

Guidelines for submitting an application for an Ancillary Service Provider Licence

Financial year 2019-20

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Contents

| | | |
|----------|---|----------|
| 1 | Document purpose | 1 |
| 2 | What are Ancillary Services? | 1 |
| 3 | Licensing of Ancillary Service Providers | 1 |
| 3.1 | Purpose | 1 |
| 3.2 | Requirement | 1 |
| 4 | Details of Ancillary Services | 2 |
| 4.1 | Vessel Mooring and Unmooring | 2 |
| 4.2 | Stevedoring | 2 |
| 4.3 | Passenger ground handling | 2 |
| 4.4 | Porterage | 2 |
| 4.5 | Ship provedoring and chandlery | 2 |
| 4.6 | Waste services | 2 |
| 4.7 | Ship repair and maintenance services | 3 |
| 4.8 | Bunkering services | 3 |
| 5 | Exclusions | 3 |
| 6 | Licences for Ancillary Service Providers | 3 |
| 6.1 | Licence requirements | 3 |
| 6.2 | General performance obligations | 4 |
| 6.3 | Specialist performance obligations | 4 |
| 6.4 | Licence application | 4 |
| 6.5 | Licensing process | 5 |
| 6.6 | Licence application time frame | 5 |
| 7 | Issue of Licence | 5 |
| 7.1 | Review and determination | 5 |
| 7.2 | Issuing of a Licence | 6 |
| 7.3 | Period of Licence | 6 |
| 7.4 | Licence fee | 6 |
| 7.5 | Other fees and charges | 6 |
| 7.6 | Licence renewal | 6 |
| 7.7 | Auditing and oversight | 6 |
| 8 | Questions | 6 |
| 9 | Definitions | 7 |

1 Document purpose

This document provides businesses who seek to provide Ancillary Services at Station Pier during the 2019-20 cruise season with information about why an Ancillary Service Provider Licence is required and the process for making an application.

2 What are Ancillary Services?

Ancillary Services are the range of services and supply of goods and material that are not directly associated or have a direct commercial relationship or contract with VPCM.

Ancillary Services at Station Pier include the following activities and services:

- Vessel mooring and unmooring
- Stevedoring
- Passenger ground handling
- Porterage
- Tour operators
- Provedoring and chandlery
- Waste services
- Vessel repair and maintenance services
- Bunkering services

3 Licensing of Ancillary Service Providers

3.1 Purpose

For the 2019-20 cruise season, Ancillary Service Providers (ASP) must apply for and be granted an ASP Licence by Victorian Ports Corporation (Melbourne) (VPCM) as a condition of access to Station Pier and West Finger Pier to provide Ancillary Services.

The purpose of the ASP Licence is to ensure that ASP and their staff, employees, contractors and sub-contractors are compliant with the VPCM requirements regarding work site access conditions, occupational health and safety, insurance, maritime security, environment management and the operational performance standards required by VPCM.

ASP are those firms and organisations that are contracted by vessels and facility hirers to perform Ancillary Services during periods of berth or facility access at VPCM common user facilities and berths, primarily at Station Pier.

The ASP licences will replace the access agreements and licences that have been in place for some of the firms that operate at Station Pier. The licencing of ASP will encompass work site access conditions, insurance, health and safety, security, environment management and the operational performance standards required by VPCM.

ASP will normally operate in the VPCM common user areas of Station Pier and West Finger Pier in support of berth, terminal and facility hirers.

3.2 Requirement

The VPCM Standard Terms and Conditions (Clause 18) for Berth and Terminal Hire require hirers to only use licensed ASP.

4 Details of Ancillary Services

4.1 Vessel Mooring and Unmooring

Vessel Mooring and Unmooring is the securing of vessels alongside a pier, jetty, wharf or quay using ropes, chains or other devices.

4.2 Stevedoring

Stevedoring services include:

- the receipt and delivery of bulk and breakbulk cargo, containerised cargo and baggage including tallying
- wharf handling, sorting and stacking of bulk and breakbulk cargo, containerised cargo and baggage such as loading and unloading of cargo and baggage in and out of vehicles and trailers, conveyors and vessel baggage handling cages
- the operation of material handling equipment for the handling of bulk and breakbulk cargo, containerised cargo and baggage
- the loading and unloading of bulk and breakbulk cargo, containerised cargo and baggage to/from vessels.

