



**Jamaica Customs Agency
(JCA)**

**Anti-Corruption Policy
Statement**

Approved By:

Velma Ricketts Walker

A handwritten signature in black ink, appearing to read "Velma", is written over a horizontal line of dots.

Commissioner/CEO

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➤ Purpose of the Policy Statement

The purpose of this Policy is to:

- To explain the position of the Jamaica Customs Agency as it relates to matters of corruption
- To outline the methods employed by the Jamaica Customs Agency in treating with corruption
- To outline the responsibilities of the Jamaica Customs Agency team members concerning corruption;
- To provide information as to manner in which to raise concerns concerning any breaches of this policy

➤ Policy Statement

As a customs administration in the 21st century, the Jamaica Customs Agency (JCA) is faced with considerable challenges in light of the nature of activities performed on a daily basis in keeping with our mandate of collecting all revenue due to the government, effecting proper border management and creating an environment that allows greater trade facilitation.

In any customs administration, the activities that surround the importing and exporting of goods may from time to time give rise to susceptibility to various forms of corruption. It is in this light, that the need for balance is infused within our operations to give effect to efficient security control both internally and externally, whilst maintaining a sustained approach in achieving our mandate.

The JCA is committed to applying the highest ethical standards of conduct and integrity in all our business processes and has taken the necessary steps to build a staff compliment that stands ready to give effect to this cause by incorporating the Agency's core values, **CAPIT**, in daily operations.

The Agency has developed various policies and strategies to ensure that the services provided by our team members are of the highest quality. In developing these policies and strategies, various international tools have been utilized such as (*but not limited to*) the provisions of the World Customs Organization's Revised Arusha Declaration and Integrity Guide in an effort to allow for greater alignment to international best practice.

The Agency takes a zero-tolerance approach to bribery and other forms of corruption and as such is committed to working with our stakeholders and the public at large as a part of our security control strategy to implement and enforce effective systems to counter these illegal acts in keeping with our obligations under the provisions of our internal policies, the Staff Orders of the Public Service, Corruption Prevention Act and all other applicable enactments.

Additionally, the JCA's efforts to preserve accountability and transparency are reflected through our use of automation which includes the incorporation of ASYCUDA World as well as continuous internal review of our processes. These efforts reflect our commitment to maintain integrity and high visibility whilst remaining current within this evolving global environment.

➤ **DEFINITIONS**

▪ **What is Corruption?**

Corruption is the abuse of entrusted power for private gain.

▪ **Core Values of the Jamaica Customs Agency - *CAPIT***

✓ **Customer Focused**

All Customs officials will continuously improve processes and procedures in order to enhance the customer experience and to reduce the cost of doing business with the Agency through technology and innovation.

✓ **Accountability**

All Customs officials assume personal responsibility for the achievement of the Agency's objectives and the quality of service delivery and are committed to finding innovative ways to improve performance.

✓ **Professionalism**

All Customs officials are proud to serve stakeholders with resilience and diplomacy. We are also committed to working efficiently while demonstrating the highest standards of competency in the execution of our duties.

✓ **Integrity**

All customs officials will act with impartiality and honesty in the pursuit of the best possible outcomes for the Customs Agency and the country.

✓ **Transparency**

All Customs officials will consistently display openness as well as willingness to accept public enquiry in the delivery of customs services.

➤ **Do's**

Any concerns of corruption may be reported confidentially through the following channels:

The Internal Affairs Unit
internalaffairs@jacustoms.gov.jm
876 750 3020

Or

The Customer Relationship and Feedback Form (*Click the link below*)

<https://www.jacustoms.gov.jm/contact-us-1>

✓ ***All information will be treated with the strictest of confidence***

➤ **Don't's**

The Corruption Prevention Act provides that:

A public servant commits an act of corruption if he or she:

“corruptly solicits or accepts, whether directly or indirectly, any article or money or other benefit, being a gift, favour, promise or advantage for himself or another person for doing any act or omitting to do any act in the performance of his public functions”

A person commits an act of corruption if he or she:

“offers or grants, directly or indirectly, to a public servant any article, money or other benefit, being a gift, favour, promise or advantage to the public servant or another person, for doing any act or omitting to do any act in the performance of the public servant's public function.”



The Jamaica Customs Agency is fully committed to preserving our motto:

“Country Above Self”