



# Mobility

**JUNE 2019**

## THE SAFETY EDITION

**24-Hour N3TC Helpline**  
**0800 63 4357**



@N3Route



N3Route



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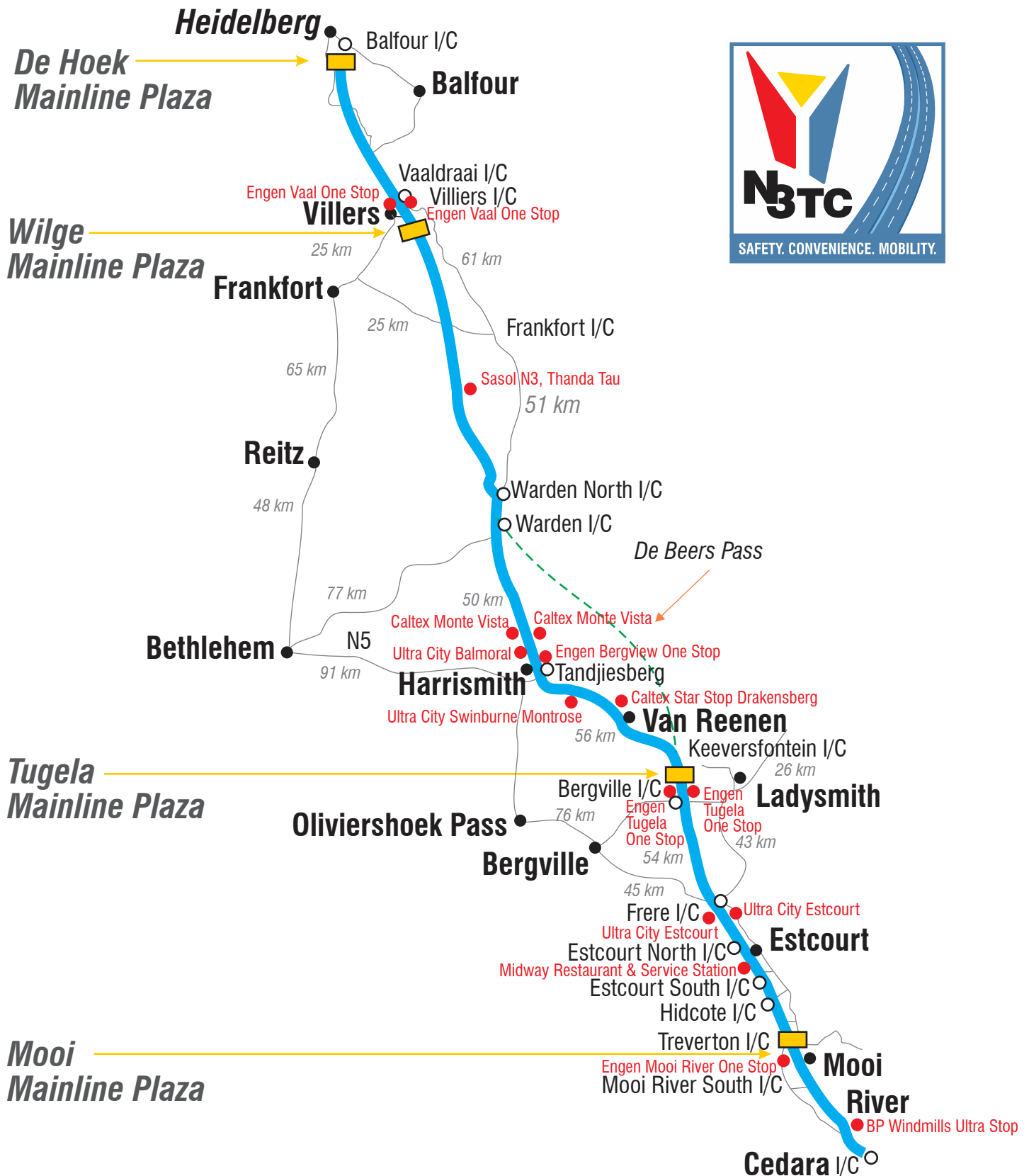
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# Route Map





# [TRAVEL ADVISORY]



# ALWAYS PUT YOUR SAFETY FIRST

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## **Whether it's for business or leisure, ALWAYS PUT YOUR SAFETY FIRST when planning road trips.**

In light of the recent unlawful and disruptive protests, incidents of criminality and attempts to obstruct the free flow of traffic on some of our country's major transport networks, including the N3 Toll Route, N3 Toll Concession (N3TC) strongly advises road users to avoid night time travel, if at all possible. [\[Read more about road safety in areas of protest actions and public violence\]](#)

"As a general safety precaution, it is highly recommended that long-distance trips are undertaken during daylight hours," says N3TC's commercial manager, Con Roux. [\[Read more about night driving\]](#)

"Experience has taught us that criminals most often make use of the cover of darkness to perpetrate their deeds. Although every measure is taken by the various law enforcement authorities to prevent illegal and sometimes violent protests, these acts of public disruption and intimidation are often unpredictable and opportunistic.

