

Detailed below are some FAQ's in response to recent questions raised by transport companies in relation to delays at the Flinders Adelaide Container Terminal (FACT).

IS THE CONTAINER TERMINAL CURRENTLY EXPERIENCING ANY DELAYS?

The terminal continues to operate without any operational restrictions, however, in addition to the standard social distancing and sanitisation measures, there have been a number of other controls implemented to isolate the stevedoring workforce to avoid any overlap of gangs. These delays are necessary at shift change as this time is used to ensure segregation of the finishing shift and the arrival of the new shift. This has been initiated to ensure the continuation of work in the event a positive COVID-19 event. This time is also being used for the cleaning of shared vehicles, replenishment of hand sanitisers and cleaning products for each piece of machinery.

ARE TRUCK TURN TIMES BEING AFFECTED?

These additional precautions amount to a delay of approx. 30mins at shift changeover. Slot allocations for the overlap zones have been adjusted in line with the anticipated delays. Everything is being done possible to limit the delays in this timeframe.

HOW IS THE INTERACTION OF FACT STAFF AND TRANSPORT DRIVERS MANAGED?

The interaction between drivers and FACT clerical staff is still restricted with the closure of Receival & Delivery windows (both terminal & empty park). This has not impacted on terminal operations as truck servicing is already operated on an Auto-Gate System (nil interaction). It is only exceptions (storage, operational problems) where any interaction is required and we would ask transport companies or drivers call the Yard Clerk contact number in the event of any issues:

Yard Clerk: 08 8248 9344

YardClerk.Adelaide@flindersact.com.au

The Empty Park is also functioning without the use of R&D Windows and we would ask the drivers to contact depot staff in the event of any problems:

Empty Park: 08 8248 9374

adl.empties@flindersact.com.au

All other Vessel and port operations remain as per the Flinders Port Holdings (FPH) FAQ's provided on the 25th March 2020. [Click here to view.](#)

Thank you for your cooperation.