4.3 Passenger ground handling

Passenger ground handling services include:

- the reception and farewell of passengers and crew
- checking-in of passengers and crew including reviewing booking and travel documentation
- passenger and crew marshalling onto and off land transport for tours or on forwarding
- any other passenger related activity immediately prior to embarking or immediately after disembarkation from a cruise vessel including tourism services such as coach tours.

4.4 Porterage

Porterage services includes:

- acceptance and collection of baggage at the pier entrance and loading/unloading of vehicles and trailers used for intra-terminal movement
- packing and unpacking of baggage cages used for transfer of bags to/from vessels
- placing of baggage in the passenger collection area
- porter services to cruise ship passengers and crew.

4.5 Ship providedoring and chandlery

Ship providedoring and chandlery services is the provision of victuals for vessels including non-perishables, perishables food stuffs, beverages and ships stores.

4.6 Waste services

Transfer, collection, packing, handling and transport of liquid and solid putrescible and non-putrescible waste including and not limited to quarantine and non-quarantine waste by pipeline, road tanker or vessel alongside (ship to ship transfer).

4.7 Ship repair and maintenance services

Repair and maintenance of vessels including vessel hulls and onboard plant and equipment. Includes the supply, hire and operation of repair and maintenance plant and equipment including but not limited to:

- cranes
- elevated work platforms
- material handling equipment
- compressors
- generators and steam plants.

4.8 Bunkering services

Supply to vessels of fuel, oils and lubricants by pipeline or road tanker.

5 Exclusions

The following are not categorised as ASP:

- Vessel Owners
- Ship Agents or vessel owner/operator representatives
- Port of Melbourne employees
- Australian Border Force, Australian Department of Agriculture, Australian Maritime Safety Authority, and WorkCover personnel
- City of Port Phillip volunteers
- City of Melbourne volunteers
- VPCM employees and contractors
- Taxis or Commercial Passenger Vehicles operating only on the common user roadways
- Visitors to vessels alongside Station Pier

6 Licences for Ancillary Service Providers

All ASP seeking to operate at Common User Facilities or Common User Terminals in order to provide services to vessels alongside Station Pier are required to obtain an ASP Licence to operate on or within the Station Pier precinct licensed area.

6.1 Licence requirements

An ASP Licence includes provisions that provide for, among other things:

- insurance covers and indemnities
- compliance with the Port Management Regulations and the VPCM *Safety and Environment Management Plan*
- occupational health and safety, security and environmental obligations
- quality assurance obligations
- any other documentation reasonably required by VPCM
- payment of an annual licence fee.

6.2 General performance obligations

An ASP Licence contains performance obligations on both the part of VPCM and the Licence holder.

The performance obligations are contained in the ASP Licence Terms and Conditions and any service specific performance obligations will be contained in Schedule 1 attached to the ASP Licence. Below are examples of performance obligations that can be included in the ASP Licence.

Information to be provided by the Provider

- When requested by VPCM from time to time, the Provider is to provide the following information in order to ensure coordination of activity within the Licensed Area:
- Details of the Equipment to be bought into the Licensed Area including the time of arrival and departure.
- Details of the volume of victuals, ships stores or other cargo to be handled, picked up, dropped off or marshalled in any way within the Licensed Area including the time of arrival and departure.
- Details of the volume of passengers to be handled, picked up, dropped off or marshalled in any way within the Licensed Area including the time of arrival and departure.
- Details of **any** specialised communications equipment (equipment that receives or transmits communications) and information technology equipment or apparatus to be used within the Licensed Area (including without limitation mobile phones).

The information is to be provided to VPCM in the format requested within two Business Days of the request or sooner where it is specified and applies to a planned activity within the Licensed Area.

Attendance by an ASP at coordination meetings, planning meetings and Personnel Training Sessions.

When requested by VPCM the Provider is to attend coordination meetings, planning meetings or personnel training sessions that are applicable to the operation, security or safe working of the Licensed Area or access/egress of the Licensed Area.

6.3 Specialist performance obligations

Due to the range of Ancillary Services the ASP Licences may include specific obligations that will apply to the ASP. The specific obligations will be detailed in Schedule 1 of the ASP Licence and the details of the performance obligations will be based on the advice of the responsible VPCM Manager and Subject Matter Expert.

