



2021 INDUSTRY CONSULTATION

Summary of consultation program

Port of Melbourne

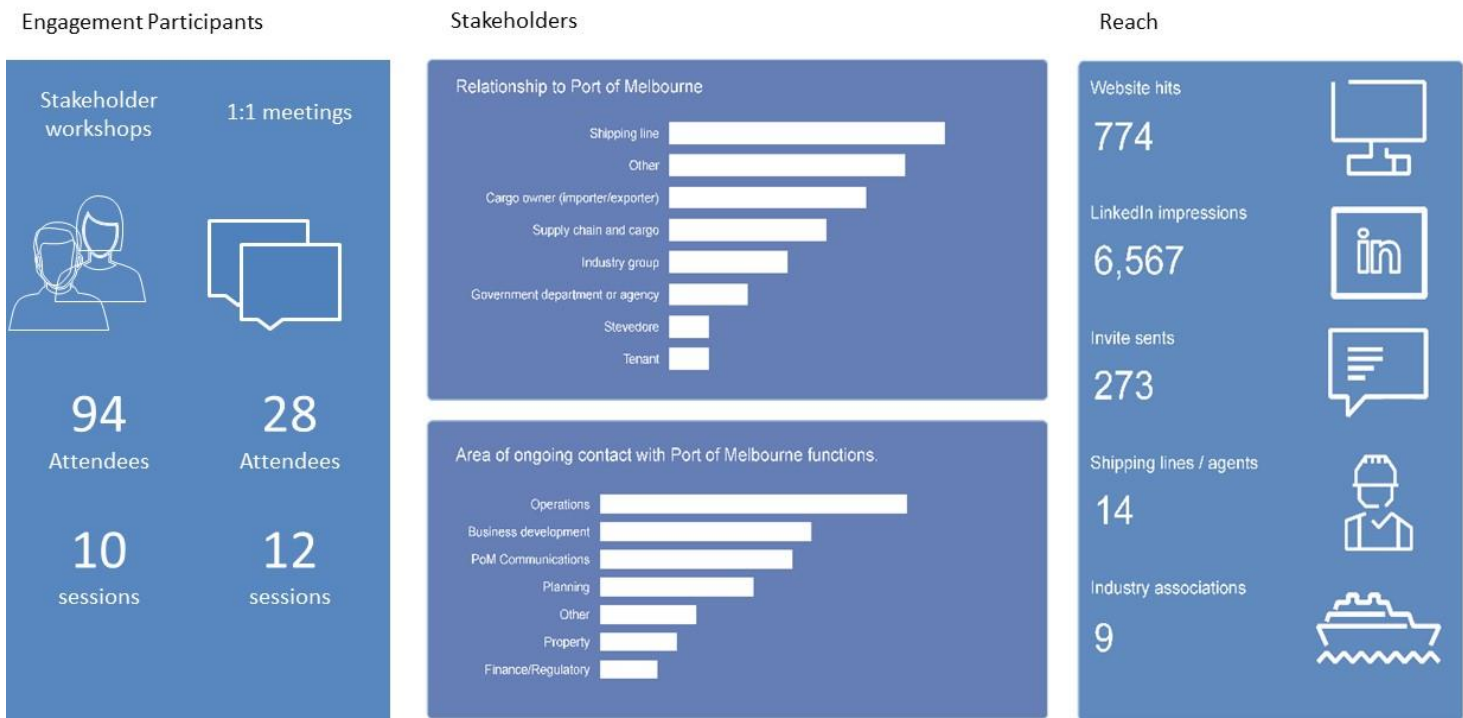




2021 Industry Consultation program

Over the last four years, Port of Melbourne has been continuing to refine its approach to stakeholder engagement. We are committed to continually improving our engagement with industry. The 2021 industry engagement program builds on experience from earlier programs and projects.

This year we consulted on both **what** we engage on (topics) and **how** (methods and frequency). The assessment of the program will help shape how we engage with industry, the topics to be addressed, the methods we use and the frequency of our engagement in the future. Here’s a snapshot of the 2021 Industry Engagement Program:



