



# ANNUAL RESULTS ANNOUNCEMENT

For the year ended 31 March 2022











**OVERVIEW: PORTIA DERBY** 

**PERFORMANCE:** NONKULULEKO DLAMINI

**COMPLIANCE:** NONKULULEKO DLAMINI

**STRATEGY: PORTIA DERBY** 

**REPOSITIONING THE BUSINESS: PORTIA DERBY** 

### Condolences: remembering our colleagues who died at work





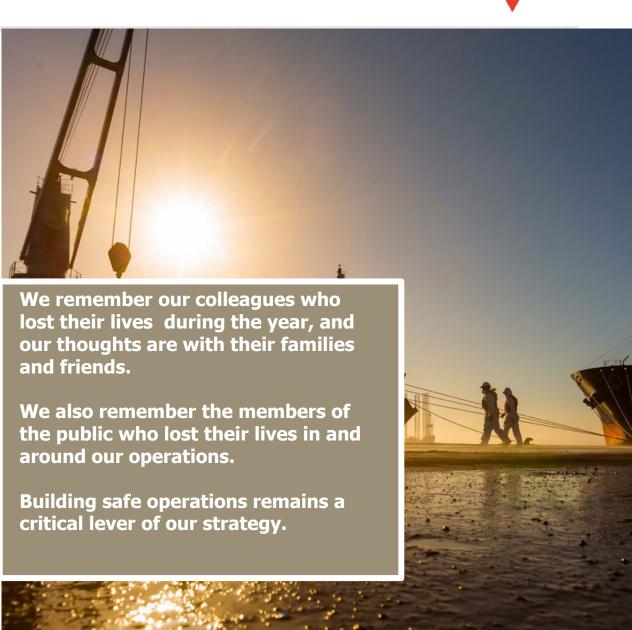
**Mr Leonard Themba Mdakane** 



Ms. Nokuthula Chili



**Mr Ginya Wiseman Makhanya** 











- GROUP CHIEF EXECUTIVE





#### TRANSNET

### Year in review: Our operating context



- COVID-19 outbreaks
   disrupted supply
   chains, creating
   bottlenecks in logistics
   systems.
- Global growth improved to 6,1% from -4,9% in 2020.
- High demand for primary commodities (e.g. coal) lead to the highest prices ever.
- Surging global energy prices in the Q2.
- Global **goods trade** began to **recover**.
- Inflationary pressures intensified.

- Sub-Saharan Africa (SSA)
   economic growthfor
   2021 estimated at 4%.
- Share of regional countries in high risk of debt distress at 60,5%.
- Droughts impacting agricultural production.
- High inflation, and rising financial risks due to high debt levels..

 GDP growth rebounded to 4,9%, due mainly to a combination of base effects, strong commodity prices, and gradual reopening of the economy after COVID-19 restrictions.

SA

- Outbreak of public unrest in July 2021.
- New wave of COVID-19 led to lost jobs and delayed investments, exacerbated by power outages.
- Price inflation from electricity and fuel prices strained households financially.

- Capacity constraints for the primary export commodities (e.g., coal and iron ore) driven by:
  - locomotive unavailability;
  - vandalism of the rail infrastructure and continued cable theft.
- July cyber attack
   weakened our ICT
   environment, force
   majeure at several key
   container terminals in
   critical supply chains.

Source: World Bank Global Economic Prospects: January 2022

Source: Treasury Economic Review: Budget review Source: World Bank Group - 2022 Global economic prospects: June 22

### **Asset optimisation: Our unique assets**





- **50 015** employees
- Overall asset base: R356 billion
- 3 800 km Pipeline infrastructure
- 1854 Locomotives
- **64 329** Wagons
- 8 Commercial ports along 2 796 km of coastline
- 16 Cargo terminals across 7 South
   African ports
- 30 400 km Railway network track and 2 heavy-haul lines
- 6 Rail and port manufacturing and maintenance factories
- 132 Maintenance depots and 11 engineering yards
- Investment property portfolio:
   R29,1 billion



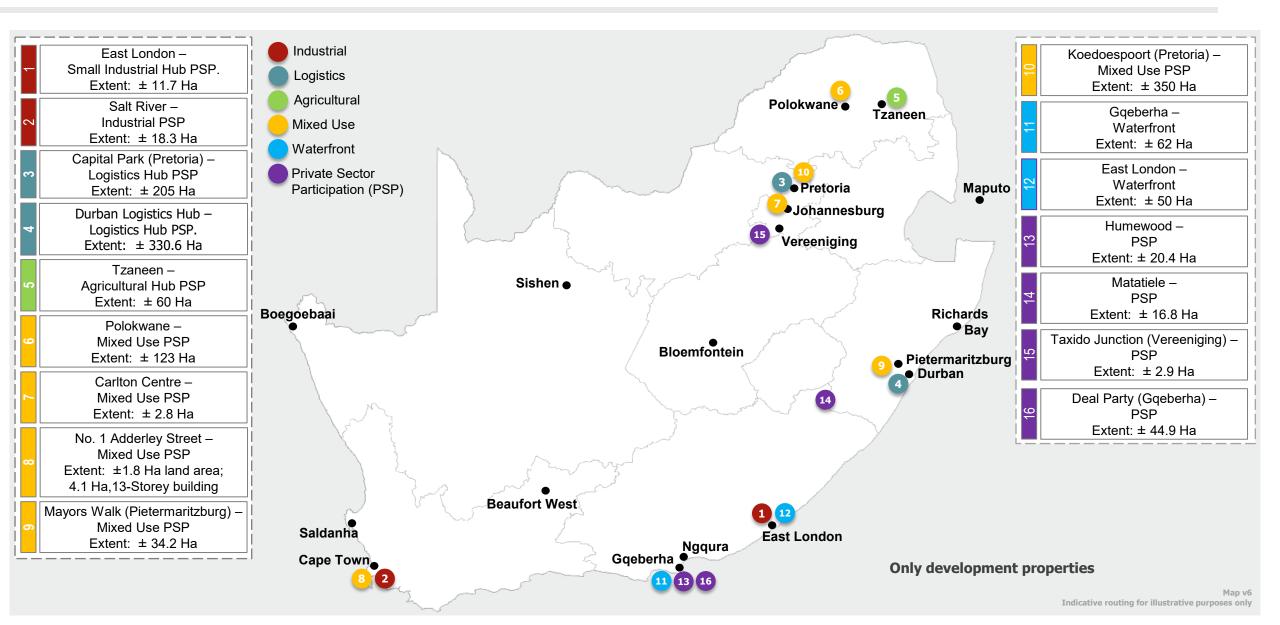
- Freight Rail
- Engineering
- National Ports Authority
- Port Terminals
- Pipelines
- Transnet Property

Source: Transnet 2022 Integrated Report

Source:: Transnet Operating Divisions' 2022 Annual Reports

Asset optimisation — This year's results are a reflection of Transnet Properties coming to its own





#### TRANSNET

### **Overview: Long-standing legal matters**





- Transnet received the payment due to Transnet of R870 million.
- Since the release of the State-Capture Report, some of the OEMs have come forward to settle matters with Transnet with regards to the allegations.

