

Continuity Plan during National Lockdown Level 2 of SA 17 August 2020

Xenas: Tours, Transfers & Couriers is committed to the safety of their, staff and valued clients.

In line with the legislature passed from the Commander in Chief Mr Cyril Ramaphosa to the Minister of Transport Mr Mbalula. We have therefore put together the following Continuity Plan to keep ourselves as well as our clients safe and guided from unnecessary exposure to the airborne virus Covid-19 that has taken the world by storm:

- Our staff have been briefed and equipped with the necessary precautions to be taken before providing any essential service to our clients.
- They will at all times, keep their hands and vehicles sanitised by using 70% Vol products.
- They will provide each passenger with a 50ml hand sanitiser and ensure that they administer it before they are allowed to enter or exit the vehicle.
- Face masks and latex gloves are also readily available in each vehicle.
- Kindly note that Transport Minister Fikile Mbalula permitted 100% of the vehicles capacity for distances of 200km.
- More airports are in operation during level 2.

Questions Answered

1. What has been the impact thus far of the COVID-19 virus on your service/product provided to FirstRand?

Being a Shuttle service provider, providing airport shuttle services our business has directly been impacted as all of the bookings we had have been cancelled and no new business is coming through. So it definitely has a negative impact on our daily operations. We are hanging on, awaiting a miracle.

2. Have you made plans to ensure business continuity in anticipation of increased staff absenteeism and travel bans?

Yes we have, even though our business has come to a complete stop we have put plans in place to mitigate the sharp decline in business. Essential staff has vehicles in their possession and are on standby.

3. What impact do you anticipate the continued global increase in COVID-19 would have on your services/products (including supply chain risk)?

We anticipate a huge impact on our business, even though we have put continuity plans in place I believe that the number of customers/end users will decrease drastically and possibly come to a complete halt.

4. Where there is current and/anticipated impact on your supply chain (including distribution, delays in imports, etc.) – do you have feasible alternatives/action plans in place to minimize the risk of disruption to the provision of the service/product to FirstRand?

The only and most severe threat that would apply to us is if we were unable to purchase any fuel.

5. How will you keep FirstRand abreast of any changes in the service / product delivery due to the COVID-19?

We will inform FirstRand via email as well as giving our procurement representatives a call as soon as we become aware of it.

Kind regards,

Alton Michael

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Based in Winchester Hills Johannesburg and in operation since September 2002, Xena's Tours and Transfers offer executive chauffeur services, shuttle services and coach services to individuals as well as groups. We transfer from door to door in luxury and semi luxury comfort. We also engage in specialised services offered to the Corporate, Private and Public Sectors.

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