
Code of Conduct – Seafarers Calling at Port of Port Hedland

Number: PH 09/25

Date Issued: 25/11/2025

Date of effect: 25/11/2025

Details: Code of Conduct – Seafarers Calling at Port of Port Hedland

Former Notice: N/A

Charts & Publications: N/A

Further Notice: N/A

Pilbara Ports advises all Masters, Owners, Managers and Agents that it remains committed to supporting seafarer welfare, including providing access to shore leave and essential services for vessels calling at the Port of Port Hedland.

Pilbara Ports promotes a culture of respect and professionalism among seafarers and workers on transfer vessels and within local venues. We are committed to upholding our values and meeting community expectations, ensuring that all interactions align with the highest professional standards.

All seafarers, as well as vessel Owners, Managers, and Masters, are required to adhere to this Code of Conduct throughout their stay at Port Hedland.

Please see below the “Code of Conduct – Seafarers Calling at Port of Port Hedland”

Any questions or feedback regarding this Marine Safety Bulletin should be addressed to the Port Hedland Marine Operations team.

Thank you.



**Behrouz Daei Zadeh
Harbour Master East (Port Hedland)**

CODE OF CONDUCT – SEAFARERS CALLING AT PORT OF PORT HEDLAND

1. PURPOSE AND SCOPE

- 1.1** Pilbara Ports is committed to supporting Seafarer welfare and has continued to facilitate access to shore leave and essential services, crew transfers, welfare support and local engagement opportunities. Maintaining these benefits relies on mutual respect and adherence to expected standards of conduct.
- 1.2** The purpose of this Code of Conduct is to clearly set out Pilbara Ports expectations for Seafarers conduct when Seafarers are within the Port of Port Hedland (**Port**), and when on shore leave in the town of Port Hedland.
- 1.3** This Code aims to ensure Port safety and security, compliance with local laws and alignment with Pilbara Ports values and community expectations.
- 1.4** This Code applies to Seafarers, as well as to Owners, Managers and Masters of vessels calling at the Port.

2. OBLIGATIONS WITHIN THE PORT

2.1 Mandatory Obligations:

While within Port boundaries, all Seafarers are subject to mandatory obligations, including compliance with:

- This Code;
- Pilbara Ports Standards and Procedures;
- Harbour Master’s directions;
- All safety, security and access-control requirements; and
- All applicable laws and regulations.

2.2 Conduct Rules

2.2.1 Compliance With Directions

- Seafarers must promptly comply with any lawful direction given by the Harbour Master or other authorised Pilbara Ports personnel.

2.2.2 Respect

- Seafarers must treat all Pilbara Ports personnel, port service providers, other port users and members of the community with courtesy, respect and professionalism at all times while within the Port.
- Harassment, intimidation or physical contact without clear consent is strictly prohibited. Unwanted physical contact, inappropriate behaviour, or any form of sexual harassment is unacceptable.

2.2.3 No Nuisance

- Seafarers must not engage in any conduct that may be a nuisance or annoyance to any Pilbara Ports personnel, port service provider, other port user or member of the community.
- Seafarers must not enter or remain in any part of the Port while adversely affected by alcohol or any drug. The Harbour Master or other authorised Pilbara Ports personnel may refuse entry to, or direct the removal of, any Seafarer who appears intoxicated or is otherwise unfit for duty or unsafe to themselves or others.

3. EXPECTATIONS OUTSIDE THE PORT

3.1 While Seafarers are outside Port boundaries on authorised shore leave, they are not under Pilbara Ports' operational jurisdiction.

3.2 However, Pilbara Ports maintains expectations that Seafarers will conduct themselves in the community, including at hospitality venues and public areas, in a lawful, respectful and responsible manner and will not engage in behaviour that could:

- Breach local laws or community standards.
- Create safety or welfare issues for the community.
- Bring the Port, Pilbara Ports or the vessel into disrepute.
- Compromise their fitness for duty upon return to the vessel.

Alcohol consumption must be responsible, and personnel are to remain fit for duty when returning to the vessel.

4. RESPONSIBILITY AND COMPLIANCE

4.1 Acceptance of conditions

By entering the Port, each Seafarer is deemed to have accepted and agreed to comply with this Code and all lawful directions issued by the Harbour Master and other authorised Pilbara Ports personnel.

4.2 Responsibility of Vessel Owners, Managers, and Masters

Vessel Owners, Technical Managers, Operators and Masters are expected to:

- Brief and provide necessary training to all crew in relation to acceptable behaviour standards prior to joining their vessels, and prior to any crew entering the Port.
- Ensure clear onboard policies address harassment, conduct ashore, and alcohol management.
- Take disciplinary action where inappropriate behaviour occurs.
- Ensure shore leave is monitored in line with company policy.

4.3 Consequences of Non-Compliance

Non-compliance may result in directions to leave the Port, refusal of access, reporting to regulatory agencies, suspension of vessel operations, or any other action permitted by law.