
The Year at the Border 2012/2013





The Year at the Border

2012/2013

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Introduction

In the 2012/2013 financial year over 4.9 million passengers crossed New Zealand's borders; our Australian cousins represented the greatest number with nearly one million of them flying across the Tasman. With the explosive growth in the Chinese tourism market, Chinese nationals made up our third highest visitor group with nearly 300,000 passengers arriving from China.

Such growth is not however without risk. Unscrupulous people often attempt to use identities from these emerging markets to smuggle in people who would otherwise fail to meet New Zealand's entry criteria. This means that Immigration New Zealand (INZ) Border Officers must manage the difficult balance between the facilitation of genuine passengers and those who present a risk to New Zealand.

In managing risk INZ strives to intervene at the earliest point in the traveller pathway. In order to achieve this border officers are constantly profiling flights destined for New Zealand. This team of staff works 24/7, vetting passenger lists against databases of persons known to present a risk as well as looking for passengers whose personal details and travel plans match certain profiles. These passengers are intercepted at check-ins all around the world and interviewed by an INZ border officer. After interviewing the passenger the officer will make a decision whether or not to allow the passenger to board the flight. Last financial year 1696 passengers were denied boarding after being interviewed. By keeping these passengers offshore New Zealand's security is greatly enhanced and the integrity of our immigration system is preserved.

It would be impossible for INZ to achieve these results without the collaborative efforts of other border agencies. INZ works closely with the New Zealand Customs Service and the Ministry for Primary Industries to achieve positive outcomes for New Zealand. This means that INZ border officers need to have a robust understanding of the risks presented to New Zealand by passengers who wilfully violate our biosecurity regulations and those who attempt to smuggle in narcotics and other items of contraband. In this report you will read stories that demonstrate the benefits of agencies working together to manage risk, providing New Zealand with the highest level of protection at our borders.

Last financial year was a great year for INZ's Border Operations and within these pages you will see the results that show these dedicated, and highly skilled staff have provided New Zealand with a service that they can be proud of, I know I am.

Karen Urwin
Manager - Border Operations
Immigration New Zealand

BY THE NUMBERS 2012/2013

4.9M

ARRIVING PASSENGERS IN 2012/13,
INCLUDING SHORT TERM VISITORS,
COMPARED WITH 4.86 MILLION IN 2011/12



- AUSTRALIA 48%
- GREAT BRITAIN 18%
- CHINA 17%
- UNITED STATES OF AMERICA 12%
- JAPAN 5%



18

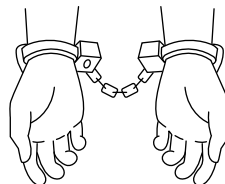
AIRLINES
FLYING
TO NZ

- > AIR NEW ZEALAND
- > AIR PACIFIC
- > AIR TAHITI NUI
- > EMIRATES
- > KOREAN AIR
- > MALAYSIA AIRLINES
- > QANTAS AIRWAYS INTERNATIONAL
- > SINGAPORE AIRLINES
- > THAI AIRWAYS INTERNATIONAL
- > CHINA SOUTHERN AIRLINES COMPANY LIMITED
- > CHINA AIRLINES LIMITED
- > JETSTAR
- > VIRGIN AUSTRALIA
- > LATAM
- > AIR CALEDONIE
- > AIR VANUATU
- > HAWAIIAN AIRLINES
- > CATHAY PACIFIC



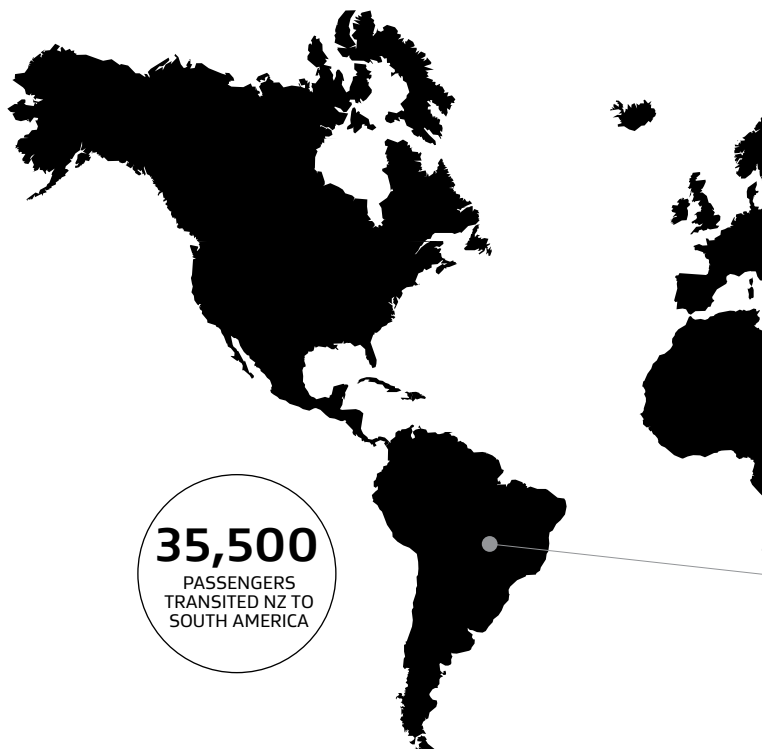
36

FALSE PASSPORTS
DETECTED (OFFSHORE
& ONSHORE)



