

DURBAN

GATEWAY TERMINAL

26 August 2026

DURBAN GATEWAY TERMINAL: STATUS AS AT 09:00 ON 26 AUGUST 2026

Dear Valued Customer,

Durban Gateway Terminal (DGT) would like to provide a transparent update on the operational challenges currently affecting the terminal.

The recent NAVIS implementation has been completed successfully and the system remains stable, with a dedicated hypercare team addressing any residual items. Separately, the backlog carried into this period has not yet been fully absorbed, and continued equipment availability constraints mean a full return to normal fluidity will take some additional time.

Our immediate priority is to accelerate the evacuation of import cargo, reduce yard congestion and progressively restore terminal fluidity. As part of this recovery, the following temporary measures remain in place:

- Re-routing of containers to alternative stacks is not currently permitted.
- Dual load/discharge landside transactions remain temporarily suspended.
- Reefer acceptance has been temporarily paused while existing reefer stock is loaded onto vessels. This will remain in place until 10:00 on 27 August 2026; booked containers will be serviced as slots become available. Stack periods for the CMA CGM Missouri and CMA CGM Zanzibar will be extended accordingly. Daily updates on reefer operational environment will be communicated via planning and commercial teams.

We recognise the impact these restrictions have on our customers. In parallel, we are actively adding operational capacity. Internal efficiencies are being pursued to support operations, while we are also working with Transnet Freight Rail for additional train evacuations to relieve yard pressure. These measures sit alongside the longer-term equipment and infrastructure programmes already under way to strengthen terminal performance and resilience.

On transporters specifically, all available appointment slots are being released to the maximum extent operationally possible, while carefully managing terminal and surrounding road congestion. Truck slots have reverted to a 24-hour release window, with allocations reviewed every four hours to maximise throughput. Additional equipment is also being prioritised for import evacuation wherever possible.

Yard density has shown measurable improvement over the past days, although conditions remain challenging and are being monitored closely across all quays.

Durban Gateway Terminal (PTY) LTD.

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Langeberg Road, Bayhead, Durban, Kwa-Zulu Natal 4001

CIPC Registration Number: 2025 / 929823 / 07

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All terminal storage charges for containers currently within the terminal have been waived during this period and will remain waived until operational stability has been restored to an acceptable level. We have also appealed to shipping lines to consider additional free time and demurrage relief reflecting the extended time containers have remained on terminal through circumstances beyond customers' control.

Given the complexity of individual cargo situations, we recognise that data alone does not always capture the full picture. Our teams remain directly engaged with customers and are available to work through specific requirements case by case.

We appreciate the patience, understanding and continued support of our customers. We remain fully focused on the recovery and committed to open communication as terminal fluidity progressively improves.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Grant Bahlmann', with a stylized, looped initial 'G' and a horizontal line extending to the right.

Grant Bahlmann

Chief Commercial Officer

Durban Gateway Terminal