

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

21 August 2023

Logistics Centre Service Interruptions - Johannesburg

Dear Valued Customer,

We regret to inform you of current service interruptions being experienced at our logistics centre in Longmeadow, Johannesburg.

Due to a fibre break in the Longmeadow Business area, our logistics centre is currently offline. We sincerely apologise for the interruption in regular services at the facility and would like to assure you that we are staying close to the situation and putting required pressure on the service provider. We remain in constant communication with our service provider. A number of businesses in the area is also impacted. This is unfortunately affecting our ability to process orders and successfully dispatch items on time. At this stage we are unable to confirm an exact time of service restoration, although indications are that this will only be restored over the weekend. This matter continues to receive the highest priority.

We are putting relevant contingencies in place to mitigate the effect of the outage on the warehousing process. We continue to monitor the situation and will share relevant updates as new information becomes available.

The situation is also currently affecting our customs clearance and compliance teams based at the same facility. Again, we are putting relevant contingencies in place to mitigate the situation and minimise the impact on clearance delays.

Should you need additional updates or communication, please get in touch with your dedicated Customer Relationship Manager immediately. Alternatively reach out to us on www.aramex.co.za

Sincerely yours,



Hein Bruyns

Communication & Customer Experience Executive
Aramex South Africa (Pty) Ltd

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