09:12:30 From 6. Megan Fitzpatrick : Q1: How prepared are businesses for the end of the transition, and what are the key areas in which businesses are not prepared?

09:13:20 From 6. Megan Fitzpatrick : Welcoming any thoughts from everyone on the call on Q1 from what you've seen in your own business/ clients.

09:14:47 From 6 Michael Keisner : What is the position as regards goods shipped to a Northern Ireland customer from the UK where their origin is from outside the EU where the UK does not apply a tariff but the EU does. What is to stop the NI entity re-exporting to Eire without duty.

09:15:31 From 6 Jaimie King : Some clients were waiting for a solid answer re deal/no deal. Are now realising there is very little time to start preparing for Jan 1st. Stressful time for them along with Covid implications too.

09:17:55 From 6. Richard Wyatt : Just to reinforce what others have said, almost no information on services and that's where many of us are: but even in the goods sector, what we have seen is vague and when you follow instructions on-line - you get to nothing of substance.

09:20:01 From Alan Todd : sorry lost broadband now on phone

09:22:24 From 6 David McGurk : Does feel like that lack of clarity on roles/responsibilities is badly impacting trade. The business, social and logistical benefits of trading in the single market have been forgotten in the rush for a political objective.

09:22:27 From 6 Jaimie King : I agree Richard. In a short space of time I have tried to expand my knowledge on this using the online instructions but seem to go down many rabbit holes of information which is always more general than specific with clear guidance. Paul, I have experienced businesses not realising they are exporting (and importing!), then there is the follow on VAT implications of this, if they are making a taxable supply in the EU, registering for VAT in EU countries etc. Seems to be little guidance around this.

09:28:44 From 6. Richard Wyatt : Biplap is right. We don't know what we will need to do - hence the vague on-line guidance. So much is unknown and there will be some businesses that get things wrong but in time, we will get to grips with it. Not ideal from a policy POV.

09:29:02 From 6. Megan Fitzpatrick : Q2: What do you see as the pinch points for businesses around the end of the transition period and in to 2021?

09:29:40 From 6. Megan Fitzpatrick : Again, welcoming any thoughts on where you see the pinch points being from a wider perspective or in your own business/ for clients.

09:32:29 From Suzi Bergman : I agree with Jaimie. I am a small business and export goods to Europe. I have found that the only way to avoid getting my own customers pay duty and VAT is to open a EU subsidiary. I will pick and pack the goods in the UK and have got someone to clear the goods through my EU company and deliver the goods to the final customer. I am happy to share the details. I now also have details of how to label goods being sent to the EU which was not clear on the government website. Very happy to share!

09:33:43 From 6 David McGurk : Does feel like there is a risk/opportunity for customs agents to support the necessary documentation - as Paul says a critical shortage.

Given that, can we assume that HMRC/government will be lenient for failures/lapses in the early phases?

09:34:00 From 6 Matthew Beckwith : I run sightseeing boats around the UK - City Cruises and we have issues with imported goods - marine supplies, food prices set to rise for our F&B sectors and freedom of travel/work - people coming to visit the UK and our ability to staff jobs, that people want.

09:34:21 From 6 Michael Keisner : I concur with Suzi. We also set up EU subsidiaries, registered them for VAT and ship from the UK to our EU subsidiaries

09:34:51 From 6 Jaimie King : Sounds interesting Suzi, might be worth us having a chat. Thanks for mentioning. jaimieking@whitingandpartners.co.uk

09:35:40 From Suzi Bergman : Thanks Jamie - will email you after the session

09:36:39 From 6. Richard Wyatt : If I am right, don't you need a subsidiary in each Member State in which you operate, not just in one EU state. Is that right?

09:38:26 From Suzi Bergman : as far as I am aware no - I will be clearing my goods through my Netherlands subsidiary and then they will be in free circulation. my EU rep will be my Netherlands company.

09:38:35 From 6 Michael Keisner : Your EU subsidiary can freely trade with all EU members

09:38:57 From 6. Richard Wyatt : Thanks for clarifying that

09:43:22 From Suzi Bergman : the biggest issue I had was how I get round not opening a separate warehouse in the EU as my business couldn’t afford to. I think I found a solution around that which I am happy to share. many couriers will only clear goods if you have a full lorry load which I couldn’t guarantee. But have another company who will pick up from my warehouse and clear the goods ( export from UK and import into the EU ) and deliver to final customer. Unbelievably my costs haven’t gone up much.

09:44:24 From 6. Megan Fitzpatrick : Q3:What single message or piece of advice would you give to the professionals in the audience in terms of how they and the businesses they work in or with can get through this difficult time?

09:45:08 From 6 Jaimie King : That's excellent Suzi - unfortunately a few of my clients have such small margins as it is, and they can't see how their trade with the EU will remain sustainable for their business. Interesting to know your costs haven't increased substantialy.

09:50:13 From 6 David McGurk : The fear will be of consequences of failing to comply with regulations - fines and penalties are one thing but the time required to get to grips with new requirements which haven't been adequately defined/developed.

Government have, IMO, be poor at providing clarity here so given the limited timescale they could at least give some reassurance on being realistic in their expectations of compliance. Simply saying "get ready" feels like making business a scape-goat.

09:50:21 From 6. Megan Fitzpatrick : Thank you to everyone for your comments so far - as Rachel said, it's brilliant to see the sharing of knowledge and it's invaluable to ICAEW to hear the key issues on the ground. I know time is getting short on the call today so wanted to highlight that you can get in contact with us (ICAEW's Business and Industrial Strategy Team) with any concerns or questions at business@icaew.com

09:51:23 From Suzi Bergman : thanks Chris I will email

09:56:53 From 5 briegeleahy : Thank you ICAEW and speakers very interesting and beneficial views.

