

Transnet Strike Action – Customer Crisis Management

Mitigation Plans Currently in Place

TPT Command Centre NCT – 041 507 8368

EM Business Continuity Management: Alvin Mc Loughlin

EM Business Continuity Management: Litha Dalindyebo

TNPA Command Centre Nqgura – Still to be set-up - **TNPA War room** established in DBN

- **Communications sent to 200+ impacted customers on;**
 - **Sunday**
 - Sent to NCT customers & KAMs
 - **Monday**
 - Sent to all impacted customers, KAMs and Terminal Managers

Customer Crisis Management Team

Kresen Naicker	TCC	083 278 6360	Kresen.naicker@transnet.net
Tracey Neat	TPT	083 459 3381	tracey.neat@transnet.net
Timothy Keit	TPT	083 706 8178	Timothy.keit@transnet.net
Reshad Yusuf	TFR	083 297 2407	Reshad.yusuf@transnet.net
Avish Sinath	TNPA	060 979 4285	Avish.sinth@transnet.net
Albert Swart	TFR	083 458 1342	Albert.swart@transnet.net
Earle Peters	TCC	083 462 1079	Earle.peters@transnet.net
Thabani Buthelezi	TFR	083 691 9876	Thabani.Buthelezi@transnet.net
Siyabulela Mhlaluka	TPT	083 282 9790	Siyabulela.mhlaluka@transnet.net
Michelle Phillips	TCC	083 299 1715	Michelle.phillips@transnet.net