



# Newcastle Coal

INFRASTRUCTURE GROUP

COAL EXPORT TERMINAL  
KOORAGANG ISLAND, NEW SOUTH WALES



COMMUNITY  
NEWSLETTER

EDITION 1  
2020



## CEO Message

Welcome to the first edition of our 2020 community newsletter, which comes at a challenging time for many people in our region.

I would like to recognise the recent hardships we are facing as a community. Bushfires, drought, and now battling against a global pandemic. While these events have had far-reaching effects on livelihoods and regional economies, the support and recovery effort within these communities has been nothing short of inspiring.

Regarding COVID-19, we are continuing to operate to ensure NCIG remains a strong and sustainable business, providing employment and economic stability during a difficult time for our region and country. We have tightened onsite hygiene practices in line with advice from health agencies, and have made operational changes to integrate social distancing including limiting the number of people onsite. This has meant that a number of our staff are now working remotely from their homes. We remain committed to the Hunter region - our workforce, suppliers, contractors and the community. We believe now more than ever it is essential to support our local community as we all face the social and economic challenges of the COVID-19 event.

For this reason, we have just announced a recent change to our latest round of Community Support Funding, refocusing our investment efforts to those organisations providing critical support services to our community during this time. This means we have postponed the March round of CSP funding and redirected our current focus to support existing community partners who help the most vulnerable in the community and are directly impacted by the COVID-19 crisis.

Despite recent rainfall, our region is experiencing historically low dam levels due to drought. It is important that businesses, along with households, do their part in managing water responsibly. While NCIG preferentially uses captured water throughout the plant, we continue to look for ways to reduce our water usage. We have developed a series of water saving measures in consultation with Hunter Water which is already demonstrating considerable benefits. Sustainable use of natural resources and an approach to improving plant efficiency has been an important focus for our organisation and will continue to be a focal point over the coming period.

NCIG recently applied to the Department of Planning, Industry and Environment for a modification to our Project Approval. This change is the result of the outstanding people who work at NCIG, as their commitment to innovation and excellence has enabled the existing plant to run at increased capacity. Importantly, our environmental licences will stay the same. I encourage you to take a look at our website for more information regarding our optimisation works and modification application.

Please continue to take care of yourselves and the people around you. Now more than ever it's important we remain connected so that when COVID-19 has subsided, our region comes through stronger than ever.

With this sentiment, I hope you enjoy reading through some positive stories in our newsletter.

Aaron Johansen | CEO



## Supporting our community

### REDHEAD MEN'S SHED SITE TOUR

NCIG recently hosted 20 members of the Redhead Men's Shed for a community site tour and presentation. The visitors had a great day, and loved the up close and personal tour of NCIG and learning all about our operations, with many of them having worked in the coal and mining industry earlier in their lives. The group was greatly interested in the advancements made in technology since leaving the workforce, and particularly enjoyed visiting the control room to see how our plant operates using computer generated modelling and control systems.

Unfortunately our site tours have had to be put on hold for the time being due to COVID-19 restrictions, however we plan to get these up and running again as soon as it's safe to do so and look forward to welcoming you back to our site soon.

### NEWCASTLE JETS SKILLS PROGRAM

While our sporting season has been cut short, NCIG took the opportunity to support junior footballers participating in the Newcastle Jets Skills Program 2020.

The program, focusses on developing the skills of young footballers in the Hunter region, and is open to all players, no matter their playing experience or skill level.

"We are pleased to be able to support a great community program that is open to any child wanting to further their skills and be active" said Jets Y-League Coach, Dan McBreen.

The kids have really enjoyed this specialised program, receiving weekly coaching from trained Newcastle Jets coaches who tailor the program to suit the child's needs.

We look forward to welcoming all of the kids back to the program hopefully in the near future.



## MISSION TO SEAFARERS

The NCIG team is proud to offer continued support to Mission to Seafarers (MTS), the recipient of our three-year Community Partnership Program funding.

Mission to Seafarers offers invaluable support to visitors to the Port of Newcastle, caring for seafarers of all ranks and nationalities. Nationally, they work in over 200 ports providing support to the 1.5 million crewmen and women who face danger every day to keep our global economy afloat.

MTS offers practical, emotional and spiritual support to seafarers, provides welcome shore leave and assistance with life's essentials such as purchasing groceries and gives seafarers the ability to connect with families at home via internet facilities at their Seafarer Centres. They also make available a range of welfare and emergency support services and a place to unwind, relax and recharge prior to their homeward journey.

The life of seafarers can be very dangerous and lonely. Working long hours is part of sea life, not to mention being cut off from their loved ones for months at a time – sometimes up to a year. It's no wonder that many who work at sea are affected by mental health issues and loneliness, as well as piracy, shipwreck and abandonment.

NCIG has a long-standing relationship with MTS and we welcome the opportunity to extend our partnership and provide them with the support they need to deliver an important service to our Port's visitors and make the life of those at sea a little easier.

