



13 October 2016

To Whom It May Concern

KWELANGA TRAINING (PTY) LTD REFERENCE

Kwelanga Training (Pty) Ltd provided training and course content for Service Excellence training as per the request and brief provided by Transnet Port terminals. A high level overview of the Scope of work provided and conducted by Kwelanga Training (Pty) Ltd was:

- A customised Service Excellence course, including specific TPT content and focus areas based on the TPT results of the Transnet Satisfaction Survey conducted by Transnet Group;
- A one-day Service Excellence programme attended by 133 TPT employee was conducted during the period March-April 2014, as a pilot programme.
- Following the success of the one day Service Excellence Training TPT identified the business need to further enhance the customer centric culture across all TPT terminals as well as the Head Office support departments with renewed focus on both internal and external customer centricity behaviours. A two day Service Excellence programme was then compiled by Kwelanga based on the TPT brief for training of a total of 1000 staff members which was rolled out from October 2015 October 2016.

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Feedback received from all delegates after the training sessions confirmed the value they received from the training and as I also attended one of the two day sessions to review the value of the two day training, I can confirm the training met the TPT client Learning and Development Team brief.

The Quality of the services provided by Kwelanga training not only met but exceeded the requirements and expectations of the brief provided by TPT.

Kind regards

A handwritten signature in black ink, appearing to read 'Beverley Masson', written in a cursive style.

BEVERLEY MASSON

BUSINESS EXECUTIVE: CRM

Transnet Port Terminals