

7 April 2021

Correspondence between SDCEA and Engen

Dear SDCEA members and associates,

Following various engagements between the SDCEA and Engen over the past three months, it has become apparent that there is perhaps a misconception of Engen's lack of response to the various correspondences sent by SDECA to Engen between 11/12/2020 and 11/03/2021. In the interest of continued positive and constructive dialogue, we would like to put on record the various actions taken and replies addressing each correspondence.

The record of the correspondence is detailed below.

Memorandum

A Memorandum was received from SDCEA and affected community partners on 11/12/2020 requesting a response by the 14 December 2020. Subsequently, an email dated (15/12/2020) and letter dated (16/12/2020) requesting a response to the memorandum concerns raised by the South Durban Community were sent to Engen.

Action by Engen: Memorandum responded to by Refinery GM Sykry Hassim on 16/12/2020 at 16h24.

Contact list

A list of organisations forming the delegation of the community committee was received on 14/12/20.

Action by Engen: Acknowledgement of receipt of the list of organisations and concerns raised sent on 16/12/2020 at 04h04.

Community meetings

A letter addressed to Engen CEO dated 14/12/2020 was received requesting a community meeting with Engen and community representatives of the South Durban Basin as well as an urgent meeting with Engen senior management regarding residents of Block 10 Wiest Road, Austerville and its committee. The letter further requested that Engen employ an independent facilitator and five potential names were listed. It was also requested that the terms of reference be collectively decided upon by both Engen and community members.

Action by Engen: A meeting with the Block 10 Wiest Road committee and residents was held on 17/12/2020. The community meeting was held on 18/12/2020 where the response to the memorandum was discussed and it was agreed that an independent facilitator would be appointed as per the list of five names put forward by the community. It was also agreed at the meeting that the terms of reference would be collectively decided upon by representatives from Engen and the community. An independent facilitator has since been appointed - Advocate Karthi Govender - while the Engen and community representatives to assist in drafting the terms of reference have been nominated.

A letter dated 17/12/2020 was received regarding the discussions on the residents of Block 10 Wiest Road, Austerville that took place on 17/12/2020 from 09.00am - 11.35 am at the Engen Refinery. A written response to these issues was requested by close of business on the same day as well as the minutes of the meeting.

Action by Engen: A written response was sent on the same day.

On 18/12/2020 a letter was received from the South Durban Community designated leaders highlighting the outcomes of the meeting held between Engen representatives and the community on the same day.

Action by Engen: The outcomes of the meeting were met and ongoing interaction between all parties involved ensure sustainable resolutions are achievable.

Minutes, names of Engen representatives, Meeting date

Letters were received on 12/01/2021 and 22/01/2021 requesting minutes of the meeting held on 18/12/2020 as well as the names of Engen representatives to assist in the drafting of the terms of reference (TOR).

Action by Engen: Mr Benny Thobejane, Stakeholder and Transformation Specialist; Ms Nikisha Sirkar, Stakeholder Engagement Specialist; were nominated to work in collaboration with Mr D'Sa and Mr Fynn in drawing up the draft terms of reference that will guide independent facilitator, Advocate Karthi Govender. The minutes of the meeting dated 18/12/2020 are attached herein. An urgent meeting to be held on 25/01/2021 was requested in the letter dated 22/01/2021. Engen requested an alternative meeting date and the meeting was subsequently held on the 28/01/2021.

Complaints

An email containing an affidavit and pictures regarding damage to property at 118 Alabama Road, Austerville was received by Engen on 14/01/2021 from SDCEA on behalf of Ms. Debbie Manique.

Action by Engen: Incorporated in complaints resolutions.

An email containing an affidavit regarding damage to property at 148A Croton Road was received by Engen on 04/02/2021 from SDCEA on behalf of Mr. Edward Billy Stewart.

Action by Engen: Incorporated in complaints resolutions.

An email containing an affidavit regarding a health complaint and structural damage to property at 83 Alabama Road, Austerville was received by Engen on 04/02/2021 from SDCEA on behalf of Mr. Eric Walljee.

Action by Engen: Incorporated in complaints resolutions.

On 24/02/2021 a letter was received regarding the flaring event which occurred at the Engen Refinery at approximately 13h40 on Saturday, 20/02/2021 due to upset of an instrument that controls flare header pressure.

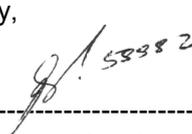
Action by Engen: A response explaining the cause of the occurrence was written, dated 26/02/2021. The response also included brief detail of the Annual Strategic Engagement with the eThekweni Mayor and Acting City Manager.

We trust that this clarification helps foster continued positive and constructive dialogue between Engen and SDCEA together with associated organisations.

Engen takes all stakeholder concerns seriously and is committed to partnering with the community to achieve sustainable resolution that is in the best interests of all parties. As such, Engen welcomes good faith collaboration and engagement between businesses and community representatives, aimed at systematically and sustainably addressing valid concerns.

Yours sincerely,

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April 7, 2021

Mohd Sykry Awang Hassim
Refinery General Manager