



Border and Protocol Delivery Group Update

Dear Stakeholder,

This bulletin provides the latest news from the Government relating to UK borders following the end of the transition period.

Please share these updates with your clients, customers and members and feel free to highlight content on your communications channels.

For more information, go to [gov.uk/transition](https://www.gov.uk/transition)

Contents of this update:

Helpline numbers	1
Are you for 1 January 2022?	3
New requirements will be introduced for importing some SPS goods to GB from the EU from 1 January 2022	3
Register for the relevant IT system for animal and plant products now to ensure your business is prepared	3
Requirements for EU origin goods transiting from an EU country to another EU country via Great Britain	3
Moving goods to NI and EU	4
Full customs controls start on 1 January 2022	4
Lord Frost Departure	5
Webinars and on demand videos	5
Invitation for industry to submit their interest in the Ecosystem of Trust pilot	6
UK Single Trade Window - Government needs your views	6

Helpline numbers

Here is the list of helplines you may find useful. We have added hyperlinks that will take you to pages that provide extra information such as the opening hours for the helpline all of which have sufficient capacity to support businesses.

- [Export support service](#)
 - Telephone: 0300 303 8955
 - Textphone: 18001 0300 303 8955
 - Monday to Friday, 8am to 6pm (excluding public holidays)
- HMRC Customs & International Trade Helpline - 0300 200 3700
- [HMRC Imports and Exports General Enquiries](#) (including GVMS) - 0300 322 9434
- [New Computerised Transit System](#) - 0300 322 7095
- [DVLA Contact Centre](#) - 0300 790 6802
- DVSA:
 - [Vehicle Operator Licensing Enquiries](#) - 0300 123 9000
 - [International Road Haulage Permits](#) - 0330 678 1117
- [The Office for Product Safety and Standards](#) - 0121 345 1201
- [MHRA Customer Service Centre](#) - 020 3080 6000
- [National Supply Disruption Centre](#) - 0800 915 9964
- [Rural Payments Agency \(RPA\) Trader team](#) - 0330 041 6500
- [Animal, Plant and Health Agency \(APHA\)](#) - 0300 1000 313
- [Defra Rural Services](#) - 0300 020 0301
- [Environment Agency England](#) - 03708 506 506
- [Forestry Commission](#) - 0300 067 4000
- [Fish Exports Helpline](#) - 0330 159 1989
- [The Intellectual Property Office](#) - 0300 300 2000
- [BEIS Public Enquiries Helpline](#) - 020 7215 5000
- BEIS Business Support Lines:
 - [England](#) - 0800 998 1098
 - [Scotland](#) - 0300 303 0660
 - [Wales](#) - 0300 060 3000
 - [Northern Ireland](#) - 0800 181 4422
- [Citizen Advice Consumer Helpline](#) - 0808 223 1133
- [Department for Education Helpline](#) - 0370 000 2288
- [Home Office - UK Visas & Immigration Helpline](#) - 0300 790 6268
- [Home Office - EU Settlement Scheme Application Resolution Centre](#) - 0300 123 7379

HMRC also operates a number of services, including:

- Import/export general enquiries can be made by calling 0300 200 3700.
- You can also [speak to an adviser online](#) about general import and export queries.
- It is also possible to [send a question about imports, exports and customs reliefs](#).

DEFRA Helplines:

DEFRA also has a number of additional [helplines](#) for the commodity you are exporting to the EU.

For questions to the DVSA on vehicle operator licensing you can call 0300 123 9000. For questions to the DVLA you should call 0300 790 6802.

The UK Government also operates an online forum where you can access key information and ask questions directly on [customs and tax](#).

New plant health controls on products imported from the EU from 1 January 2022?

From 1 January 2022, new plant health controls on products imported from the EU, Switzerland and Liechtenstein (excluding Ireland) are being phased in. This starts with 'regulated and notifiable' EU produce and cut flowers requiring pre-notification. You can watch a youtube video on this [here](#).

Here are some helpful resources to ensure that you are prepared for 1 January 2022:

- Check whether your products fall within the ['regulated and notifiable' category](#), which includes fruit and vegetables.
- [Watch this webinar](#) which explains each change required. You can also view the [webinar slides](#).
- Take a [look at the Q&A](#).

If you have any questions, please email the [plant health mailbox](#).

New requirements will be introduced for importing some SPS goods to GB from the EU from 1 January 2022

From 1 January 2022 pre-notification will be required for imports to GB of most Products of Animal Origin, Animal By-Products, High Risk Food and Feed not of Animal Origin and regulated plants and plant products from the EU. Businesses (or a representative acting on their behalf) importing these goods from the EU may be required to pre-notify authorities on the relevant IT system that their consignment will be entering Great Britain.

Register for the relevant IT system for [animal](#) and [plant](#) products now to ensure your business is prepared

Animations outlining the process for pre-notifying goods on the relevant IT System for [animal](#) and [plant](#) products are available to watch on Defra YouTube now.