**"In giving this advice, N3TC is mindful not to create undue alarm, but rather to share information and safety tips which we hope will assist our road users to enjoy a pleasant journey on the N3 Toll Route," explains Roux.**

The N3 national highway is one of the key transport links in South Africa, linking the Port of Durban to the economic hub of Gauteng. N3TC manages a 415-km section of this highway from the Cedara Interchange in KwaZulu-Natal to the Heidelberg South Interchange in Gauteng.

N3TC's management role includes the responsibility to finance, construct, rehabilitate, upgrade and maintain this particular section of the N3 Route. "Our scope of operation does not make provision for law enforcement services," says Roux.

"In this regard, N3TC works in close liaison with the various national, provincial, regional and municipal law enforcement agencies and emergency services operating along the N3 Toll Route." [\[Read more about safety features on the N3 Toll Route\]](#)

**As a general safety precaution, it is highly recommended that long-distance trips are undertaken during daylight hours. Experience have taught us that criminals most often make use of the cover of darkness to perpetrate their deeds.**

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## **N3TC's Route Patrol Service**

As an added value to road users, N3TC provides a 24-hour route patrol service through its road incident management system. The route patrol teams travel the N3 Toll Route consistently to address any road- or traffic-related problems and provide additional backup to emergency services, which may range from support at crash scenes to basic first-aid and fire-fighting services. They also offer a first response to road users who may experience emergencies and/or breakdowns along the N3 Toll Route. [\[Read more about the N3TC's route patrols\]](#)



## **Check status of travel conditions before departure and during trips**

N3TC recommends that all road users always verify current travel conditions prior to departure and during their trips with the **24-hour N3TC Helpline on 0800 63 4357**. The N3TC helpline is operated from the company's route control centre (RCC) near Harrismith.

The 0800-emergency number can be dialled from any South African cellphone. "Please do make sure that you always have sufficient airtime available on your phones to be able to make emergency calls," stresses Roux.

### **Route Control Centre keeps its finger on the pulse of the N3 Toll Route**

The route control centre acts as a central communication point for the N3 Toll Route. All incidents and emergencies are reported to the RCC, and emergency assistance is dispatched from here.

"Our route control centre is the nerve centre of the N3 Toll Route. If anything happens on the route, the RCC knows about it and also how to best respond," explains Roux.

"This is a vitally important part of our operations and a key early-warning system. We implore road users to stay in touch with N3TC by making use of this service."

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Verified information about the N3 Toll Route is also shared via **N3TC's Twitter feed, @N3Route**.

## **Report suspicious activity to the N3TC helpline**

Road users are requested to report any suspicious activity on the N3 Toll Route to the emergency helpline (0800 63 4357) or via Twitter, @N3Route. "Both the N3TC helpline and our Twitter feed are monitored 24/7," confirms Roux.

## **What can be considered as suspicious activity?**

Dubious acts could, among others, include unusual pedestrian activity, groups of people assembling near highways, off-ramps or on bridges, stationary vehicles or trucks, road blockades, objects being placed in the road and tyres being collected or stacked near the road. Reports have also been received of hay bales being set alight on the road to create smoke and confusion, and to bring traffic to a standstill.

## **Be vigilant**

Road users should be particularly vigilant from dusk to dawn, and along sections of the route where road works and lane restrictions may cause congestion, or near informal settlements.

## **Safety is everyone's concern**

Although N3TC does not have law enforcement jurisdiction, its team is very cognisant of road users' safety concerns and expectations. "South Africa's road network forms the backbone of our economy," says Roux. "We support all efforts to bring the current situation, in which mostly transport and logistics operators are under siege, under control. N3TC encourages open and transparent engagement between the various parties (including the Minister of Transport, trucking operators and organisations representing truck drivers) to find urgent solutions to resolve the underlying causes to the current unrest and protests. We are committed to do everything in our power, and within the scope of our responsibilities, to push for an urgent resolution. All efforts to help ensure that our roads remain as safe as possible are appreciated." [\[Read more about N3TC's partners on the N3 Toll Route\]](#)







# [ AVOID THE RUMOUR MILL ]

N3TC strongly appeals to our public not to spread false rumours and fake news.

Always verify the source of information and check facts before you share, even when it looks real.

If you did not receive a notification (or warning) from the original source, be very careful.

As useful as social media can be to quickly notify large groups of people of breaking news, it is often abused by dubious sources with malintent.

