

23 December 2020

Dear Customer,

As the Christmas and New Year holiday period fast approaches, we'd like one final chance to remind you of several key things.

However, before I do, I'd just like to thank you for your custom throughout what I think we'd all agree has been a very turbulent and extremely challenging 2020.

The difficulties that a post-Covid world has had to deal with, particularly so for New Zealand being as geographically isolated from our key import and export markets as we are, has stretched our supply chains more than ever before and this has placed us all under immense and unprecedented pressure.

Throughout this period, KiwiRail has strived to provide additional support where possible in order to ensure that we exhausted all opportunities to help both our customers and New Zealand.

With the annual Christmas peak domestic season well and truly upon us, as well as the significant shipping disruptions that you will all be aware of creating a great deal of uncertainty, it's not exactly been plain sailing.

The rail network always runs at maximum at this time of year, so it hasn't always been possible to run extra services, but nonetheless we have tried to add capacity where we've been able to and I hope this has been of some assistance to some of you.

With demand being very high and our desire to keep your freight moving as seamlessly as possible through the rail network, we would like to remind you of some key requirements that you need to comply with.

Please can you work with your teams to ensure that :

1. Manifests are received on time
2. Dangerous Goods freight documentation is sent through complete with correct information
3. Dangerous Goods placards are correct and appropriate for land and/or sea transport; and
4. Security or tamper proof seals are applied to freight units as appropriate.

## **1. Manifests**

In order to expedite the collection of freight units from rail sidings, or the delivery of freight units into KiwiRail CT sites, it's essential we receive complete and correct manifests (consignment notes or carters notes).

Delays will occur if a freight unit is presented with manifests that contain different details to those you requested at the time of booking, e.g. changes of destination or consignee, dangerous goods freight for a non-dangerous goods booking, or incorrect reefer details, etc.

## **2. Dangerous Goods segregation and declarations - intra and inter island**

It is a legal requirement that all dangerous goods declaration documentation and their segregation within the freight unit, are both done in strict accordance with the relevant regulations, bearing in mind there are differences in these requirements for intra and inter island travel.

### **3. Dangerous Goods placards**

As with dangerous goods declarations, it is a legal requirement that you ensure that you are correctly placarding any freight unit that contains dangerous goods. The placarding regulations also differ between inter and intra island movements, so understanding this is very important. Freight units arriving into KiwiRail's care with incorrect or missing placards, will not be transported.

### **4. Seals**

Freight units (whether empty or full) travelling on the KiwiRail network, must have all doors, curtains, hatches etc., closed (with their corresponding bars and locking mechanisms in place) and securely fastened with either cable ties, container seals/bolts, or padlocks. This keeps your freight unit and everyone near the rail network safe from the risks of a door opening while the freight unit is en-route. Please refer to section 5.6 of the KiwiRail Freight Handling Code.

<https://www.kiwirailfreight.co.nz/rail-freight/freight-handling-code/>

Thank you in advance for your help in improving our services through the peak season and beyond.

### **A few further reminders:**

As we have indicated in previous Newsletters, there are a number of other things happening in the near future which I would like to remind you of below:

#### **Lyttelton Port Company Rail R&D Levy recovery**

You will be aware that as from the 1<sup>st</sup> of January 2021, the Lyttelton Port Company (LPC) recently advised all users of their intention to introduce a new levy (Rail R&D Levy) which will affect all those using rail as their mode of transport.

As we've previously advised (refer to our Newsletter dated 30 November), the Rail R&D Levy will apply to all containers that are either being received or dispatched on rail from either the Terminal at Lyttelton itself, or LPC's City Depot facility.

As KiwiRail is the party that LPC are charging, we have to recover this from our customers. We decided that the best way to do this was by adding this levy as a surcharge (called the "LPC Rail R&D Levy") which will be added onto each KiwiRail invoice based on the number of containers being transported and the number of 'levied' movements that invoice relates to.

Please refresh yourselves with our aforementioned Newsletter to ensure there are no issues when this levy starts to get added to your waybills. I'd also please ask that you ensure your account reconciliation and payment process is able to account for this levy at the same time.

#### **Southdown VBS**

As we've advised in a previous Newsletter, our Southdown CT site will be going live with a Vehicle Booking System as from the 1<sup>st</sup> of February 2021.

Training for those transport providers who have requested it, will be programmed to be completed after the Christmas / New Year holiday period and all those operators who have approached us for this training have already been spoken to.

We would ask that you just ensure that any transport operator you do deal with for the delivery and/or uplifting of any container into or out of our Southdown CT site, has reached out to us so we don't have any training gaps which could result in a delay to your freight.

At the same time as you are confirming the above with your transport operators, please also check that they have all completed the required Carrier Access Agreements as these are a mandatory requirement in order to retain access to our site. Any transport operator who doesn't have a valid agreement in place by the 1<sup>st</sup> of February 2021 will be barred from entering, so it's vitally important that this is checked

### **New Southdown vehicle weighbridge**

The new vehicle weighbridge that we commissioned a short time ago is up and running KiwiRail is pleased to see it being well used already. Just a reminder that should you wish to make use of this, please refer to our Newsletter dated 30 November which outlines how to get an account set up and the associated costs for its use.

### **Container Transfer site Christmas and New Year opening hours**

With the holiday season bearing down on us at a great rate, we would like you all to be aware of the opening hours of the various container transfer sites we have across New Zealand.

This detail can be found on our KiwiRail Freight website by clicking on the 'Rail Freight', then 'CT site locations' tabs, or by typing the link below into your browser.

<https://www.kiwirailfreight.co.nz/assets/CT-locations/Christmas-Hours-2020.pdf>

As you would expect, not all sites will be working their usual hours, so please do check in order to save any wasted journeys.

Lastly I'd like to thank you once again for your custom during what's been a 'tricky' 2020 and would like to hope that you, your team members and all of your families, are able to take some time away from work to enjoy a festive break and grab some well-deserved R&R, before coming back to tackle 2021.

Please be safe out there and remember that our trains will still be working non-stop while you're on holiday, so please be careful around rail crossings. I and the whole KiwiRail team wish you all the very best for Christmas and the New Year.

Kind regards

A handwritten signature in blue ink, appearing to read "A Piper".

Alan Piper  
Executive General Manager - Sales and Commercial