

## Fremantle Ports

# A Guide to Our Business



FREMANTLE  
PORTS



## Our Vision, Mission and Values

### VISION

To be valued by our customers and the community for our leadership and excellence.

### MISSION

To facilitate trade in a sustainable way.

### VALUES

#### Respect and Integrity

- Respect each other, be open and honest
- Work as a team and support each other
- Value diversity and treat people without bias
- Recognise achievements
- Work ethically

#### Safety and Wellbeing

- Work safely and responsibly
- Make safety and health a priority
- Balance work and personal commitments
- Assist people to achieve their potential

#### Responsiveness and Delivery

- Work hard to keep our promises
- Listen actively
- Lead by example
- Meet or exceed customer expectations
- Be accountable
- Make decisions based on information and knowledge

#### Continuous Improvement and Innovation

- Promote continuous improvement
- Foster innovation
- Embrace opportunity in this dynamic and competitive environment

#### Sustainability

- Be consultative
- Use our assets and resources responsibly and efficiently
- Ensure our services are competitive
- Maximise social, environmental and economic outcomes
- Develop our people and our organisational capability
- Understand our customers' needs to add value to their business



**Fremantle Ports is committed to operating in a sustainable way, providing high-quality, value-for-money facilities and services to our customers.**

This guide to our business outlines key information about Fremantle Ports and the services and facilities provided to customers.

It provides contacts for many areas of Fremantle Ports' activities, including shipping, trade, cargo handling, commercial development, property management, safety, environmental management and electronic commerce.

Please keep this guide as a reference to Fremantle Ports' services and facilities.

If you would like to know more about Fremantle Ports, please e-mail us on [mail@fremantleports.com.au](mailto:mail@fremantleports.com.au), visit our website [www.fremantleports.com.au](http://www.fremantleports.com.au) or call one of our Customer Service Officers on 9430 3555.

## Port Services and Facilities



### Commitment to our Customers

Fremantle Ports is committed to providing reliable, efficient and commercially viable port services and facilities for our customers.

We strive to satisfy our customers' expectations by providing value-for-money services, efficiently and promptly.

### Our Website

**[www.fremantleports.com.au](http://www.fremantleports.com.au)**

Fremantle Ports' website brings together extensive information about our operations. Visitors to the website can access information on shipping movements, trade statistics, shipping lines and agents and Fremantle Ports' property and tenants.

Publications such as the annual *Our Corporate Progress* are also included and can be downloaded or viewed online.

Users can view information on our facilities, services and events, including those at the Fremantle Passenger Terminal.

We have invested in an extensive e-commerce program, of which the website is a significant part. The online facilities available to registered users include berth booking and cargo manifest lodgement.

We encourage our customers to investigate the business opportunities available through the Fremantle Ports' e-commerce facilities. For more information or to become a registered e-commerce user, please contact:

*Manager Systems Development*

Tel: (08) 9430 3326

Email: [ecommerce@fremantleports.com.au](mailto:ecommerce@fremantleports.com.au)

### Port Services and Facilities

Fremantle Ports operates a 24-hour port and is responsible for providing a range of reliable and competitive maritime-related services and facilities.

We work with port users and service providers to continually improve services with the aim of meeting and exceeding customer expectations. These services include:

### Navigation

- Shipping movement coordination and control
- Port communications control centre
- Provision of navigational aids
- Pilotage coordination
- Emergency response and harbour control.

### Berth Services

- Safe and secure berths
- Common-user cargo wharves
- Heavy-duty berths
- Fremantle Passenger Terminal
- Cargo movement facilitation
- Port security
- Quarantine and domestic waste removal.

### Shipping

- Berthing allocations
- Mooring services
- Pilotage transport
- Advice on berthing requirements including Dynamic Under-Keel Clearance
- Advice on dangerous goods procedures.

For enquiries about port facilities and services, please contact:

*Deputy Harbour Master*

Tel: (08) 9430 3313 (Business Hours)

(08) 9430 4305

(08) 9430 4399

Tel: (08) 9430 3400 (After Hours)

### Outer Harbour Bulk Handling Services

Fremantle Ports has the facilities and infrastructure in place to handle a variety of bulk products. We work closely with importers and exporters to provide an efficient, reliable and value-for-money service at our Kwinana Bulk Terminal and Kwinana Bulk Jetty in the Outer Harbour.



The services provided by Fremantle Ports include:

#### **Kwinana Bulk Terminal**

- Loading and unloading infrastructure
- Stevedoring services
- Receival and dispatch services onto or from your mode of transport whether it be via road or rail
- Truck loading bins system for product imports
- Open export storage pad facilities to store products prior to loading
- Short-term undercover and open stockpile storage before or after products are loaded or unloaded
- Weighbridge facilities.

#### **Kwinana Bulk Jetty**

- Unloading facilities with our state-of-the-art Siwertell bulk unloader.

