

COMMUNITY NEWSLETTER

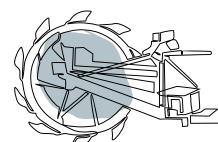
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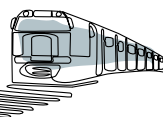
Newcastle Coal
INFRASTRUCTURE GROUP



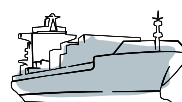
FY23 Highlights & Achievements



44.7 Mt
COAL LOADED



5,516
TRAINS UNLOADED



497
SHIPS LOADED



Award
ESG EXCELLENCE



5
APPRENTICES
HOSTED



\$344,000
INVESTED IN
COMMUNITY
INITIATIVES



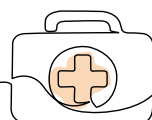
1st
IN PEER INDUSTRY
GROUP GRESB
BENCHMARK



\$28.2m
LOCAL ECONOMIC
SPEND



59
LOCAL COMMUNITY
GROUPS
SUPPORTED



1,434
DAYS WITHOUT A
LOST TIME INJURY



10%
CERTIFIED GREEN
ENERGY



87%
CUSTOMER
SATISFACTION
SCORE





Message from the CEO

As we stand on the cusp of a new year, I am delighted to share the achievements and challenges that have defined NCIG in 2023. Our steadfast commitment to sustainability has driven exciting projects throughout the year, including our Recycled Water Project, a new partnership with NSW Parks and Wildlife and we have released our emissions profile for the first time in our 2023 Sustainability Report.

Our engagement with the community has been a cornerstone of our efforts. We have continued to actively seek and listen to your valuable feedback, incorporating this into our decision-making processes, through our Community Engagement Group (CEG). Our Community Support Program has also continued throughout the year with a total of 53 grants being awarded to local community organisations throughout the calendar year. These grants provide direct support to our region and empower these organisations to contribute to the rich fabric of our community. Through our community partnerships, our team also volunteer their time to support the programs and initiatives of our partners. In financial year 2023, we had 79 employees participate in community activities, across 159 events.

Safety remains our paramount concern, and I am pleased to share that throughout the 2023 financial year, we did not record a Lost Time Injury (LTI), taking our running tally of days without LTI incident to 1,434. This accomplishment is a testament to the diligence and commitment of our workforce and their unwavering focus on safety protocols.

Looking ahead, we are excited about the opportunities that lie before us. We will continue to provide a reliable and flexible service to our customers, and we look forward to exploring new avenues for positive impact to clearly demonstrate our unwavering commitment to community prosperity and environmental sustainability.

Thank you for taking the time to read this newsletter and learn more about NCIG and our operations. I wish you a safe and happy holiday season. As always, if you have any questions, please reach out to us through our website or our enquiries hotline.

Aaron Johansen
Chief Executive Officer



Always striving for operational excellence

We pride ourselves on delivering operational excellence through optimisation and innovation. Recently one of our 2.8km stockyard conveyor belts was due for replacement. We've replaced similar belts many times across our plant, and it would have been easy for our team to repeat the same process we've used before. However, because we're always striving for excellence and hold a continuous improvement mindset, our team sought to innovate the process and reduce the interruption to our operations.

To do this, the team conducted significant pre-work ahead of the project start date. This pre-work involves laying out the new belt lengths (approximately 200m in length each) and connecting them through a process called 'splicing'. With the full 2.8km of belt now connected, the team used an Auxiliary Drive to facilitate the new belt being transferred on to the conveyor belt, and the old belt was gradually wound off. This saved us significant time in completing the job but also reduced the safety risk to our people as a number of high-risk tasks could be complete in a safer manner.

We published a short video capturing the process which you can view on our Facebook. Our Mechanical Supervisor, Charlie Henshaw, and Maintenance Superintendent, Luke Dalton, explain the process and offer a behind-the-scenes view of this maintenance project.



[Click here to watch the video](#)





NCIG honoured with two industry awards

NCIG was recently awarded two industry awards, recognising our contributions to the region and commitment to water-saving initiatives.