6.4 Licence application

An ASP can apply for a licence using the VPCM application form. An Application Form for the 2019-20 financial year is available on the VPCM website.

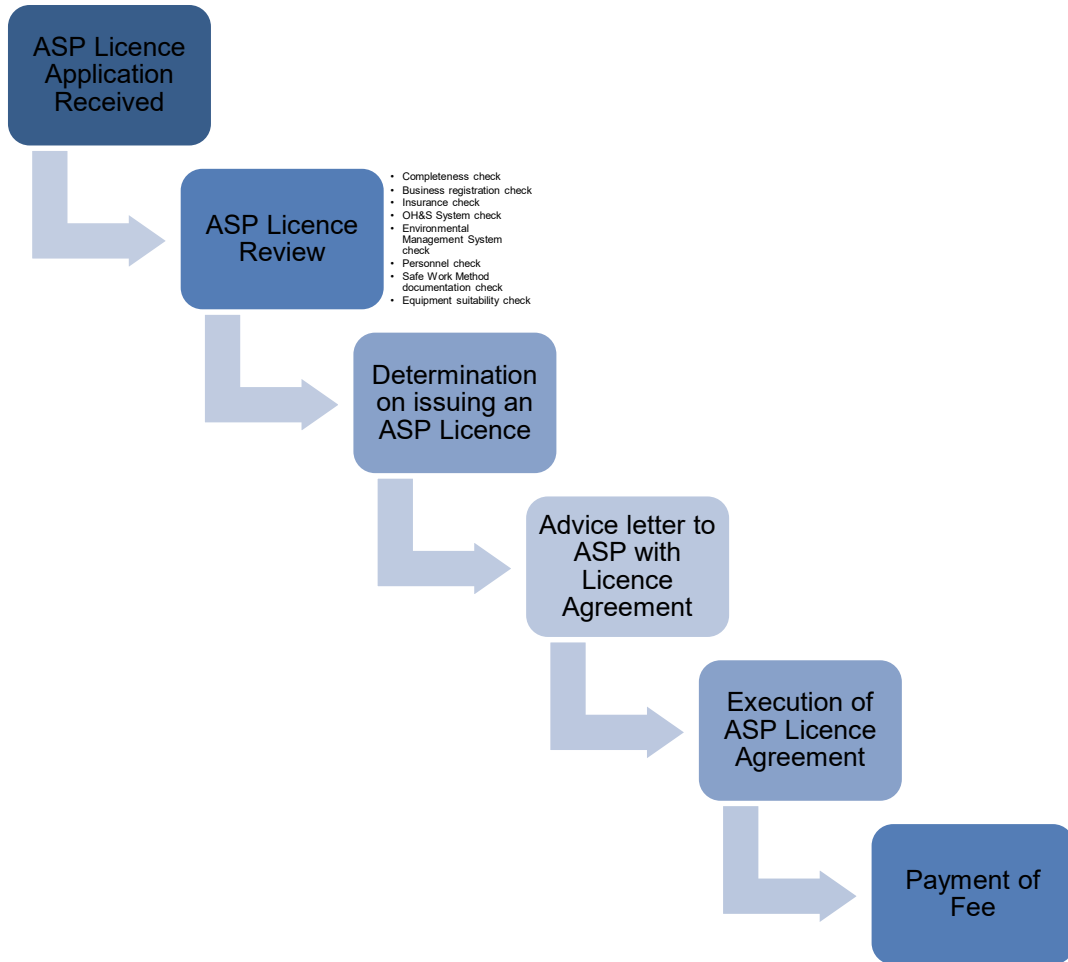
Applications for the Station Pier Cruise Season (October-April) are to be submitted to VPCM no later than the end of August annually. Where there are emergent requirements for an ASP Licence an application can be submitted at any time.

6.5 Licensing process

The licensing process for an ASP Licence is a two-step process.

Step one includes the submission of an application by an ASP, due diligence review of the ASP application by VPCM and a determination of the completeness of the application. If VPCM is satisfied with the ASP application, step two involves VPCM forwarding a copy of the ASP Licence agreement to the ASP for execution. The process will be coordinated by the VPCM Contracts Manager and is shown in Figure 1.

