



Relationships, social impacts and contributions

Port Waratah is committed to proactively engaging with our stakeholders. We strive to build strong relationships through open, timely and two-way communication.

Our stakeholders

Our stakeholders are both people and businesses that care about our operations, and the value and impacts we create. This includes our local community, our city and our region, and those we have a business relationship with and that can shape our success. Our stakeholders include our people, customers, community, environment, coal chain partners, suppliers and governments.

Understanding and managing stakeholder expectations

Understanding our stakeholders' expectations and delivering value back to the community is a key business priority. Our stakeholders expect us to measure, evaluate and communicate our performance beyond compliance requirements, so understanding their interests and concerns is important to us.

Our materiality assessment process and the ongoing 'Local Voices' Community Survey, which in 2023 took place in March and September, identifies and validates the issues that are important to our stakeholders.

We continue to use a variety of tailored engagement methods to connect with and seek feedback from our stakeholders. We invest in digital engagement methods due to the strong preference for this style of communication expressed in the Local Voices feedback.

In 2023, we focused on continued regional advocacy, improving stakeholder communication, increasing engagement opportunities, fostering stronger relationships with First Nations Peoples, and managing positive changes to our Community Investment and Partnership Programme.

Engagement

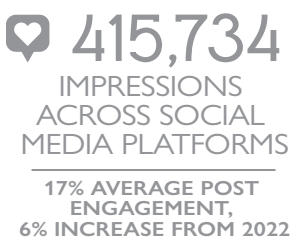
Throughout the year, our digital communication and social media approach again delivered positive results. We refreshed our social media strategy, platform utilisation and content delivery. We attracted 17 per cent more followers, totalling 5,897 across all platforms and increased the number of total post engagements by 29 per cent compared to 2022. Social media platforms, including Facebook, LinkedIn, Instagram and Twitter remained key channels for information sharing between Port Waratah and the community.

Continued sponsorship of the NBN News Rewind Season 3 enabled further reach of the broader Newcastle and surrounding communities through the organisation's extensive television and social media audiences. Connection to the nostalgic television segment is aligned to our time as an active member of our local community, where we have operated for more than 45 years.

We maintained the Port Waratah website, including specialised pages for sustainability performance and our Storylines (community partnerships) website to share information about our operations, contributions and performance. The quarterly eNewsletter and direct mailout communications were delivered successfully in 2023, with a steady increase in subscriptions during the year. We are committed to further improving and updating these digital communication channels in 2024.

We continue to share information using a quarterly digital community dashboard and a quarterly community newsletter delivered to portside households; both are published on our website. In addition, we also utilise local print and digital media, and radio and television broadcasts, to build understanding and awareness of our operations and encourage engagement.

Our Community Meeting Group met four times in 2023 and we continued to run a 24-hour community enquiry phone line and online enquiry form. During the year, we received seven community enquiries. Following investigation, Port Waratah was found to be accountable for one of these enquiries, where an alarm on one of the Carrington Terminal's yard machines was incorrectly configured following replacement, the installation was corrected and the enquiry resolved.





CASE STUDY

Role in regional advocacy

Being part of the community involves advocating for Newcastle and the Hunter Region, and we actively participate in regional forums.

Our CEO, Hennie du Plooy, continued his focus on regional development and has been re-elected as a Director of both Business Hunter and Committee for the Hunter, participating in ongoing regional conversations and civic leadership initiatives.



CASE STUDY

Site tours return to pre-Covid numbers

Our site tours programme delivered 208 tours with 1380 visitors in 2023, returning visitation to pre-Covid-19 levels of 181 tours and 1461 visitors in 2019. We experienced three years of disruption to the tours programme due to the Covid-19 pandemic, however dedicated resources to promoting the programme has boosted tour numbers this year.

The programme provides a platform for us to engage with customers, industry delegations, social clubs, schools, educational groups and other interested members of the public.

This year, we also took our presentation offsite to engage with community groups, like University of the Third Age (U3A) about our operations, material topics, management systems and community support.



LOCAL VOICES COMMUNITY SURVEYS

PARTICIPANTS

MARCH
2023 PULSE 1

324

SEPTEMBER
2023 PULSE 2

288



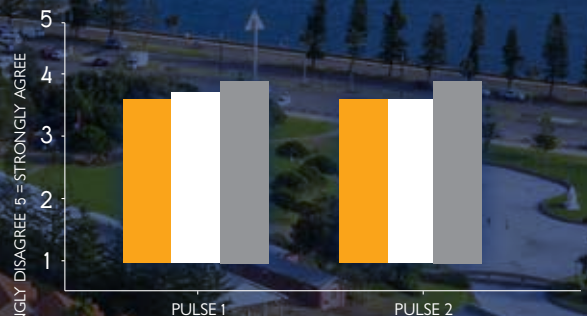
45% of 2023 participants were within portside suburbs

