Programme), at the United Nations Conference Center in Bangkok, Thailand.

Mr. Norikazu KURAMOTO met with Mr. Yann Duval first, the Chief of Trade Policy and Facilitation section, UNESCAP. Amid an amicable atmosphere, the two sides exchanged views on strengthening future cooperation on several topics: Trade Facilitation, Single Window, Cross-border E-commerce and Paperless Trade.

Then the ROCB team attended the formal meeting with Ms. Dechen Tserin, the Regional Director of UN Environment Programme Regional Office for Asia and the Pacific, and her team. Mr. Norikazu KURAMOTO briefly introduced function and history of the ROCB A/P and emphasized that the WCO constantly works on fighting against environmental crime. Ms. Dechen Tsering stressed the importance of Customs’ role to combat the illegal trade at the border and pointed out both sides are good partners of a number of the Multilateral Environmental Agreements (MEAs), such as the
Basel Convention on the Control of Trans-boundary Movements of Hazardous Wastes, the Montreal Protocol on Substances that Deplete the Ozone Layer (ODS). Both sides agreed to share expert resources to support future capacity building exercises.

**Enhancement of collaboration with WWF-Hong Kong**

5 September 2019, Bangkok, Thailand

On 5 September 2019, Mr. Eric Wikramanayake, director of wildlife and wetlands of WWF-Hong Kong and his colleague paid a courtesy visit to the ROCB A/P. Mr. Norikazu Kuramoto, Head of the ROCB A/P, and his team warmly welcomed them. Mr. Kuramoto and his colleagues provided Mr. Wikramanayake with the information on the upcoming WCO Environment workshop to be held in November 2019 in China. They exchanged views on how the ROCB A/P and the WWF-Hong Kong could contribute to each other’s professional areas and collaborate especially in combating illegal wildlife trade and using risk management on high value endangered wildlife species in the context of efficient border control. Both sides agreed to share information, knowledge and expert resources to support future capacity building activities.

WWF-Hong Kong is the independent branch of the World Wide Fund for Nature and has been working since 1981 to deliver solutions for a living planet through Conservation, Footprint and Education programs.
ROCB A/P supports Indonesia Customs in developing human resources

12-14 September 2019, Jakarta, Indonesia

At the invitation of Indonesia Customs and Excise education and training center and Corporate University of Ministry of Finance (PKN STAN), Dr. Tong Hua, Program Manager of the ROCB A/P, as resource person and guest speaker, joined two seminars, which are the seminar of “Developing Excellent Human Resources for A Better Customs and Excise” on 11-12 September 2019 at Pusdiklat BC, Jakarta and the international seminar of “Designing Customs Policy to Support E-Commerce” on 14 September 2019 at Ministry of Finance conference hall, Jakarta respectively.

Dr. Tong Hua introduced WCO Framework of Principles and Practices on Customs Professionalism (FPPCP) and shared the best practices of the WCO Regional Training Centers in A/P regions among more than 40 senior HRD and training management staff from different regional Customs house of Indonesia on 12 September. He also responded a question on how to better applying the E-Learning courses in Customs officer’s training. Dr. Tong also observed a training course and visited the facilities of the Customs and Excise education and training center.

As the first speaker of the session “Customs policy to support E-Commerce ” at Indonesia Ministry of Finance on 14 September, Dr. Tong hua highlighted significant points of the WCO Framework of Standards on Cross-Border E-commerce and the most current work progress of the WCO E-Commerce Working Group in front of nearly 200 lecturers and Customs diploma students. He shared cases on several standards with the audience to help them better understanding the current Customs practices especially on Authorized Economic Operator, Artificial Intelligence X-Ray Image Analysis, Customs cross-border bonded warehouse policy and
automation Customs duties payment system integrated between Customs Clearance system and E-marketplace system. Other speakers included Mr. Heru Pambudi, Director General of Indonesia Customs and Excise, representatives from international organizations, government agencies, academia and local E-Commerce giants.

WCO Sub-regional Workshop on Small Islands Economies for the Pacific

10-14 September 2019, Suva, Fiji

WCO Sub-regional Workshop on Small Island Economies (SIEs) was held on 10-14 September 2019 at the WCO Regional Training Center in Suva, Fiji, with sponsorship of the Customs Cooperation Fund (CCF), Oceania Customs Organization (OCO), Commonwealth, The African, Caribbean and Pacific Group of States (ACP) and Her Majesty Revenue and Customs (HMRC). The workshop was organized in cooperation with the WCO, ROCB A/P and the Fiji Revenue and Customs Services (FRCS) with 18 Customs administrations and 27 participants from 8 WCO Members and 10 non-WCO Member of OCO members took part in this Workshop, which was led by 3 resource persons from the WCO Secretariat and Australia. Mr. Norikazu Kuramoto, Head of the ROCB A/P joined the Workshop as one of the facilitators.

