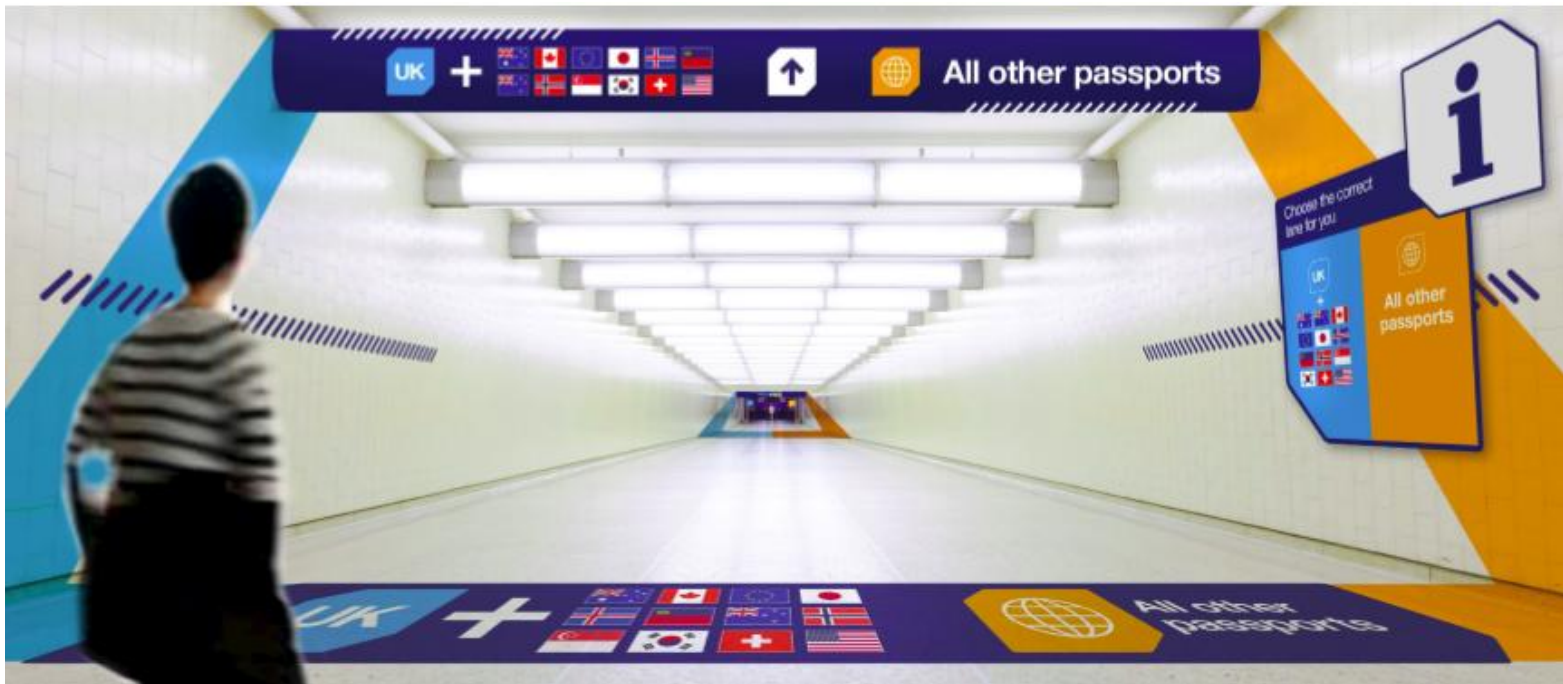




Border Force

eGate Expansion

Passenger education port pack



Welcome to the eGate expansion port pack

We are getting ready for the expansion of eGates ahead of summer 2019 which will enable eligible nationals from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America to use the eGates on their arrival. In addition, nationals of these seven countries will also no longer be required to complete or present a landing card.

Please help us to communicate these changes through your customer communications channels including providing information on your App, online, and through social media. In particular, we also need your staff to be aware of the changes to eGate eligibility and exceptions. **We're aiming to have everything in place for wc 13 May 2019.**

Our eGate expansion pack includes:

- Pre-travel advice for you to use for all travellers
- Advice for travellers who need to see an officer

We are providing a range of promotional materials with translated versions for you to use in the most suitable way for your customers ahead of the eGate expansion.