Additional import control requirements will be phased in from 1 July 2022. Access the latest guidance for importing [food](#), [Animal By-Products](#) and [plants and plant products](#) to GB from the EU on [gov.uk](#) to find out more.

Please also read [this document with more detailed guidance](#) about registering for and using the relevant IT systems, including specific guidance on working with customs agents.

Requirements for EU origin goods transiting from an EU country to another EU country via Great Britain

There are new requirements for EU origin goods transiting from an EU country to another EU country via Great Britain (GB). Please read [this guidance](#) for full information.

Moving goods to NI and EU

The online Trader Showcase can be accessed by using the links below:

- [Moving goods from Great Britain to Northern Ireland](#)
- [Exporting goods from Great Britain to the European Union](#)

The new Trader Showcase site works with most modern browsers, but is best viewed using Chrome, Firefox, Safari and the latest two versions of Edge.

Full customs controls start on 1 January 2022

From 1 January 2022, full customs declarations will be needed on all imports from the EU. Current arrangements will continue to apply to goods moving from the island of Ireland to Great Britain while discussions on the Northern Ireland Protocol (NIP) are continuing.

HMRC has written to traders to remind them of the changes to customs controls and how they might affect the way goods are imported and exported.

The changes coming into force on 1 January 2022 include:

- Requirement for full customs import declarations for all goods at the time traders or their courier/freight forwarder bring them into Great Britain, except if they are non-controlled goods imported from Ireland to Great Britain;
- Making sure traders (or their agent) submit the correct customs export declaration if you are exporting goods;
- Customs controls at all ports and other border locations;
- Requirement for a suppliers' declaration proving the origin of goods (either UK or EU) if traders are using the zero tariffs agreed in the UK's trade deal with the EU; and
- Commodity codes, which are used to classify goods for customs declarations, are changing.

Further information explaining these changes, what they mean for businesses, and how to prepare, [is available on GOV.UK.](#)

Lord Frost Departure

On 18 December it was announced that the Foreign Secretary is to become lead negotiator with the EU on the Northern Ireland Protocol, following the departure of Lord Frost. You can read further details about this appointment [here](#). We will confirm the Ministerial arrangements for the other borders elements of Lord Frost's portfolio shortly.

Webinars and on demand videos

The UK Government continues to run a series of webinars and on demand videos across a range of topics relating to the new rules and procedures.

We are aware that there remains lots of interest in simple explanations for businesses as to how **Rules of Origin** operate under the TCA. Two c. 15-minute long webinars are available that provide an introduction to Rules of Origin. These will help you understand the process and what you need to do if you buy from, send or sell goods to the EU.

- [HMRC webinar](#)
- [DEFRA webinar](#)

BPDG also ran a programme of online Industry Days. These events provided practical details about moving goods between the EU and GB. They cover procedures and systems at the border and details about the new import requirements for GB.

On Monday 15 November BPDG launched a series of webinars which outline all the steps required to move goods from the EU to GB. These webinars explain how to import specific commodities from particular EU Member States into GB (for example, meat from Poland, or fish from Spain). The webinars are commodity specific and will act as a step by step guide and have been translated into five key languages including English and will focus on exporting goods from France, Portugal, Spain, Germany, Poland, Italy, Netherlands and Belgium to Great Britain.

We recommend you take the time to visit [this page](#), which has links to recordings of previous webinars and Industry Days and details of how to sign up to upcoming events.

Invitation for industry to submit their interest in the Ecosystem of Trust pilot

Last year BPDG published its 2025 UK Border Strategy setting out the key transformations HMG will be looking to undertake in order to make the UK Border the most effective in the world.

We set out the concept of an Ecosystem of Trust which uses technology, data and trusted relationships to improve flow at the border and better target checks.

In order to test this concept fully, we are running an Expression of Interest process to invite industry to take part in an end to end pilot. This process is now live and you can find out how to apply at:

<https://www.gov.uk/government/publications/piloting-an-ecosystem-of-trust-expression-of-interest>

In order to run an end to end pilot, the team are looking for Expressions of Interest from: technology providers, ports, terminals, logistics companies, academics and carriers. You will also be able to apply as a ready formed or incomplete consortia or as an individual. We will be running a workshop following the closing date to help industry to join up and form complete consortia.

The closing date for submitting your interest is the 31st January 2022. If you have any questions please contact: border.innovation@cabinetoffice.gov.uk

UK Single Trade Window - Government needs your views

The 2025 Border Strategy sets out our vision for the UK border to be the most effective in the world. A Single Trade Window is a key component of the Strategy. The Government has committed £180 million to build a UK Single Trade Window which will reduce the cost of trade by streamlining trader interactions with border agencies.

There are a number of design choices to shape the services the UK Single Trade Window will offer. We have published a discussion paper which sets out a number of questions which we are seeking stakeholder views on to help inform this early design work. You can find the discussion paper here:

<https://www.gov.uk/government/publications/uk-single-trade-window-discussion-paper>.

We will be looking to hold discussions between now and February 2022. If you are interested in taking part in these discussions, or have any questions please do let us know via bpdg.enquiries@cabinetoffice.gov.uk
