



NEW RULES ARE HERE

Phase 4
EU Port / Motorway Service Station Activation

IDENTITY

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DfT Haulier Outreach Programme



Introduction

The Haulier Outreach Programme initiated by DfT in September 2020 to raise awareness of and provide information on border changes post 1 January 2021, will extend to support new legislation on inbound trade due 1 October 2021 and 1 January 2022.

Between October 2021 and March 2022, the Department for Transport (DfT) will be looking to establish a presence in European ports & key Motorway Service Stations, to help support Hauliers travelling into the UK, by giving information and advice for new inbound border legislation from 1 October 2021.

A presence in your location would form a critical piece of an overall broader communication strategy, which seeks to gain direct access to thousands of hauliers in key locations.

The following information is intended to give you a top-level overview of the plans for the next stages of the programme.

DfT Haulier Outreach Programme
Key Statistics of current campaign!



360,000+ HAULIER ENGAGEMENTS

1,100
FULLY TRAINED
ONSITE STAFF



98%
OF HAULIERS
'BORDER READY'

17 LANGUAGES

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The campaign so far

An immensely successful campaign so far, with over 360,000 interactions with hauliers and traders.

This essential assistance has been executed across 56 sites in the UK, by our highly trained, multi-lingual staff on the ground. We have previously worked with ferries and ports in 2019 as part of another hugely successful campaign.



“Supporting our drivers is a top priority at Roadchef. The DfT was able to offer valuable advice throughout the changing legislation, that was easy to digest and pass onto our drivers. Working with Identity has made the process very smooth with a highly tuned attention to detail and provided a very well managed service.”



IDENTITY

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What does the next phase look like?

 HM Government
UK TRANSITION

IDENTITY

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Extension of Current Delivery



1 May 2021 to 30 September 2021

- Continuation of 'Information & Advice' services at key sites across the UK
- 'Information & Advice' sites provide awareness about inbound trade regulations
- Actively reducing congestion and delays at UK ports of entry/exit

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Extension of Current Delivery



1 September 2021 to 31 March 2022

- Critical presence in EU ports, Motorway Service Stations (and select ferry routes) to help support hauliers travelling into the UK
- 'Information & Advice' for new inbound border legislation from 1 October 2021
- Actively reducing congestion and delays at EU ports

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COVID-19 Considerations

We appreciate the challenges maintaining COVID guidelines at your sites. We wish to reassure you that these same guidelines and considerations are central to the design and operation of our campaign. We will provide a detailed operational plan, site layout, risk assessments and a COVID specific risk assessment in due course.

Our COVID operational plan will outline:

- Queueing strategy and management
- Cleansing and hygiene processes
- Signage plans
- PPE requirements
- Staff training

Following the provision of these plans, should you have any further questions, we would be pleased to arrange a call/meeting with our dedicated COVID advisor to put your mind at ease.

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EU Ports / MSAs

DfT Haulier Outreach Programme

EU Port / Motorway Service Area (MSA) Requirements

Having delivered the UK based operations at over 50 motorway service areas and truck stops, we are well versed in the complexities of managing activations in a fast paced, working environment.

We have started a fact-checking exercise to ascertain all areas we need to cover, including comprehensive Risk Assessments and Method Statements for all our activities, including COVID.

The following pages outline the locations we are investigating, the infrastructure options we plan on installing and the specific space requirements for this.

We will of course be able to answer any questions you may have regarding every aspect of our plan, and we look forward to working with you.



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Prospective Locations: The Netherlands, France and Spain



EU Ports / MSAs
Three countries
Seven locations

The Netherlands

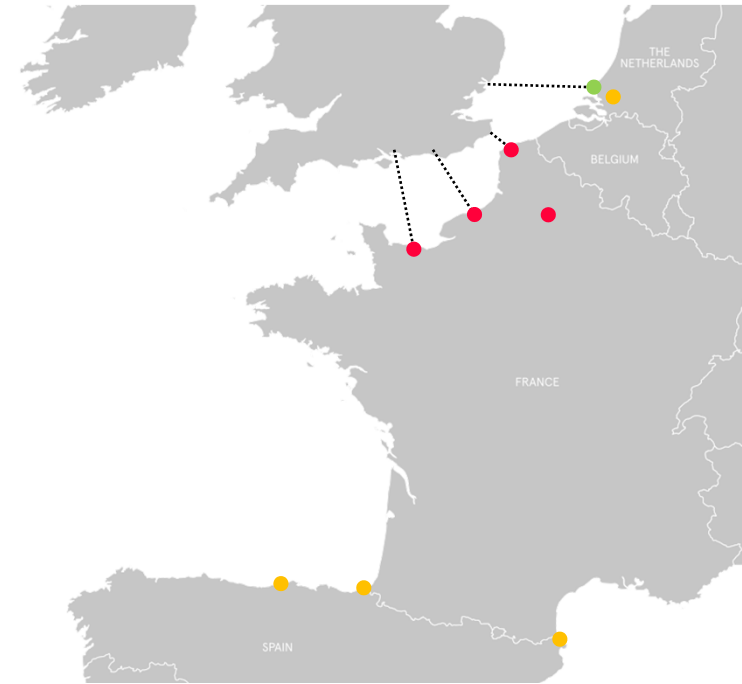
- Hook of Holland
- Rotterdam

France

- Caen
- Centre Routier Roye
- All for Trucks, Calais

Spain

- Irun region
- La Jonquera region



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Spain – Irun and La Jonquera

