



April 2020

## Dear Valued Customer

This letter serves to respond to your enquiries relating to our capacity to offer a continued service for the transportation, logistics and handling of "essential cargo" (as defined) during the lockdown period.

It is imperative to indicate that, subsequent to the announcement of the national lockdown by the President on 23 March 2020; Transnet, having taken heed of the government's efforts to reduce the spread of the Coronavirus COVID 19; had shut down a significant part of its operations at midnight of 26 March 2020. Subsequently, certain Transnet operations have been declared as "essential services" as contained in Annexure B (25 and 28) of Regulations 11A (25 March 2020) which were issued in terms of the Disaster Management, 2002: Amendment of Regulations Issued in terms of S27(2).

Based on the above categorization, a process of planning and preparation to reactivate **parts** of our business to support the provision of essential services, was triggered on 26 March 2020 in support of the Minister: Mineral Resources' statement of 25 March 2020 and our shareholder's (DPE) support of same. Service offerings to our customers during this lockdown period would also be subject to, customer compliance and adherence; and shall be performed in line with all applicable legal provisions and the utmost consideration of the health and safety protocols related with the COVID 19 management.

Accordingly, we urge our customers seeking provision of continued service, full or partial, during the lockdown to submit their applications to the Transnet Customer Nerve Centre via the email address provided below. The following key requirements are mandatory and required in support of the application:

- **Necessary approvals from relevant sector ministries and/or departments to continue with operations during the lockdown period,**

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- Business Continuity Plans,
- Applicable Health and Safety Plans for the duration of the lockdown,
- Details about the commodity to be moved (i.e.: commodity type, route (origin to destination), volumes, number of trains required, frequency (daily/weekly) and vessel schedule).

All other specific approvals granted by government that are dependent on our rail and ports system will be considered on a case by case basis and on our ability to respond responsibly. Outcomes of respective applications will be communicated formally and directly to applying customers within 48 hours of receipt of such an application.

Applications are to be submitted to the Transnet Customer Nerve Center via email at [transnet.cnc@transnet.net](mailto:transnet.cnc@transnet.net). Commodity Managers and Key Account Executives normally dealing with each customer remains the primary point of contact and channel of communication with all our customers.

Customers shall indemnify Transnet and hold it harmless against any liability in respect of any such loss, damage, expense or injury arising out of the COVID 19 Regulations in force and effect or arising out of any act of omission emanating therefrom.

We herewith thank all our customers, who have already complied with all the required approvals, rules and processes during this lockdown period, and those who are undertaking this journey of learning with us.

**Portia Derby**  
Group Chief Executive  
Transnet SOC Ltd

03/04/2020