



## Key information

We have prepared this communications toolkit to support you when communicating to your customers, passengers and stakeholders about disruption at the UK border as a result of strike action.

- The Public Commercial Services (PCS) Union's National Executive Committee has announced strike action affecting UK Border Force on **23 December, 24 December, 25 December, 26 December (until circa. 7am), 28 December, 29 December, 30 December and 31 December (until circa. 7am).**
- The locations are **Birmingham Airport, Cardiff Airport, Gatwick Airport, Glasgow Airport, Heathrow Terminals 2,3,4 & 5, Manchester Airport and Port of Newhaven.**
- Border Force's number one priority is to keep our borders safe and secure for all passengers, and we will never compromise on this.
- Border Force will continue to maintain the checks we need to keep the public safe, while minimising disruption.
- Border Force are working closely with all UK ports and carriers to ensure we have robust plans in place to minimise any delays if strike action goes ahead, **however passengers should be prepared for disruption** and should check with their travel operators before travelling.
- Resource and staffing requirements at every port are reviewed continually by Border Force who work closely with port operators to ensure resources are deployed to meet demand as and when they are required.
- Our eGates will be operating as normal and we encourage passengers who are able to use eGates to do so. Passengers can find more information [about eGates here](#).
- We always recommend that passengers check the latest advice from their operators before travelling.



# Lines for travellers

The below messaging can be used to inform and prepare travellers in a timely manner about the impact of potential strike action and what it means for them, including advance warning to expect delays when entering the UK.

Please share across all of your communications channels including social media, email, mobile apps, SMS messaging, websites, screens and tannoys.



## Be prepared

- Passengers who are due to travel into the UK during the proposed strike action may face longer wait times at border control.
- Planned strike action may affect travellers entering the UK. Please check the latest advice with operators before travelling.
- Please be patient and respect officers who are working to keep the UK border secure and support passengers during strike action.



## Hauliers

- Hauliers who are due to enter the UK during the proposed strike action should be prepared for potential disruption including longer queues. Check with your operator before travelling.
- If moving goods, be aware that there may be some disruption at Ports and Inland Border Facilities. Please be prepared for delays and carefully plan your movements if they coincide with days of strike action.



## eGates

- We encourage all travellers eligible to use eGates to do so; the quickest and most efficient method of crossing the border.
- With nearly 300 eGates operational across the UK, speed up your journey by using our eGate services to enter the UK.
- Find out more on [GOV.UK](https://www.gov.uk)



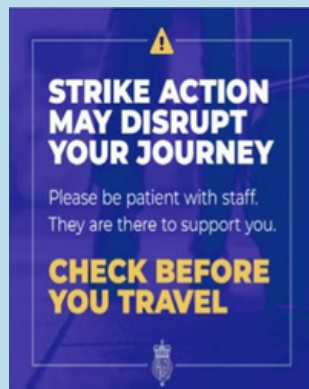
# Social media assets

We have prepared social media assets and supporting social copy to make it as easy as possible for you to share updates with your audience and stakeholders.

## Social media assets

You can access social media assets and supporting social copy to use across your social channels to communicate disruption to travellers.

[Download the high-quality social media assets](#)

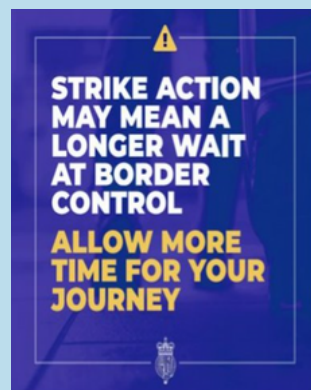


**COPY:** Please be patient and respect officers who are working to keep the UK border secure and support passengers during strike action.

Check with your operator before you travel and allow extra time.

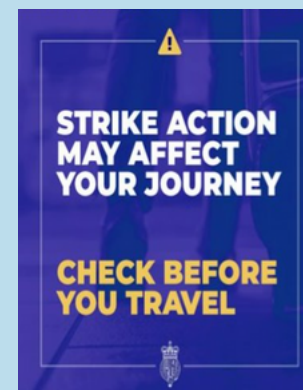


**COPY:** UK Border Force strike action will impact travellers entering the UK. Check with your operator before you travel and allow extra time.



**COPY:** If you're travelling to the UK during the proposed Border Force strike period, you could face a longer wait at border control.

Check with your operator before you travel and allow extra time.



**COPY:** UK Border Force strike action will impact travellers entering the UK on xxx dates / at locations xxx.

Check with your operator before you travel and allow extra time.



The following Q&A is designed to help with your communications. The below is a guide, **please do not copy and paste into your comms.**

**What plans are in place to avoid disruption and queues at the border during the strike action?**

- Border Force continues to work closely with port operators and carriers to make sure all travellers can have a safe and hassle-free journey; however passengers should be prepared for potential disruption and may experience longer wait times at the border if strike action goes ahead.
- Border Force and the travel industry work together very closely at a local and national level and have regular meetings to understand demand while keeping the public safe.
- Resource and staffing requirements at every port are continually reviewed by Border Force.

**What checks will you be making on the day? Will you be relaxing them to minimise queues?**

- Border Force will never compromise on security. Border Force will continue its vital work. Maintaining the security of the UK border is our top priority.

**What are doing to ensure we maintain a safe and secure border?**

- Border Force's number one priority is to keep our borders safe and secure for all travellers and we will not compromise on this.
- Border Force uses a range of methods to identify potential criminal activity at the border and will continue to ensure that those who attempt to break the law are dealt with accordingly.

**Will outbound travel be impacted as well as inbound?**

- Whilst we have robust plans in place to minimise inbound delays, travellers should still be prepared for disruption and take action to plan ahead. Those intending to travel over strike days should keep up-to-date with the latest advice from operators to check how the proposed strike action will affect their journey.

**Will the Border Force strike action just impact passengers, or will freight be impacted as well?**

- Border Force are working closely with all UK ports and carriers to ensure we have robust plans in place to minimise any delays if strike action goes ahead.
- However, hauliers and passengers should be prepared for disruption and should take action to plan ahead and check with their operators before travelling.



**What checks will you be making on the day? Will you be relaxing security to minimise queues?**

**Will all contingency staff, including volunteers and military personnel, deployed at the border be properly trained?**

**Are military personnel just for checking passports?**

The following Q&A is designed to help with your communications. The below is a guide, **please do not copy and paste into your comms.**

- Maintaining the security of the UK border is our top priority and Border Force will never compromise on security.
- Yes. All contingency staff deployed will be sufficiently trained for the activities they are being required to undertake.
- Border Force will never compromise on security.
- Military personnel, civil servants and volunteers are currently being trained to support a range of services including Border Force at airports and ports in the event of strike action.
- We don't comment on operational deployments, but all contingency resources will be sufficiently trained for the activities they are being required to undertake.
- Military Aid to the Civil Authorities (MACA) is a long standing and established process which allows the specialist capabilities of the UK Armed Forces to be utilised to support civil authorities responding to a domestic emergency, whilst also ensuring that the use of the Military is a last, not first, resort.