



# National Workshop on the Enhancement and Sustainability of the Authorized Economic Operators (AEO) Program in CAREC

13-14 August 2024, Astana, Kazakhstan



## National Workshop on the Enhancement and Sustainability of the Authorized Economic Operators' Program in CAREC: Training of Trainers

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### CONCEPT NOTE/AGENDA

#### Background

1. The Asian Development Bank's Knowledge and Support Technical Assistance 9824: *Better Customs for Better Client Services in Central Asia* project aims to foster inclusive economic growth and support the readiness of CAREC (Central Asia Regional Economic Cooperation) countries to comply with existing international trade facilitation commitments such as the Authorized Economic Operator (AEO) Program and new or evolving requirements.
2. The AEO is a partnership program that many Customs administrations are pursuing to both secure and facilitate global trade, by providing incentives to both Customs and traders that have decided to work in partnership to improve supply chain security.
3. The 2021 version of the SAFE Framework of Standards to Secure and Facilitate Global Trade (SAFE Framework) strengthens cooperation between Customs and Participating Government Agencies by promoting smart security devices to optimize Customs control and increase visibility in the movement of goods. Moreover, baseline provisions on the development of regional Customs union's AEO programs and the implementation of mutual recognition arrangements (MRA). The updated SAFE Framework further enhances data elements by aligning the data set on air cargo security with the data elements specified in the World Customs Organization's data model and consolidates the reporting mechanisms on the implementation of the SAFE Framework.
4. The World Trade Organization Trade Facilitation Agreement<sup>1</sup> (WTO (World Trade Organization) TFA (Trade Facilitation Agreement)) requires WTO Members to develop Authorized Operator schemes based on international standards. Article 7.7 of the TFA also provides that the criteria and requirements shall be specified in laws, regulations, or procedures, and include (1) an appropriate record of compliance with Customs and other related laws and regulations, (2) a system of managing records to allow for necessary internal controls, (3) financial solvency, including provision of sufficient security or guarantee where appropriate, (4) supply chain security. Further, to enhance trade facilitation measures provided to authorized operators, mutual recognition of authorized operator schemes is encouraged.
5. It is important to recognize the crucial role of Customs authorities in the movement of goods across international borders, which requires the participation of numerous entities and stakeholders. The AEO Program requires a uniform set of strategies to secure all process points yet facilitate the movement of global trade. Balance between secured supply chain and trade facilitation must also be recognized, including the vulnerable points

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<sup>1</sup> WTO-legal-text-agreement-on-trade-facilitation

along the supply chain. Transforming the Authorized Economic Operator (AEO) program into a more mature and developed model will allow the AEO concept to become the future game changer it was originally intended to become for both international trade and other stakeholders in the global supply chain. This resulted in a compliance management model for trusted traders that recognizes that risk detection and facilitation of trusted traders were two sides of the same coin, inherently interdependent and reinforcing.

