A Novel Customs Innovation Boosting Network and On-line Platform, with Valuable Innovation Intermediary Services
Dear PEN-CP Magazine Readers

Happy to share with you our Magazine Issue 6, which is strongly geared towards the Year 1 Annual Event preparations, 20-22.11.2019 in Budapest, Hungary.

Setting up the three Customs Expert teams to process the User needs / Customs challenges (PUNIs) further towards innovation upscaling (expert reports, prototype grants etc.) and to carry out matching with the Solutions/ PSIMs (Magazine pages 7-8) will be a key Panel topic during the Annual event. By the end of 2019, we really aim to have experts from all Customs partners joining minimum one Expert team!

Interviews with Ron and Zsolt (see pages 9-12) will feed directly towards two user need -focused Breakout sessions in Budapest – former on Customs Officer Communication toolbox, and latter on New Education and Training Materials. Please be vocal during the Breakout sessions!

PEN-CARDS (pages 4-5) will be a new way of collecting written inputs from all partners in Budapest, covering topics which are not yet on the main agenda of the Annual event. Examples include: Standardization roadmap, Security research briefings, Resource pooling, Technical test -data sheets and Additional financing instruments. Please share your ideas, either by handing back the written cards, or by emailing us a photo of your text.

All is set for a highly interactive, and hopefully very productive, Year 1 Annual Event. See you all in Budapest in 1.5 weeks’ time.

In Thun, 11.11.2019

Juha Hintsa

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Updated POP statistics

Number of Security Innovation Monitoring (PSIM) items: 307
- Solutions
- Projects
- Patents

Number of Information Observatory (PIO) items: 352
- Institutions
- News
- Events
- Report or book
- Scientific publications

POP USER GUIDE - Check out the VIDEOS

How to create a PEN-CP Online Platform account
https://vimeo.com/349890798

What is PEN-CP User Need Ideas (PUNI) and how to add one
https://vimeo.com/349891263

How to add a potential solution
https://vimeo.com/349890596

About PEN-CP Security Innovation Monitoring (PSIM)
https://vimeo.com/350704256

About PEN-CP Information Observatory (PIO)
https://vimeo.com/349889753

How to use the filters
https://vimeo.com/349891128

How to manage notifications in the PEN-CP Online Platform (POP)
https://vimeo.com/349890949

Email pen-cp@cross-border.org for the password
In Year 1 event in Budapest we will trial out a new way of brainstorming and collecting ideas from all PEN-CP partners. We use a method called “PEN-CARDs”, which means simply that we have printed 50 post cards on eight different topics – many of them original “PEN-CP Key Components” – which are not yet under active work in the project. Below you find a sneak preview on the PEN-CARDs. While in Budapest, please fill them in, and return to us, either by photo & email (to: pen-cp@cross-border.org), or by handing the card back to UNIL & CBRA team members (Susana, Ari-Pekka, Gillian, Johan, Toni, Vladlen and Juha). In case you would like to use one or couple of cards as actual postcards, please tell our team, and we will take care of the postal mailing for you.
SHARE IDEAS FOR RESOURCE POOLING

(A) Which resource your administration could share with others?

(B) Which resource your administration would like to trial from others?

RESOURCE POOLING focuses on sharing existing customs resources – databases, tools, devices, manuals etc. – among two or more PEN-CP customs administrations. Legal requirements, potential barriers etc. will be explored and dealt between the participating administrations.

GIVE INPUTS FOR THE SECURITY RESEARCH POLICY BRIEFINGS FOR DG HOME & HORIZON EUROPE!

THE BRIEFINGS WILL HELP TO DEFINE SCOPES AND SPECIFICATIONS FOR FUTURE PROJECT CALLS. FOR EU HORIZON EUROPE AND FOR NATIONAL SECURITY CALLS.

CUSTOMS SECURITY RESEARCH AND INNOVATION NEEDS ARE COMMUNICATED TO BOTH EU-LEVEL SECURITY RESEARCH POLICY MAKERS AND NATIONAL PARTIES WORKING WITH FUTURE SECURITY AGENDAS.

