

08 September 2021

Engen Refinery
465 Tara Road,
Bluff,
4052

Re: Letter from the SDCEA dated 1 September 2021

Dear Sir,

Thank you for your letter dated 01 September 2021.

As a company committed to acting safely and responsibly, and as a caring neighbour, we share your concern for our fenceline community.

Please be assured that Engen is committed to conducting its activities at the Engen refinery in strict compliance with all legislative requirements, including consultation where required.

Prior to the commencement of the current activities, Engen published a notice (see Fig 1 below) in several prominent South Durban community newspapers regarding the imminent increase in activities at the refinery, with a pledge to minimise as much as is reasonably possible any disruption to the neighbouring community.

Also included in the notice was a toll-free number (0800 330 099) for community members to log concerns or complaints. This is the same toll-free number that has been used for a number of years by the community to log their concerns.

To date, Engen has not received any noise complaints via the toll-free number.

The current works taking place at the Engen refinery are primarily decontamination activities.

Engen, in consultation with the relevant authorities, established that the activities identified for the current year do not trigger the listing notices as per the National Environmental Management Act: Environmental Impact Assessment regulations.

Kindly note that Engen is not exempt from, nor has Engen applied for, any exemption from existing legislative requirements for the current activities being conducted. The relevant consultation as per the legislated public participation process will be followed when required.

Engen endeavours to consult with relevant stakeholders on further refinery activities where applicable, including when the appointment of necessary expertise is required.

On behalf of Engen, I wish you, your colleagues in the South Durban Community Environmental Alliance, and your loved one's safety and good health.

Your sincerely



Sykry Hassim

General Manager: Refinery

Community Notice

Engen Refinery Activities Update

May 2021

In keeping with our commitment to informing our neighbours of our activities, we are notifying residents on the Engen Refinery fence-line that the Refinery will be carrying out general mechanical activities to ensure that processing units that are not operational will remain in a safe state whilst offline. The duration of this activity is estimated to be from May to December 2021.

Engen will do its utmost to minimise the impact of these activities on our neighbours.

Thank you in advance for your forbearance and understanding.

For any queries please contact
Refinery Call Centre: 0800 330099
(toll-free)

Kindly share this message with members of the community.

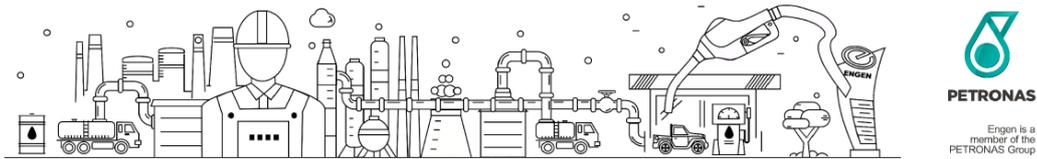


Fig 1: Notice to Community Members via local newspapers