As a rule of thumb, warnings or travel alerts which are not reported on N3TC's own social media feeds and/or by credible media organisations such as mainstream newspapers, radio- and television stations, are most probably pieces of false and salacious rumour-mongering.

**On the N3 Toll Route always check the veracity of reports by contacting N3TC's helpline: 0800 63 4357.**





# **[ PARTNERS IN ROAD SAFETY ]**

# ALWAYS PUT YOUR SAFETY FIRST

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**T**he N3 Toll Route carries a constant stream of traffic. Large volumes of freight are moved daily along this national route, and on weekends and during peak holiday seasons traffic increases as travellers make their way to the many superb events and holiday destinations accessible from the N3.

It follows that the sheer volume of traffic along this route has to be closely monitored and managed to assist the movement of people and goods. In this endeavour N3TC relies on various partners to extend its ability to manage this transport corridor.

## **Road Traffic Inspectorate**

“It is worrying to note that many drivers do not adjust their behaviour to suit particular road, traffic and weather conditions,” says Dave Steele, chief provincial inspector of the Road Traffic Inspectorate (RTI) in the Ladysmith region.

“Drivers generally have to be aware of their surroundings and prevailing conditions, and make provision for these conditions when they set out on the road,” he explains.

“Road users are our partners in road safety compliance. I cannot stress enough how important it is to adhere to general safety rules.

**Consider your speed, adhere to the basic rules of the road, stay alert, do not become complacent because you are familiar with a particular route, don't allow yourself to become distracted, ensure that your vehicle is in good mechanical order, consider fellow road users, adapt to conditions and remain patient.**

A considerate driver can make all the difference when it comes to road safety,” emphasises Steele.

“I take my role of keeping the road safe and traffic flowing seriously. Our economy grinds to a halt when roads are closed. Things do sometimes go wrong, but my aim in every endeavour is to limit these as far as possible. In the end it is about people, and helping to ensure that they remain safe,” ends Steele.

## **N3TC's Route Patrol Teams**

Yellow N3TC-branded vehicles and men in crisp blue uniforms with bright reflective strips can often be seen on the N3 Toll Route. They are members of N3TC's route patrol service who work tirelessly to provide an invaluable service to road users.

These men are responsible for responding to emergencies and crashes, assisting with breakdowns, the removal of objects or livestock from the road and monitoring the N3 through their daily patrols. They are often the first to arrive at a scene and will remain there until it is cleared. They work closely with all other emergency services and play a crucial role throughout emergency incidents to help ensure safety and limit secondary problems.

**They are good at their jobs, trained for almost any eventuality, highly disciplined and with a keen understanding of the challenges they have to face daily to keep traffic moving and road users safe.**



# ALWAYS PUT YOUR SAFETY FIRST

All route patrollers have advanced driving skills, basic first-aid and fire-fighting training, they know how to deal with hazardous and highly volatile substances, and they are trained to do basic vehicle mechanical repairs.

Route patrol teams are each responsible for an approximate 70 km section of the 415 km N3 Toll Route. Each team sweeps their section of the route at least twice a day. This means that they drive the entire distance of their section of the road in both directions and scan for any problems that may need fixing. It is not uncommon for a particular patrol team to do in excess of 1000 km during a single shift. "Our patrol teams are on call 24/7 – every single day of a year – with additional reinforcements always on standby for when duty calls," explains Praveen Sunderlall, the concessionaire's road incident manager.

It is immediately apparent that route patrollers view the road quite differently to an average road user. Their eyes miss nothing. They know the section of road under their guardianship intimately and are quick to pick up on any changes or concerns. While on duty, they continuously scan the environment for possible dangers or problems that need their attention.

"You never know what to expect when you start your work day. You may start to patrol your section when you get called out to an emergency, or be exposed to a dangerous situation. Therefore, you always have to be on top of your game. Your quick thinking and swift action can literally mean the difference between life and death," explains Louw Maritz, who manages the route patrol service.

Route patrol vehicles are fitted with a variety of equipment to give the best possible assistance to road users. Equipment range from traffic cones, torches, wind meters, temperature meters, fire pumps and water, basic first-aid kits, cleaning agents, mechanical brooms, blowers, spades, bolt cutters, mechanical equipment, compressors, tyre-repair kits, traffic and warning signs to a fridge for drinking water, emergency blankets and even teddy bears to hand out to traumatised children in emergency situations.

**Any road users in distress can access help from the nearest route patrol team by contacting N3TC's emergency helpline on 0800 63 4357.**

## SA Police Service

**Whereas N3TC does all in its power to ensure road users' safety on the N3 Toll Route, the responsibility of maintaining law and order, and investigating crimes, lies solely with the South African Police Service (SAPS). The men and women in blue are vital partners in the joint effort to prevent crime, curb lawlessness and save lives.**

Many crimes in South Africa are intricately tied to roads and the movement of goods – think cattle theft, drug smuggling, hijacking and cash-in-transit heists, for example. Lately, the SAPS have also had their hands full with public order policing as protests have spilt onto roads.

