



Monday, 18 February 2019

Dear Valued Customer,

Please see enclosed notification from Pacific National in relation to National Customer Advice - Derailment To 5PS6 - Significant Delays - Update #1.

Any further updates will be published on the AHG RL website www.ahgrl.com.au.

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.

We would like to thank you, our customer for your support in working with us with relation to this matter.

Kind regards,

AHG Refrigerated Logistics



NATIONAL CUSTOMER ADVICE

Sunday, 17 February 2019

CUSTOMER SERVICE CONTACTS

5PS6 Derailed at Kultanaby (SA) PM 16/2/19 -Update #1

Dear Pacific National Customer,

Information received this morning from the derailment site is that the ARTC are currently conducting their investigation and it is expected the site will be released to the recovery teams early this afternoon.

It has been identified that 150 metres of track will need to be repaired and recovery teams, replacement sleepers and a heavy duty crane are enroute and will be onsite shortly.

Any refrigerated containers on trains stabled enroute will be refuelled as required.

The following services are currently impacted by the derailment.

Westbound

- Train 6MP4 (conveying services 6MP4, 6AP4/L/H)
 - *Stabled at Coondambo*
- Train 7MP7 (conveying service 6MPM,6MPE,6MP5,6MPB,6MPX,7APM, 7APE,7APX,7APT)
 - *Stabled at Port Augusta*
- Train 6SP7 (conveying services 6SP2, 6SPA, 6SPW)
 - *Stabled at Port Augusta*
- Train 6MP5 (conveying services 6MP5/B/T, 7AP5/B/T, 7AP8)
 - *Stabled at Adelaide*
- Train 7SP7 (conveying services 5BP5, 5BPE, 6SP3, 6SP2, 6SPE, 6SPS)
 - *Stabled at Broken Hill*
- Train 7MP5 (conveying services 7MP5, 1AP5)
 - *Stabled at Adelaide*

Eastbound

- **Train 5PS6 (conveying services 5PS6, 5PB6)**
 - ***Derailed at Kultanaby***
- Train 6PS7 (conveying services 6PB6, 6PG5, 6PSP, 6PSE, 6PSEE)
 - *Stabled at Cook*
- Train 6PM7 (conveying services 6PMP, 6PME, 6PMX, 6PAP, 6PAE, 6PAX)
 - *Stabled at Cook*
- Train 6PM6 (conveying services 6PM6, 6PMT,6PA6,)
 - *Stabled at Golden Ridge*
- Train 1PM5 (conveying services 1PM5, 1PMT,1PA5,)
 - *Cancelled*
- Train 1PM6 (conveying services 7PS4, 7PG6, 1PS9, 1PA5,)
 - *Cancelled*

The extent of the delays are still unknown and further update will be provided later this afternoon following a more comprehensive assessment of the situation.

Should you have any further queries or require additional information, please do not hesitate to contact your local Customer Service Centre or State Sales Manager.

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