

# Port of Mackay Community Reference Group

CHAIR: NICOLAS FERTIN

14 MAY 2020



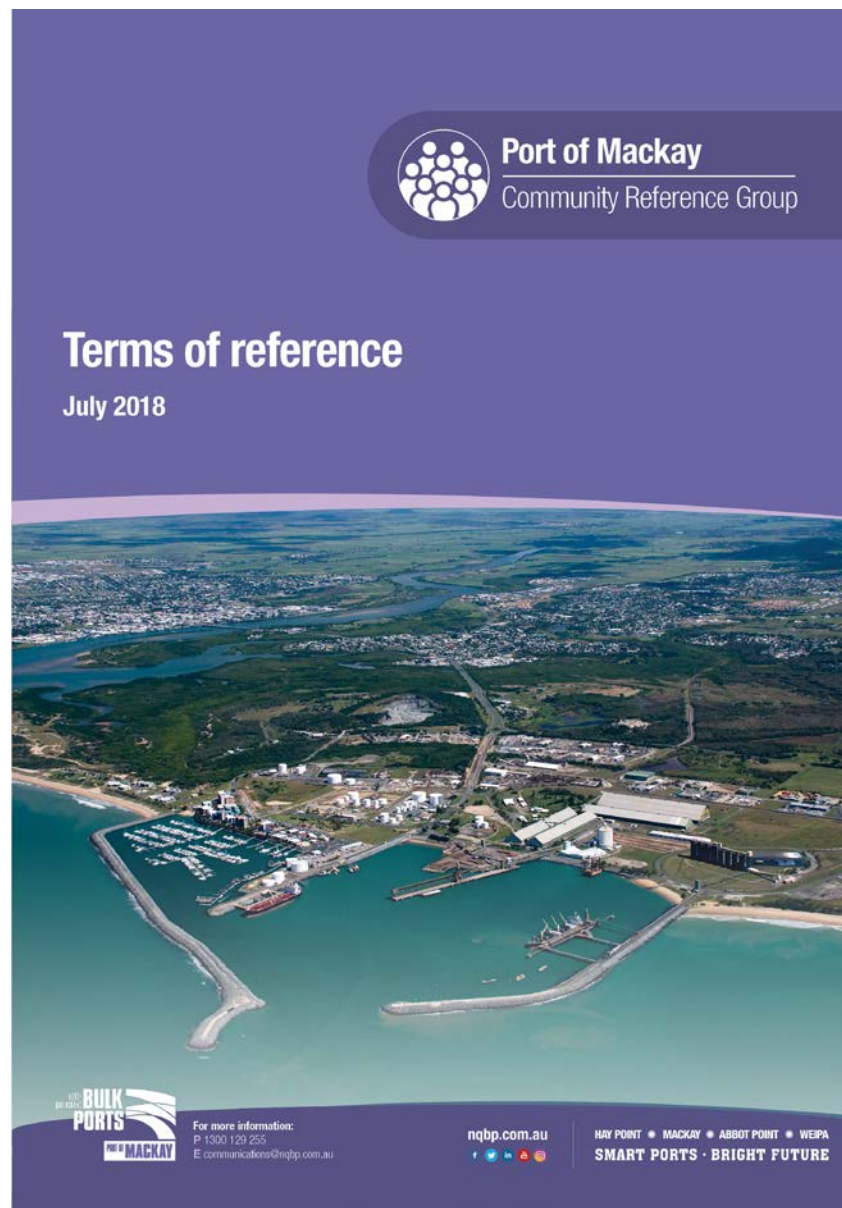
SMART PORTS • BRIGHT FUTURE  
HAY POINT • MACKAY • ABBOT POINT • WEIPA





## CRG agenda

- Welcome to Country
- House-keeping
- Apologies
- Conflict of interest
- Correspondence and questions
- Actions register
- NQBP updates
- General business