6. Based on the result discussion of the “Assessment of the AEO program” final report, CAREC (Central Asia Regional Economic Cooperation) countries have made noteworthy progress in developing an AEO program, including trade digitalization and risk management. Though the Customs Authorities in CAREC countries face a variety of political and administrative pressures, nine (9) out of ten (10) respondents conveyed that there is senior-level support and buy-in in the development and implementation of the AEO program in their country. This support will ensure the necessary funding for the development, implementation, and maintenance of the AEO program. Eight (8) respondents expressed their interest in joining the AEO program’s pilot project, and one respondent conveyed to be just an observer. Moreover, five respondents shared that there is a dedicated unit/team created to manage the development of their AEO Program. From these results, Azerbaijan, the People’s Republic of China, Georgia, Kazakhstan, Pakistan, and Uzbekistan Customs have operational AEO programs. The rest of the CAREC countries (Mongolia, Kyrgyz Republic, Tajikistan, and Turkmenistan) need more capacity-building programs in addressing the development gap.
7. As reflected in the assessment report, several CAREC countries need technical assistance in developing and implementing their AEO programs in the following areas:
  - Benefits for Trusted Partners
  - Post-validation procedures of security measures and supply chain security best practices, including on-site validation procedure, if necessary
  - Raising awareness campaign within Customs
  - Security and Compliance Requirements
  - Post Authorization Audit, Suspension and Revocation
  - Basic concepts of the AEO program
  - Customs-Business Partnership and Customs-Trade Regulators (PGAs) partnership in extending the AEO benefits.
  - Outreach with PGAs and Trading Community
  - AEO Scheme for E-Commerce Shipment Actors
  - AEO Scheme for Small and Medium Enterprises (SMEs)
8. In November 2023, the *Regional Workshop in Enhancing and Accelerating the Implementation of the AEO Program in Central Asia* was held in Tashkent, Uzbekistan. It was attended by representatives from the customs authorities of the CAREC countries, global AEO experts, development partners, staff, and consultants of ADB (Asian Development Bank). The participants gained a better understanding of the main obstacles and bottlenecks that may hinder further development in making the AEO program effective and dynamic. Countries also highlighted the key issues, challenges and priority areas, and future. Further, the importance of the constructive interaction of the AEO program and the national single window (NSW) was emphasized as it enhances risk management through collaborative joint on-site inspection of trade regulatory government agencies (TRGAs), amendments on customs declarations to comply with regulations, and system integration and suggested that the AEO program could be part of the NSW. ADB (Asian Development Bank) encouraged regular consultations with key stakeholders, industry, academic experts, and government representatives on how the AEO program can make a difference in making the export industry competitive.

9. In February 2024, a virtual AEO workshop was held to introduce the specific country interventions in helping CAREC countries enhance or set up their AEO self-assessment questionnaire, train their AEO validators in supporting their AEO authorization process, develop their AEO operations manual, information security policies, business continuity, integrated risk management, support to mutual recognition arrangements (MRA) negotiations, and AEO schemes for small and medium-sized enterprises (SMEs) and e-Commerce actors.
10. Encouraged by the successful outcome of the workshops, this national support program will train the participants on the opportunities and benefits a more developed and dynamic AEO concept can provide. The program will focus on more advanced compliance management models and applications to address the development gap since only 7 out of the 10 countries have operational AEO programs. The program also aims to enhance the program through more informed decision-making by ensuring that values, competencies, tools, and a supportive environment form the foundation for certification that will cover evaluation, validation, and responsible risk-taking, including the monitoring and review process.

## KEY OBJECTIVES

11. This is a technical workshop on basic principles of the AEO Program to raise awareness in setting up a uniform set of strategies and optimizing Customs control yet facilitating the movement of global trade. The following are the strategic activities in supporting the objectives:
  - Conveying a comprehensive approach in implementing and sustaining an efficient and effective AEO program citing best practices of other countries in designing the criteria for accreditation for multiple levels, key areas for MRA negotiations, and inclusion of other potential operators to benefit from the AEO scheme.
  - Conduct a survey in applications systems in place that support the AEO program and map the AEO program features with the 2021 WCO SAFE Framework.
  - Sharing knowledge on the methods and tools adopted by developed countries in aligning their business and information processes in implementing the AEO program; and
  - Assisting interested CAREC countries in developing and implementing their AEO program.

## SURVEY CONDUCT

12. A questionnaire will be provided to Kazakhstan's State Revenue Committee in June 2024 to understand the level of digitalization, and legal and technical infrastructures in place, in supporting the AEO program. The survey will also include a mapping of their AEO system, if any, with the 2021 WCO SAFE Framework standards. Survey questions were tailored for various categories of trade actors, and were designed to cover, as much as possible, a wide breadth and depth of perspectives in addressing the vulnerabilities of the international supply chain and benefits that can be provided to trusted partners.
13. Data collection for this survey will be based on the following:
  - desk research of relevant materials and information;
  - completed surveys that were distributed to targeted respondents in coordination with the ADB AEO team and Kazakhstan's State Revenue Committee, and

interviews with other government agencies, logistics actors, and port community entities.

14. The completed questionnaire is requested to be provided to the ADB AEO team on or before July 16, 2024. This will allow the AEO consultant to work on the survey results and recommendations, which the survey results will be presented by the AEO consultant during the AEO workshop in August 2024 in Astana, Kazakhstan.