**If you notice any suspicious or criminal activity while driving on the N3, you can report it to the SAPS on their emergency response number, 10111.** When planning your journey, it is also highly recommended to keep the numbers of local police stations in the area at hand. Often, it is simpler and faster to get a fast response from a local police station whose officers are familiar with the area and aware of crime hot spots and criminal activity.

**N3TC Helpline  
0800 63 4357**



# PROTEST ACTION



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# WHAT TO DO DURING PROTEST ACTION OR PUBLIC VIOLENCE

**S**outh Africans are familiar with so-called service delivery protests taking place somewhere in the country almost on a daily basis, and in some cases they, unfortunately, go hand in hand with public violence.

Recently, brutal attacks on transport and logistics operators have seen heavy vehicles and trucks hi-jacked, petrol bombed, looted and torched. This has led to traffic disruptions, road closures, delays and the rerouting of traffic on minor and major roads. An inter-ministerial task force has now been charged with providing solutions to deal with this chilling phenomenon.

## **What can motorists do when confronted by such a situation?**

According to Praveen Sunderlall, road incident manager of the N3 Toll Concession, the best defense is to steer clear from any areas where protests are taking place.

“Arm yourself with knowledge,” says Sunderlall. “In other words, plan your journey in advance, familiarise yourself with the route you'll be taking, and check news reports or social media such as Twitter to find out whether you are heading to an unsafe area. Obviously, if you know that a certain area is experiencing trouble, don't go there. Delay your journey or find an alternative route, because your life is simply not worth the risk.”

However, if it's too late to avoid an area where violence has flared up, the key is to think local, says Sunderlall.

**“Listen to a local radio station for reports and updates, follow social media feeds for the actual road you are travelling on and phone local emergency services for advice about the area you're in.”**



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On the N3 Toll Route, our N3TC route control centre gives you area-specific traffic updates and information about designated safe places to stop, emergency services nearby, and so forth. Programme N3TC's 24-hour helpline number, 0800 63 4357, into your phone and even write down a backup list of local emergency numbers which you can keep in the cubbyhole."

Sunderlall says it is very likely that law enforcement agencies may close a road where violent or disruptive incidents are taking place to prevent entry. "Obey the instructions from law enforcement officers. Don't think you know better and put yourself in danger by disobeying them," he says. And, if traffic has become congested, do not obstruct the emergency lane so that the emergency services cannot get through.

If you're literally confronted by a violent situation, there are some steps you can take to limit the risks to your safety and those of any passengers.

**Number one is to stay calm and not overreact, and if at all possible, call the N3TC Emergency Helpline. Slow down immediately, steer smoothly and drive defensively.**

Stay alert and watch your surroundings closely. If you have another adult in your vehicle, employ him or her as your "spotter" – somebody who can tell you that it's safe to change lanes, for example, or point out that an emergency vehicle is fast heading your way.

"The biggest no-no in such a situation is making a U-turn on the highway," says Sunderlall. "It's a basic instinct to avoid a situation ahead of you, but you create even more life-threatening danger to yourself and other road users. Rather follow the instructions of law authorities, who will tell you how to proceed to the nearest safe stop or alternative route."

According to Johan Jonck from Arrive Alive.co.za, if you're caught in the middle of a crowd it is best to stay in your car for as long as possible. "Lock the doors and close the windows, and hide away any valuables from sight, including your cellphone. However, unbuckle your seatbelt to be prepared to exit the car quickly if needed."

