



PORT WARATAH COAL SERVICES

Pioneering Through Partnership



**PORT WARATAH
COAL SERVICES**

**COMMUNITY
NEWS**

Edition One 2019



Welcome to the Port Waratah Coal Services Community Newsletter

Welcome to this edition of our Community newsletter.

In this newsletter we report on some activities that capture the essence of what we hope our relationship with you, our community stakeholders can be.

In the first instance, we recount elements of our most recent community attitude survey, conducted independently for us by the CSIRO using their 'Local Voices' methodology. Consistent with our approach to being transparent as a basis for building trust, we held a public session where CSIRO reported the results of the survey.

The second element is the reporting on Storylines, the three-yearly celebration of our community partnerships.

This event and the Storylines publication: storylines.pwcs.com.au recognise and celebrate the work of our community partners while also highlighting the projects and community contributions through which we've made a difference: the shared value from our operations enabled by Port Waratah's Community Investment and Partnership Programme.

We are proud of these contributions and sincerely grateful to the community groups and charities who work with us to make this happen.

We will soon be reporting comprehensively on 2018 in our annual Sustainable Development Report. Looking back on 2018, we can celebrate significant improvements in our operational delivery, specifically where it concerns delivery for our customers: despite a period of significant weather interruptions around the middle of the year we were once again able to improve vessel turnaround and the reliability of our operations.

However, we recognise that to be truly successful we also have to do better in key areas, specifically safety and environmental performance. Safety performance amongst our employees showed some improvement and pleasingly, the injuries we did record were of a minor nature – but we had too many of them, specifically amongst those who work in our operations as contractors.

We also had too many incidents with a potential environmental impact. We are proud of the fact that we hold ourselves to increasingly higher standards, but we have some way to go to meet the improvement goals we set for ourselves.

There are however also significant steps forward: the total of \$13.7 million we spent on capital improvements to our environmental systems included projects aimed at minimising the potential for pollution of the Hunter River; projects to reduce the potential for noise impact from Carrington terminal and dust management.

The Hunter Valley coal industry remains in a strong position to meet the needs of both long-standing markets such as Japan and the growing energy needs of developing nations in South East Asia. The high quality thermal coal produced in our region remains sought after for application in modern, high efficiency power stations and continues to trade at high prices.

At Port Waratah, our commitment remains to deliver our services in a way of which our host communities can be proud, so that the significant economic benefits which flow to our regions and the State as a result does not have to come at the cost of unacceptable local impacts.

As always, I invite you to make use of the contact details provided to provide us with your feedback.

Hennie du Plooy





Port Waratah Community Survey Briefing

In our last edition Port Waratah announced the key results from our new-look community survey, Local Voices, facilitated by the CSIRO.

The CSIRO have now analysed all of the data that was collected in the Anchor survey and has provided the results to Port Waratah. CSIRO Local Voices Project Leader, Dr Kieren Moffat, also presented the pleasing results at a Community meeting at Newcastle Museum on Thursday 21st February. The Community meeting was attended by survey participants and other interested Community members.

The survey findings indicate that Port Waratah has sound levels of trust with the community and acceptance of our operations both in portside suburbs and across the Newcastle area. Port Waratah was found to be significantly more trusted than other portside industries, the mining and gas industries as a whole, and advocacy groups.

Key drivers of trust in the company were identified, including:

- The extent to which Community members feel heard, respected and involved in decisions by Port Waratah
- High quality contact with Port Waratah employees,
- Confidence in regulation.

