

Federal Customs Administration: We are committed to Switzerland



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Federal Department of Finance FDF
Federal Customs Administration FCA

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Editorial



Dear reader,

The Federal Customs Administration is constantly evolving – that was the conclusion of my editorial last year. And it is precisely this adaptability, our ability to adjust quickly to new situations and act swiftly, that we demonstrated during the exceptional situation in 2020. Be it through the establishment of green lanes, priority lanes at the border for people working in the health sector or comparable systemically important occupations, or with the simplified importation of certain goods that constitute vital supplies, for example foodstuffs and medical goods.

We were able to count on the support of the Armed Forces and close cooperation with

partner authorities at home and abroad. The pandemic has shown us that the further development of the FCA and our DaziT programme, with which we are advancing the digitalisation and simplification of processes, are both appropriate and important.

We reached a milestone in our further development in the autumn and began recruiting for our new job profile of customs and border security specialist. The first training course will start in August 2021.

We are constantly evolving for you: simplifying, learning and developing. On the following pages, you will find an overview of the most important facts and figures on the FCA's work for the benefit of the public, the economy and the country in 2020.

Yours faithfully,
Christian Bock, Director



Comprehensive security for the population, the economy and the state

What the Federal Customs Administration does

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

With the DaziT transformation programme, the FCA is gradually evolving to become the Federal Office for

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

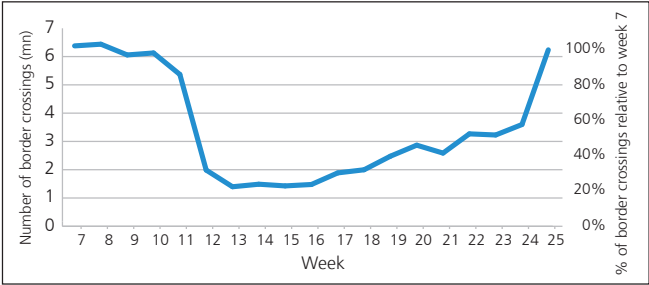
The COVID-19 pandemic, in particular the border closure from 16 March to 15 June 2020, had a major impact on some of the FCA's areas of responsibility, which is why a comparison of the 2020 figures with those of previous years is only partially possible.

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

COVID-19



Border traffic
plummeted by up to 80 %



Closure of **130** smaller border crossings around Switzerland

Support provided by the army
with **50 military police officers**
and **1,800** members of the conscript armed forces



112,049 turned back
due to entry restrictions



DaziT programme

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

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

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

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

www.dazit.admin.ch



SECURITY for the population

Security for the population

Tracing people and stolen property

	2018	2019	2020
Persons for whom an alert has been issued detained	24,750	25,886	23,874
Seizure of tools used for crime, goods originating from a criminal offence and cash (number of cases)	n. a.	1,247	1,254
of which goods originate from a criminal offence	745	587	649
of which items tools used for crime	463	429	358
of which cash	n. a.	231	247

8,265 persons
for whom an
arrest warrant
had been issued
were detained.

In 2020,
1,254 cases involving
items originating
from a criminal offence,
tools used for crime
and cash were detected.



Migration

Number of cases	2018	2019	2020
Illegal residence	16,563	12,919	11,010
Suspected smuggling	395	405	380





Security for the population

Narcotics

Drugs seized (in kg)	2018	2019	2020
Marijuana	753	729	655
Heroin	90	20	55
Cocaine	145	124	162
Amphetamines	3	18	25
Designer drugs	54	55	23

Forged documents

Amount seized (in units)	2018	2019	2020
Passports	381	292	142
ID cards	560	584	437
Residence permits	109	130	75
Driving licences	684	722	631
Other (e. g. vehicle registration documents, visas)	134	210	113



Medications and doping substances

Last year,
7,486 prohibited consignments
were discovered.
Of these,
6,733 consignments
were reported to
Swissmedic.

Ranking of seized “medications”:

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



Security for the population

Agricultural products

False declarations or smuggling	2019	2020
Cases involving merchandise	2,115	2,204
Cases in tourist traffic	17,507	21,046





Heavy vehicles

Number of infringements*	2018	2019	2020
Prosecuted or reported drivers	8,235	9,128	8,247
Prosecuted or reported cases of non-compliant vehicles and loads	30,487	27,337	23,379

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

Security for the population

Species protection and animal protection

Detections (consignments declared to the FSVO*)	2018	2019	2020
Species protection (plants and animals)	747	879	779
Animal protection	563	587	654