## WORKSHOP CONDUCT

15. AEO experts from CAREC member countries and development partners will be invited to the workshop to share their implementation experiences of a dynamic and efficient AEO program with the following themes:

	Theme	Variables
1	Application, verification, and authorization, including security and compliance requirements	Application, Verification & Authorization Procedures
		Self-Assessment Mechanism
		AEO Validator's Guide
		Information Security and Business Continuity
		Develop the AEO Operations Manual
2	Partnership between Customs and the private sector	Mapping the AEO program with the 2021 SAFE Framework
		Partnership Initiatives and Benefits
		AEO Scheme for SMEs
3	Partnership between Customs authorities	AEO Scheme for E-Commerce Actors
		Cross-border Data Sharing Arrangement
4	Partnership between Customs authority and Trade Regulators	Mutual Recognition Arrangement
		Coordinated Border Management
		Integrated Risk Management

## PARTICIPANTS

16. Kazakhstan's State Revenue Committee officials, resource persons, and development partners.

## PROGRAMME OF ACTIVITIES

**Moderator:** Ms. **Zulfia Karimova**, Principal Regional Cooperation Specialist, Regional Cooperation and Integration Unit, Central and West Asia Department, Asian Development Bank

Day 1 – 13 August 2024 (Tuesday)	
09:00 – 09:30	<b>Registration of Participants</b>
09:30 – 10:00	<b>Opening Remarks (30 minutes)</b>  Mr. <b>Saudabaev Eldos Ermagambetovich</b> , Deputy Chairman, State Revenue Committee of Kazakhstan  Mr. <b>Utsav Kumar</b> , Country Director, Kazakhstan Resident Mission, ADB  <i>Group Photo</i>
10:00 – 10:30	<b>Session 1: Salient Features of the AEO Program in Supporting the National Level Program in CAREC (30 minutes)</b>  <i>Korea has emerged as a leader in the AEO program, boasting the largest number of AEO Mutual Recognition Arrangements (MRAs) worldwide. Led by the Korea Customs Service, KCS has actively advocated for the expansion of MRAs, aiming to address non-tariff barriers encountered by businesses. Moreover, efforts have been made to recognize the excellence of trusted partners by giving them preferential treatment so that they can enjoy the benefits of AEO certification in difficult trade situations and the spread of protectionism.</i>  Speaker: Mr. <b>Kim Dongsuk</b> , Deputy Director, External Relations Division, Korea Customs Service  Q & A (10 minutes)  Moderator: Ms. <b>Zulfia Karimova</b> , ADB
10:30 – 11:00	<b>Morning Coffee/Tea Break (30 minutes)</b>
11:00 – 11:30	<b>Session 2: Transitioning to a Fully Operational AEO Program, Authorization Process and Validator Tips (30 minutes)</b>  <i>In line with KCS and ADB's national level support for interested CAREC countries, part of the technical assistance is to assess the current operational processes and recognize the dependencies that can affect the success of the AEO program as well as pre-conditions, testing and refining the systems and procedures to consider. This will include testing operationally the benefits delivered, performing baseline work for the establishment of an MRA with a priority trading partner and determine</i>