# NQBP UPDATE

## CRG Chair and NQBP CEO Nicolas Fertin



# Response to COVID-19

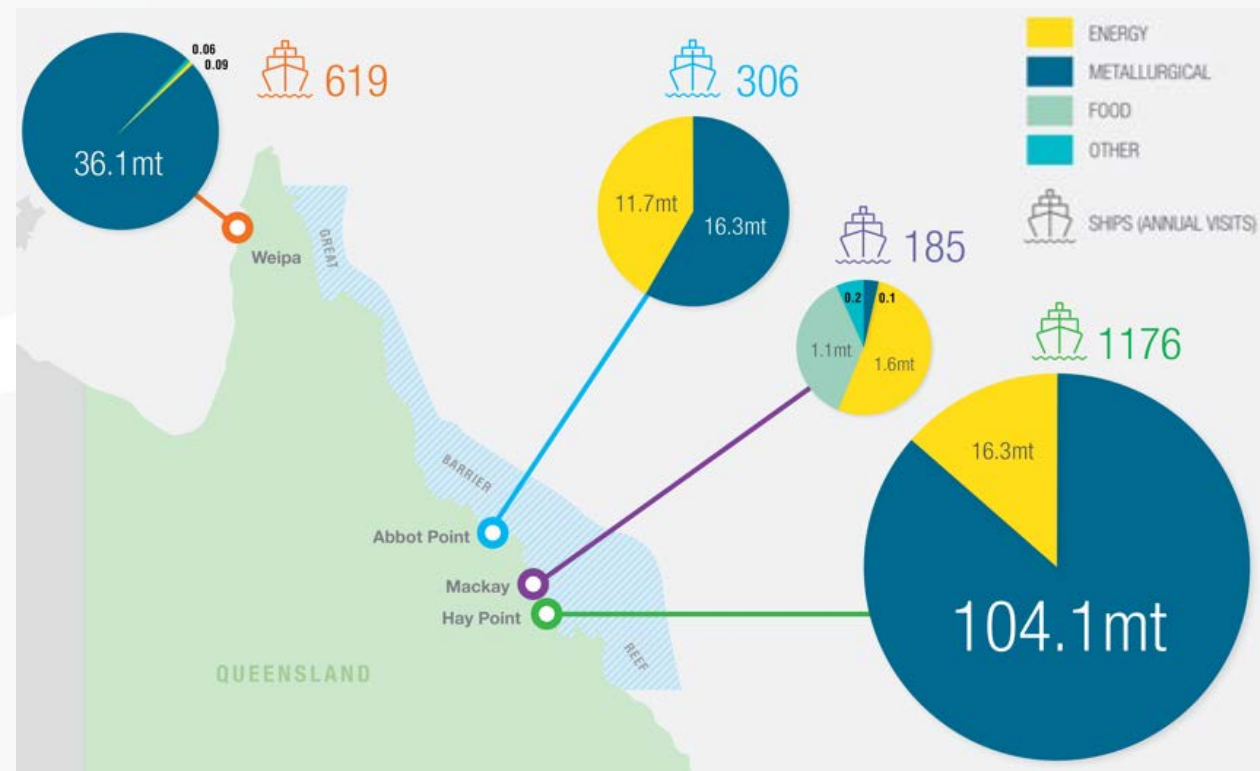
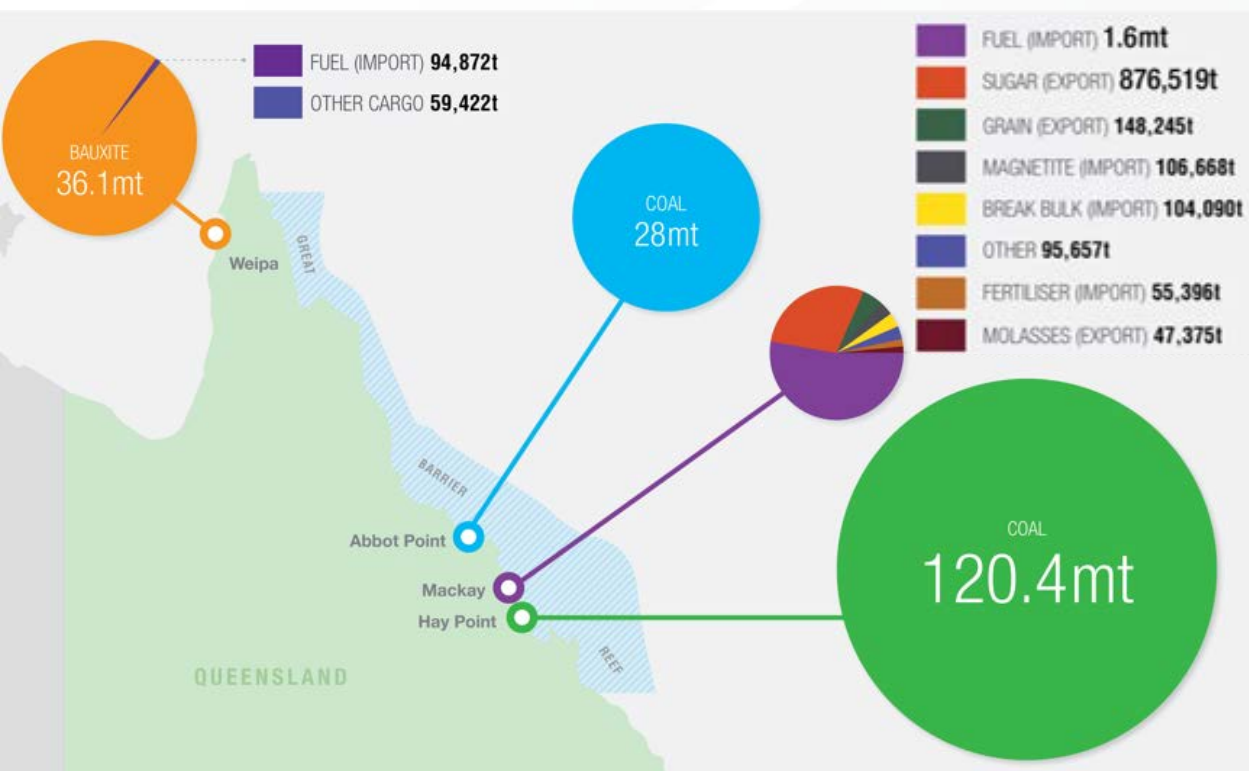