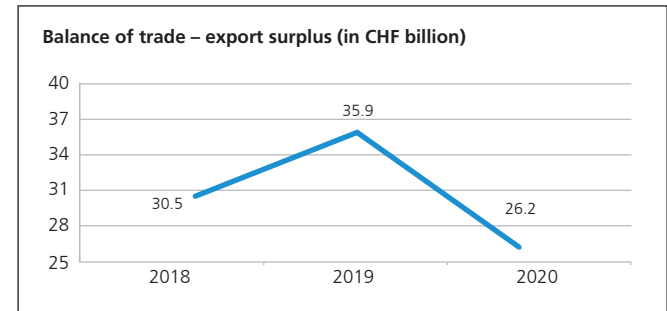
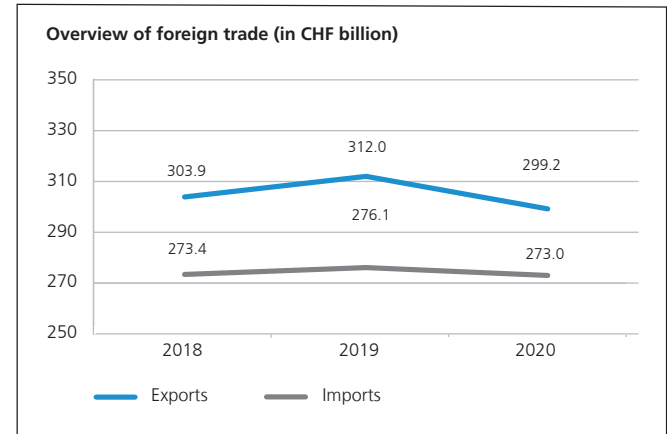
* Federal Food Safety and Veterinary Office, www.blv.admin.ch



SECURITY for the economy

Security for the economy

Swiss foreign trade



Imports and exports by continent (in CHF billion)	Imports	Exports
Europe	155.7	148.4
EU	135.9	122.0
Germany	53.2	46.1
Italy	22.2	14.5
France	16.3	15.4
Asia	71.2	66.5
China	16.6	16.4
Japan	5.0	7.0
North America	21.4	72.7
USA	19.7	68.8
Latin America	8.0	5.7
Africa	13.7	3.4
Oceania	1.9	2.4

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

Free trade

Switzerland
has
concluded **34**
free trade agreements
with **45** countries

Thanks to these, importers do not pay
import duties on many goods.

Since 1 January 2021, a
separate trade agreement has been in
force with the **United Kingdom**,
which left the EU on 31 December.

Commercial goods traffic

Customs declarations (number of assessments in millions)	2018	2019	2020
Importation	23.7	25.0	35.9
Exportation	7.0	6.9	6.6
Transit	8.0	8.1	7.5

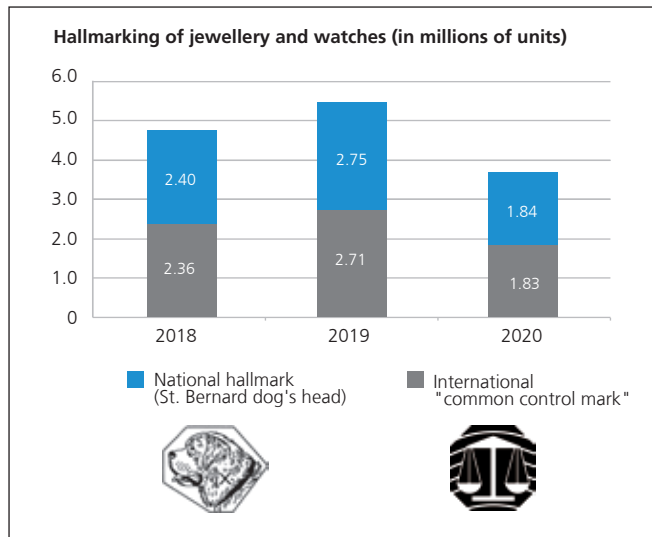
50 million
customs declarations
were processed by the FCA
in 2020.



Criminal prosecution and criminal proceedings

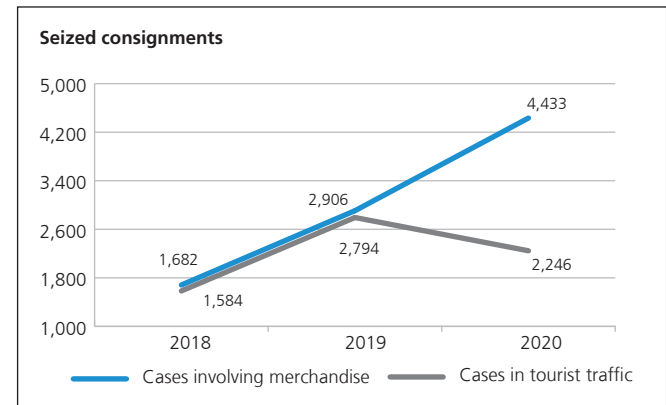
In terms of
tobacco smuggling,
the total quantity seized was
18,017 kg,
and for
meat smuggling,
the total quantity seized was
136,562 kg

Precious metal control



In **2,231** cases,
the **FCA** objected
to the quality of
precious metal articles.

