



Mi Hub Brexit Customer Statement

November 2020

With the UK set to transition out of the European Union on 31 December 2020, along with many UK companies, Mi Hub has been working hard to ensure that business will continue as normal and that our services will not be impacted.

We appreciate that the detail around Brexit can be complicated so in this document, we have set out the steps we have taken in preparation and answered some of your frequently asked questions.

Preparation

Mi Hub and its associated brands established a cross-functional team to review the potential impacts arising from the end of the transition period, the team has examined all areas of our business and supply chain to understand any potential risk areas and is confident that the potential impacts will be suitably mitigated. We continue to prepare based on the assumption that there will be no free trade agreement in place between the UK and EU in time for the end of the transition period.

As the political landscape changes, the work of the team also adjusts in response to ensure our plans remain fit for purpose; this is being coordinated at the highest level through the executive leadership team.

Goods

We have worked with our suppliers and external consultants to mitigate all foreseeable risks with regard to our incoming supply at the end of the transition period.

Customs Tariffs

A significant proportion of our products are sourced from outside of the EU. No significant amendments to customs tariff rates will occur as a result of the UK's specific tariff rates for imported goods. For the small percentage of EU origin goods, the worst-case scenario would be that WTO tariffs would be levied.

Delivery

We have worked closely with our logistics partners to simplify the process and ensure that goods move as freely as possible across all borders. There may be factors beyond our control which may delay goods at ports, specifically Dover-Calais, and whilst Mi Hub utilises other ports we will continue to monitor and respond to any incidents with our logistics partners to reduce the impact to our customers.



FAQs

Will there be a financial impact?

At this point in time Mi Hub has done all it can to mitigate any increase in costs to customers. Whilst this is the case, we continue to keep abreast of any developments and will inform you of any changes in line with our contractual agreements.

Will my goods be delayed?

Mi Hub does not anticipate any delays as we have worked with our logistics partners' forwarders to simplify processes and ensure that goods move as freely as possible across all borders. We have also obtained Authorised Economic Operator (AEO) status, along with all appropriate warehouse authorisations, giving Mi Hub easier access to facilitation and simplifications for the new border operating model introduced by HRMC in an attempt to prevent delays specifically at Channel ports.

Will I need to make any changes?

For deliveries into the EU, there may well be some changes to fiscal information on our invoices, this may require you to make some minor adjustments to allow a smooth transaction. Where this applies we will advise you in time for you to make the changes.

What about Northern Ireland (NI)?

Our customers ordering in Northern Ireland or requiring delivery to Northern Ireland, will be requested to confirm that Northern Ireland is the final point of destination for the goods. This is to ensure we comply with export legislation as per the NI protocol.

General Data Protection Regulation (GDPR)

GDPR will no longer apply directly in the UK at the end of the transition period, however UK organisations are expected to comply with its requirements for some time after this point. The UK Government merged requirements of the EU GDPR and the Data Protection Act 2018 to form a data protection regime known as the 'UK GDPR'. With little difference between the EU GDPR and the proposed UK GDPR, Mi Hub will continue to comply with the requirements of both regimes.

NB

We recognise that you may have concerns and hope the detail within this document assures you that we have plans in place to mitigate risk, where this is within our control. We will continue to review our position as more information is provided by the UK Government, but if you have any further queries, please don't hesitate to contact your account manager. In the meantime, please stay connected with us via our website www.dimensions.co.uk and social media channels.

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