



# MONSON

AGENCIES AUSTRALIA



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# CORPORATE OVERVIEW

Monson Agencies Australia is an independent, international shipping Agency and has over 30 years experience in delivering specialised services to its clients, some of which have been with the Company since its inception. The company has experience dealing with vessel owners, vessel charterers, shippers and producers of metals and minerals, international commodity traders and the off-shore oil and gas industry.

Headquartered in Fremantle with offices throughout Australia, Monson Agencies Australia can service any client that attends an Australian port. It also has a presence in India that can service a client that attends any Indian port, and with its significant presence in Singapore, Malaysia and Indonesia they can service any client that attends any ports in Singapore, Thailand, Malaysia and Indonesia.

Partnering with Monson Agencies Australia gives any client operating in South East Asia a distinct advantage with its head office and core personnel based in Western Australia, all business is conducted in the same time zone.

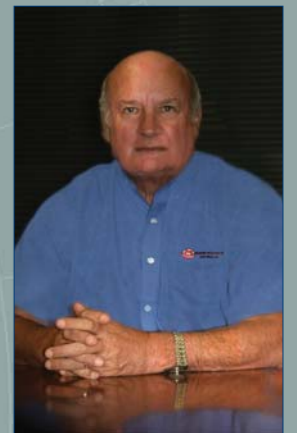
Monson Agencies Australia has enjoyed stability which has culminated in substantial and profitable growth, which together with its private ownership has enabled the company to evolve and focus on its customer's requirements. One of the reasons for this stability comes from the activity of the company directors who travel worldwide to ensure that clients are serviced to their requirements.

With its agile and flexible management and an overall company "can do" attitude this has enabled Monson Agencies Australia to evolve into the stable and focused company it is today.

## Where we add value

Providing customers with a high level of innovative services and constant up to date relevant information is the aim of the company and our personnel are committed to ensuring that our services are delivered to these standards. The commitment to our personnel is to guarantee that they are trained and developed in order to fulfil the commitment to our clients.

Significant investment has been made in all areas of the business but especially in infrastructure and operations. With offices all over Australia and experienced well trained personnel at each site, this will allow for extensive growth in customer demand.



*Dale Monson, Managing Director and founder established Monson Agencies Australia in 1981*

***The mission is to provide a high level of service by offering commitment, speed and operational effectiveness and efficiency that will exceed the expectations of all existing and potential clients.***

## Why choose us for your next agency appointment?

Advantages of appointing Monson Agencies Australia as your shipping agent:

- Single Point of Contact – We can provide you with a single contact point for all Australian ports. No need to contact each individual office should you require information, just contact our Fremantle head office.
- Our Senior Management Team of Dale Monson, Travis Monson and Rob Davis are involved in all facets of the company on a day to day basis and are aware of every appointment and vessel we attend to. If you have a problem then they are available to assist at any time.
- We provide accurate port information, cargo statistics and port congestion reporting. This is provided on a weekly, monthly and yearly basis either by email or via secure login to our Monson Research website.

- With our Head Office in Fremantle, Western Australia, we're up to 3 hours "closer" to Europe than the East Coast of Australia and in the same time zone as the majority of South East Asia. This allows for more timely replies to all our customers requests.
- Our services are further enhanced by constant personal communication between our upper management and all of our clients. All senior management travel the world to ensure our services suit individual requirements. This has proven to be extremely successful and will remain a major part of the way we do business.
- If required we can prepare documents to Letter of Credit Standard including the ability to negotiate documentation directly with Banks.

# SERVICES

We have categorised our services to customers into two distinct areas i.e. Bulk Shipping Services and Containerised Cargo Services.

## BULK SHIPPING SERVICES

Bulk shipping services is core business and as we have developed so have the services we are now able to offer.

Over the last 12 months we have managed over 2,850 port calls, with in excess of 400 being managed by our Singapore office. 60% of those port calls were Charterers appointments and 40% were owners' nominated appointments. In addition, we have attended to over 600 vessels as "shipper's agents" compiling all relevant shipper documentation as required.

There are five different Agency services offered to customers in this category.

### Owners Agency

An Owners Agency Appointment is the terminology used when the vessel owners appoint a shipping agent. The agent plays a very important part in the port calling process and undertakes all the necessary procedures for the loading or discharging of the vessel ensuring an efficient and rapid turnaround.

