MEETING MINUTES

Chair:	Trudie Larnach
Location:	Online via WebEx Conference
Time / Date:	4:00pm to 5:15pm, 21st May 2020
Subject:	**Port Waratah Coal Services Community Meeting**

Attendees:

Community Stakeholders:
- Rick Banyard
- Mary Busteed
- John Hayes
- 4x additional Community Stakeholders *(names not consented to be published with minutes)*

Port Waratah Representatives:
- Glenn Cook – Specialist Environment
- Teagan Cronin – Community Relations Advisor
- Mark Feeney – Manager Operations Delivery
- Trudie Larnach – Manager Sustainability & Corporate Affairs
- Trevor Thompson – Environmental Officer

Meeting Guest:
- Kieran Moffatt – CSIRO Local Voices

Apologies Received: Nil received

Item 1: Welcome

- Trudie Larnach (TL) welcomed attendees to Port Waratah's first online Community Meeting.
- TL provided attendees a brief summary of some tips to ensure the online meeting runs smoothly and proceeded with an overview of the Meeting Agenda.

Item 2: Actions from Previous Meeting

- Trevor Thompson (TT) discussed the five actions and their status arising from the February 2020 Community Meeting.
  - Port Waratah were to provide social media posts to assist registered groups to promote the Port Waratah Local Voices Pulse Survey in March. *Completed – emailed on 6 March with February Meeting Minutes.*
  - Community Stakeholders were encouraged to promote Port Waratah's Youth Sport in Portside Suburbs initiative. *Completed – March applications completed, with several successful applications received despite the impact of the COVID-19 pandemic. The next round of applications will open in September.*
  - Community Stakeholders were asked to encourage their local networks to register and complete the Port Waratah Local Voices Pulse Survey in March. *Completed – The March survey recorded the highest levels of completion for all Port Waratah Local Voices surveys over the past two years*
  - Port Waratah agreed to include an Agenda Item to discuss emergency preparedness in light of COVID-19 and recent bushfire emergencies. *Completed – to be discussed later in meeting.*
  - Port Waratah agreed to communicate any significant change in circumstances that adversely impact Port Waratah's operations and/or the Portside Community. *Completed – Port Waratah has provided regular updates via social media with regards to how the business has responded to the Covid-19 pandemic.*

Item 3: Community Update

2019 Sustainable Development Report

- Teagan Cronin (TC) provided an overview of the recently published 2019 Port Waratah Sustainable Development Report. This included;

  o Highlighting several of the key achievements of 2019 across Port Waratah's five Drivers for Success.

  o Discussing the 2019 SD Report theme of 'Collaboration'. Collaboration is critical for the ongoing success of Port Waratah's operations with regards to operational, social and environmental performance. The Report demonstrates this through the development of relationships and working partnerships with all business stakeholders, including the local community.

  o Providing an overview of a review of our operations and supply chains to ensure Port Waratah were mitigating and addressing modern slavery. 128 suppliers (providing Port Waratah over $100 million worth of goods and services) were reviewed, with none being assessed as a high or critical risk.

  o Featuring a new Sustainable Development website, where users can explore Port Waratah's approach to sustainability and performance, based around the five Drivers for Success.

  o Please visit the website at sustainability.pwcs.com.au where the 2019 SD Report can be downloaded in full or by individual sections.

Community Attitudes Survey – Pulse Survey #3

- TL introduced and handed over to Kieran Moffatt (KM) from CSIRO to present the results from the third Local Voices Community Attitudes Survey (Pulse Survey #3) that occurred throughout March.

  o The number of participants in Pulse Survey #3 was the largest across all four surveys (Anchor Survey: 332, Pulse #1: 153, Pulse #2: 545, Pulse #3: 618). Of the 618 participants, 372 were from Portside suburbs. KM also indicated that the increasing trend was a positive indicator, as the number of participants usually wanes over time.

  o KM explained that respondents indicated a strong level of trust toward Port Waratah to act in a responsible manner as well as a strong level of acceptance of Port Waratah's operations.

  o The level of direct contact with Port Waratah has reduced since the 2018 Anchor Survey, however KM explained this was a result of the increased number of participants as well as a relatively short period between surveys (6 months). The quality of contact with these direct interactions though has remained quite positive.

  o Perceptions of negative impacts on the environment from Port Waratah's operations has stayed consistent throughout all surveys, with Portside residents indicating a higher incidence of negative impact.

  o KM indicated the results around Port Waratah listening and respecting respondents' opinions were quite positive when compared to the results of other Local Voices Surveys across Australia.

- Following KM's presentation, the Meeting Group engaged in general discussion regarding the Survey, results, Port Waratah's overall approach to the program, as well as Port Waratah's response to Community concern as it arises.

