



## Supporting your recovery from Ex TC Alfred

Dear operators

Following Tropical Cyclone Alfred, we understand some of you will be in the process of assessing damage and reopening this week.

Please take the time to read the information below in regard to putting safety first and the steps to take for Container Collect bookings in areas that have been impacted by the cyclone:

### 1. **Safety**

Please take all necessary precautions to ensure the safety of your staff and customers and for your operations and logistics.

Electrical equipment exposed to water may be hazardous and should be checked by a qualified electrician before use. For electrical safety information from Energex, [click here](#)

Please ensure that you have assessed your site for damage and hazards before resuming operation and if you have any safety concerns, seek professional advice.

Consider that floodwater can be contaminated by sewage, chemicals and other hazardous material.

Please continue to monitor your local government disaster dashboard [here](#) for information specific to your local area.

## 2. Container Collect

We have updated the **Containers for Change website and App** to inform customers in cyclone-affected areas (such as South East Queensland, South West Queensland and Hervey Bay) that they may experience delays for existing and new **Container Collect** bookings.

### Managing your bookings:

**New bookings:** We have removed the ability for customers in cyclone-affected areas to book Container Collect for this week, to allow you to focus on cyclone recovery for any impact to your site/s.

**Existing bookings:** Where you have existing bookings that you are unable to collect, please ensure these are rescheduled via the [Container Collect Operator Portal](#) before the collection date.

If you require assistance using the portal, please refer to the Container Collect Operator Guide [here](#) or email [containercollect@containerexchange.com.au](mailto:containercollect@containerexchange.com.au)

Thanks for your attention to the above.



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