



16 April 2022

Dear Valued Customer

TREATMENT OF CONTAINERS FOR TRANSNET PORT TERMINALS CONTAINER TERMINALS IN THE PORT OF DURBAN WITHIN THE DURBAN CONTAINER TERMINALS (PIER 1 AND PIER 2) - NOTICE TO CUSTOMERS

By now you are no doubt aware of the mitigation plans for essential containers through the Bluff residential roads, until the Bayhead Road is reopened. This is unfortunately not a solution for many of our containers who are restricted by "non-essential" status. This letter prescribes how Transnet Port Terminals (TPT) will continue to treat berthing, imports and exports at the Durban Container Terminals (Pier 1 and Pier 2) as the Bayhead Road constraints persist.

The aforesaid container terminals will be treated as per the below measures, in terms of meeting the contractual commitments as far as is reasonably possible:

Berthing

TPT will continue to apply the berthing principles of the Container Terminal Operations Contract (CTOC) in the two container terminals. This is currently the most practical way of addressing the backlog and maintaining a complimentary port schedule for our affected shipping lines. We continue to engage with the shipping lines individually in order to facilitate diversions to the Durban Point Multi-Purpose Terminal where possible. Other alternatives include planning to re-route containers via the Eastern and Western Cape Terminals. We thank the lines for their pro-active support in this regard and ask that cargo owners support these initiatives by taking collection of any available containers in the other TPT terminals or, where possible, moving on to rail to be collected in Johannesburg. Amendments will not be charged for any changes from road to rail in this event, however amending forms must be completed and submitted to the relevant documentation centers.

Export stack extensions

Export stacks will be extended as required, based on consultation with the shipping line. These stack extensions will be communicated at a terminal level.

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"This letterhead contains personal information as defined in the Protection of Personal Information Act, No. 4 of 2013 (the "Act"). The signatory consents to the processing of his/ her personal information and is obliged to handle other data subject's information in accordance with the requirements of the Act".

TRANSNET HAS A 'ZERO GIFTS' POLICY. NO EMPLOYEE IS ALLOWED TO ACCEPT GIFTS, FAVOURS OR BENEFITS

Import storage charges

TPT have not charged storage in the container terminals, with effect from 06h00 on 11 April 2022. TPT will continue granting these extensions on a 24 hour notice basis. TPT will send notification for the re-commencement of storage in terminal communication.

Should there be urgent and essential cargo to be collected, we ask that the Shipping Lines must follow the process already communicated by TNPA for the evacuation of critical cargo.

TPT has instituted its business continuity plans and has dedicated teams who are planning the business recovery together in order to facilitate a smooth-running terminal as soon as possible.

We reserve the right to change the above-mentioned approach if required, or withdraw this notice should the situation change.

We thank you for your support in this regard.

Yours faithfully,

A handwritten signature in black ink, appearing to be 'TK', written over a horizontal line.

Timothy Keit
Acting GM: Business Development
Transnet Port Terminals