

# Facts & Figures in brief

Customs Administration of the  
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## Staff

	2015	2016	2017	2018	2019
Number of fte's	4.449	4.290	4.592	4.918	5.303
- men	3.191	2.992	3.185	3.380	3.607
- women	1.258	1.298	1.407	1.538	1.696

## Resources

Vessels	2015	2016	2017	2018	2019
Boats	5	5	5	4	4
RHIB's	4	4	4	4	4
<b>TOTAL</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>8</b>

Sniffer dogs by discipline	2015	2016	2017	2018	2019
Narcotics	42	42	44	46	45
Cash	10	9	9	8	10
Tobacco	9	8	8	8	9
CITES/Wildlife Detection Dogs	2	2	2	2	0
<b>TOTAL</b>	<b>63</b>	<b>61</b>	<b>63</b>	<b>64</b>	<b>64</b>

## Revenues

Amount x € 1 mln.	2015	2016	2017	2018	2019
Excise on light oil	4.099	4.224	4.382	4.431	4.559
Excise on mineral oils	3.754	3.844	3.833	3.903	3.911
Excise on tobacco	2.413	2.478	2.449	2.469	2.509
Excise on alcohol	324	318	329	331	331
Excise on beer	440	443	445	452	426
Excise on wine	341	351	349	340	331
Consumption tax	207	254	261	282	269
<b>TOTAL</b>	<b>11.578</b>	<b>11.910</b>	<b>12.048</b>	<b>12.208</b>	<b>12.336</b>

Amount x € 1 mln.	2015	2016	2017	2018	2019
Import duties (incl. Agricultural levies)	2.939	2.960	3.103	3.173	3.397
- of which Anti-dumping duties	49,9	38,9	44,6	30,6	49,2
- of which Additional duties	0,0	5,2	1,3	16,0	25,5
- of which countervailing duties	0,0	2,2	2,4	3,5	7,9
Value Added Tax on imports	521	544	732	791	795
Levy on stocks of oil	107	109	110	111	110
Vessel traffic service	19	19	19	20	20
<b>TOTAL</b>	<b>3.586</b>	<b>3.632</b>	<b>3.964</b>	<b>4.095</b>	<b>4.321</b>

# Facts & Figures in brief

## Volume

### Port of Rotterdam

x million	2015	2016	2017	2018	2019
Number of containers	7,3	7,4	8,2	8,6	8,8
Containers (in TEU)	12,2	12,4	13,7	14,5	14,8

x 1 million metric tons	2015	2016	2017	2018	2019
Incoming breakbulk	13,7	13,8	14,4	14,4	14,5
Outgoing breakbulk	14,1	14,5	15,9	16,1	16,3

(Source: Municipal Port authority of Rotterdam, [www.portofrotterdam.nl](http://www.portofrotterdam.nl))

### Schiphol Airport

x million	2015	2016	2017	2018	2019
Arrival/departure Passengers	58,28	63,63	68,52	71,05	71,71

x million tons	2015	2016	2017	2018	2019
Cargo	1,62	1,66	1,76	1,72	1,57

(Source: Schiphol Group, [www.schiphol.nl](http://www.schiphol.nl))

## Declarations

Import	2015	2016	2017	2018	2019
Declaration lines at item level	129.626.022	128.575.064	140.531.534	164.726.388	213.989.238

Export	2015	2016	2017	2018	2019
Declaration lines at item level	10.094.779	11.418.181	14.253.211	14.483.059	15.932.841

Incoming couriers	2015	2016	2017	2018	2019
Declaration lines at item level	3.332.481	3.292.552	3.622.372	6.429.525	17.088.856

Outgoing couriers	2015	2016	2017	2018	2019
Declaration lines at item level	3.996.671	4.184.328	4.719.368	5.441.127	7.315.009

Entry (ICS)	2015	2016	2017	2018	2019
Sea	4.823.821	4.963.381	5.531.791	6.060.393	6.411.820
Air	2.458.385	2.276.878	2.341.879	2.351.785	2.334.971

Exit (ECS)	2015	2016	2017	2018	2019
Sea	8.918.326	8.965.092	11.860.681	14.883.966	16.021.734
Air	3.714.513	4.325.941	5.584.865	6.012.137	5.153.063

Transit (NCTS)	2015	2016	2017	2018	2019
Outgoing total	2.369.179	2.269.041	2.339.762	2.388.715	2.291.458
Netherlands > Netherlands	1.610.413	1.513.853	1.248.809	1.254.083	1.163.765
Netherlands <> Netherlands	758.766	755.188	1.090.953	1.134.632	1.127.693
Incoming	496.439	506.694	561.427	582.943	564.690

