

COMMUNITY NEWSLETTER

ISSUE 1 | 2023



FY22 Highlights



50.1 Mt
COAL LOADED



1st
IN PEER INDUSTRY GROUP
2022 GRESB BENCHMARK



6,089
TRAINS UNLOADED



\$26.5m
LOCAL ECONOMIC SPEND



545
SHIPS LOADED



47
LOCAL COMMUNITY
GROUPS SUPPORTED



20
EXPORT DESTINATIONS



1,068
DAYS WITHOUT A
LOST TIME INJURY



24
EMPLOYEES CELEBRATED
10-YEAR ANNIVERSARY



10%
CERTIFIED GREEN ENERGY



\$303,000
INVESTED IN COMMUNITY
INITIATIVES



96%
CUSTOMER SURVEY
RESPONSE RATE

Message from the CEO

I am excited to be bringing our newsletter back into circulation after a brief pause due to the pandemic. While our newsletter may have stopped, our operations certainly did not. Since our last newsletter in 2020, we have celebrated our 10-year anniversary of operations, successfully applied to increase our throughput capacity from 66 million tonnes to 79 million each year, and welcomed the Shofu Maru, a vessel using a Wind Challenger Sail to harness the power of wind and reduce fuel consumption.

A key focus for us over the last two years has been strengthening our commitment to sustainability within all aspects of our business. Several projects and initiatives that advanced our approach to optimising sustainable operations were rolled out, including siteworks to facilitate recycled water use onsite; commencement of our electrification program of our operational fleet vehicles, and the implementation of our inaugural customer satisfaction survey. Together with our existing initiatives, we are successfully delivering on our commitment to operate as sustainably as possible while being actively involved in our region.

We also continued to provide direct support to our local community groups through our Community Support Program. During COVID we pivoted the program to provide much needed funding to organisations who were supporting locals affected by the pandemic. We have since provided over \$300,000 to 47 local

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community groups in 2022 alone. In May 2022, I also took part in Vinnies CEO Sleep Out, raising over \$10,000 to help break the devastating cycle of homelessness. Other employee-led fundraising initiatives raised an additional \$16,500 for three local charities.

I must also make mention of the wonderful people who are the backbone of NCIG for their unwavering commitment to operational excellence over the past two years. It is a privilege to lead a team who work very hard to ensure that we maintaining high-level operational outcomes for our customers, while supporting the community in which we live and work in.



Aaron Johansen

Chief Executive Officer



Veneering strengthens dust management

Following a successful veneering trial, NCIG has constructed a permanent veneering facility on site to further strengthen our dust management controls.

The veneering process involves the mixing of a specialised product with water which is then sprayed over coal stockpiles utilising a water truck. This effectively binds loose particles on the surface to limit dust generation.

Veneering has been proven to significantly reduce windblown dust emissions and is commonly used across the industry, and involves the application of a surface binder to unsealed surfaces.

Veneering is now undertaken at NCIG ahead of forecast windy conditions to minimise the potential for wind-blown dust.

“Veneering is another tool in our Integrated Dust Management System to effectively manage dust emissions from our site. Veneering in response to forecast wind events continues to deliver very positive results.”

Wade Covey, Environmental Officer



A Successful Family and Community Open Day

NCIG welcomed over 400 guests to the recent Family and Community Open Day. The Open Day was the first opportunity for community members to view the site post-COVID and the event was a fantastic occasion.

Guests were able to take a site tour, hosted by current staff members. Guests were treated to two stops throughout the tour; one at the Wharf facility where they got to witness our Shiploader in action; and one at the Stacker Reclaimer where guests could see the machine at close range.

Thank you to all who took time out of their busy schedules to attend our Family and Community Open Day.

To see all the photos taken from the day, please visit our Facebook page by clicking the link >

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Sustain - our safety management gamechanger

The safety of our people is a core focus for NCIG. As part of our commitment to safety, we developed the Sustain Management System (Sustain), a data capture platform where our people report incidents and hazards, investigate the root cause, and define effective and risk mitigating actions and outcomes

Designed internally and developed in partnership with a leading software developer, the program includes an intuitive workflow system, automatic notifications function to inform leaders in a timely manner, and an authorisation system that aims to reduce the likelihood of a similar incident occurring again.

Sustain also has an Events module where our operators and staff can record other occurrences such as projects, audits, compliance requirements, opportunities for improvement, and allows actions to be tracked for each. The Action Management module of Sustain was designed to integrate with other systems on the same platform.

As part of the site-wide rollout, training was delivered and tailored for specific user groups. Since then, we have seen a significant increase in hazard reporting, a continuation of our good incident reporting culture, and an invested interest from our people in incident management.

