

TRANSNET PORT TERMINALS

DOCUMENT TITLE: ANNEXURE A

SCOPE OF WORK

FOR THE DEVELOPMENT OF VIRTUAL TOURS FOR TRANSNET SOC LTD [REG. NO.1990/000900/30] OPERATING AS TRANSNET PORT TERMINALS (HEREINAFTER REFERRED TO AS "TPT") FOR DURBAN CONTAINER TERMINAL (DCT) PIER 1, SALDANHA IRON ORE, PORT ELIZABETH TERMINALS FOR A PERIOD OF TWO (2) MONTHS

REVISION 01:

Transnet Port Terminals (TPT) is one of six divisions of Transnet SOC Ltd. It is also South Africa's (SA) leading terminal operator responsible for loading and offloading cargo from vessels calling the seven SA ports. Cargo includes anything from computers, clothes, buses, furniture, fridges, stoves, lawnmowers to maize, mineral sands, turbines and project cargo. The cargo is classified into four major market sectors namely: containers, automotive, bulk and breakbulk which accounts for over 60% of the country's import and export goods combined. All inland traffic starts and ends at the terminals, which are located at the ports.

TPT has 16 sea-cargo terminals across the KwaZulu Natal, Eastern Cape and Western Cape provinces, specifically in: Richards Bay, Durban, East London, Port Elizabeth, Ngqura, Cape Town and Saldanha Bay. The company also has three inland terminals in the Mpumalanga, Northern Cape and North West provinces. TPT employs over 9000 skilled people. While there are many stakeholders, the company's immediate customers include shipping lines, cargo owners and handlers, clearing and forwarding agents.

1. PURPOSE AND BACKGROUND

As part of TPT's broader Brand Strategy, this Virtual Tours initiative aims to enhance the visibility, accessibility, and transparency of TPT's terminal operations. By leveraging immersive digital experiences, TPT seeks to showcase its infrastructure, processes, equipment investments, and operational excellence to both internal and external stakeholders.

This project is aligned with the goals of improving stakeholder understanding, supporting commercial engagements, and positioning TPT as a forward-looking, transparent, and customer-focused logistics operator.

2. OBJECTIVES

- To showcase terminal operations digitally to customers, partners, media, and the public.
- To support investor, customer, and stakeholder education through self-guided virtual walkthroughs.
- To integrate virtual tours into the corporate website for 24/7 global access.
- To position TPT in line with global port operators leveraging technology for commercial and reputational advantage.

3. ABOUT DCT PIER 1 – Virtual Tour Site

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Durban Container Terminal (DCT) Pier 1 is a high-activity container terminal within the Port of Durban, operated by Transnet Port Terminals. It comprises two berths with a quay length of approximately 700 metres and water depths between 12.2 metres, enabling it to handle medium-sized container vessels. The terminal uses ship-to-shore cranes for vessel operations, with yard activities supported by rubber tyred gantries and terminal haulers. Containers are moved between the quay, stack, and gate within a compact layout that operates under a truck appointment system to manage landside flow. Pier 1 is a space-constrained but efficient terminal, offering a clear and active operational environment suitable for capturing in a virtual tour.

Saldanha Iron Ore Terminal – Virtual Tour Site

Saldanha Iron Ore Terminal, operated by Transnet Port Terminals, is South Africa's largest bulk export facility for iron ore and one of the deepest natural ports in the southern hemisphere. It consists of a single jetty with two berths, equipped with high capacity shiploaders capable of loading up to 8,000 tons per hour. The landside operation includes rapid train offloading via tippers, conveyor belt systems for stockpile management, and stacker reclaimers that feed the export line. The terminal handles unit trains of up to 342 wagons, operating on a continuous offloading cycle. Its integrated rail-port interface, high throughput volumes, and mechanical systems offer a visually engaging industrial setting suitable for a virtual tour.

