



PORT WARATAH
COAL SERVICES

Pioneering Through Partnership



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COAL SERVICES

COMMUNITY
NEWS

Edition One 2022



Welcome to the first edition of our Community Newsletter for 2022

I hope that you and your families have managed to enjoy the festive season with family and friends despite the challenges presented by the pandemic. Please accept my best wishes for the year ahead.

I am pleased to be able to convey that Port Waratah performed strongly for its many stakeholders during the year. In particular, we are celebrating a year without any reportable environmental incidents, which is a first for us. This important outcome is the result of team commitment to continuous improvement and a step up in risk awareness.



While COVID-19 consumed much time and resources, we maintained our focus on the safety of our people. At five, the number of injuries recorded in our operations were the same as in the previous year and they were, with one exception, all of a minor nature. Our safety journey continues, and we maintain our commitment to work without having an impact on the health and safety of everyone in our operations.

Our service delivery performance in 2021 was strong. We delivered largely uninterrupted services to our customers despite significant industry volatility, weather disruption and of course the impact of the ongoing COVID-19 pandemic. Port Waratah terminals loaded 111.3 million tonnes into a record number of 1,279 vessels for export. This marks the tenth year of more than 100 million tonnes per annum of coal exports through Port Waratah and the second highest year on record.

I am proud of the way in which our Community Investment and Partnership Programme supported community organisations needing to expand or improve services because of increased needs relating to the pandemic. Our total investment of \$750,000 in 2021 went beyond the pandemic though, with support for 137 regional and local projects, initiatives and programmes to help our community and enliven Newcastle to be a smart, sustainable and vibrant city. In this newsletter, we celebrate a number of these partnerships.

This aspect of our activities start the year with a high profile, with the Australia Day Harbour Swim, the opening of the Youth Sport in Portside Suburbs Funding round and the opening of registration for the Local Voices Community Survey. Applications for youth sport support can be lodged until 28 February, and more information about the community survey is available at voconiqlocalvoices.com/portwaratah.

Like our community, we are currently navigating the increased prevalence of COVID-19. At Port Waratah, we maintain a range of controls aimed at keeping well at work and limiting the potential for transmission, while supporting our employees who may be impacted by contracting the virus or becoming family contacts.

As always, we welcome feedback on the newsletter and our operations.

Until next time,

Hennie du Plooy

Awards Season

Port Waratah is very pleased to have been recognised with a number of awards as the season reigned late last year.

We were crowned with the Love Water Love Business Award at the Hunter Business Awards in November, sponsored by Hunter Water, for the outstanding water saving results in our Carrington Terminal's water management and efficiency improvement initiatives.

In total Port Waratah has invested more than \$21 million at the terminal on water management system upgrades over the past five years. Initially the projects focused on storm water management with the attention turning to reducing potable water consumption in times of drought.

In the coming weeks, a third large stormwater tank will be commissioned increasing the on-site water storage in the tanks to 21ML during rain events. Stored water is reused at Port Waratah sites for operational activities such as dust suppression, machine cooling and washdown. Water used on site is recaptured and cleaned for further reuse, with every litre being reused five times.

Port Waratah proudly celebrates the Professional Services accolade of the NSW Project Management Achievement Awards. The Australian Institute of Project Management announced Port Waratah took out the Award in recognition of the progressive development and implementation of our Project Management System Upgrade, which centres on the complex planning of our major assets and infrastructure maintenance outages, requiring 18 months of pre-planning to be delivered on time and keep our operations running efficiently.

We now go up against the Professional Services Award winners from other states for the National Award, which will be announced in March this year.



Love Water: Trudie Larnach – Manager Sustainability and Corporate Affairs, Hennie du Plooy – CEO, Glenn Cook – Environmental Specialist and Samantha Barry – Environmental Engineer.

We congratulate two of our employees recognised for their outstanding efforts. Trudie Larnach, Manager Sustainability and Corporate Affairs received the University of New England Rising Star 2021 Alumni Award for her strategy to improve environmental performance and sustainability and her excellence and innovation in gender diversity programmes in the resources industry.

Leigh Carroll, Supply Supervisor in the Commercial Services Team, was recognised as part of the winning team at the HunterNet 2021 Future Leaders Programme, presenting an innovative solution to combat COVID-19 business impacts and improve economic resilience for small and unique businesses that have lost their market presence.



Are you a junior sporting club looking for support?

Our next 'Youth Sport in Portside Suburbs' funding round is open 1 – 28 February 2022.

Visit pwcs.com.au/youth-sport or scan QR code to apply



In The Community

Making Waves Foundation – Winds of Joy Programme

Launching in Newcastle in December, the Winds of Joy Programme offers sailing opportunities to children with a disability and for many the Programme is the first step on a journey of change.

Previously, the Programme was only offered for one week per year, but now with our partnership, the Programme will have a permanent presence in Newcastle with a dedicated yacht. It is expected that more than 1,000 children from the Newcastle and Hunter Region will participate in the uplifting sailing programme over the next 12 months, offering new horizons and the realisation that they don't need to be defined or confined by their circumstances.

