

# Port of Hay Point Community Reference Group

**CHAIR: BRENDAN WEBB**

5 SEPTEMBER 2019



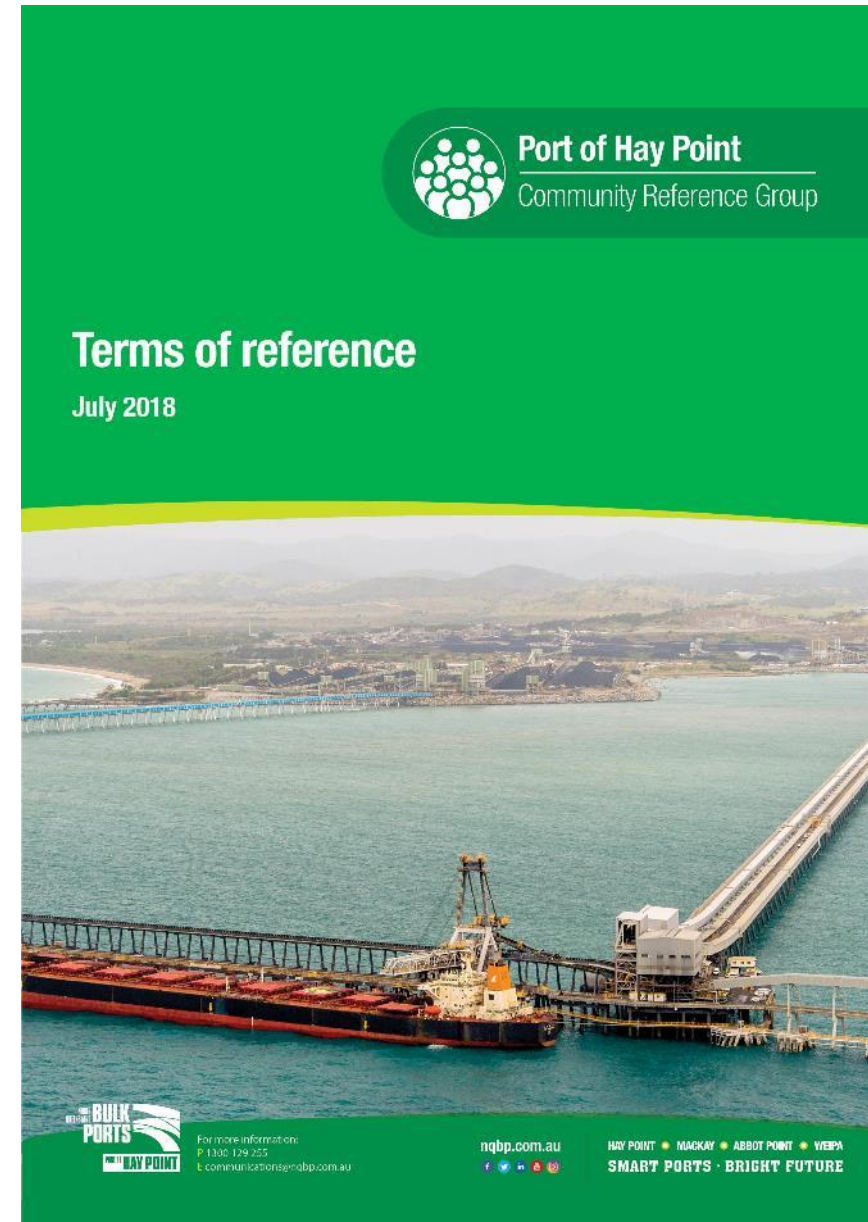
**SMART PORTS • BRIGHT FUTURE**  
HAY POINT • MACKAY • ABBOT POINT • WEIPA





## CRG agenda

- Welcome to Country
- House-keeping
- Apologies
- Conflict of interest
- Correspondence and questions
- Actions register



