

18 August 2026

Dear Valued Customer

TRANSNET PORT TERMINALS CAPE TOWN CONTAINER TERMINAL (CTCT) EXPORT REEFER SEASON 2026/27 - BUSINESS RULES

Transnet Port Terminals (TPT) is committed to delivering a safe, reliable, and efficient export reefer season. Through ongoing collaboration and a shared focus on operational excellence, we have developed the following business rules to support predictable vessel execution, protect cold chain integrity, reduce congestion across the logistics network, and ensure South African exports reach global markets competitively and on time. These measures reflect our commitment to enabling a resilient supply chain during the 2026/27 export reefer season.

1. Purpose

This communication sets out the business rules that will apply during the export reefer season from **1 October 2026 to 31 March 2027**. These rules are intended to support predictable vessel execution, reliable cold chain performance, reduced landside congestion, and the delivery of at least 95% of cargo by stack closure. They also expand on the vessel and cargo working requirements contained in the TPT Standard Operating Procedures for Container Terminals (SOPCT).

The rules are based on shared accountability between Transnet Port Terminals (TPT), shipping lines, exporters, cold stores, transporters, and other supply chain stakeholders. Given the high incidence of weather-related disruptions in Cape Town, they also set out the coordinated recovery actions required to restore operational performance after lost production time.

2. Principle

CTCT operations during the reefer season will be guided by planning stability, flow-based execution, operational discipline, and transparent communication across the value chain.

3. Core Business Rules

3.1 Weekly Vessel Cadence

A fixed weekly vessel schedule, supported by a 21-day berth plan, will be published three weeks in advance. The agreed vessel sequence must be maintained in line with confirmed berthing windows. Any change to a vessel call must be communicated at least seven days before the berthing slot and managed through TPT National Planning.

Transnet SOC Ltd 202 Anton Lembede Street P.O. Box 10124
Registration Number DURBAN Marine Parade, Durban
1990/000900/30 4001 South Africa, 4056
T +27 31 308 8223

Directors: A Sangqu (Chairperson) R Buthelezi M Debel B Jiya L Letsoalo KG Mbonambi FS Mufamadi D Patel B Sedupane MP Zambane
M Phillips* (Group Chief Executive) N Maphumulo* (Group Chief Financial Officer)
*Executive

Group Company Secretary: Ms S Bopape

www.transnet.net

"This letterhead contains personal information as defined in the Protection of Personal Information Act, No. 4 of 2013 (the "Act"). The signatory consents to the processing of his/ her personal information and is obliged to handle other data subject's information in accordance with the requirements of the Act".

Weather disruption response

- Where waterside production is disrupted by weather for six hours or more while a vessel is on berth, TPT will engage the relevant shipping line to confirm the recovery plan and update the berth plan with the revised estimated sailing time.
- For vessels next in sequence after a weather disruption of six hours or more, TPT will engage the relevant shipping line to confirm revised berthing and sailing times and update the berth plan. The revised berthing time must align with vessel load readiness, defined as 95% of forecast reefer volumes stacked in the terminal.
- Any weather disruption of six hours or more will require the 14-day berth sequence to be reviewed, adjusted, and confirmed.
- Where sustained weather disruptions in Cape Town result in the diversion of vessels or cargo to other TPT terminals, at least seven days' notice must be submitted to TPT National Planning to support logistics planning and coordination.

3.2 Stack Management

The reefer stack will be aligned to the vessel's estimated berthing time to optimise terminal dwell and plug capacity. The standard reefer stack duration will be three days. The terminal will issue a stack firming notice 24 hours in advance, with firm reefer stacks communicated daily, where applicable, by no later than 12h00. The reefer stack will close 12 hours before vessel berthing. Requests to amend containers already in terminal stacks must be submitted no later than six hours before stack closure.

Weather disruption response

- Where landside operations are disrupted by weather, including wind speeds above 90 km/h or fog, TPT may extend the reefer stack, subject to operational feasibility. Any extension will be confirmed through revised stack dates and an updated berth plan. Operational feasibility will consider the percentage of reefers outstanding against the forecast volumes tendered at three-day ETA, the vessel's expected berthing time, the requirement for stack closure 12 hours before berthing, and the late-arrival cut-off six hours before berthing.
- TPT will increase hourly reefer appointment slots up to **40** containers per hour to support an optimal delivery tempo during the post-wind recovery period.
- Where port operations are windbound due to wind speeds above 90 km/h, TPT will work with back-of-port reefer facilities to confirm delivery plans into terminal stacks before landside operations resume.

