SVITZER

THE LINE

FIRST STRIKE CAPABILITY SECURED NATIONALLY



UPDATE FROM WHYALLA

BLUE VESSEL SAILING FOR BRISBANE ENGINEER WELCOME SVITZER REDHEAD AND SVITZER RUBY



2019 Svitzer Redhead and Svitzer Ruby

When beginning on a procurement process to bring a new vessel to Australia last year, our original intent was to improve the fleet profile in Port Kembla by bringing in an escort-ready vessel in preparation for FSRU (Floating Storage Regasification Unit) work. In line with this plan, 85t tug **Svitzer Ruby** joined the team at Port Kembla in May 2019.

The decision to bring not one, but two new escort towage vessels to Australia was made after we found two RAstar 3200 escort vessels for sale as a pair. Features of the new vessels include render recovery winches, FiFi1 class notation for firefighting, LNG operational protection package and a rear winch for over the stern towing operations.

There was much discussion about where the second 80t escort vessel would best serve the business and complement our national fleet profile — not least of all because of significant changes to market dynamics on the East Coast. At the time of our initial announcement, **Svitzer Redhead** was to be based out of Newcastle.

Nationally, we are always working closely with our stakeholders, and importantly, local port authorities to understand how we can best meet their requirements, now and into the future, with our national and diverse fleet of vessel types and capabilities.

We have been working closely with our port stakeholders Fremantle Ports and Port Authority New South Wales to determine port operations requirements. Through these discussions, it was determined that the second RAStar 3200 is better suited to Fremantle's requirements.

Svitzer Redhead will be based out of Fremantle where she will accommodate the larger vessels that are increasingly calling to the port. Svitzer Redhead will also be best placed to meet future active escort needs.

This means that **Svitzer Newton**, warmly welcomed to Fremantle last year, will make the bittersweet journey to the East Coast to join the Newcastle fleet and the existing complement of Damen 2412 tugs operating in the port. The addition of Svitzer Newton to Newcastle will improve the fleet profile, versatility and headline capability for our operation on the East Coast.

As we know, both Svitzer Newton and Svitzer Redhead were named for local connections to their respective ports – for **Steve Newton**, from our Fremantle office and for Redhead, a coastal suburb of the City of Lake Macquarie.

Thank you to everyone who had a hand in naming these two vessels. Each will be welcomed warmly when they make their respective journeys to their new homes, reflecting the truly local — and national — nature of our business.

2020 Three new vessels for Geraldton

In 2020 we will bring three state-of-the-art new build tugs to the Port of Geraldton as part of a non-exclusive license for towage services with Mid West Ports, which last year handled trade exceeding AUD \$6.1b in value. The new license is for a period of five years, with further options commencing from 1 January 2019.

The procurement of these vessels was finalised in late February 2019. We have engaged with ASL of Singapore to build the vessels for Geraldton, including one 70 tonne bollard pull RAstar 3000w and two 70 tonne bollard pull TRAktor 2800s.

The operation at Geraldton is a model of autonomy with crews who pride themselves on the quality and reliability of service to the Port and our customers.

Svitzer Australia and its predecessors have been in operation in Geraldton for more than 30 years and we're delighted to be able to continue to support Mid West Ports, our joint customers and our Geraldton team.

– Nicolaj





SVITZER TO CONTINUE TO PROVIDEFIRST-STRIKE CAPABILITY AROUND AUSTRALIA

Svitzer will continue to provide first strike capability for the **Australian Maritime Safety Authority** (AMSA) in nine out of 11 regions around the Australian coastline, with the addition of the Far North Queensland (Cairns) region from June this year.

First strike capability means providing an initial response to a shipping incident or casualty that may include:

- Preserving life
- · Towing a vessel out of immediate danger
- Towing or escorting a casualty to a place of refuge (as opposed to a place of renair)
- · Fighting fire
- Stabilising a casualty to prevent further damage to the ship or the environment
- Protecting the marine environment from pollution
- And providing related services as directed by AMSA.

OUR NEW CONTRACT

Svitzer Australia will continue to provide Level 2 Emergency Towage Capability with nominated Emergency Towage Vessels (ETVs) in the regions:

- Northern Australia
- North Central Queensland
- Central East Queensland
- New South WalesVictoria and Tasmania
- South Australia
- South Western Australia
- South West Western Australia
- And additionally, Far North Queensland.

