coles collect customer update

23 November 2022

Network Outages - Update

Good afternoon all,

Please be advised that there are a number of impacts & outages on major freight lanes & capacity in the South-East of the country.

The major impacts include:

- NSW-WA Rail line outage @ Broken Hill event 24/10/22 re-opening is not anticipated until early 2023
- VIC-WA Rail line outage @ Inverleigh 14/11/22 services have recommenced 23/11/22 with limited capacity limitations expected to continue for the next 3-6 weeks road support will continue as required to move all freight to Coles DCs a revision to current surcharges will be published 25/11/22 adjusting for available rail capacity
- NSW-SA Road outage @ Hay 16/11/22 diversions in place with extended transit times

Coles Collect & Carrier Partners have maintained services & re-routed freight from BAU lanes which has resulted in some incremental costs which need to be passed on.