55% of 2023 participants were from the broader Newcastle Region



TRUST AND ACCEPTANCE OF PORT WARATAH REMAINS STRONG AND STEADY

A SNAPSHOT OF HOW THE COMMUNITY FEELS ABOUT PORT WARATAH



- PORT WARATAH FOLLOWS THROUGH ON COMMITMENTS TO MY COMMUNITY
- PORT WARATAH ALWAYS TRIES TO ADDRESS CONCERNS RAISED BY THE COMMUNITY
- PORT WARATAH'S ACTIVITIES WILL SUPPORT THE REGION'S FUTURE PROSPERITY



\$30,700

in total community rewards unlocked since 2018



5,006

surveys completed since 2018



Support for our local economy

Port Waratah is committed to contributing to the prosperity of the Hunter Region. We are proud of our history and commitment to promoting local employment, stimulating the local economy by purchasing from businesses that are located in the Hunter, and by taking an active approach to sourcing local materials, contractors and professional services. We give preference to local suppliers in our decision-making process, while also taking competitiveness, reliability, reputation, previous experience, commercial considerations and legal obligations into account.



300
AVERAGE
CONTRACTORS
ONSITE DAILY

+ 200
ADDITIONAL
CONTRACTORS
DAILY DURING
AN OUTAGE

CONTRACTOR HOURS =
46% OF TOTAL HOURS WORKED

In 2023, we directly employed 332 employees paying salaries and associated oncosts of \$69.6 million. We also supported 367 businesses and spent \$140.9 million in the Hunter region, equating to 79.5 per cent of our \$177.2 million total spend for contractors, suppliers and professional services.

Sustainable procurement practices

When procuring goods and services from suppliers, we consider social and environmental impacts in purchasing decisions with a focus on maintaining safety and quality standards, protecting the environment and human health, saving energy, minimising waste, conserving resources and complying with the modern slavery legislation. Our contractors and suppliers are also expected to abide by our Code of Conduct Policy Statement, which is available on our website.

All site-based contractors are also required to undergo an accreditation process, including an assessment of their policies and procedures to ensure adequate health and safety and environmental management systems are in place. A review of our contractors, based on performance expectations, including safety, environmental and other agreed performance targets, is conducted every 12 months.



CASE STUDY

Scaffconnect Australia – supporting local contractors

Port Waratah undertakes a continuous programme of refurbishing and maintaining our fixed and mobile assets.

To gain safe access to our large-scale infrastructure, specialist scaffolding is often installed prior to the commencement of any work. Scaffconnect is a respected local company who we engage to provide this service.

Based in Newcastle and locally owned and managed, they have a core team of 30 employees. Some of which have been working onsite at Port Waratah on maintenance tasks and projects for over 20 years. This year, they performed 177,000 hours of work incident free.

Our ability to work safely high above the ground, over water and across rails lines is possible due the specialist access solutions Scaffconnect build for Port Waratah.



CASE STUDY

Contractor forums

As part of our Contractor Management Framework, we host six-monthly open forums to engage with our contracting workforce and suppliers to discuss a broad range of safety and business-related topics, including legislative and system updates.

This approach is an invaluable way to build relationships and make connections across our contracting workforce and suppliers.

We also recognise outstanding contractor contribution, safety performance and procurement excellence each year. The 2023 award recipients were Downer Projects Services Team, Tambak Electrical and Statewide Bearings.

Addressing and eliminating modern slavery risks

Port Waratah undertakes ongoing modern slavery due diligence through supplier screening, assessing actual and potential modern slavery risks, acting upon findings, tracking responses, and communicating how risks are being addressed. Our 2023 Modern Slavery Statement is available on our website.

SUMMARY OF SPEND (% OF SPEND) 2023



SUPPLIERS*

65% OF SPEND
WITH LOCAL SUPPLIERS

Hunter Region \$28.7M
NSW \$8.4M
Australia \$6.5M
Overseas \$0.0M
Total: \$43.6M

CONTRACTORS

88% OF SPEND
WITH LOCAL CONTRACTING COMPANIES

Hunter Region \$106.1M
NSW \$4.4M
Australia \$10.1M
Overseas \$0.0M
Total: \$120.7M

PROFESSIONAL SERVICES**

47% OF SPEND
WITH LOCAL PROFESSIONAL COMPANIES

Hunter Region \$6.1M
NSW \$1.1M
Australia \$5.7M
Overseas \$0.0M
Total: \$12.9M

OVERALL SPEND

HUNTER REGION 79.5%
NSW 7.9%
AUSTRALIA 12.6%
OVERSEAS 0%



*Excludes electricity. **Includes insurances and consultants.
Due to rounding, numbers may not add up precisely to the totals and percentages provided.



COMMUNITY SUPPORT

2023 Investment: **\$850,000**



95%

of projects directly benefit Newcastle, portside suburbs and Awabakal and Worimi Country.

