

Aramex South Africa (Pty) Ltd
1 Quark Crescent
Linbro Business Park
2090

20 March 2023

(Update) National Shutdown – 20 March 2023

Dear Valued Customer,

We thank you for your continued support and patience during this time. At this stage we can confirm that no major incidents have been reported yet. We are monitoring the situation on the ground closely and will be making necessary adjustments based on risk assessments.

The safety and security of our staff is paramount, and all couriers and staff have been instructed to exercise extreme caution and be vigilant on the road. Where necessary we will pull out of specific delivery routes should the situation call for it.

We can confirm that the CBD areas of Johannesburg, Durban, Pretoria, and likely Cape Town will be affected by marches, and we will not be able to deliver in these areas. We have also taken the decision to close our East London branch due to specific safety concerns in the area and will not operate today. Where necessary alternative locations have been activated as operational centres to continue limited service. Any cargo that is held back today will be prioritised tomorrow 21 March, where possible.

We anticipate returning to normal service schedules from Wednesday 22 March 2023.

The majority of our regional delivery partners, across South Africa, have taken the decision to close operations for the day due to concerns over safety and security. In some areas delivery partners are operating with extremely limited capacity. Our linehaul carriers have also chosen to not run road linehails on any major routes on the evening of Monday the 20th of March. We will likely see the resumption of normal services from Tuesday onwards.

We will continue to monitor the situation around the country and share necessary updates with all affected customers as information becomes available. We encourage you to track your shipment online to check for the latest tracking updates.

Should you need further assistance or details kindly reach out to your Customer Relationship Manager immediately, or alternatively you can engage with our live chat team on www.aramex.co.za

Sincerely,



George Van Der Merwe
Country Manager (MD)
Aramex South Africa (Pty) Ltd

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Prescribed Officers: Dennis Stephen Britz (Chief Compliance Officer)