The nominated ETVs can be mobilised to aid during potential maritime emergencies. In the event of a maritime casualty, the primary operational role of a contracted ETV is to stabilise the vessel, keeping it safe until contractual arrangements are made and further support can be provided.

As part of the contract, the nominated ETVs, equipment and crew are available to respond to any incident on a 24-hour per day, seven-day a week basis as directed by AMSA.

The new contract for the existing regions came into effect in April 2019. The contract for Far North Queensland commenced on 1 June 2019.



Providing maritime protection and emergency response capability nationally confirms Svitzer as a trusted partner to AMSA and the Australian Government, providing support at sea and ensuring the safety of vessels and our marine environment in challenging times.





An extensive review of the guide commenced in February 2018 and was conducted in collaboration with Health and Safety Representatives (HSRs) across Australia, external consultants from Central Queensland University (CQU) and Worksafe Victoria.

The result of the collaboration is the updated Fatigue Management Guide, which aims to provide guidance and a framework for managing fatigue in our workplace.

Thank you to everyone involved who invested time and energy into providing input into the finalised version of the Fatigue Management Guide.



WHAT ARE THE **SYMPTOMS** OF FATIGUE?

To effectively manage fatigue, it is important to be able to detect it. One of the best measures you can use to detect if you are fatigued is to assess your prior sleep wake history.

Have you had less than eight hours sleep in the last 24 hours? Have you been awake more than 16 hours? How are you feeling?

There are also other symptoms, many you can detect yourself, and certainly you can see in others.

These symptoms include:

- Yawning
- Itchy eyes
- Long blinks Vacant stare
- Micro sleeps
- Mood changes
- Reduced or impaired communication
- Impacts on balance
- Slower reaction time
- Poor hand eye coordination

Being aware of these symptoms, either in yourself or in others, is an important trigger for putting in place fatigue management strategies.

The Fatigue Management Guide provides guidance and advice on personal strategies to prevent and mitigate fatigue.

Here are some of the personal strategies to prevent fatigue included in the Fatigue Management Guide:

- Getting enough sleep
- Health and well-being
- Planning ahead
- Working with your family

To view the **Fatique** OneSvitzer or speak to your Marine Standards

Management Guide visit Superintendent.



In a working embodiment of 'One Maersk and One Svitzer', time spent aboard Rio Blanco travelling from New Zealand, to Asia and back to Brisbane, offered Clint a chance to further his training, refresh skills and development.

Svitzer Training Manager, Michaela Moss - who collaborated with Singapore-based Maersk Line Crew Manager, Niels Moldrup, to make the working trip a possible - says the experience has given Clint some further training and development, while giving the Maersk Line crew some good insights into Svitzer towage operations.

Engineer on a larger container vessel with a very multicultural crew," says Michaela.

From 18 February to 16 March 2019, Clint volunteered as a supernumerary onboard Rio Blanco.

Prior to joining the vessel, in close collaboration with the Svitzer team in Brisbane, Clint received the required documents to embark a non-Australian flagged vessel, including discharge book, Flag State endorsements and required medical check-up and vaccinations.

If you are interested in gaining blue water experience with Maersk, please contact Michaela Moss or Emma Yabsley to discuss eligibility. Please note that STCW Master/Mate/ Watchkeepers and Engineers are eligible. ■

"During his time, he completed an Engineering Task Record and trained and mentored the younger Engineers," Michaela says.

Overall, we feel this exercise has been a good success, and going forward we hope to offer it to more Svitzer crew members who would like a Maersk vessel training and development experience.

- Michaela Moss



The Whyalla team met with Nicolai Noes, Elizabeth Ferrier, Peter Ernst, Tully Barnes and Nicole Holyer in April 2019 for a general update about our business in the Spencer Gulf and more broadly,

Svitzer has a long and proud history serving South Australia. The visit underscored our commitment to

maintaining a strong presence in Whyalla, and in the greater Spencer Gulf.

Thank you to everyone who attended for the friendly conversation. Special thanks to Belinda Storr and Nicole Stanton for arranging, and to Phil Smith for cooking a first-rate BBQ.







