In order to prevent and/or fight the spread of the infection, the Customs administration of Angola has implemented the following measures:

- Information has been made available to all employees through pamphlets and videos regarding preventive measures;
- Suspension of AGTs participations in events abroad until the end of April. On this date a reassessment on the pandemic situation will be made in order to determine the cancelation or not of the said suspension;
- Our Government has determined a 15 day quarantine measure for everybody arriving in the country;
- Extension of the deadlines for tax returns filing;
- Distribution of alcohol gel, masks and gloves to the employees at borders posts and tax offices (mainly those dealing directly with taxpayers), as well an evaluation of their protection needs;
- Promotion of the use of non-face-to-face service channels (Contact Center, Taxpayer Portal, online and ATM payments).

The Customs administration of Angola has also issued, on 20 March 2020, the below additional information note on preventive measures.

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INFORMATION NOTE
ABOUT
THE PROCEDURES FOR PREVENTING COVID 19 IN THE WORKPLACE

Taking into account the set of measures taken by the Executive, for the implementation of actions to prevent and respond to the emergence of COVID 19, embodied in the Legislative Decree, Provisional Presidential No. 1/20 of 18 March as well as in Circular No. 01 / GMF / 2020 of the Office of the Minister of Finance, the Board of Administrators of AGT directs to the scrupulous compliance of the following procedures and measures:

1. Keep the workplaces fresh and clean;
2. Public service counters must be cleaned at least twice a day;
3. Meetings must be canceled and replaced by videoconference or other means of remote communication, thus avoiding the crowding of people and reducing the likelihood of transmissibility of the virus;
4. Avoid sharing personal items such as cutlery, plates, glasses or bottles;
5. Avoid sharing work tools such as ballpoint pens, pencils, pens, cover markers and, if possible, also staplers and punchers;

6. Employees in the public service areas must adopt individual protection measures through the use of masks, gloves, alcohol gel or other similar antiseptic, and have paper napkins available.

7. Likewise, they should promote information, education and communication on prevention and basic hygiene rules, in face of COVID 19, for taxpayers.

8. Employees over 54 years of age and those suffering from chronic respiratory diseases as proven by health services are dismissed until otherwise decided. The exemption period must be strictly observed at home;

9. Team managers must implement work shifts, the first from 8 am to 1 pm and the second from 1 pm to 6 pm.

10. Areas that are already working on a shift basis must maintain that regime and temporarily reduce the number of employees in each shift by half, and they must follow the guidelines of the respective managers.

11. The number of people inside the Tax Offices (TO), Customs Posts (CP) and respective Stations must be limited to the number of service counters available, while the others must wait outside.

12. For TO/CP who do not have queue managers, the service will be carried out on a first come, first served basis, and the “May I help you?” employee must guide taxpayers to remain in the waiting places to be appointed, always maintaining the minimum distance of 1 meter security between them.

13. Except for occasional exceptions, all external inspections and external auditing are suspended.

14. Employees must urge the non-agglomeration of people, and, for this purpose, they should advise taxpayers who travel to the TO/CP and others, to use the remote instruments made available by the AGT to comply with tax obligations, namely:

   a. Taxpayer Support Center (CAC) through terminal no. 923 16 72 72 or by email agt.callcenter@minfin.gov.ao;

   b. Taxpayer Portal through the website https://portaldocontribuinte.minfin.gov.ao

   c. ASYCUDA system, for questions and clarifications email enpa.funcional@minfin.gov.ao or enpa.tecnica@minfin.gov.ao.

15. If the disease is suspected, immediately contact the Integrated Security Center (CISP) through terminal No. 111.

For knowledge and compliance

INSTITUTIONAL COMMUNICATION OFFICE