Dear Customs client

Planned industrial action at SARS

The South African Revenue Service (SARS) and Organised Labour have recently been engaged in wage negotiations, and despite extensive deliberations between parties to resolve matters, a decision was made by organised labour on 26 March 2019 to embark on industrial action.

The strike is expected to start on Thursday 28 March 2019, and could involve a number of SARS employees at branch offices, including Customs officers at ports of entry.

To limit the potential impact of any strike action on SARS branches, Customs offices and ports of entry as far as possible, SARS has put into place a contingency plan to address key areas of the business that could be affected by the strike action.

Whilst delays can unfortunately still be experienced at branches and ports of entry as a result of capacity constraints, Customs clients can assist SARS by, for example, not making cash payments at branches, but rather EFT payments during this time.

SARS will keep its clients updated on the strike action using social media platforms, including its website, and will also advise clients on any service limitations that may be experienced.
Please follow developments on the SARS website (www.sars.gov.za); SARS Facebook page (South African Revenue Service) and SARS Twitter feed (@sarstax).

**SITES FOR INDUSTRIAL ACTION**

At this stage, the CCMA has approved the following sites for picketing:

- SARS Alberton Campus
- SARS Head Office (Brooklyn Pretoria)

SARS will keep our stakeholders informed should the CCMA approve any other picketing sites.

If you have any **urgent** issues or queries during this time, please email the Operational Support Centre (OSC) at **OSC@sars.gov.za**, or call 012 422 6968.

Other available (secondary) numbers for the OSC are: 012 422 6955, 012 422 6369, 012 422 4664, 012 647 9984, 012 647 9985, 012 647 9863 and 012 647 9633

SARS remains committed to making every effort to ensure operations continue as smoothly as possible at all SARS branches and Customs offices. Thank you for your patience and cooperation during this period.

Kind regards

BEYERS THERON

**ACTING CHIEF OFFICER: CUSTOMS AND EXCISE**

Date: 27 March 2019