

NCIG Community Engagement Group (CEG) – Meeting Minutes

Meeting No: 11

Thursday 13 April 2023 5:00 -7:00pm

Location: NCIG Training Room

Attendees:	Community Representatives	NCIG Representatives
	Alan Blanch (AB) Alison Rigby (AR) Lyn Kilby (LK) John Hayes (JH) Rick Banyard (RB)	Nathan Juchau (NJ) – Manager Sustainability Wade Covey (WC) – Environment and Sustainability Lead Peter Madden (PM) – Environment and Sustainability Officer Carly Parmenter (CP) – Communications and Engagement Lead Naomi Dockrill (ND) – Technology Manager

Apologies: Kenny Barry, Lindsay Clout, Catherine Blanch.

Item 1: Welcome and Meeting Minute Review

- WC welcomed attendees to the meeting and introduced Naomi Dockrill to present on cyber security.
 - WC also introduced Peter Madden and Carly Parmenter to the CEG.
 - WC asked if members had any comments or feedback on the previous minutes. Consensus among the group that the minutes were accurate and that they be finalised. WC explained that the one action from the previous meeting had been completed related to adding Hydrogen as a topic into the agenda for future meetings.

Item 2: Guest Speaker Naomi Dockrill - Cyber Security Presentation

- ND presented on NCIG's Cyber Security journey. (Presentation attached).
 - In September 2018, NCIG was affected by a cyber-attack where attackers deployed ransomware which locked files on our server. The attackers requested money in exchange for the files to be unlocked. NCIG moved quickly to lock down its systems and recover from stored backups. ND advised that the attack came through a third-party software provider that is used at NCIG.
 - Following the attack, NCIG undertook a security assessment and mapped out actions to improve the security of the business. NCIG embarked on a 2-year cyber-security improvement project with the intent to architect and implement the identified security improvements.
 - ND advised that NCIG continually improves cyber security and controls through awareness training for users, penetration tests on systems, cyber security assessments and phishing tests.
 - ND advised that NCIG encourages staff and contractors to continually update software, regularly back up files, use multi-factor authentication and set secure passphrases in their work and personal lives.

- AR asked about the cost for the cyber security project and ongoing assessments. ND explained that the project cost around \$500k and the annual assessments started at \$25k but have since come down to around \$5k per assessment due to technology improvements.
- RB asked whether the attackers took anything or was it clear they were they after anything in particular? ND advised that it was a random attack and they didn't take any files. It was an attempt to extort ransom money.
- RB asked whether there were any other coal businesses attacked? ND explained that there were no other businesses attacked at the same time that we were aware of. NJ reiterated that a lot of these cyber security attackers operate randomly.
- JH asked whether the cyber-attack affected coal loading? ND explained that the attack did not affect coal handling operations fortunately as these are controlled via a separate software system.
- JH noted that the ransomware got through via a third-party software supplier. JH asked if NCIG still uses this supplier. ND advised that the software provided by the supplier was important to NCIG's day to day administrative operations and was still used on site. ND advised that avenue/path that the attackers used via the supplier was quickly identified and shut down.

Item 2: General Business and Operations Update

- NJ provided an update on business/operational matters since the last meeting:
 - Removal of COVID vaccination policy. The view is that the vast majority of the workforce and the local community is now vaccinated. The removal of the Policy is in line with the removal of government mandates around vaccination. NCIG is still promoting conservative illness management to prevent the transmission of the virus on site.
 - NCIG's Vision and Purpose is being updated internally. The current Vision and Purpose document is around 10 years old and needing a refresh. The update will reflect NCIG's current operations and culture. Explained that the new Vision and Purpose was due to be finalised in the coming months.
 - Team retreats planned for May/June for consultation on the new Vision and Purpose. Events stopped in COVID so it's great to restart and catch-up with everyone in an external environment.
 - New starters in NCIG's Sustainability Team
 - Carly Parmenter - Communications and Engagement Lead. Carly joins NCIG following experience in similar roles at an energy retailer in Canberra and at the University of Newcastle. Carly's focus is on enhancing internal and external communications at NCIG, media. Carly will also be looking after NCIG's community investment and engagement portfolio.
 - Peter Madden has filled the Environment and Sustainability officer role left from Hayley. Peter joins NCIG following underground and open cut mining roles in the Hunter Valley.
 - Planned protester event – Rising Tide meeting last week with two representatives from the organisation. Discussed their views regarding their rights to protest but disagreed with the way it's been done historically, where protesters have put themselves and NCIG personnel at risk.

- Steady period operationally. The rise in coal price has facilitated a quality-driven market i.e. tonnes have been down but quality is high. Coal price is still strong but has significantly reduced since the end of 2022. Expecting to see a quantity driven market in the future.
- AB asked whether the decline in tonnes was related to high rainfall/poor weather? NJ explained that this has certainly contributed. We also experienced lots of restrictions such as vessels unable to come to berth due to inclement weather.
- Just completed a major shutdown for SR01. 15-day outage which involved replacement of bucket wheels, replacement of boom conveyor belt, elevator conveyor structure remediation from corrosion. Project was successfully completed on time and within budget.