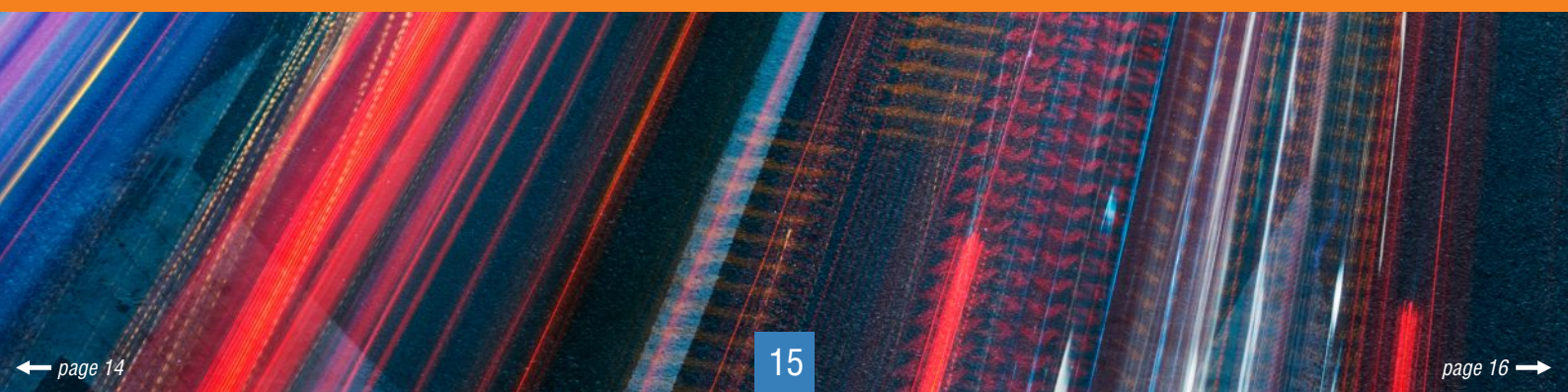
Jonck also advises motorists not to participate in any conflict. "Ensure the protesters know you pose no threat and are merely trying to pass through," he says. "Do not taunt them with provocative gestures such as shouting, gesticulating or hooting, and avoid hitting any protestors with your vehicle as this may turn them against you."

Sunderlall stresses that the N3TC will always inform motorists of any upheaval or dangers on the route. "Our helpline and Twitter feed are operational 24 hours a day and so is our route control centre, which is in constant contact with our route patrol teams. What we know, you will know as soon as the information has been verified. So, please, monitor social media and feel free to phone us if you have any questions."





# [ NIGHT TIME TRAVEL ]





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## THINK TWICE BEFORE DRIVING AT NIGHT

**M**any drivers believe it is safer to undertake long road journeys at night because of reduced traffic, but the statistics do not support this notion.

In 2018, the highest number of road fatalities in South Africa occurred between 5pm and 9pm, according to figures provided by the Road Traffic Management Corporation.

Driving at night presents unique challenges and increased risks for a number of reasons. These include reduced visibility, compromised night vision, a phenomenon known as “drowsy driving”, and reduced ability to judge speed and distance. And, like elsewhere in the world, criminals use the cover of darkness for their nefarious purposes, making it extremely unsafe to stop next to the road in case of vehicle trouble or fatigue.

### Reduced visibility

Even with a vehicle's lights on bright, visibility at night is limited to about 150 metres. With normal headlights on, this is reduced to about 75 metres, creating even less time to react to something in the road, especially at higher speeds.

**A driver's depth perception, colour recognition and peripheral vision can also be compromised in the dark, and the glare of headlights from an oncoming vehicle can temporarily be blinding. It is also harder to see bikers, hazards such as pedestrians, stray animals or wildlife, and even road signs. Therefore, a driver is less able to pick up sudden movements quickly and respond to them effectively.**

### Compromised night vision

Night vision is the ability to see well in low-light conditions and, alas, as we age it gets more difficult to see at night. A 50-year-old driver may need twice as much light to see – and react – as a 30-year-old. The point is, the older you are, the more pressing the argument for rather driving during the day.

Many drivers also suffer from night blindness (nyctalopia), which is a condition that makes it hard to see in poor light or at night.

### Drowsy driving

Drowsy driving is the natural result of the human body clock, which dictates that we are meant to sleep at night. Experiments have shown that losing two hours of sleep has the same effect on driving as having three beers, and tired drivers are far more likely to be in a car crash. Drowsy driving puts everyone on the road at risk, so don't deny your body clock – rather travel during times that you are naturally awake.

### The crime factor

Darkness provides the perfect cover for criminals to lurk near the road, waiting for helpless motorists who experience car trouble, or those who need to rest because of fatigue. A

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stationary vehicle is always a target, but even more so when it is dark. At night it is difficult to judge whether a place is safe to stop, and the crime factor aggravates any stressful situation. Many instances of criminals placing objects such as tyres or stones in the road to force motorists to stop have also been reported, and at night these are more difficult to see and one's reaction time is slower.

Says Praveen Sunderlall, the road incident manager of the N3 Toll Concession: "Although we advise people against driving at night, even on first-class road infrastructure such as the N3 Toll Route, we recognise that road users cannot always delay their journeys for daytime. Therefore, we urge them to exercise extreme caution by reducing their speed, only stopping at service stations or truck stops, and ensuring they plan their journeys carefully. It is also a good idea to let others know which route you are following and when you can be expected at your destination."

