



Tax Appeals Commission

Protocol for parties who wish to visit the TAC office *as a result of the COVID-19 epidemic*

Introduction

The following protocols outline key actions that a person must adhere to if they wish to visit the office of the Tax Appeals Commission. These requirements are designed to minimise the health risk of exposure to the COVID-19 pandemic and are being implemented in conjunction with other tenants and the building management. Failure to comply with any of the following protocols may result in a person being refused admission or asked to leave the premise.

Instructions

Before you arrive

1. Only individuals that have notified by the TAC in advance will be allowed to enter the offices of the TAC.
2. Any individual who thinks they may have COVID symptoms should not visit the offices of the TAC. This also applies to anyone who has been in areas affected or in contact with confirmed cases.
3. Due to Covid-19 restrictions, there will be no accessible water dispensers available within the TAC building. Parties will be responsible for bringing their own water etc.

When arriving at Reception

1. Temperature Screening for Illness is being conducted at entrances where individuals enter the building. Access to the building may be denied if the person shows symptoms. For data protection purposes, no record of the screening is being created (either audio, visual, paper or otherwise).
2. Individuals should remain 2 metres apart from each other at all times.
3. When arriving please wash your hands at one of the Sanitising Stations provided.

4. Restrooms are available but only 3 persons are allowed to use the facilities at any given time.
5. To maintain the recommended cough etiquette at all times, if appropriate.
6. To adhere to any additional instructions given by the building management, if requested.

When visiting the offices of the Tax Appeals Commission

1. Please wait for a TAC staff member to personally escort you up to the TAC on the second floor.
2. Individuals must use the staircase and, wherever possible, keep 2 metres apart from each other at all times.
3. All individuals must keep to the left-hand side of the staircase at all times.
4. The lift is only available for 1 person at a time because it is a confined space so this will only be used to allow an individual visit the TAC if they possess substantial boxes or material with them and it is not practical to use the stairs.

When arriving at the offices of the Tax Appeals Commission

1. When arriving please wash your hands again at one of the Wall-Mounted Sanitising Stations provided.
2. All visitors will be asked to sign an attendance sheet.
3. Individuals should remain 2 metres apart from each other at all times.
4. Maintain the recommended cough etiquette at all times, if appropriate.
5. A staff member will guide you to an appropriate area where you must remain, unless you request otherwise. It is possible that more than one party may be visiting the TAC at any time and the TAC is conscious to maintain social distancing at all times.
6. If, for any reason, you have to walk around the office floor, please wash your hands frequently.
7. Any work surfaces or chairs shall not be shared whenever possible, including phones, headsets, keyboards, and mouse devices, unless disinfected before and after use.
8. Restrooms are available but only 2 persons are allowed to use the facilities at any given time.

When leaving the offices of the Tax Appeals Commission

1. Please wash your hands again at one of the Wall-Mounted Sanitising Stations provided.
2. Use the staircase when leaving the building if possible & keep to the left-hand side.
3. Individuals should remain 2 metres apart from each other at all times.
4. If you need to use the lift, please ensure it is only one person at a time.

What has the TAC done in response to the current COVID-19 epidemic?

1. Only individuals that have notified the TAC in advance will be allowed to enter the offices of the TAC.
2. Any individual who thinks they may have COVID symptoms is being asked not to visit the premises. This also applies to anyone who has been in areas affected or in contact with confirmed cases.
3. Temperature Screening for Illness is being conducted at the Main Reception area who reserve the right to refuse admission if a person shows any symptoms.
4. All deliveries and mail is being sanitised by the building management before being distributed within the premise.
5. In order to respect social distancing and avoid group gatherings at the Reception area, the Revolving Door will be locked at all times.
6. All Landlord door handles, release buttons & lift buttons are being disinfected 4 times per day.
7. Air-Conditioning Units have been recently serviced and reviewed for approval to meet all COVID-19 requirements.
8. To comply with social distancing, a maximum number of visitors is being strictly adhered to (including a reduced number of office staff).
9. Sanitising Stations are available at the main Reception area and on the office floor of the TAC.
10. Whenever possible, staff at the TAC will be and opening and closing any relevant doors when guiding visitors around the building.
11. Sufficient Hand Sanitiser, Disposable Wipes, Disposable Gloves, Disposable Masks and appropriate signage are available.
12. The Hearing and Consultation rooms are set up for 2 metre social distancing.

13. All surfaces and chairs are being sanitised before and after each meeting.
14. Any work surfaces or chairs shall not be shared whenever possible, including phones, headsets, keyboards, and mouse devices, unless disinfected before and after use.
15. Due to Covid-19 restrictions, there will be no accessible water dispensers available within the offices of the TAC.
16. Soap and single use paper towels are available in Restrooms.
17. These requirements are being implemented in conjunction with other tenants and the building management for consistency.
18. All visitors have been issued with a copy of the above instructions to adhere to.