

As countries across the world continue to be challenged with the unfolding COVID-19 pandemic, Flinders Port Holdings (FPH) is continuing to take measures to ensure South Australian ports remain fully operational to facilitate trade for the benefit of all South Australians. We believe that we all have a shared responsibility to take action in response to the virus with a primary focus on ensuring the health and safety of people.

The following provides some responses to frequently asked questions relating to all areas of FPH's business units associated with the impacts of COVID-19. FPH will continue to assess these measures and communicate material changes as they arise.

VESSEL AND PORT OPERATIONS

WILL PORTS REMAIN OPEN?

There are presently NO restrictions on ships trading in South Australian Ports. All ports in South Australia remain open and fully operational. FPH has implemented a range of business continuity arrangements to support this.

WHAT ARE THE IMPACTS ON VESSELS?

In line with Australian and State Government border restrictions, there is a 14-day exclusion period for all international vessels where the vessels have an intended arrival date in South Australia of less than 14 days from their last port of call before arriving in Australia. This also applies to vessels where international crew have joined and been on board for less than 14 days from their last port of call.

In cases of medical emergencies crew may need to go ashore if they need to visit a doctor or dentist. Ship's agents are required to inform FPH by email (portops-adl@flindersports.com.au) if any ship's crew are required to go ashore.

WHAT IS THE IMPACT TO A VESSEL'S CREW?

FPH has restricted crew to their individual ships. No shore leave is to be granted unless exceptional circumstances such as a medical emergency warrant such an exemption. Ship's crew will be permitted to come onto the wharf to perform their normal functions but will be restricted to the vessel and the working quay line adjacent to the vessel. If a crew member is required to disembark for critical vessel duties alongside, then they may do so but are required to practice good hand hygiene, wear protective gear and minimise their contact with port staff. At a minimum, protective gear should include a face mask, glasses and gloves.

FPH requires all crew arriving from international destinations to have completed a 14 day self-isolation period in line with the Australian Government self-isolation requirements. Exceptions to these restrictions will only be applied by the Australian Border Force in exceptional circumstances.

WHAT IS HAPPENING IN THE WORKPLACE TO HELP PROTECT STAFF AND OTHERS?

FPH has implemented a range of measures across its operations designed to reduce the spread and impact of the virus. These include social distancing, enhanced sanitising and cleaning practices (offices, machines, cars, vessels and access points), segregated rostering and implementing strict controls around visitors and vessels. All FPH front line operational staff have been issued with personal PPE packs applicable to operational needs and sanitary and cleaning instructions to compliment the use of the equipment. At a minimum, these packs consist of hand sanitising liquid, face masks, gloves, safety glasses and where available wet wipes.

FACT - TERMINAL & EMPTY PARK OPERATIONS

IS THE CONTAINER TERMINAL PRESENTLY WORKING UNDER ANY RESTRICTIONS?

Flinders Adelaide Container Terminal (FACT) is presently operating "Business as Usual" as far as vessel, rail and road transport operations are concerned.

There have been some additional controls implemented to isolate the stevedoring workforce to avoid any overlap of gangs and ensure the continuation of work in the event a positive COVID-19 event may occur. These additional precautions amount to a delay of approx. 30 mins between shifts for both vessels and transport.

WHY ARE THESE DELAYS NECESSARY?

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. Cleaning of shared vehicles at shift change is being undertaken in addition to the supply of hand sanitisers and cleaning products for each piece of machinery. Similar practices have been put in place for all clerical staff that share desks/computers on shift.

IS PRODUCTIVITY OR TRUCK TURN TIMES BEING IMPACTED?

These additional precautions amount to a delay of approx. 30mins per shift for both vessels and transport.

These changes have not significantly impacted on productivity with vessel gangs still achieving 200+ moves per shift. Transport has been impacted more so with delays at shift changeover, however slot allocations have been adjusted for these zones in line with the anticipated delays.

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

Interaction between drivers and FACT clerical staff is also being restricted with the closure of Receiving & 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

HOW IS THE INTERACTION OF FACT STAFF AND VESSEL CREW BEING MANAGED?

Interaction between crew and stevedores is being kept to a minimum, with both parties required to respect the appropriate social distancing guidelines.

