Transnet Integrated Management System (TIMS)
POLICY COMMITMENT STATEMENT

Transnet is a State-Owned Company that operates as an integrated freight transport company. It is structured around six core Operating Divisions, namely Transnet Freight Rail (TFR), Transnet Engineering (TE), Transnet National Ports Authority (TNPA), Transnet Port Terminals (TPT), Transnet Pipelines (TPL) and Transnet Property (TP) as well as the Transnet Academy, a specialised unit, a skills development provider in the transportation, freight, maritime, logistics and associated industries.

Transnet has developed and implemented a Transnet Integrated Management System (TIMS) programme, which sets out Systems, Policies, Procedures and Processes, providing a foundation and framework for conducting its core business. We are committed to **transporting freight, passengers and providing excellent customer service** to our customers along the key transport corridors. Our aim is to **competitively grow our business**, **enhance customer satisfaction** and ensure **sustainable business development** for the benefit of the South African economy.

TIMS is established, implemented, and maintained in accordance with recognised best practices that will enable us to:

- Incorporate and comply with applicable **legislation, regulations, codes, standards, protocols, best practices and customer requirements** to which we subscribe, in order to achieve our business objectives.
- Set and achieve **objectives and targets** that address significant enterprise-wide **strategic, tactical, and operational risks, opportunities and mitigate the consequences** thereof.
- Proactively implement **strategies** to prevent **environmental degradation, protect ecosystems and drive climate change mitigation and adaptation.**
- Continually promote the prudent and **sustainable** use of **energy and natural resources.**
- Provide **quality products** and **services** to meet our customers' requirements.
- Create a **safe and secure environment** for our employees and stakeholders.
- Carry out our business in a manner which **protects our assets and information** and **prevents injuries and ill health** to our employees and stakeholders.
- Promote **safe operational principles** during operations to minimise occurrences.
- Strategically **source our contractors** through fair, equitable and transparent processes.
- Provide **socio-economic development** as a good corporate citizen.
- Uphold **food safety practices** in our food preparation and handling environments.
- Ensure **proficiency and preparedness** to deal with and **effectively recover** from any **emergency situations.**
- **Develop, train and manage our employees** through inspirational leadership, providing the necessary **organisational information, knowledge and resources** to achieve the intention of this policy statement.
- Build relationships based on care, openness, mutual trust and involvement while protecting **personal and confidential information** of internal and external stakeholders. **Communicate**, **engage**, **support** and promote TIMS risk awareness culture.
- Allocate **responsibilities** and **accountabilities** to meet the requirements of the TIMS Policy Statement. Drive an **integrated assurance management programme** to ensure **continual improvement** of TIMS.

The TIMS Policy Commitment Statement shall be **reviewed every three (3) years** or **as circumstances dictate** to ensure that it remains **current and relevant**. Our progress on the achievement of the policy statement commitments shall be reported to the respective Governance Structures. Transnet Leadership, employees and stakeholders have a role to play in delivering on the commitment set out in this policy statement. The TIMS Policy Commitment Statement can be made available to external stakeholders on request.

Group Chief Executive

Date: 10/05/24

Next Review Date:

©Transnet SOC Ltd

Important Notice: This form contains personal information as defined in the Protection of Personal Information Act, 2013 (the "Act"). By signing this form, the signatory consents to the processing of his/her personal information in accordance with the requirements of the Act. The purpose for processing the personal information of the signatories contained in this form, is for this Policy Statement only.