



December 2025

Kia ora,

As another year of change wraps up at KiwiRail we wanted to say a big thank you to all our customers for your on-going support. It's still tough out there – pressure on margins remains intense – but it's pleasing to see import and domestic volumes up this peak, and early, if fragile, signs of confidence returning to the economy.

Below are some highlights from this year, where we're continuing to focus and some things to look out for in the New Year. For now, thank you and wishing you a safe and enjoyable holiday season with your friends and whānau.

Ngā mihi,

The KiwiRail Freight Team

2025 Highlights

A safer organisation – our improvement journey continues

- we've achieved a 19% reduction in high potential near miss events this year.

Customer experience heading in right direction - thanks for the strong participation and direct feedback on our Customer Net Promoter Score (cNPS) survey. The results show that we've made



progress - but there's still much to do. Priority areas remain: network reliability; communication / being easier to do business with (speed to respond / technology investment / flexibility / innovation) and being clearer about our strategic direction.

DIFOT improving – our target is to deliver 95% DIFOT. We've proven we can achieve this. However, we haven't been able to hold this standard consistently. As volume increased in November and December DIFOT dropped back into the high 80's at an aggregate level with lower results at different nodes at times.

Weather events in October created challenges and by our own expectations, we didn't perform as well as we would've liked. We've completed a detailed review to take learnings and committed to further improvements which includes – our weather Trigger Action Response Procedures, speed to respond and providing alternative using system capability.

New locomotives are here - the lynch pin of our plan to lift performance and lower cost is the Crown's investment in new rolling stock. We've now got the first 4 of 66 new Stadler locomotives in the South Island, with the first two already in service and the remaining two due in service in Q1 2026. The next three locos will arrive early 2026 and are due in service in Q3. These aren't just replacements - they're a step-change in capability that will directly improve your service:

- Greater reliability: Modern engines mean fewer breakdowns and service cancellations.
- Increased capacity: More locomotives in service means we can handle your growing volumes.
- Reduced carbon emissions: The new locomotives burn fuel more efficiently and have the potential to reduce fleet CO2 emissions.

Sustainability steps up – it's been great to complete our [Sustainability Strategy](#), Climate Adaption Plan and Carbon Reduction Plan. We hope that the [Carbon Calculator](#) is proving a useful tool.

Positioning for future growth – we've worked hard with our partners at Port of Tauranga to strengthen our MetroPort product for the future -



together bringing more capacity to the market on sustainable terms. We've also worked with Port of Auckland to agree a strategic framework to double rail capacity at the Port - ensuring it's set up to grow freight as Auckland grows and central city congestion builds.

We're working hard on growth projects in all market segments; throughout New Zealand and we're excited about the work ahead in 2026.

Proactive value creation – in response to your feedback we're focused on identifying and bringing utilisation opportunities to the freight market as well as driving new product opportunities. Our new Customer Value team will be in place first quarter next year and we're looking forward to lifting our game in this space in 2026.

City Rail Link nearly completed – we're heading into the last block of line to enable the City Rail Link Project. We appreciate you working through this disruption with us and thank our road-bridging partner Team Global Express.

Coming Up / Need to Know

Ferries – Maintenance Planning

We've communicated our ferry maintenance schedules for the next three years as we prepare for the transition to new ferries in 2029. We'll work closely with you in the New Year to support moving freight for your customers through the planned maintenance periods and continue to work on solutions to reduce disruptions.

Rail Network Investment Programme Consultation

We're progressing the next phase of our Rail Network Investment Programme (RNIP3) – which determines funding for rail. The RNIP3 will centre around improvements to network reliability and resilience, as well as enabling long term growth. We'll be reaching out in early 2026 for your input. We want to present a plan that supports your growth and we need your input to get it right.

Technology Goals for 2026

Look out for our new freight website which is under development – we're seeking to clearly explain KiwiRail's product set, rolling stock capability and provide better information about how to access property



and rail infrastructure services. With a modern CRM technology platform now in place, our digital work programme is focussed on:

- Improving real time visibility of your rail freight.
- Providing the ability to manage your freight on our network, both in steady state and during disruption.
- Delivering timely reporting and enhanced tools to self-manage bookings.

East West Link Investment – Unlocking Freight Efficiency for Auckland

The Government's decision to progress the [East West Link](#) as part of the Roads of National Significance (RoNS) programme has been announced. This vital infrastructure investment will deliver faster, easier truck access to and from our Southdown terminal in Onehunga - Auckland's leading intermodal freight hub and the location of MetroPort. The development is set to reaffirm Southdown as Auckland's key central Auckland freight gateway.

The NZ Transport Agency (NZTA) will soon begin route protection, detailed design of Stage 1 (Galway Link), consenting, and property acquisition. KiwiRail will continue to work closely with NZTA throughout this process to ensure alignment with Southdown's wider operational needs and future growth. We look forward to sharing our plans for Southdown next year.

MetroPort Update

If you use MetroPort for Auckland-Tauranga freight, you'll be aware that the commercial control transitioned to KiwiRail on 1 December 2025. We're delighted to report it has been a smooth transition and as we head into block of line, there are no backlogs of import or export freight.

What's coming in 2026:

- More capacity - we're adding services to meet demand.
- Integrated network - Connecting MetroPort services with our broader network for better efficiency.



- Better flexibility/services for empties – a new empty container product to support flow of empty containers between rail and road and Ports.

As KiwiRail integrates MetroPort into our expanded network, you'll see more service and capacity options for container flows. If you have questions about the transition, contact your Key Account Executive or our Customer Delivery team.

Connecting Learnings

Wondering how other companies are making rail work for their business? Our 'Customer Connections' video series shows real results from businesses like yours:

Fonterra (Northland): How they're moving bulk dairy products efficiently by rail.

Marlborough wine producers: Getting premium exports to Lyttelton Port reliably and sustainably.

Port of Otago partners: Shared infrastructure investment delivering regional growth.

These aren't marketing videos – they're case studies showing practical solutions to freight challenges you might be facing: capacity constraints, sustainability pressure, cost management, or regional connectivity.

[Watch on our KiwiRail YouTube channel](#) – each video is around five minutes.

KiwiRail 2025 Highlights Video

If you follow KiwiRail on social media, look out for a 2025 highlights video next week. It looks back on some of the achievements we've had this year and reaffirms our commitment to consistently deliver the reliability and service that you expect.



Meri Kirihimete

Stay safe this festive season



Ngā mihi,
The team at KiwiRail.

