



South African Revenue Service

Planned industrial action at SARS

Dear Stakeholders

The South African Revenue Service (SARS) and Organised Labour have been engaged in wage negotiations and despite extensive deliberations between parties to resolve matters, it will appear as if the wage deadlock has not been resolved to avert the strike action on Thursday 28 March. SARS acknowledges that a strike is a constitutional right and will continue its efforts to find an amicable resolution to avert the strike. The organisation has nonetheless activated its strike contingency plans in the event of the strike continuing on Thursday, 28 March 2019. The contingency plan is aimed at addressing the potential impact at SARS branches, the SARS Contact Centre and Customs services at ports of entries and Head Office and to ensure that services are available to taxpayers and traders during this period.

However, due to capacity constraints, this may result in time delays and delayed process flows at affected branches, ports of entry and at the SARS Contact Centre. We have briefed senior management at our branches to assess their capacity and capability on the day, before 08h00, and based on this assessment, determine how services will be affected at that branch, and worst case scenario, whether the branch should be closed. SARS will keep our clients updated on these developments during this period through our social media platforms, including our website to announce closures and service limitations.

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, and social media sites will also be updated on a regular basis.

SARS remains committed to make every effort to ensure operations continue as smoothly as possible at all branches and ports of entries. Thank you for your understanding during this period.

Regards

THE SOUTH AFRICAN REVENUE SERVICE

March 2019