

Thursday, 24 December 2020

Dear Valued Customer,

Re: National Customer Advice – National Rail Network Disruptions – Pacific National

Please be advised that recent Perth-Melbourne train 5PM5 has come to a halt between Ooldea and Immarna (SA), which has affected the main East-West line, has now resumed services at 1630hrs on 21 December 2020.

The services from Pacific National have now resumed with expectation of delays and potential of missed deliveries pending retrieval of wagons from the terminal as they become available. Due to the unforeseen disruption of the rail network that is beyond ScottsRL control we will endeavour to deliver but cannot guarantee your delivery will arrive on time as originally booked and will not accept any liability.

Whilst the mainline has been restored we expect the network to have some disruptions for a number of weeks from this incident. Further to this there will be a significant amount of freight into Perth between 24 and 29 December 2020, which may cause congestion and delays with limited delivery options into DC's.

Due to limited capacity on the rail network, Melbourne to Perth services collections have been suspended as Pacific National booking availability is at capacity and we cannot take any further freight bookings on this route at this stage recommencement is estimated to be Monday 4 January 2021, updates to follow.

Unfortunately Scott's Refrigerated Logistics cannot offer road services due to capacity and assets already being fully committed, if you wish to confirm if capacity has come available at any stage, please contact your local customer service team or account manager, this service will require a signed declaration of rate acceptance prior to moving Perth bound freight via road . If your freight is held over for more than 24hours there will be a storage fee.

ScottsRL Customer Service teams are working to ensure any customers affected by these delays, will be contacted with regards to your order delivery status.

Should you have any further queries or require any additional information, please do not hesitate to contact your state [Customer Service team](#) or Account Manager.

Any further updates will be published in the Customers page on the ScottsRL website www.scottsrl.com.au

ScottsRL appreciates your patience and understanding over this difficult period and high demand.

Kind Regards,

Scott's Refrigerated Logistics