All Making Waves yachts are adapted to take wheelchairs and using an electronic joystick, meaning almost everyone on board can have a go at steering the yacht! Skippers and volunteers are trained to offer support, kindness and a positive environment which encourages the participants and stimulates their imaginations.



Newcastle High students enjoying the experience of sailing with Making Waves Foundation.



Water safety lessons in full swing.

Rainbow Club – providing social swimming for children with a disability

Swimming is more than a good skill to have and participating in the activity is a classic part of an Australian childhood.

And now, our partnership has established a Rainbow Club branch in Newcastle, where local children with special needs have the opportunity to enjoy participating in water safety lessons.

Rainbow Club participants enjoy being part of the fun, while improving their water-oriented skills, general fitness and social behaviour. The opportunity for socialisation and fitness classes for children with a disability and carers is usually very limited, so the Rainbow Club is a welcome addition to the Newcastle community.

Preparing for Climate Change

One of the important topics raised by our local community through the Local Voices Community Survey last year, was climate change.

Many comments focused on greater communication of Port Waratah's strategies to reduce climate change impacts and plan for our role in global energy transition.

Each year we report our energy consumption and emissions to the Federal Government's Clean Energy Regulator, with our data publicly available via their website, [cleanenergyregulator.gov.au](https://www.cleanenergyregulator.gov.au) and summarised in our Sustainability Report.

To address physical and direct climate change risks, we have undertaken a review and assessment of 12 key aspects, including changes to aspects such as sea levels, storm severity, bushfire weather and drought frequency. The assessment was conducted in 2020, based on maintaining our operations and ability to meet contracted demand over two horizons: the next five and 20 years. Further information is available in our Sustainability Report, visit sustainability.pwcs.com.au.



In 2021, we achieved our most energy efficient year to date with a saving of 851,000kWh, relative to the tonnes of coal Port Waratah handled for the year. This saving is equivalent to the annual consumption of 170 average Newcastle households. Compared to 10 years ago, our relative annual electricity savings exceed 12.4 million kWh, or close to 2,500 Newcastle households. Over this time, we have rolled out numerous projects aimed at reducing electricity consumption, including physical changes such as LED lighting upgrades, as well as improving our operational efficiency, and maintenance reliability, which reduces the time our plant and equipment needs to stop/start or operate under capacity.

As a business, we are committed to continually improving our energy efficiency, as well as reducing our overall greenhouse gas emissions. This year we are reviewing our strategies to further reduce our emissions footprint by looking for new opportunities. We will be seeking input from our Community Meeting Group to discuss this key focus area and help us develop an improvement plan. The Community Meeting Group is made up of community representatives of our Portside suburbs. To find out more about our Community Meetings, visit Community News and Updates on our website, pwcs.com.au.



Improving energy efficiencies: Port Waratah installs LED lighting and smart ability to reduce lighting at night on major coal loading machinery when not required.

WE'RE LISTENING

Your feedback provides valuable insight on what matters to our community and helps us identify areas for improvement for our business.

Register now for the next **Local Voices Community Survey** in March.

For more information, visit pwcs.com.au/survey



Clown Doctors Programme – enhancing wellbeing, lifting spirits and improving health outcomes for young patients

For 20 years, The Humour Foundation Clown Doctors Programme at the John Hunter Children's Hospital has provided the numerous physiological and psychological benefits of laughter to bolster health and wellbeing in sick kids.

Partnering with Clown Doctors this year will enable them to continue to work in Newcastle with medical and health professionals, diverting children and young people's attention during painful procedures, help calm and distract in emergency department settings, and encourage positivity and resilience during physio and occupational therapy. Humour is an effective coping strategy, relieving fear, stress and pain, and has the demonstrated positive effects on the cardiovascular, immune and respiratory systems.

Bringing a little joy, a smile and a reminder to relax, can bring positivity and healing to young patients.



Clown Doctors weaving some magic into the day for a young patient at the John Hunter Children's Hospital.



Nate Brown and Robyn Bust from The Salvation Army with Port Waratah's Mark Feeney at the newly refurbished therapeutic space.

The Salvation Army Oasis Youth Services – creating pathways for young people

Oasis drug and alcohol staff engage with dozens of young people each week at their Hamilton centre. Therapeutic services, counselling and group sessions were conducted in conference rooms that often felt too drab or clinical.

Through our partnership, the rooms were renovated into a fresh, welcoming, youth-friendly therapeutic space, incorporating evidence-informed interactive sensory elements to maximise positive outcomes for young people. The refreshed space, called Kaiyu Corner, now also includes an Aboriginal cultural engagement area, where caseworkers are able to assist clients in a culturally supportive environment.

Samaritans Christmas Picnic In The Park

The Samaritans team once again hosted a joyful and bright picnic lunch for vulnerable members of our community in a COVID-19-safe manner on Christmas Day. The 2021 event represented 21 years of providing this welcoming and inclusive community event.

The event was made possible through our partnership and support from local organisations plus an army of caring volunteers, including Port Waratah employees.