	<p><i>whether the self-assessment questionnaire, validation activities and the IT system can support the risk management component of the program.</i></p> <p><i>A harmonized AEO application process and tips for the AEO validator is provided in this session for Customs administrations to recognize that global consistency of the AEO authorization approval process and enhanced benefits are essential to encouraging broad participation. It will be used by economic operators applying for AEO status in multiple authorities and to encourage compliance with international security standards to deliver tangible, transparent and measurable benefits.</i></p> <p><i>The aim of the validation based on the self-assessment questionnaire is to help economic operators assess whether they meet the criteria to become an AEO and to help them appreciate the requirements associated with obtaining AEO status. At the same time, it shall allow the customs authorities to assess the existing risks for the individual applicant. Applicants are not required to give an answer on every question if the information was already provided to the customs authority (or other well indicated relevant government authorities if available/accessible for customs) or is not relevant for the specific situation of the applicant (in which case the applicant is invited to briefly explain why this is the case). Not answering a question does not mean the applicant will not be considered.</i></p> <p>Speaker: Mr. <b>Dennis C. Pantastico</b>, AEO Expert, ADB Consultant</p> <p>Q and A (10 minutes)</p> <p>Moderator: Ms. <b>Zulfia Karimova</b>, ADB</p>
11:30 – 12:45	<p><b>Session 3: Value Proposition of the AEO program for Inclusive and Sustainable Growth of SMEs (75 minutes)</b></p> <p><i>Many Customs Administrations support the involvement of SMEs in their AEO programs that will play a crucial role in achieving balanced economic growth and they recognize the value proposition of the AEO programmes in supporting all sectors of global trade, especially for small, and medium-sized enterprises (SMEs).</i></p> <p><i>In addressing the significant gap between SMEs' contribution to GDP and their representation in global exports, there is a need to simplify the AEO application process, making it more accessible to smaller enterprises. This approach aims to demystify the compliance landscape and broaden understanding, thus encouraging greater participation in international trade.</i></p> <p><i>We understand that SME's have limited access to financing and resources, which restricts their ability to spend time and money on meeting the AEO requirements and costly operational systems required to implement the program. Further, SMEs are looking for a customized SME-specific AEO program requirements that is suitable to their low volume and indirect support services, which makes the certification unattractive.</i></p>



	<p>Panelists:</p> <ul style="list-style-type: none"> <li>a. Mr. <b>Kim Dongsuk</b>, Deputy Director, External Relations Division, Korea Customs Service (20 minutes)</li> <li>b. Ms. <b>Xujun Bai</b>, Deputy Section Chief, Division of Enterprise Management and Audit-Based Control, Guangzhou Customs District, General Administration of Customs of the People's Republic of China (20 minutes)</li> <li>c. Mr. <b>Sekenov Zhandos Erkebulatovich</b>, Deputy Head, Customs Operations Division, Control Department; State Revenue Committee of Kazakhstan (20 minutes)</li> </ul> <p>Q &amp; A (15 minutes)</p> <p>Moderator: Mr. <b>Sekenov Zhandos Erkebulatovich</b>, Deputy Head, Customs Operations Division, Control Department; SRC of the MoF of Kazakhstan</p>
12:45 – 14:00	<b>Lunch Break</b> (1 hour and 15 minutes)
14:00 – 14:50	<p><b>Session 4: Border Management Modernization and Trade Supply Chain</b> (50 minutes)</p> <p><i>Supply chain unreliability takes many forms, such as lengthy delays and unpredictable goods clearance times results from poor infrastructure, inadequate services, excessively bureaucratic border processing systems and procedures, among others. Border management modernization should accommodate customs, immigration and other control agencies in ensuring that goods and passengers entering the country are accounted for and that they meet national requirements. Control agencies often present at border stations include transport, quarantine sanitary and phytosanitary, standards and consumer protection, radiology, ecological, foreign affairs, and commerce.</i></p> <p><i>Goods clearance times are determined by the weakest link in in a border processing chain, in which customs authority plays a crucial role, meaningful trade facilitation presupposes comprehensive reform initiatives. There must be cooperation and information sharing among all agencies involved. This can include co-located services, close interagency cooperation between trading partners, coordinate import, export and transit processes so that traders need not duplicate regulatory formalities on both sides of a border.</i></p> <p>Panelists:</p> <ul style="list-style-type: none"> <li>a) Mr. <b>Sekenov Zhandos Erkebulatovich</b>, Deputy Head, Customs Operations Division, Control Department; State Revenue Committee of Kazakhstan (20 minutes)</li> <li>b) Ms. <b>Teona Mogeladze</b>, Chief Auditor of the Post Clearance Audit Division, Customs Department, Georgia Revenue Service (20 minutes)</li> </ul> <p>Q &amp; A (10 minutes)</p>