Upon receipt of an owners agency appointment and prior to the vessels arrival we will:-

Accept the appointment by e-mail advising you of the following information:

- Estimated Port Disbursements
- Expected Load / Discharge Port
- Berthing Prospects based on the vessel's ETA
- Information to be relayed to the vessels master
- Any other relevant port information

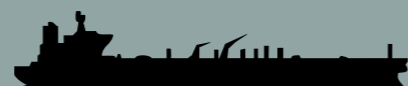
Communicate with the Ship's Master, outlining the following:

- Load / Discharge Port
- Berthing prospects based on ETA
- Hold cleanliness information
- Customs requirements
- AQIS requirements
- AMSA requirements
- Port information and restrictions
- Contact details of all staff
- Communication guidelines with local Port Authority
- Request Load / Discharge Plan

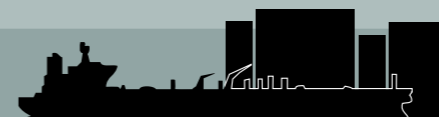
Issue and complete relevant documentation for local authorities and service providers

Update shippers, receivers and all port authorities of vessel's ETA

Keep Master fully aware to port schedule and competing vessels which may affect berthing



Prior to Arrival



In Port



After Departure

During the vessel's port visit our services include:-

For vessels loading:

- Ensuring maximum cargo is loaded within the contract tolerance
- Ensuring vessels utilise maximum drafts available by communicating with shippers and Port Authority
- Advising when the option of completing surveys at anchorage would be advantageous. This would allow any hold cleaning ordered to be performed by the ship's crew and alleviate any additional port costs and delays
- Liaising with stevedores and shippers to achieve a quick port turn around

For vessels discharging:

- Assisting with detailed planning of port/terminal rotation to achieve optimum vessel turn-around
- Employing stevedore labour when required
- Attending pre-discharge survey with authorities when applicable
- Ensuring availability of original Bill of Lading or LOI passed to all parties for approval

Husbandry Services:

- Crew change
- Arranging attendance of ship provider for supply of provisions
- Custom clearance and delivery of spare parts
- Underwater cleaning
- Attending AMSA port state control. Assistance with any deficiencies found to ensure no detention order is issued

After the vessel has completed its port visit and departed we will:-

- Immediately e-mail all loading documents in PDF format
- Dispatch all loading documents by courier within two (2) working days
- Send owners a complete cost estimate within two (2) working days
- Despatch disbursement accounts with original invoices as soon as possible
- Ensure all contractors and service providers receive final payment on time
- Retain relevant documentation for a minimum of seven (7) years

# SERVICES

## BULK SHIPPING SERVICES

*Continued*

### Charterers Agency

A Charterers Agency Appointment is the terminology used when the vessel Charterers nominate a shipping agent.

If nominated as full port agents, the following additional services are provided:

- Liaising with shippers to ensure vessel nominations have been received and accepted
- Provide daily updates of berthing prospects at load port including any potential delays
- Provide e-mailed completion details and documents as soon as possible after completion of operations.
- Provide continual updates on port conditions which may cause delays to vessel whilst loading/discharging
- Ensure all draft documents are compiled and checked (approved) by charterers prior to vessels loading. Upon completion of loading all final documents are e-mailed to charterers for confirmation prior to dispatch
- Communicate with shippers to ensure cargo loaded is within vessel fixture
- Compile documents to Letter of Credit standards and present to Bank if required

### Protecting Owners Agency

A Protecting Owners Agency Appointment is the terminology used when the vessel owners appoint their own shipping agent over and above any other agent that has been appointed.

We represent ship owners and their interests during a port call where conditions prohibit or prevent the company from being nominated as the full load port agent. The service we provide is detailed below:

- Monson will attend the vessel to ensure cargo operations don't conflict with ship owner's interests.
- We can, at your behest, place the charterer's agent in funds in order to supervise expenditure and ensure port costs are minimised.
- We will make regular berth visits to ensure all requirements are being followed and that charterer's agents are meeting the owner's requirements.
- We can appoint independent surveyors and arrange cash to Master in a multitude of currencies. Finally, we will provide a comprehensive report on completion of the ship's visit

### Bunker Call Agency

When a vessel needs to refuel an agent is required to ensure the appropriate channels of communication are met with the port, the fuel company and with customs.