For enquiries about the facilities and services, please contact:

*Manager Bulk Business - Operations*

Tel: (08) 9410 8351

Mobile: 0400 045 699

Fax: (08) 9336 1391

Email: [bulk@fremantleports.com.au](mailto:bulk@fremantleports.com.au)

For enquiries about commercial matters relating to your Material Handling Agreement, please contact:

*Bulk Business Commercial Manager*

Tel: (08) 9410 8320

Fax: (08) 9410 8309

Email: [bulk@fremantleports.com.au](mailto:bulk@fremantleports.com.au)

#### **Berth Bookings**

Electronic "Applications for Berth" are available to registered users through our website [www.fremantleports.com.au](http://www.fremantleports.com.au)

We encourage you to use this facility.

Berth bookings can otherwise be made through:

*Vessel Coordination Officers*

Tel: (08) 9430 3303

Fax: (08) 9430 4970

Email: [movements@fremantleports.com.au](mailto:movements@fremantleports.com.au)

#### **Technical Services**

Fremantle Ports administers a range of technical and engineering approval processes for customers. These include permits for excavation within port boundaries and the movement of heavy equipment over wharf facilities.

An application for the use of mobile cranes with lifting capacity greater than 10 tonnes on a wharf or jetty must be completed and submitted for approval at least two days before the crane is required.

Any proposed excavation within port boundaries must be approved by Fremantle Ports at least three days before the excavation is planned to start.

For more information about Fremantle Ports' technical services and permit requirements, please contact:

*Manager Engineering Services*

Tel: (08) 9430 3312

*Manager Projects and Operations*

Tel: (08) 9430 3456

*Manager Electrical Services*

Tel: (08) 9430 3385



### Statistical Enquiries

Fremantle Ports provides a wide range of trade statistics to assist the shipping industry.

Some trade statistics are available through the Fremantle Ports' website: [www.fremantleports.com.au](http://www.fremantleports.com.au)

For information on the trade and shipping statistics available, or specific statistical enquiries, please contact:

*Principal Trade Information Officer*

Tel: (08) 9430 3438

Fax: (08) 9430 3366

Email: [stats@fremantleports.com.au](mailto:stats@fremantleports.com.au)

### Port Charges

For more information about the charges for the services provided in relation to shipping and cargo, or enquiries in relation to charges levied by Fremantle Ports, please contact:

#### Cargo Charges

*Senior Trade Information Officer*

Tel: (08) 9430 3374

Fax: (08) 9430 3366

#### Shipping Charges

*Senior Trade Information Officer*

Tel: (08) 9430 3598

Fax: (08) 9430 3366

### Supply Services and Account Enquiries

#### Supply Services

Supply Services manages tender and contracting processes to ensure that Fremantle Ports receives the best value for money for its investment in goods, contracted works and services.

For more information, please contact:

*Supply Manager*

Tel: (08) 9430 3351

Fax: (08) 9430 3420

Email: [supply@fremantleports.com.au](mailto:supply@fremantleports.com.au)

#### Accounts Payable

For additional information about Fremantle Ports' accounts payable conditions, please contact:

*Accounts Payable Officer*

Tel: (08) 9430 3331

Fax: (08) 9430 3420

Email: [payable@fremantleports.com.au](mailto:payable@fremantleports.com.au)

#### Accounts Receivable

For more information concerning Fremantle Ports' credit terms and conditions, please contact:

*Senior Accounts Clerk*

Tel: (08) 9430 3307

Fax: (08) 9336 1391

Email: [receivable@fremantleports.com.au](mailto:receivable@fremantleports.com.au)





## External Affairs

Fremantle Ports values the support of the community and other stakeholders, and recognises the importance of regular and open communication.

Structured community liaison ensures that the community and stakeholders are kept informed about Fremantle Ports' plans and strategic priorities. It also helps us achieve a better understanding of community perspectives on key issues.

The External Affairs Branch provides a range of communication services to port users and stakeholders.

These include the production of a range of publications including the annual report, *Our Corporate Progress* and other newsletters.

External Affairs coordinates an extensive community and stakeholder liaison program, and is also responsible for managing port-related functions and events. Media enquiries and complaints management are other areas of responsibility for the External Affairs Branch.

For assistance on media matters, please contact:

*Manager External Affairs*

Tel: (08) 9430 3380

Fax: (08) 9430 3342

Email: [externalaffairs@fremantleports.com.au](mailto:externalaffairs@fremantleports.com.au)

For complaints and general enquiries, please contact the External Affairs Branch on:

Tel: (08) 9430 3555

## Manager Business Improvement

The Business Improvement Branch provides safety and environmental management services to the port and is committed to achieving best practice standards. The services provided by the Branch include:

- Advice and guidance regarding handling of hazardous cargoes
- Development, implementation and monitoring of port safety and environmental management systems
- Specialist safety and environmental advice in respect to accidents and incidents

- Advice regarding regulatory obligations relating to safety and the environment
- Provision of risk management advice and support
- Consultation with community, government and industry on safety and environmental issues.

Please direct your enquiries regarding the handling of hazardous cargo, and safety and environmental matters to: *Manager Business Improvement.*

Tel: (08) 9430 3354

Fax: (08) 9430 3577

Email: [environ@fremantleports.com.au](mailto:environ@fremantleports.com.au)

## Port Development and Planning

The Port of Fremantle is one of Western Australia's most important strategic assets. It provides a vital link with the State's trading partners and contributes strongly to regional and state economic growth.