29

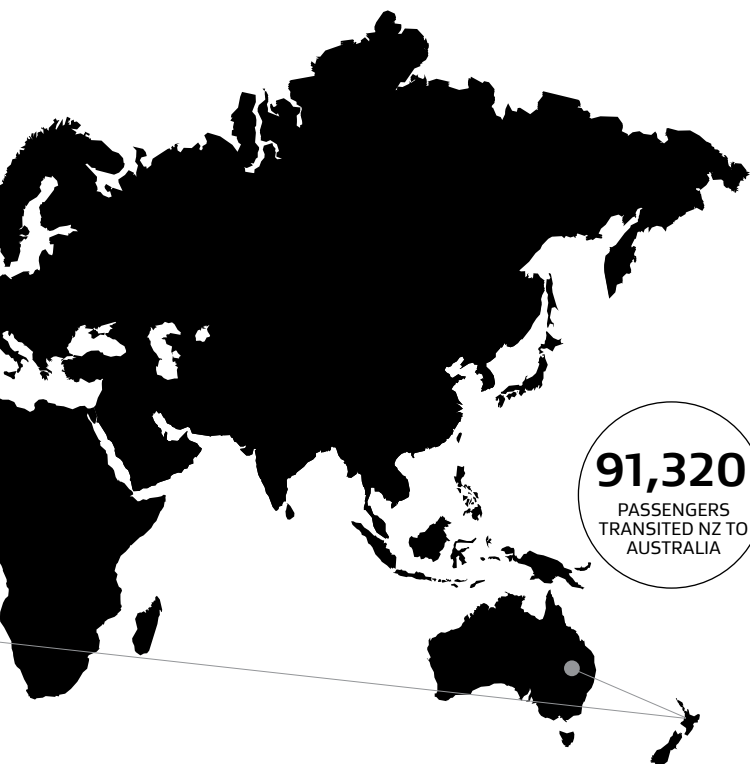
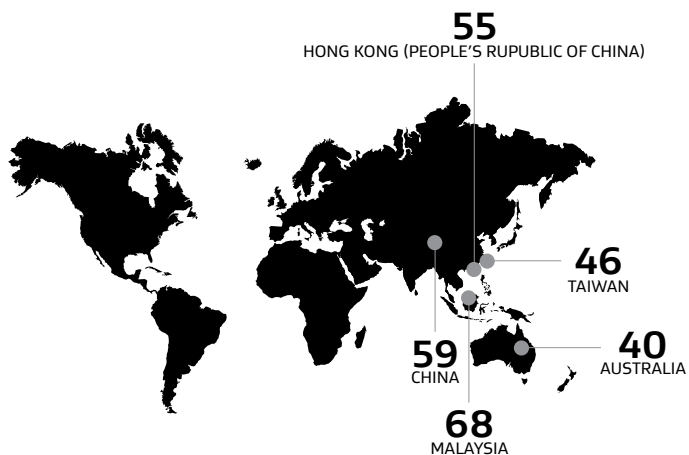
KNOWN
CRIMINAL GANG
MEMBERS
OFFLOADED



777

REFUSED ENTRIES

TOP FIVE BY NATIONALITY



1,696

PEOPLE DENIED BOARDING BECAUSE
OF PRE-ARRIVAL SCREENING



- NO VISA 47%
- ALERTS 23%
- NO VALID PASSPORT 14%
- NO ONWARD TICKET 7%
- ENTRY REQUIREMENTS NOT MET 6%
- FALSE PASSPORT 3%



Immigration at the Border

We protect New Zealand's borders offshore and onshore. Pre-embarkation assessment of passengers for risk, and decisions on whether passengers meet entry requirements are undertaken every day by INZ.

Onshore, the New Zealand Customs Service (Customs) acts as INZ's agent at the border, processing passengers arriving at major international airports. Overlaying this and using advanced profiling, risk assessment techniques, and the latest anti-fraud technology, INZ provides passenger risk profiling and assessment.

WHERE ARE WE?

Border Operations staff are based at the three major international airports, delivering immigration services as two teams – Immigration Border Operations Centre (IBOC) and Onshore Border Operations (Auckland, Christchurch and Wellington).

Through screening and profiling systems, IBOC addresses any immigration risk presented by potential travellers while they are offshore. Onshore Border Operations manages immigration risk at the air and marine borders. We make entry decisions for all passengers referred to INZ by Customs on arrival and lead the immigration response to critical incidents and emergencies. Immigration Officers at the border interact with arriving passengers around the airport such as in the Customs search area.

Border Operations facilities at Auckland airport include interview rooms, overnight accommodation where people refused entry can wait for the next flight out, a document examination laboratory and a secure communications room.

INZ border staff also work with other agencies such as Maritime New Zealand, Ministry for Primary Industries and Customs at Customs' 24/7 Integrated Targeting and Operations Centre (ITOC), based at the Auckland Customhouse in Anzac Avenue. As the first of its kind outside the United States, the ITOC supports a multi-agency response to targeting risk at the border and provides planning and co-ordination of border protection responses.

As well as Customs, INZ works closely with a number of other partners at the border – Airport Police, Ministry for Primary Industries, Aviation Security, international airlines and airport companies.



INZ at Integrated Targeting and Operations Centre

OVERVIEW

In 2011 the New Zealand Customs Service (Customs) set up the Integrated Targeting and Operations Centre (ITOC) based in Auckland. ITOC serves as an inter-agency targeting and operations centre and is designed to bring representatives from all border agencies together to collaborate and coordinate on border targeting, operational planning and coordination.

Two Border Operations staff are seconded into ITOC from front line operations. They conduct risk targeting activities on a range of flights into New Zealand and work closely with other ITOC agencies such as Customs, Ministry for Primary Industries, NZ Police, and Maritime NZ.

The ITOC provide IBOC with an opportunity to undertake dedicated and concerted profiling activities.

The ability to leverage resources and skills of partner border agencies has proven highly valuable with INZ's ITOC staff recording high success rates from profiling activities, many of which are a direct result of collaborative efforts with other agency staff.



Ministry for Primary Industries
Manatū Ahu Matua



Integrated Targeting and Operations Centre Success Story

In September 2012, staff at ITOC identified a French male travelling to New Zealand on a flight from Sydney.