GOAL
Formulate and communicate minimum ten concrete customs security research and innovation needs (by 2023)

NEW APPROACHES TO (CO)-FINANCE INNOVATION

As an example, what if ten administrations would agree to each (co)finance a technology development project, with X Euros each. Please share any ideas you may have!

OUT-OF-THE-BOX THINKING IS ENCOURAGED.

WRITE HERE YOUR INPUTS

WRITE HERE YOUR CONTACT DETAILS
POP

PEN-CP Online Platform
You can access POP using this web-link
https://cmt.eurtd.com/groups/profile/85016/pen-cp

PSIM
PEN-CP Security
Innovation Monitoring
Monitoring items include:
- Patents
- Solutions
- Projects

PEN-POC
PEN-CP Point of Contact
Examples:
- H2020 Police network iLEAD
- H2020 Procurement network iProcureNet
- H2020 Security Research NCP Network, SEREN4
- H2020 Security Research Events
- C2020 Customs Detection Technology Project Group, CDTFG
- C2020 Customs Laboratories European Network, CLEN

PUNI
PEN-CP User Need Ideas
Which includes:
- Challenges
- User needs

PIO
PEN-CP Information Observatory
Observed items include:
- News
- Scientific publication
- Event
- Report or book
- Institution

PCIA
Customs Innovation Award

PET
PEN-CP Expert Team
PEN-CP Expert teams on the three technical themes – EACH CUSTOMS PARTNER, PLEASE JOIN MINIMUM ONE TEAM!

After first 14 months of PEN-CP work, it has become obvious that active engagements by all partners is crucial to make the innovation network a success. This is particularly important when it comes to identifying priorities and driving follow-up activities with the Customs challenges and User needs/requirements, i.e. the “PUNIs”.

**THUS, THE PEN-CP MANAGEMENT TEAM HAS THE PLEASURE TO INVITE ALL PARTNERS TO PARTICIPATE IN THE SET-UP OF THE THREE NEW EXPERT TEAMS:**

The 1st Expert team focuses on all aspects of Data analytics and Big data, in the broad context of Customs risk management; the 2nd Expert team covers full spectrum of Customs detection technologies; and the 3rd Expert team focuses on Customs laboratory equipment.

Each Expert team is expected to hold meetings every 2-3 months. Most meetings can be organized virtually; with minimum one live meeting per year (can be attached to the Annual Event).

**THE PRIMARY TASKS FOR EACH OF THE THREE EXPERT TEAMS INCLUDE:**

1. REVIEW EXISTING CUSTOMS CHALLENGES AND USER NEEDS/REQUIREMENTS IN THE PUNI DATABASE

2. ASSESS PRIORITY LEVEL BASED ON STAKEHOLDER INVOLVEMENT EACH PUNI:

   **Priority 1:** There is an identified problem owner / sponsor, with support from one or more other partners, to push the innovation item forward.

   **Priority 2:** There is an identified problem owner / sponsor, without support from other stakeholders.

   **Priority 3:** There is no clear problem owner / sponsor for the specific PUNI.

3. REVIEW THE RELATED SOLUTIONS, PROJECTS AND PATENT INFORMATION ON THE PSIM DATABASE.

4. CARRY OUT MATCHING ACTIVITIES BETWEEN THE PUNIS AND PSIMS AND STORE THE MATCHING OUTCOMES ON THE POP-PLATFORM.
The secondary tasks for each of the three Expert teams include:

- Identify potential paths for upscaling inside and outside of PEN-CP, including instant follow-up actions and long-term actions.

In addition, the Expert teams will contribute by (i) Adding new Customs challenges and User needs/requirements into the PUNI database; and by (ii) Adding new Solutions, projects and patents into the PSIM database – alongside with all partners and experts in the PEN-CP consortium.

