

The graphic features a dark teal background with a network of white lines forming a grid and radial patterns. The word 'EXCELLERATE' is written in white, uppercase, sans-serif font at the top left. Below it, 'Media Statement' is written in a larger, bold, yellow-green font, and '15 May 2020' is written in a smaller, white, italicized font.

EXCELLERATE

Media Statement

15 May 2020

Johannesburg, 14 May 2020, - A video statement was issued on behalf of the National Union of Metal Workers of South Africa (NUMSA) by Ms Majola, who identified herself as the national spokesperson of the Union. This statement was broadcast on the SABC News channel.

In this video Ms Majola raised about Excellerate Services, and implied the following:

- Excellerate Services has refused to pay its workers monies due to them;
- Excellerate Services has not applied to the UIF Special Fund for relief in respect of such workers;
- Excellerate Services is currently flouting the COVID-19 Government regulations and putting lives at risk; and
- Excellerate Services has failed to pay contributions to the UIF Fund in respect of its workforce.

These implied statements are simply untrue and we have documentary evidence to refute each one. In light of the seriousness and defamatory nature of the implied claims, we have referred the matter to our legal representatives.

In a follow up interview with Clint Phipps representing Excellerate Services, questions were raised about retrenchments within Excellerate Services.

Excellerate has always prioritised the health and safety as well as the welfare of its employees, and this COVID-19 period is no different. At the forefront of everything we do are our RISE|ACT values, where we believe in accountable and ethical conduct from everyone at all times. We accordingly apply this set of values when taking decisions that impact on staff, and particularly in this time, we have heeded the call of our President and are doing everything in our power to protect and retain jobs whilst ensuring the survival of the company in order to safeguard future jobs.

Impact on Employment and Remuneration

As a country, we are facing serious economic headwinds. The reality is, that this has an impact on many organisations, including Excellerate.

Over the past few weeks, we took the very difficult decision to place some staff on a leave of absence as an absolute last and necessary resort. These staff will most likely be able return to work when the economic circumstances improve. As we are an essential services provider, we have been fortunate enough to retain the vast majority of our staff in regular employment.

In circumstances where remuneration is not fully recovered from clients, the rates of remuneration for senior management and support staff have been reduced, and we anticipate that normal rates of remuneration can be resumed as economic activity increases over time as lockdown restrictions are eased.

We are extremely grateful for the Government TERS scheme and appreciate their support for affected staff during this difficult time. All Excellerate Group Companies that have affected staff have made the necessary applications to UIF on behalf of staff. As soon as payment is made by UIF to an Excellerate Company in terms of TERS, the name of that company will be published on the UIF website (<https://uifecc.labour.gov.za>), and payment will be immediately made to affected staff.

The delay in receiving payments is frustrating for affected employees, and we understand that this is caused by the administrators of the scheme being overwhelmed at this time. We are in daily contact with the UIF administration team and are assured that the payments will be released soon.

As a result of adjustments to business revenue during COVID-19, Excellerate Services has also been forced to initiate a limited retrenchment process as envisaged in terms of s189 of the Labour Relations Act, and has followed all the necessary steps as required. Of the 550 staff that could have been impacted, the Section 189's has affected a minimal amount of colleagues. This decision was not taken lightly, but was the only possible decision in light of the deterioration in economic circumstances, and the loss of some contract revenue.

Health and Safety

Excellerate undertook decisive action even before COVID-19 was declared a global pandemic and before the regulations were supplied by government. Steps taken include:

- In the early days of COVID-19, we established a COVID-19 Response Committee made up of all Senior Management/HR and Managing directors of Business Units across our business. This group meets daily to discuss all HR, compliance, communication, and other staff matters;
- The Covid Response Committee has established a COVID-19 Group Policy to ensure compliance with all government regulations, and this policy has been rolled out and implemented across the Group;
- Personal Protective Equipment has been taken very seriously from the beginning of the crisis, and we mobilised early to ensure that all frontline staff members have masks and work in a sanitised and safe environment. While we did experience some shortages in the early days, our procurement teams worked around the clock to procure and deploy additional equipment as required;
- We have shared extensive and continuous communication about personal hygiene and wellness with our staff via a multitude of communication channels;
- For employees working from home, we quickly enabled hundreds of people to work remotely, and our IT team have the required technical assistance, equipment, data allocations and support;
- All high-risk individuals were encouraged to work remotely, or remain at home on special leave if they were not enabled to work from home; and
- We require 100% compliance in terms of all Organisational Health and safety regulations, and we regularly review compliance on all our sites.

Keeping everyone safe is an important part of our values and work culture. As regulations have been updated, and as lockdown regulations begin to ease, we have implemented the following precautionary measures in place to protect all our employees – those who are working on site, remotely, or from our offices:

- We have provided everyone with a set of cloth masks;
- There are sanitisers placed at multiple points across all locations;
- We have commenced temperature checks on all employees on arrival at the Regional offices and more frequently in specific work environments as required;
- All desks and surfaces regularly undergo deep and general cleaning standards have been increased;
- We have clearly communicated a 1,5 meter spacing between people at all times; and
- Limitations have been set as to occupancy in offices and meeting rooms to allow for adequate social distancing.

Ongoing Commitment

The Excellerate Group is committed to ensuring continuity of a quality service to all of our clients and to the health, welfare and safety of our staff. As a company, we believe in always acting in good faith, and in accordance with our values. It is during these tough times that our resolve is tested the most and that we need to stay true to our values and good business practices.

Ends.

Issued by:
Excellerate Holdings Limited
Gordon Hulley, Group CEO
Tel: +27 11 911 8000