

21 September 2026

Dear Valued Customer,

CUSTOMER CONTACTS, ESCALATIONS AND USE OF ICTSI RADAR

As part of Durban Gateway Terminal's ongoing commitment to improving customer service, transparency, and response times, we would like to provide guidance regarding the appropriate contact channels for operational enquiries, escalations, and customer support.

Our experience has shown that the majority of customer enquiries relate to appointment availability, cargo evacuation, vessel schedules, container tracking, and system-related queries. To ensure customers receive the fastest possible response, we request that operational matters be directed through the appropriate operational channels in the first instance.

ICTSI RADAR Application

DGT strongly encourages customers to utilise ICTSI Radar as their first point of reference for shipment visibility, vessel schedules, container tracking, and operational updates. ICTSI Radar provides real-time information and automated notifications, enabling customers to access the latest available information at any time.

DGT operational and commercial teams will focus their support on exceptions, escalations, and matters that cannot be resolved through normal systems and self-service platforms.

The ICTSI Radar provides customers with:

- Real-time container tracking
- Vessel schedules and vessel movement information
- Import and export shipment status
- Hold and release information
- Truck transaction visibility
- Terminal advisories and operational notices
- Watchlists for containers, trucks, and vessels
- Automatic push notifications when shipment milestones occur

Durban Gateway Terminal (PTY) LTD.

Transnet Port Terminals, Container Terminals Pier 2
Langeberg Road, Bayhead, Durban, Kwa-Zulu Natal 4001

CIPC Registration Number: 2025 / 929823 / 07

Postal Address: P.O. Box 41450 Rossburgh, Durban, Kwa-Zulu Natal 4072

- Mobile and web-based access to shipment information anytime, anywhere

One of the most powerful features of ICTSI RADAR is the ability to create personalised watchlists for containers, trucks, and vessels. Customers receive automatic push notifications whenever movement or status changes occur, ensuring real-time visibility without needing to contact terminal staff.

A step-by-step training manual for ICTSI RADAR is available on the terminal website (www.dgt.ictsi.com) (Navigate to: Terminal Updates> [ICTSI RADAR User Guides](#))

Customers are requested to utilise ICTSI RADAR as the primary source of information for vessel schedules, container status, transporter appointments, shipment milestones, and operational updates. As this information is available in real time through the platform, DGT personnel will generally not provide information that is readily accessible via ICTSI RADAR, except where technical issues or operational exceptions exist

Operational Queries and Escalations

For operational matters, customers are requested to contact the relevant DGT personnel on shift according to the escalation process below:

1. First Contact

Coordinators / Supervisors on Shift aligned to the relevant operational function are available for all functions including:

- Planning
- Truck Appointments
- Landside Operations
- Waterside Operations
- Reefer Operations
- Staging Operations
- Security

As these functions operate on a 24/7 shift basis, the relevant contact details should be obtained from the weekly operational roster, which is published on the terminal website (www.dgt.ictsi.com [Terminal Updates | Durban Gateway Terminal](#)) (Navigate to: Terminal Updates→Customer Communication).

2. Second Contact – Escalation to Planning Managers

Planning Managers (for relevant functions) are on Shift and are detailed in the weekly roster. These Operations Managers should only be contacted for escalations or operational exceptions that cannot be resolved through the first-line support structure.

As these functions operate on a 24/7 shift basis, the relevant contact details should be obtained from the weekly operational roster, which is published on the terminal website (www.dgt.ictsi.com [Terminal Updates | Durban Gateway Terminal](#)) (Navigate to: Terminal Updates→Customer Communication).

3. Third Contact - Further Escalation to Senior Management

Senior Management Operations Managers should only be contacted for escalations or operational exceptions that cannot be resolved through the previous-line support structures detailed above.

- **Planning:** Clinton Pillay - cpillay@dgt.ictsi.com/063 505 9475
- **Landside Operations:** Blondie Sibiyi - bsibiyi@dgt.ictsi.com/078 099 0555
- **Waterside Operations:** Thokozani (TK) Mthembu - tmthembu2@dgt.ictsi.com/072 807 0407

4. Final Operational Escalation

Should a matter remain unresolved following the above escalation process, customers may contact:

Peter Lilholt

Head of Operations

Email: plilholt@consultant.ictsi.com

5. Urgent “Plant stopper” Container Escalation Process (process only applicable in times of terminal congestion creating vessel delays)

Should a container be considered critically urgent for evacuation (plant-stoppers) we will assist with priority where possible. DGT requests that all urgent "plant-stopper" container requests be submitted through the relevant shipping line (irrespective of merchant or carrier haulage arrangements) to enable verification of the urgency and prioritisation where operationally feasible.