We offer the following services with regard to this appointment:

- Liaising with the Ship's Master to co-ordinate bunkering so it won't conflict with vessel / cargo operation
- Monitoring timing of quantities, grades and method of delivery
- Appointing independent surveyors if necessary
- Collecting, marking and sending bunker samples to agreed test laboratory
- Informing customers about disputes and differences regarding timing / volumes
- Receiving and reporting bunker sampling test results to customer and vessel
- Receiving and sending surveyor's report to customer

### Shippers Agency

A Shipper's Agency Appointment is the terminology used when the producers of the cargo appoint a shipping agent.

When appointed by the shipper, we offer the following:

- Receiving vessel nomination from the customer and accept/not accept as appropriate, advising customer
- Receiving documentary instruction and prepare proforma documents for acceptance of shippers / producers customers prior to vessels arrival
- Organising surveyors for Cleanliness and Draft surveys
- Obtaining EDN number on-line from Australian Customs and complying with all Custom's requirements
- Following advice from surveyors of the vessel's nominated stowage rotations, we co-ordinate between vessels and shore personnel to ensure quickest port turnarounds are achieved
- Co-ordinating vessel arrival and attending vessels at anchorage or load berth where applicable and liaising with Ship's Masters and Surveyor and Hatch officers prior to loading
- Controlling the vessel's estimated cargo lift, ensuring the contract minimums and draft restrictions gazetted by Shippers are adhered to
- Attending vessel at completion of loading and completing required documents such as statement of facts, notice of readiness and bills of lading and obtaining all necessary signatures. Liaising with vessels' agents to ensure correctness of documentation
- Advising all parties of sailing details
- Preparing lay time statement as per shipper's requirements
- Collating and dispatching documents as per document instructions and letter of credits if so required
- Preparing and forwarding Daily/Weekly/Monthly reports as required

# SERVICES

## CONTAINERISED CARGOES

A business unit that specialises in exporting containerised cargoes. At least 400,000 metric tonnes of containerised cargo is booked every year into 17,391 containers. Currently, we are exporting and managing, on behalf of our customers, a wide range of products to include:

- copper cathodes,
- sand,
- hydrate alumina,
- nickel briquettes / powder / chips / cathodes,
- cobalt briquettes / powder / chips / cathodes,
- vanadium powder and
- barley.

Because of the large volumes of shipment made every year, we are able to obtain extremely competitive freight rates with confirmed booking space to all continents with all container lines. This is of significant benefit as it gives more credibility to our customers and guarantees a reliable service to our customer's customer.

- Booking vessels and co-ordinating container release and delivery
- Sending instructions to road carrier
- Advising customer of vessel details
- Obtaining EDN number on-line from Australian Customs
- Receiving shipping documents from customer
- Requesting product analysis report from Lab if required
- Creating forwarding instructions and sending them to Shipping Company
- Receiving draft Bill of Lading, checking and confirming accuracy
- Receiving original Bill of Lading from Shipping Company
- Advising customer of sailing details
- Collating shipping documents
- Despatching shipping documents to the customer with covering letter
- Despatching copies of all documents to customer
- Confirming EDN details on-line with Australian Customs

# BUSINESS SYSTEMS

The business is supported by a system that manages each categorised area and plays a valuable and important part in the delivery of our services.

## Port Call Register...

Is a system that supports the bulk shipping area of the business and has been developed to manage and track vessel port calls across Australia.

The system has been designed to automate the port call process whilst producing all shipping and commercial documentation in a standard format company wide.

As well as being able to track port calls, it also allows us to see the status of each call. Its ease of use enables our staff to handle in excess of 220 port calls per month.

The Port Call Register interfaces with the accounting system enabling all accounts to be completed accurately and efficiently.

As this system supports the core business of the company it is constantly being addressed as the business evolves.

## Container Export Register...

Is a system that supports the containerised cargo area of the business and has been developed to track the many containers that are exported by us on behalf of our customers each week.

The system has been designed to automate the tracking process and allows management and operational staff to instantly see the status of any container export. The status report includes containers released, packed, delivered, in transit and destination. It also provides the business with valuable statistical information on customer export levels.

The system includes a document management application which allows for documents to be created instantly using all previously entered data thereby saving time and ensuring accuracy of all export documentation.



