



# MANAGEMENT APPROACH

## Safety



### COMMITMENT

We put our people's safety, physical and mental health first.

### GOAL

To maintain a safe work environment and industry best practice standards.

### FY24 TARGET

To maintain a Total Recordable Injury Frequency Rate of less than 5.0.

Our people are at the heart of our business and the prevention and active management of any injuries to our workers is our number one priority. Our culture encourages safe behaviours and fosters an environment where workers feel safe to speak freely about and proactively manage health and safety matters.

NCIG is an industrial site and as such, many of our people work with heavy machinery, which requires extensive collaboration and coordination. We take great pride in working at our terminal and are committed to the safety of all employees, contractors, visitors, and the environment in which we operate. Everyone at NCIG has a responsibility to uphold our organisation's high safety standards, and we recognise that our commitment to safety can only be achieved with personal commitment, cooperation and teamwork.

## SYSTEMS AND PROGRAMS

### Accreditations and standards

Our integrated HSEC Management System is certified to ISO45001:2018 and incorporates the following standards:

- Leadership and accountability
- Legal requirements and document control
- Risk and change management
- Planning, goals, and targets
- Awareness, competence, and behaviour
- Health & hygiene
- Communication, consultation, and participation
- Business conduct, human rights, and community development
- Design, construction, and commissioning
- Operations and maintenance
- Suppliers, contractors, and partners
- Environment and stewardship
- Incident reporting and investigation
- Crisis and emergency management
- Monitoring, audit, and review



## Incident and actions management

Our Sustain Management System (Sustain) is our bespoke hazard and incident management system that was designed and developed by NCIG with the goal to simplify and increase efficiency of hazard and incident reporting. Sustain is customised for our specific operating processes and provides a platform for our people to report hazards and incidents, investigate the root cause and reach effective and risk mitigating actions and outcomes.

## Fatal risk management

Our Safety Vitals program focuses on the key fatality risks (Safety Vitals) identified on site and the corresponding critical controls to manage the risk for these tasks. The program challenges our employees and contractors to take personal responsibility in ensuring these critical controls are in place and effective. The Safety Vitals are collision with mobile plant, confined space, isolation, falls, cranes and dropped objects, and fire and explosion.

## Behavioural safety program

Zero Incident Process (ZIP) is NCIG's behavioural safety program, which is an important foundation of the NCIG safety culture and forms part of our three-year strategy towards Safety Citizenship.

## TRAINING AND COMMUNICATION

The importance of safety at NCIG is communicated through the site induction training for employees and contractors. We also communicate to our workforce during quarterly communication sessions.

## MANAGEMENT

Day-to-day management of our safety performance is overseen by NCIG's Health, Safety, Environment and Community (HSEC) team. Performance and progress against our goals and FY24 targets is overseen by our Executive Leadership Team and by the NCIG Board

## MEASURING OUR PROGRESS

We measure our progress by monitoring and reporting our performance statistics through our monthly business scorecard, which is overseen by the Executive Leadership Team. The scorecard tracks our Total Recordable Injury Frequency Rate (TRIFR), which is a standard safety metric that includes the number of Lost Time Injuries (LTI), and Medical Treatment Injuries (MTO) per million hours worked.

## REPORTING

We report our performance and progress regarding safety in our annual Sustainability Report, which is available on our website. We also report to the Coal Exporting Terminals Operators Association (CETOA).

## AWARDS & RECOGNITION

### Hunter Safety Awards

NCIG won the WHS Business of the Year at the 2020 Hunter Safety Awards. The award recognises businesses and individuals in the Hunter region across 13 different categories of health and safety.

### NSW Minerals Council HSEC Awards

In 2017, NCIG won the NSW Minerals Council's Health Excellence Award for its health and wellbeing program designed to proactively assist and encourage employees and contractor to improve their physical and mental health.