	Moderator: Mr. <b>Dennis C. Pantastico</b> , AEO Expert, ADB Consultant
14:50 – 15:10	<b>Afternoon Coffee/Tea Break</b> (30 minutes)
15:10 – 15:50	<p><b>Session 5: Introduction to Integrated Risk Management and Risk Mapping Process for the AEO Program</b> (40 minutes)</p> <p><i>An integrated risk management strategy for border control is needed to address the challenges and vulnerabilities of the international supply chain based on the following principles:</i></p> <ul style="list-style-type: none"> <li>• <i>Applying formal and standardized methodologies to manage non-compliance risk in border control agencies</i></li> <li>• <i>Integrating risk management in border control with other trade facilitation tools such as the single window</i></li> <li>• <i>Ensuring efficient integration of risk management processes of all regulatory agencies involved in border control, when appropriate</i></li> <li>• <i>Integrating import compliance processes applied at the border with other building blocks of respective regulatory systems in line with all regulatory goals and respective sustainable development goals (SDGs).</i></li> </ul> <p><i>A risk mapping process determines the security and threat-mitigating factors in evaluating the application for the AEO authorization process. The intent is to carry out a security and threat risk assessment that identifies risks in terms of likelihood and impact, what control measures are currently in place to mitigate those risks, and what risk factors require additional measures to reduce the residual risk.</i></p> <p>Speaker: Mr. <b>Dennis C. Pantastico</b>, AEO Expert, ADB Consultant</p> <p>Q &amp; A (20 minutes)</p> <p>Moderator: Mr. <b>Temirzhanov Adilzhan Aidarbekovich</b>, Deputy Head, Risk Management Division, Analysis, Statistics and Risk Management Department, State Revenue Committee of Kazakhstan</p>
15:50 – 17:05	<p><b>Session 6: Raising Awareness Campaign – Impact of the AEO Program to a Regional or District Port’s operation</b> (75 minutes)</p> <p><i>The regular conduct of outreach for applicants will increase the awareness of companies on the benefits of the AEO program and slowly ensure their effective and efficient supply chain security measures / procedures in place. It will also provide a clear understanding of the underlying requisites during the application and monitoring processes and encourage the prospect applicants to conduct security management training within the company premises, including the organizational management aspects of supply chain security, while discouraging purely checklist-based approaches.</i></p>





	<p><i>Suggested areas in developing the private sector campaign plan:</i></p> <ul style="list-style-type: none"> <li>• <i>Develop concept note, fact sheet, press releases, and social media content that will directly target the primary audience of the AEO program, such as the special traders, SMEs, and logistics providers</i></li> <li>• <i>Develop social media content for other external audiences, such as advocates, and campaigners (the public, including professionals, youth, academia, etc.)</i></li> <li>• <i>Identify gaps in messages, processes, and existing communications collaterals;</i></li> <li>• <i>Identify existing outreach methodology i.e. how current information is disseminated, what and where are the information touch points, and;</i></li> <li>• <i>Appropriate communication products can be produced, such as webinars, flyers, brochures, and audio visuals, including roundtable discussions</i></li> </ul> <p>Panelists:</p> <ol style="list-style-type: none"> <li>• <b>Mr. Sekenov Zhandos Erkebulanovich</b>, Deputy Head, Customs Operations Division, Control Department; State Revenue Committee of Kazakhstan <i>(20 minutes)</i></li> <li>• <b>Ms. Yilin Wang</b>, Deputy Section Chief, Liaoyuan Customs House Changchun Customs District, General Administration of Customs of the People’s Republic of China <i>(20 minutes)</i></li> <li>• <b>Ms. Rhoan P. Escarmosa</b>, Customs Operations Officer III, Port of Manila, Philippine Bureau of Customs <i>(20 minutes)</i></li> </ol> <p>Q &amp; A <i>(15 minutes)</i></p> <p>Moderator: <b>Mr. Dennis C. Pantastico</b>, AEO Expert, ADB Consultant</p>
17:05 – 17:20	<p><b>Summary and Wrap-Up of First Day</b> <i>(15 minutes)</i></p> <p>Speaker: <b>Ms. Zulfia Karimova</b>, ADB</p>

<b>Day 2 - 14 August 2024 (Wednesday)</b>	
09:00 – 09:30	<b>Registration of Participants</b>
09:30 – 10:00	<p><b>Session 7: Survey Results Discussion</b> <i>(30 minutes)</i></p> <p><i>The survey result identifies the legal and technical gaps, next step activities, including the recommendations to support the enhancement and sustainability in transitioning to a fully operational trusted partnership program. A survey questionnaire was provided to Kazakhstan’s State Revenue Committee in early July 2024.</i></p> <p>Speaker: <b>Mr. Dennis C. Pantastico</b>, AEO Expert, ADB Consultant</p> <p>Q &amp; A <i>(10 minutes)</i></p>