We will have a panel session on this highly important topic during PEN-CP Year1 Annual event in order to:

- Identify main interest areas per Customs partner, i.e. which Expert team(s) each partner would be willing to join.
- Explain in detail how the Expert team process will work in PEN-CP.
- Answer any questions the partners may have.

When identified, propose candidates for each of the PEN-CP Innovation development instruments:

- Customs challenges and User needs/requirements to be developed for PEN-CP Prototype grant calls
- Customs challenges and User needs/requirements to be developed for PEN-CP Open innovation calls: Challenge competitions & Hackathons & Crowdsourcing ideas
- Identify topics and research questions for Expert reports and Annual study chapters.

5. After the main activities are done, and we have a match between a PUNI and one or multiple PSIMs, assess the level of development or readiness level of the potential solutions, in order to:
Hi Zsolt, and thank you for agreeing to an interview with the PEN-CP Magazine. Whilst you are the Lead for PEN-CP Work package 6, you have your "day job" at the Hungarian Tax and Customs Training Institute. Can you tell us a little bit more about these two roles? Let’s start with what you do at Hungarian Customs?

Zsolt: I have been working at the Institute for Training Health and Culture of Hungarian Tax and Customs Administration as a trainer and training organiser for more than 20 years. Recently the main part of my work is about cooperating with and managing the international tax and customs training activities. It means that there are several projects, working groups and expert groups established by different international organisations, like EU Commission, WCO, IOTA, and I need to coordinate these activities, and participate in the project work.

The biggest project and task – besides PEN-CP – is the CELBET in which I am a member of the Training Team. In this team we analyse the training needs of CELBET countries and organise common training on the most urgent topics. A training catalogue has also been created on the CELBET Learning Management System (https://edu.celbet.eu) and this catalogue contains training programmes on what needs to be provided for the member states.

I am also an Associated Professor at Eszterházy Károly University (Eger) where I give lectures on customs topics. As for my scientific background, I have a PhD in a pedagogical topic: what are the possibilities of using e-learning in customs officers’ training.

OK, thanks, and what is your role in PEN-CP WP6?

Zsolt: As a member of the management team I am responsible for WP 6 and my biggest task links to the education and training issues. Training is a service, so it means that when training people, you must also work in very close cooperation with the practitioners from the operational and management level.

In WP6, the training requirements and training possibilities have to be surveyed; the most urgent training needs and the best training solutions identified and, if possible, catered for. We need to find the best trainers and experts, and we need to find the best training methods, per topic and per target audience. Additionally suitable training materials need to be prepared and the training activities have to be organised.

After the training there needs to be an evaluation of the courses, the performance management and the updating of the training materials also needs to be managed. This will provide sustainability for this training, also after PEN-CP has finished.

We have understood that you are preparing a Survey on Training Material user needs, for all PEN-CP Customs administrations and officers to fill in. Can you tell us a little bit more about that?
Customs Offices will need to be able to access the internet to be able to participate in what we propose. There will also be an annex of the survey, which contains all existing training materials provided by the EU COM, CELBET, WCO and other organisations.

Nice, and, there will be a breakout session in the Budapest, Year 1 Annual Event, to validate the draft survey – that is a good idea! And how do you envision we take it further, once the survey data has been collected and analysed, say by February 2020?

Zsolt: Using this survey, there will be a clear picture about the training needs and about the training possibilities. Maybe some of the training needs can be solved within the existing resources. We will also see for which topics there are experts and trainers for the development process already available. Answering the question of internet access, we can also decide what training methods we need to focus on. Next February we will have a clearer picture.

Oh, and you are of course based in Budapest - any recommendations for people to visit, for example during program-free Wednesday evening or on Friday afternoon?

Zsolt: Budapest is a wonderful city and one afternoon is not enough for visiting the capital, but hopefully some of the participants can spend the weekend. If you only have a short time what you really should visit is the Panorama of the river Danube, which is a part of the world heritage site and to visit the Buda Castle area. This is possible 24/7, and if somebody likes the busy nights, you can visit the party district of the city centre, or one of the ruin bars.