THE CHANGING FACE OF SHIPPING

Svitzer Australia is working to change the face of shipping. International Women's Day on 8 March 2019 was an opportunity to reflect on the work being done by Svitzer's global parent group, Maersk, to create an inclusive culture. Maersk has targets for representation of women on the Board of Directors, targets for representation of women at all leadership levels, and targets for people who are from non-OECD high-income countries.

At Svitzer Australia the results are improving but mixed, with just under 50 percent female representation at the senior leadership level, with very few women of any level on the seafaring side.

Laavanya Pari is the new face of Svitzer Australia as the company places more emphasis on a diverse workforce in what has traditionally been a male domain

Laavanya has been working within the Svitzer Australia finance department for six-and-ahalf-years. In February 2019 she became Chief Financial Officer, having previously worked as an auditor at Grant Thornton accountants and then in the finance side of medical technology company, iMed.

"When I started at Svitzer Australia. I was the only woman in the finance team and one of only a couple in the whole office." says Laavanya, also a mother of two. "Now, with me becoming CFO, almost fifty percent of the senior leadership are women."

She says the encouragement of women to take on-shore positions at Svitzer is a logical first

step for a more gender diverse workforce, but more work will have to be done to encourage women to apply for seafaring jobs.

"It isn't just a gender issue," she says. "Many of our mariners are approaching retirement, which means a potential skills shortage in the future. If we can encourage women to apply for these positions then we have a much bigger pool of candidates and we're less likely to have skills shortages."

One of Laavanya's main jobs as CFO is to ensure that the finance systems operate efficiently, and that reporting is timely and accurate. However, to support Svitzer into the future she is presiding over a technology upgrade which will see some of the older legacy systems replaced with a cloud-based platform that will be more efficient and able to grow with subsequent new technologies.

On the mentoring side, Laavanya says she doesn't run any formal mentoring for female employees but she does create scenarios where women are encouraged to extend themselves.

"I've noticed in my career that men are more likely to put their hand up to try something new, even if they aren't totally qualified, whereas women are more likely to eliminate themselves from the running because they believe they don't have one of the skills being asked for. I saw this in the advertising we did for a new role that crosses a lot of accounting disciplines - the job was suited to women but we don't get many women applying because perhaps too many skills were listed."

Laavanya says that diversity programs are successful when they ensure that people of all backgrounds feel they're included and that they're allowed to develop, improve and learn leadership skills. The most important component of diversity at the personal level is confidence, and at an organisational level. representation at leadership levels.

"I could look at the Maersk group executive in Denmark and see that fifty per cent are women and Svitzer's CEO is a woman (Henriette Thygesen). That's an important signal to people who might otherwise

Now, with me becoming

are women.

- Laavanya Pari

CFO, almost fifty per cent

of the senior leadership

55

When I got my cadetship, I was the only girl from ten engineer cadets," says Kelly. "From the ten deck officer cadets, two were girls. And those numbers were considered a giant leap forward in those days. Seafaring just wasn't

believe that they're outside the main group

I hope young women look at this company

young people with dark skin can look at me

and think 'I can be an executive'. I hope

"At Svitzer, we have parental leave that

covers both parents and there's a really

flexible culture of setting your own hours,

so long as the work is done. That kind of

flexibility is a big issue for women who also

of people who can be executives.

and feel confident about where

Laavanya also thinks that a good diversity

program doesn't end with hiring.

have family commitments."

She also acknowledges that she has "three

background and is in a same-sex relationship.

"I don't see diversity as counting 'one

person from this group and one person

from this group'," says Laavanya, who

when she was eight. "I think it's an

Some senior women at Svitzer credit at least

some of their success to mentoring. Cheree

Figg. now Svitzer Australia Port Manager

- Darwin, says she was encouraged and

mentored when she worked at AsiaWorld

Shipping, and at Svitzer she was mentored as

she progressed through Operations Officer to

Operations Manager at Adelaide before being

At Svitzer Australia's Fremantle offices, Kelly

diversity in the Svitzer workforce. Now the

Kruger has forged a path that promotes gender

Regional Technical Manager, working with the

managers to ensure the fleet and buildings are

offered her current position.

acknowledgement that organisations

grew up in Canada and arrived in Australia

operate in the community and they should

reflect that community in their employees."

diversities" since she is also of Sri Lankan

they can go."

