



PORT WARATAH COAL SERVICES LIMITED

Community Relations Strategy

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Revision: 1

Date: 5th January 2009

Doc ID: *PWCS Community Relations Strategy.doc*

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1. INTRODUCTION

The Carrington Coal Terminal came into operation in 1976, followed by the Kooragang Coal Terminal in 1984. Both terminals are owned and operated by PWCS who has continually upgraded facilities to meet the requirements of the export coal industry.

The terminals operate 24 hours a day 7 days a week receiving, assembling / blending coal from approximately 30 Hunter Valley coal mines and loading coal onto ships for export to customers around the world.

The terminals are located in New South Wales (NSW) in the Port of Newcastle on opposite sides of the south arm of the Hunter River. Land uses within two kilometres of the terminal boundaries consists of a mix of industry, port facilities, commercial, residential and nature conservation.

1.1 Stakeholders

PWCS has identified the following broad stakeholder groups:

Local and/or affected community stakeholders: those living or working in the immediate vicinity of the operations and/or members of the community affected by PWCS activities.

Interested stakeholders: those who have an interest in a particular decision – including people who can influence a decision and those affected by it. Such as Community groups/members, Non Government Organisation's, Government agencies, shareholders, and PWCS employees.

Appendix 1 provides contact details for stakeholders within each grouping.

1.2 Purpose and Scope

PWCS recognises that it is part of the community in which it operates and has a corporate social responsibility to support and to undertake effective and transparent engagement and communication with its stakeholders.

This approach facilitates:

- Improved operational performance (environmental, social and financial);
- Enhancing the economic benefits from PWCS operations to stakeholders;
- Protecting and enhancing the short and long term reputation of PWCS;

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- Gaining support for modifying operating limits (licence conditions, development consents etc);
- Maintaining PWCS' social licence to operate;
- Providing accurate information to stakeholders regarding PWCS operations;
- Enhancing positive relationships with stakeholders;
- Education of stakeholders on matters relating to coal loading and coal chain matters in general;
- Maximising stakeholder opportunity to provide information and feedback; and
- Maximising understanding and timely involvement of stakeholders in company decisions that may affect the local community, including their social well-being, environment and economy.

2. VISION, POLICY & COMMITMENT

PWCS recognises the importance of undertaking genuine engagement with its stakeholders for the successful ongoing operation of its terminals and is committed to building and maintaining positive enduring relationships with its stakeholders that are characterised by mutual respect, active partnership and long term commitment.

When engaging with its stakeholders PWCS will consider the following aspects:

INCLUSIVENESS

- Recognise, understand and involve stakeholders early and throughout the implementation of PWCS activities.
- Accept different agendas, and ensure equal access for all stakeholders including special interest groups.

INTEGRITY

- Conduct engagement in a manner that fosters mutual respect and trust.

CLARITY OF PURPOSE

- Understand clearly why stakeholder engagement is occurring, and its context, in order to plan and resource an effective process.
- Be clear about what decisions participants can and can not influence.

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- Be clear about the desired outcome.

COMMUNICATION

- Ensuring engagement is open and effective.
- Provide clear, accurate and relevant information.
- Consult effectively with communities on matters and decisions that may affect them.
- Presenting information at a level relevant to the understanding of the audience.
- Determine if it is appropriate for specialist staff to attend meetings, forums or interactions to discuss particular topics.

TIMELINESS

- Ensure stakeholders receive information in a timely manner to provide enough time to make effective contributions.
- Inform stakeholders as to when they can expect feedback on their contributions.
- Make sure that feedback is given to stakeholders on time.

TRANSPARENCY

- Provide clear and agreed information and feedback timelines.
- Note that it is not always possible or appropriate to debate high level matters such as whether coal export facilities should be operating or issues like climate change.

COLLABORATION

- Working cooperatively to seek mutually beneficial outcomes where possible.

3. METHODS OF ENGAGEMENT

The needs of individual stakeholders and stakeholder groups may differ significantly and may also differ between each meeting. Therefore, the method of engagement used may vary dependent on the stakeholder type and on the preferred method of communication. The methods of engagement used by PWCS are outlined below. It should be noted that the following section does not

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prescribe the specific engagement method(s) to be employed for each stakeholder.