Port Elizabeth Terminal - Virtual Tour Site

Port Elizabeth Terminal is a multi-purpose facility within the Port of Port Elizabeth, managed by Transnet Port Terminals. It accommodates a mix of container, automotive, and breakbulk cargo across dedicated berths. The terminal's container section operates with mobile harbour cranes and reach stackers, while its automotive section includes dedicated vehicle processing zones and roll-on/roll-off berths. The breakbulk operation handles steel, timber, and other cargo using both geared vessels and terminal-owned equipment. Its diversity of cargo types, compact berth configuration, and proximity of operations make it ideal for demonstrating TPT's versatility in a single terminal environment through an interactive virtual experience.

4. SCOPE OF WORK

4.1. Technical and creative requirements

- Produce 360° high-definition virtual walkthroughs.
- Include drone footage for wide-area overviews (TPT to ensure compliance to safety regulations and permit approvals).
- Incorporate voiceovers, informative pop-ups, icons and clickable interactive hotspots.
- Develop terminal-specific navigation with menus tailored to the terminal.
- Design content in alignment with TPT's brand Corporate Identity and tone of voice.

4.2. Web and platform integration

- Ensure tours are embedded into TPT's public-facing website.
- Ensure compatibility with mobile and desktop devices.
- Provide analytics dashboard to track user engagement (e.g. views, dwell time, most visited terminals).
- Ensure all content is hosted securely and complies with Transnet's cybersecurity standards.

4.3. Production requirements

- On-site filming coordination with TPT representative.
- Adherence to safety protocols (PPE as per below).
- Raw footage and final cuts to be shared with Corporate Affairs for archive and repurposing.
- Location scouting and pre-shoot planning.

4.4. Deliverables

- A fully developed virtual tour product.
- Introductory overview tour of a TPT.
- Content master plan and production schedule.
- Final video assets in HD and web-optimised formats.
- Deployment on the TPT website with user interface design.

5. BENCHMARKING

This project is inspired by best-in-class digital terminal experiences offered by:

- DP WORLD (EXPLORE JEBEL ALI VIRTUAL TOUR)
- APM TERMINALS (TERMINAL VIRTUAL VISITS)
- HUTCHISON PORTS (CUSTOMER-CENTRIC WEB TOURS)

6. CONTACT

- This project will be managed by HQ Corporate Affairs team.

7. QUALIFICATION AND EVALUATION CRITERIA

To ensure the successful delivery of the TPT Virtual Tours project, the appointed vendor must meet the following criteria:

7.1. Technical capability

- Proven expertise in producing interactive 360° virtual tours with embedded features (e.g., hotspots, voiceovers, clickable icons).
- Ability to deliver high-resolution drone footage.
- Demonstrated capacity to integrate digital content seamlessly into websites, with mobile responsiveness and analytics capability.

7.2. Relevant experience

- Minimum of seven (7) years' experience in similar large-scale virtual production work.
- Three signed traceable reference letters – relating to a virtual tour project - from clients in corporate or logistics, manufacturing, or industrial sectors (not older than 5 years). The letters must be on client letterhead and include contact details, scope of work, and project value.
- Portfolio demonstrating experience in delivering virtual tours. The portfolio must be shared via a link or accessible folder and must not be encrypted or password protected. The content must be from the past 5 years and clearly aligned to virtual or interactive walkthroughs.

7.3. Compliance and governance

- Ability to comply with Transnet's cybersecurity, data protection (POPIA), and corporate access protocols.
- Willingness to enter into a non-disclosure agreement (NDA) and transfer full intellectual property rights to TPT.
- Demonstrated understanding of risk and safety compliance for on-site filming across operational areas.

7.4. Project management

- Ability to develop and manage a detailed production schedule, incorporating pre-production, filming, editing, stakeholder approvals, and deployment timelines.
- Proven capability to work with diverse stakeholders across corporate and operational levels.

8. SAFETY

- Mandatory site induction
- Personal Protective Equipment (safety shoes, reflective vests and hard hats)
- Valid and up-to-date safety file
- Approved TPT access permit
- Strictly no alcohol or intoxicated individuals allowed on site



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