## NORTH QUEENSLAND BULK PORTS

# A KEY STRATEGIC DRIVER

NQBP connects regional Queensland to countries consuming our trade used in their food, energy and metallurgical industries. These industries are the subject of transitions at different paces.



# VISION, MISSION AND STRATEGIC THEMES

## Vision

**To be global leaders in sustainable facilitation of port trade**

## Mission

**To manage safe and efficient ports that connect regional Queensland to the world by balancing the needs of iconic natural environments, communities, stakeholders and port users.**

## Strategic Themes

**Planning for  
transitioning  
trade**

**Open for  
business**

**Partnering to  
enhance  
reputation**

**Improving  
employee  
engagement  
and  
efficiency**

**Planning for  
transitioning  
trade**

Leaders of our business in 2040 will look back to 2020 and be grateful that business and infrastructure plans were established to allow transitioning trade to be facilitated.



- Long-term development plans for Hay Point and Mackay
- Tug provisioning solutions in Abbot Point, Mackay and Hay Point
- Future of Bowen Wharf
- Weipa future after bauxite
- Weipa 10-year dredging permit
- And other projects...

**Gudyara Road – opens up land to facilitate new opportunities**



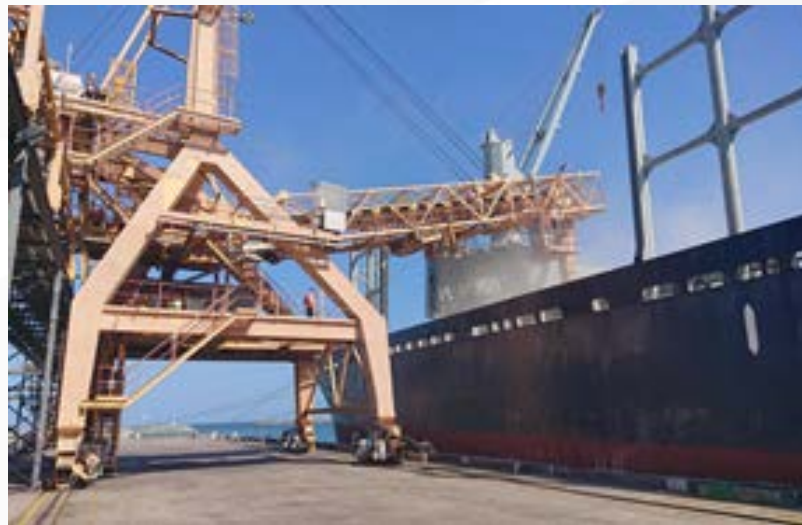
# NORTH QUEENSLAND BULK PORTS STRATEGIC THEMES

Open for  
business

We will continue to deliver projects to meet our ports' current needs and position ourselves as a “port of choice”.



**OEM mining machinery**



**Chickpeas**

- Developing tourism trade
- Developing bio futures trade
- Customer focus – attracting trade and partnership opportunities
- And other projects...



## Partnering to enhance reputation

By developing effective and mutually-beneficial partnerships, we could influence policies and public sentiment towards new and existing trade.



**Partnership with Indigenous  
organisation, Juru Enterprise Limited**



**Environmental Partnership with  
James Cook University**

- Reconciliation Action Plan
- Whitsundays water monitoring
- North Queensland Cowboys Community Partnership
- Partnering with industry / trade sectors
- And other projects...

## Improving employee engagement and efficiency

Emphasis on setting clearly defined goals and refining how we prioritise the urgent versus the important.



**Employee engagement and values  
training for all employees**



**Transformer project to streamline  
business processes**

- Brisbane office relocation
- Safety Management System
- And other projects...



## Reconciliation Action Plan

- NQBP has been working with Traditional Owners for over 30 years.
- We have always sought to be proactive in engaging with Traditional Owners, this is the driver for the development of an “Innovate” Reconciliation Action Plan (RAP).
- NQBP’s vision for the RAP is to:
  - build meaningful partnerships and relationships with Aboriginal and Torres Strait Islander peoples;
  - enhance reconciliation through embracing diversity; and
  - build respect and provide equitable opportunities.
- Building and maintaining strong relationships with Aboriginal and Torres Strait Islander peoples is a critical element of the RAP.
- The RAP aligns with NQBP’s commitment to achieving an inclusive and diverse culture.
- In June 2020, NQBP will submit its RAP to Reconciliation Australia for endorsement.



## Current activities in the Mackay and Hay Point regions

- We engage with Traditional Owners to provide Welcome to Country for major events.
- In 2019, NQBP provided sponsorship for the Mackay NAIDOC committee.
- For the past two years we have provided sponsorship to the Mackay Indigenous Rugby League Carnival.
- Consulted Traditional Owners on the naming of the Gudyara Road at the Port of Mackay.
- In partnership with the North Queensland Cowboys, we engage with local schools and businesses.
- We work with the Yuwi Board.





## Community Reference Groups – renewal of membership

### Extension of CRG Membership Term

- Given the current COVID-19 situation, propose to extend CRG membership term to **March 2021 (term began November 2018)**
- Propose to pause recruitment of new members and processing of new membership applications until current Community Reference Group members review the proposed changes to the Terms of Reference
- Draft Terms of Reference to be circulated ahead of next CRG meeting

### Review of Terms of Reference

Key proposed changes:

- Include selection committee
- Extend CRG membership term to three years
- Legal review included  
recommendations regarding  
Code of Conduct and Nomination  
Form criteria and Confidential  
Information
- Add proximity criteria for local  
resident/business representatives