- PWCS Annual Report;
- Together Today PWCS Sustainability Report;
- PWCS Web site;
- Newsletter (internal / external);
- Open days / bus tours;
- Presentations by request or invitation;
- Attendance and/or presentations at seminars, conferences, etc.
- Attendance at local community functions;
- Media releases;
- Media advertisements;
- Letterbox drops;
- 24 Hour After Hours Hotline;
- Sponsorships;
- Donations;
- In kind assistance;
- Membership of community groups;
- Face to face meetings; and
- Membership of Regulatory agency committees.

3.1 Community Enquiries

Community Enquiries are managed by PWCS in accordance with PWCS' Procedure *EOP-05 Community Enquiries*. This includes:

- Maintenance of a 24-hour Community Enquiry Hotline;
- Initial response to enquirer in a timely manner;
- Maintenance of records of community contact and action taken in response to enquiries; and
- Reporting of community enquiries in DECC Environmental Protection Licence Annual Returns.

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PWCS' Specialist Advisor Environmental is accountable for responding to and managing community enquiries. Where possible, face to face meetings will be held with community members to obtain further details and discuss possible mitigation actions.

3.2 Speaking to the Media

Only the General Manager and/or their nominated representative are authorised by PWCS to liaise with the media and issue media statements.

3.3 Expansion Project Communications

Terminal operations are expanded as required in accordance with relevant development consents and approvals. As each expansion project or stage is formulated a program for consulting relevant stakeholders and the community is developed and implemented.

The Project Owners Team is accountable for developing and implementing any community consultation program associated with expansion activities. These programs are to be developed in close consultation with the Specialist Advisor Environment to ensure consistency across all PWCS activities.

PWCS is also required under the Kooragang Coal Terminal 120 Mtpa Expansion Project Approval to implement a coordinated environmental monitoring and management protocol in consultation with the Newcastle Coal Infrastructure Group (NCIG). The purpose of this protocol is to “*provide a framework for the coordinated and cooperative monitoring and management of environmental impacts*” from the two terminals. This protocol is required to be developed prior to operation of the NCIG terminal.

3.4 Together Today

Launched in April 2007, the Together Today initiative was founded and backed by Newcastle City Council, and various Hunter based organisations including industry. The aim of Together Today is to demonstrate how energy and water can be used more efficiently in homes, at work and at school.

Together Today Vision and Mission

To establish the Hunter as Australia's most energy and water efficient region by providing a complete package of information, education, communication and action programs focussed on energy and water efficiency for the Hunter Region.

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PWCS joined Together Today in 2007 as a Foundation Member. The role of the Foundation Members is to steer Together Today to inform and educate the wider community about better ways to save and use our valuable resources, whilst supporting the research and development of leading energy and water saving initiatives.

Information and programs associated with Together Today can be viewed at the Together Today website www.togethertoday.com.au.

As a foundation member, the PWCS General Manager sits on the Together Today Board of Directors whilst the Specialist Advisor Environment assists with implementing various programs through the Together Today subcommittees.

3.5 EPAPAC

PWCS is a member of the Newcastle City Council Environmental Protection and Pollution Advisory Committee (EPAPAC) which meets bi monthly to discuss a range of environmental and community issues affecting Newcastle. EPAPAC includes representatives from the Council, Councillors, University of Newcastle, the community, industry, and other selected organisations.

PWCS' representative on EPAPAC is the Specialist Advisor Environment with attendance as required by the Manager Engineering, or Expansion Project Team representative.

3.6 Hunter Coast and Estuary Management Committee

PWCS is a member of the Hunter Coast and Estuary Management Committee. The Hunter Coast and Estuary Management Committee has been established under the NSW Coastal Act and facilitated by Newcastle City Council in partnership with the State Government to plan and implement the Hunter Estuary Management Program and the Newcastle Coastal Management Plan.

PWCS' representative on the Hunter Coast and Estuary Management Committee is the Specialist Advisor Environment with occasional attendance as required by the Manager Engineering, or Expansion Project Team representative.

3.7 Carrington and Kooragang Terminal Community Consultation

PWCS is committed to ongoing consultation with local and affected community groups and residents. Where required, PWCS will liaise with other stakeholders (for example ARTC or Pacific National) to facilitate improved community relations across the coal chain.

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Contact with the community may occur via organised community groups or forums or individually with members of the community.

PWCS is represented by the relevant Terminal Manager, Specialist Advisor Environment or Environmental Engineer as required.

The funds for engaging in community consultation are to be included in the operating costs of each terminal or included as part of the capital funding allocation for the carrying out of a project.

4. DONATIONS AND SPONSORSHIP PROGRAM

PWCS Managers, the General Manager, Chairman or the Board are accountable for approving Donations in accordance with the expenditure authority detailed in PWCS Procedure *CS-03-06 Donations and Sponsorship* Appendix 1 to fund initiatives that benefit the communities associated with its operations.