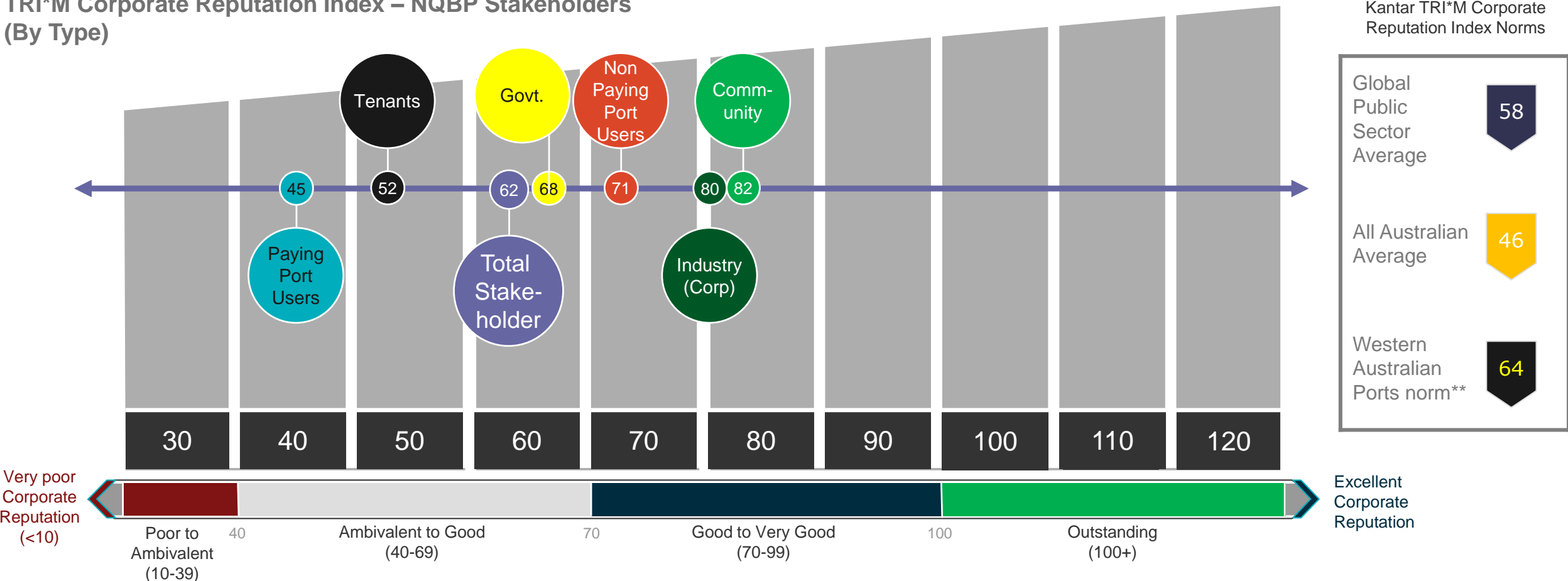
# NQBP UPDATE

## NQBP CEO Nicolas Fertin

# Stakeholder perception survey

Community stakeholders represent the strongest Corporate Reputation Index (82), while Paying Port Users represent the weakest Corporate Reputation Index at 45.

TRI\*M Corporate Reputation Index – NQBP Stakeholders  
(By Type)