- Transnet entered into an agreement with the Mandlazini Community in the Richards Bay area regarding a land claim settlement.
- The matter is to be formalised by the National Land Claims Commissioner.

- 21 June 2022, the Constitutional Court delivered its judgment on the Sasol / Total contractual dispute.
- In terms of the judgment, the Constitutional Court found:
  - that the Variation Agreement was terminable; and
  - the Variation
    Agreement was
    validly
    terminated, with
    effect from 13
    September 2020.









- GROUP CHIEF EXECUTIVE

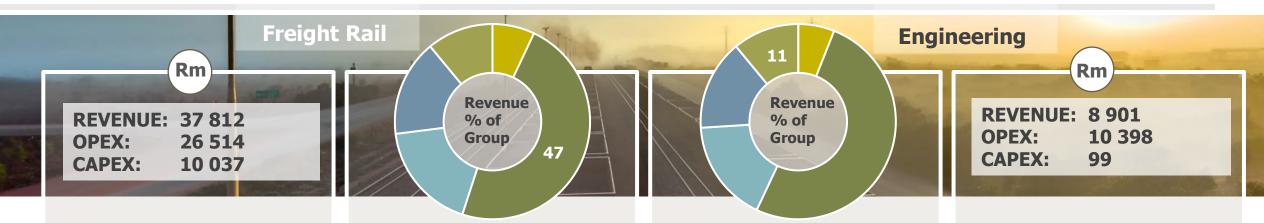




#### TRANSNET

### **Divisions: Freight Rail and Engineering**





#### **Performance**

- Record weekly railed Manganese (0,356m tons) resulted in increased exports (Port of Port Elizabeth).
- Automotive capacity up by 25% by re-opening the Central Corridor goods line
- Ore Corridor set a new weekly record of 1,36m tons.
- Re-opening of the Cookhouse Blaney branchline reduced travel time between East London and Gqeberha by 50%

### **Opportunities**

- Partnerships to explore alternative ownership and financial models for wagons, sidings and branch lines
- Partnerships to improve endto-end efficiencies e.g., implementing additional backof-port rail facilities to improve use of terminal facilities.
- Strengthen existing operational relationships with neighbouring countries to increase volumes.

#### **Performance**

- Achieved cross-border revenue of R263 million (2021: R173 million) against a target of R183 million.
- Research and development expenditure of R98 million (2021: R142 million), against a target of R99 million.

#### **Opportunities**

- Mining companies purchasing rolling stock and not relying on traditional railway operators providing an opportunity to explore a leasing business.
- Rolling stock overhauls and upgrades are in demand in Africa
- Leveraging synergies with other State-owned Companies.

Source: Transnet 2022 Integrated Report 10
Source:: Transnet Operating Divisions' 2022 Annual Reports

### **Divisions: National Ports Authority and Port Terminals**





• Revenue increased by 8,5% to R12,54 billion:

**Performance** 

- Containers up **10%**
- Automotive growth:46%
- Breakbulk volumes up50%
- Introduction of a new operating model

### **Opportunities**

- Positioning TNPA as an integrated and competitive world-class port system.
- Explore opportunities to diversify revenue and introduce increased Private Sector Participation
- Develop a utilities management strategy to improve cost efficiencies for water and electricity usage in the port system.

### **Automotive imports** up by **88%,** and **exports** up by

16%.

**Performance** 

- Durban Multi-Purpose
   Terminal: 17,6% above
   budget due to increased ad
   hoc shipments and handling
   more bi-weekly services.
- Durban Agriport was 17% above budget due to the export programme and high demand for local grains.

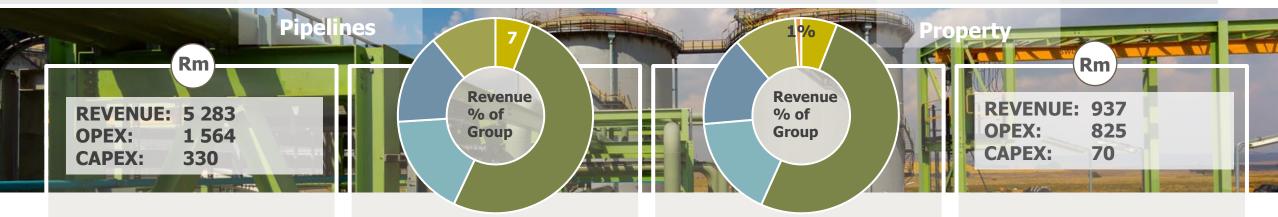
### **Opportunities**

- Leverage economies of scale with integrated services across the transport value chain.
- Leverage private partnerships to improve capabilities and attract volumes from new markets.
- Offer customised solutions to OEMs in the automotive industry.
- Partner with Government agencies to attract new OEMs.

Source: Transnet 2022 Integrated Report 11
Source:: Transnet Operating Divisions' 2022 Annual Reports

### **Divisions: Pipelines and Property**





#### **Performance**

- Petroleum volumes of 15,35 billion litres exceeded prior year by 17,5%.
- Ordered versus delivered volumes were above budget at 98,9% (2021: 95%)
- Multi-product pipeline (MPP)
   capacity use of 91:148 Mł
   per week was 12% above
   the prior year.
- The planned versus the actual delivery times was above prior year at 88,3% (2021: 83,2%)

### **Opportunities**

- Finance, construct, operate and maintain LNG midstream infrastructure to enable the import of LNGs into the ports of Richards Bay and Ngqura.
- Provide import infrastructure to enable new entrants to participate in the petroleum and gas sector supply chain.
- Provide solutions to the BNLS (Botswana, Namibia, Lesotho and South Africa) on strategic stock storage and handling.

#### **Performance**

- Net profit for the year, before taxation is R1 526 million (2021: R569,7 million), due mainly to increase in value of investment properties.
- Freight Rail properties
   have been transferred to
   Property as part of the
   strategy to consolidate
   investment properties
   under Property's purview.

#### **Opportunities**

- Roll out the Development Leases Reversion
   Programme to take over the development leases into the Property portfolio upon expiry and grow the balance sheet
- Consolidate and standardise head office and regional office space in Transnet-owned properties to save costs, optimally utilise Transnet assets and standardise the look and feel of facilities.

