



PORT WARATAH COAL SERVICES

Pioneering Through Partnership



**PORT WARATAH
COAL SERVICES**

**COMMUNITY
NEWS**

Edition Three 2020



Welcome to edition 3 of the Port Waratah Coal Services Community Newsletter.

Hello,

The impact of the Covid-19 pandemic has continued to dominate our lives in recent months and at Port Waratah that means that we have continued to implement a suite of sustainable controls to adapt the way we work. Demand for our services has remained reasonably strong and as we focus on delivering a reliable, high level of service to our customers the health and safety of our employees remains our top priority. Most of our employees have continued to work on site as usual with controls in

place throughout the pandemic, whilst some office-based employees who worked from home for a period, are now transitioning back to the workplace. We are a registered COVIDSafe business and I am very proud of the resilience and agility that our employees have displayed throughout this disrupted period.

In June and July the Region received some welcome rain, with Newcastle receiving 130mm of rain in 24hrs on Sunday 26th July. From this event alone our site water storages are now at capacity for the first time in 18 months. However, the weather conditions also meant there have been approximately eight days of port restrictions due to large swell and strong winds that have impacted our ability to load vessels. The Operations and Logistics teams have been working hard to recover from these events in the best interests of our customers.

Regardless of COVID-19 or the weather we continued to be very active in our community in recent months. While we have not been able to engage face to face with our community through various events that provide support and add vibrancy to our region, our Community Investment and Partnership Programme has continued to provide financial support to a wide variety of community organisations, schools and service providers. We continue to see and hear many heart-warming stories from our community partners about the way they have adapted, been inventive and provide services and initiatives differently in recent months. I believe it is a strength

that our investment priorities have been able to respond quickly to community need during this most difficult time and I thank our Community Relations team and Community Support committee members for their flexibility and enabling the rapid response.

Our community investment programme is just one aspect of our business that continues to be informed by our Local Voices initiative, which is also described in this edition. I am pleased to announce that we are continuing our Local Voices survey for further two years as the feedback and insights that we have received from the community since we commenced in 2018 has been invaluable. An Anchor survey will open soon and I strongly encourage you to participate and give us your feedback.

Stay safe and well.

Kind regards,

Hennie du Plooy

1 NO
POVERTY



2 ZERO
HUNGER



3 GOOD HEALTH
AND WELL-BEING



7 AFFORDABLE AND
CLEAN ENERGY



8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



Sustainable Development Goals

At Port Waratah collaboration is key and as an active member of the Newcastle community, building relationships and working in partnership is at the core of the way we do business.

That's why we're pleased to have entered into a Memorandum of Understanding with six other prominent Hunter organisations to grow and improve the implementation of the UN's Sustainable Development Goals (SDG's) within our region.

It was in 2018 that we first engaged with the City of Newcastle on the SDG's through the development of their Community Strategic

Plan goals and objectives through alignment with our Community Investment and Partnership Programme.

The 17 SDG's are a call for action by all countries in a global partnership to address the need for dignity, peace and prosperity for people and the planet, now and into the future.

To learn more about each of the goals and why they matter, go to un.org/sustainabledevelopment



Continuing To Stay Healthy And COVID Safe At Port Waratah

As we continue to operate throughout the COVID-19 pandemic, we've been committed to keeping employees informed about the changing restrictions by the Australian and State Governments and providing a COVID Safe workplace. A range of additional controls have been implemented to ensure the health and safety of people such as physical distancing, additional hygiene and cleaning measures, new ways of working and vessel specific controls.

We have put into place best practice recommendations from the Government, such as:

- **Hygiene** – increased frequency of workplace cleaning, secured supplies of cleaning products to support the hygiene measures, provided cleaning products for self-cleaning of work stations and established hand sanitiser stations across our sites.
- **Physical distancing** – considered density and rearranged workspaces, placed limits on meeting rooms and lunchrooms, implemented vehicle capacity limits and minimised visitors to our sites.
- **Embracing new ways of working** – set up new ways to communicate online, reshaped large meetings to a digital engagement and reviewed face to face training and meeting requirements.
- **Focused on Wellbeing** – offered online wellbeing applications e.g. Calm to our employees, continued our onsite Employee Assistance Program as well as web chat, email, phone and resources available online.

Youth Sport in Portside Suburbs

Our second 'Youth Sport in Portside Suburbs' funding round is open 1–30 September 2020.

For more information, and to apply, search 'Youth Sport' on our website pwcs.com.au



Sustaining Delivery Of The 'Daughters And Dads Active And Empowered' Program

The Daughters and Dads Active and Empowered program (formerly known as DADEE) has been a wonderful success story, delivering significant benefits to community health and wellbeing to over 530 families in the Newcastle region since 2014.

Now, Port Waratah are continuing our support to ensure the program continues to be delivered in the Newcastle community over the next two years.