## Tips for safer night driving

- Aim your headlights correctly and ensure they are clean
- Dim your dashboard lights to reduce glare
- Do not look directly at oncoming lights
- Ensure your windshield is clean and your wipers are working
- Slow down to compensate for limited visibility and reduced stopping time
- Stop to rest if you are tired, but only in a public place that is safe
- Be alert to the fact that you might be wide awake, but others may not be
- Do not use cruise control at night – keep both hands on the steering wheel and focus on your driving
- Be extra cautious at intersections and off-ramps
- Keep the N3TC 24-hour emergency helpline number handy – **0800 63 4357**





# [ WINTER TRAVEL ]

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**0800 63 4357**

**If you are planning a road trip in winter, you need to be prepared. Winter along the N3 Toll Route often brings swift and severe weather changes: thick mist, freezing temperatures, strong winds and heavy snowfalls.**

Travelling in winter is not always easy, but if you plan your departure times and trip well, you should be able to enjoy a carefree journey through some of the most beautiful parts of South Africa.

## **Heavy mist may slow you down**

At night and during the early hours of the morning, heavy mist can impede visibility along large parts of the N3 Toll Route. It is advisable to delay the start of journeys until a little later in the day, when winter skies are crisp and clear and you can confidently navigate your way.

If you do find yourself on the road when visibility is poor, remember to reduce your speed, switch on your headlights and increase your following distance. Don't stop on the side of the road as oncoming traffic may not be able to see you – rather pull off at a safe resting place and enjoy the many facilities along the route that offer steaming cups of coffee, a lovely bite to eat and a great ambience to experience.

## **When snow starts to fall**

At the first reports of snowfalls, people tend to rush to the areas where snow can be experienced. Although it may be a sight to behold, N3TC appeals to you to think twice before you set out on the road during adverse weather conditions.

During heavy snowfalls, roads may become treacherous, power outages may occur and telephone and mobile communication networks may stop functioning. Communities and towns may be cut off due to the inaccessibility of transport and communication networks. Roads become unsafe and road closures with lengthy delays can be expected. Having people and vehicles stranded along major routes may easily escalate into a safety and humanitarian crisis.

## **Be extra careful along Van Reenen's Pass**

Along the N3 Toll Route, Van Reenen's Pass between Harrismith and Ladysmith is particularly prone to high winds, icy conditions and snow. This section of the route especially is constantly monitored by N3TC and its road incident management team for any sudden weather changes which may require swift action.

A road upgrade and rehabilitation project is currently underway in Van Reenen's Pass with lane restrictions along the sections where construction is taking place. Speed limits have been reduced and clear warning signs are in place to guide road users through the pass. It is essential that travellers heed these warnings.



*Photo by Wolf Avni*

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## **Allow emergency services to do their jobs**

Although emergency services, law enforcement and disaster management teams are prepared and ready to manage any type of emergency under the most difficult conditions, it is advisable not to place extra burdens on their resources.

Every attempt is made to limit risks to lives and ensure general safety along the route. Emergency teams' ability to address difficult situations and clear the route as quickly as possible depends heavily on the adherence of road users to emergency measures, which may include road closures and travel limitations.

## **Always be prepared for bad weather conditions**

Be sure to have the following in your vehicle:

- Extra set of warm clothes
- Blankets
- Food and refreshments
- First-aid kit with prescribed medication, especially for emergencies and chronic conditions
- Food, milk and diapers for babies
- Torch and emergency breakdown kit
- Warning triangles
- Reflective jackets

## **Fires and smoke in the dry winter season**

The N3 Toll Route falls in a summer rainfall area, which means that winters are dry and the threat of veld fires increases, particularly during the latter part of the winter season.

In an attempt to limit the risk of uncontrolled veld fires, N3TC and landowners adjacent to the route burn firebreaks where appropriate and when conditions are conducive to safe, controlled burning. The burning of firebreaks is a preventative measure to curb wild, runaway fires.

The N3 traverses large parts of farmland and despite attempts to limit the risk, this land remains prone to veld fires. These fires pose serious road safety and health risks.

Road users are requested to take every precaution not to start fires during the dry season and to take extra care when visibility on the road is impaired due to smoke from fires.

Adopt defensive driving techniques which include reducing speed, switching on emergency and headlights, and increasing your following distance. On no account should road users who find themselves in the middle of the road in dense smoke, panic and attempt to stop, reverse or make U-turns. This is extremely dangerous and could result in crashes. Attempting to alight from vehicles under such circumstances could be fatal. The golden rule is if you cannot see through the smoke, do not proceed.

Immediately report any unattended fires and/or smoke along or near the N3 Toll Route to N3TC's 24-hour Route Control Centre on its 0800-helpline number.

## **Arm yourself with the correct information and report problems**

Confirm the status of travel conditions and report emergencies to:

- N3TC's 24-hour helpline: 0800 63 4357
- Get real-time traffic updates by following N3TC on Twitter, @N3Route
- Tune into local radio stations

Always ensure that you have sufficient airtime and/or data on your mobile devices to make emergency calls and access life-saving information.