Source: Transnet 2022 Integrated Report 12
Source:: Transnet Operating Divisions' 2022 Annual Reports

#### TRANSNET

### **ESG** outcomes





- Carbon footprint:3,27 mtCO2e
- Cumulative carbon emission savings from 'road to rail' from 2015 to 2022:
   3 122 mtonCO2.
- LTIFR rate 0,69 (2021: 0,62)
- against tolerance of 0,75
- Running line derailments: 78 (2021: 70)
- Shunting derailments: 121 (2021: 122)
- Employee Wellness
   Programme service
   offerings across all 11
   official South African
   languages.

- **R67 million** in ESD spend, 2,1% of net profit after tax
- R378 million early payments to qualifying ESD beneficiaries (2021: R70,1 million).
- Local procurement spend accounted for 72% designated sector spend (2021: R2,2 billion; 9,4% of TMPS).

- Transnet's total headcount 55 827 (incl. contract employees)
- 4 620 + temporary jobs created through
   Phelophepa I and II
- R7,7 million + was invested in job creation efforts in communities hard hit by unemployment.

- 1 229 trainees
   were trained at
   Transnet schools
   (2021: 1 396),
   surpassing the 1 105
   annual target
- R655 million was spent on skills development
- 22,11 B-BBEE skills development points achieved – retaining Transnet's Level 2 B-BBEEE status

#### TRANSNET

### **ESG** outcomes





- Invested R139,56 **million** in community development (2021: R112,2 million)
- Phelophepa **Healthcare Trains I** and II treated **344 362** patients in **70** communities
- Approximately 33 856 citizens were vaccinated against COVID-19 through the **Transvaco** vaccine train

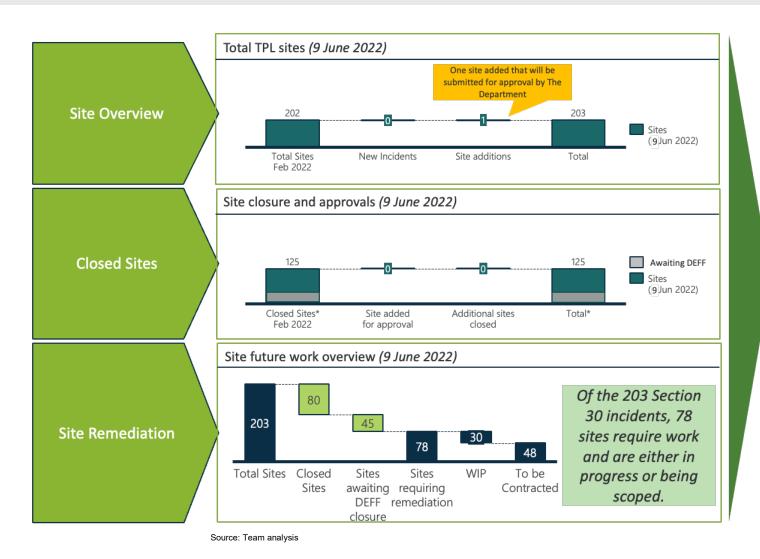
- Black employees: **78,6%** of total employees
- Women in Exco: 44% and 47,4% at extended Exco
- People with disabilities 2,3% of employees.
- Professional Corps **Black employees:** 3 3 7 5
- Skilled Corps Black employees: 15 577

- Black-owned enterprises spend accounts for R12,55 billion
- Black womenowned enterprises spend: **R7,41 billion**
- EME spend at R5,14 billion
- QSE spend at R2,91 billion
- Black youth enterprises at R1,83 billion



### **Environmental remediation**





#### Comments relating to the site summary...

- 203 sites are registered as section 30 sites
- 80 sites are certified closed
- 45 sites are awaiting DEFF closure approval
- 78 sites require remediation
  - 30 sites are currently being remediated n
  - 48 sites requiring remediation are being scoped for release to the market

#### Harrismith - Meul River Incident



Due to the concerted, coordinated efforts of various role players, the containment & recovery of the spill has been effective and a result of successful containment & recovery:





### PERFORMANCE: NONKULULEKO DLAMINI

- GROUP CHIEF FINANCIAL OFFICER

### **Financial performance summary**





**Revenue: 1,8%** 

At R68,5 billion, in line with increased petroleum and container volumes

Net operating expenses: **7** 5,9%

At R45,0 billion, driven by cost saving initiatives, reduction in provision and third-party settlement partially offset by voluntary severance packages

**EBITDA:** ▲ 20,5%

At R23,4 billion, with the EBITDA margin increasing to 34,3%.

**Net profit after Tax:** ▲

At R5,0 billion (2021: R8,7 billion loss)

Capital investment: 7 16,8%

At R13,2 billion



**Cash generated from operations:** ▲ 18,1%

At R29,1 billion.

**Gearing: 745,5%** 

Cash interest cover: 2,6 times

**Training spend: 1,6%** 

Labour costs invested in training artisans, engineers, and engineering technicians.

LTIFR:

Performance of 0,69 against a tolerance of 0,75 which is within the global benchmark of 1,0.

**B-BBEE spend: 99,8%** 

At R29,2 billion spend or of total measured procurement spend, as defined by DTIC codes.

### Significant strides in key focus areas





Unmodified audit opinion for the first time after 4 years

No breach of loan covenants at 31 March 2022

PFMA exemption from AFS disclosure (Irregular, Fruitless & Wasteful Expenditure)

Bond maturity default risk successfully mitigated

Audited results released on time to meet regulatory deadlines

Significant progress in the review of investment property to ensure proper

valuation

Segment strategy implementation

### **Financial performance context**





Availability of locomotives must be resolved

Security of assets from theft and vandalism

Risk of cyber attacks and system penetration

Liquidity management

Collection of long overdue debt

Weather conditions (recently, KZN Floods)

Environmental incidents resulting in significant provision requirements

Impairment of assets

Automation, digitisation and effective utilisation of information technology systems

Supply chain management reform finalisation

A sustainable remediation programme to embed solutions to challenges with irregular expenditure

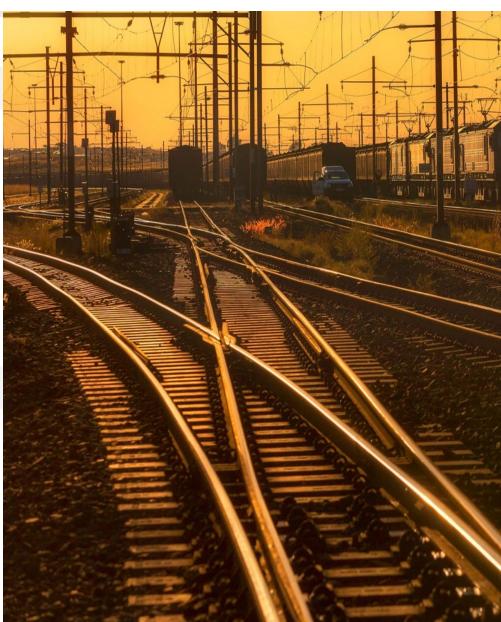
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### Financial performance: year ended 31 March 2022



