



SOUTHERN AFRICAN DEVELOPMENT COMMUNITY

File ref. no.: 18/R/2020_COVID-19

2020-03-20

**SADC-RTGS OPERATIONAL NOTICE: 006/2020
SADC-RTGS: STAKEHOLDER UPDATE ON COVID-19**

This notice serves to advise the industry of the position of the SADC-RTGS Operator to mitigate risk in the wake of the spreading of the coronavirus epidemic.

Following the recent global developments and the announcement by the President of the Republic of South Africa declaring coronavirus (COVID-19) a national disaster, the SADC-RTGS Operator is implementing measures to contribute to the collective effort of South Africa and the world to contain the spread of the coronavirus. The SADC-RTGS Operator team remains unwavering in ensuring continued support and business continuity of the SADC-RTGS infrastructure.

The SADC-RTGS Operator has taken further precautionary measures and implemented the following with immediate effect:

1. SADC-RTGS Operator staff, including SADC-RTGS Customer Support Centre, implemented split teams that will be operating from multiple locations to ensure continues support and uninterrupted operations. Staff will be able to use all communication channels such as email and phone to ensure operations are fully functional.
2. Physical attendance of all meetings and non-essential projects have been suspended. All external and internal meetings will be held in conference calls, using Webex or Zoom, or any conferencing technology available to attendees.



RTGS Integrated Regional
Electronic Settlement System

3. Business continuity plans are in place and will be activated as and when it is deemed necessary.

The above measures will be reviewed on an ongoing basis, and we will keep you informed of any changes that may occur in the future.

Related queries may be directed to the SADC-RTGS Customer Support Centre at +27 12 313 4622 or alternatively SADC-RTGS-CSC@resbank.co.za

Yours faithfully

A handwritten signature in black ink, appearing to read 'Magedi-Titus Thokwane'.

Adv. Magedi-Titus Thokwane
SADC-RTGS OPERATIONS
SOUTH AFRICAN RESERVE BANK

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