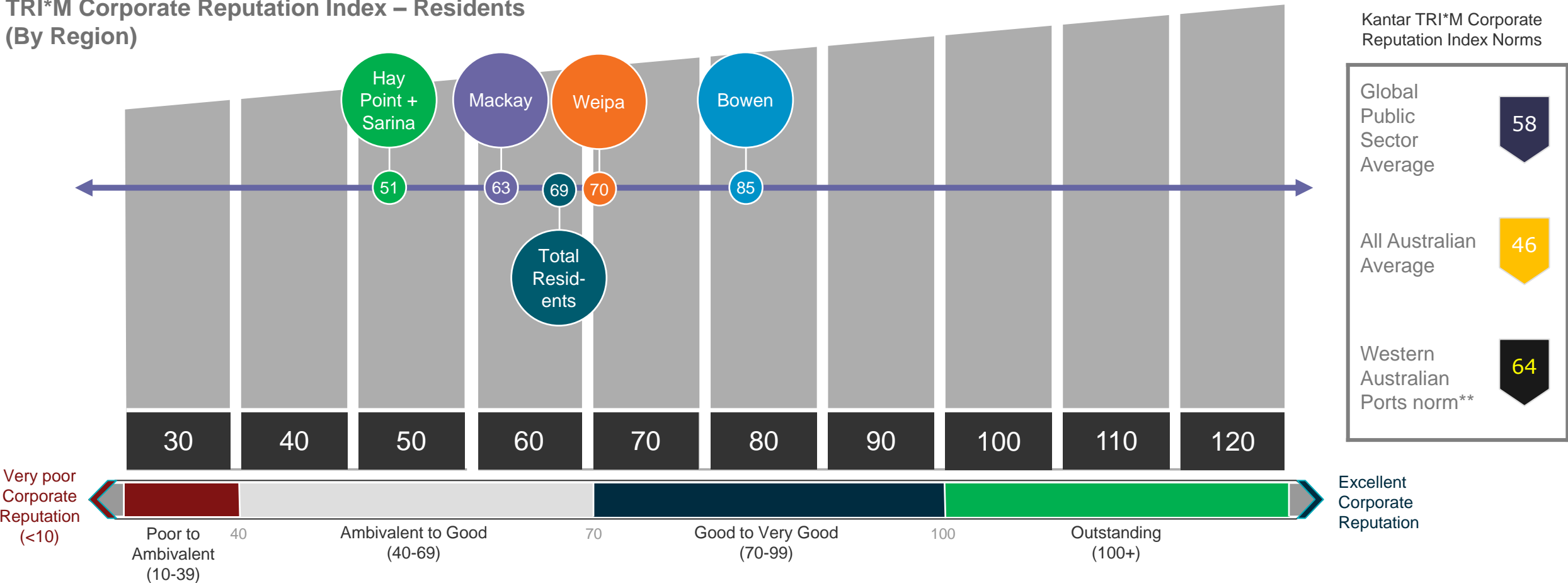


# Stakeholder perception survey



Total Residents Corporate Reputation Index is 69.  
This is stronger than Tier 2 Stakeholders (57) and slightly weaker than Tier 1 Stakeholders (72).  
Residents living in Bowen and Weipa have a stronger score.

TRI\*M Corporate Reputation Index – Residents  
(By Region)



## Stakeholder perception survey

Positives	Opportunities for Improvement
<ul style="list-style-type: none"><li>• High trust rating.</li><li>• Stakeholders and residents recognise that NQBP makes a considered effort to engage and collaborate.</li><li>• Environmental management rated as strong by stakeholders.</li><li>• Cowboys partnership has a significant, positive impact on reputation.</li></ul>	<ul style="list-style-type: none"><li>• Providing efficient shipping and marine services and responding to issues in a timely manner.</li><li>• Planning for future growth and development of ports.</li><li>• Provide improved transparency in relation to financial management.</li><li>• Strong environmental management not getting broader recognition by residents, who rate it as their highest priority in driving a stronger Corporate Reputation.</li></ul>

## CRG membership renewal

- Propose to move that 2018-19 membership term be extended by one year
  - Review survey to be undertaken to ensure expectations being met and opportunities for improvement
  - Minor changes to be proposed to Terms of Reference at next meeting
  - Propose that any vacant positions be re-advertised
  - 2019-20 proposed meetings
    - Thursday 7 November 5pm to 7pm
    - February 2020
    - June 2020
    - September 2020
-