# [ SAFETY FEATURES ]



# ALWAYS PUT YOUR SAFETY FIRST

**A**s road concessionaire, managing the N3 Toll Route, N3TC deploys significant resources to enhance overall safety, mobility and convenience along the route.

Some of the pro-active steps taken by N3TC over more than a decade include:

- Provision of a dedicated **road incident management system**
- Providing **24-hour route patrol services** to assist motorists and to keep the route as safe as possible
- **Specialised training** offered to traffic- and law enforcement authorities and emergency services operators
- Supporting average speed over distance monitoring and enforcement
- **Driver wellness awareness** and testing for the transport and logistics industry
- Vehicle **roadworthiness** training
- Enhancing the reflectivity and quality of **road signs and markings** to improve night-time and wet weather visibility
- Maintaining, replacing and improving road studs to especially **guide traffic at night** and during inclement weather
- Providing **advanced training** to and supporting traffic-, law enforcement, emergency services and route management agencies
- Operating a **route control centre** to manage ALL incidents on the N3 Toll Route and to provide assistance to road users
- Offering a centralised communication centre with a **24-hour helpline (0800 63 4357)** and sharing essential information with road users via a dedicated **Twitter feed (@N3Route)**
- Maintaining and analysing a **road incident database** to better understand, mitigate and manage incidents and risks on the N3 Toll Route
- CCTV **camera surveillance** at strategic points to monitor traffic patterns and improve responses to dangerous situations
- **Post-crash care** to victims of vehicle crashes



## ROUTE MARKER BOARDS HELP US TO FIND YOU QUICKLY IN EMERGENCIES

Route markers (blue kilometre marker boards) are placed at 200 m intervals along the entire route in both north- and southbound directions. These markers give accurate information about your exact location on the route and they also display N3TC's emergency helpline number.

If you are ever stranded or involved in a crash on a South African road, the reading on a route marker board is a sure way of finding you.

### This is what the route marker tells us

When you provide the information as you see it on the route marker board, no further explanations are required – we simply take down the reading and our response teams do the rest. During emergencies the route marker board readings help to save precious response time.

N3TC strongly recommends you make use of this important safety feature.

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## Road Construction

N3TC's road rehabilitation, upgrade and maintenance programme is aimed at keeping the N3 Toll Route in the best possible condition and to extend the lifespan of this important road link. Comprehensive traffic management plans are in place to guide road users through construction areas and to minimise disruptions, but due to the nature of road works, traffic congestion and delays can be experienced at construction sites.

**The following major reconstruction and rehabilitation projects are currently underway:**

### Howick to Nottingham Road (Tweedie area)

Construction is taking place on both the southbound and northbound sections of the carriageway. Lane restrictions apply in this construction zone, with only a single lane open to traffic in each direction. Construction takes place in an approximately two kilometre section at a time.

Please be aware that construction activities may cause traffic delays, especially at peak times.

### Van Reenen's Pass

Van Reenen's Pass, linking the Free State to KwaZulu-Natal, winds through undulating terrain and at 1768m above sea level is prone to extreme weather conditions. This section of the N3 Toll Route often poses traffic management challenges where congestion and delays can be experienced.

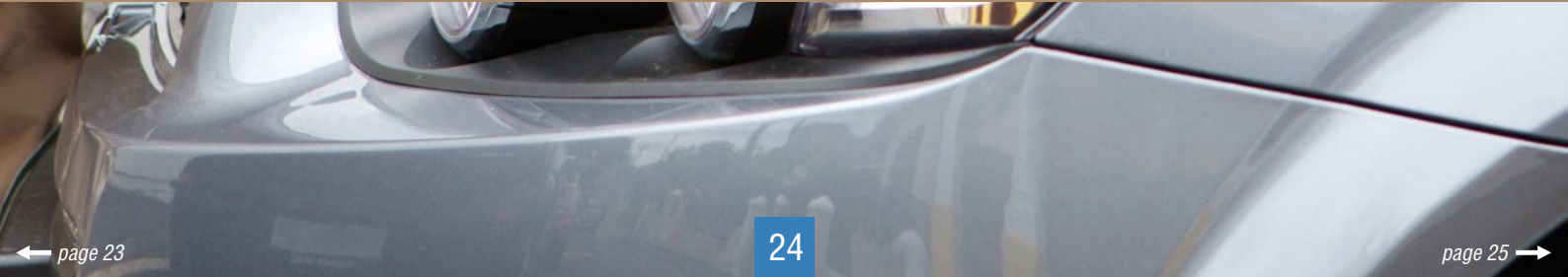
The current infrastructure improvement project involves the reconstruction of the truck lanes in both north- and southbound directions and the rehabilitation of other traffic lanes. Lane restrictions apply in the approximate two kilometre construction zones.