Need any different formats or have a question?

Please get in touch with the Border Force Communications team if you need any help to support the eGate expansion: BFStrategicCommsTeam@homeoffice.gov.uk

Overview of the eGate Expansion

- As part of the Spring Statement (Wednesday 13 March 2019), the Chancellor has announced that the expansion of ePassport gates for nationals from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America will start from June 2019.
- In line with the ePassport gate expansion, citizens of Australia, Canada, Japan, New Zealand, Singapore, South Korea and the USA will also be exempt from the landing card requirement from June.
- Visitors and entry clearance holders from these countries who are aged 12 or older and in possession of a biometric passport will be able to use the eGates.
- **There are a small number of people who require specific grants of leave and will not be permitted to use the gates and will still need to see Border Force officer.**



Target audience for eGate expansion



UK/EU/EEA nationalities



New nationalities x 7

CANADA

USA

AUSTRALIA

NEW ZEALAND

Japan

Singapore

South Korea



Those who CAN use eGates



Those who need a stamp in their passport

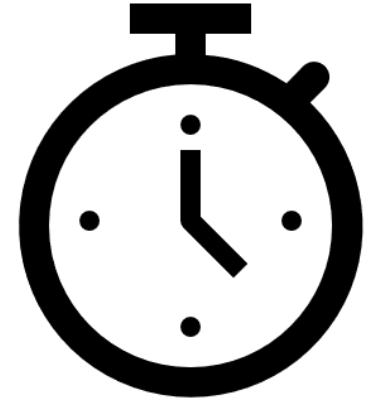
Those who CAN'T



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Timeline for Implementation

- We are providing the updated eGate communication materials including port signage, pre-travel eGate and exception information to stakeholders in April 2019.
- The official timeframe for the eGate expansion is for June, however we are advising partners to prepare to update communications materials for use from wc 13 May.
- We appreciate that this is a tight timeframe however we are keen to get communications in place in advance of the late May travel dates, if possible.
- If these timeframes are **not possible**, please let us know.
- We will keep partners updated on the timeframes and provide regular updates.





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eGate Expansion

Communications overview



eGate communication phases

Phase 1: eGate instruction communications - April-May

- Work with ports and carriers to ensure the new eGate signage and passenger education materials are in place ahead of launch.
- Communicate eGate exceptions working with overseas partners

This eGate passenger education pack is for phase 1 activity.

Phase 2: You can now use the eGates...May-June*

Comms to promote eGate expansion has launched to relevant nationalities:

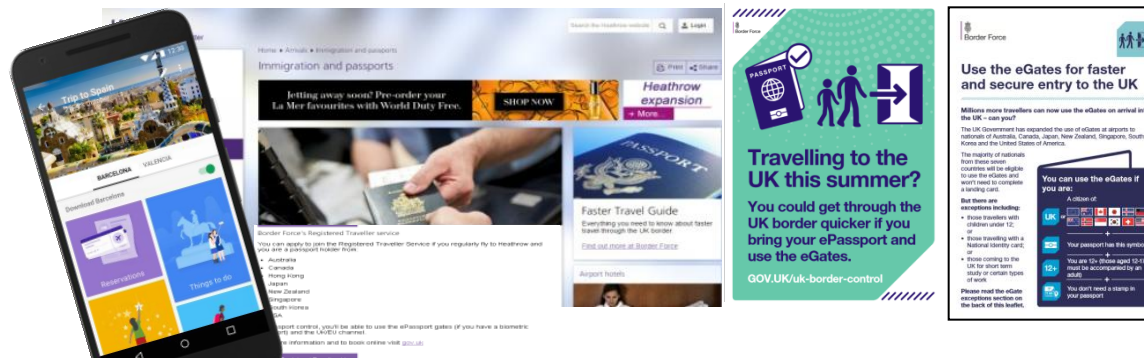
- Pre-travel – online/social assets
- New wayfinding displayed in ports