# NQBP TRADE AND MARINE OPERATIONS

## General Manager Trade and Marine Operations

### Brendan Webb



## Trade continues to flow safely and efficiently

### Trade figures (as at 8 May 2020):

- Port of Hay Point - 83.6Mt
  - Port of Mackay - 2.5Mt
  - Port of Abbot Point – 24.2Mt
  - Port of Weipa – 15.1Mt
- 
- Record throughput for Port of Mackay achieved for nine-month period in March – 2,450,814t (2012/13: 2,384,163t).
  - Preparations are underway for sugar industry's 2020 crushing season start (June) and associated exports.

### Training during COVID-19 lockdown

- Marine pilots have been using a remote simulator (Smart Ship) to undertake training typically conducted in Brisbane (pictured right).



### Ethanol exports

- More than 9 million litres shipped via Mackay to domestic markets for use in hand sanitizer and cleaning products.

### Hoegh New York

- Monthly break bulk service continues at Port of Mackay (a key supply chain service to Central Queensland) with arrival of Hoegh New York in April (pictured right).



# NQBP PROJECTS

General Manager Infrastructure and Land Operations

Tim Lewis

## Port safety construction works Western Revetment Stabilisation Project

Reconstruct the western revetment within the Port of Mackay.

The stabilisation and upgrade of the Port of Mackay Sheet Pile Wall construction works will:

- improve safety,
- reduce the risk of damage to assets and
- improve the visual amenity of the area.



Figure 1 – Western Revetment Sheet Pile Wall Location



## Port safety construction works Mount Bassett Reservoir Demolition Project



Removal of the deteriorated Mount Bassett Reservoir to improve safety of the area.

The project works include:

- Safe demolition and disposal of the reservoir tank, concrete footing and remaining pipeline connection
- Install kerbing and rocks / bollards around the outer edge for protection with minor landscaping

# ENVIRONMENTAL UPDATE

Director Environment

Kevin Kane

## Environment audit returns great results

**Our excellent environmental and sustainability reputation was highlighted recently with a positive audit of performance.**

- NQBP's Environmental Management System (EMS) is certified under ISO14001:2015 (International Standard) to ensure continual improvement in environmental performance.
- This is audited annually, with a more comprehensive recertification audit required every three years.
- Recent results from our recertification audit returned a great outcome for NQBP's international reputation and environment work we do on the doorstep to the reef and elsewhere.
- Of note, were zero minor or major non-conformances to the standard and only two minor "Opportunities for Improvement" identified.





# COMMUNITY UPDATE

## Senior Advisor Community Relations

### Amanda Blines



**RECORD TONNAGE:** The *Hoegh New York* unloading cargo at the Port of Mackay on April 24, 2020. This is part of Hoegh Autoliners' direct monthly service to Mackay from Europe and the US, giving US and European customers access to the CQ mining market. Picture: Fiona Kroll

# Mackay port breaking records

HEIDI PETITH

THERE are no signs of things slowing down at the Port of Mackay during the coronavirus crisis.

North Queensland Bulk Ports CEO Nicolas Fertin said a record-breaking amount of ethanol had been shipped from Mackay to support the Australian market.

"For February to April alone, the port has facilitated the export of more than 9.3 million litres (7400 tonnes)," Mr Fertin said.

"This is double what we facilitated last year."

Import tonnages also broke records.

In March, the port handled 137,000 tonnes of petroleum, 5000 tonnes more than the previous March record set in 2015.

Mr Fertin said diesel used by the Central Queensland mining industry and associated industries made up 90 per cent of the port's petroleum imports.

"Overall, throughput for the Port of Mackay for the three quarters to March (2020) was a record 2.45 million tonnes," he said, "up on the previous record total of 2.38 million tonnes in 2012-13."

# Tough measures at ports

MELANIE WHITING

NEW control measures are being deployed by North Queensland Bulk Ports amid COVID-19, but essential service delivery will continue at ports in Bowen and Weipa.

