



FREMANTLE PORTS

# A Guide to Our Business



# 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 us on 9430 3555.

# Port Service 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.

Our Port Information Guide, under the Port Business & Operations section, includes most of the information customers may require about Fremantle Ports. This includes: contact details, regulations, navigation information, port services, safety and security, and cargo operations.

The website also includes our Voyager Port Management Information System, a customer application for shipping operations. The key users of the Voyager PMIS are the port's Vessel Traffic Service Officers and shipping agents. The system is used to schedule all shipping movements and to request services such as pilots, tugs, and mooring. It is also used by external agencies such as Australian Customs and the Australian Quarantine Inspection Service.

Other users, including the general public, can access Voyager PMIS through the internet to view shipping schedules and general shipping information.

Publications such as the Annual Report are also included and can be downloaded or viewed online. Users can view information on our facilities, services and events. 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 Fremantle Ports' e-commerce facilities.

For more information or to become a registered e-commerce user, please contact:

**Manager Systems Development**

**Tel:** (08) 9430 3520

**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 UnderKeel Clearance
- Advice on dangerous goods procedures.

For enquiries about port facilities and services, please contact:

#### **Deputy Harbour Master**

**Tel:** (08) 9430 3444 (Business Hours)

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

### Kwinana Bulk Jetty

- Unloading facilities with Siwertell auger-style bulk unloader
- Weighbridge and blow down facilities for use by importers
- Bunkering facilities available for fuel oil by pipeline or barge, and diesel fuel by barge or truck

For enquiries about the facilities and services, please contact:

#### **Manager Bulk Business - Operations**

**Tel:** (08) 9410 8351

**Mob:** 0437 517 458

**Fax:** (08) 9336 1391

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

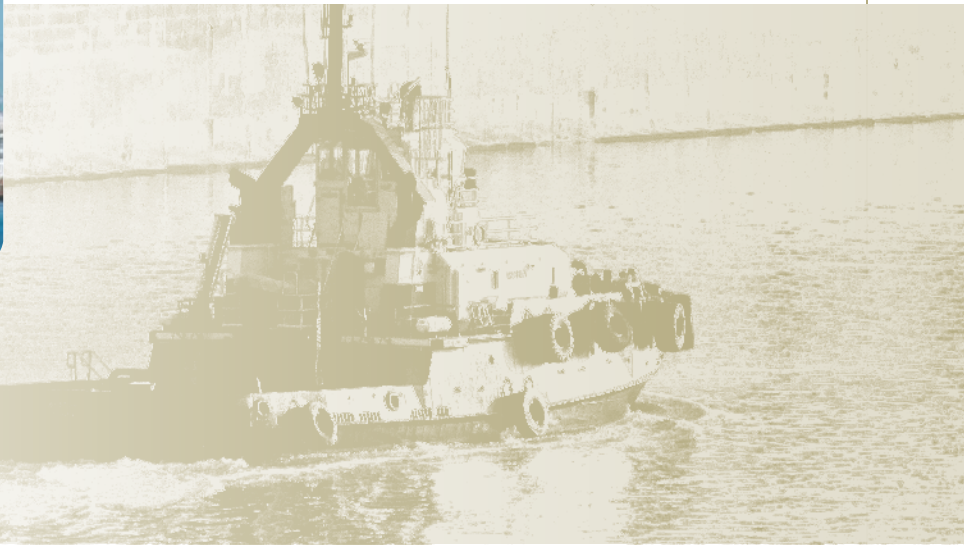
For enquiries about commercial matters relating to your Material Handling Agreement, please contact:

#### **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 Voyager PMIS.

Assistance with Voyager PMIS can be accessed through Voyager Support

### ***Voyager Customer Support***

**Tel:** (08) 9430 3321

**Email:** [voyagercustomersupport@fremantleports.com.au](mailto:voyagercustomersupport@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 3371

## 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 to 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 a range of publications such as the annual report and newsletters. External Affairs coordinates an extensive community and stakeholder liaison and support 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, feedback and general enquiries, please contact the External Affairs Branch on:*

Tel: (08) 9430 3555

## PORT SAFETY AND ENVIRONMENT

Fremantle Ports provides safety and environmental management services and is committed to achieving best practice standards. The services provided 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 of accidents and incidents
- Advice about 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:

#### Port Safety

Tel: (08) 9432 3660

#### Port Environment

Tel: (08) 9430 3566

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 plans well ahead to accommodate future trade needs. This planning includes the phased development of infrastructure and facilities so trade can continue to grow to an optimum level in the long term.

For information relating to planning and port development, contact:

#### Manager Port Planning and Development

Tel: (08) 9430 3565

Fax: (08) 9430 3577

## FREMANTLE WATERFRONT

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 handling. 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**

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 220 hectares of land 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:

**Manager Property Portfolio**

Tel: (08) 9430 3314

Fax: (08) 9430 3422

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

## TRADE DEVELOPMENT AND MARKETING

Containers and break-bulk cargoes such as livestock and motor vehicles are handled in the Inner Harbour. Fremantle Ports' 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:

**Senior Manager Trade and Business 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, DP World and POAGS
- Towage services provided by Svitzer and TotalAMS
- Pilotage services provided by Fremantle Pilots
- Line boat services provided by Harbour Services
- 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 3555

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 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/Kwinana  
Bulk Handling*  
(08) 9410 8351

*Port Services*  
(08) 9430 3343 or  
(08) 9430 3588

*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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Fax: +61 8 9336 1391

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

