

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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Third Party Inspection Agencies – port terminal contact list

Terminal operations listing				
Site		Phone	Est. code/region	Site address
Port Adelaide	Inner Harbour	08 8114 2700	3291 / Adelaide (ADL)	Lot 1 Moonta Road Port Adelaide SA 5015
	Outer Harbor	08 8114 2700	1038 / Adelaide (ADL)	1 Pelican Point Road Outer Harbour SA 5018 (Samples to be collected from Inner Harbour site office)
Port Lincoln	Port Lincoln	08 8683 6100	3274 / Port Lincoln (PLO)	25 King Street Port Lincoln SA 5605
Thevenard	Thevenard	08 8625 2391	3288 / Thevenard (THE)	123 Thevenard Road Thevenard SA 5690
Yorke Peninsula	Ardrossan	08 8837 3306		Silo Road Ardrossan SA 5571
	Port Giles	08 8852 8022	3290 / Port Giles (PGI)	Lot 8 Hickeys Drive Port Giles SA 5583
	Wallaroo	08 8823 2300	3289 / Wallaroo (WAL)	25 Lydia Terrace Wallaroo SA 5556
For questions and enquiries please email: viterrashipping@viterracom				