3.3 Cargo Delivery Compliance

Timely reefer delivery during the official stack period is critical to ensure vessels are load-ready when cargo operations commence. At least 95% of planned reefers must be delivered to the terminal by official stack closure. Delivery performance per vessel will be tracked and published daily during the stack period. Where delivery falls behind plan, TPT will engage the relevant shipping line and supply chain stakeholders in real time.

3.4 Late Arrivals (LAR)

TPT places strong emphasis on timely reefer delivery. Late arrivals will therefore be approved only in exceptional circumstances. Approved late arrivals, whether delivered by road or rail, will be capped at a maximum of 5% of the firm reefer volumes forecast by the shipping line. The reefer volume submitted in the three-**day** vessel ETA advice will be used to calculate the 5% cap. The following process will apply:

- Applications for late arrivals will open 24 hours before stack closure and close 12 hours before official stack closure.
- Applications must be submitted using the late-arrival annexure specified in the SOPCT.
- The terminal will review applications between 08h00 and 12h00, and approved applicants will be notified by 13h00.
- Approved late-arrival containers must be delivered no later than six hours before vessel berthing, based on the official berth plan issued on the date of approval.
- Approved late-arrival containers and cut-off times will be captured in Navis for control and compliance.
- The approved late-arrival cut-off time will remain fixed, even if the vessel subsequently moves back on the berth plan.

3.5 Post-Wind Recovery

CTCT has developed a wind recovery plan to guide a structured response after weather-related disruptions. The plan covers pre-windbound activities, post-windbound recovery actions, and required communication protocols. TPT, through its reefer war room, will coordinate recovery execution with shipping lines, exporters, and back-of-port facilities.

3.6 Supply Chain Operability – 24/7

During the peak deciduous season, 24/7 supply chain operability is essential. Export volumes, product perishability, and vessel schedules require continuous alignment across the following stakeholders:

- Exporters and packhouses;
- Cold stores;
- Transporters;
- Empty container depots;
- Inspection and certification services;
- Shipping lines; and
- Terminal interfaces.

Each node must operate in step to keep cargo moving steadily from farm to port, sustain stack momentum, protect cold chain integrity, and enable CTCT to execute vessels within confirmed berthing windows without reverting to batch handling, congestion, or repeated re-planning.

4. Governance and Accountability

Performance KPIs will be jointly tracked and reviewed at the weekly war room meeting. Non-compliance will trigger corrective action and, where required, escalation with the accountable party. The KPIs will include, but are not limited to:

- Vessel turnaround time, from first line to last line;
- Reefer truck turnaround time;
- Reefer dwell time, from stack opening to vessel sailing;
- Cargo delivery compliance, measured as the percentage of reefers delivered by stack closure; and
- Late-arrival reefers per vessel against the approved threshold.

Arising from the Minister's engagement with the fruit industry and other supply chain stakeholders, an industry business forum will be re-established to provide a structured platform for engagement on matters affecting the export value chain. The Transnet Group Chief Operating Officer will lead the process of convening the relevant stakeholders to agree on the forum's composition, mandate, rules of engagement and meeting frequency. The forum will provide oversight of seasonal performance, enable the early identification and escalation of challenges across the supply chain, and support coordinated action among TPT, customers, industry bodies and other stakeholders. CTCT will use the forum to provide regular updates on terminal performance, operational constraints, recovery measures and progress during the export reefer season. This broader stakeholder forum will complement the weekly operational war room, which will remain responsible for tracking execution against the agreed business rules and performance measures.

These business rules are intended to provide a predictable, reliable, and competitive export operating environment for the 2026/27 reefer season and beyond. Their success will depend on disciplined execution, timely communication, and shared accountability across the full supply chain.

We appreciate your support and collaboration as we continue to strengthen supply chain performance and ensure the successful movement of South African exports to international markets.

Yours sincerely,



Mr Jabu Mdaki
Chief Executive
Transnet Port Terminals