



Fliway Transport Limited

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22 January 2021

RE: Network Congestion

Dear Valued Customer,

Our nationwide network position has improved from yesterday and is down to 1.96 days. While branch network remains congested, we have increased our delivery capacity and will continue to do so as we work through this latest spike in volume.

We thank you for your patience as we continue to clear the backlog, delivering the oldest consignments first where possible, including servicing some areas over the weekend.

Please see the following page for the updated network status report.

We appreciate your support and patience through this period.

Yours sincerely,

CAMERON COURTNEY
National Operations Manager

T: +64 9 255 4600 / 0800 354 929 (FLIWAY)

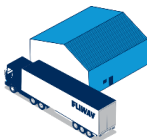


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A YANG KEE COMPANY

FLIWAY

DELIVERING TRANSPORT SOLUTIONS

NETWORK PERFORMANCE 22-01-2021

AREA	UPDATE																												
Overall Position	<ul style="list-style-type: none">• Total volume has increased sharply. Congestion remains across most branches nationwide. Average of 1.96 days of deliveries outstanding across the network.• Please allow 1-2 days additional lead-time for deliveries.																												
Linehaul Network 	<ul style="list-style-type: none">• Overall volume is very high.• Backlog is being worked through on a first in, first out basis.• Additional capacity in place to accomodate the expected increase.• Total of 219m3 of freight rolled in Auckland. This will be cleared as first priority for linehaul loadout tonight. Breakdown of rolled freight by branch: <table><tr><th>Branch</th><th>m3</th><th>Branch</th><th>m3</th></tr><tr><td>Blenheim</td><td>6</td><td>New Plymouth</td><td>4</td></tr><tr><td>Central Otago</td><td>0</td><td>Palmerston North</td><td>30</td></tr><tr><td>Christchurch</td><td>0</td><td>Tauranga</td><td>50</td></tr><tr><td>Dunedin</td><td>0</td><td>Wellington</td><td>42</td></tr><tr><td>Hamilton</td><td>50</td><td>Whangarei</td><td>25</td></tr><tr><td>Napier</td><td>12</td><td></td><td></td></tr></table>	Branch	m3	Branch	m3	Blenheim	6	New Plymouth	4	Central Otago	0	Palmerston North	30	Christchurch	0	Tauranga	50	Dunedin	0	Wellington	42	Hamilton	50	Whangarei	25	Napier	12		
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Branch Network 	<ul style="list-style-type: none">• Postive trend in terms of deliveries outstanding in the branch network.• The following table shows total freight volume for each branch (including linehaul rolled freight), expressed in the number of days it will take the branch to deliver all freight: <table><tr><th>Branch</th><th>Days</th><th>Branch</th><th>Days</th></tr><tr><td>Auckland</td><td>1.9</td><td>Napier</td><td>2.2</td></tr><tr><td>Blenheim</td><td>1.3</td><td>New Plymouth</td><td>1.4</td></tr><tr><td>Central Otago</td><td>1.3</td><td>Palmerston North</td><td>1.8</td></tr><tr><td>Christchurch</td><td>2.5</td><td>Tauranga</td><td>2.1</td></tr><tr><td>Dunedin</td><td>1.1</td><td>Wellington</td><td>2</td></tr><tr><td>Hamilton</td><td>2.3</td><td>Whangarei</td><td>2.1</td></tr></table>	Branch	Days	Branch	Days	Auckland	1.9	Napier	2.2	Blenheim	1.3	New Plymouth	1.4	Central Otago	1.3	Palmerston North	1.8	Christchurch	2.5	Tauranga	2.1	Dunedin	1.1	Wellington	2	Hamilton	2.3	Whangarei	2.1
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Home Deliveries 	<ul style="list-style-type: none">• We are continuing to experience high volume across our Home Delivery network. A delay of 1-2 days may be experienced for home deliveries, with intra-depot movements slowed due to congestion and capacity constraints.																												