



CUSTOMS SERVICE OF THE REPUBLIC OF MOLDOVA

WTO TF COMMITTEE · FEBRUARY 2026

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TRADE REFORMS FOR EU INTEGRATION

# The AEO Programme in the Republic of Moldova

Results of the Cooperation between the  
Customs Service and ANSA

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# Trade Is a Joint Responsibility



WCO SAFE — Pillar 2

## Customs-to-Business

Businesses earn certified trust. Fewer controls, priority access, and simplified procedures — the AEO concept.



WCO SAFE — Pillar 3

## Customs-to-Government

Inter-agency trust. What one agency certifies, all agencies recognise. Trust cannot stop at one gate.



WTO TFA — Article 7.7

## Authorised Operators

Members are encouraged to establish AO programmes based on internationally agreed standards. Moldova complies — and goes further.

→ Moldova's answer: exceed Article 7.7 by integrating every border agency into the logic of AEO.

# Moldova's AEO Programme



**157**

Active AEO  
Authorizations



**2022**

EU Mutual  
Recognition (Nov)



**3**

Certificate  
Types (C / S / F)

103 AEOC · 15 AEOS · 39 AEOF

AEO Authorizations — Growth



First in Eastern Europe to achieve EU Mutual Recognition · In force since November 1, 2022

# Trust Was Not Shared Across Agencies

1

## Customs says GO

AEO status granted. Operator certified as trusted trader.

2

## ANSA says WAIT

Food safety SPS controls applied independently — the AEO status is invisible to ANSA.

3

## Trader is stuck

Perishable goods — fruits, vegetables — held in administrative limbo at the border.

*A trusted trader should not have to prove trust twice — at the same border, on the same day.*

# From Single-Agency to Integrated Trust



## Bring agencies to the same table

Presenting the AEO concept of trust to ANSA leadership and border inspection staff.



## Build the business case

Round-table discussions on shared interest: speed for traders, better targeting for inspectors.



## Draft the legal instrument

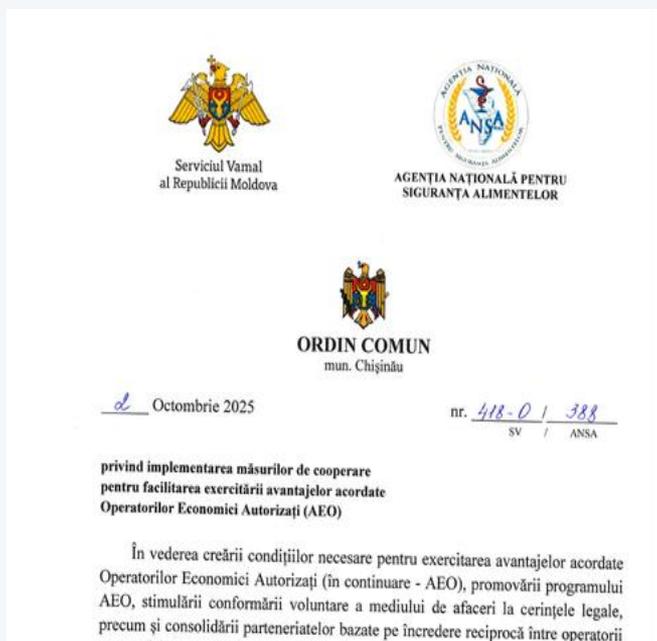
Not only an MOU — a binding Joint Executive Order, signed by both Directors General.



## GATF project support

The Global Alliance for Trade Facilitation provided technical assistance and project architecture.

# A Legally Binding Commitment



Signed: October 2, 2025  
 Director, Customs Service  
 Director General, ANSA

## Art. 1 Priority Vehicle Access



AEOS & AEOF holders get priority entry at all Customs border posts and ANSA inspection points.

## Art. 2 Priority Cargo Inspection



Goods subject to ANSA control belonging to AEO operators receive priority inspection.

## Art. 4 Priority Export Documents



ANSA processes and issues export certificates for AEO operators on a priority basis.

## Art. 5 EU AEO Reciprocity



EU-based AEOS/AEOF holders receive identical treatment as Moldovan AEO residents.

## Art. 7 Real-Time List Sharing



Customs AEO Section transmits updated operator list to ANSA Border Inspection Directorate.

## Art. 8 Same-Day Suspension Alerts



Suspended/revoked AEO authorizations communicated to ANSA with updated list same day.

# From Signing to Full Rollout in Under 7 Weeks



## Operational Mechanisms

AEO logo & authorization card for identification at border · Customs AEO list shared with ANSA Border Inspection Directorate · Same-day suspension / revocation alerts

# Selected Companies' Voices

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*The order has generated tangible improvements in flow management and inter-institutional collaboration. Overall impact is positive.*

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AEO Operator



*The alignment of services through the Joint Order positively influenced control times, forming a tandem of consecutive processes.*

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AEO Operator



*Priority access gives us more precise crossing-time forecasting and allows us to meet contractual deadlines.*

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AEO Operator



*This is a step in the right direction. To achieve maximum effect, it is important to strengthen coordination between services.*

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AEO Operator

# Speed, Safety & Trade Facilitation



## Reduced gate-to-shelf time

Fresh products & perishables cleared faster at both Customs and ANSA gates



# 27

## EU Member States

recognise Moldovan AEO holders under the Mutual Recognition Agreement



# 15 AEOS/ 39 AEOF

## Trusted Operators

integrated into the joint Customs–ANSA priority treatment framework



# 7

## Weeks to full rollout

From signing of Joint Order to national coverage across all border posts

### EU Integration Dividend

The ANSA integration strengthens the credibility of Moldova's EU Mutual Recognition Agreement. When EU partners see that Moldova's AEO status extends across all border agencies — including SPS controls — it reinforces the value and reliability of the mutual recognition arrangement.

# Building on the Blueprint

## 01 Digital Integration



Real-time interoperability between Customs and ANSA IT systems. You cannot coordinate what you cannot see. Investing in interoperable IT is the highest-return investment in border management.

## 02 Coordinated Audits



Joint Customs–ANSA audits of AEO operators to reduce duplication and improve targeting. One audit, one result, shared between agencies.

## 03 Expand to Other Agencies



Attract and involve more governmental partners — transport, environment — into the AEO philosophy. Every agency that joins strengthens the programme.

## 04 A Single 'Passport of Trust'



The long-term vision: one AEO certification, recognised by every Moldovan border agency. A single trusted trader identity that opens every gate.

# What Moldova Demonstrated

1

## Trade Is a Joint Responsibility

The trusted trader concept — WCO SAFE Pillars 2 & 3 — only works when every agency at the border speaks the same language of trust. Customs alone cannot deliver.

2

## Going Beyond Article 7.7

Moldova didn't stop at an AEO programme. We incorporated a key trade agency — ANSA — into the AEO philosophy.

3

## A Replicable Blueprint

A round-table, a joint order, a shared list, same-day alerts. Any country. Any agency. This model can be extended and adapted — and we are ready to share it.

*Border agencies, and public administrations more broadly, need to recognize and incentivize good behavior, not just punish mistakes. Companies that invest in strengthening their internal controls and compliance systems should see tangible benefits.*



CUSTOMS SERVICE OF THE REPUBLIC OF MOLDOVA

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# Thank you.

Happy to share our experience.

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