

## AUTHORISED ECONOMIC OPERATORS (AEO)

## QUESTIONNAIRE

**Date:** 01/10/2011 **Issue:** 01 - **Revision:** 00 **Identifier:** CUS-FORM-01-AEO

	Level -
	Section 1 - Trader information
Organisation	al characteristics
Depending o	n your legal status, provide the names and addresses of:
The sol	e proprietor, or
All part	iers, or
All dire	tors, major shareholders and legal representatives of the applicant.
Briefly descr	be your main business activities.
	tion of each site and/or subsidiary of the business involved in international trade and brie
describe the	business activities at each location.
State if the b	usiness and each site/subsidiary, listed at question 3, act within the supply chain:
	usiness and each site/subsidiary, listed at question 3, act within the supply chain: In name and on its own behalf, or
In its ov	
In its ov In its ov	n name and on its own behalf, or
In its ov In its ov In the n	on name and on its own behalf, or on name and on behalf of another person or company, or ame and on behalf of another person or company.
In its ov In its ov In the n <b>Do you buy f</b>	on name and on its own behalf, or on name and on behalf of another person or company, or ame and on behalf of another person or company. From/sell to businesses which are associated to you?
In its ov In its ov In the n	on name and on its own behalf, or on name and on behalf of another person or company, or ame and on behalf of another person or company.
In its ov In its ov In the n <b>Do you buy f</b> Yes	on name and on its own behalf, or on name and on behalf of another person or company, or ame and on behalf of another person or company. From/sell to businesses which are associated to you?
In its ov In its ov In the n <b>Do you buy f</b> Yes	In name and on its own behalf, or In name and on behalf of another person or company, or ame and on behalf of another person or company. From/sell to businesses which are associated to you? No
In its ov In its ov In the n <b>Do you buy f</b> Yes	In name and on its own behalf, or In name and on behalf of another person or company, or ame and on behalf of another person or company. From/sell to businesses which are associated to you? No
In its ov In its ov In the n <b>Do you buy f</b> Yes	In name and on its own behalf, or In name and on behalf of another person or company, or ame and on behalf of another person or company. From/sell to businesses which are associated to you? No
In its ov In its ov In the n <b>Do you buy f</b> Yes	In name and on its own behalf, or In name and on behalf of another person or company, or ame and on behalf of another person or company. From/sell to businesses which are associated to you? No

1B	Internal organisatio	'n	
(7)	Have you documented the internal structure of your business?		
	Yes	No	
(8)	How many staff are	employed in your business?	
(9)	Give the names of y	our senior personnel involved in	the international trade supply chain.
<b>X</b> -7			
(10)	Have you documen	ted fallback procedures when key	staff are absent?
	Yes	No	
1C	Volume of business		
(11)			s of completed annual accounts. If a new business,
	state "Not Applicab	-	-
(12)		net profit or loss figure for the la t Applicable" or "N/A".	st three sets of completed annual accounts. If a new
(13)	If you own or use st	orage sites/premises, give the to	tal storage capacity and average percentage of the
	storage capacity no		
	L		
(14)	For each of the follo last three years.	owing give the number and value	of the declarations you have made in each of the
	Import	Number:	Value:
	(Re-)export	Number:	Value:
	Transit	Number:	Value:

larations you expect to
larations you expect to
larations you expect to
rts?
(re )overet?
(re-)export?
ictions?
the above duties.