Thanks for the interview Zsolt, and see you again in Budapest in two weeks time!

Zsolt: This Survey will be the starting point of the education and training activities of PEN-CP and it will have following four main sections:

1. What are the most urgent training needs for customs practitioners?
2. What kind of training materials could you share with others?
3. On which topics could you cooperate with your national experts, trainers?
4. Based on the PEN-CP PUNI topics: in which areas do you think you need
Can you please tell us first a bit what you do at Dutch Customs?

Ron: I’m a senior policy advisor at the Enforcement and Policy Department of the National Office of the Customs Administration of the Netherlands. I’m responsible for a few prohibitions and restrictions tasks, for instance on the CITES-Convention, the FLEGT-Regulation and on Product Safety on Consumer Products. I’m also the representative for Dutch Customs at the Customs 2020 PARCS Expert Group (Prohibition and Restriction Customs Control Strategy) of DG TAXUD, in which all EU Member States, candidate countries, EEA EFTA countries and the Commission services are represented. Furthermore, I’m the secretary of the National Committee on Trade Facilitation (NCTF).

Ok, thanks, and then, which roles do you have in the PEN-CP project?

Ron: For Dutch Customs, I’m the national coordinator for the PEN-CP project and therefore also responsible for the project tasks of Dutch Customs, such as the Innovations Prizes and the Dissemination Plan.

If we recall correctly, it was yourself and Frank (Heijmann) who first started to talk about a vision for a "future customs officer communication toolbox", already during the PEN-CP Kick-off meeting last October - can you please share the initial vision for this?

Ron: One of the main goals of the PEN-CP project is to make a blueprint of a platform with innovative solutions for creating new and effective networks for customs and other participants such as EU Commission, other competent authorities, research centres, and so on. (PEN-CP Sustainability blueprint task # 6.6) In order to become a successful and long-term sustainable network (PEN-CP objective # 4), it’s important that the network is supported in an innovative way, so that the network really becomes as efficient and effective as possible. The innovative communication tools should be for instance user-friendly and secure. And they should be low-cost, have high-level of usefulness and be all-round accessible.

Our vision is that, by using innovative tools and solutions, the communication between the customs officers in the network, and also with all the other network partners, should be as easy as possible. This should lead to an effective and efficient network and therefore contributing to us doing our customs job as well as possible. With communication we distinguish the next two main themes: communication in its broadest sense and meeting without the need for travelling.

The first main theme is communication between members of the PEN-CP network. People and their knowledge should be connected. We all have a lot of expertise, knowledge and information with regards to our customs tasks. This should be made available for everybody in the network, by being able to know which information and expertise people or groups in the network have, and to get in contact with each other to share that. We shouldn’t have to reinvent the wheel. Another item is working together one on one, or in groups on specific topics. All in such an innovative and easy way that everybody also uses the tools and makes us do our job more effectively and efficiently.

The second main theme is meeting without the need for travelling. For instance, via an innovative way of video conference. We all attend several kinds of meetings, one on one, or with more people. The meetings are not always at our own office, so there is a need to travel to another location, in or outside your own country. For example, the PARCS Expert Group
meetings are held in Brussels and also have a great diversity of topics on the agenda, for which mainly different national experts are responsible. At the moment, it’s not possible for the expert to attend his relevant part of the meeting in person, so it’s done via the national representative. However, this is not always the most ideal solution. This all might lead to the relevant expert not being able to attend the meeting actively and eventually choosing not to attend, which might lead to low frequency and quality of meetings.

Meeting without travel is also an aspect of a collaborative environment. When working together at a distance, instead of e-mailing or making phone calls, meeting without travel could make the collaboration more efficient. Meeting without travelling is not meant to be seen as a replacement, but more as an alternative and complementary to and as an improvement to what already exists. Remote active participation in all or the relevant parts of meetings should be easy and accessible. By using innovative tools, the level of participation could increase and thus makes the meetings or collaboration more effective.