- Kelly Kruger

fit for purpose, Kelly began her working life doing a ships engineer cadetship with BHP 25 years ago. She spent more than a decade at sea before taking landside jobs.

"When I got my cadetship, I was the only girl from ten engineer cadets," says Kelly. "From the ten deck officer cadets, two were girls. And those numbers were considered a giant leap forward in those days. Seafaring just wasn't considered a iob for women."

She says Svitzer has done more than most employers to ensure that it is hiring groups that are traditionally not represented in maritime services companies, and the office personnel at Fremantle is roughly 50/50.

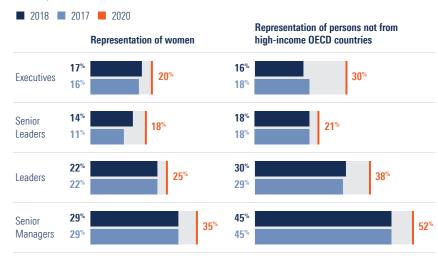
"Having a diverse hiring policy is a good start, but you need the employment conditions, too," says Kelly. "At Svitzer we have flexible working hours so anyone with kids can do drop-off and pick-up. It makes it easier to have a work-life balance."

She says she doesn't do any formal mentoring programs with women but she keeps and eye on young women coming into the workforce

"When I was at sea, I would take the younger women aside and give them some tips on how to present themselves professionally and how to deal with sexist comments. I'm keen to help young women develop in this office but it's a very different environment to seafaring."



Maersk Global Targets and Performance on Diversity and Inclusion



REPRESENTATION OF WOMEN ON OUR BOARD



Taken from Maersk's 2018 Sustainability Report

considered a job for women.

6 | THE LINE - Svitzer Australia

MEET OUR COMMERCIAL TEAM

Globally, we are focusing on our customer-centric strategy – the importance of putting our customer first in everything we do and looking at our services from a customer perspective.

We aim to be our customer's long term preferred partner in towage around the country.

This approach to customer-centricity touches all areas of our organisation, whether it's port managers working with local agents and port stakeholders, crew interacting with pilots, our commercial team engaging with new and existing customers, or finance managing contracts - it's essential that we all take a customer centric approach to deliver the best service possible - because, at the heart of Svitzer, we are a customer service provider.

As a leading global towage operator, we want to stay ahead and play a leading role in the industry. We want to be the best in the industry, to listen to our customers' needs and be smart and inventive about solving their pain points which is important in times of change, now and in the future.

We aim to be easy and fair to deal with

We recently underwent a tariff review, with the aim to introduce fair and transparent tariffs for our port users around the country. Following

discussions with principals and agents, we have listened to provide tariff structures that better reflect our costs to serve.

The new tariffs have been introduced Australia-wide in all locations except Far North Queensland, where the review will take place in June/July of this year.

Growing our team to meet changing needs

Our commercial team has grown over the past six months to leverage our Australia-wide network to secure customers that have volume spread around the country and to be ready and available to respond directly to existing and potential customers.

With the changing nature of the market and increasing competition in our ports, we are creating a commercial team that can lead us through these challenges and help to deliver on our promise to our customers to provide safe, efficient and reliable services nationally.

The team is comprised of two key work streams - Commercial and Business Development.

The Commercial team looks after our Harbour Towage customers which include container lines, passenger ships, car carriers, bulk vessels and tankers.

Interacting with our customer base daily, the team handles any queries from invoicing issues through to key contract renewals and new customer signings.

The Business Development team is responsible for growth projects both in Harbour Towage and Terminal Towage

Terminal Towage projects are typically exclusive towage agreements with oil and gas majors or bulk companies for a fixed period allowing us to develop a business case for the specific project.

The team identify opportunities for expansion through port entries, joint ventures or acquisitions. While customer signings and renewals happen on a frequent basis, new port entries, acquisitions and joint venture partnerships often have a longer maturity cycle. ■

Customer-centricity is more than just a tagline or a notion for a commercial strategy; it's a corporate mindset that requires us to put our customer front and centre for any decision, interaction or service we undertake.