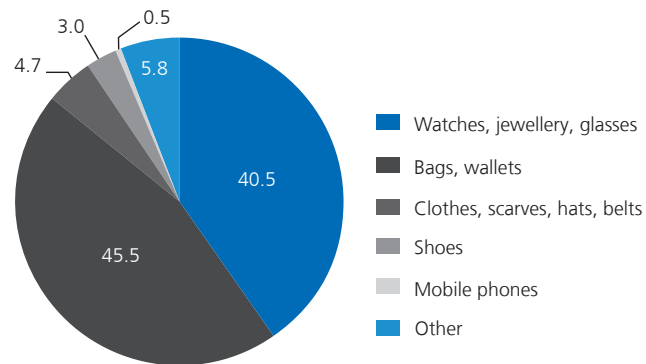
Product piracy



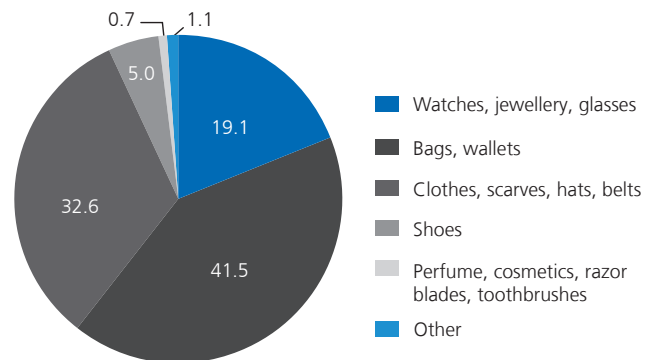
A total of **18,788** counterfeit
branded items
were withdrawn from circulation, i.e.
14,460 counterfeits in
commercial goods traffic
and **4,328** counterfeits in
tourist traffic.



Merchandise
Counterfeits by product group (in %)



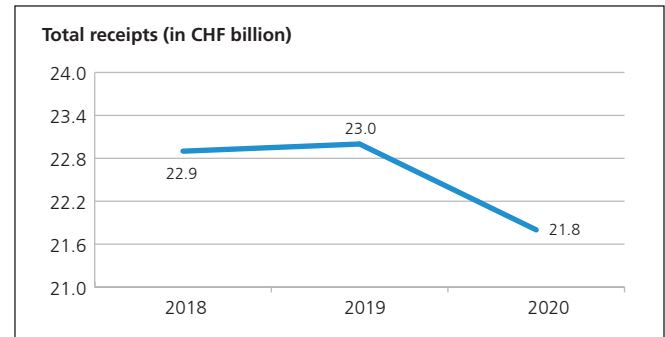
Tourist traffic
Counterfeits by product group (in %)



SECURITY for the state

Security for the state

Receipts



Of the Confederation's receipts of over CHF 71 billion, the FCA generates around a third at CHF 21.8 billion and thus ensures that the state functions properly.

Main sources of receipts (in CHF million)	2018	2019	2020
Value added tax	10,896	10,917	10,166
Mineral oil tax	4,563	4,498	4,163
Tobacco duty	2,081	2,042	2,104
Heavy vehicle charge	1,603	1,590	1,535
CO ₂ tax on fuel	1,083	1,166	1,161
Import duties	1,103	1,143	1,187
Other receipts*	1,604	1,653	1,511

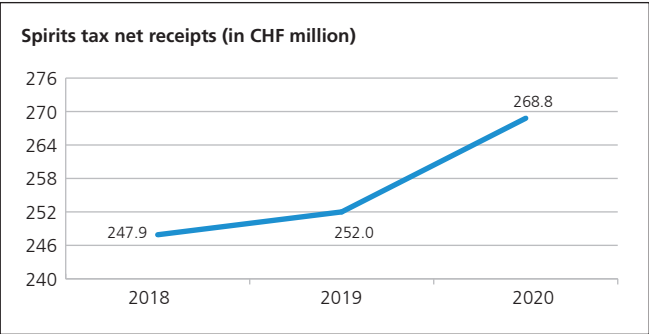
* automobile duty, motorway tax stickers and beer tax, etc.