	Moderator: Ms. <b>Zulfia Karimova</b> , ADB
10:00 – 11:15	<p><b>Session 8: Support to Mutual Recognition Arrangement (MRA) Negotiations</b> (75 minutes)</p> <p><i>One of the critical stages in a mutual recognition process is the validation observation (including joint validation where required) by negotiating administrations which determines the level of performance alignment of the respective validation process, including baseline understanding of the following:</i></p> <ul style="list-style-type: none"> <li>• <i>The WCO SAFE Framework</i></li> <li>• <i>The concept of Authorized Economic Operator programs and MRA</i></li> <li>• <i>Utilization of the WCO AEO Validator Guide</i></li> <li>• <i>How supply chains operate</i></li> <li>• <i>Security measures to consider</i></li> <li>• <i>Specific processes and procedures of their domestic AEO programs</i></li> </ul> <p><i>The Customs-to-Customs cooperation underpins MRA by providing standards for risk assessment and information exchange on cargo. To facilitate information sharing between administrations, trading partners should endeavour to have the key elements of this pillar in place, such as a risk management system for identifying and selecting potential high-risk shipments and apply the seal integrity programme for shipments as outlined in the SAFE framework and the Revised Kyoto Convention.</i></p> <p><i>Moreover, trading partners agree on an expert-level working group to develop cross-border messaging guidelines and identify various IT needs to enable recognition of AEO status. Update one another on legal and policy developments, respectively, which might affect the work towards Mutual Recognition and exchange training modules, workshops and/or conferences to exchange best practices.</i></p> <p>Panelists:</p> <ol style="list-style-type: none"> <li>a. Ms. <b>Xujun Bai</b>, Deputy Section Chief, Division of Enterprise Management and Audit-Based Control, Guangzhou Customs District, General Administration of Customs of the People's Republic of China (20 minutes)</li> <li>b. Atty. <b>Wally Ann D. Yumul</b>, Acting Chief, Law Division, Port of NAIA, Post Validation Unit, AEO Interim Office, Philippine Bureau of Customs (20 minutes)</li> <li>c. Mr. <b>Sekenov Zhandos Erkebulanovich</b>, Deputy Head, Customs Operations Division, Control Department; State Revenue Committee of Kazakhstan (20 minutes)</li> </ol> <p>Q &amp; A (15 minutes)</p>



	Moderator: Ms. <b>Tyulyubaeva Dana Amangelevna</b> , Chief Expert, International Cooperation Division, State Revenue Committee of Kazakhstan
11:15 – 11:45	<b>Morning Coffee/Tea Break</b> (30 minutes)
11:45 – 12:25	<p><b>Session 9: Introduction to Green Customs</b> (40 minutes)</p> <p><i>Customs and border control officers ensure that any goods entering or leaving their country comply with national laws. If their country is a party to one or more international agreements, then the requirements of these agreements should be integrated in national legal frameworks.</i></p> <p><i>Environmental problems are transboundary in nature and have a global impact. They can be effectively addressed only through international cooperation and shared responsibility, made possible in large part through multilateral environmental agreements (MEAs).</i></p> <p><i>Several MEAs regulate the cross-border movement of items, substances, and products, in the form of imports, exports, and re-exports. Thus, the front-line customs and border control officers responsible for controlling trade play a particularly vital role in protecting the national and global environment.</i></p> <p><i>Customs administrations are encouraged to develop greener standards that support a whole-of-government approach to mitigating risk and seizing opportunities associated with climate change and environmental stewardship within the trade space.</i></p> <p>Speaker: Mr. <b>Dennis C. Pantastico</b>, AEO Expert, ADB Consultant</p> <p>Q &amp; A (20 minutes)</p> <p>Moderator: Ms. <b>Zulfia Karimova</b>, ADB</p>
12:25 – 14:00	<b>Lunch Break</b> (1 hour and 35 minutes)
14:00 – 15:15	<p><b>Session 10: Using Modern Technologies to Support the AEO Program</b> (75 minutes)</p> <p><i>The AEO program helps stakeholders share responsibilities in ensuring security in supply chains and facilitates fair trade. Challenges in moving strategic goods, goods that require cold-storage, and tedious data for e-commerce, impel global customs to re-assess the management and control procedures in customs operations and to seek a new balance between enhancing security and facilitating trade.</i></p> <p><i>Digitalizing customs declaration processes using Artificial Intelligence (AI) will significantly reduce the burden placed on customs personnel, freeing</i></p>