*Monson Agencies Australia is committed to their business, their people and their customers. We operate and manage a level of service that will not be compromised which is monitored and evaluated on a regular basis. We are dedicated to driving forward higher levels of service and customer satisfaction to assist in our evolution.*

## Laytime...

Is a system that has been developed by us, which accurately calculates the laytime for each vessel and records all the relevant data for activities such as weather delays, ship delays and shore delays. This information can then be utilised to determine which activities are costing demurrage.

## Monson Database System (MDS)...

Is a system that supports our research and statistical department and has been developed to track and produce reports for export statistics, shipping schedules and port congestion.

These reports are then made available to our customers either by email or our research department's web site, [www.monsonresearch.com](http://www.monsonresearch.com).

This system is used to streamline efficiency within the business. The information supplied to customers from this system includes:

- Multi weekly shipping schedules for all ports exporting coal, iron ore, grains, alumina, concentrates, salt, mineral sands and sugar
- Monthly reports detailing shipment statistics for alumina, metal concentrates, coal, iron ore and wheat
- Weekly port congestion reports detailing number of vessel and average delays for loading at all major bulk ports in Australia

# CONTACT

HEAD  
OFFICE

WESTERN  
AUSTRALIA

NORTHERN  
TERRITORY



<b>FREMANTLE</b> – Head Office	<b>WESTERN AUSTRALIA</b> Fremantle Bunbury Geraldton Cossack Pioneer Port Walcott Onslow Dampier Varanus Island Port Hedland Port Walcott Onslow	<b>QUEENSLAND</b> Abbot Point Lucinda Cairns Mourilyan Cape Flattery Townsville Weipa Mackay Hay Point Dalrymple Bay Bundaberg Gladstone Port Alma Brisbane	<b>NEW SOUTH WALES</b> Botany Bay Kurnell Port Kembla Sydney Newcastle <b>VICTORIA</b> Eden Portland Hastings Geelong Melbourne Portland	<b>SOUTH AUSTRALIA</b> Ardrossan Port Pirie Whyalla Port Bonython Port Stanvac Port Lincoln Port Giles Thevenard Port Adelaide Wallaroo	<b>TASMANIA</b> – Sub agents Bell Bay Hobart Burnie Port Latta Devonport Spring Bay
<b>SINGAPORE</b>	Geraldton	Cairns	Port Kembla	Whyalla	Hobart
<b>INDIA</b>	Port Walcott	Mourilyan	Sydney	Port Bonython	Burnie
<b>CHINA</b>	Onslow	Cape Flattery	Newcastle	Port Stanvac	Port Latta
<b>INDONESIA</b>	Dampier	Townsville		Port Lincoln	Devonport
<b>MALAYSIA</b>	Varanus Island	Weipa		Port Giles	Spring Bay
	Port Hedland	Mackay		Thevenard	
	Port Walcott	Hay Point		Port Adelaide	
	Onslow	Dalrymple Bay		Wallaroo	
		Bundaberg			
		Gladstone			
		Port Alma			
		Brisbane			
	<b>NORTHERN TERRITORY</b> Darwin				

<b>FREMANTLE</b>		
Handling Vessels in the following Ports:	Suite 1, 1 High Street (PO Box 1558) FREMANTLE WA 6160	Ph: +61 8 9335 0000 Fax: +61 8 9335 0055 Telex: UK 94078209 MONS G Email: fremantle@monson.com.au Email: accounts@monson.com.au Email: documents@monson.com.au Email: containers@monson.com.au Web: www.monson.com.au www.monsonresearch.com
<b>Albany</b>		
<b>Gove</b>		
<b>Cape Cuvier</b>		
<b>Groote Eylandt</b>		
<b>Darwin</b>		
<b>Kwinana</b>		
<b>Derby</b>		
<b>Fremantle</b>		
<b>Esperance</b>		
<b>Wyndham</b>		

<b>BUNBURY</b>		
Handling Vessels in the following Ports:	Unit 1, 5 Wollaston Street (PO Box 292) BUNBURY WA 6230	Ph: +61 8 9791 3181 Fax: +61 8 9721 9499 Telex: 94076321 MONS G Email: bunbury@monson.com.au
<b>Bunbury</b>		

