

DURBAN

GATEWAY TERMINAL

30 June 2026

URGENT UPDATE: 30 JUNE 2026 – 15H15: DURBAN GATEWAY TERMINAL – NAVIS TOS ISSUE RESOLVED

Dear Valued Customers and Industry Stakeholders,

Further to our communication issued earlier today regarding the interruption to the Navis Terminal Operating System (TOS), Durban Gateway Terminal (DGT) is pleased to advise that the issue has been successfully resolved.

The system interruption, which commenced at approximately 12:07 on 30 June 2026, was corrected and full system functionality was restored as of 15:00 today (30 June 2026).

Current Operational Status

We are pleased to confirm that:

- All terminal systems are fully operational.
- Landside and waterside operations have resumed normal processing.
- Gate, yard and vessel operations are functioning normally.
- DGT has been fully operational since 15:00 today.

Transnet Port Terminals will be conducting a root cause analysis to ensure that such downtime is avoided in future.

Customer Relief Measures

To assist customers affected by the interruption and support the efficient clearance of the backlog:

- Appointment tolerances for all appointments from 12:00 onwards will be increased and accommodated through A-Check processing.
- Stacking extensions have been granted.
- Import storage extensions will also be applied.

DGT teams WILL remain focused on processing volumes as efficiently as possible and minimising the impact of the earlier disruption.

We thank all customers, transporters, shipping lines and industry stakeholders for their patience, understanding and cooperation during this incident.

Yours sincerely,



Grant Bahlmann

Chief Commercial Officer

Durban Gateway Terminal

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