

## **COVID-19 – Precautions from Danish Customs Agency 27 November 2020**

The Danish Customs Agency has adapted its organization to the prolonged COVID-19 pandemic and continues to carry out its tasks almost as before the pandemic. During the COVID-19 pandemic import, export and transit of goods have continued to take place. The Customs Agency is present at the borders, where customs clearance and customs controls are carried out. Some customs clearance offices may have reduced or changed opening hours, due to changes in the flow of goods and persons. The variable border restrictions for passenger traffic 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 customs buildings, 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, masks, hand sanitizers and soap are used as protective means.

Depending on the actual level of infection officials whose physical presence are not required are teleworking from home. Employees are encouraged to reduce physical meetings and where possible set up virtual meetings. As a result, new ways of working together virtually have evolved, and are expected to have an impact on our future way of working also beyond the pandemic.

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 <https://politi.dk/en/coronavirus-in-denmark>