From experience to date, we find crews are more wary of the landside staff accessing the vessel than the opposite. From their position they have conformed to the 14-day quarantine period and know they are healthy. Typically, crew are maintaining the social distancing guidelines.

TRANSPORT COMPANIES / PORT USERS

WHAT ARRANGEMENTS SHOULD PORT USERS BE PUTTING IN PLACE?

All port users should be implementing robust sanitising and site cleaning practices to reduce the spread of the virus. It is recommended that all companies that have employees that operate in the ports ensure their front-line employees have sufficient sanitisation and PPE equipment, and robust sanitary practices.

It is also requested that companies continue to implement social distancing practices for their employees and ensure that only those persons essential to performance of operational roles within the port, enter the port.

Further, to align company employee practices across all port users, if not already implemented, it is requested that companies implement practices contained at the end of this document.

WHERE TO FROM HERE?

Responding to the changes and impacts of the coronavirus needs to remain dynamic and current. FPH will continue to prioritise the safety and wellbeing of people, and continue to work with both the Commonwealth and State Governments to ensure all measures implemented are applicable to the most current information available.

WHERE IS THE BEST PLACE TO SOURCE INFORMATION ABOUT COVID-19?

The most current information from Government can be found on the following links:

- The Department of Health:
<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>
- Border Force:
<https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus>

FPH will provide updated information and links on its website related to COVID-19 and will issue communications to you in the event impacts escalate which will impact the operations of port or terminal operations.

WHAT CAN WE DO TO HELP REDUCE THE SPREAD IN THE PORTS?

HOW DOES THE VIRUS SPREAD?

Information from the Department of Health is that the virus most likely spreads through:

- Close contact with an infectious person.
- Contact with droplets from an infected person's uncovered cough or sneeze (if you are within 1.5 metres or two steps of an infected person).
- Touching objects or surfaces (like doorknobs, sink taps and tables) that have a cough or sneeze droplets from an infected person, and then touching your face, especially the mouth, nose or eyes.

WHAT ARE THE SYMPTOMS?

Symptoms range from mild illness to pneumonia. Symptoms include fever, flu-like symptoms such as coughing, sore throat and fatigue, and shortness of breath. People with severe illness may have difficulty breathing, which is a sign of pneumonia and requires immediate medical attention.

WASHING OF HANDS

- Wash your hands thoroughly with soap and warm water for a minimum of 20 seconds every time before you enter or leave the workplace and throughout the day as often as possible. Dry your hands after washing and dispose the paper towel immediately.
- Where washing facilities are not available prior to coming into the workplace, utilise hand sanitiser and then immediately wash your hands when you have entered the workplace. Remember hand sanitiser is not a substitute for washing hands and is only a temporary solution that should only be used in the event you cannot access wash facilities, the primary method of cleaning and protecting your hands should be washing them.

OPENING OF DOORS

Where possible, use a tissue or similar when opening doors if needing to grab the door handle or knob. Place the tissue in the bin immediately after.

CLEANING OF DESKS, VEHICLES AND COMMON USER AREAS

- Use a wet wipe/or cleaning solution and a dry wipe to clean down your desk, phone, keyboard and all surfaces at your desk you touch during the day. Do this at the start and end of your day / shift as a minimum practice.
- Ensure all common touchpoints in the vehicles and within offices are wiped regularly and cleaned well at the end of each day if not regularly during the day or shift.

BASIC CONSIDERATIONS

- Use a tissue (or the crook of your elbow if a tissue is not readily available) to cover your mouth and nose when you cough or sneeze, then putting the tissue in the rubbish
- Avoid touching your face if your hands are not clean.
- Keep two steps or 1.5m from others where reasonably practicable, when you are out in public and in operational environments.
- Facemasks – advice is that if you are well you do not need to wear a facemask to protect yourself in the community, however it is recommended those front-line workers working closely with international vessel crew wear facemasks as a precautionary measure when boarding or interacting with crew.
- If you are feeling unwell with flu like symptoms or caring for someone with flu like symptoms then remain at home, utilising a facemask where available is recommended as a precautionary measure until such time as you confirm you do not have the virus.
- Once you have utilised a facemask, please put it in the bin, it is not recommended you reuse these.

Thank you for your cooperation.