(26)	Have you documented procedures for determining the correct value for duty and VAT (for both imports and (re-)exports)?	
	Yes No	
	Section 2 - Compliance record	
2A	Compliance history	
(27)	Give brief details of any customs authorisation held or sought by your business which has been	
	withdrawn, suspended or refused in the last three years.	
(28)	Have you documented procedures for identifying and disclosing irregularities/errors to MRA or other regulatory authorities as appropriate?	
	Yes No	
(29)	Give brief details of any compliance errors or irregularities you have discovered in the last three years.	
(30)	Have you taken any remedial action as a result?	
(50)	Have you taken any remedial action as a result? Yes No	
2B	Intelligence information	
(24)		
(31)	Give brief details of any monetary or non-monetary irregularities for import, (re-)export, handling, transfer or transport of goods you have made in the last three years.	
(31)		
(31)		
(31)		
	transfer or transport of goods you have made in the last three years.	
(31)		
(32)	transfer or transport of goods you have made in the last three years.         Have you taken any remedial action as a result?         Yes       No	
	transfer or transport of goods you have made in the last three years. Have you taken any remedial action as a result?	
(32)	transfer or transport of goods you have made in the last three years.         Have you taken any remedial action as a result?         Yes       No	
(32)	transfer or transport of goods you have made in the last three years.         Have you taken any remedial action as a result?         Yes       No	
(32)	transfer or transport of goods you have made in the last three years.         Have you taken any remedial action as a result?         Yes       No	
(32)	transfer or transport of goods you have made in the last three years.         Have you taken any remedial action as a result?         Yes       No	

	Section 3 - The accounting and logistical system of the business
3A	Audit trail
(34)	Do you maintain a full audit trail of your customs activities?
	Yes No
3B	Accounting and logistical system
(35)	What type of computer system(s) do you use for your commercial and, if used, duty management systems?
(36)	What operating system do you run on your computer system which supports the logistical/accounting operations of your business?
(37)	Which accounting and logistics software applications are used by your business?
(38)	Give the name of the software supplier if the applications used by your business include a specific duty management and/or reporting system.
(39)	Where are your computer activities undertaken?
3C	Internal control systems
(40)	Have you documented procedures by which employees within the purchase, storage, production and sale processes must operate?
	Yes No
(41)	Have your internal control processes been subject to any internal/external audit?
	Yes No

(42)	Have you documented procedures to control your standing data?		
	Yes No		
3D	Flow of goods		
(43)	Have you documented procedures for the purchase and receipt of goods?		
	Yes No		
(44)	Have you documented procedures to control stock movement of goods?		
	Yes No		
(45)	Have you documented procedures to control your manufacturing processes?		
	Yes No		
(46)	Have you documented procedures to control the delivery of goods from stock to your customers?		
	Yes No		
3E	Making customs declarations and the use of customs agents		
(47)	Have you documented procedures for verifying the accuracy of customs declarations including those submitted on your behalf by a third party representative, for example agent, forwarder and so on?		
	Yes No		
3F	Procedures for back-up, recovery and fallback and archiving		
(48)	Have you documented procedures for back-up, recovery, fallback, archiving and retrieval of your business records?		
	Yes No		
3G	Information security - protection of security systems		
(49)	Have you documented procedures to protect your computer system against unauthorised access?		
	Yes No		
3H	Information security - documentation security		
(50)	Have you documented procedures to control your document security?		
	Yes No		
	Section 4 - Financial solvency		
4A	Proven solvency		
(51)	Are all your finalised annual accounts up to date?		
	Yes No		
(52)	If you are a company, have you submitted your annual accounts to Registrar of Companies within the required time limits?		
	Yes No		

	Section 5 - Safety and security requirements
5A	Security assessment conducted by the applicant (self assessment)
(53)	Who in your business is responsible for safety and security measures?
(54)	Have you undertaken and documented a safety and security assessment?
	Yes No
(55)	Have you documented your safety and security measures?
	Yes No
(56)	Have you documented procedures for recording and reporting incidents?
	Yes No
(57)	Are there any particular security and safety requirements for the goods you are importing/ (re-)exporting?
	Yes No
(58)	If yes, give brief details.
(59)	Have you made a threat assessment of your business?
	Yes No
(60)	Does your insurance company impose any security requirements on you?
	Yes No
(61)	Have your customers imposed security requirements on you?
	Yes No
5B	Physical security
(62)	Are the external boundaries of your premises secured?
	Yes No
(63)	Have you documented procedures to control access through all gates/entrance points?
	Yes No
(64)	Do you have locks/security measures for inner and outer doors, windows and gates?
	Yes No

