

**FLOODING IN DURBAN - GENERAL OPERATIONAL UPDATE (3)**

Dear Valued ONE Customer,

Further to our previous communiques regarding the devastating impact left by the recent flooding in KwaZulu-Natal, we wish to update you further on the operational developments in the port of Durban.

The waterside operations continue as normal although stack occupancy remains on the high side.

Landside operations are underway, and Bayhead Road is open although under strict control from the Law Enforcement Authorities. On the import front all cargo can now be collected although still need to adhere to the terminal's appointment system, which is closely being monitored due to access limitations on Bayhead Road.

Due to high occupancy levels inside Pier 1 and 2 terminals respectively, we urge customers to make good use of the appointment system and collect import containers as soon as possible within the standard free period provided.

On the export front terminals have started opening vessel stacks for dry van cargo therefore both dry and reefer cargoes are allowed to enter the terminals during the stacking periods.

We kindly request all customers to keep a close eye on the import storage as well as export stacking notifications distributed by the terminal via various platforms.

In our ongoing efforts to assist customers further in terms of Detention and Demurrage in Durban, the following revised conditions will apply:

1. As indicated in our first communique already the period 11<sup>th</sup> April 2022 until 19<sup>th</sup> April 2022 will be frozen and considered "free days" for Import and Export Detention (all equipment types).
2. We are extending this period further for dry van cargo only until 25<sup>th</sup> April 2022 (Reefer cargo to remain as 19<sup>th</sup> April 2022). Thereafter normal tariff free time conditions as per tariff or contract apply.
3. Terminal free time and storage rates will apply as per TPT's standard tariff.

We appreciate your understanding, patience and ongoing support during this challenging time.

Kind Regards,  
Marketing Team

Ocean Network Express - South Africa