



Animal &  
Plant Health  
Agency

## APHA Briefing Note 19/23

# Invitation to take part in research to improve the export digital and certification process

**Date issued: 16 June 2023**

### Purpose

To invite Official Veterinarians (OVs) in Great Britain to take part in research aimed at improving the Export Health Certification (EHC) digital process (EHC Online) and export certification process.

### Background

We're making improvements to the way in which Export Health Certificates (EHCs) are created and used at Border Control Posts.

It's crucial we conduct research so we can make the service as simple to use as possible. We'd like to understand what you need from our service and how well it performs.

We can only do this with your help. We will conduct research activities such as usability testing (observing you use a digital service) and surveys.

### Action

If you would like to help improve the process for creating EHCs, please complete the following sign-up form so we can contact you about research opportunities (takes approximately 1 minute to complete).

[https://defragroup.eu.qualtrics.com/jfe/form/SV\\_6fhBzVOpa4QtSHI](https://defragroup.eu.qualtrics.com/jfe/form/SV_6fhBzVOpa4QtSHI)

Please ensure other OVs within your organisation are aware of this briefing note.

APHA is an Executive Agency of the Department for Environment, Food and Rural Affairs and also works on behalf of the Scottish Government, Welsh Government and Food Standards Agency to safeguard animal and plant health for the benefit of people, the environment and the economy.