

# WE'RE POWERED BY OUR PEOPLE

*We won't compromise on their health, safety and wellbeing. We are committed to a target of zero injuries*

Our business success is dependent on the performance and achievements of our people. That's why their health, safety and wellbeing are an overriding value and why we have an unwavering commitment to zero injuries.

We facilitate the stockpiling and loading of coal utilising large and moving equipment, often operating automatically and controlled remotely, with skilled and experienced workforce operating on a 24-hour basis. We have established, implemented and maintained several procedures for the ongoing hazard identification, risk assessment and determination of necessary controls to keep our people safe and healthy. All employees, contractors and visitors are covered by our Health and Safety Management Plan and ISO 45001 certification.

### Performance

Port Waratah finished the year with an all-injury frequency rate (AIFR) of 5.15. This means we did not meet our target of an AIFR below four. We reported five recordable injuries during 2021, all of which occurred during the second half of the year following our best result of significant injury-free days. This is the same result as compared to 2020 and is not in line with our goal of zero injuries. Our ongoing focus is to continue to provide a workplace in which everybody can work without being harmed as a result of activities or operations. We met our targets of zero fatalities and there were no significant health exposures during the year.

### Hazard identification and risk management

Eliminating and controlling risks in our workplace helps to prevent and reduce the number and severity of workplace injuries and illnesses. We strive to promote and improve our worker health, wellbeing and capacity to work, and foster a culture where everyone is encouraged to innovate and improve quality and productivity of their work while maintaining a high level of health and safety standards.

Our system involves identifying hazards, assessing the risks presented by the hazards, finding ways to control unacceptable risks, deploying the controls identified and recording the process and outcomes. Each team member at Port Waratah is trained and empowered to identify and report work-related hazards through our incident reporting system, ensuring the hazards are communicated to others and containment controls or rectification actions can be implemented.

Internal and external stakeholders are consulted as part of the risk management process, when identifying hazards and assessing risks, when making decisions about ways to eliminate or minimise those risks and when making changes to the risk management process.

### Incident investigation

All incidents, regardless of their nature or severity, are encouraged to be reported and managed immediately. The area is made safe to personnel and notification of the incident is made to the relevant leader.

An incident investigation is undertaken for every incident. The type of investigation is determined by the severity of the incident. A 5-why incident investigation is completed where the incident has a low to moderate severity and a formal investigation is undertaken where the severity has a high to critical severity. The completion of corrective actions related to incidents are tracked through our health and safety performance reporting processes.

### Occupational hygiene

Health risks for each worker in Similar Exposure Groups (SEGs) working at Port Waratah has been assessed, risk ranked and recorded in the Health Risk Register. This register is maintained and reviewed at least annually.

Our monitoring programme is coordinated and facilitated utilising an external consultant with specific occupational hygiene competency and qualifications. Monitoring is conducted in accordance with current accepted methods and is carried out on all SEGs based on their exposure levels in the workplace.

**🔍 CASE STUDY**

**Medical Surveillance Programme**

Port Waratah offers regular employee medicals to support the health of our people and to provide early intervention to prevent long-term health impacts related to the work that they do. To improve the quality and accessibility of our programme, we implemented a more regular service on site during 2021, with fortnightly site attendance of a health nurse. The regular presence of the nurse facilitates regular follow-ups for any individuals who need additional monitoring or support for identified risk factors.

The medicals centre around occupational health risk factors and include a review of lung health, hearing, cardiovascular risk factors, musculoskeletal issues, stress, fatigue and more, as well as many other modifiable risk factors associated with lifestyle behaviours such as alcohol consumption.



Bowel Screen Kits and skin checks occur on a two-year cycle and will be available to employees in 2022.

**Continuous improvement**

Our improvement efforts focused on:

- developing education and awareness for our people on the potentially fatal hazards identified in our workplace. We are committed to all workers understanding the fatal hazards and critical controls that must be in place prior to undertaking tasks.
- continuing to drive improvements to pre-task hazard assessments with an update to the mobile job safety and environmental analysis (JSEA) to include identifying and controlling hazards for each step of the task.
- implemented clear Standard Operating Instructions for each stage of the contractor lifecycle with training for Contract Holders aligned to the updated Contractor Management System.
- following the baseline assessment in 2019, we completed a Health and Wellbeing Pulse Survey to understand the effectiveness of our Live Better, Work Better wellbeing programme.
- a comprehensive review of the onsite medical programme, introducing a rolling medical surveillance service in place of the previous biennial medicals.
- mental health awareness, particularly the introduction of quarterly Peer Support development forums to actively engage and upskill our Peer Support Network.

Of the Network, Jennifer Murphy, Specialist Business Information, said, *“The peer support network allows us to support our workmates while developing our own mental health and wellbeing toolkit. It’s a way of helping each other to work through minor issues that can be amplified through periods of additional stress. I feel privileged to be a part of such a rewarding initiative!”*

Our focus for 2022 will be to continue implementing and embedding identified projects regarding wellbeing, hazard identification and risk management, technology improvements and ongoing improvements in systems and processes. These projects will be underpinned by our culture of shared accountability and responsibility when it comes to health and safety, particularly our goal of zero work-related injuries and illnesses.

**Live Better, Work Better**

In 2021, the Live Better Work Better programme continued to provide information and awareness around a range of modifiable health risk factors to support our people to achieve a balanced lifestyle. The key focus areas throughout the year were physical activity, fatigue and sleep, alcohol consumption and mental health, including worker welfare throughout the ongoing COVID-19 pandemic.

Each of these focus areas included key initiatives that were developed and delivered with the support of external subject matter experts and provided to employees via videos, face-to-face and online forums as well as regular email communications.

Additionally, more than 296 team members participated in health and wellbeing initiatives including employee medicals and follow-up appointments, flu vaccinations, respiratory protection fit tests, mental health and wellbeing sessions and physical fitness checks.

**🔍 CASE STUDY**

**COVID-19 response**

During the COVID-19 disruption to our normal working conditions, Port Waratah continued to implement a range of initiatives and measures to keep our people safe at work. Port Waratah developed protocols based on guidance from the Australian Government Department of Health, NSW Health, Safe Work and Minerals Council of Australia. We continually monitored these references throughout the year, and our controls, procedures and communications were regularly updated to meet new information and advice.

The controls that focused on worker health and safety in response to the pandemic included staying at home and get tested if unwell, physical distancing requirements, limited interactions between teams, as required, strict personal and facilities hygiene measures, wearing face masks when indoors and location check-ins.

We provided regular COVID-19 safety updates and clear communications aimed to reassure our workforce and keep them informed as the restrictions and risk levels changed and evolved throughout the year.

We also implemented initiatives and flexible work options to support team members working from home. All team members were supported with paid pandemic leave options and access to free counselling and mental health support via the Employee Assistance Programme. To further support mental health and wellbeing employees and their families were provided access to a new online ‘Wellness Hub’ with over 90 short sessions covering workouts, therapies, meditation and other wellness topics.

Port Waratah’s November employee engagement pulse survey focused on Port Waratah’s COVID-19 response and understanding the vaccination status of employees. As a result of survey feedback, updates were made to the COVID controls including relaxation of some controls for vaccinated employees, and supporting planning for the return of remote workers to the workplace in 2022.

