coles collect customer update

26 October 2022

Network Outage - Flooding NSW Central Region

Afternoon All,

Please be advised that due to flooding in the NSW Central Region the rail service has been closed, closure is expected to last until the end of the week. This impacts the QLD<>WA and NSW<>WA services and freight from despatch date 24/10 onwards has been impacted.

<u>QLD<>WA</u>

- At present Coles Collect are working with carrier partners to move freight with minimal disruptions

- Anticipated delays are not expected to extend beyond 24 hours from due dates

- At this point there is no incremental surcharge on these movements – subject to change

<u>NSW<>WA</u>

- The impact on this lane is yet to be fully determined – please refer to table below for status of movements ex NSW by pick up day from 24/10/22

DEPART SFT	STATUS	COLES DC ETA	DELAY IMPACT
MONDAY	On track held at Goobang - unable to progress beyond Broken Hill	ТВС	ТВС
TUESDAY	Lodged @ SFT on 3SP5 service	ТВС	ТВС
WEDNESDAY	Travelling on rail via MFT - surcharge of \$100 per space will apply	2/11/2022	+48 hours
THURSDAY	Service Cancelled - CC pursuing options to move ex NSW on road	ТВС	ТВС
FRIDAY	Service Cancelled - CC pursuing options to move ex NSW on road	ТВС	ТВС
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