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Key Financial indicator	2022	2021	(Act vs.PY)
Income Statement	Rm	Rm	
Revenue	68 459	67 273	
Net operating expenses	(45 010)	(47 813)	<b>V</b>
EBITDA	23 449	19 460	
Impairment of assets	(2 534)	(4 386)	<b>V</b>
Fair value adjustment	10 175	(1 243)	
Net profit/(loss) for the year	5 048	(8 734)	
Ratios			
EBITDA margin, %	34,3	28,9	<b>A</b>
Operating profit margin, %	12,6	8,3	
Net debt/EBITDA, times	5,1	6,3	<b>V</b>
Return on invested capital (%)	4,4	0,1	



### Financial position as at 31 March 2022



Key Financial indicator	2022	2021	(Act vs.PY)
Balance Sheet	Rm	Rm	
Non-current assets	332 636	319 520	
Current assets	22 882	14 530	<b>A</b>
Total Assets	355 518	334 050	
Capital and Reserves	143 778	127 821	
Non-Current Liabilities	152 951	135 576	
Current Liabilities	58 789	70 653	•
Total Equity and Liabilities	355 518	334 050	

Non-current assets – R13 billion:

- PPE increase
- Investment property increase
- Reduced by the derivative financial assets transferred to current assets (TNU22)

Current assets – R8,4 billion:

- Derivative financial assets (TNUS22)
- Cash and cash equivalents

Current Liabilities - R11,9 billion:

ST borrowings reclassification of debt loan

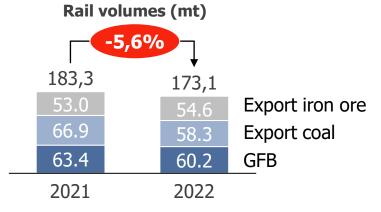
Non-current liabilities - R17,4 billion:

Borrowings – reclassification of debt.

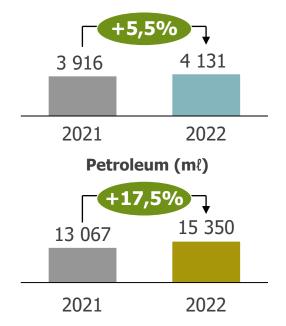
### Operational challenges have hampered the rail volumes

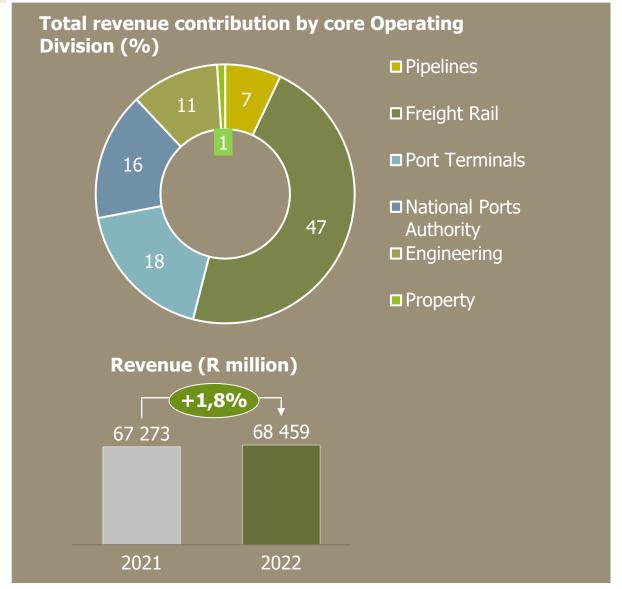


#### Volumes at a glance



#### Port containers ('000 TEUs)



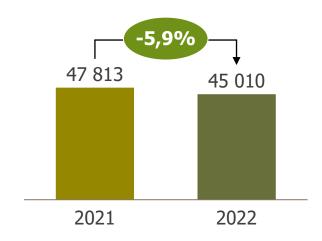


#### TRANSNER

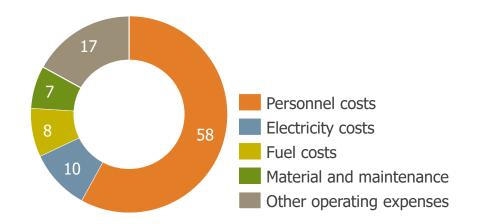
### R2,8 billion saving against prior year costs

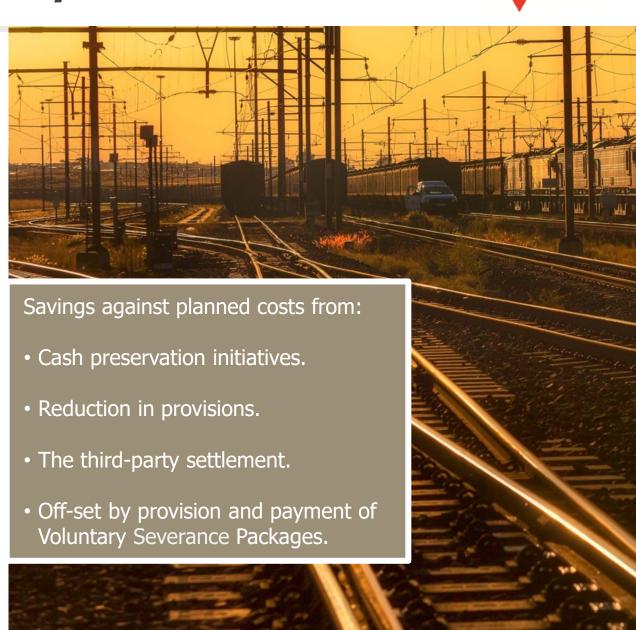


#### **Net operating expenses (R million)**



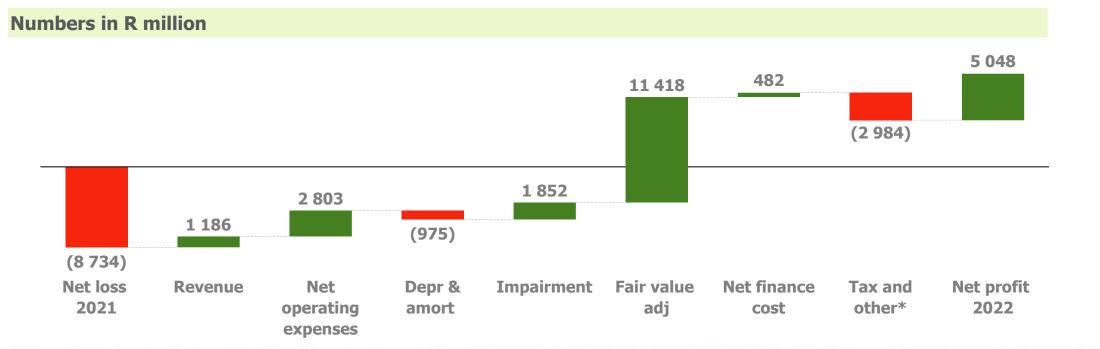
**Net operating expenses contribution by cost element (%)** 





