

FRIDAY, 27 MARCH 2020

Dear Valued Client

**RAM - ESSENTIAL SERVICE PROVIDER**

We are pleased to attach RAM's Permit authorising RAM to operate as an “**Essential Service Provider**” (“**ESP**”)

We are sure you agree that during this Lockdown we are navigating uncharted waters and confirm that we have kept our infrastructure up and running in order to ensure the provisions of Essential Services.

However, whilst we will use our best efforts to provide exceptional services, we cannot guarantee that SLA's, collection & delivery timelines, written and/or verbal request for special conditions or special delivery instructions will be adhered to.

**DELIVERY PROTOCOL**

In order to protect the customer as well as our RAM Couriers during this time, we have instructed our couriers to deliver in accordance with the following Protocols

Courier will -

- Ring bell and notify Receiver of the delivery;
- Confirm if the documents are in order for the delivery;
- sanitize their hands;
- offer sanitizer to the Receiver;
- offer a glove/s to the Receiver;
- take out the wipes / paper towel sprayed with sanitizer, wipe down the handheld device before handing it over to the Receiver;
- offer the handheld device and stylus to the Receiver to sign for their Shipment and then step back;
- Hand over the shipment and step back maintaining a distance from the Receiver;

\*please note that there is a global shortage of hygienic supplies and PPE. RAM will endeavor at all times to ensure that these are available for our Couriers.

**DISTRIBUTION REQUIREMENTS**

We again call on you all to keep regular contact with your **Key Account Manager** and copy all correspondence to the following address – [covid19lockdown@ram.co.za](mailto:covid19lockdown@ram.co.za).

Thank you for using RAM's Services

**The RAM Team**

Document issued by the Commissioner of  
Companies & Intellectual Property Commission  
on Friday, March 27, 2020 at 00:03



Companies and Intellectual  
Property Commission

a member of **the dti** group

Enterprise Number: **M1997009992**  
Enterprise Name: **RAM TRANSPORT (SOUTH AFRICA)**  
Contact Person Name: **ALAN**  
Contact Person Surname: **DA COSTA**  
Contact Person Email: [REDACTED]  
Contact Person Cell Number: [REDACTED]  
Number of Employee: **1500**

Physical Address **16 WRENCH ROAD  
ISANDO  
KEMPTON PARK  
GAUTENG  
1609**

TO WHOM IT MAY CONCERN

The CIPC hereby certify that the business operating as **RAM TRANSPORT (SOUTH AFRICA)** has the permission to operate during the South African lock-down period as announced by the president of the Republic on the 23rd of March 2020.

This certificate only authorises the business to operate and employee authorisation is the responsibility of the business.

Yours truly

**CIPC Commissioner**

*The company has declared that is an essential service based on the regulation issued on 25 March 2020, therefore, this certificate by CIPC is based on accuracy of information submitted. False declaration by the company is a criminal offence and will result in prosecution. This certificate may be revoked if there are changes to the regulation, or if required to better implement the lockdown.*

**Physical Address**

**the dti** Campus - Block F  
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