Phase 3: Promotion of eGates to all travellers...July onwards*

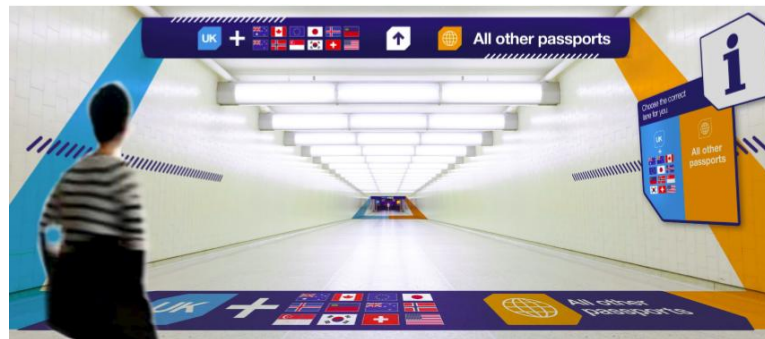
Communications to actively promote eGates to all relevant nationalities as part of the summer peak travel campaign.

*Further eGate passenger education packs will be provided for these packs.

How to reach travellers through the customer journey



Update and include any pre-travel advice provided to customers with the latest eGate information (online/App). We also have online content to use pages and social media assets to use. **More promotional materials will come available as we near the eGate expansion date.**



Update arrival and in port advice Display eGate information in customer areas and on digital screens on the way to and in the immigration hall, customs and baggage areas.

Registered Traveller Service

- The Registered Traveller Service (RTS) is changing as a result of more nationalities being able to use eGates.
- Existing B5JSSK members can continue to use the service up to the expiry of their membership or when the nationalities become eligible to use eGates
- RTS will continue to operate for the remaining 33 countries and we want to increase membership for these citizens



Airlines and port operators have played a key role in increasing membership and we continue to need your help to promote RTS. This includes:

- In advance of travel: through customer channels – websites, social
- In flight: via promo films, in-flight magazines
- In port: displaying information in customer area

Visit: <https://www.gov.uk/registered-traveller> for more information



Border Force

eGate Passenger education

How you can help



Pre-travel communication with your customers



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Travelling to the UK this summer?

You could get through the UK border quicker if you bring your ePassport and use the eGates.

GOV.UK/uk-border-control



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Please use the eGates if:

You are a citizen of:

UK or [Australia, Canada, Japan, NZ, Singapore, South Korea, USA]

+ You are aged over 12 years (under 18's must be accompanied by an adult)

+ Your passport has this symbol

+ You are a Registered Traveller member



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Are you coming to the UK for short term study or certain types of work?

[Australia, Canada, Japan, NZ, Singapore, South Korea, USA]

If you are a national from Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA, and coming to the UK:

- as a short-term student (for up to six months)
- with a Tier 5 Sporting and Arts Certificate of Sponsorship
- to carry out Paid Permitted Engagements
- as a non-EEA family member of an EEA national seeking to join them permanently in the UK.

Please see a Border Force officer when you arrive at passport control as you will need a stamp in your passport to carry out the activities you are coming to do.



WELCOME TO GREAT BRITAIN & NORTHERN IRELAND

Use the eGates for faster and secure entry to the UK

Millions more travellers can now use the eGates on arrival into the UK - can you?

The UK Government has expanded the use of eGates at airports to nationals of Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America.

The majority of nationalities from these seven countries will be eligible to use the eGates and won't need a complete boarding card.

But there are exceptions (including):

- those travelling with children under 12;
- those travelling with a National Identity Card;
- those coming to the UK for short term study or certain types of work.

Please read the eGates exceptions section on the back of this leaflet.

Purpose: Ports can encourage eligible travellers to use the eGates and help to ensure that “exceptions” (a small minority of travellers from the B5JSSK countries) see an officer to receive a stamp in their passport on arrival.

What's can partners do?