### Net profit after tax: March 2021 to March 2022















#### TRANSNER

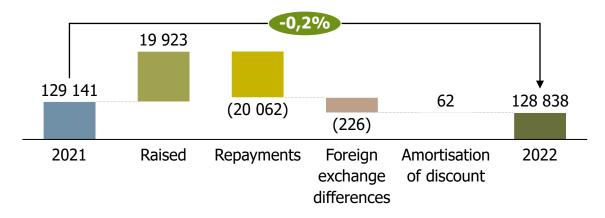
### Operating cash flows, borrowings and funding outlook



#### **Cash interest cover (times)**



#### **Borrowings (R million)**



#### **Credit rating**

	Moody's	<b>S&amp;P Global</b> Ratings
Foreign currency	Ba3/negative outlook	BB-/Negative
Local currency	Ba3/negative outlook	BB-/Negative outlook/CreditWatch
SACP/BCA	b1/negative outlook	bb-/Negative Outlook / CreditWatch

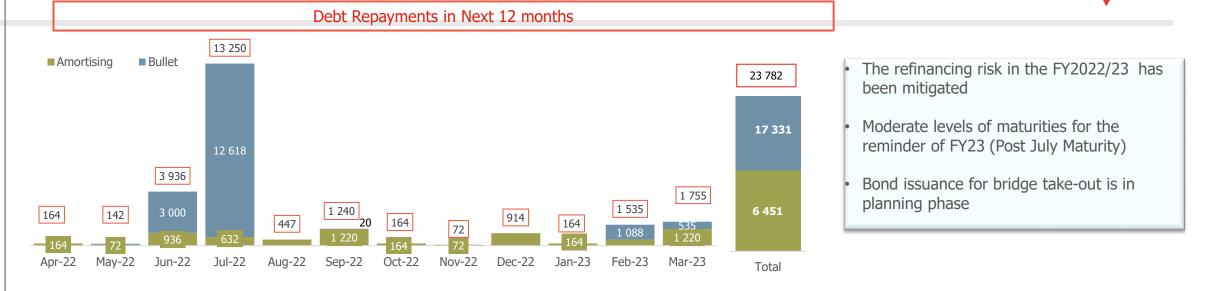
- Diverse funding sources include:
  - Bonds
  - Loans
  - ECA
  - Alternative funding
- Funding will be raised subject to market conditions and investor demand
- Increase domestic funding
- Extend the duration of the debt portfolio
- Cognisant of loan covenants
- Compliance to regulatory and listing requirements
- Off-balance sheet structures in line with the partnership strategy

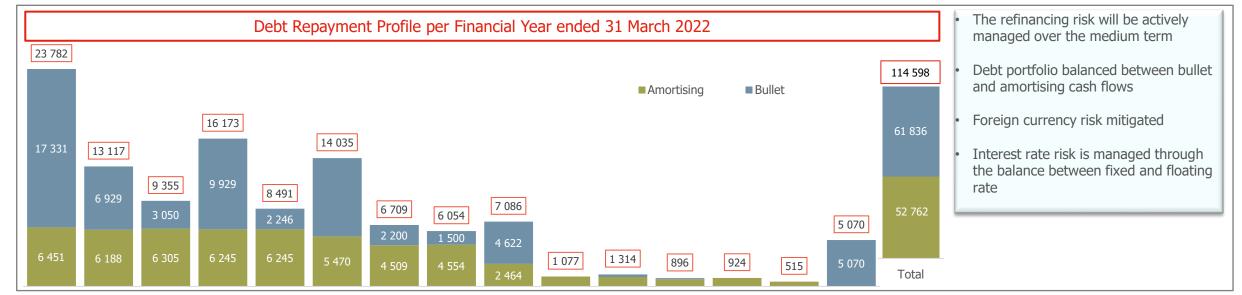
### Debt repayment profile (after derivatives)

