

An aerial photograph of a long, elevated conveyor bridge spanning a large body of water. The bridge is supported by numerous vertical pilings and has several small structures or buildings along its length. In the background, there are rolling green hills and mountains under a blue sky with scattered white clouds. The image is framed by a large teal triangle on the left and a dark blue triangle on the right.

Abbot Point Operations

# Sustainability snapshot

FY21



## About us

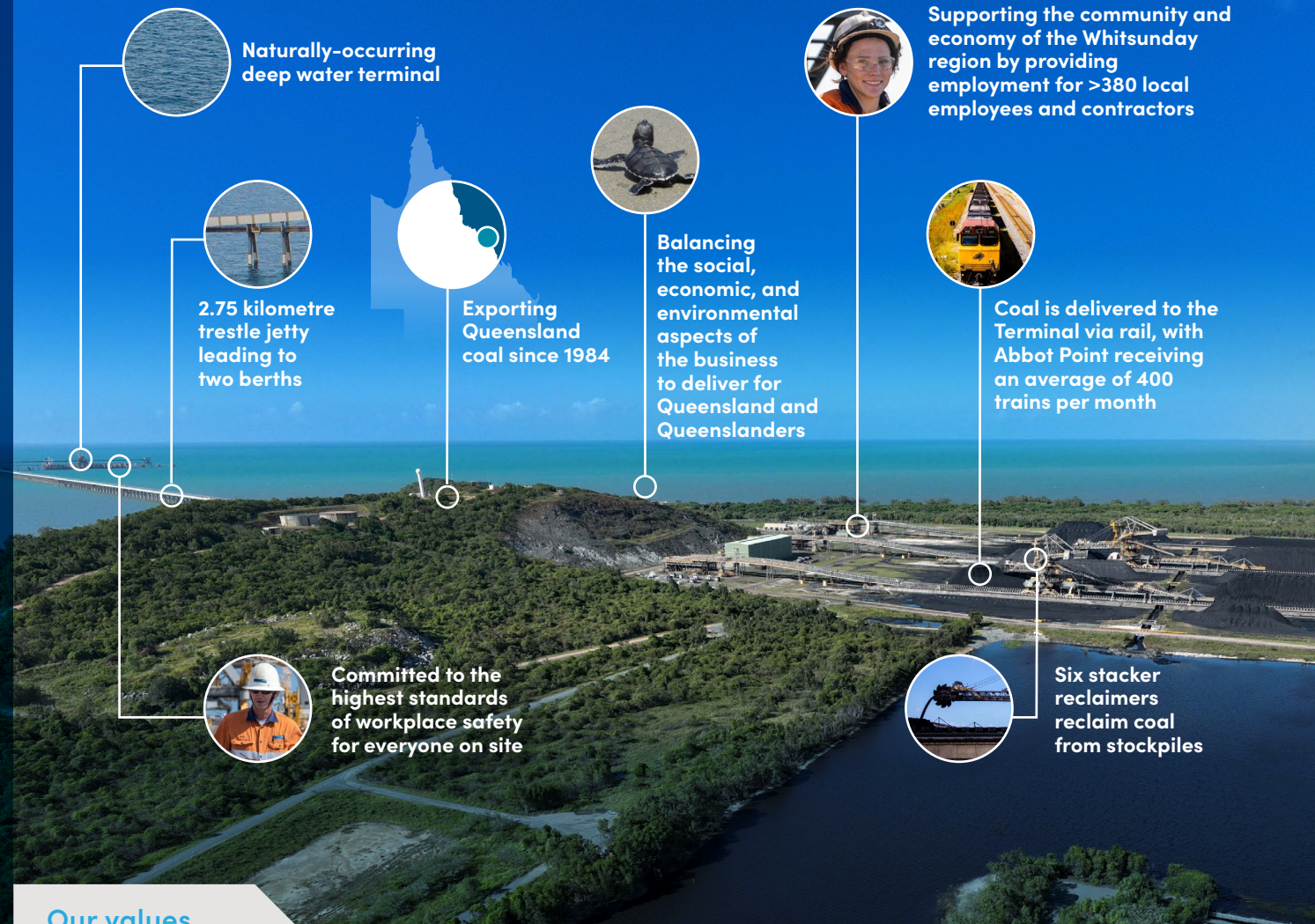
The Terminal was constructed by the Queensland Government in 1984 as a dedicated deep-water coal export terminal. It was developed by the Queensland government to its current nameplate capacity of 50 million tonnes per annum (mtpa). It has been over a decade since privatisation in 2011, the Terminal continues to be a strategic asset to Queensland.