The client had been in New Zealand for three weeks earlier in the year accompanying his partner who had been studying. On examination of the client's file, ITOC staff discovered that the New Zealand Police had contacted INZ on four separate occasions during the client's previous stay in relation to domestic violence incidents with his partner. Further investigation by ITOC agencies revealed that the couple had been living in Australia and when the abuse began his partner fled to New Zealand. The client then followed her to New Zealand where the abuse continued. Enquiries with NZ Police staff based at ITOC revealed the client was arrested in New Zealand after allegedly causing heavy bruising to his partner's face. He had then departed New Zealand to avoid further police action but was now returning. NZ Police advised that if granted a visa, he would likely be subject to further Police charges.

Based on information that was gathered and shared by partner agencies at ITOC, the client was placed on border alert by ITOC staff and subsequently refused entry permission on arrival.



Working with MPI

BANQUET IN A BAG

A Chinese national referred to Immigration New Zealand Border Operations from the Ministry for Primary Industries (MPI) was interviewed at Auckland International Airport.

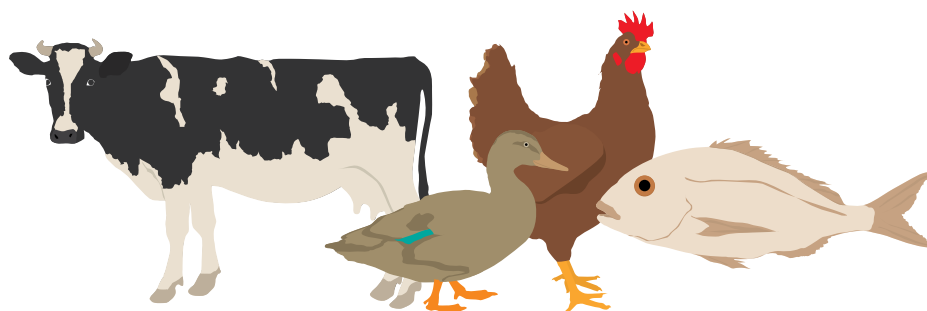
The passenger declared to MPI Biosecurity that she had no meat or fish in her possession. When the passenger's handbag and checked baggage were searched beef, duck, chicken and fish were found.

The passenger claimed that she was not aware that her mother had placed meat in her handbag or luggage.

During the INZ interview the passenger was informed that the meat she had brought with her did not meet the entry requirements under Import Health Standards.

The passenger admitted to providing false information and at the time did not consider the consequences.

When asked why the meat was important as meat was readily available in New Zealand, the passenger stated that she liked the meat from her home town, and every time she travels her mum packs such food for her. The passenger was refused entry and the meat was seized.



SEED SMUGGLERS REFUSED ENTRY

Two Chinese nationals, who arrived from Shanghai, were referred to Customs for a luggage search by a Ministry for Primary Industries biosecurity officer.

The search revealed 14 foil-wrapped packages of seeds concealed under the inner soles of shoes, within a carton lining, in a handbag and in wedding invitations.

As a result of the seed find, Immigration Border Operations refused the husband and wife entry permission to New Zealand. They were sent back to China that night and are now subject to alerts to prevent any future travel to New Zealand.

With an ever increasing rate of arrivals to New Zealand, the risk of unwanted pests and disease introduction increases. Illegal importation of goods (e.g. seeds) has the potential to cause significant damage to New Zealand's horticulture industry.

The successful outcome was the result of positive interaction between all border agencies.

Document examination

INZ's Border Operations maintains a specialist Forensic Document Examination Laboratory located at the Auckland International Airport. The Lab is maintained by the Immigration Border Operations Technical Adviser, who is trained and experienced in forensic document examination.

Attached to this laboratory is a reference library of specimen passports, sourced from countries around the world. Having this reference library co-located with the document examination laboratory enables swift comparisons of questioned documents against genuine specimens and enables forgeries or alterations to be identified immediately and without delay while the passenger in question waits.

In any given year, the Border Operations Document Examination Laboratory might be called on to examine over 200 questionable passports and documents. While many of these documents are found to be legitimate, others are examined and identified as being altered or else fraudulently manufactured.

When fraudulent or altered passports are identified, the passengers holding them are then interviewed. The document examiner is also responsible for compiling forensic document examination reports and briefs of evidence for criminal prosecutions as these are required.

DID YOU KNOW



December 2012 saw two Iranians and one Iraqi national offloaded from the same China Airlines flight. They attempted travel on counterfeit Norwegian, Swedish, and Danish passports respectively.

A man in a dark suit and glasses is shown in profile, looking through the eyepiece of a white and black microscope. The microscope is a compound light microscope with a stage, objective lenses, and an eyepiece. The man's hands are visible, resting on the base of the microscope. The background is a plain, light-colored wall.

INZ
EXCELLENCE AWARD

**MOST UNIQUE
CONTRIBUTION**

At the annual excellence awards, Border Operations staff member Kevin Browne received an award for the most unique contribution to Immigration New Zealand in recognition of his dedication and expertise in the area of forensic document examination.

Case study: False passport

In March 2012 an Indonesian national was discovered to be holding a fraudulent passport.

The passenger was issued a visa by INZ to attend a conference in Auckland. The individual declared a six day stay on his arrival card.

On arrival discrepancies were noted in information provided to Customs and INZ.

According to information provided to Customs the passenger was married with two children and worked as a shop salesman. In contrast, visa application notes stated the man had six children, not two, and was a senior staff trainer for an electricity company.

During the Customs search, two Indonesian driving licences, and a Bali ID card were found. The photo on the identification documents was of the passenger; however the name and date of birth were different to the information provided in the visa application.

The photo on the passenger's passport biodata page was also different to the photo supplied to INZ in the visa application.