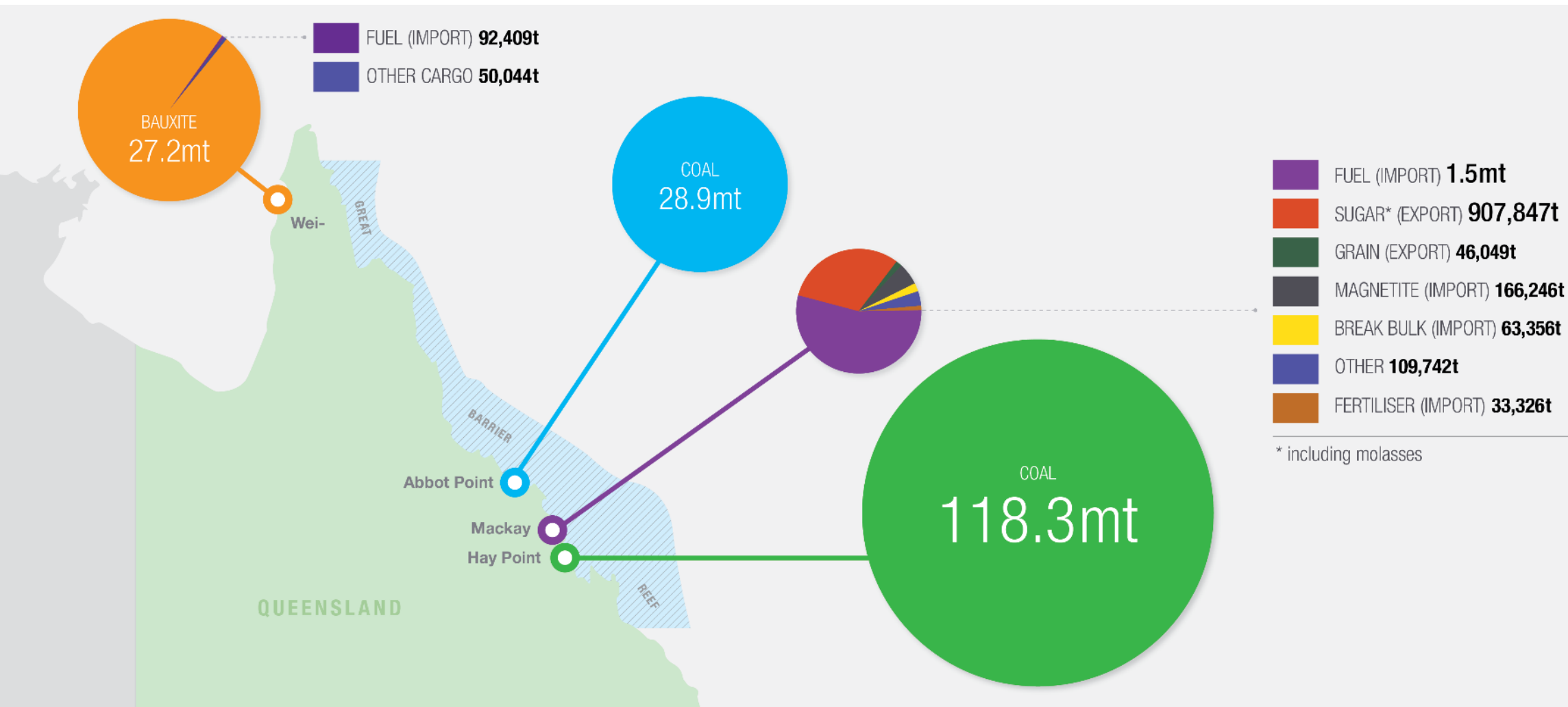
# NQBP OPERATIONS

## Chair and General Manager Trade and Operations