09:57:16 From 6 Paul Davey : The Government's Freeport policy provides an opportunity post-Brexit. Anyone interested in the potential benefits from Freeport East at Felixstowe/Harwich can email me at daveyps@hpuk.co.uk

09:57:18 From Karen Sharpe : Technology worked really well - thank you for organising this - the Suffolk room was brilliant - thanks to Luke and the panel! And thank you, Gareth for an excellent session this morning.

09:57:22 From 6. Rachel Underhill- ICAEW : Thank you to everyone for your comments- it's brilliant to see the sharing of knowledge and it's invaluable to ICAEW to hear the key issues on the ground. You can get in contact with us (ICAEW's Business and Industrial Strategy Team) with any concerns or questions at business@icaew.com

09:57:28 From 2 Joy Tacon : An informative session - thank you.

09:57:44 From 1 James Gazzard : Skills development for all - young and old - it isn't a zero sum game

09:58:39 From 5 Chris Mitcham : thank you it’s been a really informative morning. well hosted and good speakers.

09:58:50 From Lynette Lackey : Thank you everyone, excellent sessions.

09:58:51 From 1Katie, Uni Centre P'Boro : There's a great difficulty for 18+ to engage with work experience for economic reasons. Many cannot afford to give up caring role/part time work to engage for free. Would be great if work experience could be partially funded, like the apprentcieship.

09:58:54 From 1. Paul Schofield : Thanks all

09:59:04 From 5. Fiona Hodkin : Thanks you

09:59:05 From 1 Val Dring : Form the Future helps connect businesses to schools www.formthefuture.org.uk

09:59:06 From Stephen Blythe Jaltek Systems Norfolk : Thank you, very useful

09:59:08 From 2. Katy Dorman : Really interesting main session and breakout room - thanks so much for hosting and for the invite! I've got pages of notes and ideas. Got to go to another meeting now but thanks to all the speakers/hosts. If anyone would like to talk about Apprenticeships in Norfolk - get in touch apprenticeships@norfolk.gov.uk

09:59:09 From 5 Claudio Duran : Excellent meeting

09:59:10 From 7 Harriet Riches : Thank you

09:59:11 From 4. Trevor Ling : Thanks all

09:59:13 From 3 Paul Copsey - Auditel : Thanks all, great session.

09:59:14 From 6 Colin Brown : Thank you Gareth and to all speakers - very informative.

09:59:14 From 7 John Duggan : Thanks all

09:59:15 From 7 Olga Tregaskis : Great to hear from you all. Really important material. Thank you all.

09:59:16 From 7 Bridget Foley : thank you Gareth et al

09:59:16 From 7. Elizabeth Pearce : Very interesting event , thanks for the invite

09:59:17 From 7 Anne Bailey : Anyone inspired to help develop the skills of the next generation - and improve their own - do get in touch abailey@formthefuture.org.uk

09:59:17 From Gary Elliott : A great event, excellent content and discussion. Thanks

09:59:18 From 3. Caron Betts : Thank you for a great session.

09:59:19 From 6 David McGurk : Thanks Gareth, Linda and all at ICAEW

09:59:19 From 2 C-J Green : Great event Gareth :-) Thank you everyone

09:59:20 From 5 Andy Mackenzie - Cleveland Scott York : Thanks everyone. Great conversation. Have a good morning!

09:59:20 From 7 Dominic Anthony : thank you

09:59:21 From 2 Scott Bumphrey : Thanks All, take care

09:59:21 From 3 Clive Mitson : Excellent session and the tech worked brilliantly!

09:59:21 From 8 Brian Allin : Thanks!

09:59:21 From 1 Jane Cattermole : Thanks for this morning's event.

09:59:22 From 7 Tracy Ward : Excellent - thank you!

09:59:22 From 1. Katy Klingopulos : Thanks Gareth

09:59:22 From 3 Richard DeNetto : Thank you everyone

09:59:23 From 1 Bertie Newman : Thank you - very insightful indeed!

09:59:24 From 1 - Lee Maughan : Amazing work - well done!

09:59:24 From 1. Ben Bullman : Thanks Gareth

09:59:26 From Richard Newcombe (Oakhill Recruitment) : Thanks everyone, very interesting discussions.

09:59:26 From 2 Chris Brazier : Thank you very much !

09:59:30 From 2 Mia Church : Thank you!

09:59:31 From 4 - Simon Medcalf : Thanks everybody

09:59:32 From 3 Graham Mummery MHA Larking Gowen : thanks Gareth

09:59:32 From 8 Martene Coe (Rm 8) : Thanks everyone!

09:59:33 From 4. Trevor Ling : Thanks Gareth

09:59:33 From 6 ruth.mckenna : Thank you all !

09:59:33 From 7 Andy Stevenson : Thank you to everyone

09:59:33 From 1. Nadine Blandin : Thank you Gareth, excellent content and contributions

09:59:33 From 7 Olga Tregaskis : thank you Gareth.

09:59:33 From 5 Lesley Crisp : thank you, very interesting

09:59:34 From 7 Anne Bailey : Thanks Gareth for an amazing event clap

09:59:34 From 7. Fiona McGonigle : Wishing you the best to everyone for a better 2021

09:59:34 From 7 Helen Clements : Excellent and well done everyone

09:59:34 From 3 : John Cockburn-Evans - IoD : all the best

09:59:36 From Steven Wilson : Thanks to Gareth and ICAEW!

09:59:36 From 3 Beccy Coombs : Thank you all

09:59:36 From 1 Judith Coplowe : Thank you

09:59:37 From 8 Ashish D : thanks again