

4 August 2021

Dear Valued Customers

TRANSNET PORT TERMINALS RECOVERY INITIATIVE: PRIORITY IMPORT FOR TRANSNET PORT TERMINALS, DURBAN CONTAINER TERMINALS PIER 2

Since the ICT challenges first began on Thursday 22 July 2021, Transnet Port Terminals has continued to keep our imports flowing through manual interventions until our NAVIS and customer links had been restored. As of 2 August 2021, storage charges have recommenced, and we have noted a huge uptake in import collections. We thank all stakeholders for their patience and understanding as we relieve the volumes of imports.

The current balances of imports on hand per facility as at 14h00 on 4 August 2021. This is contrasted against the trends of volumes which we handled prior to the ICT challenges and the expected volume in the next 7 days:

<i>All volumes in this table are in containers</i>	Imports on hand as at 14h00 on 4 August 2021.	Average weekly trend: 5-12 July 2021	Expected imports in the following 7 days: 4-10 August 2021
Pier 2	6 430	9 623	6 vessels: 13 435

From the above it is clear that DCT Pier 2 will battle to normalise the imports using the current general evacuation model. Therefore TPT has created the following initiative for import evacuations which will be applied to DCT Pier 2:

1. The container appointment system will be coordinated to allow a focused import collection system tomorrow morning (i.e. Thursday 5 August 2021, from 06h00 – 10h00 and 22h00 – 01h00). During this time:
 - a. Container appointments will be allocated exclusively to import evacuations from 06h00 – 10h00 and 22h00 – 01h00
 - b. Dual transactions will be allowed

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- c. Maximum resources will be allocated to the evacuation initiative
 - d. The number of slots will be increased from 100 to 150 container appointments per hour
2. Import containers not collected in the dedicated times above may still be collected during any other time of the day, using the standard appointment system.
 3. TPT will trial this initiative on Thursday 5 August 2021, from 06h00 – 10h00 and 22h00 – 01h00. If successful, this initiative will be repeated daily, until imports on hand have stabilised.

We appeal to all to support this initiative in strategically reducing the imports on hand and creating a balanced terminal as a result. This will enhance the supply chain and ultimately reduce waiting times for future vessel arrivals/ cargo flows as a result. We reserve the right to update this notice as required.

Sent on behalf of the National Planning and Terminal Management for the Durban Container Terminals Pier 2