Item 3: Sustainability Update

- NJ commenced the Sustainability Update (formerly the Environment and Community update)
 - Provided an overview of ESG performance from NCIG's H1 Scorecard (available on the website). Discussed safety performance, we are behind on the target unfortunately due an injury sustained to a worker. Fortunately, the injury was minor. LK asked whether we talk to the workforce about aging and health/injury risks. NJ acknowledged that it certainly a factor NCIG was aware of and reinforced the importance maintaining health and fitness.
 - Discussed that the community spend was behind target however advised that the March Community Support Program has just closed, and we expect to meet this target.
 - LK asked how many women were employed on site. NJ advised there are currently around 20 women on site. The trend is that more women are joining in trade roles which is really pleasing as this has traditionally been a male dominated role.
 - Planning for NCIG's next sustainability strategy (FY25 – FY28) has commenced. Looking at amalgamating NCIG's operational/business strategy into one. The current Sustainability Strategy stands separate to the business strategy. Advised that the CEG would be consulted as part of the process.
 - Continuing to meet obligations regarding modern slavery. Updated Policy and annual statement available on our website.
 - JH noted an instance of another port being used to receive heavy equipment for a company in Newcastle. JH expressed his view that PoN should be used for delivery of goods over Sydney where possible. NJ agreed and spoke to NCIG's sustainability metrics for local procurement. NJ also explained that these considerations needed to be stipulated up front in commercial arrangements for it to be effective.
- WC continued the Sustainability Update:
 - Provided overview of NCIG's two compensatory habitat areas; Green & Golden Bell Frog (GGBF) habitat (78 ha) and Migratory Shorebird habitat (24 ha).
 - GGBF surveys continuing by University of Newcastle across the island. Additional cluster ponds to be installed by Department of Planning and Environment to further improve connectivity and GGBF habitat on the island.
 - Hunter Bird Observers Club reported recent sightings of migratory shorebirds on Deep Pond (Black-tailed godwits).
 - Weed monitoring and control programs continuing. Alligator weed, Pampas grass and Groundsel bush the key focus.
 - Fox control program completed November 2022. Results are showing a decline over last six seasons in NCIG managed areas which indicates a decline in fox population. Pleasing to see.

- Planning our next mangrove removal campaign at Area E to maintain shorebird habitat. Planned to commence in the next few months. Reed removal planned for NCIG managed frog ponds later in the year (weather depending).
- Overview of EPA inspection outcomes from last year. General feedback was positive from the EPA regarding NCIG's pro-active and re-active measures. Opportunities for improvement were also provided. NJ/WC explained that NCIG were appreciative of the EPA's feedback on our management measures and were working through their recommendations. AB asked whether NCIG works with PWCS regarding dust issues. WC advised that NCIG work very closely with PWCS. WC advised that there are quarterly meetings where we share data and information regarding operational and environmental matters. EPA are planning another visit with officers from outside of the Hunter in the coming months.
- Recycled Water Project commissioning phase completed early February. Used approximately 30ML of recycled water used in operations to date. An official opening of the project and a media launch was held on the 12th April. NJ thanked the CEG members for their feedback and support around the project.
- Overview of community engagement and investment activities undertaken since the last meeting. Organisations contributed to include Mission to Seafarers, Got Your Back Sister, Variety.
- Overview of NCIG presentation to the Stockton Community Group meeting in March. Opportunity to speak about our operations, sustainability strategy, community support programs and dust management.
- Community Support Program (CSP) March round now over. Record number of applications (>80). LK asked what the breakdown of the applications were across NCIG's investment criteria areas. CP explained that it varied but NCIG could provide a breakdown. **Action: Provide a summary of the March CSP applications across the various investment criteria focus areas.**
- NCIG are working with other surrounding businesses with regard to community support investment opportunities to ensure funds are distributed fairly and to try and avoid duplication.
- CSP afternoon tea scheduled for Friday 19 May, 2pm. CEG invited to attend. **Action: CSP afternoon tea information to be distributed to CEG members.**
- Upcoming activities as per slide. Sunday 7 May – NCIG Community and Family Day. **Action: NCIG Community and Family Day information to be distributed to CEG members.**

Item 4 - General Discussion/Meeting Close

- Discussed Catherine Blanch's resignation from CEG. WC and NJ thanks Catherine for her contribution to the committee over the years and suggested that a small gift be provided to Catherine on behalf of the CEG. All members supportive of this gesture. **Action: Arrange for a thankyou gift and note to be sent to Catherine Blanch following her resignation from the committee.**
- Hydrogen Update
 - WC provided an overview of publicly available information regarding the Orica/Origin Hydrogen project and Port of Newcastle's Energy Precinct.
 - JH provided an overview of Climate Action Now (CAN) Newcastle Emission Reduction Plan. Committee to be established. There is an opportunity for industry to be involved on the committee and/or provide advice from their learnings.
 - JH asked if the hydrogen information provided could be sent out with the minutes. WC/NJ agreed. Time will be allocated for hydrogen presentation next meeting.

- **Action: Arrange for JH's hydrogen information to be sent out to the CEG members with the minutes.**
- RB raised the idea of a regional workshop/symposium to share emissions reduction measures that are being implemented in industry. NJ agreed it was good idea for industry to partner with local groups.
- Next meeting scheduled for the 13th July for 5pm – 7pm.
- Meeting closed 7:35pm.