The day brought smiles, delicious food, wonderful gifts and a shared Christmas spirit to less fortunate members of our community who may be experiencing homelessness, or may be feeling lost or lonely at Christmas.



Hardworking volunteers preparing for the picnic lunch in the park.



A guest enjoying the Christmas Day festivities in the park.



Hunter Breast Cancer Foundation volunteers in action.

Hunter Breast Cancer Foundation – free gifts of comfort for local women

The Hunter Breast Cancer Foundation is a local not-for-profit organisation that is entirely funded by the local community. The Foundation provides essential services to families as they journey through breast cancer.

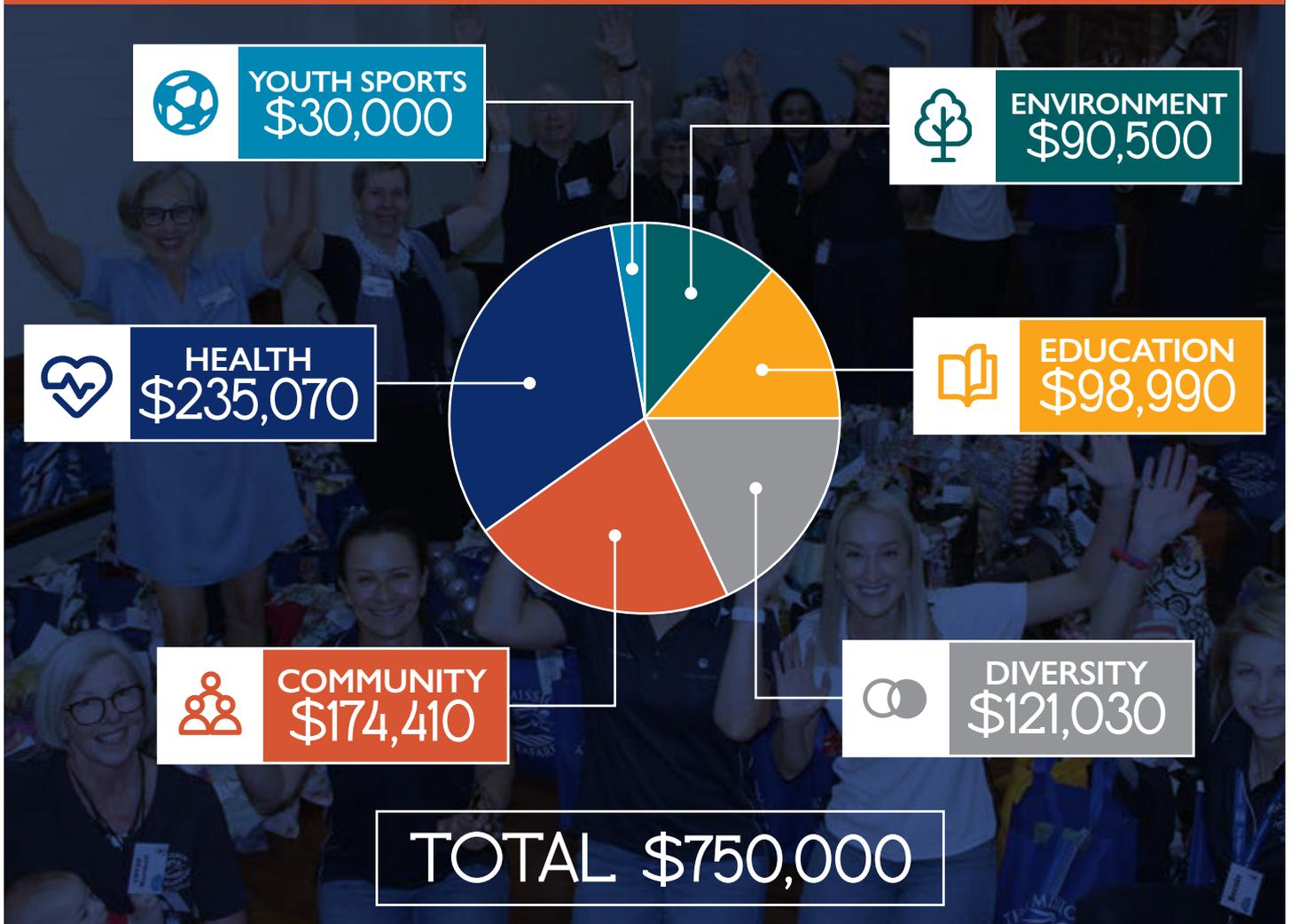
Comfort Cushion Packs are offered to every person undergoing breast surgery. The packs are usually the first thing that clients receive following treatment or surgery, at a key point where clinical teams discuss services that the Hunter Breast Cancer Foundation can provide to their families.

We're supporting the special crest-shaped cushions that are lovingly handsewn by a dedicated group of volunteers and it is anticipated that over the next 12 months over 1,000 local women will benefit from the Comfort Cushion programme.



Hunter Breast Cancer Foundation client, Denise Davidson.

2021 COMMUNITY INVESTMENT



Cover Page: Clown Doctors amusing a young patient at the John Hunter Children's Hospital.