Fremantle Ports is planning well ahead to accommodate future trade needs. This planning includes the phased development of infrastructure and facilities in the Inner Harbour so trade can continue to grow to an optimum level in the long term. Long-term planning for Outer Harbour expanded port facilities is also being undertaken

For information relating to planning and port development, contact the Port Planning Branch:

*Manager Port Planning*

Tel: (08) 9430 3565

Fax: (08) 9430 3577

## Fremantle Waterfront Development

In 2001, the Western Australian Planning Commission endorsed the *Fremantle Waterfront Masterplan* as a guide for future development and land uses for the western end of Victoria Quay. This is an area of Fremantle Ports' Inner Harbour which, while still used for operational purposes, is no longer required for cargo loading. Staged redevelopment will provide new revitalised spaces and amenities for the Western Australian community, and improved links with central Fremantle.

The Fremantle Waterfront Branch coordinates and manages existing tenancies and the development of the Fremantle waterfront.



For enquiries about development and property leasing in the Fremantle waterfront area, contact:

*Manager Fremantle Waterfront Development*

Tel: (08) 9430 3415

Fax: (08) 9430 4112

Email: [fremantlewaterfront@fremantleports.com.au](mailto:fremantlewaterfront@fremantleports.com.au)

### **Property Development and Management**

Fremantle Ports is responsible for an area comprising 155 hectares of land within the Inner Harbour, 57 hectares in the Outer Harbour and a total area of water covering 383 square kilometres.

The Inner Harbour includes three locations - Victoria Quay, North Quay and the Rous Head Industrial Park.

Outer Harbour land holdings include the Kwinana Bulk Terminal and land adjacent to the Kwinana Bulk Jetty.

A significant proportion of the land within the Inner and Outer Harbours is leased to parties involved in Port of Fremantle operations. The Property Branch manages these leases. The branch also assists in obtaining relevant approvals for developments on port land.

All enquiries about property leasing and development should be directed to:

*Property Manager*

Tel: (08) 9430 3314

Fax: (08) 9430 3422

Email: [property@fremantleports.com.au](mailto:property@fremantleports.com.au)

### **Trade Development and Marketing**

Containers, break-bulk cargoes, livestock and motor vehicles are handled in the Inner Harbour. Our Kwinana Bulk Terminal and Kwinana Bulk Jetty facilities in the Outer Harbour cater for bulk trades.

Fremantle Ports works to continually improve port services, with continued significant trade growth, and promotion of enhanced efficiency.

We work closely with port customers, importers and exporters to ensure that Fremantle continues to be one of Australia's most reliable ports.

If you would like more information about trade issues or assistance in progressing trade development initiatives, please contact:

*Manager Commercial Development*

Tel: (08) 9430 3377

Fax: (08) 9430 4112

Email: [trade@fremantleports.com.au](mailto:trade@fremantleports.com.au)

### **Service Providers within the Port**

As trade facilitator and strategic port manager, Fremantle Ports provides many services to port users. We also work with private companies and contractors who provide other important services within the Port of Fremantle.

These include:

- Stevedoring services provided by Patrick and DP World
- Towage services provided by Adsteam Marine Ltd, Adsteam Offshore and Total Harbour Services
- Pilotage services provided by Fremantle Pilots
- Line boat services provided by the Fremantle Launch Company
- Bunkering services provided by BP Fremantle Ltd.

Any enquiries in relation to the above services should be directed to the companies concerned.

### **Your Comments**

We are committed to continually improving the way we do business and your suggestions for improvement are always appreciated. Please direct your comments to:

*Chief Executive Officer*

Fremantle Ports

PO Box 95

Fremantle WA 6959

Tel: (08) 9430 3302

Fax: (08) 9335 1183

Email: [mail@fremantleports.com.au](mailto:mail@fremantleports.com.au)

## Fremantle Ports Contact Phone Numbers

**General Enquiries**

(08) 9430 3555

**Port Emergencies**

(08) 9335 1300

**Accounts Payable**

(08) 9430 3467

**Accounts Receivable**

(08) 9430 3307

**Commercial Development**

(08) 9430 3377

**Electrical/Telephone/****Communications and****General Maintenance****Emergency Pager**

(08) 9482 4899

**Port Security**

(08) 9430 3416 or (08) 9430 3315

**Fremantle Passenger****Terminal**

(08) 9430 3448

**Outer Harbour Bulk Handling**

(08) 9410 8351

**Port Services**

(08) 9430 3133 or (08) 9430 3400

**Property Management**

(08) 9430 3314

**External Affairs**

(08) 9430 3380

**Shipping Information**

(08) 9430 3567

**Shipping Movement Control**

(08) 9430 3303

**Fremantle Ports**

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Tel +61 8 9430 3555

Fax +61 8 9336 1391

Website [www.fremantleports.com.au](http://www.fremantleports.com.au)

E-mail [mail@fremantleports.com.au](mailto:mail@fremantleports.com.au)