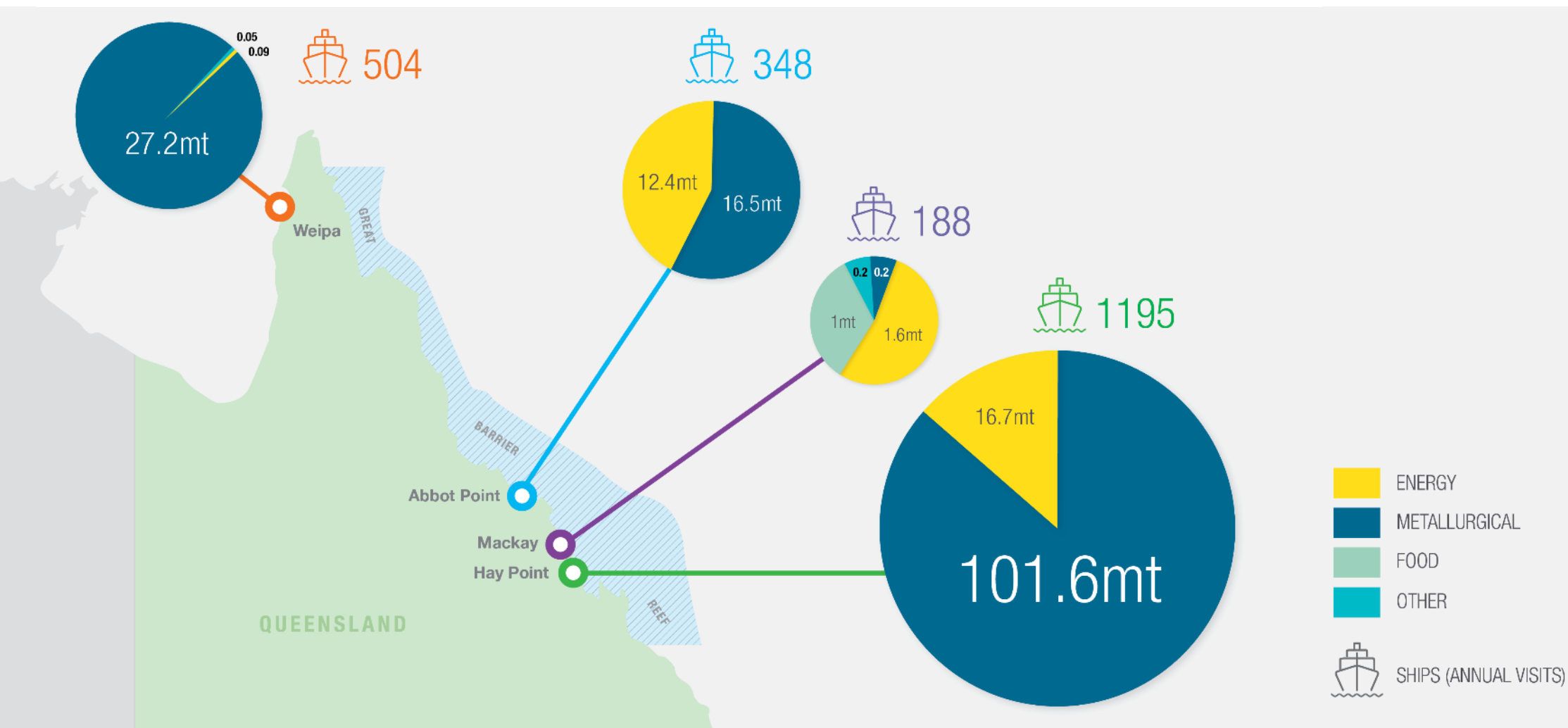
### Brendan Webb



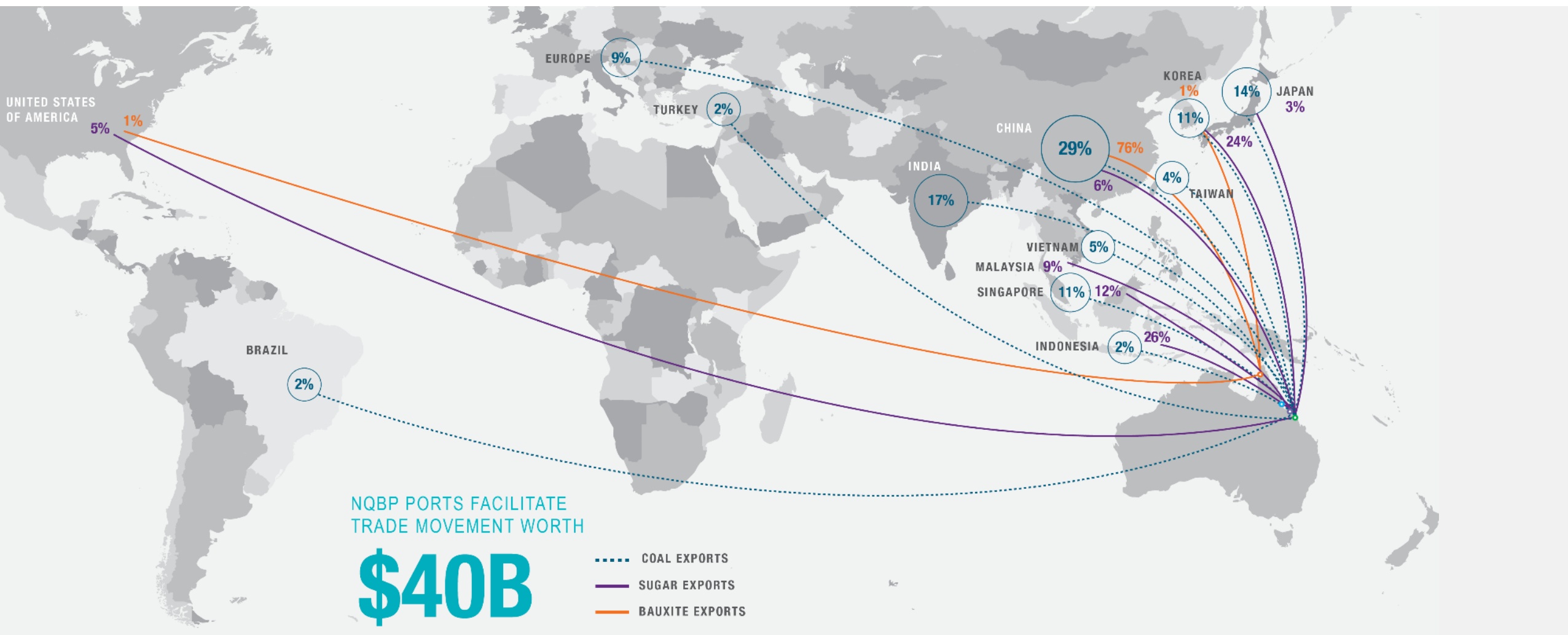
# Trade throughput by commodity



