Danish Customs Administration
3 July 2020

The Danish Customs Agency is almost back to normal

During the COVID-19 pandemic import, export and transit of goods continued. The Customs Agency has been present at the borders, where customs clearance and customs controls have been carried out. Some customs clearance offices have had reduced or changed opening hours, due to changes in the flow of goods and persons. The situation is getting closer to being back to normal still pending on - among other things - the level of passenger traffic and the changes to ferry routes and transport.

As of 3 July, borders are open for passenger traffic to most European countries as well as to some countries outside Europe. The remaining border restrictions do not apply to the import, export and transit 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. 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.

As of mid-June, officials whose physical presence have not been required are returning from teleworking at home to their normal place of employment. Employees are encouraged to reduce physical meetings and where possible set up virtual meetings.

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