

Notice to Customers and Stakeholders

BBS Limited Business Continuity Management plan for the COVID 19 Pandemic

We would like to inform you that BBS Limited has activated its Business Continuity Management plan to ensure continued business resilience and COVID 19 pandemic readiness, including preventing the spread of the virus. The plan is also to ensure uninterrupted service delivery to our customers and other stakeholders. The measures will come into effect on Monday 30th March 2020. Therefore, we ask for your forbearance during this period in respect of the following measures:

- Reduction of Staff numbers at BBS Limited Head Office, BBS Limited Branches and other operational areas. Staff will come in on a rotational basis. This is to avoid a Branch, business unit or even the entire business having to be shut down should there be an infection or infections. We would like to reiterate that despite this measure, services will continue to be available.
- For routine enquiries Customers, Shareholders and other Stakeholders are encouraged to call any of the following numbers:

Location	Number
Head Office	3971396
Call Centre	3631596 or 3631551
Head Office Branch	3631522
Express Lounge (Head Office)	3631620
Mortgages Department (Head Office)	3971396
Mall Branch (Gaborone)	3951240
Thusanyo Branch (Gaborone)	3953001
Francistown Branch	2413412
Selibe Phikwe Branch	2610768
Lobatse Branch	5330262
Maun Branch	6860631
Kasane Branch	6252460
Serowe Branch	4630936

Nonetheless, customers who might be compelled to visit any of our areas of operation are urged to observe the protocols BBS Limited has put in place against COVID 19. These include keeping the required 1 meter space in queues, using sanitisers and taking other advice from our Staff. For instance, we have sick bays in all our operations in which to place anyone who might exhibit symptoms associated with COVID 19. Our Staff has been briefed on what steps to take, which include alerting the authorities immediately, should there be such a development.

We also urge you to observe other measures against COVID 19 as regularly being communicated by the Government of the Republic of Botswana through Ministry of Health and Wellness. These include:

- Travel restrictions.
- Washing your hands regularly or using sanitisers.
- Social distancing.
- Avoiding crowded areas.
- No group meetings.

Lastly, the above BBS Limited arrangement is subject to situational changes. Therefore, the BBS Limited Crisis Management team is following developments closely and will inform you promptly if there is a need to activate additional protocols in line with BBS Limited's Business Continuity Management Framework.

Thank you.



***“Working together
towards a common goal”***