	<p><i>up valuable administrative resource for other services and provide more efficient and transparent customs procedures. Further, the use of blockchain technology for the electronic certificate of program system allows the integration of different logistical flows and has enormous potential to speed up administrative procedures, as data is not only digital but fully trusted by all parties in often long and complex supply chains.</i></p> <p><i>Additionally, advanced technologies have the potential to support the AEO program in facilitating cross-border trade, increasing access to global value chains in expediting e-commerce shipments, catering to the needs of SMEs, as well as supporting customs clearance efficiency and supervision effectiveness.</i></p> <p>Panelists:</p> <ol style="list-style-type: none"> <li>a) Mr. <b>Kim Dongsuk</b>, Deputy Director, External Relations Division, Korea Customs Service (20 minutes)</li> <li>b) Ms. <b>Yilin Wang</b>, Deputy Section Chief, Liaoyuan Customs House Changchun Customs District, General Administration of Customs of the People's Republic of China (20 minutes)</li> <li>c) Ms. <b>Teona Mogeladze</b>, Chief Auditor of the Post Clearance Audit Division, Customs Department, Georgia Revenue Service (20 minutes)</li> </ol> <p>Q &amp; A (15 minutes)</p> <p>Moderator: Ms. <b>Tyulyubaeva Dana Amangelevna</b>, Chief Expert, International Cooperation Division, State Revenue Committee of Kazakhstan</p>
15:15 – 15:55	<p><b>Session 11: Setting Performance-Based Metrics (40 minutes)</b></p> <p><i>Setting goal-based metrics to evaluate performance of risk management is critical, so that TRGAs can understand what approaches to consider in managing risk targeting and profiling activities. Develop key performance areas (KPA)s, key performance indicators (KPI)s, and performance indicators (PI)s in measuring the progress of the planned activities, including its definition and parameters to be set, for review and approval. Further, provide the mechanism for collecting the data and sensitivities for each of the proposed KPIs. This performance-based metrics aim to:</i></p> <ul style="list-style-type: none"> <li>• <i>Determine whether the goals were met, the involved stakeholders delivered planned levels of benefits, addressed the specific requirements as originally defined</i></li> <li>• <i>Examine if further improvements can be made to optimize the benefits delivered</i></li> </ul> <p>Speaker: Mr. <b>Dennis C. Pantastico</b>, AEO Expert, ADB Consultant</p> <p>Q &amp; A (20 minutes)</p> <p>Moderator: Mr. <b>Sekenov Zhandos Erkebulanovich</b>, Deputy Head, Customs Operations Division, Control Department; State Revenue Committee of Kazakhstan</p>



15:55 – 16:25	<b>Afternoon Coffee/Tea Break</b> (30 minutes)
16:25 – 17:00	<p><b>Session 12: Walkthrough of the AEO Office and System Applications</b> (35 minutes)</p> <p>Speaker: Mr. <b>Sekenov Zhandos Erkebulanovich</b>, Deputy Head, Customs Operations Division, Control Department; State Revenue Committee of Kazakhstan</p> <p>Q &amp; A (15 minutes)</p> <p>Moderator: Mr. <b>Dennis C. Pantastico</b>, AEO Expert, ADB Consultant</p>
17:00 – 17:15	<p><b>Summary and Wrap-Up of Second Day</b> (15 minutes)</p> <p>Speaker: Ms. <b>Zulfia Karimova</b>, ADB</p>
17:15 – 17:30	<p><b>Closing Remarks</b> (15 minutes)</p> <p>Speaker: Mr. <b>Sekenov Zhandos Erkebulanovich</b>, Deputy Head, Customs Operations Division, Control Department; State Revenue Committee of Kazakhstan</p>