Very interesting. And now, you are in the process of launching a user requirement survey on such a toolbox, with the current plan to collect inputs for a survey from during a Year 1 Annual Event breakout session in Budapest, in couple of weeks’ time, is that correct?

Ron: Yes, we think that everybody has their own specific user needs for communication, and also has their own experience with the use of existing tools. For each main theme above, we see two kinds of demands. First, the demands on the collaboration, for instance on the ways it should support communication also with all kinds of partners, be it customs, business, academia, research and other external stakeholders. And second the demands on the technology, for instance user friendliness, low cost, secure environment, no provider dependency, and so forth.

At the breakout session at the Annual Event we would like to collect the user needs of all the PEN-CP partners in small groups. This includes the demands on collaboration and the demands on technology for the two main themes communication and meeting without travel. Nobody should hold back on their thoughts on this. They can also give good or worse examples for inspiration.

Once initial inputs are collected in Budapest, and then the full survey is filled in by multiple customs officers across all PEN-CP customs, say by February 2020, how do you foresee the next steps?

Ron: The next step is an expert report on what kind of tools are already in use, including those who are available on the market, might be in development or should be developed. After that we can start with live testing by our volunteers within the PEN-CP-network. And at the end it could become a part of the PEN-CP sustainability blueprint.

Sounds like a great plan Ron. Thanks for the interview and see you soon in Budapest! Thank you also for this interview and I’m looking forward to all the input from the PEN-CP Partners in Budapest.
COUPLE OF TIMES A YEAR, IT MAKES SENSE TO SUMMARIZE THE KEY ACHIEVEMENTS AND ON-GOING TASKS AND ACTIVITIES, ACROSS THE SIX PEN-CP WORK PACKAGES (WPS). THIS HELPS US TO KEEP AN OVERSIGHT ON WHAT IS HAPPENING ACROSS THE PROJECT, AND IT ALSO HELPS US TO IDENTIFY IF MORE FOCUS IS NEEDED ON CERTAIN TASK OR ACTIVITY. WE START THIS TRADITION NOW IN MAGAZINE 6 – AND WE WILL ALSO HAVE A BRIEF REVIEW SESSION (UNDER “GENERAL ASSEMBLY PREPARATIONS”) DURING THE YEAR 1 EVENT IN BUDAPEST.

**PEN-CP Information observatory (T2.1)**
- PEN-CP Information Observatory, PIO, takes care of continuous monitoring on customs security related news, announcements, projects, product releases, patent databases, companies, research institutions and more.
- In total, we have collected, analyzed and published (on POP-platform) around 350 PIO-items, with the following breakdown: 241 institutions (firms, universities); 52 news items; 24 reports & books; 17 events; and 13 scientific publications.

**Security innovation repository (T2.2)**
- The PEN-CP Security Innovation Monitoring, PSIM, keeps track of solutions, patents and projects that are related to Customs security – covering interesting developments also in police, border guard, forensics and similar domains.
- In total, we have collected, analyzed and published (on POP-platform) over 300 PSIM-items, with the following breakdown: 180 solutions; 83 projects; and 48 patents.

**Ideation on customs security innovation needs (T2.3)**
- PEN-CP User Need Ideas, PUNIs, are all about the challenges that Customs are facing - or, expecting to face in the future - in both operational and managerial work.
- In total, we have collected, analyzed and published (on POP-platform) over 30 PUNI-items, including 7 in Data analytics and risk management; 20 in Detection technologies; and 7 in Laboratory equipment.
WP3. STUDIES, USER REQUIREMENTS AND STANDARDIZATION (LED BY PARTNER IRL)

The WP3 seeks to elicit user requirements for future customs security solutions, complete existing knowledge on customs security, and to pave the way for customs security standardization activities. The work is carried out in the form of Annual studies, User requirement repository, Standardization roadmap and Pre-standardization workshops.