## Authorised Economic Operator (AEO)

Number of AEO's in the Netherlands	2015	2016	2017	2018	2019
Number of licenses issued	117	87	81	83	105
<b>Cumulative number of AEO's</b>	<b>1.481</b>	<b>1.521</b>	<b>1.563</b>	<b>1.569</b>	<b>1.586</b>

# Facts & Figures in brief

## Interventions

Scan checks	2015	2016	2017	2018	2019
Entry	76.050	76.354	71.467	78.176	82.371
Exit	14.000	12.645	11.503	4.996	8.670

Physical inspections	2015	2016	2017	2018	2019
Import	53.753	49.905	51.064	61.066	66.213
Export	33.401	34.621	26.323	29.021	29.403
Couriers	74.174	73.740	53.422	42.813	46.558
Transit	6.317	8.764	8.717	8.062	7.915
Entry	29.471	22.066	20.452	23.041	17.644
Exit	18.420	16.913	12.635	12.803	15.526
Storage	2.385	2.410	5.755	4.961	3.731
Postal items	85.000	80.124	84.007	87.159	108.184

Ambulatory inspections	2015	2016	2017	2018	2019
External borders	25.741	19.080	12.783	3.395	8.882
Domestic	14.676	12.840	9.222	6.096	7.850

Administrative checks	2015	2016	2017	2018	2019
Customers treated individually	101	95	*	*	*
Customers treated in groups	766	971	*	*	*
Check after Import	725	654	389	337	306
Check after Export	36	14	2	6	3
COF	360	486	484	356	470
AEO desk checks	1.261	1.165	*	*	*
AEO field checks	198	284	*	*	*
Cyclically supervision (Management of AEO status)	0	0	1.029	1.092	1.135

\* Process has been changed.

# Facts & Figures in brief

## Goods seized

Drugs (in kg)	2015	2016	2017	2018	2019
Cocaine	10.007	15.581	10.219	21.188	40.095
XTC	49	144	830	472	426
Amphetamine	1.447	22	108	1	2
Heroin	61	437	830	296	625
Marijuana	10.913	1.299	2.852	322	583
Hashish	85	250	716	3.910	299
Qat	9.759	3.738	6.371	3.331	2.050

Number of times found	2015	2016	2017	2018	2019
Cocaine	1.540	962	1.146	1.251	1.109
XTC	60	183	164	344	489
Amphetamine	8	16	4	5	11
Heroin	32	40	66	110	25
Marijuana	93	110	90	125	231
Hashish	62	58	68	93	101
Qat	585	233	383	177	108

Smoking materials and weapons	2015	2016	2017	2018	2019
Cigarettes (in numbers x 1,000)	123.529	87.198	62.102	159.286	112.123
Tobacco (in kg)	3.550	1.233	34.353	63.998	128.205
Tobacco waterpipe (in kg)	2.384	969	1.259	42.253	15.933
Weapons (in numbers, including imitation weapons)	15.094	11.549	4.743	24.727	125.227

Counterfeit goods (in numbers)	2015	2016	2017	2018	2019
Foodstuffs, alcoholic and other beverages	79.590	56.317	27.125	657.514	71.324
Body care items	883.749	98.624	294.899	9.751	94.942
Clothing and accessories	38.640	95.293	15.793	50.522	10.548
Shoes including parts and accessories	78.402	22.217	58.438	107.971	155.092
Personal accessories	24.214	13.794	10.016	37.160	10.462
Mobile telephones and accessories	46.555	84.174	45.394	47.474	64.442
Electronical / electronic and computer equipment	65.311	37.548	92.000	43.005	35.967
CD, DVD, cassette, game cartridges	0	0	1	6	9
Toys, games (including electronic game consoles) and sporting articles	484.027	393.024	1.310.470	182.334	95.935
Tobacco products	500	31.827	2.080	472	60.628
Medicines	1.368	3.120	46	19	1.148.687
Other	3.943.260	1.373.435	304.078	200.316	32.167
<b>TOTAL</b>	<b>5.645.616</b>	<b>2.209.373</b>	<b>2.160.340</b>	<b>1.336.544</b>	<b>1.780.203</b>

## Objections

	2015	2016	2017	2018	2019
Objections received	4.198	6.404	5.089	5.579	4.732

## Complaints

	2015	2016	2017	2018	2019
Number of complaints received	522	488	531	580	575
Number of complaints settled	518	486	538	559	569
– settled within the period set by the General Administrative Law Act	99,4%	99,4%	97,6%	98,9%	99,1%
– settled within 6 weeks	93,1%	91,0%	89,4%	88,6%	87,9%
– clientcontact within 7 days	92,5%	88,2%	88,7%	86,4%	87,0%