The passport was forensically examined at INZ Border Operation's Document Examination Laboratory. This found that the entire passport booklet had been dismantled, the plastic lamina on the biographical details page removed, the original photograph erased, a new photograph printed, the passport booklet reassembled and re-stitched and the biographical covered with a counterfeit plastic laminate.

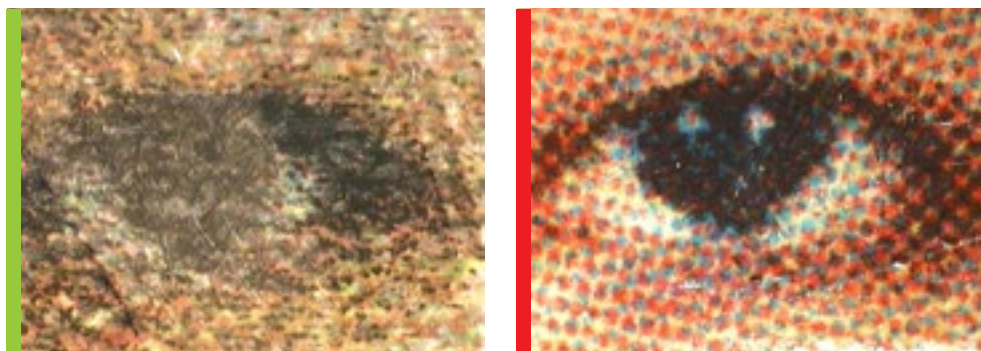
Due to identity concerns an Indonesian interpreter was brought in to assist an Immigration Officer with the interviewing process. The passenger's real name was the one in the driving licences and Bali ID card. The passenger admitted to using a fraudulently altered Indonesian passport with his photograph but with someone else's name.

He was refused entry permission, the passport was seized and the passenger was returned to Denpasar Airport on the next available flight.

IMAGES

Please note that the green edged images are from a genuine Indonesian passport and red edged images are from the fraudulently altered Indonesian passport.

Examination under high powered magnification revealed that completely different (and incorrect) screening and printing processes were used to create the photograph onto the biographical details page.



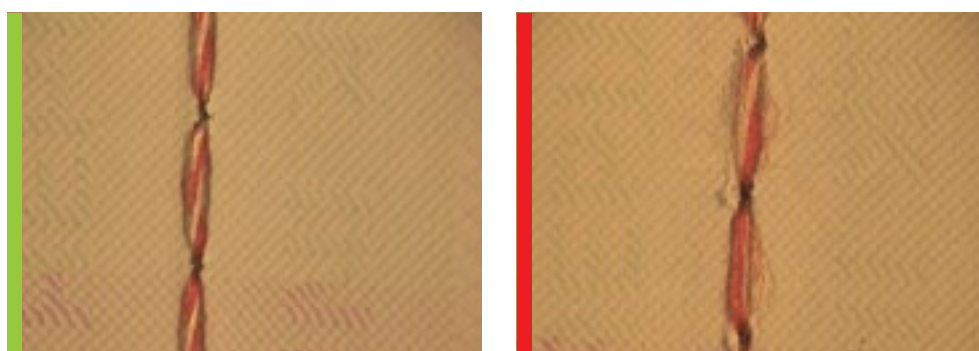
When viewed with differing angles of light, the plastic laminate covering the biographical details page of the fraudulently altered passport was revealed as being counterfeit. The optically variable kineographic designs contained in the counterfeit laminate differed subtly in design and form when compared with those on the laminate of a genuine Indonesian passport.



When viewed under ultra-violet light (at 365nm), differences were noted in the security printing when comparing between the plastic laminas of the fraudulently altered Indonesian passport and a genuine Indonesian passport.



Under magnification, the centre stitching and binding thread found in the fraudulently altered passport appeared loose and there was damage to both the thread and the stitching holes. The binding thread in a genuine Indonesian passport is tight, undamaged and without excess damage to the booklet's paper fibres around the stitching holes.



Foreign Nationals Refused Entry

CONVICTED SEX OFFENDER ATTEMPTS TO ENTER NEW ZEALAND

A German passenger who arrived on an Emirates flight from Frankfurt to New Zealand had previously been twice convicted of sex offences against children, and had previously tried to abscond to New Zealand following conviction but was returned by New Zealand officials to serve his sentence in Germany.

Because of these convictions, German authorities alerted Immigration New Zealand of his imminent arrival. An open source search against this passenger's name revealed a site containing pictures and film footage designed to create the impression that the passenger lived and worked in Christchurch.

A further search of an alias known to be used by this passenger revealed another website where this individual advertised a service for parents to purchase personalised books for their children. The website required parents to provide details of their children including sex, name, date of birth and other information such as the name of their pet or best friend. While searching this website the border officer noted that other known sex offenders had interacted online with this site meaning that it was highly likely that the personalised book service was in fact a means of identifying and grooming victims for paedophiles.



Left, are two re-occurring characters, each with their own social networking accounts that have been created by the passenger.

The border officer alerted Customs to this passenger's imminent arrival and it was quickly decided that his baggage should be subject to a full search. Forensic examination of the laptop found over 570 electronic books compiled from over 35,000 images of sexual acts between young children. The passenger was charged, convicted and sentenced to ten months imprisonment. The passenger has since served the sentence and has now been deported back to Germany.



CHINESE MAN PAYS \$20,000 FOR FRAUDULENT PASSPORT

The interception of people travelling to New Zealand on fraudulent documentation is a key priority for Immigration New Zealand.

In September 2012, Customs referred a passenger arriving from China to Immigration New Zealand because of his minimal luggage, very recently purchased tickets and lack of ability to explain why he was visiting New Zealand.

The Chinese passenger admitted that he was travelling under a false name and that he had paid a 'deposit' of \$200 for a false Taiwanese passport, and that he was expected to pay an additional \$20,000 for his passport upon it successfully gaining him entry to New Zealand.

