

Hauliers get border-ready with 45 new information and advice sites

- 45 information and advice sites to prepare hauliers for the end of the transition period are now open across the UK
- sites will offer hauliers one-to-one training on the new procedures coming into place, with support available in 13 different languages
- Haulier Handbook now available on GOV.UK acting as a one-stop-shop for key information and advice

This week [45 information and advice sites have opened across the UK](#) to make sure hauliers have everything they need to prepare for the end of the transition period.

The COVID-secure sites, which are located at key motorway service stations and truck stops across the UK road network, offer hauliers one-to-one training on the new [‘Check an HGV’ service](#) and upcoming changes to border processes that come into effect at the end of the transition period. The training will be available in up to 13 languages to provide support to hauliers from a range of EU countries.

This roll-out follows the success of 5 pilot sites that were opened earlier this month. In just under 2 weeks, these sites have already helped almost 7000 visiting hauliers with 100s taking part in one-to-one training on the new processes.

Hauliers visiting any one of the 45 information and advice sites will be met by one of the 1000 staff members who will be on hand to answer questions and walk them through the documents they will need to keep travelling to, from and through Europe. Those who require additional information on how to use the ‘Check an HGV’ service will be able to make use of onsite offices for further training if required.

Alongside this, the [Haulier Handbook](#) has today (18 November 2020) been published on the GOV.UK website. The handbook, which will also be translated into 13 different languages, acts as a one-stop-shop to provide key information and advice on customs procedures, clearly setting out how hauliers can prepare themselves, their vehicles and their goods to continue travelling smoothly across the GB-EU border and help minimise disruption.

Transport Secretary Grant Shapps said:

Hauliers play a vital role in keeping trade and businesses running on a daily basis, which is why we’ve put significant measures in place to ensure they’re prepared for the new customs procedures – including a multi-million-pound information campaign.

Opening these sites and publishing the Haulier Handbook is just

another example of the work we're doing to get hauliers border ready for the end of the transition period.

Road Haulage Association Chief Executive, Richard Burnett said:

With only weeks to go, it's crucial that hauliers do everything they can now to prepare for new trading rules.

Deal or no deal, firms will have to undertake customs processes to continue moving goods across borders from 1 January.

These sites are part of a wider information campaign that prepares hauliers for the new customs procedures coming into place at the end of the transition period. The campaign, launched in October, utilises radio, press and digital advertising to ensure that hauliers have the correct documentation for each stage of their journey, reducing the risk of delays at the border.