Amounts in R/million



TRANSNER

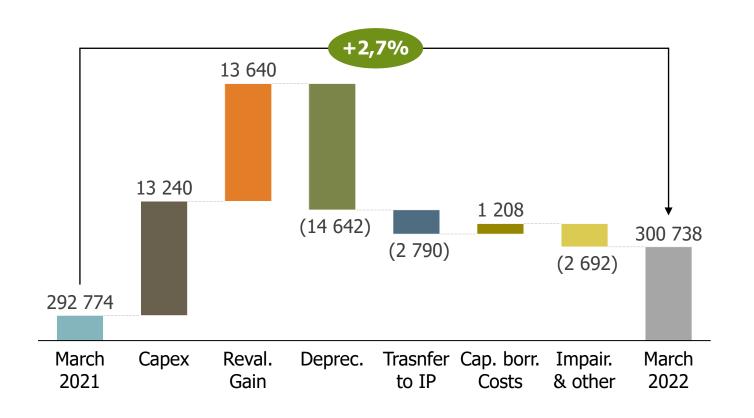




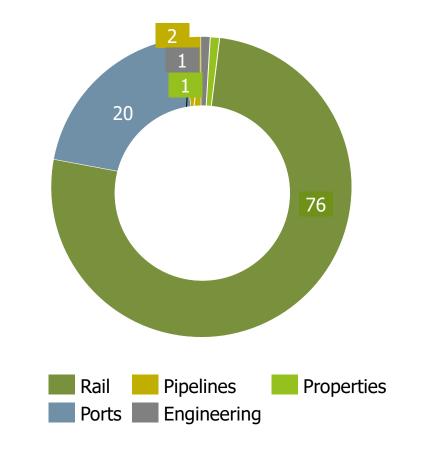
### **Capital investment**



### Property, plant and equipment (R million)

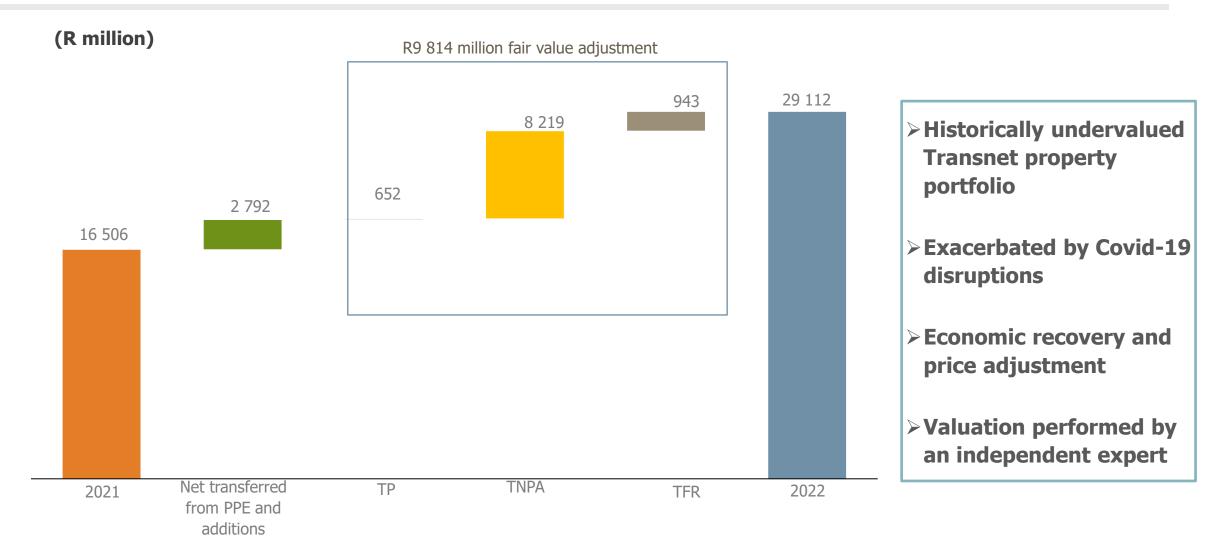


### Capital investment by operating segment (%)



### **Investment property fair value adjustment**













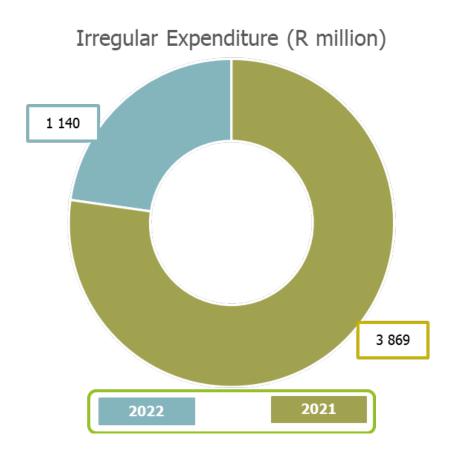


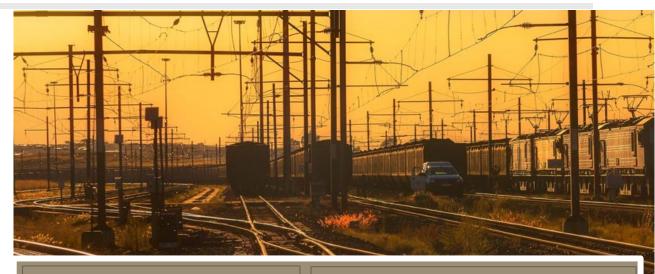


- GROUP CHIEF FINANCIAL OFFICER

### **PFMA** overview







### Non-compliances related to:

- National Treasury requirements
- Preferential Procurement Policy Framework Act
- Basic Conditions of Employment Act

#### **Procurement reforms:**

E-tender system was launched in October 2021.

- Provides a secure submission platform; and
- Aims to reduce procurement related non-compliances

### **PFMA** reportable items overview



### Background

In the past four financial years, Transnet has received qualified audit opinions as a result of misstatements that were identified in the respective irregular expenditure disclosure notes in the AFS. Transnet disclosed R105 billion of PFMA reportable items in its prior year AFS, which included R104,3 billion of irregular expenditure and R728 million of fruitless and wasteful expenditure. These amounts were inclusive of prior year's opening balances, to be addressed as part of a ring-fencing project.

To clear historical PFMA challenges, a departure was requested from the National Treasury to not disclose PFMA transgressions in the AFS in terms of s55(2)(b)(i) requirement.

# PFMA Exemption

Granted from section 55(2)(b)(i)(ii) & (iii) of the PFMA.

Applicable for three years starting from 2021/22 to 2023/24.

This has enabled Transnet to disclose PFMA noncompliance in the integrated report.

Also, the exemption disclosure of confirmed current and one prior comparative irregular, fruitless and wasteful expenditure.

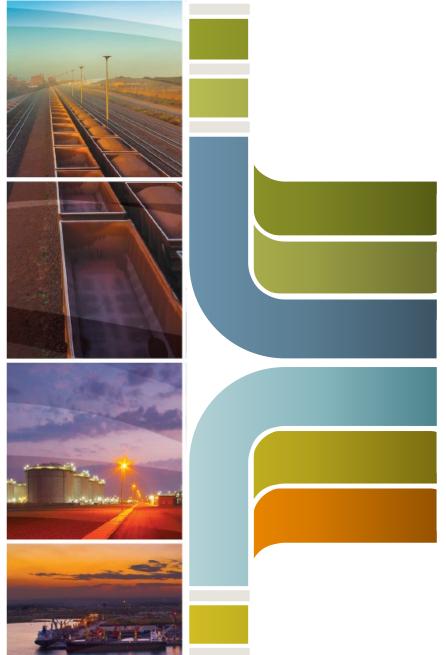
The exemption allows Transnet to develop and implement internal control measures to ensure accurate and complete reporting.

# Reporting Requirements

Agreed Upon Procedures are required to be performed by the auditors on the reportable items.

PFMA non-compliance must be reported on a quarterly basis to National Treasury in accordance with the irregular, fruitless and wasteful expenditure reporting framework.

Submit quarterly PFMA reportable items to National Treasury that will be subjected to Internal Audit reviews.





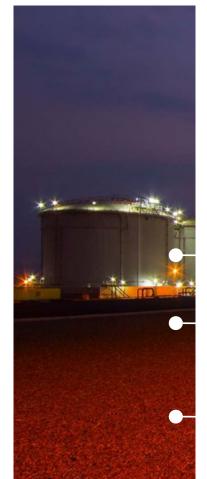
**STRATEGY:** PORTIA DERBY

- GROUP CHIEF EXECUTIVE

#### TRANSNET

### Investing for growth: the year in review





- Expansion Capital investment: R1,9 billion
- Sustaining Capital investment:
   R11,3 billion

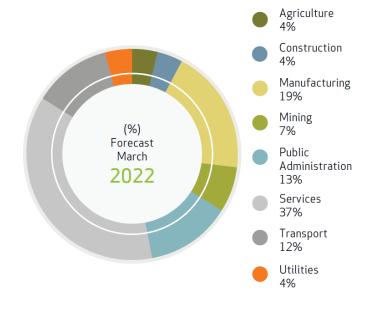
Additional infrastructure investment highlights for the financial year include:

- R183 million invested in wagon fleet renewal and modernisations.
- R727 million invested in the acquisition of new locomotives.
- R2,92 billion invested to maintain the condition of rail infrastructure.
- R4,85 billion invested to maintain the condition of rolling stock.
- R340 million for the construction of the new tippler in Saldanha and all the related bulk electric power supply.