Road users are reminded that travelling speed limits are lowered in construction zones – as a safety measure – and are requested to adhere to these limits. “Always give consideration to your own safety and that of construction workers. Stay very alert in these areas and please do not allow any distractions while moving slowly or being stationary at either of the above sites,” stresses N3TC's commercial manager, Con Roux.





# BREAKDOWNS



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## **V**ehicles breaking down on a highway can be the cause of a minor inconvenience or a major catastrophe.

“Breakdowns do not only pose road safety risks, but also significant personal safety risks, especially at night,” warns Louw Maritz, manager of N3TC's route patrol service. “Every effort should be made to prevent a breakdown and to avoid the associated risks.”

**Check the roadworthiness of your vehicle prior to departure, during your trips and at rest stops.**

- N3TC's route patrol teams report that hundreds of road users are found stranded on the N3 Toll Route having run out of fuel. Always make sure that you have sufficient fuel in your vehicle to reach the next filling station or your destination. Never run out of fuel.
- Check your tyres. Make sure they are correctly inflated and sufficient tread. Tyre blow-outs are one of the top five causes of crashes on the N3 Toll Route.
- Ensure that your vehicle's oil, coolants and water levels are full.
- Check that your battery is in good working order, well connected and charged.
- Make sure that your vehicle's mirrors and windscreens are clean and without cracks.
- Be certain to have all the required vehicle emergency equipment, the manufacturer's handbook and warning lights in your vehicle before departure.

It is safer to rather delay your journey than to take the risk of embarking on a trip with a vehicle that is not in good running order.

**If your vehicle breaks down on the N3 Toll Route take the following emergency precautions:**

- Pull off the road and park your vehicle as far away as possible from oncoming traffic
- Switch your hazard lights on
- If safe, embark from your vehicle and put your warning triangles out
- Wear a reflective safety vest or jacket when you get out of your vehicle
- Immediately call N3TC's emergency helpline on 0800 63 4357
- Provide details of your location. Give the reading on the nearest blue route marker board next to the road
- If the verge of the road is safe, keep passengers and animals in the vehicle or if your stationary position is unsafe, rather move them as far away as possible from the road
- Monitor children and pets closely for their safety
- Never cross the highway on foot or make u-turns
- Don't leave the bonnet of your vehicle open
- Stay calm and remain alert – help is on its way!

**[ 24-Hour N3TC Helpline  
0800 63 4357 ]**

# [ EMERGENCY SUPPLIES ]





# ALWAYS PUT YOUR SAFETY FIRST

**N3TC Helpline**  
**0800 63 4357**

**P**lanning your journey carefully is the first step to reaching your destination safely, yet many South Africans forget to keep emergency supplies in their vehicles.

The country may be known worldwide for its fabulous weather, but rain, sleet and snow are part and parcel of conditions on the N3 Toll Route, especially during winter. One never knows when a weather event or an accident can bring an unexpected halt to one's road trip, so here are a few suggestions.

In general:

- Remember, last in, first out. Should there be a roadside emergency, consider how you will get to the spare tyre or an emergency kit
- Always have a fully charged cellphone with enough airtime and data to contact emergency services
- Programme your cellphone with emergency numbers such as the 24-hour N3TC helpline – 0800 63 4357 – or your roadside assistance provider
- Ensure your car charger is working to power your cellphone or GPS
- Keep a set of jumper cables and extra fluids such as windshield wiper fluid in the boot
- Prepare for unexpected breakdowns with gloves, a flashlight with extra batteries and some basic hand tools
- Have a raincoat for changing a tyre in bad weather
- Keep warning triangles and a fire extinguisher in your vehicle and ensure it is working properly

## **What's in a well-stocked emergency kit?**

- Enough water: either to drink or to clean your hands, and even to wash the windscreen
- Basic first-aid supplies: it's better to pack them yourself so that you can adjust them to your needs. For example, include any prescribed medication needed for conditions such as diabetes, asthma or severe allergies. At the very least, a kit should have medical gloves, a CPR mouthpiece, something to stop bleeding and splint fractures (band aids, bandages, dressings, swabs, gauze, plasters), antiseptic solution and wipes, tweezers, scissors, safety pins, sunscreen, a thermometer and pain relievers
- Include child and infant versions of medical supplies if you have children in the vehicle
- Warm stuff: include jackets, hats and gloves, and don't forget a blanket and pillow
- Basic foodstuffs: choose non-perishable items such as snack bars, nuts and biltong
- Baby goods such as nappies, bottles, sippy cups and extra formula
- Toilet paper
- Plastic bags to dispose of contaminated items
- Remember, if you're travelling with pets, include them in your planning and be sure to have food and water for them too!

The better prepared you are, the greater your chances of staying safe.

# Stay in touch

**24-Hour N3TC Helpline**  
**0800 63 4357**



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