- For further information on the Pulse Survey #3 results, or review previous survey results, please visit:
  https://research.csiro.au/portwaratahlocalvoices/results/

Item 4: Environment Update

Community Dashboard

- TT presented the key highlights on the Q1 2020 Community Dashboard. These were:
  - Operating statistics were strong for the first quarter. 27.9 million tonnes (112.2 million tonnes annualised) was loaded onto 313 vessels.
  - Air Quality for the 2019/2020 summer period was unsurprisingly severely impacted by the major bushfires experienced across the entire east coast of Australia.
  - The proportion of water reused by Port Waratah improved significantly over the Q1 due to late season rainfall replenishing onsite storages – from 68% in Q4 2019 to 82% for Q1 2020. The water re-use rate in March was 90%.
  - Noise results generally within criteria/goals for both terminals, however night time noise levels from the Carrington Terminal were above internal noise goals specified for Tighes Hill. Noise improvement works are continuing at the Carrington Terminal through the implementation of low noise specification drives.
  - Electricity efficiency for Q1 2020 has seen a further 0.9% improvement on a record 2019 performance. If Q1 2020 electricity efficiency was applied to the tonnes of coal handled 10 years ago, more than 10.5 million kWh would have been saved, which is the about the same as the annual electricity consumption of all households in Wickham, Maryville & Tighes Hill.
  - In 2019, $4 of every $5 spent by Port Waratah was done locally. In total this was $86.6 million spent in the Hunter & Central Coast region. 57% of our total spend in 2019 was in the Newcastle LGA alone.
  - Additional to the graphics TT highlighted that Port Waratah's Environmental and Health & Safety Management Systems were recently recertified to the ISO14001 & ISO45001 international standards.
  - The community Dashboard can be accessed on the Port Waratah website: https://pwcs.com.au/community-environment/community-news-and-updates/

Incident Update

- Glenn Cook (GC) advised the Community Stakeholders of an environmental incident that occurred in mid-March at the Kooragang Terminal. A hydraulic oil leak occurred on the 7.10 Shiploader, with a small quantity (<5 litres) entering the Harbour. Port Waratah enacted the site's Pollution Incident Response Management Plan (PIRMP), and immediately notified the required regulatory agencies. Spill response equipment (floating boom and oil absorbent mats) was deployed in the Harbour which contained the oil. A written report was submitted to the EPA.

Item 5: Operations Update

- Mark Feeney (MF) led a discussion on Port Waratah's response to the COVID-19 pandemic.
- As the situation began to escalate, Port Waratah enacted the Business Resilience Management Plan (BRMP) to ensure the continuity of our operations to support the economy at all levels (local to global).
- Numerous examples of how teams have adapted/responded to the COVID crisis were presented to Meeting Attendees, which included hiring additional site vehicles, guidance on maximum room capacities at Port Waratah, provision of additional meal rooms and undercover outdoor areas, sanitation of vehicles and work stations before and after use, provision of and access to sanitiser/masks/disposable gloves, keeping high use doors open (i.e. main entries to buildings), adapting to the use of video conferencing for meetings/site inspections, teams working remotely, and adapting processes for vessel sign up.

- MF discussed the strict protocols for vessels and their crew when at berth, which are being enforced by NSW Police, Border Force and the Defence Force.
- Port Waratah has been sharing experiences with and learning from other Australian coal terminals throughout the Covid-19 emergency to ensure we are able to provide the best possible controls to enable the continuation of the safe and reliable operation of our facilities.
- MF handed over to TC who discussed Port Waratah's community response to COVID-19.
- Soul Café were provided a $20,000 donation to allow them to adapt their services to enable them to continue support services for their clients while complying with COVID-19 restrictions
- Eight Portside schools each received a $5,000 donation to enable the purchase of additional technology resources to support remote learning for their students.
- Meals on Wheels received financial support totalling $20,000 across four local branches to improve their assets during a time of increased pressure on their services
- With restrictions on seafarer's taking shore leave, Port Waratah assembled gift boxes for the crews of about 150 vessels visiting Port Waratah berths. Gift boxes contained snacks and treats to help boost crew morale, as well as information on mental health support and welfare services available during this challenging time. In addition to the gift boxes, all crews have access to free wi-fi at Port Waratah berths.

Item 6: General Business

- Rick Banyard (RB) had two items he wished to raise as General Business. These were:
  - He enquired as to whether Port Waratah has a prepared remediation and closure plan, or part thereof, for Port Waratah's facilities? He mentioned it had been raised by other community members in other forums.

    TL responded advising that Port Waratah has prepared conceptual closure plans for the business. RB indicated this would be a good item for discussion at a future Community Meeting. **Action** – Port Waratah to consider adding Closure Planning as an Agenda Item at a future Meeting.
  - The second item he wished to ask was why the operating statistics report has been removed from the Port Waratah website?

    TL advised that Port Waratah had undertaken a review of publicly available operations data following a similar review undertaken by the Hunter Valley Coal Chain Coordinator (HVCCC) regarding publicly available data. The provision of this type of data was primarily for customers, which it is now available via a secure access site. Quarterly and annual data is still available through Port Waratah's Community Dashboard and Annual Report/SD Reports. Any ad hoc requests for data *i.e. from media or special interest parties*, are considered upon request.

Meeting Close

- The next Port Waratah Community Meeting is scheduled for **Thursday, 21st August 2020.** A time and location will be advised closer to the meeting date.
- Meeting closed at 5:17pm.

INFORMATION/REPORTS FROM THE COMMUNITY TO BE MADE TO:

Port Waratah *(coal terminal related enquiries)*
- Port Waratah 24hr Community Enquiry Line – 4907 2280
- Port Waratah email – contact_us@pwcs.com.au

NCIG *(coal terminal related enquiries)*
- 24hr Hotline – 1800 016 304
- NCIG Email – enquiries@ncig.com.au

ARTC (*All rail and train related enquiries*)
- ARTC Enviro Line – 1300 550 402
- ARTC Email – enviroline@artc.com.au