Abbot Point Operations Pty Ltd (APO) is contracted by NQXT to manage operations at the Terminal in a way that achieves both the safe and efficient export of high-quality Queensland resources to the world, and the betterment of its people.

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*Abbot Point Operations acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the Juru people, Traditional Custodians of the area, and pay our respect to the Elders past, present and emerging on which the Port of Abbot Point is located.*



## Our values



### SAFETY AND OUR ENVIRONMENT

Protecting the health and safety of our people, being environmentally responsible and supporting our local community.



### PEOPLE

Building trust and capability through inclusion.



### INTEGRITY

Doing what we say we will do.



### PERFORMANCE

Creating value in everything we do.



# Welcome to our inaugural Sustainability snapshot



I am pleased to welcome you to the inaugural Sustainability snapshot for Abbot Point Operations. As the General Manager Port Operations, I present this overview of our sustainability initiatives and achievements, highlighting our commitment to environmental stewardship, social responsibility, and a sustainable future.

This Snapshot, as presented by APO, the Terminal Operator for North Queensland Export Terminal, is aligned with the inaugural NQXT FY21 Sustainability Report. The Terminal is leased to NQXT by the Queensland Government under a 99-year leasehold. NQXT facilitates export access for more than ten major resource production customers in the Bowen and Galilee basins.

Firstly, dedication to **our people** drives our efforts to create a safe, inclusive, and supportive work environment. We prioritise the well-being of our employees and by fostering a culture of diversity, respect, and collaboration, we empower our workforce to reach their full potential.

**Community growth partnerships & support** are integral to our sustainability strategy. We actively engage with our local community to understand their needs, concerns, and aspirations. By forging meaningful partnerships, we contribute to the social and economic growth of the areas in which we operate.

**Environment** remains at the forefront of our sustainability agenda. We recognise the importance of preserving and safeguarding the natural environment. Through rigorous environmental management systems and sustainable practices, we actively work to minimise our ecological footprint, reduce emissions, and care for water resources.

Underpinning the areas highlighted in this snapshot is strong corporate governance. By maintaining robust governance frameworks, we ensure that our actions align with the interests of all stakeholders.

The achievements noted in this snapshot reflect the capability and commitment of our APO team and valued stakeholders. I extend my appreciation to all who have contributed to our sustainability journey. Together, we will continue to make significant strides towards a more sustainable future.

Thank you for taking the time read this report. Your partnership and engagement are essential to our collective success.

**Allan Brown**  
General Manager Port Operations

## Report focus

We have five sustainability focus areas which are aligned with our objective of protecting the people and the environment in which we operate. This snapshot will focus on three of our five sustainability focus areas.

### Our people



### Community growth partnerships & support



### Environment



For the full FY21 Sustainability report please visit the North Queensland Export Terminal website.

[nqxt.com.au](https://nqxt.com.au)



**NORTH QUEENSLAND  
EXPORT  
TERMINAL**





# FY21 highlights

**\$18m+**



\$18 million+ in contracts awarded to regional providers.

**33%**



33% of our apprentices identified as First Nations people.

**0**



Zero reportable environmental incidents in FY21.

**40**

40 senior employees trained in safety leadership programs.



**29.5mt**

29.5mt of product loaded through the Terminal.



**25%**

25% of our apprentices were female.



**0**



Introduced a contactless shipping process, which improved the health and safety of our employees and reduced the risk of COVID-19 from incoming vessels at the terminal.

**57%**



Implemented energy efficient lighting program (LED), putting the Terminal on track to achieve a 57% reduction in lighting energy use over 10 years.

**\$300k**



\$300k invested in local youth, education, health and aged care and community initiatives.

**14%**



14% female workforce representation.

**0**



Zero fatality workplace record.

**44%**



44% of waste recycled.

## Key role players at the Terminal

### LANDHOLDER AND PORT AUTHORITY

North Queensland Bulk Ports Corporation Limited (NQBP), a Queensland Government Owned Corporation and port authority at the Port of Abbot Point.

### LEASEE



The Terminal, located at the Port of Abbot Point, is leased by NQBP to NQXT under a 99-year leasehold acquired in June 2011.

