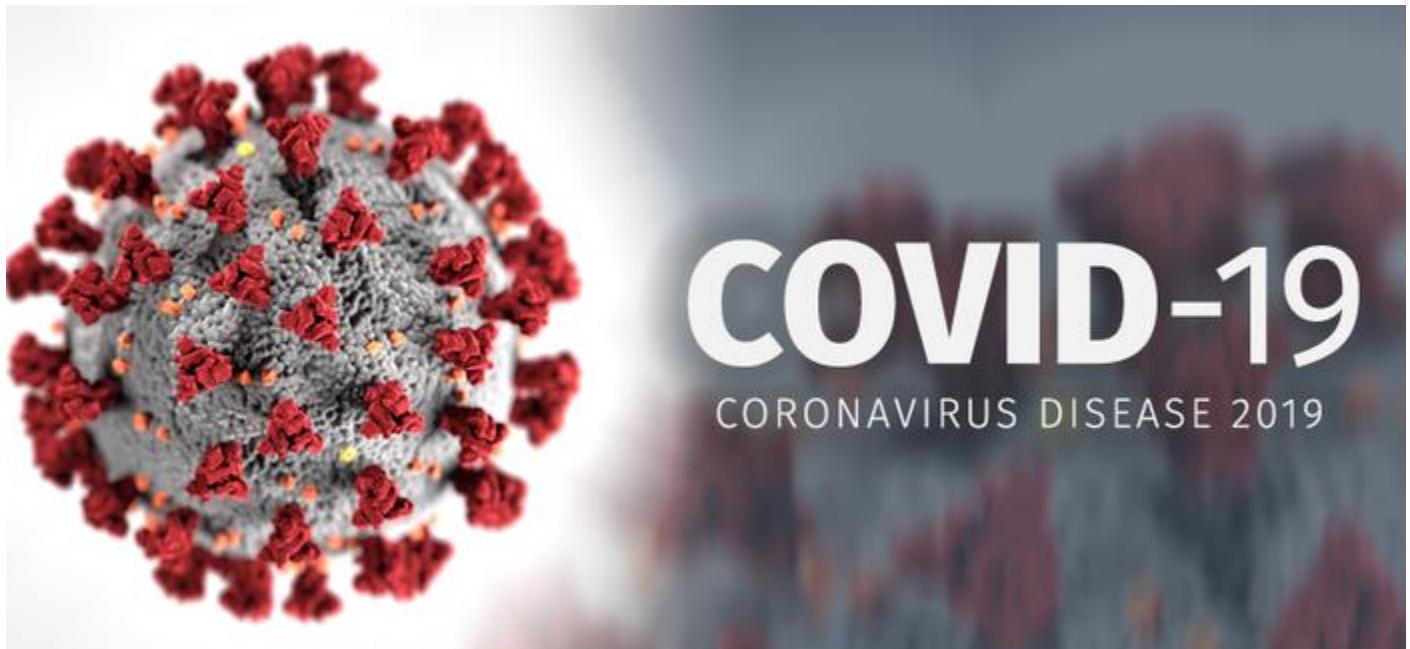




# MFSA: UNITED WE STAND

## 18 March 2020



Dear MFSA Member

For nearly 25 years, we have been guided by the MFSA values, which are at the heart of our business. These values include professionalism and ethical conduct. We care about our members, their clients, society and the natural environment. These values will guide us now as we face the uncertainty and impact brought about by the Coronavirus (COVID-19).

Keeping you, your staff and clients safe is one of our top priorities. MFSA members must maintain a clean and healthy environment in their offices to ensure you and your clients are protected. Below are some steps you can take in order to ensure a clean and healthy environment.

- Providing hand sanitisers at store entrances and high touch point areas;
- Providing masks at entrances if customers require them;
- Use Technology to Avoid Human Contact;
- Minimise the cash pay outs and make use of other transfer methods;

- Intensifying staff awareness of personal preventative measures to protect their and your health;
- Cleaning of offices on a daily and more regular basis;
- Constantly and regularly disinfect surfaces, including doorknobs, handrails, the POS system, tables and desks;
- Make sure you have a detailed register of who visits your offices on a daily basis;
- Wash your hands: Employees should wash their hands when they arrive and every time they enter the premises, as well as frequently throughout the day;
- Lastly, lunch could be catered so as to minimize employees exposure to crowded areas like the food centre;
- Reduce and minimise meetings and travels;
- Should a confirmed case of Coronavirus be present in your business have a detailed plan in place.

Like you, we are taking every measure possible to ensure the safety of our staff, members and consumers in how we work and interact. This will always be our priority.

### **Advocacy:**

We can confirm that the Houses of Parliament has been suspended indefinitely, in light of the President's announcement on Sunday 15 March 2020, declaring a National State of Disaster as a result of the COVID-19 pandemic.

A special meeting between the Presiding Officers of Parliament (Speaker and Deputy Speaker of the National Assembly, as well as Chairperson and Deputy Chairperson of the National Council of Provinces), chief whips and representatives of political parties, was held on Tuesday 17 March 2020, to discuss the parliamentary programme and to receive a briefing on institutional arrangements in the light of the declaration of the national state of disaster and the COVID-19 pandemic.

This special meeting agreed that a sitting of the National Assembly will be held on Wednesday, 18 March at 11:00 to consider some urgent matters, which have specific time-frames and require consideration by the National Assembly as matter of national and public importance. Therefore, at the conclusion of the sitting on Wednesday 18 March, the business of the Assembly, which includes sittings of the House, committees and public hearings, will be suspended until further notice. The last sitting of the National Council of Provinces will be on Thursday, 19 March and its business will also be suspended until further notice.

We will continue to monitor developments and decisions closely and keep our members updated as developments unfold.

### **MFSA Offices**

The MFSA Offices will remain open even though the staff will work from home. It is not 'business as usual.' We believe these testing times can develop into creative opportunities.

If you require any assistance or guidance, please contact us on  
012 346 1018  
[info@mfsa.net](mailto:info@mfsa.net)

**Best wishes,**  
**Hennie Ferreira**  
**CEO | MicroFinance South Africa**



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