PWCS recognises the importance of maintaining a good relationship with the surrounding community to enhance the success of its ongoing operations. Subsequently, PWCS provides a level of support to aid the surrounding community. Community support is governed by the PWCS Sponsorship Committee, and may be in the form of cash donations, sponsorships and/or in-kind support to charities and other non-profit organisations.

4.1 Identification of Community Support Opportunities

Community support initiatives are identified through ongoing consultation with the community and from direct requests from various community organisations. Support is specifically identified through:

- Recommendations provided as part of stakeholder feedback;
- Meetings with local government stakeholders (e.g. Newcastle City Council), community groups (Landcare, Stockton Community Forum) and schools;
- Face to face meetings with local stakeholder and community groups;
- Communication with employees through existing channels such as toolbox talks, information sessions and site newsletters; and
- Feedback obtained through miscellaneous forums.

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A request for PWCS to consider a donation or sponsorship is to be raised by a PWCS employee to the PWCS Sponsorship Committee. Requests are to be submitted to the Sponsorship Committee on the Approval for Donation or Approval for Sponsorships form contained in PWCS Procedure CS-03-06 Donations and Sponsorship Appendix 2 and 3 respectively.

4.2 Budgeting and Approvals

The PWCS Sponsorship Committee will oversee the allocation of funds for approved projects/sponsorships and ensure approved sponsorships are budgeted as needed.

Copies of budget allocations for approved sponsorships by the Sponsorship Committee can be obtained from the General Managers Personal Assistant.

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APPENDIX 1 STAKEHOLDER GROUPS

Organisation	Contact Number	Postal Address	Relationship with PWCS
Local and/or Affected Communities: those living in the immediate vicinity of the operations or affected by PWCS activities			
Local residents	Refer to community enquiries database for persons who have contacted PWCS	NA	Living in the surrounding suburbs that are or have the potential to be affected by PWCS' operations.
NCIG	(02) 4915 4965	Cnr Egret and Raven Streets, Kooragang Island NSW 2304	Neighbouring coal terminal on Kooragang Island
Onesteel	(02) 9239 6666	GPO box 536, Sydney NSW 2001	Local industrial facility
Mountain Industries	(02) 4923 4555	240 Cormorant Road, Kooragang Island NSW 2304	Neighbouring industrial facility
Cargill Australia	(02) 4920 0100	51 Raven Street, Kooragang Island NSW 2304	Local industrial facility
Pacific Carbon	(02) 4928 4155	240 Cormorant Road, Kooragang Island NSW 2304	Neighbouring industrial facility
Orica	(02) 4923 5400	15 Greenleaf Road, Kooragang Island NSW 2304	Local industrial facility
Incitec Pivot	(02) 4979 2100	45 Greenleaf Road, Kooragang Island NSW 2304	Local industrial facility

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Organisation	Contact Number	Postal Address	Relationship with PWCS
Local and/or Affected Communities: those living in the immediate vicinity of the operations or affected by PWCS activities			
Port Hunter Commodities	(02) 4920 1577	13 Egret St Kooragang Island NSW 2304	Local industrial facility
Kooragang Bulk Facilities	(02) 4928 2577	Cnr Cormorant and Heron Road, Kooragang Island NSW 2304	Neighbouring industrial facility
Boral / Blue Circle Cement	(02) 9033 4000 (02) 4928 1922	PO Box 42, Wentworthville NSW 2145 PO Box 120, Mayfield NSW 2304	Local industrial facility
Transpacific Cleanaway	(02) 4920 1455	19 Egret Street, Kooragang Island NSW 2304	Local industrial facility

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Organisation	Contact Number	Postal Address	Relationship with PWCS
Stakeholders: those who have an interest in a particular decision – including people who can influence a decision and those affected by it. Community member, NGO's, government, shareholders employees			
Premiers Dept	(02) 4927 8799	Level 5, Price Waterhouse Cooper Centre 26 Honeysuckle Drive Newcastle NSW 2300	Legislative body
Dept of Environment and Climate Change	(02) 4908 6800	PO Box 488G, Newcastle NSW 2300	Regulatory body
Dept of Planning	(02) 4904 2700	PO Box 1226, Newcastle NSW 2300	Regulatory body
Dept of Water and Energy	(02) 8281 7777	GPO Box 3889, Sydney NSW 2001	Regulatory body
ARTC	(02) 4941 9600	Unit 5/33 Newton Street, Broadmeadow NSW 2292	Manages rail line that delivers coal to PWCS terminals
Pacific National	1800 333 567	36 Industrial Drive, Tighes Hill NSW 2297	Coal haulage operator
QLD Rail	(07) 3235 1414 Enviroline		Coal haulage operator
Hunter Water	1300 657 657	PO Box 5171 Hunter Region Mail Centre 2310	Supplies potable water
Energy Australia	(02) 4951 9555	145 Newcastle Rd Wallsend NSW 2287	Supplies electricity

