



Namibian Stock Exchange & Transfer Secretaries (Pty) Ltd

COVID-19 (Coronavirus) General Visitation Guidelines

The health and safety of our visitors, employees, and communities remain a top priority at the Namibian Stock Exchange. Therefore, in line with the World Health Organisation (WHO) guidelines and latest guidelines issued by the Namibian Government and Health Department related to COVID-19, we have revised our visiting policy. Thank you for your understanding and cooperation.

The NSX and subsidiary, Transfer Secretaries (Pty) Ltd will remain fully operational during Stage 4 of the COVID-19 pandemic. Communication can be conducted as before as well as processing of instructions, except on a physical face to face basis.

- Remote working arrangements for both NSX and TS employees are being finalized;
- Shift schedule implemented - Three (3) staff members will be present in the office (1 management, 1 administrator and 1 support staff), on rotation each week;
- Physical office will not be accessible to the public;
- General public to deliver documents to NSX by placing sealed envelopes in the NSX mailbox affixed near door entrance or alternatively send documents by post:

Postal Address:

PO Box 2401
Windhoek
Namibia

Physical Address:

4 Robert Mugabe Avenue (entrance from Dr
Theo-Ben Gurirab Str)
Windhoek
Namibia

- Documents will only be handled after 48 hours of delivery;
- NSX queries to be sent to info@nsx.com.na;
- TS enquiries and/or Proxy forms to be sent to ts@nsx.com.na;
- Arrangements have been done with stockbrokers and custody departments for transferring/splitting of script and collection thereof;
- Appointments can be made on request by stockbroker community and custodial departments;
- Our staff will still have access to emails and virtual meeting technology (if the need arises).

Basic protective measures against the coronavirus

- Wash hands frequently;
- Maintain social distancing;
- Avoid touching eyes, nose and mouth;
- Practice respiratory hygiene (cover your cough & sneeze);
- If you have fever, cough & difficult breathing, seek medical care early; and
- Stay informed and follow advise given by your healthcare provider.

Precautionary measures implemented in office

- Hand sanitizers handed to all staff;
- Hand sanitizer at Reception for use by all visitors;
- Disposable gloves;
- Extra cleaning enhancements: cleaning and disinfecting work surfaces;
- Social distancing;
- Practice respiratory hygiene
- No face to face meetings (to engage in virtual meetings); and
- Banned/Postponed international travel.

VISITOR PROTOCOL (by appointment only and/or arrangements in place)

- Visitors or event attendees experiencing a cough, fever, shortness of breath or respiratory symptoms are requested not to visit the NSX;
- A 'no hugging' and 'no hand-shake' policy is now in effect; and
- Please follow our hygiene protocol upon arrival at the NSX premises, you will be instructed accordingly by our receptionist.

Hygiene protocol visitors

- Face Masks must be worn when entering our premises
- All visitors to register on arrival;
- All visitors to **disinfect their hands**; and
- Proper respiratory etiquette – covering your mouth and nose with your bent elbow or tissue when you cough or sneeze.

We will do everything necessary to ensure that you continue to receive the highest level of service.

We remain at your service during this difficult time.

Contact Number +264 61 227647
NSX Email info@nsx.com.na
TS Email ts@nsx.com.na
Business Hours 07h30 – 17h00

Staff Rotation list – 03 August until 21 August 2020

Week 1 (03–07 Aug)	Week 2 (10-14 Aug)	Week 3 (17-21 Aug)
Alexandrea Ullrich	Tiaan Bazuin	Johene Saal
Maria Amutenya	Adelheid Scholtz	Theresia Kavangelwa
Alicia van Wyk	Salmy Edward	Rozaan van Rooyen
	Alicia van Wyk	

Timelines for delivery of splits & transfer documents – applicable to Brokers & Custody Departments

Only one person is allowed to deliver documents once a day to TS with collection of certificates after one week.

Monday to Friday

Company Name	Time
SSS	08h00-09h00
Nedbank Custody	09h00-10h00
FNB Company Secretary / RMB Custody	10h00-11h00
PSG	11h00-12h00
IJG	12h00-13h00
SBN Custody	14h00-15h00
Cirrus	15h00-16h00
CGP	16h00-17h00