

Access conditions Viterra port terminals

Third Party Inspection Agencies

This policy outlines the access that will be provided for Third Party Inspection Agencies (TPIA) or Superintending Companies to Viterra Port Terminals for the purpose of collecting final shipping samples on behalf of export customers.

Viterra has a direct commercial relationship with its export customers. It is a requirement that these customers must advise Viterra, prior to vessel arrival, that they have contracted a TPIA or Superintending Company to collect final shipping samples on their behalf. Such advice must be by written authorisation. Viterra will accept specific instructions in the comments section of customer bookings made in Ezigrain as written authorisation.

Viterra has responsibility for the safety of anyone who enters its terminals. TPIA or Superintending Company staff must comply with all Viterra safety policies and directions while on any Viterra site.

TPIA or Superintending Company staff must also comply with any port access or maritime security requirements that may be applicable when entering any Viterra sites.

It is the customer's responsibility to ensure that the TPIA or Superintending Company staff are aware of, and fully compliant with, Viterra's conditions contained within this protocol.

Third Party Inspection Agencies (TPIA) and Superintending companies on site:

- All TPIA and Superintending Company staff requiring access to a Viterra terminal must undergo all necessary site and safety SHE induction training.
- A local Viterra contact will be provided to the TPIA or Superintending Company for each Viterra terminal in relation to any queries or requests. Please refer to the full contact details for all Viterra sites included in this document below.
- All access conditions, sample requirements, certificates, data and other expectations should be clearly understood and documented by the export customer on the Viterra Ezigrain booking form(s) prior to commencement of vessel.
- TPIA and Superintending Company staff may be provided escorted access to operational areas by prior agreement. TPIAs and Superintending Company staff must not enter operational areas unless approved by Viterra terminal management and accompanied by a Viterra employee.
- If requested by the customer, Viterra will provide the TPIA or Superintending Company with 500mt running samples (or as requested, but no less than 500mt). However Viterra will only recognise loading directions from its customer.
- Viterra will provide TPIA or Superintending Company personnel with regular tonnage updates and final vessel/hatch tonnages, however Viterra will not provide information as to the cells and/or grades being loaded.
- TPIA and Superintending Company personnel are able to monitor the loading of a vessel but will not be permitted to enter any Viterra Terminal control room and must not interfere with operational matters. Issues such as requests for additional tonnage at the end of a vessel, why a delay occurs, etc are between Viterra and the agent/customer.
- Viterra will not at any time discuss or provide to TPIAs or Superintending Companies, information that may be considered commercially confidential.
- Upon completion of loading, TPIAs and Superintending Companies may collect samples at a designated point from the Viterra terminal in accordance with the instructions provided by the Viterra customer along with weights and other agreed information.
- Viterra will provide TPIAs and Superintending Companies with copies of weigher testing certificates, and request for these certificates should be directed to Viterra's Shipping Services Manager.
- The collection of samples by Viterra will be charged for in accordance with Viterra's Pricing Procedures and Protocol Manual

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Terminal operations management listing

Business Centre	Operations Manager		Administrator		Reliability Manager		Group	Site	Operations Coordinator		Site Supervisor	
Adelaide Ports	Neil Carr	0438 835 941	Ruth Taylor	0847 3089	Alistair Ryan	0428 845 944	Port Adelaide	IHB	Trevor May	0412 668 956	Brenton Crosby	0467 737 238
							Outer Harbour	OHB	Trevor May	0412 668 956	Brenton Crosby	0467 737 238
Port Lincoln Terminal	Nick Pratt	0477 312 552	Paula Kenny	0457 722 344	Larry Scott	0477 316 578	Port Lincoln	LIN	Brenton Bascombe	0429 693 045	Nick Vette	0439 257 010
Thevenard	Nick Pratt	0477 312 552	Paula Kenny	0457 722 344	Larry Scott	0477 316 578	Thevenard	THE	Sean Sleep	0459 841 394	Tony Cox	0428 830 137
Yorke Peninsula	Jack Tansley	0408 191 451	Nikki Greenshields	0438 686 999	Travis Taylor	0467 818 120	Ardrossan	ARD	Mark Abell	0499 342 222	David Zilm	0437 718 078
							Port Giles	GIL	Mark Abell	0499 342 222	Jason Hickman	0437 520 800
							Walleroo	WAL	Jarrold Russel	0448 628 005	Ben Abela	0466 135 326

Site phone number

Port Adelaide	8249 6507/8249 6508
Port Lincoln	8682 1888
Port Giles	8852 8022
Walleroo	8823 2300
Thevenard	8625 2212
Ardrossan	8837 3306