

# Customer Advisory

## Durban Floods – Impact on Operations

12 April 2022

As we have seen over night, Durban has been impacted by heavy rainfall leading to severe flooding in many areas and widespread damage. While the situation is being assessed there is an immediate impact on our operations: -

- All depots are significantly impacted by the flooding and heavy rainfall and are closed
- All transporters have grounded their fleets
- Terminal operations that were halted yesterday evening remain suspended this morning
- There is no access into the terminal due to Bayhead flooding and the terminal is unable to receive trucks.

Firstly, the safety of our employees, customers and suppliers remains paramount to Maersk and we have plans and policies to provide the necessary support. To this effect: -

- We have closed our Durban offices and our teams there are working from home – we remain open for business virtually.
- We are currently making a full assessment of the damage to our assets and facilities
  - Our depots remain closed for receipt and collection of equipment in Durban
  - Warehouse operations have also been impacted and are suspended

For now, all operations are suspended. We understand you will have questions regarding collection and delivery of full exports and imports, the pick-up of equipment and return of empty equipment. We will continue to provide regular updates through the course of the day as we assess and implement recovery measures.

We remain contactable via all our usual channels.

Best Regards.

Maersk

**National Customer Service Contact Number:** 021 408 6888

**National After-Hours Contact Numbers:**

Imports After hours: 083 786 7145

Exports After hours: 083 796 6415

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**National Customer Service Email address:**

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