



What you need to know about Customs Controlled Areas

PROTECTION SERVICE INTEGRITY
TY **PROTECTION** SERVICE INT
ÉGRITÉ PROTECTION **SERVICE**
INTEGRITY PROTECTION SERVI
CE INTÉGRITÉ PROTECTION SE
RVICE INTÉGRITÉ PROTECTION
SERVICE INTÉGRITÉ PROTECTION
ON SE  PROTECTI
ECTION SERVICE INTÉGRITÉ PR
OTECTION SERVICE INTÉGRITÉ
PROTECTION SERVICE INTÉGRITÉ
TY PROTECTION **SERVICE**
INTÉGRITÉ PROTECTION SERVI
CE INTEGRITY PROTECTION SE

© Her Majesty the Queen in Right of Canada, represented by the Minister of Public Safety and Emergency Preparedness, 2014

Catalogue No. PS38-59/2014E-PDF
ISBN 978-0-660-02140-9

This document is available on the Canada Border Services Agency website at www.cbsa-asfc.gc.ca

This document is available in alternative formats upon request.

Aussi offert en français sous le titre : Ce que vous devez savoir au sujet des zones de contrôle des douanes

The Canada Border Services Agency (CBSA) is implementing Customs Controlled Areas (CCA) within some of its designated ports of entry. Posted signs will indicate where these areas are.

What is the purpose of a Customs Controlled Area?

CCAs are intended to enhance security and operational effectiveness at ports of entry by addressing the potential for workers to misuse their positions to engage in criminal activity when in contact with international travellers and/or goods not yet cleared by the CBSA.

What are my obligations?

At the request of a CBSA officer, any traveller or worker within or exiting a CCA is required to identify themselves, truthfully answer questions asked by an officer, and present goods for examination.

What authorities do CBSA officers have in CCAs?

CBSA officers have the authority to examine goods, as well as question and search individuals within or exiting a CCA. This includes workers who would otherwise not have to present themselves to the CBSA. In accordance with the *Canadian Charter of Rights and Freedoms*, CBSA officers must always have reasonable grounds to carry out further examination of goods or searches of individuals.

How will I know when I am in a CCA?

Signage and notices will be posted within and at entry points of CCAs and will inform travellers and workers that they are in a CCA and explain their obligations while in or exiting these areas. The following signs will be displayed:

Customs controlled area Zone de contrôle des douanes

NOTICE

Your attention is directed to the following section of the Customs Act:

Presentation and reporting within customs controlled area

11.4 (1.1) Every person who is in a customs controlled area shall, if requested to do so by an officer,
(a) present himself or herself in the prescribed manner to an officer and identify himself or herself; and
(b) answer truthfully any questions asked by an officer in the performance of his or her duties under this or any other Act of Parliament.

A Canada Border Services Officer may stop, question and search any person within or leaving a customs controlled area in accordance with Sections 11(2-5) and 99(2-4) of the *Customs Act*.

For more information on CCAs, speak with your employer or contact us

Online: www.cbsa-asfc.gc.ca

By Phone: 1-800-461-9999
1-866-335-3237 (TTY)

AVIS

Nous attirons votre attention sur l'article suivant de la Loi sur les Douanes :

Présentation et déclaration dans une zone de contrôle des douanes

11.4 (1.1) À la demande de tout agent, la personne qui se trouve dans une zone de contrôle de douanes doit :

- a) se présenter à un agent de la manière réglementaire et s'identifier; et
- b) répondre véridiquement aux questions que lui pose un agent dans l'exercice des fonctions que lui confère la présente loi ou une autre loi fédérale.

Un Agent des services frontaliers du Canada peut arrêter, poser des questions et fouiller toute personne à l'intérieur ou qui sort d'une zone de contrôle des douanes tel qu'indiqué aux sections 11(2-5) et 99(2-4) de la *Loi sur les Douanes*.

Pour obtenir plus de renseignements sur les ZCD, veuillez discuter avec votre employeur ou communiquer avec nous :

Internet : www.asfc-cbsa.gc.ca
Téléphone : 1-800-461-9999
1-866-335-3237 (ATS)



PROTECTION • SERVICE • INTEGRITY



How do CCAs affect the rights and freedoms of travellers and workers?

Heightened privacy requirements will help safeguard a person's rights and freedoms. In accordance with CCA regulations, people who are within or exiting a CCA are obligated, at the request of a CBSA officer, to identify themselves and truthfully answer questions posed by the officer. The grounds for CBSA officers to search goods and individuals in a CCA will need to meet higher thresholds than the grounds for the search of goods and persons crossing the border. CCAs will not interfere with the day-to-day activities and business of travellers and workers within these designated areas.

How will the CBSA continue to respect travellers' rights?

The CBSA holds travellers' rights in high regard. The Agency has worked closely with the Office of the Privacy Commissioner to identify and mitigate privacy concerns before implementing CCAs, and will continue to do so after implementation.

Travellers and workers in CCAs are protected under the provisions of the *Canadian Charter of Rights and Freedoms*. As well, all CBSA employees are subject to strict standards of conduct to uphold the values of integrity, respect and professionalism. Any employee who abuses his/her authority or violates these standards may be subject to disciplinary action.

What is the CBSA recourse mechanism?

A publicly accessible complaint/recourse mechanism is in place to report instances where individuals may not agree with a decision taken by a CBSA employee.

All individuals are entitled to a fair and impartial review of decisions and actions taken by the CBSA.

Information on the CBSA's recourse process and CCA designations can be found on the Agency's [Web site](#).