24%

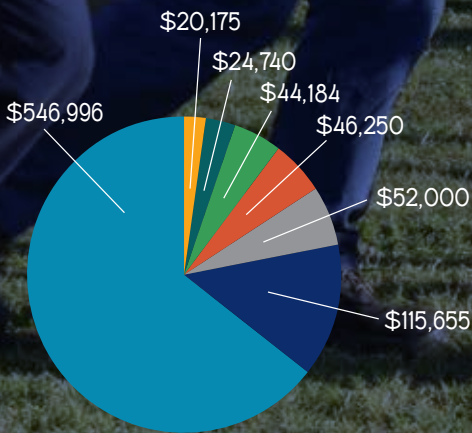
OF FUNDING FOR HEALTH FOCUSED PROJECTS



125 INITIATIVES SUPPORTED

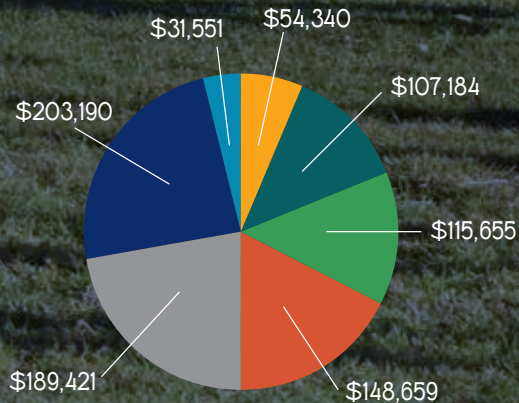
BREAKDOWN BY LOCATION

- CARRINGTON
- STOCKTON/FERN BAY
- HUNTER REGION
- MAYFIELD
- THROSBY VILLAGES
- AWABAKAL AND WORIMI COUNTRY
- NEWCASTLE REGION



BREAKDOWN BY PRIORITY AREA

- EDUCATION
- ENVIRONMENT
- PARTNERSHIPS FOR RECONCILIATION
- COMMUNITY VIBRANCY
- DIVERSITY
- HEALTH
- YOUTH SPORT IN PORTSIDE SUBURBS



Support for our community

This year we increased the amount of our Community Investment and Partnership Programme (CIPP) by \$100,000 to total \$850,000 invested through partnerships with local community groups and organisations. The programme supports projects and initiatives that address identified local areas of need and contribute to the overall sustainability of Newcastle and the Hunter Region. The priority areas of our programme include education, environment, health, diversity, community vibrancy, youth sport and new priority area introduced this year, partnerships for reconciliation.

Employee-led community participation

Our employees participated in several fundraisers supported by the CIPP, such as Charlie's Run 4 Kids, The Push Up Challenge, and Wests Ride for Rescue for Westpac Rescue Helicopter Service. Employees also participated in a Clean-Up Day in Throsby Creek, neighbouring our operations.

Through our 'Vote on a Good Cause' initiative, employees nominated charities that were shortlisted to three organisations and all employees were encouraged to vote on a \$30,000 donation pool. The 2023 recipients were Calvary Mater Hospital Auxiliary (Oncology Unit), Mission to Seafarers Newcastle and Family Support Newcastle.

Port Waratah's Workplace Giving Programme also enabled our employees to support the John Hunter Children's Hospital, Lifeline Hunter Central Coast, The Salvation Army, Share the Dignity and the Westpac Rescue Helicopter through payroll donations, which are matched dollar-for-dollar by the CIPP. Our employees have a long history of supporting The Biker's Toy Run for Kids Newcastle with proceeds going to the Salvation Army Newcastle. This year, our employees raised \$14,784.50, which was dollar-matched by the CIPP for a total of \$29,569.



CASE STUDY

Technology boost for seafarers

This year, a collaborative in-house technology project improved reliability and simplified access to free Wi-Fi for seafarers onboard vessels berthed at Port Waratah. The customised protective case for the new units enables reliable internet connectivity and extends the use of the asset. Connectivity to reach families and friends overseas supports visiting seafarer welfare.



CASE STUDY

New programmes with Newcastle High School

Port Waratah was pleased to support two new programmes at Newcastle High School in 2023, under the Partnerships for Reconciliation priority area of the Community Investment and Partnership Programme.

Yamamalinko (to lead) was a 12-month bespoke cultural and support programme for First Nation girls in Year 7-12. It involves cultural activities designed to strengthen cultural connections and the students' capacity to engage with schooling. The group sessions and mentoring supports social skills and establishes connections between students, and the teaching staff. More than 50 students were supported and mentored through the programme.

The Write It Right! Programme involved more than 20 Year 8 First Nations students. The successful programme aims to create strong relationships, provide On Country learning experiences and enhanced cultural knowledge, while also empowering students to focus on literacy and learning development. There were 10 cultural experiences throughout the year, and students were mentored to use these experiences as inspiration for literacy outcomes. Feedback from the students, families and teachers was extremely positive.

