



## World Customs Organization

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**Att. Mr. J. Borgiani,**  
Director-General of Customs,  
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Dear Director-General,

The World Customs Organization (WCO) would like to inform you about the results of completed work under the WCO Virtual Working Group (VWG) on the Review of Integrity Development Guide (IDG) in the work of which your nominated experts have taken a very active participation.

Over the course of 12 weeks (from 6 April to 28 June), Member integrity experts conducted highly productive work on IDG enhancement, while maintaining a very high response rate. 78 Integrity experts from 44 Members and 2 ROCBs, covering all six WCO regions, participated in the WCO Virtual Working Group on IDG Review.

I am pleased to state that this project has been successful and that the working group has fulfilled the entire mandate set out in Terms of reference: experts reviewed and completed all the assigned tasks, shared their administrations' experience, and more than 350 submissions with valuable proposals for IDG improvement were received and processed via CLICK! Platform.

The WCO's online platform has served well as a useful tool for engagement with Members during the COVID-19 lockdown period. VWG also served as a refreshing training for Member experts and as an additional motivation to implement good integrity practices that were shared throughout the entire course.

We are thankful for your Administration's ongoing commitment and contribution to the WCO Integrity Program. Specifically, the WCO would like to express its sincere gratitude to **Ms. Veronica Gomez**, Head of Transparency and Fight against corruption Unit and **Ms. Valeria Mallo**, Head of Internal Auditing Unit for their high dedication and professional work during the Virtual Working Group on the Review of Integrity Development Guide, for the illustrated responsiveness, valuable expertise, diligence and excellent contribution to the WCO integrity tool development process.

The results of the VWG will serve as a solid basis for the next stage of IDG review process, as instructed by the WCO Integrity Sub-Committee. We may need your experts' additional assistance in the process of IDG review, and would be glad for a possibility to contact them again, if need arises for questions requiring further contribution.

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If you have any questions in relation to IDG Review or WCO Integrity Program in general, please feel free to contact Mr. Arman ZHALITOV (E-mail: [arman.zhalitov@wcoomd.org](mailto:arman.zhalitov@wcoomd.org); Tel.: +32 2 209 9315), Lead Integrity Officer in the Capacity Building Directorate and Coordinator of the IDG Review work.

Let me once again thank you for your experts' productive work and wish you success, further professional achievements and good health.

Yours sincerely,

A handwritten signature in black ink, reading "Taeil Kang".

**Taeil Kang**  
WCO Director, Capacity Building