Due to Bilbao Port not running any accompanied ferries to the UK from 27th October 21, we are investigating:

- Irun region - Zaisa III, Calle de Antxotxipi, Irun (Route GI-636 / AP-8) – área de servicio Repsol
- La Jonquera region - Autopista del Mediterráneo, AP-7, 17700, Girona (Route AP-7) – áreas de servicio Tortuga, Repsol y Andamur



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Site Requirements

Space requirements (Max)

- 10m x 10m overall footprint

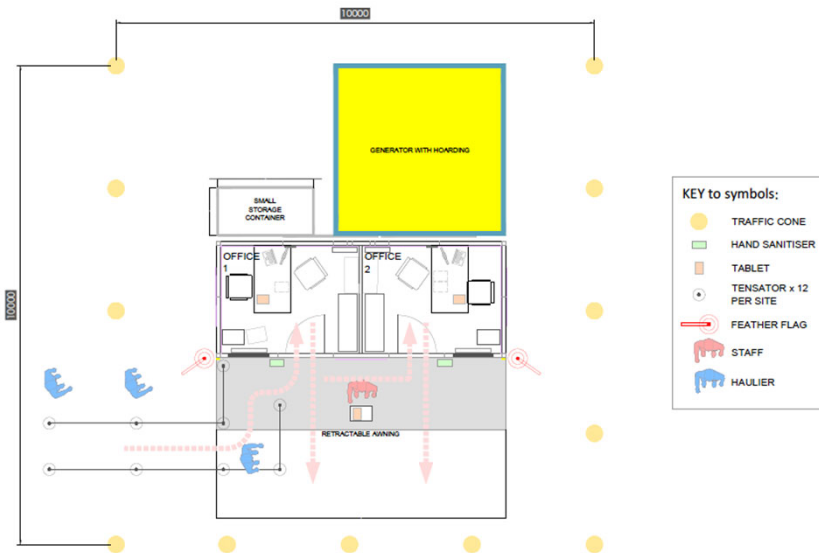
Typical site requirements:

- 1 x branded cabin with awning
- 1 x counter or front desk
- 2 x tablets to collect customer interactions
- 2-4 staff wearing branded uniform
- Additional branding such as flags or signage to attract attention
- Barrier to create queueing lanes (as required)
- Generator and basic lighting of the localised area



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Option 1 – 20' Container

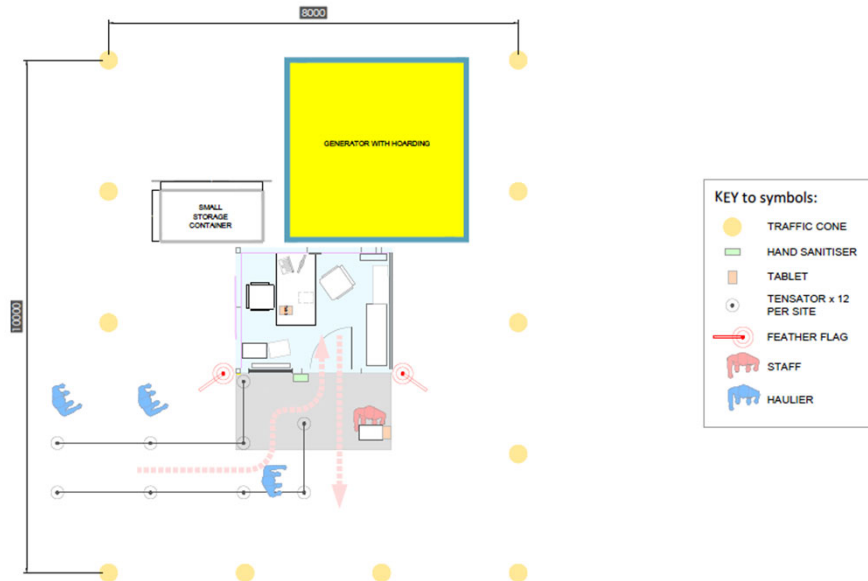


Considerations:

- Our deployment team will discuss the optimum positioning with you
- We will work with you to ensure minimal impact to existing facilities and services
- If the site has power available, we will install a shore power supply to the cabin that can be left as a legacy, post activity

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Option 2 – 10' Container



Considerations (Cont):

- Where space is limited, we have the option of a 10ft modified container (10m x 8m max space)
- Both options are fully self-sufficient, and are designed to be sympathetic to port / transport environments
- Our COVID advisor will ensure all deployments adhere to guidelines

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Next Steps

We are sure you will have questions regarding your potential involvement in this outreach programme and we would welcome the chance to speak with you directly to answer them and go through our proposed plans in more detail.

A timeline of next steps is outlined below.

We look forward to working with you.

