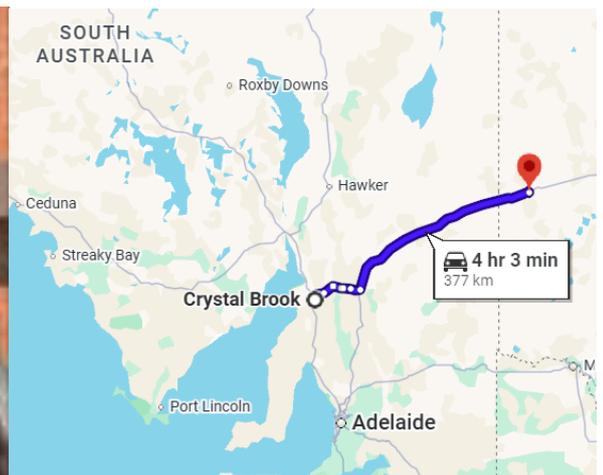
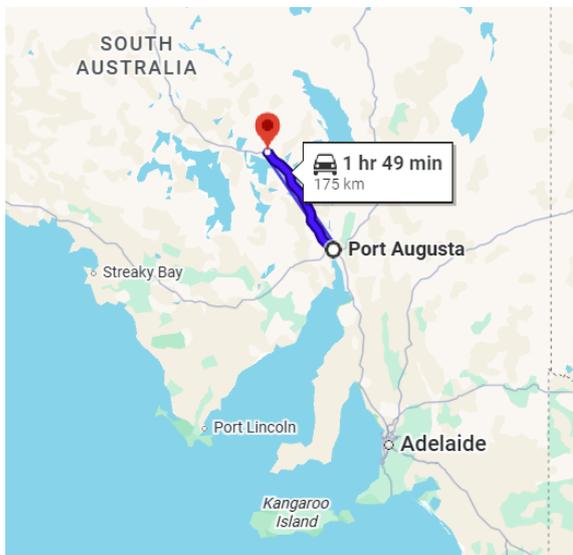


Network Outages – SA Flooding

To Coles Collect Customers,

Advising of significant track damage due to flooding between Port Augusta to Pimba and Crystal Brook to Broken Hill) which is affecting services in ALL DIRECTIONS on the EAST-WEST rail line and the impact is expected last for **1 WEEK**.



Authorities do not have an ETA for line re-opening at this stage.

At this moment there is no confirmed ETA into DC for affected freight on stabled trains. Coles Collect will be working to get freight into DCs as soon as available and have made arrangements for Purchase Orders to be extended.

Coles Collect have communicated impacts and approximate ETAs to Coles Supply Chain Management Teams.

Subject to your agreement Coles Collect will be making arrangements to convert to ROAD all freight scheduled to depart during the impact in all directions and will advise affected customers if there is any capacity challenge to move all volume to meet required DC Inbound Due Dates.

For surcharge pricing, please contact your Coles Collect Business Manager

Online Coles Collect Customer Service Portal	https://www.colescollect.com.au/transport-enquiries
Business Hours (0800-1800) M-F & SAT (0700-1500)	1300 732 552 Opt 2

Kind Regards,

Planning & Operations Team | Coles Collect

L3 M7 800 Toorak Road Hawthorn East Victoria 3123 Australia

T 1300 732 552 (Option 2)