The passenger was refused entry by INZ's border officers and returned to China.

PASSENGERS ON PRIVATE JET REFUSED ENTRY

Unwanted arrivals to New Zealand can appear from any number of sources. Border officers work hard to ensure that a watchful eye is kept over all possible entry points.

In November 2012 a private jet landed at Queenstown airport from Tahiti. One of the passengers on board was identified by border officers as having charges pending against him in Canada on 36 counts of fraud and forgery.

Border officers refused his entry into New Zealand, which meant the Canadian visitor had to vacate the private jet, purchase his own tickets home, and return to Vancouver under police escort that same day.

SECONDED STAFF TO QUEENSTOWN

In response to an increase in flights to Queenstown airport, two immigration officers were seconded to Queenstown airport during the 2013 winter season.

The seconded staff provided training sessions with customs officers and utilised Police fingerprinting facilities when necessary for identification purposes.

Being on the ground at Queenstown meant the immigration officers were able to vet passengers at gates, turning around arrivals with criminal convictions or those detected trying to enter with contraband.

QUEENSTOWN ARRIVAL STATISTICS

Queenstown has seen a significant increase in the number of arrivals as illustrated in the graph below. The growth in non Australian/New Zealand passports has presented an area of emerging risk.

Arrivals of non Australian/New Zealanders for the last financial year were 31,353 in comparison with total arrivals of 125,750.



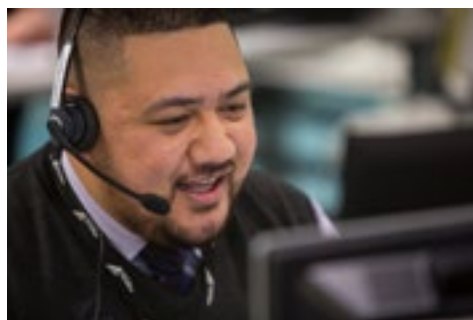
Hong Kong Airline Liaison Officer (ALO)

Ensuring that border related risk is kept offshore is of pivotal importance for INZ Border Operations (IBO).

In addition to Advance Passenger Processing and the Risk Targeting Programme, IBO deploy staff to high-risk overseas airports as Airline Liaison Officers (ALOs). This year INZ has had ALOs stationed at Kuala Lumpur, Hong Kong and Bangkok.

ALOs are responsible for physically profiling all passengers destined for New Zealand at check in and at boarding. They carry document examination equipment and are able to verify the authenticity of passports and visa labels. In conjunction with IBO staff back in New Zealand, ALOs manage the offload of any passenger who presents as not having bonafide reasons for visiting New Zealand.

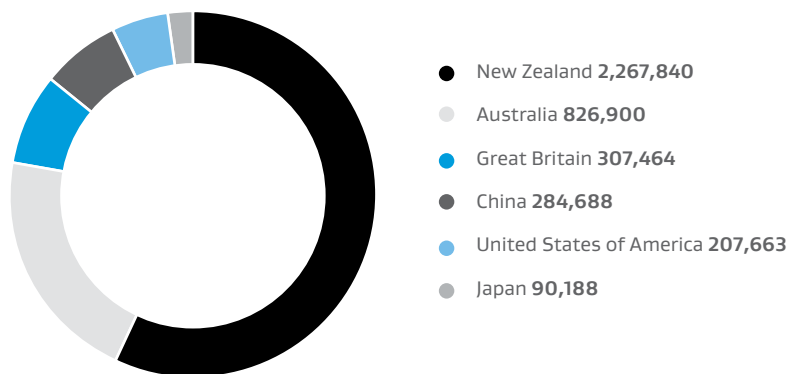
Immigration Manager Angela Ross was stationed at Hong Kong International Airport, which is one of the busiest airports in the world. While stationed in Hong Kong Angela also provided training to airline staff in respect to Immigration's entry requirements. As well as training airlines based in Hong Kong, Angela also travelled to China to provide training to China Southern Airlines staff based in Guangzhou.