## ZARA'S HOUSE WORKING BEE

Zara's House is a local refugee and women's centre offering support, education programs and assistance to refugee families in need.

NCIG recently worked side by side with this amazing foundation to help with a number of jobs around the centre (Cover Image). Our employees built a garden bed ready for tree planting and were also delighted to be taken on a tour and see the progress on the construction of the new playground which our community support funding has contributed towards.

Supporting and giving back to our local community is something that is engrained in our workplace culture, we love to see the difference our Community Investment programs make to those in need.

WE SUPPORT  
MENTORS

Mentors support young  
people, making a big  
difference to their life.



## Celebrating 10 years of community support

Newcastle Coal Infrastructure Group (NCIG) is committed to supporting the community in which we operate in. One such way we do this is by providing financial support to local organisations and community groups via our Community Investment Programs. Our March 2020 round of Community Support Program (CSP) funding has been open for applications. However, due to the impact COVID-19 is having on our community, we feel it is necessary to refocus our investment efforts to those organisations providing critical support services to our community during this time.

This means that we have postponed the March 2020 round of CSP funding and redirected our support to existing community partners who are directly impacted by the COVID-19 crisis. Our focus will be on providing financial support to community groups and organisations who provide social welfare programs such as mental health services and the supply of essential health and wellbeing services to the vulnerable and disadvantaged.

Thank you to all of you who have already applied, while we are sorry that we can't offer immediate support, please note that we will keep your application on file and will actively reach out to you when our next round of funding opens.





nominee



## Safety is 'vital' at NCIG

Our biggest asset is our people, and their health and safety is our number one priority and reflected in everything we do.

NCIG's 'Safety Vitals for Life' program is dedicated to keeping our employees safe at work so we can all return home to our families and do the things we love.

The program challenges staff to remain conscious of vital controls which are essential to working every day at NCIG. There are six main risks identified which form the basis of our Safety Vitals program, such as working in confined spaces or preventing falls when working at height.

Critical controls are not new at NCIG, however we are committed to ensuring staff are more engaged with them and know the risks, including how to avoid injury and stay safe at work.

Our Safety Vitals campaign included a video which showcased the program and included vision of staff outside of work doing the things they enjoy most, including spending time with family. If you are interested you can see this video on our website.

In recognising the success of this program, our Safety Vitals for Life program has been nominated for an award at the Hunter Safety Awards. We are proud of not only the nomination but the commitment our people show to keeping safe.





## Doing our part to be water wise

As we are all feeling the effects of drought and the recent implementation of water restrictions in our local community, NCIG has employed a number of water optimisation measures onsite to improve operational processes that require water, while easing the pressure on the region's scarce resources.

We have been working with Hunter Water to develop new ways to be water efficient and a number of new measures have been put into place.

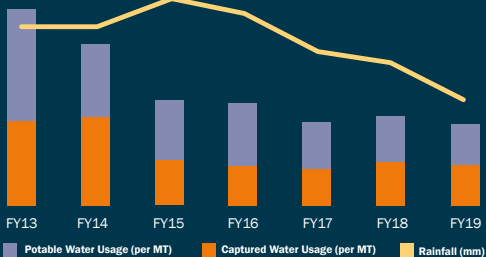
These include initiatives like reducing irrigation times, modifying machine and infrastructure washdown practices, preventing hosing of hard surfaces and improving water efficiency during low wind conditions, while maintaining and improving dust suppression for adverse weather events.

It is expected that implementing these new water saving measures will result in significant water savings for the site, with many of these practices planned to be permanently embedded in our ongoing operations.

NCIG already recycles onsite water collected from operational plant and stormwater infrastructure, and we are currently implementing a Water Efficiency Management Plan and investigating the potential use of recycled water on site.

While we have implemented many water saving measures to date, we are continually committed to reviewing our procedures to improve water use efficiency and ease the pressure on critical natural resources.

Total Water Usage (ML)/Million Tonnes (MT)



4%  
Water Use Reduction in FY19



## NCIG Plant Optimisation

NCIG recently made an application to the Department of Planning, Industry and Environment to increase our capacity from 66 million tonnes per annum to 79 million tonnes.

The application is the result of the dedication and innovation of our people, who for the last four years have been working hard to identify small incremental improvements to the way we operate. When combined, these process efficiencies will enable our operations to run at an increased capacity.

No new infrastructure is required in order to achieve the increased capability, and all environmental limits will stay the same.

Our website contains information on our modification, including a video showing how we have achieved our control system and process improvements as well as a contact form. We welcome any questions you may have regarding our application.  
[www.ncig.com.au/business/optimisation](http://www.ncig.com.au/business/optimisation)

### 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.

### ENQUIRIES REPORTING

**24hr hotline: 1800 016 304 E: [enquiries@ncig.com.au](mailto:enquiries@ncig.com.au)**

**P: Locked Bag 6003, Hunter Region Mail Centre NSW 2310**