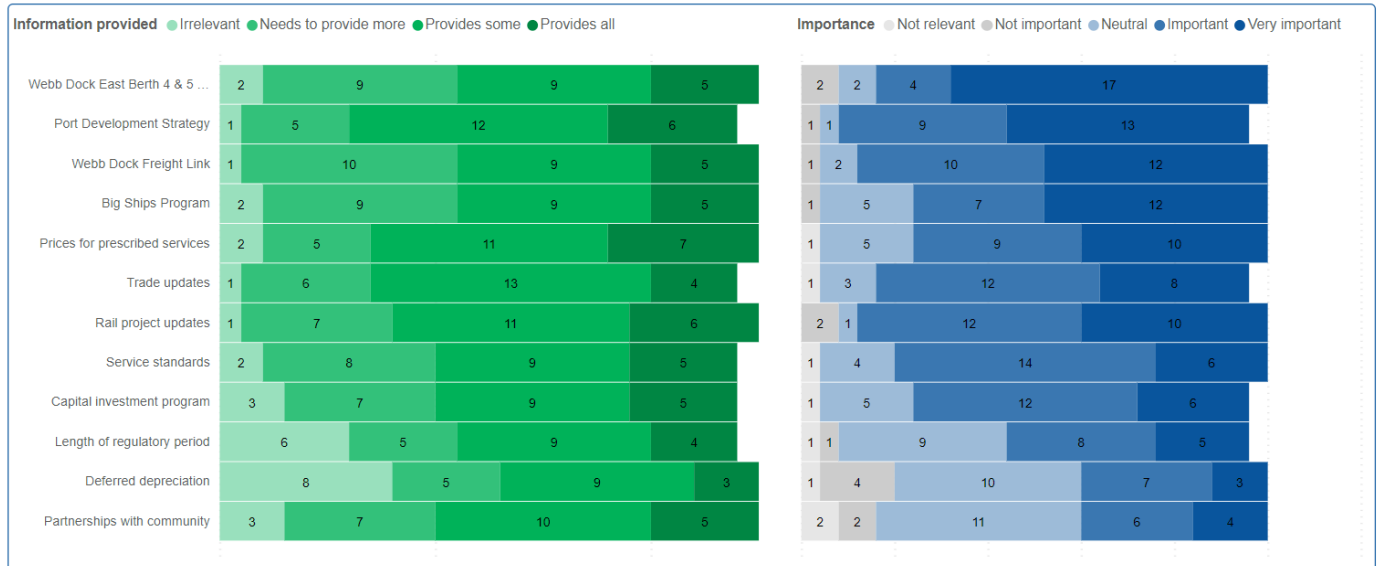
Topics covered

Technical matters	Engagement	
Specific topics	Current engagement	Future engagement
<ul style="list-style-type: none"> Treatment of deferred deprecation Webb Dock East Berth 4 & 5 Extension Length of the regulatory period Service standards 	<ul style="list-style-type: none"> Current relationship and communication methods Frequency of communication Which business areas of Port of Melbourne and method of engagement 	<ul style="list-style-type: none"> Establishing importance of engagement Expectations of involvement in decisions Methods of engagement



Issues that matter

Participants were asked to identify the issues important to them, and to rate their importance. It is evident from below that information which is considered relevant to different stakeholders varies by stakeholder type and topic. Topics rated to be of relatively more importance included Webb Dock East, Webb Dock Freight Link and Big Ships Program.

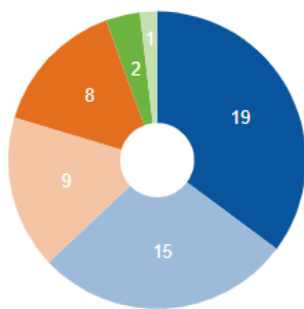


Methods of Engagement

Stakeholders indicated a preference towards a range of ways of engaging, including more face-to-face engagement. Email and phone are currently the most commonly used communication channels, with a preference to move to more face-to-face contact in the future.

How do you engage with Port of Melbourne?

Current



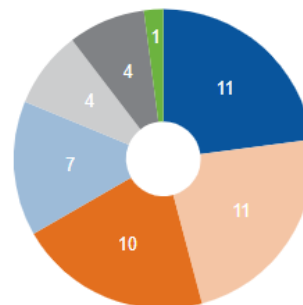
Email | Phone | Briefings | In person | Other | Road show | Social Media | LinkedIn

How do you want to engage with Port of Melbourne?

Future

Email | Phone | Briefings | In person | Other | Road show | Social Media | LinkedIn

How do you want to engage with Port of Melbourne?





Next Steps

Port of Melbourne is currently incorporating the industry feedback into its stakeholder engagement framework, which will shape future engagement programs, and day-to-day communication. This includes:

- Considering additional channels of communication such as more frequent stakeholder briefings on a quarterly or monthly basis;
- Refine and finalise the stakeholder principles shared with industry; and
- Publish a stakeholder engagement framework.

More information

More information on the Port of Melbourne's **Tariff Compliance General Statement** can be found [here](#).¹

We welcome your feedback or questions. Please reach out to a Port of Melbourne contact below:

Business Development

Leatrice Treharne

Head of Business Development

leatrice.treharne@portofmelbourne.com

+61 3 9683 1400

Regulatory

Michael Black

Head of Regulation

michael.black@portofmelbourne.com

+61 3 9683 1455

Planning

Andrew Varga

Head of Planning

andrew.varga@portofmelbourne.com

+ 61 3 9683 1443

Corporate Relations

Linda Allison

Stakeholder Adviser - Corporate Relations

linda.allison@portofmelbourne.com

+61 3 9683 1444

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¹ <https://www.portofmelbourne.com/regulatory-information/regulatory-quick-links/>