<b>GERALDTON</b>		
Handling Vessels in the following Ports:	303 Marine Terrace (PO Box 2310) GERALDTON WA 6531	Email: geraldton@monson.com.au
<b>Geraldton</b>		

<b>DAMPIER</b>		
Handling Vessels in the following Ports:	1st Floor 1932 Coolawanyah Road Karratha Industrial Estate (PO Box 939) KARRATHA WA 6714	Ph: +61 8 9185 6766 Fax: +61 8 9143 1983 Telex: 94076325 MONS G Email: karratha@monson.com.au
<b>Cossack</b>		
<b>Pioneer</b>		
<b>Port Walcott</b>		
<b>Onslow</b>		
<b>Dampier</b>		
<b>Varanus Island</b>		

<b>PORT HEDLAND</b>		
Handling Vessels in the following Ports:	Suite 3, 20 Wedge Street PORT HEDLAND WA 6721	Ph: +61 8 9173 4018 Fax: +61 8 9173 5855 Telex: 9407 6325 MONS G Email: porthedland@monson.com.au
<b>Port Hedland</b>		

<b>ONSLow</b>		
Handling Vessels in the following Ports:	C/o Karratha Office	Email: onslow@monson.com.au
<b>Onslow</b>		

<b>DARWIN</b>		
Handling Vessels in the following Ports:	32 Mendis Road BERRIMAH NT 0828 (Po Box 2880) PALMERSTON NT 0831	Ph: +61 8 8947 4881 Fax: +61 8 8947 4882 Email: darwin@monson.com.au
<b>Darwin</b>		

# CONTACT

## QUEENSLAND

BRISBANE AND TOWNSVILLE		
Handling Vessels in the following Ports:	Level 6 193 North Quay BRISBANE QLD 4000	Ph: +61 7 3895 2353 Fax: +61 7 3895 2354 Telex: 94076322 MONS G Email: brisbane@monson.com.au Email: townsville@monson.com.au
<b>Brisbane</b> <b>Lucinda</b> <b>Cairns</b> <b>Mourilyan</b> <b>Cape Flattery</b> <b>Townsville</b> <b>Weipa</b>		

MACKAY AND ABBOT POINT		
Handling Vessels in the following Ports:	The Worley Parsons Centre Suite 303, 45 Victoria Street MACKAY QLD 4740	Ph: +61 7 4957 3860 Fax: +61 7 4957 6824 Telex: 94076323 MONS G Email: mackay@monson.com.au Email: abbotpoint@monson.com.au
<b>Mackay</b> <b>Hay Point</b> <b>Dalrymple Bay</b> <b>Abbot Point</b>		

GLADSTONE		
Handling Vessels in the following Ports:	7 / 96 Toolooa Street (PO Box 1622) GLADSTONE QLD 4680	Ph: +61 8 4972 8344 Fax: +61 8 4976 9884 Telex: 94076322 MONS G Email: gladstone@monson.com.au
<b>Bundaberg</b> <b>Gladstone</b> <b>Port Alma</b>		

ADELAIDE		
Handling Vessels in the following Ports:	Unit 7, 149 Brebner Drive (Po Box 7108) WEST LAKES SA 5021	Ph: +61 8 8356 5876 Fax: +61 8 8353 5381 Telex: 94078209 MONS G Email: adelaide@monson.com.au
<b>Ardrossan</b> <b>Port Pirie</b> <b>Whyalla</b> <b>Port Bonython</b> <b>Port Stanvac</b> <b>Port Giles</b> <b>Port Adelaide</b> <b>Wallaroo</b>		

PORT LINCOLN		
Handling Vessels in the following Ports:	3 / 8 Eyre Street PORT LINCOLN SA 5606	Phone: +61 8 8682 2755 Fax: +61 8 8682 2140 Email: portlincoln@monson.com.au Telex: 94078209 MONS G
<b>Port Lincoln</b> <b>Thevenard</b>		

## VICTORIA

MELBOURNE		
Handling Vessels in the following Ports:	Level 2, 570 St Kilda Road MELBOURNE VIC 3000	Ph: +61 3 9682 7449 Fax: +61 3 9682 7487 Telex: 94076277 MONS G Email: melbourne@monson.com.au
<b>Eden</b> <b>Portland</b> <b>Hastings</b> <b>Geelong</b> <b>Melbourne</b>		

