The Danish Customs Agency continues its work under the COVID-19 pandemic.

Import and export and transit of goods continue to take place. The Customs Agency is still present at the borders, where we carry out customs clearance and customs controls. Customs clearance offices continue to be open, but some have adapted their opening hours due to changes in ferry routes and less passenger traffic.

Since 14 March 2020, the border has been closed for the entry of foreign nationals into Denmark without a worthy purpose. The border closure does not apply to the import and export of goods. Transport of goods are carried out as normal.

Staff are instructed to follow the advice of the health authorities in their working environment. Information on how to protect themselves and the customs clients and other information is regularly spread throughout the organization. Specific instructions have been issued for customs officers in the frontline handling documents, carrying out control of passengers or goods and checking means of transport. At the clearance offices the number of officers present at the same time is kept to a minimum to enable staff to keep rules of distance. Outside, posters in several languages advise persons, before entering, on how to respect the rules on keeping distance, how many persons are allowed at a time inside, recommendations on washing hands and using sanitizers etc. Presentation of documents in an electronic form is encouraged wherever possible. Disposable gloves, hand sanitizers and soap are used as protective means.

Since 12 March 2020, all Government officials have been asked to work from home, if their physical presence is not required. This implies that many in the Customs Agency now work from home via teleworking. Virtual meetings take place on a regular basis.

A crisis team has been established which monitors the situation. So far the Customs Agency has not experienced any disruptions caused by shortage of personnel or by the changes due to the different way of working that have not been overcome.

Information in English from the Danish Customs Agency can be found on the following website
https://www.toldst.dk/corona-virus-information-and-customs-guidelines/

General information in English from the Danish authorities about coronavirus/covid-19 in Denmark can be found on this website