Figure 1- VPCM ASP Licence Process



6.6 Licence application time frame

The process of licensing commences with the submission of a licence application using the VPCM form by an ASP to VPCM. The review process will commence once all the required information and supporting documents are provided. The time taken for review and issuing of a licence will be based on the complexity of the services provided by the ASP.

7 Issue of Licence

7.1 Review and determination

Once the due diligence is completed the ASP application and due diligence will be reviewed by the Executive General Manager Business, Information and Strategy and a determination made on the issuing of a licence.

Successful applicants will be advised by letter.

In the event a determination is made that an application is unsuccessful a letter containing a statement of reasons for the unsuccessful application will be provided to the applicant.

7.2 Issuing of a Licence

Licences will be issued by the Contracts Manager using the form of the licence agreement that accompanies the letter advising of a successful application.

7.3 Period of Licence

ASP licences will be in force for the period 01 July to 30 June annually.

7.4 Licence fee

The fee for the ASP Licences for the 2019-20 cruise season is \$1 (if demanded).

7.5 Other fees and charges

ASP may be subject to other fees and charges from time to time.

The fees and charges will be either promulgated in the VPCM Reference Tariff Schedule or included in Schedule 2 of the ASP Licence.

7.6 Licence renewal

ASP are able to apply for licence renewal following the same process as a new application. The review of the ASP documentation will be undertaken by VPCM in the same way as a new application.

7.7 Auditing and oversight

ASP will be subject to auditing and continual oversight by VPCM to ensure compliance with the provisions of the ASP Licence.

An audit program for ASP compliance with all licence conditions will be developed and implemented by the Station Pier Operations Manager.

A programme of periodical OHS&E desktop and site-based audits will be developed by the Manager Health and Safety and conducted on a risk-based approach.

8 Questions

Any questions regarding an ASP Licence can be sent via email to asp@vicports.vic.gov.au.

9 Definitions

| Term | Definition |
|--------------------------------------|--|
| Ancillary Service(s) | means stevedoring services, mooring services, ground handling services, portorage, tour operators, provedoring and chandlery, waste services, vessel repair and maintenance services, bunkering services. |
| Ancillary Service Provider | means a business that provides an Ancillary Service. |
| Ancillary Service Provider Personnel | means: <ul style="list-style-type: none"> ▪ any officers, employees or agents of the Service Provider ▪ any subcontractors of the Service Provider and their officers, employees or agents. |
| Common user berth | means a berth that is available for short term hire by VPCM to external parties for berthing of vessels. |
| Common user facilities | means the facilities which are available for short term hire by VPCM to external parties for berthing of vessels, cargo operations, passenger embarking and disembarking or other approved use. |
| Common user terminal | means the facilities which are available for short term hire by VPCM to external parties for the purpose of transshipping cargo and/or passengers, including sheds and amenities. |
| Common user wharf | means the wharf area (pier deck area) adjacent to a common user berth that can be used for cargo operations including but not limited to: <ul style="list-style-type: none"> ▪ receipt and delivery of cargo ▪ wharf handling, sorting and stacking of cargo ▪ provisioning of vessels ▪ refuelling of vessels ▪ repair and maintenance of vessels. |
| Reference Tariff Schedule | means the VPCM Reference Tariff Schedule (RTS), as amended from time to time and published on the VPCM website that sets out details for port charges. These charges include, but are not limited to: <ul style="list-style-type: none"> ▪ wharfage ▪ berth hire ▪ site occupation charges ▪ anchorage charges ▪ security and traffic control ▪ miscellaneous fees and charges. |
| Ship (s) (ping) Agent | means the Ship (s) (ping) Agent who is authorised by the vessel owner or manager to manage a vessel call at the port of Melbourne on behalf of the vessel owner or vessel manager. |
| Vessel manager | means the manager of a vessel appointed by the owner. |
| Vessel owner | means the owner of a vessel. |

Victorian Ports Corporation (Melbourne)

Street address

Level 5, 530 Collins Street
Melbourne Victoria 3000
Australia

Postal address

GPO Box 261
Melbourne VIC 3001
Australia

Tel: +61 3 8347 8300 Fax: +61 3 8347 8301

www.vicports.vic.gov.au