The Results

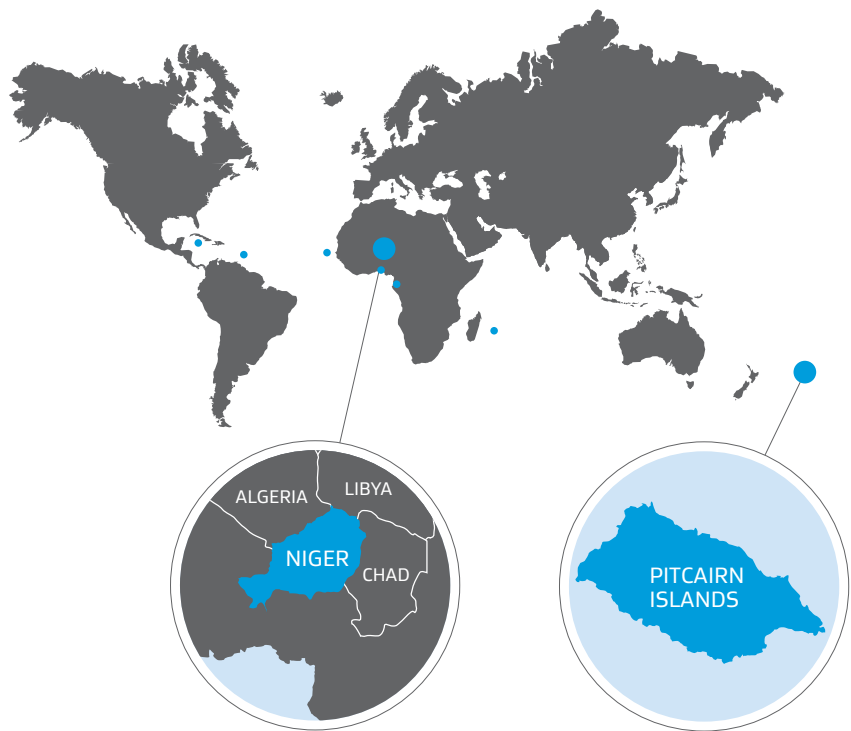
WHO COMES HERE

Breakdown top five nationals + NZers



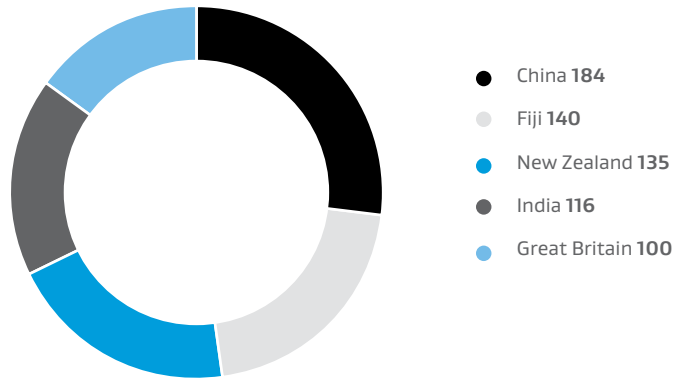
Country with the fewest arrivals

And the fewest? One visitor from each of the following 8 countries came to New Zealand: Benin, Cape Verde, Equatorial Guinea, Cayman Islands, Martinique, Niger, Pitcairn Islands, Reunion.

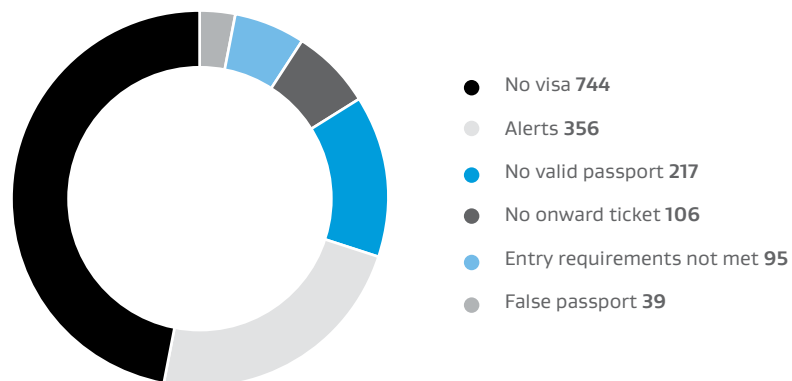


PASSENGERS DENIED BOARDING

Who were they?



Reasons for offloading



135

New Zealanders were unable to produce a valid passport and were denied uplift to New Zealand.

DID YOU KNOW

Case Studies from Around the World: Offloads & Refused Entry



FRAUDULENT PASSPORTS FROM SOUTH AFRICA

A South African passenger was noted during routine profiling of a Singapore Airlines flight by a border officer. The officer noted the passenger presented possible risk factors.

The passenger was intercepted in transit in Singapore; the border officer briefly interviewed him and was able to ascertain he had little idea of what he was going to do in New Zealand apart from meet an internet friend. The Singapore Airlines security team also assessed the South African passport as counterfeit and consequently the passenger was offloaded from the flight.

In a subsequent interview with Singapore authorities the passenger confessed to being a Ghanaian national. The passport was obtained via an uncle in Johannesburg who posted it to him in Calcutta. The passenger used the fraudulent passport to enter Nepal in August 2012 where he established himself as a football player playing for a club in Kathmandu.

FRAUDULENT SOUTH AFRICAN PASSPORTS

South African passports are the most common document targeted by identity fraudsters attempting travel to New Zealand.

40 South Africans were offloaded last financial year and 15 refused entry. Of the passengers offloaded, it is estimated 50% had counterfeit or fraudulently obtained passports.



ROMANIAN THIEVES

A group of Romanians were profiled by a border officer in September 2012 as possible non-genuine travellers. Further investigations determined two of the group were part of another large group of Romanians who had been offloaded from a flight to New Zealand in 2009.

Good use of open source information also located a number of news articles discussing a group of Romanian 'gypsies' who had been arrested in the USA for theft, had been convicted and sentenced to 18 months in jail and subsequently been deported. In one particular article names of the group were stated - these names matched the majority of passengers travelling in this particular group.

SIX TAIWANESE WORKERS

A border officer working in the Integrated Targeting and Operations Centre screened six profiled Taiwanese males in May 2013 and placed them on alert for interaction by border officers on arrival.

The escort of the group was located on a separate booking reference (he had checked in with the other five and had similar booking details).

Upon arrival in New Zealand the six passengers were interviewed and it was determined that five were likely being facilitated into New Zealand to work (as unskilled labourers as they stated they were builders). The five plus the escort were all refused entry.

Subsequently a further four Taiwanese with very similar profiles to those six were refused entry into New Zealand in June 2013.

TWO SUSPECTED IRANIANS

Two Bulgarian passport holders were noted during routine profiling of a Malaysian Airlines flight by an Immigration Border Operations (IBO) officer.

An interdiction with the passengers was undertaken in transit in Kuala Lumpur, Malaysia. The IBO officer was able to briefly interview one of the passengers finding that the two passengers were friends, spoke little English, and did not know much about New Zealand even though one stated they both worked for a company called Travelina in Sofia and were travelling around different countries investigating experiences relating to tourism, i.e. hotels, etc. They did not have any accommodation booked and just wanted to "come and see".

It was not long into the interview that the airline security officer took the phone off the passenger and advised the IBO officer that both Bulgarian passports were counterfeit. Consequently they were both offloaded from the flight and returned to their port of origin.

It is suspected the pair were Iranian nationals based on their appearance and the fact a Persian (Farsi)/English dictionary was located during a search by airline security.

