

Identification of the respondent

\* 1. Respondent

First name and last name

Company

Job title

EU Member State

Email address

2. Is your company a part of a larger conglomerate or group ? (Y/N)

\* 3. Number of customs declaration per year (import)

\* 4. Number of customs declaration per year (export)

\* 5. Number of employees at your company

\* 6. Sales revenue of your company (in thousands of euros)

7. Is your company AEO certified ? (AEO in the EU or equivalent)

A : AEO/Safety Security

B : AEO Customs simplification

C : No AEO Status

D : AEO certificate or equivalent outside from the EU (if so please precise the country)

8. If so, for how long ?

9. Number of geographic sites concerned

10. Why did your company choose to become AEO certified (multiple choices possible)?

A: Following the recommendation of my regional or national customs contact

B: Following my executive management's direction

C: Because it aligns with my company's larger customs strategy

D: To use the AEO's restructuring requirements as an opportunity to internally communicate our customs strategy

E: For financial reasons

F: To be able to access the simplified customs procedures of the EU Customs Code

G: To avoid controls and gain lead time

H: other reason (please precise)

My company is not AEO certified

Why is your company not AEO certified in the EU ?

11. This topic is not considered a priority in my company (please assess this explanation from 0 to 10)

12. The potential gains of this status do not outweigh the investment necessary to attain it (please assess this explanation from 0 to 10)

13. Does your company benefit from an AEO certificate or equivalent outside from the EU ? If so, from which country ?

The implementation and the renewal of the status for shippers

14. Were any additional procedures needed to obtain the first certification? (Y/N)

15. What direct investments and resources were necessary to apply to become AEO certified?

in terms of investments

CAPEX (in thousands of euros)

in terms of operations (in thousands of euros)

(Taking all employees into account)

in terms of man-days

in terms of training days

16. Other resources needed to implement the AEO status

17. Were any additional methods needed to renew the AEO certification?

18. As part of the renewal of certification, was it necessary to adopt any specific measures ? (Y/N)

19. What investments and resources were needed to renew this status?

Investments

CAPEX (in thousands of euros)

Operations

OPEX (in thousands of euros)

Man-day (taking all employee account)

Training days

20. Other resources needed to renew the AEO status

21. What other support functions contributed to the implementation of this status?

The reality and the shippers' perception of the AEO status

22. I benefit from improved efficiency and I have a special treatment in terms of the choice of location of control, decrease in guaranties and deposits etc. because of my company's AEO status (please assess this assumption from 0 to 10)

23. I have seen a change in my company's relationship with our customs office(s) because of our AEO status (please assess this assumption from 0 to 10)

24. The AEO certification allowed me to better communicate my company's customs activities internally (please assess this assumption from 0 to 10)

25. The AEO certification reinforced the overall security of my company (please assess this assumption from 0 to 10)

26. The AEO status allowed me to access new clients and markets (please assess this assumption from 0 to 10)

27. The procedure and certification tools, such as the self-evaluation survey and various audits, are efficient (please assess this assumption from 0 to 10)

28. The advantages make up for the constraints associated with the AEO status (please assess this assumption from 0 to 10)

29. If your company has renewed its AEO status, did you consider the format appropriate? Please explain your answer.

30. What key benefits has this status given your company?

31. Can you identify the benefits that the AEO status did not bring to your company that you expected to see? Please explain your answer.

32. The AEO status is supported by other departments in your company:

A: Executive management

B: Legal

C: Logistics/shipping

D: Finance

E: Other (please specify)

33. Have you used your AEO certification to resolve a dispute within your country's administration? Could you please precise your answer.

34. Have you ever used any mutual recognition accords such as those with China, Japan, Norway, Switzerland or the United States? If so, which one ?

35. Does your company export dual use items ? If so, how much do you assess a potential benefit of the AEO via a facilitation of the export control License processing (from 1 to 10) ?

The future of the status

36. Do you think that this status will be increasingly important in the future? (Y/N)

37. Can you identify any further benefits related to foreign trade that you would like to see as an AEO certified company?

38. What else would you like the customs officials from your country or from the European Commission to know?