> At the end of the day, we are striving for customer loyalty and this loyalty is created when we continuously deliver on our promise to put our customers first.

- Dylan Sheehan, Head of Commercial





Chief Commercial Officer



Alistair Fraser **Business Development** & Projects Manager



Estelle Kannellopolous Business Development Analyst



Head of Commercial



Customer & Strategy Manager



Commercial Analysi



In the Pilbara region of Western Australia, 1400 kilometres north of Perth, the Onslow salt fields operated by Shark Bay Salt produce around 2.7 million tonnes of salt per year.

With a port large enough to berth ships up to 55,000 dead weight tonnage, Onslow port is an ideal exporter for large quantities of salt to markets across Asia.

three-vear extension of our towage contract with Shark Bay Salt in Onslow, with the new contract commencing in August 2019.

The extension was secured successfully before Shark Bay Salt went to tender, with Svitzer offering enhanced reliability, continuity of service and demonstrated local knowledge of

Shark Bay Salt is a wholly-owned subsidiary of Mitsui & Co, one of the largest trading companies in Japan. Mitsui & Co own and operates two salt fields in Western Australia

Thanks to Estelle Kanellopoulos and Alastair Fraser, who were instrumental to securing the contract with Shark Bay Salt.

KOOLAN BACK IN BUSINESS

Towage operations have recommenced from Koolan Island for Mount Gibson Iron Limited, which owns and operates the high-grade iron ore mine off the Kimberley coast of Western Australia.

This first shipment from Koolan follows two years of redevelopment and refurbishment work at the site after a sea wall collapsed and flooded the pit in 2014.

Svitzer successfully secured the towage contract in April, a three-year contract with a possible two-year extension with Mount Gibson Iron.

Vessels Svitzer Gloucester and Svitzer Marrakai and crews will provide towage, pilot transfer and lines running for the operation in Koolan Island.

Having provided towage services for Mount Gibson previously in Koolan Island and Port of Geraldton, Svitzer are proud to continue our 30 year partnership with Mt Gibson.

A big thanks to all involved in getting this operation back up and running after nearly three years in a very remote and special place.



8 | THE LINE - Svitzer Australia THE LINE - Svitzer Australia | 9

AROUND THE COAST











In March 2019, our teams donned Svitzer Pride tees around the country in celebration of diversity and inclusion in our workplaces, in time for the annual Sydney Gay and Lesbian Mardi Gras.

Supporting Dress for Success

To mark International Women's Day, Svitzer Australia ran a charity drive for Dress for **Success**. Dress for Success works to improve the employability of women in need by providing professional clothing, a network of support and the career development tools to help women achieve self-sufficiency — all free of charge. A big thank you to everyone who donated.

Brisbane Crew Tug Tour for 60

Crew on Svitzer Newstead helped guest, Cheryl Ralph celebrate her 60th birthday in-style with a tug tour and opportunity to join them on a job out of Brisbane. Cheryl's lifelong wish was granted when her husband, Chris approached Svitzer to see if it would be possible to have a tour as a surprise birthday gift. Thank you to Jeff Hircock and crew for making Cheryl's birthday one to remember!



SERVICE ANNIVERSARIES

Congratulations to everyone who has reached a service milestone from January to June 2019. Thank you for your ongoing commitment and significant contribution to Svitzer Australia.



Michael Winter Newcastle | Deckhand



Christopher Gould – Brisbane | Deckhand Mark Bright - Port Kembla | Deckhand



Anthony Rawlings Ashlev Hardy Bernard Byrnes Darryl Coombs David Woolnough Henry Atkin Ken Lewis (Jr) Kent Shaw Matthew Onslow Mark Moane

Newcastle Newcastle Port Kembla Melbourne

Fremantle

Newcastle

Newcastle

Newcastle

Newcastle

Brisbane

Sydney

Paul Newman Newcastle Peter Huff Newcastle Peter Dalby Newcastle Adelaide Robert Taylor Roy Blackshaw Newcastle Scott Wilkins Newcastle Stephen Baker Newcastle Stephen Princehorn Newcastle