# Trade throughput by industry



# Connecting Queensland with the world



# NQBP PROJECTS

General Manager Engineering and Development  
Tim Lewis



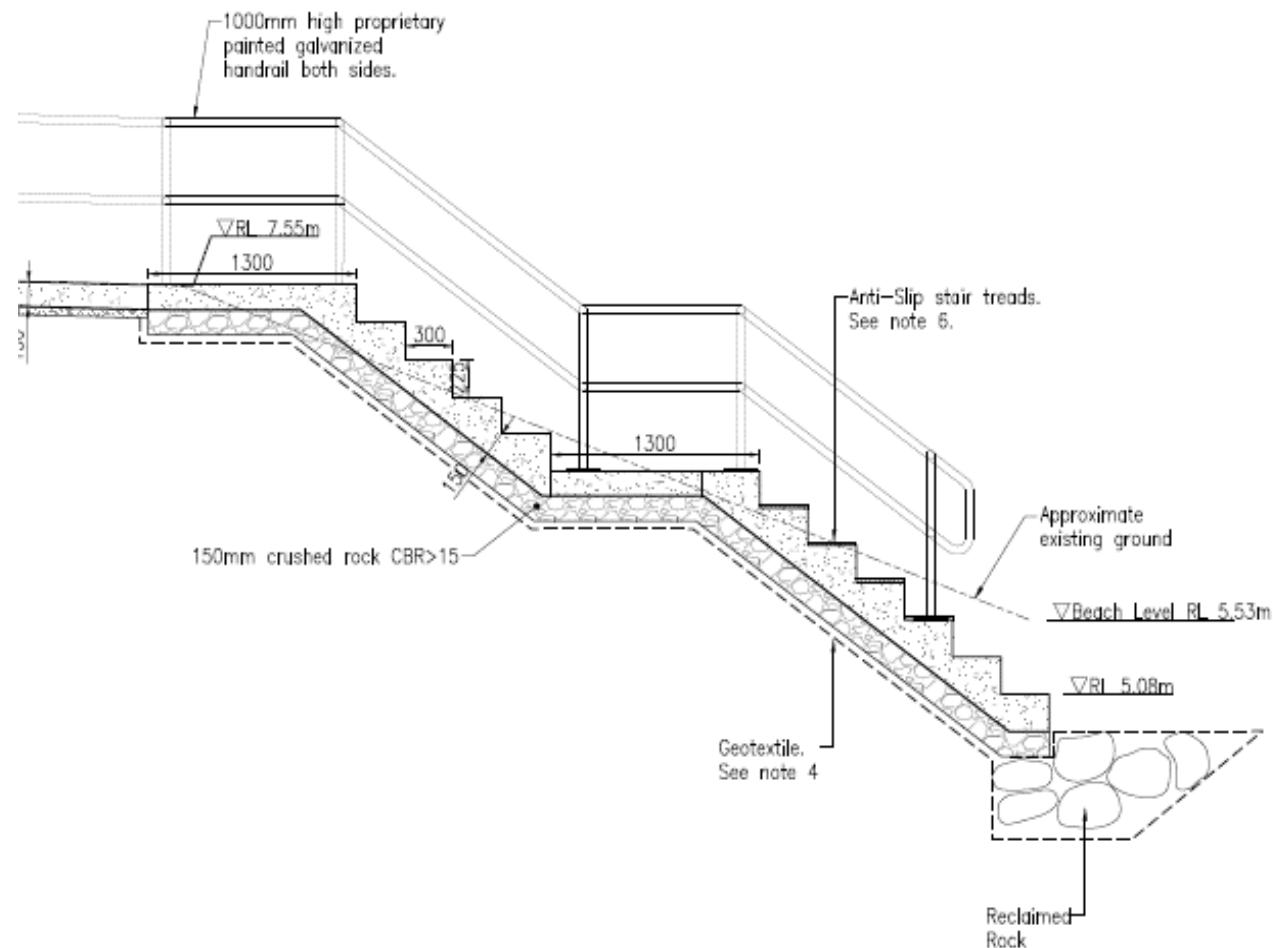
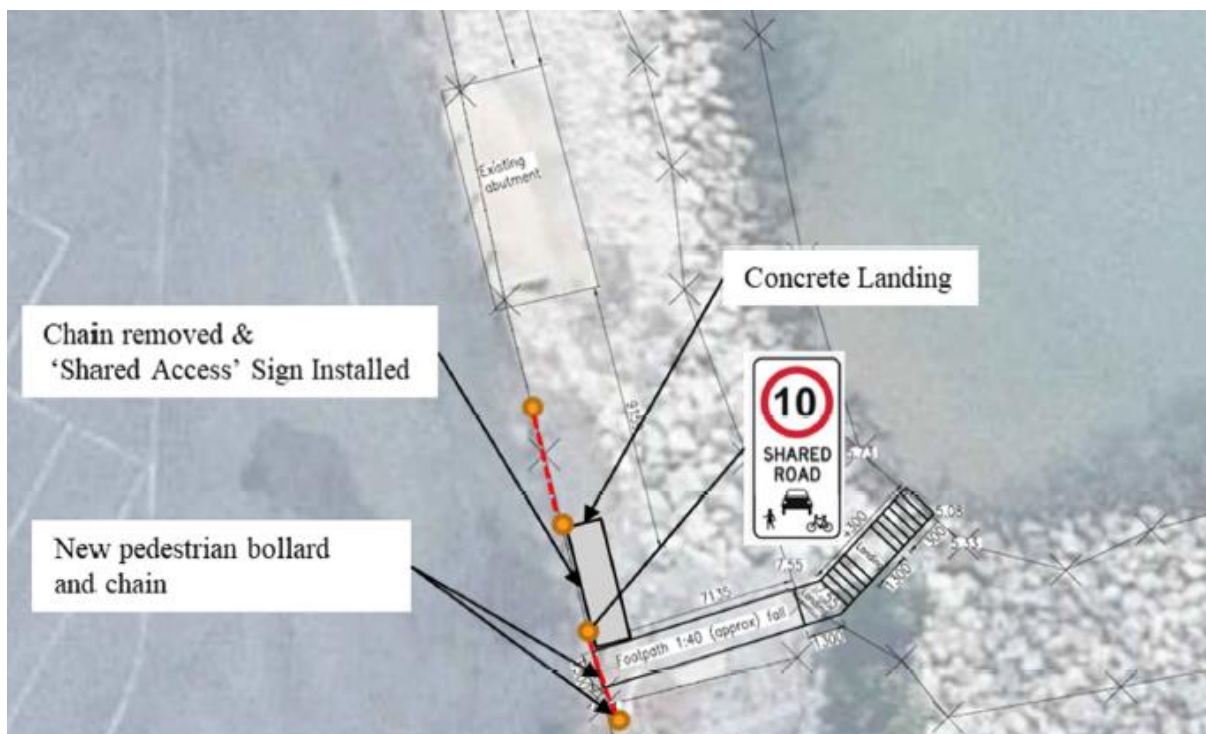


