

# LOCAL VOICES: 2020 ANCHOR SURVEY RESULTS AT A GLANCE

September 2020 saw the transition of the Port Waratah Local Voices process from CSIRO to Voconiq and the beginning of another two-year process to bring the voices of communities neighbouring Port Waratah's operations inside the company. The Anchor survey provides us with an opportunity to go deep into the nature of the relationship between communities and Port Waratah, and to compare the results with past surveys. During this anchor, engagement activities were limited to digital online options due to Covid-19 safety measures. This has meant less community members participated than our last pulse survey and former or current Port Waratah employees represent 21% of respondents in this survey, which is a higher percentage than previous surveys. Our aim is to encourage greater participation from the community in the next survey.

## Key takeaways:



**Trust and acceptance** of Port Waratah is strong and stable (in a context where acceptance of mining in general is down)



**Noise impacts** seen to be a little worse than 6 months ago, although management of noise and other environmental impacts seen to have improved



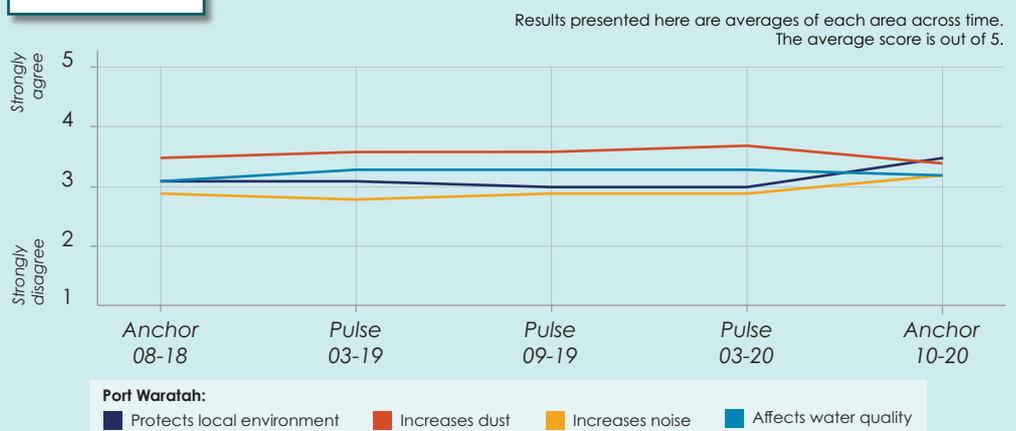
Compared to the previous Pulse survey in March 2020, Port Waratah are seen to be **more responsive to the community** and to be doing a better job **ensuring the community receives benefits** from its operations



**Community faith in regulation of port activities** is a really strong driver of trust in Port Waratah, alongside a **responsive relationship** and being **environmentally responsible**

## Port Waratah's impact and benefits on...

### ENVIRONMENT



### ECONOMICS



These results show a generally positive improvement on sentiment towards key environmental and economic measures. Dust and water impacts were seen to be less negative than six months ago, and ratings of Port Waratah's work to protect the local environment saw a sharp improvement in the same time period. Likewise, improvements in sentiment were seen for economic benefits from the Port's operations at national, regional, local and personal/family financial benefits. The clear exception to this is perceptions of noise impacts created by Port Waratah's operations, and this is an area to focus on for the company.



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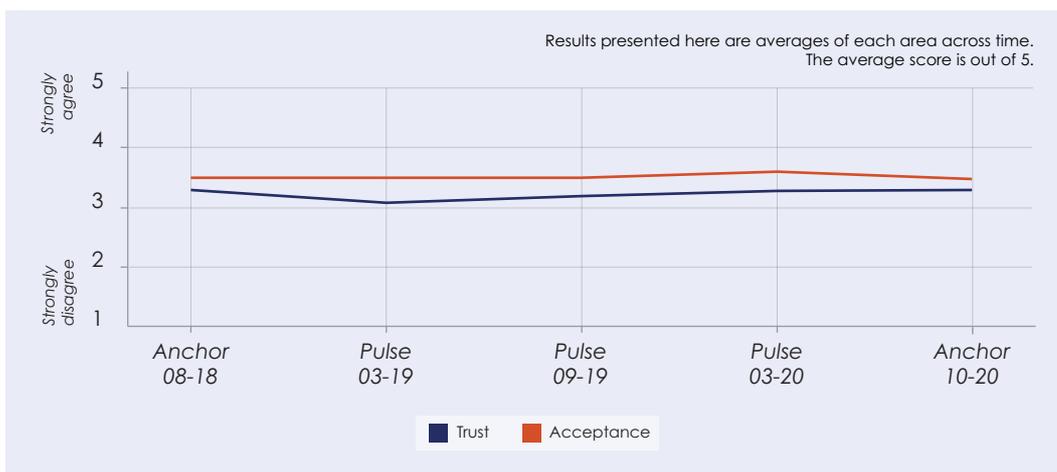


## Port Waratah's relationship with the community...



In this Anchor, we saw ratings of Port Waratah's responsiveness to community concerns improve, as well as ratings of how fairly the benefits of the operation are distributed throughout community. Subsequently we also saw an improvement in the company's overall reputation within community. Although employee ratings on these items were more positive than the general community, the improvements were seen across all respondent groups.

## Trust and acceptance of the company...



These key outcome measures remain relatively stable over time. Deeper analyses found that community faith in regulation was a really strong driver of trust in the company, along with its environmental performance and the extent to which community members feel Port Waratah is responsive to their concerns. So, while many of these drivers of trust and acceptance can be seen to have improved, trust and acceptance remained steady with some demographics in the general community showing slightly lower levels. This is a little unusual but is reflected almost perfectly in a broader lower acceptance of mining among the general community participants. Among employees, trust and acceptance increased slightly over the last six months.

## Final thoughts

The current COVID-19 situation is throwing a lot of challenges at all of us. For Port Waratah, this period has seen improvement in community sentiment around most areas of company performance regarding impacts, benefits, and relational qualities. Trust and acceptance are the minor exceptions here among non-employee community members. Improvements in sentiment demonstrate areas where Port Waratah has been focusing its efforts, while broader trust and acceptance scores appear to be influenced by factors outside of the immediate operational footprint of the company, such as broader community sentiment toward mining in general.

### Rewards:

**\$9,650+**

in total community rewards unlocked so far, distributed to **15 registered community groups** since 2018

**\$3,760+**

unlocked in the Anchor survey 2020, **4 new groups registered**

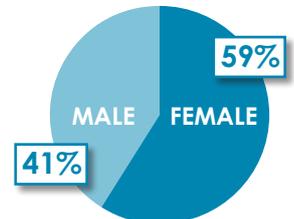
### Demographics:

**391**

completed Anchor surveys in 2020

**2,039**

total completed surveys since 2018



**21%**

of the sample were **Port Waratah employees**

**79%**

of the sample were from the **non-employee community**

Next Pulse survey scheduled for:

**MARCH 2021**



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