

## PROTOCOL FOR CAA – VARYING REGIONAL ALERTS

At present Covid-19 alert levels vary according to the region in New Zealand. The Customs Appeal Authority will be operating continuously, but some differences in the Authority's practices are necessary.

The Tribunal's Unit in Wellington, where the Authority's office is located, is open to the public when alert levels permit. However, where possible we encourage delivery of information in electronic form by email, send to:

[CAA@justice.govt.nz](mailto:CAA@justice.govt.nz)

When using email, staff can communicate with you regardless of whether they have to work remotely. Most parties find electronic communication is the most convenient approach; and we are committed to ensuring nobody is disadvantaged if they use emails for communication. If you have concerns that an email may have gone astray, you should of course follow up and get confirmation we have received it.

We will process information delivered by courier, or post in the usual way. However, some staff may work remotely because of social distancing requirements. There can be delays if that happens.

The Tribunal's office will be open to the public when the alert level in Wellington permits, then the standard health protections for the relevant alert level in Wellington will apply if you visit our office. We will have signs to let you know what the requirements are.

The Authority does use telephone conference calls, where all parties and the person chairing the Authority participate. Issues relating to the evidence and issues to be resolved are discussed, so parties know what to expect and can prepare for a hearing. While some hearings need to be "face to face", the Authority will generally consider using an audio visual link over a computer for the hearing. In most cases it will be the preferred approach. That is to ensure that the Authority can progress appeals with as little disruption as possible regardless of alert levels. The Authority will give you notice of the steps, and you will have the opportunity say how you want the appeal to proceed. The Authority is very flexible in the way it processes appeals under the present restrictions. Generally, it is possible complete hearing an appeal regardless of the alert level, please feel free to raise any concerns such as need for urgency.

Thank you for your co-operation.