



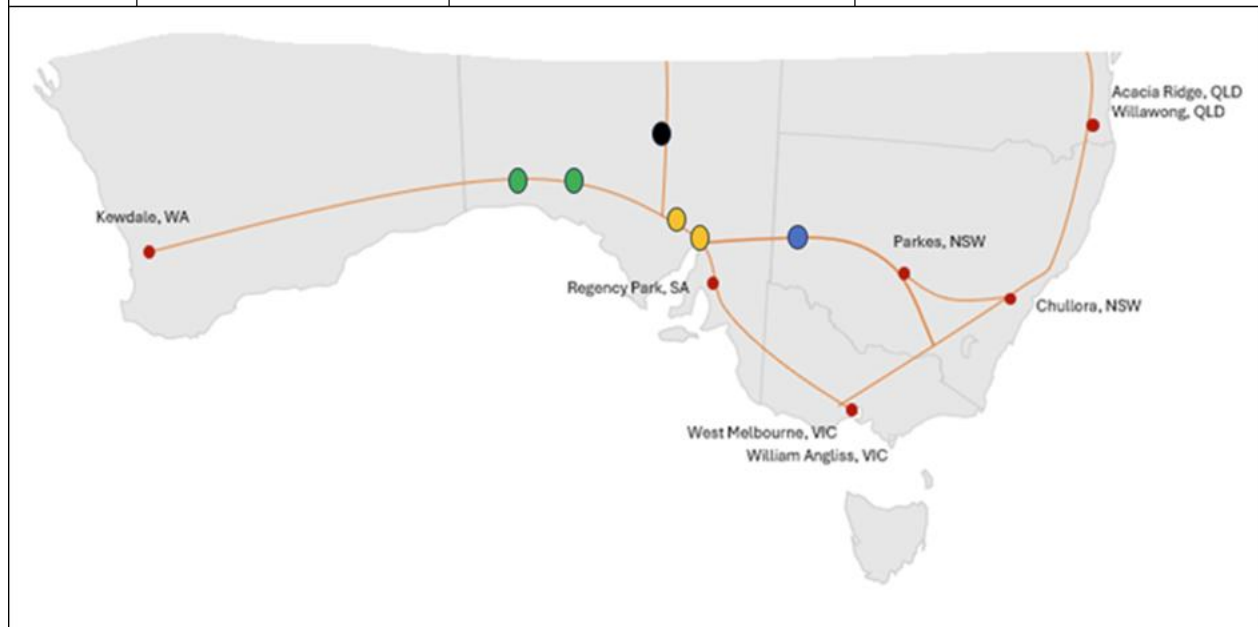


Network Outage Update – SA Flooding

To Coles Collect Customers,

Updating the current rail impact affecting **EAST-WEST** rail services & track closure 22/2/26-27/2/26 & from 28/2/26. The impact between Watson & Ooldea is resolved & Coles Collect will return to RAIL for pick-ups from tomorrow ex VIC & SA.

Location		Impact	Status
	Watson & Ooldea SA	Washawy	OPENING 4/3/26
	Broken Hill NSW	Washawy	CLOSED
	Pt Augusta & Tarcoola SA	Washawy	OPEN
	Adelaide - Darwin	Flood	OPEN



There are delays to standard network lead times & Coles Collect expects the following impact to ALL freight travelling on RAIL.

LANE	RAIL for collections from (*subject to track re-opening & available capacity)	Network delays to Standard Lead Times
QLD-WA	2/03/2026	+24-48 hours Coles Collect routing freight via VIC on RAIL
NSW-WA	4/03/2026	+24-48 hours Coles Collect routing freight via VIC on RAIL
VIC-WA	4/03/2026	+24-48 hours
SA-WA	4/03/2026	+24-48 hours
exWA (all destinations)	2/03/2026	+24-48 hours

Coles Collect are working to get freight into DCs as soon as available & have arranged for Purchase Orders to be extended. Coles Collect are updating Coles Supply Chain Management Teams with impacts and approximate ETAs for affected freight in the Coles Collect Network. Impacted customers are being notified of effected Purchase Orders.

Subject to your agreement Coles Collect have made 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

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