Carrier Infringements

The Immigration Act 2009 provides for an infringement regime for carriers who breach legal obligations when carrying people to New Zealand.

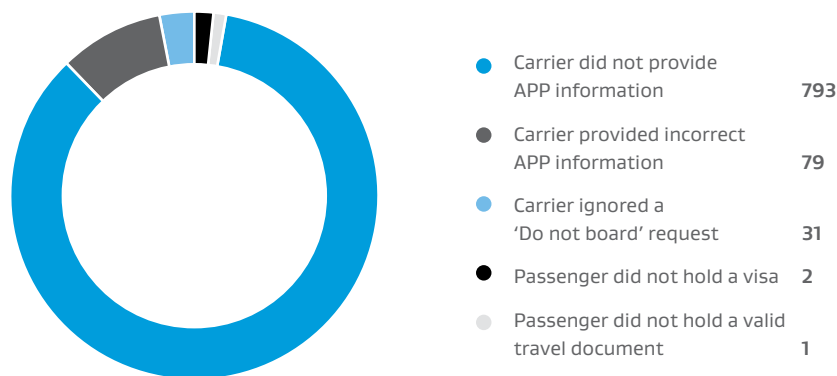
Among other obligations, carriers must provide Advance Passenger Processing (APP) data for everyone travelling to New Zealand, comply with APP boarding directives and ensure persons have correct travel documentation before boarding.

Infringement notices may be issued for breaches of these obligations and form part of a multi-layered strategy to increase carrier compliance. Border Operations Infringement Officers work to support carriers in compliance with their obligations while undertaking enforcement action where required.

Infringement action provides an alternative to prosecution action which can be costly and time consuming.

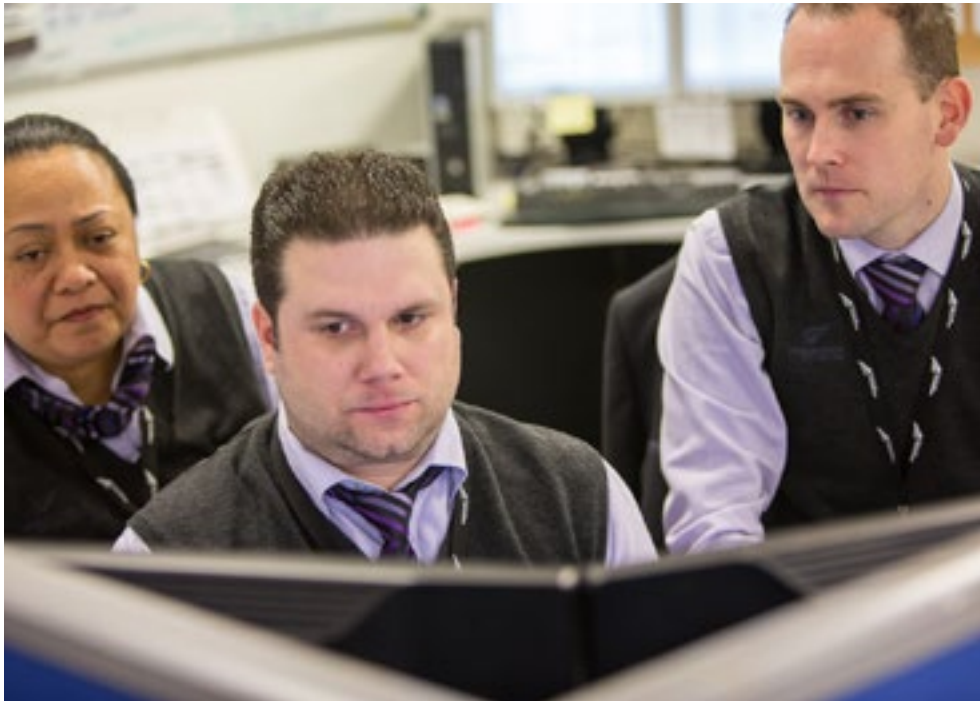
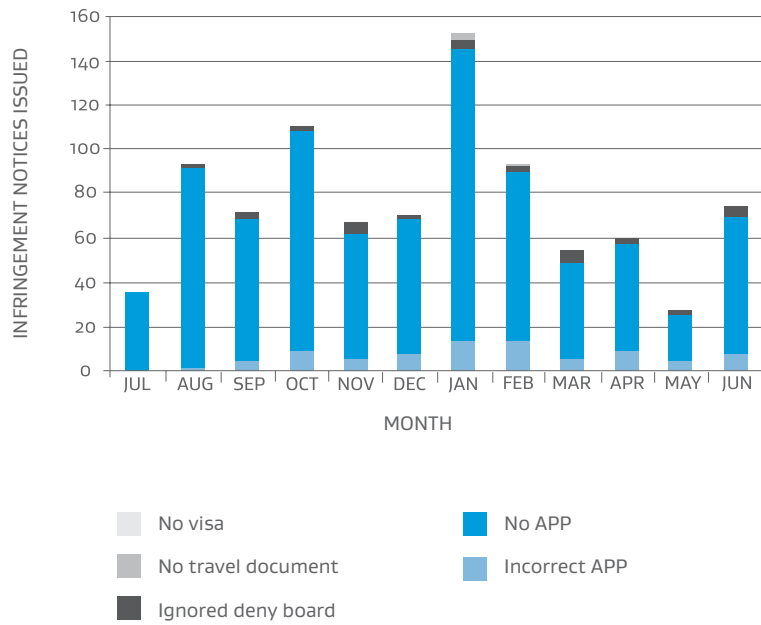
The infringement regime went live in July 2012 and since then, 906 infringement notices have been issued across all airlines.