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Organisation	Contact Number	Postal Address	Relationship with PWCS
Stakeholders: those who have an interest in a particular decision – including people who can influence a decision and those affected by it. Community member, NGO's, government, shareholders employees			
Newcastle Port Corporation	(02) 4985 8222	PO Box 663, Newcastle, NSW 2300	Port Operator
Hunter Valley Coal Chain Logistics team	(02) 4907 3360 (GM)	Selwyn Street, Carrington NSW 2294	Coordinates the Hunter Valley export coal chain of which PWCS is a member.
NSW Maritime	(02) 4962 8500	PO Box 653, Newcastle, NSW 2300	Regulatory authority
Newcastle City Council	(02) 4974 2000	PO Box 489 Newcastle, NSW 2300	Local council
NCIG	(02) 4915 4965	Cnr Egret and Raven Streets, Kooragang Island NSW 2304	Neighbouring coal terminal on Kooragang Island
BHP Billiton	1300 554757	180 Lonsdale Street, Melbourne VIC 3000	Dredging activities in South Arm
Kooragang Wetlands Rehabilitation Project	(02) 4964 9308	180 Private Bag 2010, Paterson NSW 2421	PWCS operations are located adjacent to this facility and RAMSAR wetlands
Hunter Wetlands Centre Australia	(02) 4951 6466	PO Box 292, Wallsend NSW 2287	Local environment centre
Hunter Bird Observers Club	(02) 4934 7383	PO Box 24, New Lambton NSW 2305	Local environment group
Stockton Community Forum	See Community Forum Coordinators	NA	Local community group

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Organisation	Contact Number	Postal Address	Relationship with PWCS
Stakeholders: those who have an interest in a particular decision – including people who can influence a decision and those affected by it. Community member, NGO's, government, shareholders employees			
Throsby Community Forum	See Community Forum Coordinators	NA	Local community group
Carrington Residents Group (sporadic membership)	See Community Forum Coordinators	NA	Local community group
Mayfield Residents Action Groups	See Community Forum Coordinators	NA	Local community group
Mayfield Community Forum	See Community Forum Coordinators	NA	Local community group
Fern Bay – No formal group	See Community Forum Coordinators	NA	Local community group
Citizens and Kooragang Alliance	See Community Forum Coordinators	NA	Local community group
Newcastle Council Community Forum Coordinators	02 4974 2827 or 02 4974 2849	NA	Newcastle City Council
Awabakal Local Aboriginal Land Council	(02) 4965 4532	127 Maitland Road Islington NSW 2296	Local Aboriginal Land Council
Tighes Hill Public School	(02) 4969 3720 or (02) 4969 3703	32 Elizabeth Street Tighes Hill 2297	Local public school
Mayfield East Public School	(02) 4968 1495	Crebert Street, Mayfield East, NSW 2304	Local public school

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Organisation	Contact Number	Postal Address	Relationship with PWCS
Stakeholders: those who have an interest in a particular decision – including people who can influence a decision and those affected by it. Community member, NGO's, government, shareholders employees			
Carrington Public School	(02) 4969 3707	Young Street, Carrington, NSW 2294	Local public school
Fern Bay Public School	(02) 4928 1668	6 Vardon St, Fern Bay, NSW 2295	Local public school
Stockton Public School	(02) 4928 1101	10 Clyde St, Stockton, NSW 2295	Local public school
Commercial Fishermans Cooperative	(02) 4965 4221	97 Hannell Street, Wickham NSW 2293	Interested group
Recreational Fisherman	Various	Various	Interested group
Rising Tide	(02) 4926 1641	PO Box 290, Newcastle NSW 2300	Green Group NGO
Greenpeace	(02) 9261 4666	Level 4, 35-39 Liverpool ST, Sydney NSW 2000	Green Group NGO
Hunter Community Environment Centre	(02) 4926 1641	81King Street, Newcastle NSW 2300	Green Group NGO

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