Daniel Marsden Sydney Montgomery Woolley Geelong Jeffrey Underwood Whyalla Paul Manuel Peter Weary John Hunter Melbourne John Markulic Port Kembla Scott Lamb Kenneth Tivendale Westernport Stuart Thomson Michael Champkin Brisbane Whyalla

Whyalla

Brenton Simunov Carlo De Nicola Daniel Stam

Christopher Lewis Whyalla Whyalla Darren Buckley Whyalla Dwayne Couzner Whyalla Gregory Ross Sydney John Zantvoort Adam Battley

John Jeromson Melbourne Michael Compton Geraldton Nathan Clarke Whyalla Rene Brank Mourilyan Roger Seveli Whyalla Travis Brown Adelaide Wesley Harman Newcastle

Spencer Gulf

Newcastle

Port Kembla

Brisbane



Whyalla Luke Ritchie Bowen Geraldton Bradley Aylmore Geraldton Matthew Waller Fremantle Mitch Williams Brett Kruger Fremantle Newcastle Brice Manuel Spencer Gulf Murray Hall Whyalla Neil White Port Kembla Clinton Mason Bowen Denis Bawden Neil Schmucker Whyalla Gavin Ferguson Geraldton Nicholas Anderson Bowen Melbourne lan Workman Newcastle Peter Smith Robert Cave James Mather Sydney Newcastle John Chiesa Tully Barnes Adelaide John Erickson Fremantle Wayne Moore Newcastle Jonathan Kouw Melbourne

Thank you, Jim Harling

A sincere thank you to **Jim Harling**, Integrated Rating, for over 20 years of commitment and dedication to Brisbane's Work Health and Safety committee. Jim is passing the reigns to **Steve Dunlop**, who will join **Grant Weaver** to represent the integrated ratings on Brisbane's WHS committee. Thanks again Jim - this is a remarkable achievement!

GET TO KNOW...

Each edition of The Line, we'll introduce and get to know someone from the Svitzer Australia team. If you know someone who would be great to profile, or you would like to answer some questions please email aucomms@svitzer.com



This edition, get to know Belinda Storr, Operations Officer based in Whyalla, South Australia.

What would you say most motivates you to do what you do?

Although challenging at times I must say I enjoy the diversity in the role. I am constantly learning, and this role is never boring. I have met some wonderful people and am surrounded by a great supportive group. I have developed great friendships with crew and enjoy our conversations and social get togethers.

What are the key habits that you feel make you successful?

Attention to detail and following through to completion. A good sense of humour always helps.

Which four individuals, living or dead, would you like to invite to a dinner party?

Malcolm Blight, Whitney Houston, Billy Connolly and Andrew Denton.

What skill would you like to master? A backflip.

If you could go back in time to the beginning of your career, what advice would you give yourself? Never doubt your ability.

What are you most looking forward to in the

Travel and spending more time with my family.

TUG & YACHT BALLET FOR AUSTRALIA DAY

We proudly participated alongside our port community in the annual Tug and Yacht Ballet on Sydney Harbour. Svitzer Australia (formerly Adsteam and Fenwicks) has participated in Australia Day celebrations on Sydney Harbour since 1988.

The Tug and Yacht Ballet was performed to the soundtrack of In the *Hall of the Mountain King* by Edvard Grieg and was accompanied by jets, yachts, tugs, ferries, a live orchestra, 350 voice choir, and fireworks!

A big thank you to those who were instrumental to the successful coordination behind the scenes and on the day.
They include: Svitzer Bondi crews

– Jeffrey Gray, Matt McIver and Steven
Lyon and Svitzer Waratah crew, Mitch Ellis,
Alex Holzl and Craig Woods – and Sydney
Port Manager, Jason Webb, and Sydney
Operations Superintendent, Paul Rohan.

Not only did the tugs look fantastic on the stage of Sydney Cove, performing in front of a 65,000 strong crowd on 26 January 2019, they performed all scheduled jobs, with more traffic on the water than usual. Great job!

To see the video capturing all that happened, head to www.svitzer.com.au/a-sydney-harbour-day. ■

 ${\it COVER\ PHOTO-Our\ Geraldton\ tugs\ perform\ a}$ cannon display at the Wind on Water Festival.

SHARING

Do you have a story to share? Email us at **aucomms@svitzer.com**



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