

DURBAN

GATEWAY TERMINAL

7 July 2026

DURBAN GATEWAY TERMINAL: UPDATE TO SLOT APPOINTMENT ALLOCATION AND REVIEW PROCESS

Dear Valued Customers and Stakeholders,

As part of DGT's ongoing efforts to improve operational efficiency, enhance planning capabilities, and optimise terminal capacity utilisation, we have completed a review of the current appointment allocation process. Following engagement with stakeholders and an assessment of current operational requirements, and an unprecedented volume the following amendments to the appointment release process will be implemented with effect from 06:00 on Friday, 10 July 2026.

Revised Appointment Allocation Process

Imports

- The current 48-hour import slot release process will be discontinued.
- Import appointment slots will now be primarily released 24 hours in advance.
- The daily import slot review and release will be conducted at approximately 06h30, with appointments becoming available from 07h00 onwards for the subsequent 24-hour period.

In order to maintain operational flexibility and respond to changing terminal conditions an ongoing review will occur. When the terminal has capacity, slots will be added on an ad hoc basis:

- Import appointment availability will continue to be reviewed every four hours.
- Reviews do not automatically result in additional slot releases and will remain subject to prevailing terminal conditions.

Exports

- Export appointments will continue to be reviewed on a four-hourly basis.
- Reefers/IMDG/Empty slots will also be added 4 hourly.

These changes are intended to:

- Improve appointment planning and visibility.
- Better align appointment allocations with actual terminal capacity.
- Improve truck turnaround and gate utilisation.
- Support ongoing operational improvements currently being implemented within the terminal.

DGT will continue to monitor appointment demand, terminal performance and operational capacity closely. Further adjustments may be made where necessary to ensure the most effective use of available resources while maintaining service delivery to all stakeholders.

We appreciate the continued cooperation and support of all stakeholders as we implement these improvements
Yours sincerely,



Grant Bahlmann

Chief Commercial Officer

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