In an update to shareholders, NQBP chief executive Nicolas Fertin said office employees were working from home, meaning the Mackay Marina and Brisbane offices would be unattended.

However, the Mackay Port security office remains open and vessels will continue to be serviced. It follows revelations in January that Aurizon coal haulage wagons delivered to the Port of Mackay were built in Wuhan, the Chinese city at the centre of the outbreak.

Four representatives from the wagon manufacturer were flown to Mackay in January to

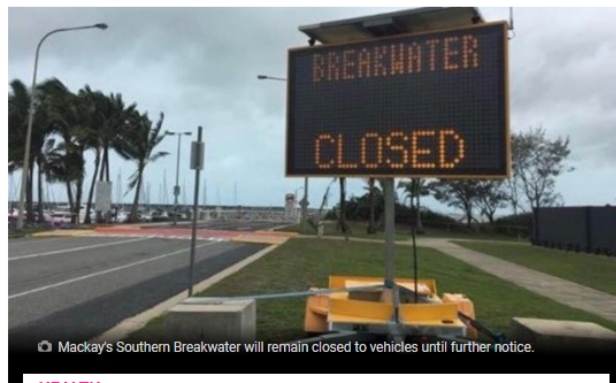
help with commissioning, however an Aurizon spokesman said they had not presented any symptoms of the virus.

Mr Fertin says NQBP's four ports would remain open.

"Across all ports we're maintaining our service delivery including first strike response capability for pollution events," he said. "Essential service delivery, including security, critical maintenance and breakdown services, will continue to be provided for the ports and infrastructure at Bowen and Weipa."

Social distancing measures have been implemented for operations delivered at the ports, including security, pilotage, lines handling and infrastructure management.

"We also recognise that our ports are critical to around 27,000 miners, farmers and transport providers," Mr Fertin said.



Mackay's Southern Breakwater will remain closed to vehicles until further notice.

HEALTH

## Popular Mackay spot closed to traffic indefinitely

STEPH ALLEN

11th Apr 2020 4:00 PM

Subscriber only



MACKAY'S Southern Breakwater has been closed to all traffic amid COVID-19 crack downs.

The area at Mackay Harbour was closed on Saturday, after the recommendations made by Mackay's Local Disaster Management Group.

Pedestrians are still permitted to access the area while abiding by social distancing rules and official COVID-19 information.

Mackay police are actively patrolling the area throughout the day and will perform street checks on people.

Police will also follow up on any complaints or reports of people in the area.

The Southern Breakwater will remain closed to traffic until further notice.

For the latest COVID-19 information, visit [Queensland Health](#) or the [Queensland Government website](#).

# A different 40th work anniversary for Debbie

MELANIE WHITING

DEBBIE McDonald could never have imagined she would celebrate her 40th work anniversary from her home office.

The popular North Queensland Bulk Ports financial reporting officer is among the majority of port staff who have been working remotely due to coronavirus.

Ms McDonald's colleagues ensured the milestone did not go unnoticed through plenty of congratulatory calls.

NQBP chief executive Nicolas Fertin thanked Ms McDonald for her loyal service.

"Debbie has played a part in many large changes in the business over the years and she is a much-respected member of the team as it is today," Mr Fertin said.

Ms McDonald said working on a range of projects was what she loved most about the job.

"The diverse range of projects that I could be working on any given day and the people are very special," she said.

Despite the global impact of COVID-19, NQBP operational

staff continue to fulfil essential roles under adapted circumstances, while other staff have been working remotely.

Ms McDonald said two phrases had helped her stay upbeat during the "new normal".

"I repeat to myself my two favourite sayings: 'Life is what happens when you are busy making other plans' and 'This too shall pass'," she said.




**MILESTONE:** Debbie McDonald has celebrated 40 years working at North Queensland Bulk Ports. Picture: Contributed



Social media






**Ports Australia**  
April 9 at 11:00 AM · 🌐

North Queensland Bulk Ports showing how they've adapted their ways of connecting the workforce.