By project month 14, following WP3 actions and achievements can be highlighted:

Annual studies (T3.1)
- Study chapter on “Value of data analytics in Customs processes” (under PEN-CP theme “Big data, data analytics and risk management” has been completed, and will be presented at the Year 1 event
- Following study chapters are under development, and will be discussed at the Year 1 event (formal deliverable by August 2020):
  - Big data, data analytics and risk management: “Review on external data sources with potential use in Customs risk management”
  - Detection technologies: “Head space sampling in cargo containers”
  - Combined Data analytics and Detection technologies: “Good practices in customs targeting and detection capabilities and solutions in postal and express courier flows of parcels and letters”
  - Security performance measurement: “Customs societal protection performance index” (including: how to measure the amounts of illicit goods not detected/ passing through controls).

User requirement repository (T3.2)
- User requirement repository will contain well-structured, prioritized information on the security innovation needs and requirements among the PEN-CP customs partners, building on high-priority PUNIs (from T2.3)
- The set-up for the three Customs-led Expert teams to drive the prioritization of PUNIs and determination towards innovation scale-up activities (e.g. prototype grants and hackathons) will be finalized soon after the Year 1 event (topic for a Panel at Year 1 event)

Standardization roadmap (T3.3)
- Standardization roadmap paves the way for future standardization ambitions and activities within the customs security domain. The underlying rational for the standardization roadmap is that it facilitates bridging the gap between the customs practitioners’ needs and available technologies and services in the markets; it can also facilitate joint tendering/procurement in the future, between two or more customs administrations.
- The systematic collection of standardization ideas and needs starts during the Year 1 event (using PEN-CARDs as one of the tools).

WP4. PROTOTYPES, GRANT PROGRAMS AND EXPERT SERVICES (LED BY PARTNER BEL)

The main objective for WP4 is to accelerate uptake of innovative solutions in the field of customs security technologies and customs security management, via exploiting knowledge and expertise of select external parties. The WP4 bundles those PEN-CP activities where procurement, grant and prize contracts and awards are agreed during the project, through various procedures in open tenders, call for proposals and competitions. Such components consist of PEN-CP Technology Grants, NewView Grants, Innovation Prizes, as well as Expert reports. By project month 14, following WP4 actions and achievements can be highlighted:

Refinement of the PEN-CP grant, prize and service procurement procedures (T4.1)
- The purpose of this Refinement task is to ensure that PEN-CP Technology Grants, NewView Grants and Expert report procurement actions comply with national, EU and H2020 rules and regulations.
- The task has been completed, and already applied in practice, in the context of the first Expert report.

Expert reports (T4.5)
- Expert reports can be triggered on-demand by any of the PEN-CP customs partners when a need for new information and analysis emerges; not yet being covered in other PEN-CP activities, such as Information observatory or Annual studies.
The first Expert report on “Mapping start-up and scale-up landscape in Europe – and how to work further with the mapping outcomes” has been completed and will be presented in Year 1 event.

The planning for next Expert reports has started, with the goal to finalize 2-3 new topics (for Call for Expert report), by the end of 2019.

PEN-CP Innovation Prizes (T4.4)

- The first category of Innovation prizes in PEN-CP, the “PEN-CP Customs Innovation Award”, is all about shedding light on recent and on-going innovation work, across the 13 PEN-CP Customs partners. This is done to increase awareness on the importance of Customs innovation efforts and ambitions, and to learn from each other on interesting innovation initiatives. The voting for and the announcement of the Winner of this Award is done during the Year 1 event.

- The second category of PEN-CP Innovation prizes will be introduced during project year 2, bringing in limelight the most innovative customs security action or discovery, originating from the PEN-CP work, for example Technology Grants, NewView Grants, Expert reports, Annual studies or any other PEN-CP activities.

PEN-CP NewView Grants (T4.3)

- The latest planning is that the PEN-CP NewView grants will be converted into commonly used Open innovation grants, such as Challenge competitions, Crowdsourcing ideas, and Hackathons. This will be a topic for a Breakout session during Year 1 event.

