

| THEME                              | KEY ACTIONS FOR BUSINESS  | HELPLINE   |
|------------------------------------|---|--|
| BORDERS<br>(IMPORTING + EXPORTING) | Customs declarations<br>Simplified customs procedures<br>Duties and tariffs | Customs & International Trade Helpline<br>0300 322 9434 – UK Wide<br><b>Opening hours:</b> M-F 08.00-20.00, S-S 08.00-16.00                                    |
|                                    | New Computerised Transit System   | New Computerised Transit System helpline<br>0300 322 7095<br><b>Opening hours:</b> M-F 8.00 to 17.00   |
|                                    | Trader import & export licences and certificates of free sale               | RPA Trader team 03300 416500<br><b>Opening hours:</b> M-F 8.30-17:00   |
|                                    | For exporting food, drink & agricultural products                           | APHA (Animal, Plant and Health Agency) 0300 020 0301<br><b>Opening hours:</b> M-F: 8:30 - 17:00  |
|                                    | Import & export of timber   | Cross-Border Plant Health Service<br>0300 067 5155   |
|                                    | Plants & plant products   | APHA <i>import</i> 0300 1000 313<br><b>Opening hours</b><br>M-Sun: 6:00 - 24:00<br>APHA <i>export</i> 0300 020 0301<br><b>Opening hours:</b> M-F: 8:30 - 17:00 |
|                                    | Importing & exporting of waste  | Environment Agency 03708 506 506<br><b>Opening hours</b> M-F: 8.00-18:00   |

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|  | Licensing for the export or international trade in military items, dual-use items, firearms, or items controlled under trade sanctions | Go to this <a href="#">link</a>   |
|  | Vehicles enquiries<br>Driving licences & International driving permits<br>Importing & exporting vehicle & trailer registration         | DVLA Contact Centre 0300 790 6802<br><b>Opening hours:</b> M-F: 8-8, Sat 8-4  |
|  | Operator licence & permits   | DVSA 0300 790 6801<br><b>Opening hours:</b> M- F 07:30 -18:00<br><br>International Road Haulage Permits team<br><b>Opening hours:</b> M-T 9.00 to 5.00, F 09.00 to 16.30. |
|  | Certificate of Professional Competence (CPC) - RPQ issue   | DVSA 0300 790 6801<br><b>Opening hours:</b> M- F 07:30 -18:00   |
|  | Border Operating Model   | HMG operates an e-forum <a href="#">here</a>  |
|  | <b>ECONOMY</b>   | Competition<br>Company mergers  |
|  | Regulation of manufactured goods<br>CE / UKCA marking  | The Office for Product Safety and Standards<br>Tel: 0121 345 1201<br><b>Opening hours:</b> M-F 8.00-17.00   |

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|               | Regulation of medicines and medical devices   | MHRA Customer Service Centre<br>020 3080 6000<br><b>Opening hours:</b> M-F 09:00 -17:00                   |
|               | Supply of medicinal products  | National Supply Disruption Centre<br>0800 915 9964<br><b>Opening hours</b><br>24/7                        |
|               | European Timber Regulations<br><br>Forest Law Enforcement Governance and Trade Regulation   | The Office for Product Safety and Standards<br>Tel: 0121 345 1201<br><b>Opening hours:</b> M-F 8.00-17.00 |
|               | Tariffs   | DIT<br>Direct business to this <a href="#">link</a>   |
| <b>ENERGY</b> | EU Emissions Trading System<br><br>Electricity & Gas suppliers & systems<br><br>Allowances & Carbon emissions<br><br>UK energy markets<br><br>Single Electricity Market<br><br>Civil nuclear (Euratom)<br><br>Electricity & Gas suppliers & systems | BEIS enquiry line: 020 7215 5000<br><b>Opening hours:</b> M-F 9.00-17.00                                  |
| <b>FISH</b>   | Fish Exports<br><br>Catch certificates<br><br>Processing statements<br>storage documents  | Fish Exports Helpline 0330 159 1989<br><b>Opening hours</b><br>24/7                                       |

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|                                | Prior notification or pre landing declarations   |  |
| ANIMALS                        | Exporting of equines (horses and ponies)<br>Import & export of animals, endangered species & animal products | APHA Animal and Animal Product Import/Export<br>0300 020 0301<br><b>Opening hours</b><br>M-F: 8:30 - 17:00   |
| DATA AND INTELLECTUAL PROPERTY | Using & sharing data<br>Personal data  | Information Commissioner's Office<br>0303 123 1113<br>Opening hours: M-F 9-5pm<br><br>Or use <a href="#">ICO Info Hub</a> or live chat on website  |
|                                | Geo-blocking   | Business Support Helpline: 0800 998 1098<br><br><b>Opening hours:</b> M-F 9.00-18.00<br><b>Scotland:</b> 0300 303 0660, M-F 8.30-17.30<br><b>Wales:</b> 0300 060 3000, M-F 8.30-17.30<br><b>Northern Ireland:</b> 0800 181 442, M-F 8.30-17.00       |
|                                | Intellectual property copyright<br>Patents<br>Designs<br>Trade marks<br>IP-protected goods                   | The Intellectual Property Office<br>Tel: 0300 300 2000<br><b>Opening hours:</b> M-F 9.00-17.00   |
| PEOPLE                         | Establishing / operating a business  | (England) Business Support Helpline: 0800 998 1098<br><b>Opening hours:</b> M-F 9.00-18.00<br><b>Scotland:</b> 0300 303 0660, M-F 8.30-17.30<br><b>Wales:</b> 0300 060 3000, M-F 8.30-17.30<br><b>Northern Ireland:</b> 0800 181 442, M-F 8.30-17.00 |

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|                   | Company restructuring & registration   | Companies House Tel: 0303 1234 500<br>Opening hours: M-F 9.30-18.00  |
|                   | Accounting<br>Auditing<br>Mutual Recognition of Professional Qualifications  | (England) Business Support Helpline: 0800 998 1098<br><b>Opening hours:</b> M-F 9.00-18.00<br><b>Scotland:</b> 0300 303 0660, M-F 8.30-17.30<br><b>Wales:</b> 0300 060 3000, M-F 8.30-17.30<br><b>Northern Ireland:</b> 0800 181 442, M-F 8.30-17.00 |
|                   | Consumer rights  | Citizen Advice: <b>0808 223 1133</b> (England & Wales)<br><b>0808 223 1144</b> (Welsh language option)<br><b>Opening hours:</b> M-F 9.00-17.00   |
| <b>PROGRAMMES</b> | COSME<br>Nuclear Fission<br>Fusion 4 Energy<br>EUROFusion  | BEIS enquiry line: 020 7215 5000<br><b>Opening hours:</b> M-F 9.00-17.00   |
| <b>OTHER</b>      | Department of Education - EU transition education related<br><br>Department for International Trade - Brexit enquiry service | DfE helpline: (0370 000 2288) or this <a href="#">form</a><br>Monday and Friday, 9am to 5pm<br><br>Got to this link <a href="#">here</a>   |