



MANAGEMENT APPROACH

Engagement



COMMITMENT

We establish and maintain strong relationships with local communities and other stakeholders to deliver positive business outcomes.

GOAL

To minimise the number of community registered complaints that require modification of our processes and procedures.

We establish and maintain strong relationships with local communities and other stakeholders to deliver positive business outcomes. We provide various opportunities for active communication and dialogue with our key stakeholders and the local community. We value meaningful engagement and our positive interactions with our stakeholders and local community groups helps maintain our social licence to operate. We also commit our time and resources to support the local community in the areas of education, health, community development and the environment. We invest in the STEM talent pipeline of today and tomorrow and contribute to building local technical capability.

Our stakeholder relationships are central to our business and our success, and we work closely with our stakeholders to understand their expectations and concerns. Key stakeholder groups have been determined based on a combination of our business values, strategic relationships and our commitment to working sustainably. These include our community, contractors, customers, employees, governments and regulators, investors, shareholders and suppliers.

In addition to our regulatory obligations, we aim to proactively communicate and engage with our stakeholders about the social and environmental impacts of our operations. We routinely communicate with them and strive to meet their expectations and welcome constructive dialogue.

SYSTEMS AND PROGRAMS

Community Engagement Plan

NCIG's Community Engagement Plan guides the way in which NCIG engages and communicates with the local community. Its purpose is to provide the framework for NCIG's engagement activities with the local community.

Community Engagement Groups

NCIG established a Community Engagement Group (CEG) in 2019. This engagement group provides an avenue for NCIG to better understand the needs of the local community via community representatives covering local geographic areas around our operation.



Our CEG meets quarterly and provides us an avenue to communicate information about our operations and to give a voice to community members on matters important to them. This typically includes our operational activities, environmental performance and community investment initiatives. We publish the minutes of all Community Engagement Group meetings on our website.

Community enquiries line

We provide a 24-hour enquiries service via email (enquiries@ncig.com.au) and telephone (1800 016 304). These channels are available to receive requests for information or queries about our operations or community engagement activities.

Community site tours

NCIG site tours enable interested community members (over the age of 16) the opportunity to visit our terminal to see first-hand how we operate. The tours are free and are conducted from an air-conditioned minibus with an NCIG employee providing commentary. The tour includes a short presentation and takes approximately 45 minutes. Bookings can also be made for larger groups on request.

Quarterly contractor meetings

Our routine quarterly communication meetings update our contractors on workplace safety, operational performance, major shutdowns and other critical site activities.

Customer meetings

Consultation with our customers is a consistent and continuous activity. The majority of our customer meetings are currently held virtually due to COVID-19 controls.

Employee engagement surveys

NCIG conducts a biennial employee engagement survey. The survey is voluntary for our employees and contractors and typically achieves a response rate of around 95%. Onsite and virtual business-wide meetings are also held regularly to provide updates on operational performance and to celebrate our achievements.

MANAGEMENT

Day-to-day management of our community engagement initiatives and performance is overseen by NCIG's Health, Safety, Environment and Community (HSEC) team. Engagement with employees is managed by the People and Culture team, and customers by our Customer Assurance team. Performance and progress is overseen by our Executive Leadership Team and by the NCIG Board.

MEASURING OUR PROGRESS

We measure our progress by monitoring and reporting our engagement statistics through our monthly business scorecard, which is overseen by the Executive Leadership Team. The scorecard tracks the number of community registered complaints, community engagement meetings and site tours conducted.

REPORTING

We report our performance and progress regarding engagement in our annual Sustainability Report, which is available on our website.