- Provide advice on all your relevant customer communications channels
- Show our [eGate animations](#) online/in apps/emails to customers
- eGate information to use to [update websites](#)
- [Have our leaflet on display](#)

What's available:

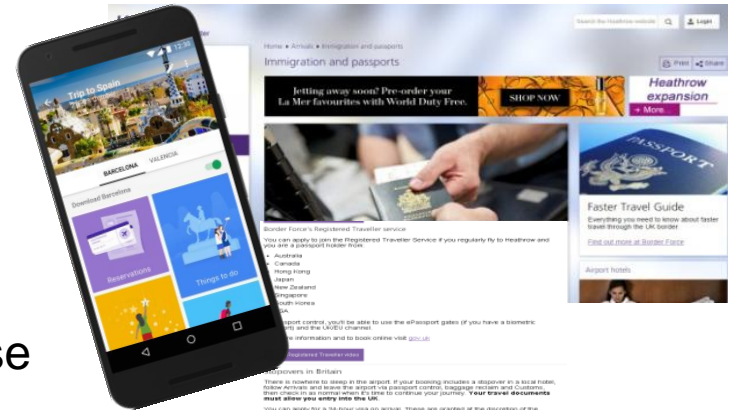
The next slides provide information about what you should update and gives links to download the relevant content you need to use.

Updating online advice: eGate and exceptions

Purpose: Online advice should be updated to show who the eGate eligible travellers are and explain the eGates exceptions (a small minority of travellers who need a stamp in their passport on arrival).

[Download the eGate expansion online toolkit](#)

This toolkit provides content and animations to use



What's needs to be updated:

Immigration / passport information - Any information regarding who can use eGates will need to be updated with the latest eGate eligibility and exceptions information. Nationals of these seven countries will also no longer be required to complete or present a landing card. Also as travellers will be granted leave to enter the UK as a visitor we also need to use specific wording on digital information and in port. Link to: www.gov.uk/border-force/fastertravel

Registered Traveller: Travellers from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the USA no longer need to join the Registered Traveller service. The service will continue for 33 countries and we want to increase membership for these citizens. Link to: <https://www.gov.uk/registered-traveller>

Translated: eGate and exceptions passenger education

Purpose: We have a range of translated information which explains the eGate exceptions and who needs to see an officer on arrival into port.

What's available:

Information about eGate exceptions that could be used to update online content, produced as a leaflet or posters.

Download the toolkits:

- [English toolkit](#)
- [Chinese toolkit](#)
- [Japanese toolkit](#)
- [Malay toolkit](#)
- [Korean toolkit](#)
- [Tamil toolkit](#)
- [French toolkit](#)

We do have more sizes/types of translated promotional materials, please get in touch if you need more.

Are you coming to the UK for short term study or certain types of work?

If you are a national from Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA, and coming to the UK:

- as a short-term student (for up to six months)
- with a Tier 5 Sporting and Arts Certificate of Sponsorship
- to carry out Paid Permitted Engagements
- as a non-EEA family member of an EEA national seeking to join them permanently in the UK.

Please see a Border Force officer when you arrive at passport control as you will need a stamp in your passport to carry out the activities you are coming to do.

Do you need a passport stamp?

You will need to see an officer to get your passport stamped if you are a citizen of:

+

- Are coming for short-term study (for up to six months)
- Have a Tier 5 Sporting and Arts Certificate of Sponsorship
- Are due to carry out Permitted Paid Engagements
- Are a family member of an EEA national seeking to join them permanently in the UK.

Please don't use the eGates and follow signs for 'See an officer' to get your passport stamped so that you can carry out the activities you are coming to do.

eGate animations: Online and in port

eGate animations toolkit includes:

How to use eGates animation

This animation shows how to use eGates with a run time of 1.24. **Use on:** Website and in port



eGate eligibility & how to use

This animation shows who can use eGates and how to use them with a run time of 2.29. **Use on:** Website, digital screens on board and in port

eGate expansion information for staff

Purpose: Staff play an important role in supporting the eGate expansion. We have a range of information which explains who is eligible to use the eGates and who needs to see an officer on arrival into port.

What's available:

- An information leaflet explaining the eGate expansion
- Staff briefing presentation (PDF and Powerpoint versions)
- eGate information

[Download the staff toolkit](#)



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Need any different formats or have a question?

Please get in touch with the Border Force Communications team if you need any help to support the eGate expansion:

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