

Transnet SOC Limited
(Incorporated in the Republic of South Africa)
(Registration Number: 1990/000900/30)
Issuer Bond Code: BITRA
("Transnet", the "Company" or the "Issuer")

UPDATE ON TRANSNET IT DISRUPTIONS

On Thursday 22 July 2021, Transnet SOC Ltd ("**Transnet**") experienced disruptions to its IT systems, which impacted operations. Technicians have been working around the clock to ensure that the systems are brought back up as quickly and safely as possible and by Monday, 26 July 2021, most of the affected applications were up and running.

It is expected that some applications may continue to run slowly over the next few days, while monitoring continues. All operating systems will be brought back in a staggered manner, to minimise further risks and interruptions.

Business continuity plans across Transnet have been activated, and operations are continuing as planned.

The business continuity plans have enabled Transnet Freight Rail (TFR) to continue running its trains as planned. We wish to assure stakeholders and customers that all processes followed will allow for the safe operation of trains.

At the ports, each container terminal has communicated its transition plan from manual operation to the full NAVIS-driven operation. The terminals are berthing vessels as planned and facilitating loading and discharge operations with the shipping lines. Transnet will continue to work directly with shipping lines to facilitate maximum import evacuation and further exports planned for future vessels. Controls have been developed, in conjunction with the shipping lines and SARS' Customs division to ensure safe clearance and evacuation of each container.

A force majeure, communicated by Transnet Port Terminals on 26 July 2021 to customers, covering the period from 22 July 2021 to date, is expected to be lifted soon.

We have requested customers with cross-border traffic and where the SARS clearance process is applicable, to submit hard copies of the SARS clearance documentation with their consignment notes at the Order Entry Office/Terminals. This will assist in the manual system application to authorise the departure of trains.

The salaries of Transnet employees have been processed on schedule; there has never been any doubt that as an organisation our obligation to our employees would not be honoured.

All customers have been made aware of the disruption and Transnet will continue to engage and collaborate with all affected customers.

A further update will be provided once full operations resume.

Johannesburg
27 July 2021

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