

FOR PSA MEMBERS: SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) –
EASTERN CAPE

17-11-2020

SASSA target of armed robberies - 11 November 2020

The PSA was alerted by frantic members of an armed robbery at SASSA pay points in Matatiele in the presence of employees, which left a security guard and a beneficiary injured. No employees were injured.

The PSA regrets this incident and subsequently engaged SASSA management on plans to mitigate the situation. Management reported that members who were involved were given two days off work to ease the trauma and consult a doctor using the SASSA-prescribed form where they will not be subjected to doctor consultation fees. It further emerged that plans to arrange counselling with *Metropolitan*, a SASSA service provider, are underway and follow up with affected employees is done consistently. At the time of engaging SASSA management in this regard, it was confirmed that staff at large were not consulted yet, but they are at liberty to contact *Metropolitan*, whom is used for counselling.

In mitigating the incident and ensuring that staff is always protected, it was confirmed that police escorts will be ensured. In the absence of availability of SAPS services, SASSA will withdraw its services.

The PSA applauds management's swift reaction as safety of employees is their principal responsibility. The PSA calls upon members to be alert, moreso when approaching the festive season and monitor that the employer abides by its commitment in ensuring the safety of employees.

The PSA encourages its members to remain vigilant and contact the PSA Mthatha Office on (047) 501 2500 for assistance in their work challenges.

The PSA wishes the injured persons a speedy recovery. Members are reminded of the second wave of COVID-19 in the Eastern Cape and are encourage to apply COVID-19 protocols strictly.

GENERAL MANAGER