Weapons Act, War Material Act and Goods Control Act
and embargo measures

	2019	2020
Number of infringements	6,216	4,314
of which Weapons Act	6,110	4,206
of which War Material Act	28	27
of which Goods Control Act and embargo measures	78	81



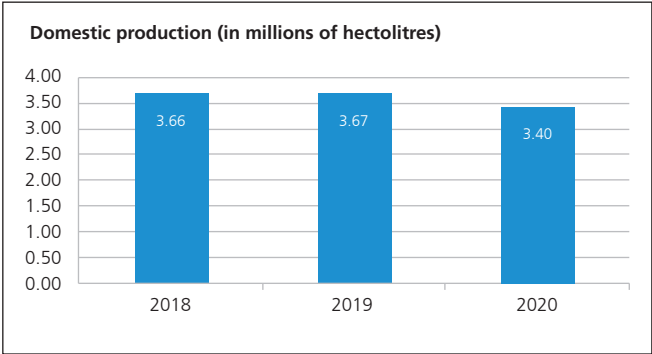
Spirits



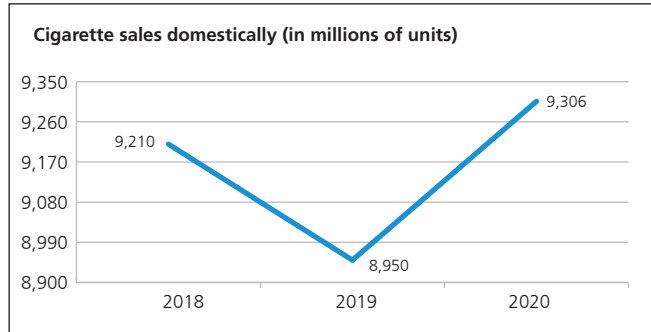
CHF **26.9 million**,
known as the
“**alcohol tenth**”,
flowed to the cantons
to combat
drug abuse.

Beer

In 2020,
1,212 breweries
and **100,491**
spirit producers
were registered.



Tobacco



QuickZoll and Via

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

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



www.quickzoll.admin.ch



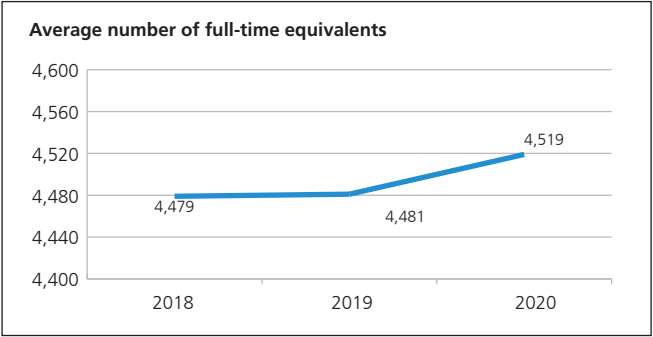
www.via.admin.ch

Travellers have made
20,177
declarations using
QuickZoll,
generating a turnover of over
CHF 1.7 million.



Who works at de FCA?

Employees



Who works at de FCA?

Language ratio (in %)	2018	2019	2020
German	59.0	59.3	59.2
French	26.4	26.0	26.1
Italian	13.9	14.0	14.1
Romansh	0.7	0.7	0.7

At the FCA, the overall proportion of women (headcount) was 25.5 %.



33 employees were involved
overseas
in security activities
or training.

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

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



Specialist in customs and border security

Over **120** aspirants
commenced their career
at the **FCA** in 2020.

You will find the FCA here

Are you looking for further
information?

You will find more information at
www.ezv.admin.ch

The website attracts around
5.7 million
visitors each year.

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



You will find the FCA here

Last year,
the Information Office

answered **48,274** emails

and

242,653

telephone calls.

This amounts to **882** enquiries,
with each call lasting around
3 minutes on average.

Information

is provided in **English,**
French, German and
Italian.



Customs Museum

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

Goods smuggling, drug searches, economic crime, migration, species protection and much more – visitors to the museum gain an insight into the everyday work of FCA employees, from

the founding of the Confederation in 1848 to the present day.

The museum is open from (subject to orders given by the public authorities) 3 April to 17 October 2021. Entrance is free of charge. Further information, such as the temporary exhibitions, can be found at www.zollmuseum.ch.

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

You will find the FCA here

Information

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www.zollauskunft.admin.ch

Monday to Friday

8 am to 11.30 am and 1.30 pm to 5 pm

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douane.ch/job



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



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



www.dazit.admin.ch

A day at the Swiss border

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

On a daily basis, FCA employees collected and found:

CHF **63** million in receipts

61 counterfeit products

70 people who were wanted or had an arrest warrant issued against them

5 forged identity documents

23 prohibited weapons

14 kg of drugs

35 cases of illegal residence

24 consignments of medications or doping preparations

100 defective lorries