



The Standard for Customs Intermediaries

At a glance

- A Standard for Customs Intermediaries was introduced in June to set clear expectations of good practice across the sector
- The Standard provides a shared baseline for how intermediaries should operate, and supports traders make more informed choices on the intermediaries they choose when moving goods
- It aims to raise standards without introducing new regulation, improving trust and performance across the system
- A certification scheme is in development for intermediaries to prove they adhere to the Standard and to enable traders to make informed decisions. The certification scheme is due to be introduced in 12-18 months

How it was developed

- Codesigned with industry and the British Standards Institution (BSI)
- Sponsored by HMRC
- Builds on engagement including a 2022 Call for Evidence and 2023 consultation

What the Standard covers

The Standard sets out good practice across key areas, including:

- Due diligence
- Systems and processes
- Customer service
- Transparency
- Complaints handling
- Continuous professional development

What this means for you

Intermediaries

- Clear expectations of what “good” looks like
- Opportunity to demonstrate quality and build customer trust
- A foundation for future accreditation

Traders

- Greater transparency when choosing an intermediary
- More consistent service quality
- Increased confidence in border processes

Further information

The Standard is published as a [Publicly Available Specification \(PAS\)](#) on the British Standards Institution (BSI) website.

[Read more information about the Standard for Customs Intermediaries](#)

Joint HMRC and industry webinars are planned for later in the year to support awareness and understanding across the sector.