

11 August 2021

Dear Valued Customers

TRANSNET PORT TERMINALS RECOVERY STATUS: FOR TRANSNET PORT TERMINALS CONTAINER TERMINALS IN THE PORTS OF DURBAN, NGQURA, PORT ELIZABETH AND CAPE TOWN: 10 AUGUST 2021

Transnet Port Terminals (TPT) has continued to keep our customers and stakeholders informed of the progress made, since Thursday 22 July 2021, both on the ICT and the operational recovery.

We will continue to engage in the dedicated daily recovery forums and meetings, until all operations and entire supply chains have normalised. The system re-development has continued and the website "Transnet.net" and

"<https://www.transnetportterminals.net/pages/default.aspx>" is online again – with all related updates being relayed through these sites. In addition, all elements of the call centre and modes of communication have now been restored. The TPT invoice portal is now accessible. The spotlight application is working on IOS (apple devices) but the Android version is still being redeveloped.

As of today, Tuesday 10 August 2021, the status of the recovery, for the TPT container terminals is detailed in the tables below.

For the Durban Container Terminals (Pier 1 and Pier 2), where the import volume pressure was most evident, the daily volumes reflect a terminal system which has pushed hard to evacuate and recover. Pier 2, for example, in the week 2 – 9 August 2021, has discharged 8 372 containers and with the support of all stakeholders, has been able to evacuate 11 597 containers. This is a record-breaking feat for which we thank all stakeholders. Pier 2 will continue to run the focussed mass evacuation model which prioritises import evacuation between the hours of 6am and 10am and 10pm and 1am due to the success it has had in streamlining import evacuations.

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Pier 1 requires support from those importing. In the week 2 – 9 August 2021, Pier 1 has discharged 5 141 containers but has only been able to evacuate 4 520 containers. Many importers are leaving their containers in the terminal even beyond the terminal free days! We implore all importers and transporters to urgently collect or else the terminal risks facing congestion, delaying collections and impacting terminal fluidity as a result. Should this continue we will need to reconsider the control of collection or levy additional charges to incentivise better behaviour.

Weather also impacted operations with 7 hours lost in Pier 1 and 8 hours lost in Pier 2.

For the Port of Durban inclement weather (heavy winds) are forecasted this week. Therefore evacuation of imports (both Road and Rail) need to be maximised during conducive operational times.

(All volumes in the tables below are in containers (not teu)):

Container Terminal	Imports on hand as at 14h00 on 2 August 2021	Imports on hand as at 14h00 on 5 August 2021	Imports on hand as at 14h00 on 10 August 2021	Expected imports in the following 7 days: 11-17 August 2021
Pier 2	8 610	5 343	3 034	6 vessels: 14 366
Pier 1	2 248	2 092	3 089	3 vessels: 4 977

The Cape region experienced a weekend of difficult operations, with NCT being impacted with a physical fibre connection failure which impacted operations for 7 hours. In addition, NCT and PECT experienced a further 13 and 14 hours of weather-related downtime. CTCT experienced 23 hours of lost hours due to wind, ranging and fog.

Container Terminal	Imports on hand as at 14h00 on 2 August 2021	Imports on hand as at 14h00 on 5 August 2021	Imports on hand as at 14h00 on 10 August 2021	Expected imports in the following 7 days: 11-17 August 2021
NCT	2 624	1 456	1 194	12 vessels: 9 345
PECT	802	727	676	4 vessels: 1 232
CTCT	2 349	751	985	9 vessels: 8 145

The following metrics provide evidence of the operational progress made to date, in handling the import volumes. Further explanations are provided below:

	Date	DCT Pier 2	DCT Pier 1	Durban MPT	PECT	NCT	CTCT	CTMPT
Gate Moves	<i>Comparison: Average daily gate moves for June 21</i>	2665	1059	299	209	493	1002	108
	Sat 31/07/2021	3198	842	448	225	270	1641	597
	Sun 01/08/2021	3076	598	548	4	447	1348	91
	Mon 02/08/2021	2382	760	113	83	614	1630	201
	Tue 03/08/2021	3154	1105	210	401	606	1783	204
	Wed 04/08/2021	3358	1442	503	391	667	1319	385
	Thu 05/08/2021	3137	1558	455	387	677	1469	218
	Fri 06/08/2021	2828	1086	354	405	549	1207	120
	Sat 07/08/2021	2968	1167	886	427	378	975	38
	Sun 08/08/2021	2201	985	399	193	75	390	17
	Mon 09/08/2021	1808	620	175	165	70	472	15
Average Truck Turnaround Time (TTT)	<i>Comparison: Average TTT for May 2021</i>	78	54	Not available	61	35	47	Not available
	Sat 31/07/2021	276,9	35,1	27,07	72,7	42,8	72,9	4,91
	Sun 01/08/2021	273,4	61,7	31,84	26,8	34,9	50,6	26,59
	Mon 02/08/2021	307,8	217	40,4	76,1	66,4	76,1	23,8
	Tue 03/08/2021	323,8	353	35,43	30,9	71,6	87,6	38,38
	Wed 04/08/2021	165,8	132	43,46	49,8	42,5	64,6	18,46
	Thu 05/08/2021	137,5	151	55,03	43,6	42,5	70,1	21,37
	Fri 06/08/2021	167,2	114	42,9	58,7	38	51,7	31,78
	Sat 07/08/2021	186,5	80,4	26,97	44,6	67,4	84,1	11,81
	Sun 08/08/2021	94,1	152	19,94	64,1	45,7	50,6	17,37
	Mon 09/08/2021	186,5	364	31,85	22	30,9	33,6	12,71
Ships Moves	Sat 31/07/2021	4322	1731	4	483	580	1645	253
	Sun 01/08/2021	3968	1345	399	84	1174	1634	250
	Mon 02/08/2021	3081	1245	263	424	1471	1601	64
	Tue 03/08/2021	2559	1365	434	234	1278	1527	248
	Wed 04/08/2021	2063	1387	505	576	1550	1307	394
	Thu 05/08/2021	2363	1266	410	597	925	1034	247
	Fri 06/08/2021	3005	1449	342	561	1533	1157	348
	Sat 07/08/2021	3997	1453	1020	512	1147	709	88
	Sun 08/08/2021	3112	1485	564	502	666	1214	110
	Mon 09/08/2021	938	881	362	169	230	1821	130

Our focus still remains on managing terminal fluidity. We are actively monitoring reefer stacks to ensure that the citrus peak continues at maximum tempo. Current percentage occupancies at each terminal:

Container Terminal	Total stack occupancy % as at 10 August 2021	Total reefer stack occupancy % as at 10 August 2021
Pier 2	57%	50%
Pier 1	65%	14%
NCT	45%	44%
PECT	56%	50%
CTCT	38%	43%

We do believe that TPT are well on our way to recovery and will continue to update you as our recovery continues.

Sent on behalf of the Managing Executives for the Durban Terminals and Cape Region, Container & Automotive