We've spoken to many of our member [#ports](#) in recent weeks about their business continuity plans. With so much to consider, a massive focus across the board is the safety and well-being of their staff - and that's not just physical, but social and mental well-being as well!







**North Queensland Bulk Ports Corporation**  
Published by Hootsuite [?] · April 9 at 10:26 AM · 🌐

As we know is can be tough at the moment, but sometimes it just needs a smile from a colleague to break the grind. 😊

At NQBP one of our core values is "Unity" a...

[See More](#)

 Like  Comment  Share 



**Ports Australia**  
April 7 at 10:09 AM · 🌐



**North Queensland Bulk Ports Corporation**  
Published by Hootsuite [?] · April 6 at 2:58 PM · 🌐

We can all help [#SlowTheSpread](#)

That includes when you're using our publicly accessible facilities.

Please note, Australian and Queensland Government Health di...

[See More](#)

 You and 1 other

 Like  Comment  Share 




**North Queensland Bulk Ports Corporation**  
April 14 at 11:19 AM · 🌐

We're delighted to be helping Wilmar BioEthanol to connect with Australian customers via our Port of [#Mackay](#). 🇦🇺

Did you know more than 9 million litres of ethanol was exported through Mackay in March 2020 ?

[#MakingItForQLD](#)



**Growing Queensland**  
April 10 at 2:47 PM · 🌐

Where there's a Wilmar, there's a way!

Queensland-based Wilmar BioEthanol has increased supply to pharmaceutical customers by 80% and to cleaning and hygiene ...


[See More](#)

737  
People Reached

35  
Engagements

Boost Unavailable

  13

 Like  Comment  Share 

## Sponsorships and donations

- Given the impact of COVID-19 on our port communities, we are engaging with our community partners, so they know they have our support during these difficult times.
- The pandemic has meant many charity, community groups and organisations have been impacted.
- NQBP will continue to honour sponsorship and donation funding we have pledged to our community partners and we will work with them to support changes to their programs, projects or events to meet the new requirements.

## Stakeholder perception survey

- In recognition that everyone's focus is on health and safety and their business operations, NQBP has decided not to undertake our Annual Stakeholder Perception Survey at this time.
  - We are committed to maintaining our close engagement with all stakeholders and look forward to gaining the valuable insights that survey provides at the appropriate time.
-



### NQBP supports seafarer care packages

- NQBP has donated \$5,000 towards care packages for seafarers who are unable to come ashore due to COVID-19 restrictions.
- Our contribution will fund more than 100 care packages at Port of Mackay, consisting of a toothbrush, toothpaste, soap, deodorant, razor, notebook and pen, pair of socks and sweet treat.
- NQBP has been a long-time supporter of Stella Maris, having sponsored their Christmas shoebox appeal for a number of years.



*Our Community Relations Advisor Emilie Power is pictured above with Stella Maris Centre Manager Peter Cahill, presenting Christmas shoeboxes to the Captain of the BW Panther.*



## Sponsorships and donations

### \$5,000 CRG grant

1. CRG members suggest opportunities
2. CRG discusses opportunities
3. Criteria:
  - a. environmental, social or cultural benefit?
  - b. Level of benefit?
  - c. Ability to implement the initiative

CRG vote

### Nomination

- Indigenous Artwork Power Poles Slade Point Road (Alison Jones)
- Marking length of breakwater for public exercise (from CRG Action Register)

**Votes due by COB 18 May**

# GENERAL BUSINESS

## Future Port of Mackay 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
- Communications

**Thursday 6 August 2020**



## NQBP MACKAY MARINA OFFICE

Level 1 & 2 Waterfront Place

Mackay Marina

## CHAIR

Nicolas Fertin

[communications@nqbp.com.au](mailto:communications@nqbp.com.au)

07 4969 0700

NORTH QUEENSLAND BULK PORTS

P 1300 129 255 E [info@nqbp.com.au](mailto:info@nqbp.com.au)



[nqbp.com.au](http://nqbp.com.au)