(65)	Have you documen	ted procedures for the handling of keys?
	Yes	Νο
(66)	Have you documen premises?	ted procedures for ensuring only authorised staff has access to internal parts of the
	Yes	Νο
(67)	Have you documen vehicles?	ted procedures to protect your premises against unauthorised access by private
	Yes	Νο
(68)	Have you documen	ted procedures for dealing with unauthorized access or intrusion?
	Yes	Νο
(69)	Have you documen boundaries?	ted procedures for checking and maintaining thesecurity of buildings and external
	Yes	Νο
5C	Cargo units	
(70)	Do you own the car	go units used by your business?
	Yes	No
(71)	Do you carry out ro	utine inspections of the cargo and tractor units?
	Yes	No
(72)	Have you documen whilst under your r	ted control procedures to monitor the security of cargo units used by your business esponsibility?
	Yes	Νο
(73)	Have you documen cargo unit?	ted procedures to deal with incidents of unauthorised access or tampering with a
	Yes	Νο
(74)		
	Is the maintenance,	/repair of the cargo units carried out at your premises or externally?
	Is the maintenance, Yes	No
(75)	Yes	
(75)	Yes If externally, have y	No
(75) 5D	Yes If externally, have y loading?	No you documented procedures for inspection of the cargo units on their return prior to No
	Yes If externally, have y loading? Yes Logistical processes	No you documented procedures for inspection of the cargo units on their return prior to No
5D	Yes If externally, have y loading? Yes Logistical processes	No you documented procedures for inspection of the cargo units on their return prior to No
5D	Yes If externally, have y loading? Yes Logistical processes	No you documented procedures for inspection of the cargo units on their return prior to No
5D	Yes If externally, have y loading? Yes Logistical processes	No you documented procedures for inspection of the cargo units on their return prior to No

(77)	Is the transport ov	wned by you or an external contractor?
l l		
(78)		ou use the contractor on a regular basis and do you have agreements in place outlining nd procedures for the secure transport of your goods?
(79)	If you do not use a goods?	a regular contractor, how do you ensure the safety and security of the transport of your
	Incoming goods	
5E (80)	Incoming goods	ented procedures to address safety and security issues surrounding your incoming
(00)	goods?	inco procedures to address safety and security issues surrounding your meaning
	YES	NO
(81)		ented procedures to deal with situations if incoming goods breach security and safety reed with your suppliers?
	YES	NO
(82)	Do you ensure tha	at goods are received only in a supervised area?
	YES	NO
(83)		ented procedures for ensuring staff are informed of safety and security measures/
	arrangements? YES	NO
(84)		ented procedures for the receipt of goods which pose a safety and security risk?
	YES	NO
(85)	Have you segregat and payment of th	ted duties between the ordering of the goods, receipt, entering the goods in the system he invoice?
	YES	NO
5F	Storage of goods	
(00)		ented procedures to address the safety and security issues surrounding storage of your
(86)	Have you docume goods?	inted procedures to address the safety and security issues surrounding storage of your
(86)	-	NO

5G	Manufacture of g	oods
(87)	Have you docume manufacturing pr	ented procedures to address the safety and security issues surrounding your ocesses?
	YES	NO
5H	Loading of goods	
(88)	Have you docume	ented physical and documentary procedures to control the loading of goods?
	YES	NO
(89)	Have you docume loading?	ented any safety and security measures required by your customers at the time of
	YES	NO
51	Security requirem	ents on suppliers
(90)	Do you have any a suppliers?	arrangements regarding the implementation of safety and security measures with your
	YES	NO
5J	Personal security	
(91)	Have you docume requirements of y	ented procedures on your employment policy that takes into account the security your business?
	YES	NO
(92)	Do you train your	staff in security and safety requirements?
	YES	NO
(93)	Do you have security requirements in place for the employment of temporary personnel?	
	YES	NO
5K	External services	
(94)	•	rity requirements incorporated into contractual arrangements with external suppliers, ity guards, cleaning, and maintenance?
	YES	NO