



25 March 2020

Dear Valued Customer

PIER 2 MANDATORY TRUCK APPOINTMENT DURING COVID-19 LOCKDOWN

The letter dated 24 March 2020 regarding the application of the COVID-19 lockdown, proactive measures to ensure throughput of essential containers 26 March 2020 to 16 April 2020 refers.

One of the measures highlighted was a mandatory truck appointment system. Please find the below rules of engagement that will be applicable effective from 06h00 on 27 March 2020 until 06h00 on 17 April 2020.

1. 1 Hour Slots of 30minutes with a grace of 15 minutes before and 15 minutes after the slot. 36 slots will be available during shift change.
2. Slot allocation will be based on a Daily Demand per Tower, therefore a total 75 slots will be available per hour on Landside due the Terminal working a 2 Berth operation.
3. Dual Transactions will be allowed on a single appointment.
4. Empties destined for Top- up Stacks need not utilize the Booking system, single transactions only.
5. An unutilized slot will lead to the disqualification of the Transport Company from utilizing the booking system. 1st offence constitutes a 2 day ban, 2nd offence constitutes a 3 day ban and a 3rd offence will constitute a 1 Week Ban.
6. Users can begin booking from Thursday 26 March 2020 from 06h00, for go- live on Friday 06h00 on 27 March 2020 until 06h00 on 17 April 2020.
7. Slots can be cancelled 6 hours before the appointment time, any slots cancelled outside the 6 hours will lead to dis-qualification from system use.
8. Reefers must utilize the appointment system. Multiple transactions will be permitted.
9. Booking slots will allocated and reviewed throughout the day to ensure a balanced volume per tower.
10. A daily report will be published showing the number of slots utilized for the day and the number of slots available for next 24 hours
11. The Appointment System Help-line number is 031- 361 6771 will be available from

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08h00 to 16h00 daily including weekends for container appointment verification only.

12. Security will be monitoring trucks that stage on Seafarers and Bayhead Road whilst waiting for appointments to be booked, therefore affecting trucks with booked appointments. These trucks will be disqualified from the appointment system, at the Terminal's discretion.

We reserve the right to immediately change the application for above rulings as the need permits.

Please feel direct queries to the Appointment System Help-line number is 031- 361 6771 and email to dctappointments@transnet.net and copy TPTDCTKAM@transnet.net

Thanking you in advance for your support during this difficult time.

Issued on behalf of DCT Management