

11 May 2020

Dear valued customer

WE ARE COMMITTED TO PROVIDING A PROFESSIONAL SERVICE DURING THE COVID-19 PANDEMIC

Now more than ever is the time for us to recommit our support to you as we all adjust to the new worldwide reality of Covid-19.

Starting on Monday, 11 May, we recommenced permitted sector operations and service functions in line with the new risk-adjusted Level 4 regulations.

During the course of the national Level 5 lockdown, our workshops and Parts Distribution Centre remained partially open for customers engaged in the provision of essential services relating to resource sectors like platinum, iron ore and coal.

With the subsequent easing of restrictions, we are now able to resume activities related to the support of Komatsu equipment users operating across the mining, quarrying, forestry and agriculture sectors. With the progression to Level 4, we also extend our full range of services to construction customers engaged in the development, maintenance and repair of public works involving water, energy, sanitation, roads and bridges.

We take seriously the role we must play in stopping the transmission of the coronavirus, in our own workforce and at our customers' sites. We also fully realise the role we must play in ensuring that all new regulations are fully adhered while supporting our customers in minimising the economic impact of the pandemic on their businesses.

Our response to the pandemic has involved the adoption of a comprehensive Covid-19 policy and the establishment of a crisis management team to effectively and rapidly manage changing requirements as the pandemic evolves.

Work in this area not only involves ensuring the sustained health and wellbeing of our people, customers and their respective families, but our ability to support your equipment needs at this time.

Detailed Covid-19 risk assessments have been undertaken for each individual Komatsu site, including our head office complex, branches, depots and client sites across South and Southern Africa.

Registration No. 2013/168336/07

Directors: M Moriyama* (Chairman) M.A. Blom (President & Managing), K Noboru*, J Mathebula, E Moosa

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Robust measures based on international guidelines have become the new normal and include daily screening, ongoing education and awareness, the de-densification of work areas, the deep cleaning of frequently handled surfaces, social distancing, restrictions on travel and the active promotion of hand hygiene and respiratory protective equipment. We also have the necessary procedures and isolation facilities in place so that we are adequately able to respond to probable cases of Covid-19.

We have taken a phased approach in getting our people back to work and envisage scaling up operations with the further easing of restrictions over the coming weeks. Please be assured that we will keep you informed of all new developments as they unfold.

For further information and enquiries, please email info@komatsu.co.za.

Yours sincerely,

Mike Blom

President and Managing Director: Komatsu Africa Holdings (Pty) Ltd

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