The first 'Pulse' survey was launched at midnight on Monday 11 March and will remain open until midnight on Monday 8 April. The pulse survey is a short check-in survey to track the key drivers of trust and the relationship between Port Waratah and the community. Community Members are still encouraged to register to participate. Participation in the Anchor survey is not required to take part in the Pulse survey. Community members can register anytime and when the next survey is launched, they will receive an email containing a link from the CSIRO. For more info go to pwcs.com.au/survey



Support for Nobby's Surf Life Saving Club

Port Waratah were pleased to play our part in making Nobby's Beach that little bit safer for our community. In January, Nobby's Surf Club launched a new IRB (Inflatable Rescue Boat) aptly named the 'Stephen Bennett' in recognition of one of the club's most passionate surf life savers. Stephen is a dedicated and hardworking member of the club who plays a vital role in training new IRB drivers and crew, continually mentoring the younger surf life savers and encouraging others with his infectious positive attitude!

Port Waratah and Guardians of the Surf were pleased to contribute funding to the club to make the purchase possible.

Australia Day Harbour Swim

Normally restricted to a working harbour, the 23rd Australia Day Newcastle Harbour Swim provided a unique opportunity for swimmers to cross our beautiful harbour. Participants could either take the plunge in a single crossing from Stockton to Newcastle, or the more aquatically adventurous swimmers could participate in the main event, the 'double crossing' from Newcastle to Stockton and return.

Port Waratah were proud sponsors of the event hosted by Stockton Surf Life Saving Club. Funds raised from the event went towards the purchase of a much needed new ATV (All Terrain Vehicle) which is a vital piece of surf lifesaving equipment for the local community.



'Storylines' – Everyone Loves A Good Story

In February we celebrated our wonderful community partners and took the opportunity to shine the light on the valuable work they do in our community.

We hosted an event at Fort Scratchley to bring all of our community partners together. The event provided them with a platform to share their successes and their passion for what they do. But mostly the event was our opportunity to thank them for all of the important work they do to make our city and region a better place to be.

We also launched our Storylines website at the event, which tells the story of our Community Investment and

Partnership Programme over the last three years. Check it out and you will get to know some of our community partners, learn more about what they do and hear interviews with a few of them.

We're proud of our Community Investment and Partnership Programme, which delivers \$750,000 each year. We support initiatives and organisations related to health, education, diversity, our local economy, the environment and general community well-being.

If you would like to visit the Storylines website, go to storylines.pwcs.com.au



Lyn Kilby, Hennie du Plooy and Terry McCauley.



Trudie Larnach.



Andy Olrich and Narelle Blick.



Hennie du Plooy, Rick Prosser and Trudie Larnach.



Guests mingling at Storylines event.



Smoking ceremony.



Storylines guest viewing website.



Guests at Fort Scratchley.



Katy Mooney.



Storylines Guests enjoying the photo booth.

Port Waratah proudly plays a global role in the Hunter Valley Coal Chain, ensuring efficient delivery of coal to our customers around the world. In 2018, we loaded 2.4 million tonnes more than the previous year with Asian ports receiving 95% of the coal we delivered.

IN 2018
PORT WARATAH

LOADED

107



MILLION
TONNES OF COAL
2.4MT MORE THAN 2017



1,229 VESSELS
LOADED



3.2
DAYS

VESSEL
TURNAROUND
TIME

950 + 279

AT KOORAGANG

AT CARRINGTON

MONTHLY
SHIPLOADING
RECORD

10,854,269 TONNES LOADED IN JULY

LOCAL VOICES COMMUNITY SURVEY SNAPSHOT

31%

of survey participants were within Portside suburbs

69%

of survey participants were from the broader Newcastle area



PORT WARATAH IS TRUSTED MORE THAN THE MINING INDUSTRY OVERALL

2/3

Two thirds of survey participants have had contact with people from Port Waratah in the last 12 months, this contact was very positive for most community members



The benefits that Port Waratah brings to the Community outweigh the negatives associated with its operation



There are strong levels of commitment among community members to the Newcastle area and high levels of satisfaction and sense of belonging among residents



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Cover Page: Storylines' celebration with our community partners, 28th February 2019.

If you would like to comment on Port Waratah Community News, please email contact_us@pwcs.com.au or call on (02) 4907 2280 (24-hr Community Enquiries Line)

Find us on