PORTLAND		
Handling Vessels in the following Ports:	Lee Breakwater Road PORTLAND VIC 3305	Phone: +61 3 5523 5695 Fax: +61 3 5523 6972 Email: portland@monson.com.au
<b>Portland</b>		

GEELONG		
Handling Vessels in the following Ports:	278 Latrobe Terrace NEWTOWN VIC 3220	Phone: +61 3 9682 7449 Fax: +61 3 9682 7487 Email: melbourne@monson.com.au Telex: 94076277 MONS G
<b>Geelong</b>		

BURNIE		
Handling Vessels in the following Ports:	7 Edwardes Street (PO Box 609) BURNIE TAS 7320	Ph: +61 3 6431 9536 Fax: +61 3 6431 3326 Telex: 59059 Email: tasmania@monson.com.au
<b>Bell Bay</b> <b>Hobart</b> <b>Burnie</b> <b>Port Latta</b> <b>Devonport</b> <b>Spring Bay</b>		

SYDNEY		
Handling Vessels in the following Ports:	Level 5, 39-41 Chandos Street (GPO Box 2323) ST LEONARDS NSW 2065	Ph: +61 2 8274 9303 Fax: +61 2 9251 0201 Telex: 94078209 MONS G Email: sydney@monson.com.au
<b>Botany Bay</b> <b>Kurnell</b> <b>Sydney</b>		

PORT KEMBLA		
Handling Vessels in the following Ports:	Building 4, AAT Terminal Yampi Way (Off Thumb Road) PORT KEMBLA NSW 2505	Ph: +61 2 4226 3288 Fax: +61 2 4226 5069 Telex: 94078209 MONS G Email: nportkembla@monson.com.au
<b>Port Kembla</b>		

NEWCASTLE		
Handling Vessels in the following Ports:	26 Bolton Street NEWCASTLE NSW 2300	Ph: +61 2 4925 2993 Fax: +61 2 4925 2990 Telex: 94076324 MONS G Email: newcastle@monson.com.au
<b>Newcastle</b>		

## TASMANIA (SUB AGENTS)

## NEW SOUTH WALES

# CONTACT

## SINGAPORE

SINGAPORE		
Handling Vessels in the following Ports:	Monson Agencies Pte Ltd 54 Duxton Road SINGAPORE 089530	Ph: +65 6222 9356 Fax: +65 6224 3714 Telex: RS 34574 Monship Email: shipping@monson.com.sg
<b>Indonesia</b>		
<b>Malaysia</b>		
<b>Singapore</b>		
<b>Thailand</b>		

## INDIA

INDIA		
Handling Vessels in the following Ports:	Monship Agency Services Marine Towers, Block No 2 25-9-14/8, Godavari Ward Visakhapatnam 530001	Ph: +91 8912 566994/525371/502906 Fax: +91 8912 560037/502906 Telex: +51 94076474 DALE G Email: monship@sancharnet.in Email2: monship@eth.net
<b>India Ports</b>		

## CHINA

CHINA		
Handling Vessels in the following Ports:	Monson Agencies China Rm 705B, Office Building, Boya International Centre No.1 Lize zhong yi Road, angjing, Chaoyang Dist. Beijing P.R.CHINA 100102	Ph: +86 10 8478 2612 Fax: +86 10 8478 2613 Mobile: +86 13911399217 Email: shipping@monsonchina.com PIC: Mr Michael Haug
<b>China Ports</b>		

## INDONESIA

INDONESIA		
Handling Vessels in the following Ports:	Monson Agencies Indonesia Globe Building 4th & 5th Floor Jl. Buncit Raya Kav.31-33 Jakarta 12740 INDONESIA	Ph: + 62 21 79195639 Fax: + 62 21 79195209 Mobile Phone: +62 811 944 1007 Email: shipping@monsonindonesia.com
<b>Indonesian Ports</b>		

## MALAYSIA

MALAYSIA		
Handling Vessels in the following Ports:	Monson Agencies Malaysia 101A ,1st floor. Lebuhr Turi Taman Chi Liung, 41200 Klang P.O.Box 298, 42000 Port Klang Selangor. MALAYSIA	Ph: +603 33730434 Fax: +603 33718191 Malaysian Mobile: +601 23270772 Australian Mobile: +61 411 068 829 Email: shipping@monsonmalaysia.com
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