We were thrilled to accept the Hunter Water 'Love Water Award' at the annual Business Hunter Awards night, in recognition of our Recycled Water Project. This annual award is given to an organisation who has undertaken a water efficiency management plan to reduce their use of potable water, delivering cost savings to their business and reducing the demand on the region's drinking supply—the equivalent of 1,700 residential homes annual water usage.

The second award we received was the prestigious Newcastle Business Club 'Organisation of the Year.' Every year, the Newcastle Business Club recognises a local youth, person, and organisation for their contributions to the commonwealth of Newcastle. We were recognised for our commitment to sustainability initiatives, including our local procurement goals, investment in the community through our partnerships program and ongoing commitment to biodiversity management.

We are honored to be an active member of the Newcastle region and seek to positively contribute to our community while minimising our environmental impact.



[Click here to read more about these awards](#)



Partnering with our community to deliver long-term, direct, and meaningful support

The NCIG Community Partnership Program (CPP) is designed to develop and foster long-term partnerships with selected local organisations focused on delivering a service that materially benefits the Newcastle community.

Two of our long-term partners are Lifeline Hunter and Got Your Back Sista. Both organisations offer critical support to those who need it most and do it without judgement, red tape or cost for the user. To continue delivering their critical services to our region, they host annual fundraisers that bring the community together, demonstrate the value of their programs and drive awareness of their services. These fantastic events are a favorite of our team here at NCIG with many of our people taking time out of their personal lives to attend and support the events.

These partnerships are a commitment to our team members, their families, and the broader community, that we are engaged in their wellbeing and committed to ensuring that valuable organisations like Lifeline and Got Your Back Sista can provide their services now and into the future.



[Click here to learn more about NCIG and our Community Engagement Program](#)



Sustainability Report now available

We are excited to release our 2023 Sustainability Report, now available on our website.

This annual report is a comprehensive reflection of the 2023 financial year, covering all aspects of our business—from safety and operational output through to community expenditure and programs.

This report illustrates 2023 as a year of progress and transformative initiatives, emphasizing our commitment to a sustainable and resilient future while maintaining our high standard of customer service, operational excellence, and staff engagement.



[Click here to ready the full report on our website](#)





Empowering young leaders within our ranks

This year we had two participants in the Asia Pacific Carbon Connect 2023 Emerging Leaders Programme, representing NCIG and developing their personal leadership skills. The Programme is an industry-lead development opportunity for budding leaders within the coal industry, offering the chance to broaden their understanding of the industry, build a network and showcase the career opportunities available to them.

NCIG Logistics Planner, Luke Brouwer, and Structural Engineer, Emma Creasey, participated in the exclusive 20-person year-long program throughout 2023. Through the program they visited mine sites, a power station, rail depot, live run centre and a port, giving them a deep appreciation for the energy supply chain and an awareness of the linkages between every element of this critical infrastructure.

Luke Brouwer reflected on his time within the program,

"I was excited to be nominated by the business and to have an opportunity to build my professional network within the industry. I've made valuable connections with my peers and I'm excited about the evolution of our industry."



NCIG is committed to providing ongoing career development opportunities for our team, whether they're in the early or later stages of that journey.

To read more about the program or about Luke and Emma's experiences, visit our website.

Together
**WE BUILD
OUR FUTURE**



This newsletter is printed on sustainably sourced paper

Collaborating with our industry

As a business, we are always looking to stay up to date with the latest advances in technology and information across our business operations. One way we do this is through industry-based conferences and forums. Our team regularly attend events across the country to learn more about their areas of expertise, share experiences from their roles and to foster knowledge-sharing amongst our industry networks.

One of these industry engagements is the Australian Coal Terminals forum which facilitates focus-area Community of Practice conferences annually. NCIG was proud to host 20 engineers from across the eastern seaboard for the Australian Coal Terminals Engineering Community of Practice. This industry-lead conference included three days of collaboration where engineers were able to workshop common problems, share insights from their own operations and learn more about innovations across the industry.

These forums are an opportunity for industry collaboration, for the betterment of the safety of our people and longevity of our industry. NCIG is a proud participant in industry forums and will continue to actively contribute to industry-lead information sharing.



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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Newcastle Coal
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