



Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER 059/2020

19 March 2020

JSE COLOCATION – BUSINESS CONTINUITY PLAN

In response to the latest COVID-19 outbreak and the country's approach based on the President's address, the JSE has undertaken a number of steps to ensure that we limit possible risks to our clients and employees. Our Colocation facility is based on the JSE premises and is critical to establishing a hub of connectivity to our stakeholders.

This facility receives several external visitors on a weekly basis and as such, we have implemented the following measures to ensure the safety of our employees and our clients:-

- In order to limit the number of visitors to our facility in the JSE building, we will waive the remote hands service fees over the next two months. We request that you utilize this service and not send your own technicians out to conduct changes.
- Over the next two months, we will only allow external visitors into Colocation to conduct changes that are production facing or deemed high priority to the daily operations of your business. If there are functions (small or large) that can be performed via our remote hands service, we reiterate that clients should make use of this service instead.
- In the event of high priority trips into Colocation, visitors will be subject to completing the attached 'Visitor Travel Declaration Form' at least 48 hours prior to arrival, which we will review and respond to appropriately. Please attach this with your Colocation change request form as per the current process.
- Hand sanitisers have been made available across our facility and we are in the process of procuring masks and gloves in order to mitigate possible infection.

Market / Service:

Colocation Services

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520 7777 or e-mail customersupport@jse.co.za

Issued By:

Merlin Rajah
JSE Capital Markets