PEN-CP Magazine (T5.4)

- Next to playing a key role in PEN-CP internal communications, the Magazine is also the flagship public face of the PEN-CP project towards various European and global target audiences, like customs, law enforcement, supply chain, security sector, international organizations and academic sector.

- Currently six issues of the Magazine have been published, with dozens of regular readers identified.

Online presence (T5.3)

- PEN-CP Website: over 3000 page views; and over 600 unique visitors.

- LinkedIn group: over 200 members

- YouTube channel: 8 PEN-CP videos, with over 1000 views in total

- Twitter: over 200 tweets, and near 200 followers.

- ResearchGate: first PEN-CP research paper has been uploaded there

Additional events participation (T5.10)


- DG TAXUD, Customs 2020 project and expert groups – PEN-CP speaking at four events in 2018 and 2019

- WCO SAFE Working Group October 2018 and October 2019: PEN-CP presentations in both

- WCO PICARD2018 and PICARD2019: PEN-CP panel and PEN-CP presentation

- WCO IT/TI Exhibition in 2019: PEN-CP Booth and presentation

- INTERPOL World event in 2019: PEN-CP Booth

Liaison with key stakeholders (T5.5)

- Liaison with key stakeholders focuses on regular communication and other interactions with select group of high priority stakeholders.

- PEN-CP is so far in active liaison with 14 external key projects, networks, expert groups, events and institutions; being represented by Points-of-Contacts (PEN-POCs) from eight PEN-CP partners

- One discussion topic in Year 1 event is “lets have minimum one PEN-POC from each Customs partner – how to make it happen soon”
The main objective of the WP6 is to ensure that PEN-CP activities will continue after the five-year H2020 funding period is over. This objective will be achieved via exploitation planning and sustainability blueprint activities, by successful sharing of existing customs resources, by production of user-friendly education and training materials, by exploring and exploiting additional financing instruments as well as by demonstrating the PEN-CP success story with positive performance and impact assessments. By project month 14, following activities and achievements can be highlighted:

**Education and training materials (T6.4)**
- PEN-CP internal survey to explore education and training needs, and to produce an inventory on existing (and in-pipeline) training materials (in Member States, TAXUD, WCO etc.), are under discussions during the Year 1 Annual event. The outcomes of the survey will feed into (PEN-CP internal) education and training material development plan, to be realized during project years 2 to 5. (see Magazine 6, interview with Zsolt)
- Few preparatory training material development actions have taken place already (on training videos, educational animations and managerial lectures)

**PEN-CP Performance measurement & impact assessment (T6.2)**
- The first survey baselining current innovation culture and activities among the PEN-CP Customs partners – in the specific context of PEN-CP innovation management services - has been completed, and results are discussed at the Year 1 Annual event.
- Planning has started for a follow-up survey, which will be launched some 1-2 years from now, to assess how PEN-CP is succeeding in facilitating and boosting Customs innovation activities in Europe.

**PEN-CP Sustainability blueprint (T6.6)**
- A survey has been planned on “User needs and requirements for a future European customs operations related communication toolbox & platform”; the details will be discussed during a Year 1 Breakout session. (see Magazine 6, interview with Ron)
- First discussions have also taken place in the context of identifying alternative institutional and funding opportunities to continue PEN-CP activities after the 5-year project is over.

The PEN-CP Management Team believes that adequate emphasis has been put on a variety of management tasks and activities so far. During the next couple of weeks, much focus will be put on the formal reporting requirements, by all partners towards the European Commission: timesheets, travel costs, Form Cs and the like.
Agenda for the PEN-CP Year 1 Annual Event

Continental Hotel Budapest Superior, Hungary, 20-22 November 2019

Wednesday 20.11, we start at 9am, and finish by 6pm

Welcome notes, Objectives for the 2.5 days and Tour-de-table (30 mins)


Panel1 (50 mins): User experiences, what works so far and what not, with the PEN-CP Online Platform (POP) - focusing particularly on Customs challenges & User needs (PUNIs), and Security innovation monitoring with solutions, projects, patents (PSIMs), and match-making & prioritization