Infringements issued to airlines 2012/2013



Carrier infringement levels appear to have decreased since the start of the infringement regime. This decrease in infringements and corresponding increase in compliance with carrier obligations is likely due to enhanced training delivered by Border Operations staff and the investments that many carriers have made in their IT systems to prevent offences such as failure to submit correct APP information. Many carriers have seen decreases in offending, with the bulk of offences now resulting from a small number of carriers or from one-off incidents.

Total infringement notices - all carriers 2012/13 year



Biometrics at the Border

In the year ending 31 July 2013 fingerprints were collected from 585 passengers interviewed by Immigration New Zealand officers at the border. The fingerprints were checked against immigration fingerprint holdings of our Five Country Conference (FCC) partners, Australia, Canada, United Kingdom and United States. From across INZ's wider operations a total of 2,340 individual checks were carried out, these resulted in 142 matches.

In 14 cases the searches returned adverse information on the passenger including; criminality, drug use, undeclared deportation, refused entry, fraudulent asylum claims, false identity documents and, in one case, a known people smuggler.

Implementation of the biometric matching capabilities in INZ's new Immigration Global Management System, 'Immigration online', currently under development, will enhance the risk assessment capability of border staff. The Immigration online system will conduct automatic real time fingerprint and face matching against INZ holdings as well as provide border staff with the ability to initiate real time fingerprint searches against the holdings of our FCC partners.

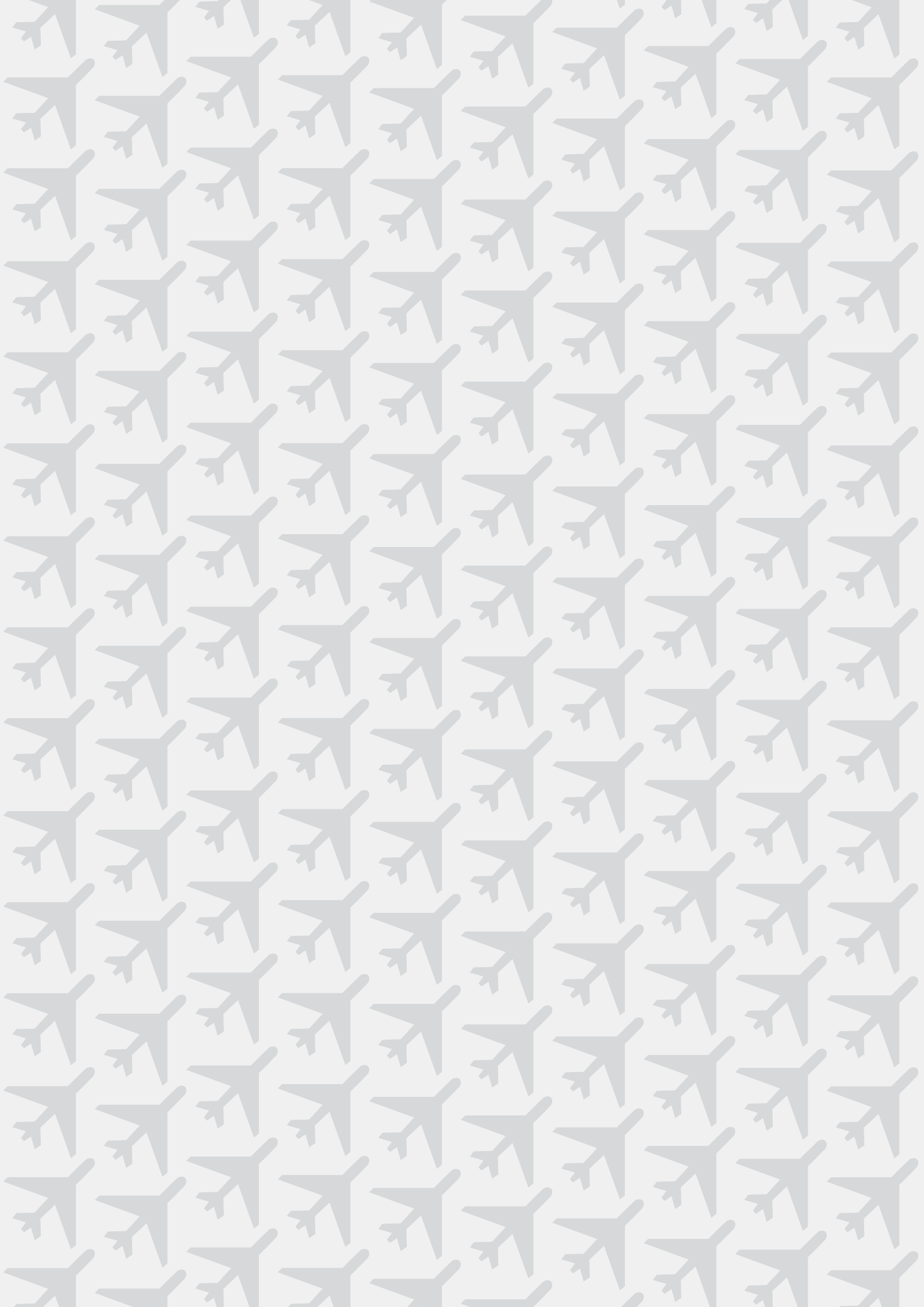
FINGERPRINT MATCH AVERTS CONVICTED DRUG CRIMINAL

A Venezuelan national was denied entry in to New Zealand by Border Operations as a result of a fingerprint match against FCC holdings. The match showed that the passenger had been previously deported from the USA following a conviction for possessing heroin. Due to this conviction and deportation from the USA, he was returned to Venezuela on the first available flight.



GUARDIAN R





Our Mission

Responsive and agile teams providing expertise, information and services to manage risk and protect our borders.

BEST PEOPLE, SAFE BORDERS

How can you help?

To report immigration fraud

Call **Crimestoppers** anonymously on **0800 555 111**

Or complete an online **Crimestoppers** message form **www.crimestoppers-nz.org**



