



11 February 2022

Dear Valued Customer,

RE: Sapref to pause refinery operations

In November 2020, bp Southern Africa (“bp”) and Shell Downstream South Africa (“Shell”) announced that they were conducting a strategic review of their shareholding in the SAPREF refinery, this letter serves as an update on recent developments related to this process.

As part of this strategic review, there were engagements in the last year with potential purchasers to see if there were buyers prepared to invest in and operate the refinery in the long-term. Engagements regarding a potential sale are still ongoing. The intent of the SAPREF shareholders is still to find a buyer to take over the refinery.

While the sale process progresses, we wish to inform you that at this time, bp and Shell have taken the decision to commence with a spend freeze and pause refinery operations effective no later than the end of March 2022. This will be for an indefinite period but with a re-start possible in the future, including in the event of any future sale.

The decision has been taken to allow an informed finalization on the various options available to the shareholders, a sale option being the most preferred. Until decisions about the future of the plant have been made – including a possible change of ownership – the SAPREF shareholders are unable to commit to further investment in the refinery.

For the duration of the operational pause, the refinery will be placed into a “safe park” mode that allows for a potential start-up in the future, should a potential sale process be successful.

To mitigate potential disruptions to the supply of a range of our specialties products, we will accelerate our alternative sourcing options in partnership with bp and other partners.

We commit to continue working closely and updating you as we make progress.

Please contact your account manager with any clarifying questions.

Sincerely,

A handwritten signature in black ink, appearing to read "L." with a period at the end.

Morena Sithole
Managing Director