

**03 April 2020**

**Dear Valued Customer**

**TRANSNET COVID-19 CUSTOMER UPDATE: AMENDMENT OF COGTA REGULATIONS**

Our previous communication to you on 29 March 2020 refers.

Following amendments to the Disaster Management Regulations by the Minister of Cooperative Governance and Traditional Affairs on 02 April 2020, we wish to advise that Transnet is still operating under lockdown conditions and specific protocols for restarting operations are centrally processed and need to be strictly observed.

As you may be aware, in addition to the list of goods and services that were declared as essential, there have been revisions and exemptions created by Government for certain goods and services, which are critical to the health of the national economy and its revitalisation post the crisis.

As a result thereof, it has now been formally declared that transportation (including handling) of all cargo from ports of entry to their intended destination is no longer prohibited. This means that a number of operations at Transnet will be adjusted subject to approval by various Government Departments. These include, the Departments of Mineral Resources; Trade and Industry; Transport and our Shareholder, the Department of Public Enterprises.

As a caring company, Transnet will carry out its mandate within the Regulations set out by Government in order to minimise the spread of the COVID-19 virus and national imperative to "flatten the curve".

We therefore wish to inform you that Transnet will start moving non-essential goods following the amendments of the regulations as stated above. The amendments amongst others:

- permit the transportation of cargo from ports of entry to their intended destination, on condition that necessary precautions have been taken to sanitise and disinfect such cargo;
- permit essential workers to move between provinces and between metropolitan and district areas to travel to and from work.
- Require us to reassess our operations for purposes of rendering essential services as defined.

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A handwritten signature in black ink, appearing to be the initials "G.S." followed by a flourish.

- lifts the restriction of cargo movement out of the port precinct in accordance with the amendment contained in Regulation 11B(b)(iii)(bb).
- transportation of cargo and goods as set out in Part A to neighbouring countries are still permitted in terms of the Regulations.

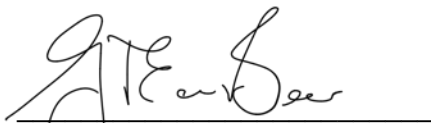
As previously communicated in addition to all the essential services previously communicated our focus will be on:

- The integrated container logistics system mainly around the Port of Durban and the link to the economic hub in Gauteng – ensuring that the complex system remain efficient to enable the movement of priority and essential containerized goods; this includes the movement of non-essential cargo to City Deep, only for storage in order to decongest the Port of Durban,
- The heavy haul rail and ports export system from the Northern Cape to the Port of Saldanha; and
- Domestic and export Coal and other General Freight Business cargo through the Port of Richards Bay.

We wish to remind you that that all necessary measures to protect Transnet staff when interfacing with customer's operations should be undertaken. The regulations are attached for ease of reference.

Please ensure all applications and evidence of approvals are 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.

Yours Sincerely,



Gert de Beer

Customer Engagement Lead, Transnet COVID Command Centre

Date: 03 April 2020