

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

27 July 2023

Domestic Air Freighter Changes – Effective 1 August 2023

Dear Valued Customer,

We would like to take this opportunity to thank you for your continued support. We have received notification from our domestic air cargo carrier, BidAir Cargo (BAC), that as of the 1st of August 2023 they will be reducing the number of Overnight Express Freighters on some South African routes.

After a recent capacity review by the carrier, it has been decided to reduce capacity on specific routes in line with the continuing decline in cargo volumes. The carrier has indicated that volumes has not returned to levels seen prior to the COVID-19 pandemic, on both domestic and international markets, and as such aircraft are not running at full capacity. Having said that the carrier has committed to minimising the impact on their customers, including Aramex South Africa.

The changes in frequency and capacity will for the most part have little impact on our service offering to you. The specific routes where we will see reduced aircraft capacity is on the JNB > CPT > JNB route, and the JNB > PLZ > JNB routes. As of the 1st of August 2023, these routes will be reduced by one aircraft each. We don't anticipate seeing significant impact on our Early Morning and Overnight service levels. We may however experience bumped cargo from time to time. In the unlikely event that this happens, we will endeavour to transport cargo on the next available freighter or daytime flight. In such cases an impact may be seen in on time delivery performance of our Overnight and Early Morning services. We will however ensure that communication of such delays is shared with affected customers as speedily as possible. Additional destinations where Overnight Express freighters will no longer be available are, Durban, Bloemfontein, Kimberley and East London. We have several alternatives in place to accommodate cargo to these destinations.

BAC has reassured us that volumes will be monitored closely, and additional capacity added as and when required.

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

1 Quark Crescent, Linbro Business Park, Sandton, Gauteng, 2065
PO Box 260584, Excom, 2023
Tel +27 11 457-3000 Fax +27 11 457-3126

www.aramex.co.za

Directors: Tyron Shane Coote (CEO), George Van der Merwe (MD), Hussein Abuiktish, Dayandran Victor (FD), Nazlee Abrahams, Beverley Henry

Company Secretary: CIS Company Secretaries • Aramex South Africa (Pty) Ltd • Reg. No. 1998/011447/07 • VAT Reg. No. 4300179894

Prescribed Officers: Dennis Stephen Britz (Chief Compliance Officer)