- R131 million invested in the roads, port entrance and other services for the Tank farm in the Port of Ngqura.
- R210 million invested on the acquisition of 45 Straddle carries and
- R101 million investment in the NMPP programme.

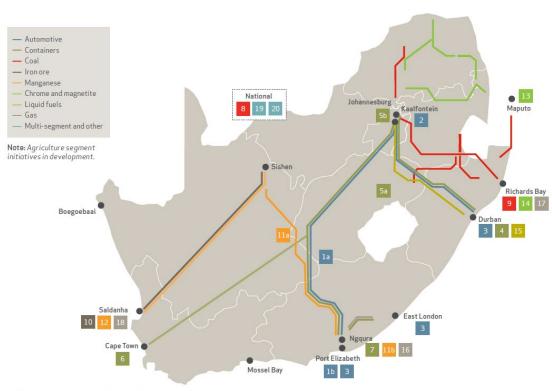
**GDP forecast** – March 2022 (calendar year)



Source: Transnet 2022 Integrated Report Source: http://tradingeconomics.com/south-Africa/qdp

### High-level portfolio overview of segment initiatives





Rail routings	are approximations	for illustrative purposes.

1 a&b	High-capacity corridor for automotive volumes via the South Corridor and Gqeberha	9	Consolidated and sustainable export coal network  Iron ore export capacity expansion via the
2	Kaalfontein Terminal automotive supply chain integration	10	port of Saldanha  Ngqura manganese corridor expansion (rail
3	Automotive export capacity and value- added services at the ports of Durban, Port Elizabeth and East London	11 a&b	and new bulk export terminal)  Port of Saldanha manganese export capacity
	Reposition the port of Durban as an international container hub, including:	12	expansion  Strengthening the secondary export channel
4	<ul> <li>Point Container Terminal</li> <li>Durban Container Terminal Pier 2</li> <li>Various master plan-led projects</li> </ul>	13	via the port of Maputo  Expansion of bulk export capacity via the
	Rail revitalisation of the Container Corridor,	14	port of Richards Bay  Develop the Transnet Fuel Import Terminal
5 a&b	<ul><li>including:</li><li>Rail turnaround operational partnerships</li></ul>	15	at the port of Durban
aos	<ul><li>New Gauteng hub terminal/s</li><li>City Deep Container Terminal</li></ul>	16	Develop a liquefied natural gas (LNG) terminal and facilities at the port of Ngqura
6	Cape Town Container Terminal landside capacity expansion	17	Develop a LNG terminal and facilities at the port of Richards Bay
7	International transshipment hub development at the port of Ngqura	18	Develop a LNG terminal and facilities at the port of Saldanha
8	Partnership-based Eskom coal logistics solution	19	Rail operating model: Third-party access
		20	Various wagon sales to private operators

### **Progress on current initiatives**



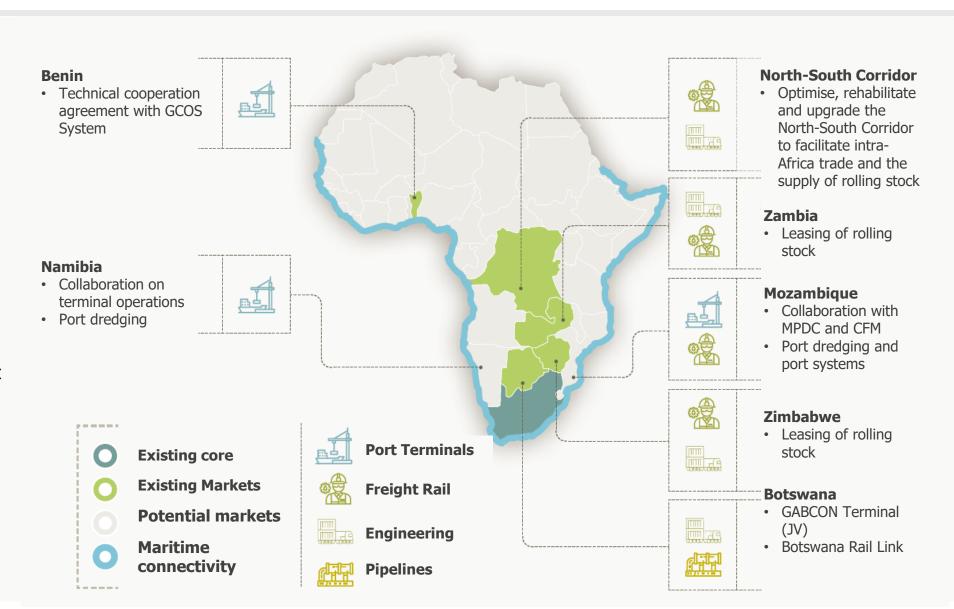
Segment / Area / OD	Transaction	Progress and current status	Next steps	
Containors	Durban Container Terminal (DCT) – Pier 2	<ul> <li>RFI Responses received Sept 2021</li> <li>TAs appointed Oct 2021</li> <li>RFQ closed 12 April 2022 and evaluations completed</li> <li>RFP drafted, consultation underway</li> </ul>	Labour consultation and governance approval process     Issue RFP to market	
Containers	Ngqura Container Terminal (NCT)	<ul> <li>RFI Responses received Sept 2021</li> <li>TAs appointed Oct 2021</li> <li>RFQ closed 12 April 2022 and evaluations completed</li> <li>RFP drafted, consultation underway</li> </ul>		
Manganese (Mn)	16mtpa Mn Export Facility at the Port of Ngqura (NMET)	<ul> <li>Pre-qualification (Stage 1) complete.</li> <li>Stage 2 RFP preparations finalised.</li> <li>EIA Amendment RFP in progress.</li> <li>Funding application to IISA favorably received.</li> </ul>	<ul><li>Issue Stage 2 RFP to prequalified bidders.</li><li>EIA approval</li></ul>	
Natural gas	Richards Bay Natural Gas Import Facility (TNPA)	<ul> <li>RFI Responses received April 2022</li> <li>TA support for planning of S56 RFP (marine+terminal) currently in procurement, with RFP development undertaken as a closed process.</li> </ul>	Appoint Transaction Advisor to assist with RFP	
Boegoebaai	Port and Rail Development	• RFI preparations in final stages • Issue RFI to market		
Iron ore	Sale of Wagons	RFI issued to customers	Responses to be received by end-August 2022	

### Contextualising the way forward: Transnet on the continent



#### Continental Partnership projects underway:

- Kenya Railways
   MOU signed with
   TE
- Deepening our Benin relationship with SOBEMAP
- Launched the pilot between Transnet and CFM (Chrome and Magnatite)



### **Repositioning the business**



#### **Freight Rail**

- In line with the National Rail Policy and the economic regulation of transport.
- TFR has finalised the accounting separation to determine the actual cost of the infrastructure.
- This will provide input into the regulatory model which will determine a fair access fee.
- Infrastructure will be classified into three tiers, A, B and C standard.
- The opportunity exists for continue to invest and prioritise long term sustainable and profitable flows (A&B).