The Workshop was designed for small islands Customs administration to guide for further connecting global value chain. The Workshop program captured a wide range of topics namely on Safety and Security, Trade and Passenger Facilitation, Revenue Collection and Risk Management. The program focused on discussing common and unique challenges which are islands Customs administration faced. Through the Workshop, the participants reviewed and
assessed respective administrations’ current situations on these areas and their priority and recommendation for their future way forward.

Mr. Kuramoto made a presentation on the regional capacity building approach and expressed ROCB A/P’ commitment to SIEs initiative. In addition to the demand-driven planning exercise, he explained the ROCB A/P’s initiatives in monitoring post-workshop impacts by way of Follow-Up Action Survey. He showed some of the findings from the latest Survey and encouraged them to institutionalize the lessons-learned from this Sub-regional Workshop through engaged post-workshop actions.

**17th Meeting of Heads of WCO Asia/Pacific Regional Training Center**

25-26 September 2019, Cheonan, Korea

The 17th Meeting of Heads of WCO Asia/Pacific Regional Training Center (RTC) was successful convened on 25-26 September 2019 at the Customs Border Control Training Institute (CBCTI) in Cheonan, Korea. 27 participants from 6 RTCs, WCO Secretariat, Vice Chair, ROCB A/P, RILO A/P, and Indonesian Customs and Excise Education and Training Center (ICEETC) as an observer joined the Meeting this year. The Meeting was opened by the welcoming address of Ms. Anna CHO, Director General of CBCTI as Head of RTC Korea, followed by the opening remarks of Mr. Takashi SATO, the WCO Regional Development Manager for the A/P region, Mr. Dino Au-Yueng of the RILO A/P and Mr. Norikazu KUMRMOTO, Head of ROCB A/P.

Mr. Jae-ho JUNG, Director of Multilateral Cooperation Division of Korea Customs Service (KCS), was elected as the Chairperson of the Meeting. At the Meeting, the WCO Secretariat, A/P Vice Chair, the ROCB A/P and the RTCs respectively reported their latest development and updates for the sake of better cooperation and contribution to the regional capacity building activities. At the discussion session, delegates were brought to the attention of better ways to
improve quality of hosting WCO training workshops, the availability of WCO instruments on Human Resource Management and Training Management and also shared their good practices in defining Key Performance Indicators in the areas of Performance Measurement. The results provided to the delegates with interesting insights into the method of performance evaluation and approach of strategic training management. Besides, this was the first time for the Meeting to have RILO A/P and IEETC invited as guest speaker and observer respectively to provide to participants with an overview of the enforcement operations conducted in the region and to enhance information sharing amongst regional Members.

During the Meeting, KCS kindly arranged tours to the Customs Field Training Complex of CBCTI where equipped with experiment-based and simulation training facilities, Incheon Express Cargo Clearance Center and K9 Detector Dog Training Centre. At the invitation of the RTC Japan, next RTC Heads Meeting will be held in 2020 in Japan.

Meeting with the WCO Asia/Pacific Regional Intelligence Liaison Office

27 September 2019, Seoul, Korea

To strengthen the connection and collaboration between the two WCO regional offices in implementing the WCO strategies and policies in the Asia/Pacific region, Mr Norikazu KURAMOTO, Head of ROCB A/P, lead his team to meet Mr. LEE Min-gun, Head of RILO A/P, and his officials on 27 September 2019 in Seoul, Korea. At the meeting, Mr. KURAMOTO and Mr LEE exchanged views and ideas in organizing future regional activities and enhancing mutual communication and cooperation on capacity building activities in the enforcement aspect. Both sides pledged to tighten the partnership with intent of creating greater group effort in utilizing regional resources and achieving common regional goals.
WCO Global Canine Forum in Melbourne

1-3 October 2019, Melbourne, Australia

At the invitation of the WCO Secretariat, Mr. Norikazu Kuramoto, Head of the ROCB A/P, attended the Fifth WCO Global Canine Forum held on 1-3 October 2019 at Melbourne, Australia. Nearly 100 delegates from around 30 Member administrations from all over the world, as well as representatives from the partner organizations including police authority, participated the Forum.

The Forum was officiated with the opening remarks of Dr. Kunio Mikuriya, WCO Secretary General, Mr. Jason Wood, Assistant Minister for Customs, Community Safety and Multicultural Affairs, and Member of the Australian Parliament, and Mr. Michael Outram, Commissioner of Australian Border Force.

