

Information and Communication Technology. Customs administrations should make maximum use of information and communication to make Customs operations both more effective and more efficient;

Compliance Improvement. Customs should work with clients to assist them to improve their level of voluntary compliance.

In addition, all Customs reform and modernization efforts should be focused on establishing or strengthening the management and administrative capacity of Customs administrations.

Well-designed and effectively targeted capacity building investments focused on improving the efficiency and effectiveness of Customs administrations can allow developing countries to take advantage of the many development opportunities provided by the expanding global trading system.

The WCO's Customs Capacity Building Strategy is designed to provide a pragmatic response to identifying and addressing the capacity building needs of Customs administrations in the developing world. Likewise, the WCO's internationally agreed conventions, instruments and best-practice approaches provide the building blocks necessary for sound Customs administration. The much-needed road map is therefore now available for undertaking successful capacity-building initiatives in Customs. It is now up to all stakeholders to commit themselves to the practical implementation of the principles and suggested actions contained in this strategy.

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PROFILING TECHNIQUES IN CUSTOMS

Методы профилирования в таможене

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Profiling, or contactless lie detection is a psychological method of human behavior evaluating that has been actively and effectively used by Customs authorities in recent decades. And nowadays it is especially relevant at air checkpoints.

Profiling has been actively used since the 1970s at airports in Israel by the airline "El-al". The method was used during the pre-flight inspection and showed its high efficiency. Of course, at that time, the method of profiling was very different from the modern one. The technique allowed using a small set of basic psychological patterns of behavior and was similar to psychological testing.

Therefore, today the general course on research and development of profiling includes scientific methods and knowledge in the field of psychology and biology. Biology, in particular, provides a clear and quantitative understanding of human behavior strategies in terms of the functioning of our Central nervous system and the perception of information around us. For each employee, it is necessary to have a technique that allows them to identify those who match the profile of a terrorist or criminal among the flow of passengers. Such profiles are formed in advance, and the specialist knows exactly how a person, who may pose a potential threat to society, can behave. Of course, there may be a situation in which a person behaves according to a dangerous personality profile, but it's not really a threat. So the main task of profilers, after all, is to identify a possible potential threat and prevent it. The features of criminal personality behavior were obtained as a result of research conducted on already convicted criminals. Thus, it was possible to identify the main leading psychotypes of a person who is prone to commit crimes and assess the statistics of the presence of such people and the severity of the crimes themselves.

Indicators of suspicion can include comprise such channels for reading information from a person as:

- facial expressions. It is expressed in the ability to quickly read microexpressions from a person's face and identify statistics of expressions corresponding to the expressions of a criminal person, or a person preparing a criminal plan against society and other persons;

- gestures. It is the ability to analyze the gestures of a person in a situation and track the presence of gestures of a criminal person, or a person who is in a strong emotional state, which can also be dangerous or portend danger;

- appearance. This indicator involves any suspicious accents in the appearance of a person, his clothes and things that he has with him, any accessories available. At the same time, it is important not just to evaluate how a person looks, but also to correlate it with their psychological profile. The point is that

suspicion that suspicion can be caused by a person who, according to his characterological profile, has some accents in the priorities of choosing clothes, bags, and the design of his external space, but in fact we observe the complete opposite, which immediately catches an eye ;

– psycholinguistics and human speech. What and how we say things is of great importance, especially when combined with the assessment of all the above indicators. Your speech at the time of hiding information and when answering questions that are important to you, what you are hiding or want to necessarily hide from representatives of the airport services can be immediately identified and the passenger himself sent for additional verification.

It is important to note that all these indicators are important in their entirety, and the specialist can track all behavioral criteria simultaneously.

The course of nonverbal communication comprises the following issues:

Fundamentals of human behavior biology;

Psychology of human behavior and personality formation;

Operational psychodiagnostics of a person's personality type;

Criminal profiling: characterology of a criminal personality;

Creating a profile of the criminal and the person who is a danger to society;

Verbal and nonverbal personality assessment: gestures, facial expressions, microexpressions, and basic human emotions;

The fundamentals of conducting survey interviews;

Structured analysis of received information and analysis of hidden information.

Currently, profiling is fully implemented in airports, but of course, the profiling method should be introduced on all types of transport taking into account the development of this direction.

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