#### **Port Terminals**

- Port Terminals' strategy will see it to become a world-class port operator.
- Collaborative partnerships are being explored in Terminal Operations to position South Africa's ports for continental infrastructure integration.

#### **Engineering**

- Engineering is well positioned as a **final** assembler and manufacturer of key components for rail and Accordingly, it is:
  - Aligning maintenance with TFR's corridor business model, and
  - Configuring the Manufacturing unit as a profit-driven business unit.

#### **Pipelines**

- Securing a direct import terminal at the port of Durban and acquiring a terminal operating licence is a key strategic objectives for Pipelines in aligning with the Transnet Liquid Fuels Master Plan, enabling:
  - opportunities for new market entrants
  - increased imports of clean fuels.

Source: Transnet Corporate Plans 2021/22 and 2022/23 Source: Transnet Operating Divisional 2022 Annual Reports

#### **National Ports Authority**

- TNPA as a wholly-owned subsidiary of Transnet is focused on becoming a worldclass Port authority and will enhance oversight of port terminal operations.
- Transnet will retain control of the subsidiary and consolidate the assets, liabilities, revenue and expenditure of the new entity.
- Future focus is on constructing worldclass hub port in Durban.

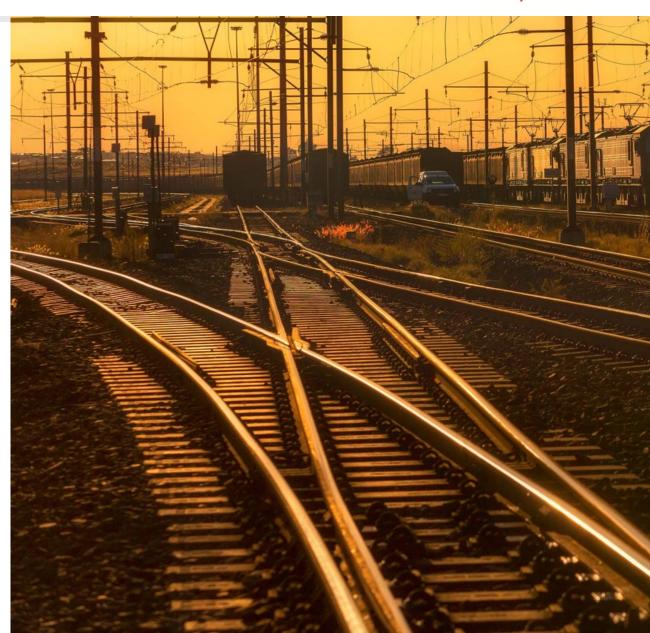
  Property
- Transnet Property manages a **portfolio of commercial** and **residential properties**.
- There is a **shift** from **basic property management** of **non-core properties** to
  a **full-scale asset management approach** of the entire Transnet property
  portfolio.
- **Partnerships** will play a pivotal role in some of Transnet's **investment property developments**.

### **Considering the risks**



TRANSNET

- Our liquidity Position
- Inflation both in South Africa and across the globe
- Fuel and Electricity Price increases
- Security issues
- Global warming and its impact on infrastructure



#### TRANSNET

### **Resolving critical challenges**



- Transnet is shifting to outcomes-based security contract.
- Comprehensive security strategy and plan for Transnet.
- Working with SAPS and security agencies to proactively address the criminality.

- Capital required
   throughout the rail-and-port network for infrastructure
   refurbishment, maintenance and expansion to support the key commodity segments.
- The cost of above cannot be generated by Transnet's operations.
   Interventions require a Government-led integrated funding plan.

#### 1 064 Review

- successfully brought an application in terms of Rule 30 challenging that the CRRC application to have the review dismissed was an irregular step.
- We are starting a new procurement event to make up the short-fall in traction power.
- In the event that the deadlock is not resolved, an alternative OEM support strategy will be pursued.

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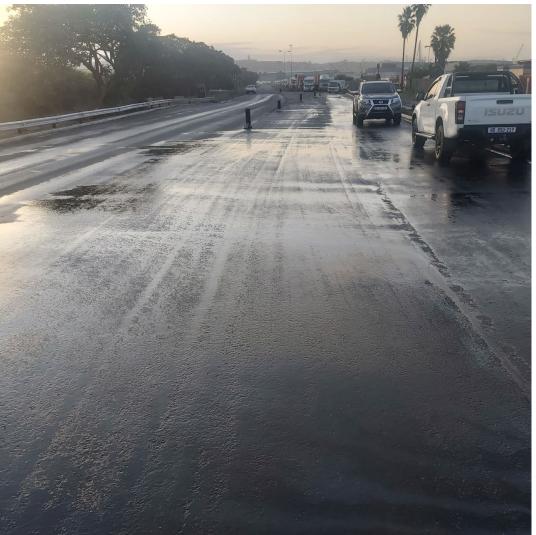
## Siyabonga



**Before images – Bayhead** 



**After images – Bayhead** 



### **Disclaimer**



Certain statements in this document do not comprise reported financial results or historical information, but forward-looking statements. These statements are predictions of or indicate anticipated future events, trends, future prospects, objectives, earnings, savings or plans and include, but are not limited to, statements regarding volume growth, increases in market share, exchange rate fluctuations, and cost reductions. Forward-looking statements are sometimes, but not always, identified by their use of a date in the future or such words as "believe", "continue", "anticipate", "ongoing", "expect", "will", "could", "may", "intend", "plan", "could", "may", and "endeavour".

By their nature, forward-looking statements are inherently predictive, speculative and involve inherent risks and uncertainties, because they relate to events and depend on circumstances that may or may not occur in the future. If one or more of these risks materialise, or should underlying assumptions prove incorrect, our actual results may differ either marginally or materially from those anticipated.

A number of factors could cause actual results and developments to differ materially from those expressed or implied by these forward-looking statements, including, but not limited to: changes in economic or political conditions and changes to the associated legal, regulatory and tax environments; lower than expected performance of existing or new services or products, and the impact thereof on the Company's future revenue, cost structure and capital expenditure; the Company's ability to expand its portfolio; skills shortage; changes in foreign exchange rates and a lack of market liquidity which could, in turn, impact expected customer growth and customer retention; acquisitions and divestments of businesses and assets and the pursuit of new, unexpected strategic opportunities; the extent of any future write-downs or impairment charges on the Company's assets; the impact of legal or other proceedings against the Company; uncontrollable increases to legacy defined benefit liabilities and higher than expected costs or capital expenditures.

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