Delegates actively discussed the pertinent topics on K9 operation especially in the current environment of illegal trade of drug, weapons, and fake currency and the future vision on the K9 roles and responsibilities in such enforcement operation. Delegates also shared the best practices on the breeding K9 Dogs methodology as well as training method to foster K9 Dogs and handlers and management of Training facility. Delegates unanimously agreed to continuously raise the profile of K9 Dogs in Customs in this critical domain to contribute in the enforcement operation with the promotion and facilitation of legitimate trade in the years to come.
2-4 October 2019, Port Vila, Vanuatu,

Mr. Norikazu Kuramoto, Head of the ROCB A/P, accompanied Dr. Kunio Mikuriya, WCO Secretary General, for his visit to Port Vila, Vanuatu, on 2 to 4 October 2019 for a policy dialogue with the Customs and Inland Revenue of Vanuatu. The WCO delegation was warmly welcomed by Mr. Harold Tarosa, Director of Customs and Inland Revenue.

They discussed, among other things, the Small Island Economies initiative and recent challenges they have faced for example, how to deal drug trafficking, cruise ship passengers, and HS2022 in the enhancing trade facilitation measures including conducting Time Release Study. The WCO delegation also visited the Single Window project facility being developed over the period 2018-2020, based on the Customs IT System.

During stay in Vanuatu, WCO delegation had an opportunity to visit Santo Island to observe the functioning of the value chain strategy through agricultural development for exports, the branding of products in such areas as kava, organic beef, coffee and noni, as well as various tourism resources. We confirmed further close cooperation between WCO, ROCB A/P and Vanuatu Customs for the vital contribution in improving the business environment in Vanuatu.
Dear Colleagues and Friends,

Even I don’t want to leave here, the time touches my mouth I should say to good-bye. I am completing my 2-year tenure on 3rd September 2019. With a heavy heart and sorrow feelings, I am writing this message to convey my sincere gratitude to everyone for making my experience at the ROCB A/P a memorable one. I would not be able to forget the happy moments we have shared together throughout over the past two (2) years.

Working at the ROCB A/P, I have met some great individuals, and made a lot of friends. I had lots of opportunities to learn and explore my skills, which have transformed me into what I am today. I show my all respect and sincere thanks to each of you for constant support, which encouraged me to perform in difficult times as well. I’ll keep our friendship with our office’s colleagues and great moments with friends of the Thai Customs Department (TCD) in mind. I would also like to extend my appreciation to the representatives from Australian Border Force (ABF) and New Zealand Customs Service based in Bangkok for continuous support to the ROCB A/P including me. I definitely believe our friendship with the ROCB A/P Members, other Customs Attaches’ in Thailand, and the WCO Secretariat would keep and surely bloom as time grows. Our friendship will be going for good.

I would be happy to share my contact details with everyone and wish to be in touch. Please feel free to reach me via email (bigboy@korea.kr) if you need to reach out to me individually and directly.

Thanking you all once again. Wish you all the best and good success.
Dear Colleagues and Friends,

A car can be driven effectively when all parts and components are completed and well maintained. Moreover, the driver must be well trained and has skills and experiences enough to drive the car. Most importantly, the driver must pay attention to safely. Sometimes, the driver needs to drive the car when it is raining and stormy. Sometimes, he needs to stop the car until the rainy cloud passes away. He enjoys every moment of life – whether good or bad and better or worse, since he is human.

I have raised this situation in order that I would like to explain my feelings and what I have learnt from working with the ROCB A/P team. The ROCB A/P is considered as a second home of my life. Everyone shares life and experiences each other. I enjoyed a lot, thanks to everyone.

To be honest, I feel so lucky that the TCD’s executive seconded me to perform duty at the ROCB A/P. At first, I feared that I could not live up to the team’s expectation since it was my first time to work with one of the well-known international organizations. Luckily, I had a good team, nice friends, and the two great bosses. The ROCB A/P is a place that makes me have my own identity and is where I can improve myself. Frankly speaking, the ROCB A/P is a wonderful mechanism that broadens my sight, introduces plenty wonderful points of view, and enlarges my capacity, as the name itself -- the Asia/Pacific Regional Office for Capacity Building.

How could we know that we have constraints or which field we are good at? And how do we improve and understand more and effectively? These are the important questions that we need to always ask ourselves, from my opinion. And I certain that the ROCB A/P would like all customs officers, my dear friends, to keep asking yourselves as well to be ready for making our Customs community and the World a better place.

Lastly, a song says “a moment doesn’t last forever”; but I still believed that every single moment DOES last whenever we all keep them in a meaningful and wonderful place.
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