Breakout1 (60 mins): User needs and requirements for a future European customs operations related communication toolbox – something like “Whatsapp & Linkedin & Gotomeeting for Customs” – each table works on the same task, and present key outcome in the plenary (30 mins breakout and 30 mins in plenary, same schedule across all three Breakout sessions)

Wed lunch break, 12.30-2pm

Panel2 (60 mins): Setting up the three Customs led Expert teams, to drive PUNI-PSIM matching & to determine innovation upscaling activities.

Presentation2 (30 mins): First round of measuring PEN-CP impacts in innovation acceleration – survey results with 13 PEN-CP customs partners, and with 8 external innovators.

Breakout2 (60 mins): Brainstorming on topics for PEN-CP Prototype grants, NewView grants, Innovation prizes, Challenge competitions, Crowdsourcing ideas, Hackathons and more (PEN-CP customs security themes are divided between the tables)

Presentation3 (30 mins): Annual study chapter on Value of data analytics in customs processes

Wed we finish by 6pm, and Wed evening is free program.

Thursday 21.11, we start at 9.15am, and finish by 5.45pm

Presentation4 (40 mins): The 1st Expert report: Mapping start-up and scale-up landscape in Europe – and how to work further with the mapping outcomes.

Panel3 (50 mins): Work-in-progress with Year 1 & 2 Annual study chapters; Audience asked to share ideas for further Study chapters, as well as for future Expert reports

Breakout3 (60 mins): Identifying user needs and high priority topics for customs education and training materials, both management and operational aspects.

Panel4 (15 mins): Introduction to the topics for the Friday three parallel workshop sessions

Thu lunch break, 12.15-1.45pm

Panel5 (60 mins): Lessons learned and way forward in cooperating with other H2020 practitioner networks: police networks and procurement network (participants still pending final confirmation)

Panel6 (15 mins): Presenting and discussing vision for “PEN-CP country visits” during January – March 2020

Panel7 (75 mins): Reflections and suggestions for way forward PEN-CP years 2 & 3 - by DG HOME, DG TAXUD, and PEN-CP Advisory Board members

Discussions on “General Assembly topics” (30 mins) – Focus on Year 1 achievements – Consortium partners only.

Thu we finish by 5.45pm, and Thu evening we have the PEN-CP Annual Dinner, with the voting and announcement of the Customs Innovation Award winner
Friday 22.11, we start at 9.30am, and we finish by 1.30pm

Three parallel workshops, where we split in three different rooms (90 mins):

• **WORKSHOP-A:** PEN-CP Online Platform (POP) tutorial and exercises (great, if many participants have their own laptops with them!) - focusing particularly on Customs challenges & User needs (PUNIs), and Security innovation monitoring with solutions, projects, patents (PSIMs)

• **WORKSHOP-B:** Proactive approaches to Intellectual Property Rights (IPR) management; and Protection of sensitive data (GDPR, privacy, security sensitive etc.), and any other legal or ethics issues, across the PEN-CP project.

• **WORKSHOP-C:** Formal reporting in H2020 projects - tutorial and exercises: timesheets, work package level reporting, calculating working hour costs, filling in Form Cs (for Month 18, 36, 54 and 60), etc.

**Plenary:** Reporting insights and lessons learned in each of the three parallel workshops (30 mins)

**Final session:**

- Open discussions #WordsFree: how can we drive maximum value of PEN-CP project, between now and August 2023 (20 mins).
- Discussion on a possible Grant Agreement Amendment nr.1 (20 mins)
- Summarizing key actions for the next six months (Dec2019 – May2020) (20 mins)

**Closing the PEN-CP Year 1 Annual Event.**

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**FOR MORE INFORMATION ON PEN-CP PROJECT:**

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- [https://youtu.be/OXwQPHHS5Ls](https://youtu.be/OXwQPHHS5Ls)