NCIG's Health and Safety Lead, Joel McKenty, said the development of the Sustain program backs NCIG's already strong culture and commitment to safety.

"The word sustain means to strengthen and support physically and mentally. We wanted a system that reflected this for our people which I believe is what we have built," Joel said.

Welcoming Shofu Maru

NCIG was thrilled to successfully complete the loading of the Shofu Maru, following its maiden voyage into the Port of Newcastle. The Shofu Maru is the first bulk carrier vessel to use the Wind Challenger hard sail technology that harnesses the wind to reduce fuel consumption and greenhouse gas emissions. Developed by Mitsui O.S.K. Lines (MOL) and its partner Oshima Shipbuilding, the technology will enable the oceanic transport industry to operate more sustainably in the future.

Huge thanks to our amazing operational capability and customer assurance teams who worked with BHP, Port of Newcastle, Port Authority NSW and MOL to safely and successfully load the vessel at our wharf facility.

Community stories

Got your Back Sista Cook-up

NCIG proudly supports local charity 'Got Your Back Sista' through our Community Support Program and partnered with them to help launch their new Community Cook-Ups. This program sees volunteers cook nutritious meals to distribute to women and their children who may not have the means to have a home-cooked meal.

Members of our team have also joined in, taking part in the massive cook-ups and helping to make over 150 delicious meals for women and children in our community who need a helping hand after having fled domestic violence!



Mission to Seafarers program

We also continued to support the Mission to Seafarers (MTS) Newcastle by providing care packs and online support services, to help improve the physical and mental health of seafarers who arrive by vessel at the Port of Newcastle. This essential service became even more crucial when COVID-19 impacted seafarers' shore leave. NCIG also pitched in to help make wonderful Christmas hampers that were gifted to very deserving seafarers who were miles away from home at Christmas. After such a difficult year for seafarers, it was amazing to be able to provide them with this small gesture of appreciation.

At the height of the pandemic, we were also proud to assist MTS to vaccinate seafarers against COVID19 as they arrived at our port. Congratulations and thank you to Mission to Seafarers Newcastle who undertook this enormous role of coordinating the effort to deliver vaccines to hundreds of seafarers.



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< Click to learn more about Shofu Maru



Net Zero operational emissions by 2030

NCIG recognises the critical challenge the world faces to respond effectively to the risks of climate change, and the importance of a transition over time to a lower carbon-intensive economy.

As an Australian business, we are committed to operating as sustainably as possible, and to actively work to reduce the greenhouse gas emissions within our direct control.

Concurrently, we also acknowledge that the exact pace of global decarbonisation efforts is uncertain and that the pathway to net zero will take time. We believe that high quality coal will remain part of the global energy mix for some time, as a mixture of cleaner forms of energy and innovative technologies, such as carbon capture and storage, will be imperative to meeting net zero commitments.

The high quality coal NCIG handles on behalf of our customers will play an important role in this transition, particularly for Asian economies, to help to ensure energy continuity, affordability and reliability to enable their social development ambitions. We base our planning on a range of plausible and internationally recognised climate-related risk scenarios to periodically assess future demand for thermal coal and our customers' subsequent demand for our services.

Emissions Reduction Strategy

NCIG is committed to achieving Net Zero operational emissions by 2030. Our core focus is on reducing operational emissions that fall under scope 1 and scope 2 emissions, since these are within our direct control.

Recycled Water Project

NCIG partnered with coNEXA Infrastructure Partners (coNEXA), to supply our terminal with recycled water from their Advanced Water Treatment Facility at Steel River, one of the most advanced water treatment facilities in NSW. This is our latest commitment to reducing our environmental footprint.

Previously our operational water needs have been sourced from a mixture of drinking water and captured stormwater from rainfall runoff across our site. This water is used for dust suppression, washdown hoses, conveyor sprays, and our fire water system across our site. Our primary water source is our rainwater ponds however when demand exceeds the available water storage, NCIG draws on potable water from the Hunter Water network.

Our Recycled Water Project officially commenced operations in April 2023 and is now providing us with up to 1.5ML of recycled water daily and allow us to draw upon it preferentially over potable water to supplement our existing raw water system. Annually we will have access to 275ML of recycled water - the equivalent of 1718 residential homes or 160 Olympic size swimming pools. This will deliver significant potable water savings on site and greatly improve business resilience during drought conditions when potable water restrictions are in force, and community demand is most critical.

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**<Click to learn more about
our Recycled Water Project**

Did you know?

Our people are always available to speak with our community. We would encourage you to get in contact should you have any questions regarding operations at NCIG.

Community enquiries

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Together
**WE BUILD
OUR FUTURE**



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INFRASTRUCTURE GROUP