The program which was very popular with Port Waratah employees and daughters, currently has 82 families on a waitlist to participate in a 2020 program. With many Newcastle families being affected by isolation and decreased exercise and sporting opportunities due to the COVID restrictions this year, we are pleased that the DADAE program will play a part in improving activity, health and wellbeing into the future.



'Local Voices' Survey Opening Soon

Since 2017, Port Waratah has engaged Australia's national science agency CSIRO to conduct our Local Voices surveys. The Local Voices approach consists of an Anchor survey, followed by six monthly Pulse surveys, or check-in surveys over a two-year period.

We're pleased to announce we are extending our Local Voices survey program for a further two years.

Our next Anchor survey will open in September 2020 and will be delivered by Voconiq, a new Australian business spin out from CSIRO's social science research and expertise. Local Voices survey programs, like ours, transitioning to Voconiq will still enjoy the same quality expertise and research rigour expected from CSIRO. The new business will continue to provide sophisticated data analysis using licenced CSIRO technology that translates community survey data into a language that Port Waratah and community stakeholders can engage with and respond to.

Importantly, your survey experience will not change, and survey participants will not be disadvantaged in any way from the transition to Voconiq. Completed surveys will continue to receive community rewards for allocation to schools, charities and not-for-profit clubs and organisations operating within our region.

Thank you to everyone who has participated in our surveys in the past. We look forward to continuing to receive feedback through Local Voices which will continue to help us understand where the community thinks we're doing well and where there may be opportunities for us to improve.

Visit www.pwcs.com.au/survey to read more about Local Voices and access previous survey reports.



In The Community

Meals on Wheels continue to deliver their valuable services



Meals On Wheels has had a place in the hearts and homes of Australians for over 57 years and for us in Newcastle, it all began here in 1963.

Until earlier this year when COVID-19 restrictions came into play, nutritious meals were delivered every Monday, Wednesday and Friday with a friendly smile, a chat about the weather and the knowledge that someone will drop by to say hello, which changed the lives of many Novocastrians.

Newcastle Meals On Wheels has come a long way since humble beginnings in the Brown Street Congregational Church in Newcastle and they now boast a state of the art catering centre and seven Meals On Wheels branches in the Newcastle area which proudly cater to over 800 clients.

This month a team from Port Waratah took the opportunity to visit the catering centre in Tighes Hill. It was a chance to meet with their dedicated volunteers and learn about how Meals On Wheels have adapted their services over recent months to enable them to continue to deliver meals to some of our community's most vulnerable residents.

Orange Sky empowers those experiencing homelessness to seek connections



Orange Sky's mission is to positively connect communities by providing free, safe hot showers and mobile laundry services to people experiencing homelessness, and those around Australia doing it tough. Like many organisations, Orange Sky have had to adapt the way in which they provide their services to their friends during the COVID-19 restrictions.

Port Waratah proudly support the local 'Hunter' Van which has enabled the continued community impact in the Newcastle and Hunter Region. Since launching in 2017, the Hunter Van has not only provided thousands of loads of laundry, but more importantly, the Orange Sky team have provided thousands of hours of genuine, non-judgemental conversation with those who are largely ignored by society. We acknowledge that clean clothes and meaningful conversation will not end homelessness, but it's a step towards helping a person reconnect with their community. Once an Orange Sky volunteer builds a relationship with a friend, it becomes easier to connect that person with relevant service providers that may be able to help them get back on their feet.

It's a Beanie Bonanza for the Mark Hughes Foundation



Peyton and Katrina.



Mark Hughes and Billy Peden.



Renee.



Jen and Nev.



Elayna and Caleb.

A global pandemic may have changed or put a stop to many of our normal activities in 2020, but the Beanies for Brain Cancer campaign was not one of them!

As you can see, many of our employees, contractors, family and friends have embraced the dollar for dollar matching by Port Waratah again this year. That means for every beanie purchased through Port Waratah, we matched the purchase price with a donation to the hardworking team at the Mark Hughes Foundation, equating to an amazing total of \$20,165.

KEEPING THE WHEELS TURNING ON FOOD RESCUE ACTIVITIES

Over the next two years, our support
will enable OzHarvest to:



DELIVER
200,000

free, nourishing meals to
vulnerable community members



DIVERT
66,000 KG

of perfectly edible
food from landfill



PREVENT
126,600 KG

of greenhouse emissions
through avoiding food waste

In the wake of the recent pandemic, food rescue is more important than ever and we're pleased that our support will enable OzHarvest to not only respond to the unprecedented needs of the crisis, but also continue to meet their commitments to the 110 charities that rely on them for food, such as crisis refuges, Domestic Violence shelters and community outreaches.



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Cover Page: Port Waratah officially launched our 2 year partnership with OzHarvest in July 2020.

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