- Customers may include Clinton Pillay (cpillay@dgt.ictsi.com) in copy of the emails to shipping line so that he can prioritise once verified.

6. Issues regarding import storage, export stacks etc:

Escalations relating to import storage, export stack management, and associated landside planning matters should be directed as follows:

- Planning supervisor: Princess Rantsoabe (prantsoabe@dgt.ictsi.com)
- Escalation to planning manager: Jacques Nortje (jnortje@dgt.ictsi.com)

Operating hours are 07:00 to 16:00 daily. Weekend support is managed on a rotational basis. Please email both contacts, and the individual on duty will respond.

Operational Exceptions and Customer Support

Where customers experience operational issues or exceptions that cannot be resolved through the normal operational channels, including:

- Appointment booking difficulties
- Critical matters that require urgent operational escalation
- ICTSI RADAR-related issues
- NAVIS-related exceptions
- Customer access or registration issues
- Other operational matters that cannot be resolved through the normal escalation process

Please contact our customer experience officers:

Yvonne Henery

Tel: 064 860 9550 / 031 361 6582

Email: yhenery@dgt.ictsi.com

&

Dwayne Moabi

Tel: 064 752 6500/ 031 361 1592

Email: kmoabi@dgt.ictsi.com

Operating hours are 07:00 to 16:00 daily. Weekend support is managed on a rotational basis. Please email both contacts, and the individual on duty will assist you.

Emphasis: The Customer Experience team cannot assist with routine shipment status enquiries, including:

- **the assignment to transporters.**
- **Booking references**
- **Pre-advising of container**
- **Tracking of the containers**

Customers should obtain this information via ICTSI RADAR or directly from the relevant shipping line.

Shipping Line Related Requests

For requests relating to shipping line functions, including but not limited to:

- Duplicate gate slips
- Shipping line documentation

- Shipping line release processes
- Shipping line matters
- Shipping line specific system transactions

DGT Key Account Managers are mandated to support escalation management and customer exceptions where matters cannot be resolved through normal channels.

For such support, please contact:

Delisiwe Gumede

Key Accounts Representative

Mobile: 083 706 9339

Email: dgumede@dgt.ictsi.com

Kesarie Ellen

Mobile: 083 455 9227

Email: kellen@dgt.ictsi.com

Both are available Monday – Friday 8am-16pm.

Claims and Claims Escalations

The claims procedure is clearly defined in the Standard Terms and Conditions. Any incident, loss, or damage must be reported before leaving the terminal premises. For real-time claim-related matters requiring escalation, users are requested to contact the appropriate Landside or Waterside Operations Manager on duty for immediate assistance.

These operational functions are staffed on a 24/7 shift basis, and the appropriate contact details can be obtained from the weekly operational roster, which is published on the terminal website (www.dgt.ictsi.com [Terminal Updates | Durban Gateway Terminal](#) (Navigate to: Terminal Updates→Customer Communication)).

For escalations relating to claims administration or processing:

- Kemmy Bachoo: kbachoo@dgt.ictsi.com
- Byron Freeman: bfreeman@dgt.ictsi.com

For requests for Gate photographs: please follow the PAIA request process via email (this must be through the shipping lines' legal/claims team)

Commercial Escalation and Involvement

Commercial escalation channels should only be utilised once the relevant operational escalation process has been exhausted. In this case customers may contact:

Timothy Keit

Head: Business Development

Email: tkeit@dgt.ictsi.com

And finally:

Grant Bahlmann

Chief Commercial Officer

Email: gbahlmann@dgt.ictsi.com

DGT remains committed to transparent communication, efficient issue resolution, and empowering customers through digital self-service platforms. We appreciate your cooperation in adhering to the above communication and escalation channels.

Yours sincerely,



Grant Bahlmann

Chief Commercial Officer

Durban Gateway Terminal