

MEMBERS SURVEY 2020

INTRODUCTION

The Export Group for Aerospace, Defence & Dual-Use (EGADD) and techUK's Trade & Customs Compliance Group (TCCG) are jointly conducting a survey to enable them to assess the scale of the problems (and lost business) which have and are being experienced by UK firms as a direct result of the current delays and "issues" with export licensing that have been being experienced since the 20th June 2019 Appeal Court ruling. This does NOT just relate to KSA, its allies in Yemen, and Turkey, but is seeking details of wider problems that have been experienced by UK exporters. This will then enable ADS and techUK to consider making effective representations to senior officials of the UK Government. This survey will consider all aspects of the export/trade control licensing process. We are seeking feedback on companies' practical experiences of dealing with the UK's export and trade control licensing system over the past 8 months (ie in the period 20th June 2019 to 20th February 2020). The intention would be to produce a consolidated summary report with any major generic, common issues or concerns being put to the ECJU for their response. All supplied information will be treated in extreme confidence, and will be anonymised as far as practicable, unless companies specifically state that they are happy to be quoted. This Survey seeks inputs from Members concerning their current experiences when working with the existing system. Please answer all that are relevant to you. If they are not, just skip them. Please provide in free-form text any additional and/or innovative ideas and suggestions you might wish to share with us.

1. USER SURVEY

Please state the service level you have experienced over the past year (tick all that apply):

1. Over the period in question, roughly how many license applications have you applied for or used? 0-10 11-30 31-60 60+

Add a comment:

2. Over the period in question, how many times have you experienced delays in the processing of SIEL applications of greater than: 20 working days? 40 working days? 60 working Days?

Add a comment:

3. Over the period in question, how many times have you experienced delays in the processing of OIEL extension applications of greater than: 20 working days? 40 working days? 60 working Days?

Add a comment:

4. Over the period in question, have you experienced a "drip-feed" approach to questions raised by the ECJU and its advisory departments, requiring further information on an application? (If so how many occasions?) Yes occasions No

Add a comment:

5. Have you had difficulty in contacting ECJU staff for advice? Telephone email Fax

Add a comment:

6. Over the period in question, what is the estimated value of potential business that has been either lost or put into potential jeopardy through licensing delays?	Lost	Jeopardised
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Add a comment:

2. HOW IMPORTANT ARE THE FOLLOWING THINGS TO YOU?

Facility	Rating 1,2,3,4,5 (1= essential to 5= low)	Facility	Rating 1,2,3,4,5 (1= essential to 5= low)
Access to information website		Prompt notification by ECJU of problems with licence	
Email Access to 'Advice Line'		Details of the perceived issue & its origin	
Telephone Access to 'Advice Line'		Discussion with ECJU prior to issuance of Refusal Notice	
Reliable query answering service		A standardised Compliance Audit process	
Able to meet ECJU & discuss issues		Other:	

3. OVERALL, ARE YOU SATISFIED WITH THE PRESENT LEVEL OF SERVICE, INFORMATION & GUIDANCE PROVIDED BY EGADD/TCCG?

Tick	Add your own comments here if you wish
YES	
NO	
Not sure	

4. WHAT DO YOU THINK COULD BE IMPROVED WITHIN THE EXPORT CONTROLS COMMUNITY?

5. WHAT AREAS OF EXPORT LICENSING CONCERN DO YOU HAVE WHICH HAVE NOT BEEN ADDRESSED IN THIS SURVEY?