



5 May 2009

Dear Customer,

Important Notice: System Change

To be able to make use of the massive benefits that the best integrated IT technology offers, RS has undertaken a stepped rollout of SAP(*) across each of our global operating companies. With this in mind we are excited to announce that, in South Africa, we will change to the new system on the 1st June 2009.

The immediate benefits that you, as a customer, can expect include:

- Reduced delivery processing time
- Future access to RS's range of production packaging
- Greater visibility to term and target discounts
- Access to enhanced website and eCommerce functionality
- Improved account control, reconciliation and invoicing

The cutover is a massive undertaking and although we have tried as best humanly possible to minimize your disruption, it is important to note the following short term impact:

All orders that you place on stock held in South Africa will be delivered to you as normal, however ...

Between 15h00 on the 22nd May and 1st June 2009 we will not be able to place any orders on stock held at RS UK

- It is really important that you do not hold back on placing your orders until the 1st June as, in trying to dispatch as fairly as possible, we will be using the first-in-first-out principle
- RS UK will release all the orders that you have placed during the above dates on the 1st June 2009. Your products will arrive in SA by the 5th and be ready for dispatch from the 8th June onwards

We sincerely apologize for the short inconvenience caused by this change. We would like to ask your patience and if possible that you bring forward your planning slightly to alleviate this disturbance. To try and make up for some of this pain we will be offering all our customers free delivery(**) from the 18th May until the end of June 2009.

We are dedicated to returning to normal service as quickly as possible but if you have any questions regarding this change please contact our call centre on +27(0)11 691 9300 or your sales consultant.

As always, we would like to thank you for your support and would like to assure you of our best attention at all times.

Yours sincerely,

Lutz Otto
Executive Manager: Sales and Marketing

(*) SAP stands for Systems, Applications & Products. It uses modules or individual programs that all extract data from the same common database. It comprises enterprise resource planning, supply chain, customer relationship, product life-cycle, finance and supplier relationship management

(**) RS South Africa will carry delivery costs for customers within South Africa between the 18th of May until the 30th June 2009

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