

31 January 2012

Dear Customer,

ENGEN Refinery Bitumen Production Update

We are aware of the current supply challenges facing the local bitumen industry and although our bitumen unit has started up, we are still experiencing production and supply-chain bottlenecks.

Our supply to the local market will normalise once our unit is functioning at optimal levels and is able to produce product that meets local specifications.

We sincerely apologise for the inconvenience, thanking you for your understanding and patience during what has been and still a challenging time for us. We value your support and are working tirelessly to ensure we produce and meet the ever challenging demand for bitumen.

Regards,

Mthetho Samsam
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