



Customer Advisory #11

Civil Unrest South Africa – Impact on Operations

July 19,2021

Dear Valued Customer,

Further to the communication which we had shared last week on the Civil Unrest in South Africa, we realise that our customers have been impacted with the delivery of goods to markets. We acknowledge that there have been challenges faced in terms of personal safety and mental wellbeing and our commitment remains to provide reliable and updated information towards your supply chain concerns.

The situation appears to be normalising and the port terminals are back in operation. To ensure the optimal operation at the port and to facilitate the flow of cargo both imports and exports, we would like to encourage all customers to take release of shipments and alleviate any impact to port congestion. We understand that customers may have been impacted and unable to receive their cargo and therefore Maersk will support with reduced tariffing as follows

Customer Need	Our Product/Service	Our Revised Tariff	Location Applicable
Storage period extended (Import)	Multi-Stop*	20': R 3 350 40': R 4 000 19th July to 8th August 2021	Durban and Jhb
	Depot Storage**	Free for Period: 12th July to 25th July 2021 50% reduction on Tariff costs 26 th July to 8th August 2021	Durban and Johannesburg depots
	Port and Inland Terminal Storage (City Deep)	As per Transnet Tariff and Storage Free Days	Durban and Johannesburg
	Detention	Free for Period: 12th July to 25th July 2021 50% Reduction on Tariff from 26th July to 8th August 2021	Durban and Johannesburg locations only
Flexibility of landside transportation (Import)	Carrier Haulage Cancellation	50% on Tariff reduction 19th July to 8th August 2021	Durban to Johannesburg
	Mode Change (Rail to Road)	50% on Tariff Cost 19th July to 8th August 2021	Durban to Johannesburg
Export Loading	Spot Amendment,	Not applicable for	Durban load

Flexibility	Cancellation, Compensation Fees	period 19th July to 8th August 2021.	Bookings
Extended Export Free Time (Packing)	Export Detention	Free for Period: 12th July to 25th July 2021 50% Reduction on Tariff from 26th July to 8th August 2021	Durban and Johannesburg locations only

* This considered rate is subject to Heavy and Reefer rates as applicable for Multi-Stop Fees

**Please note that reduced Tariff for Storage applies to Depots only

We wish to bring to your attention that for all other areas (Port Elizabeth, East London, Cape Town load and discharge) existing tariffs remain in place as published

As the situation remains fluid, Maersk reserves the right to amend the processes and revised terms as deemed necessary. We kindly request your continued attention to our Customer advisories as this is the most effective means of communication channel to reach out customers.

We appreciate your continued co-operation and support as we work together to keep the supply chains going to serve our markets in South Africa.

We remain contactable via all our usual channels and look forward to hearing from you.

National Customer Service Contact Number: 021 408 6888

National Customer Service Email address:

- za.export@maersk.com for export queries
- za.import@maersk.com for import queries
- sales.support@maersk.com for sales support

National After-Hours Contact Numbers:

Imports After hours: 083 786 7145

Exports After hours: 083 796 6415

Reefers After hours: 076 333 0399

We thank you for your partnership with this process.

Best Regards,
Maersk

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*After Hours Operational: 17h00 – 22h00 week days & 08h00-22h00 public holidays/weekends