## Half Tide Tug Harbour steps

## Understanding community vision

## Preferred Option

- Concrete Landing
- Railed



## CCTV Project

- The Hay Point camera has been installed and covers the boat ramp and car park, the Tug Harbour and surrounding Port area
- The Mackay/Hay Point CCTV upgrade project has been initiated to address security requirements across both ports
- These images will be made available to police if and when required
- The camera is expected to be commissioned at the end of September



*The Half Tide boat ramp will be captured by the new camera*

# ENVIRONMENTAL UPDATE

## Chair and General Manager Trade and Operations

### Brendan Webb



## Environment update

- NQBP and James Cook University (JCU) won the Outstanding Collaboration for National Benefit category at the 2019 Business Higher Education Round Table awards, which celebrate leading university and business collaborations
- The current partnership, which began in 2017, was built on more than 20 years of work between TropWATER scientists and NQBP



# COMMUNITY UPDATE

## Senior Advisor Community Relations

### Amanda Blines



## Engagement Goals – Port of Mackay 80th

- Deliver a fun, engaging and educational campaign that celebrates the Port of Mackay's past 80 years, and the role it plays in the local community.
- Enhance the reputation of NQBP and engage meaningfully with staff, stakeholders and the broader community.



## Event Objectives

- Maximise public awareness of and support for NQBP and the value the ports provide the Mackay and wider communities by successfully delivering a Community Open Day type event attended by at least 2,000 people.
- More than 3,000 people attended, around 250 undertook port tours, and media coverage generated more than 30 items with a reach of more than 100,000.
- Engage stakeholders and current employees and their families through an internal celebration event.
- More than 270 employees and stakeholders attended.
- Engage with key external stakeholders through the Community Open Day type event.
- Engaged with QSL to deliver port tours and Mackay Sugar provided samples for gift bags and Navy Cadets, Maritime Safety Qld, Volunteer Marine Rescue, Sugar Australia, Crane Logistics, Sarina Sugar Shed and Beaconsfield Mens Shed provided displays.





**7**  
NEWS



Series of Daily Mercury full page features:

- Behind the scenes – port tours - 26 July
- Exciting line-up – Mackay and District Pipe Band - 31 July
- The first sugar haul - 7 August
- Long-serving staff - 14 August

THREE long-serving staff who have devoted a collective 118 years of service to North Queensland Bulk Ports Corporation (NQBPC) have reflected on their favourite memories and milestones in the Port of Mackay's history.

With the port's 80th anniversary being celebrated this year, NQBPC chief executive Nicolas Fertin said it was important to recognise and acknowledge the people behind the port.



## Media – looking ahead

### Port of Mackay

- Heavy lift ship movement in September
- Edmund Casey Drive extension
- Groundwater detailed site investigation update



**Mega move** - In August an outer shuttle component for a ship loader was moved from a Paget workshop for it's road voyage to the NQBP Port of Mackay where it will be loaded onto a barge for the final leg of the journey to it's new home.



## NQBP in the community



### JULY

- 9 Hoegh Trapper tour
- 12 NAIDOC week celebrations
- 28 Unveiling of Slade Point Tower

### AUGUST

- 2 Resource Industry Network presentation
- 11 SuperSprint triathlon
- 18 Magic Mile event
- 12 NAIDOC week celebrations
- 24-25 Port of Mackay 80<sup>th</sup> celebrations
- 28 Variety Bash launch

### SEPTEMBER

- 1 Oceania Masters Athletics Championships
- 6 NUDE lunch
- 29 Mackay Triathlon Festival

# GENERAL BUSINESS

## Future Port of Hay Point CRG topics and meeting dates

What topics would you like to hear more/less of:

- Corporate strategy
- Trade and operations
- Engineering and development  
(projects/maintenance)
- Environmental monitoring
- External Affairs

Thursday 7 November 5pm to 7pm

## NQBP MACKAY MARINA OFFICE

Level 1 & 2 Waterfront Place

Mackay Marina

## CHAIR

BRENDAN WEBB

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