### OPERATOR

Abbot Point Operations

The Terminal is operated under an Operations and Maintenance contract with Abbot Point Operations (APO).

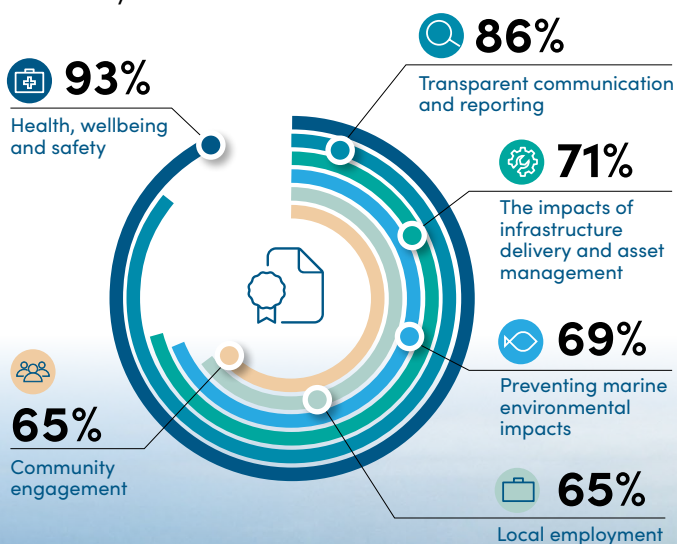
“More than 29 million tonnes of high-quality thermal and metallurgical coal were loaded through the Terminal onto 394 bulk cargo ships in FY21.”



## Independently conducted materiality assessment

To determine the next steps in the Terminal's sustainability journey, we conducted an independent materiality assessment across a wide range of NQXT and APO internal and external key stakeholders.

The results of the Terminal's materiality assessment confirmed and aligned with the Terminal sustainability focus areas. Specifically safety, responsible environmental practices, transparent communication and reporting were of high importance to the respondents to the independent materiality assessment.



# Our sustainability roadmap

As part of the Terminal's sustainability journey, we are on a path of continuous improvement and refinement to ensure we maintain and progress our environmental, social and governance commitments. The table below highlights the key initiatives we are undertaking.

		Stage 1	Stage 2	Stage 3	Stage 4
ENVIRONMENT	Operate in a manner that is compliant and demonstrates respect for the land and environment and its surrounds				
	Manage biodiversity effectively				
	Water management and efficiency				
	Energy efficiency				
SOCIAL	Operate safely				
	Grow local				
	Community support program (CSP)				
	Skills develop and research initiatives				
	Enhance inclusion and diversity in our workforce				
	Mental health and wellbeing				
GOVERNANCE	Transparent ESG communication and reporting				
	Modern Slavery reporting				
	Implement logistics management system				
	Data driven strategies and solutions				

Stage 1	Stage 2	Stage 3	Stage 4
Establish baseline & scope goal	Compile, test & approve process	Roll-out approval process across operations, KPI's & budgets	Process embedded within the business as an ongoing focus





# Our people

APO prioritises the health and safety of staff, contractors, customers, visitors and vessel staff and supports the implementation of safe working practices within a safe workplace culture.

Our operations have beneficial impacts both locally and globally. The vast majority of the more than 320 employees and contractors who work at the Terminal live in the Bowen region. In addition to direct employees, the Terminal's operations support thousands more jobs in neighbouring communities and supporting industries.

Our workforce is comprised of highly skilled professionals and technical tradespeople.

We promote health and wellbeing initiatives across our organisations, as well as a safety-conscious culture. We want all staff, contractors, visitors, suppliers, and customers to make it home safely every day.

Our Employee Assistance Program (EAP) means our people have access to support and guidance from certified professionals. Additionally, we uphold the requirements for mandatory staff training, providing our people with opportunities to enhance their education and skillsets.

“  
*We invest in our local workforce, creating an environment for skill development and exceptional operating standards.*  
”



Each year, APO employees across the business complete more than 20,000 e-learning modules. These modules include mandatory training requirements, professional development and up-skilling, and work instructions for high-risk operational activities.

APO has systems and monitoring programs in place to continue improving and keeping our workforce safe. This includes the following sub focus areas, with corresponding goals to effectively focus on our people.



HEALTH  
AND SAFETY



DIVERSITY  
AND INCLUSION



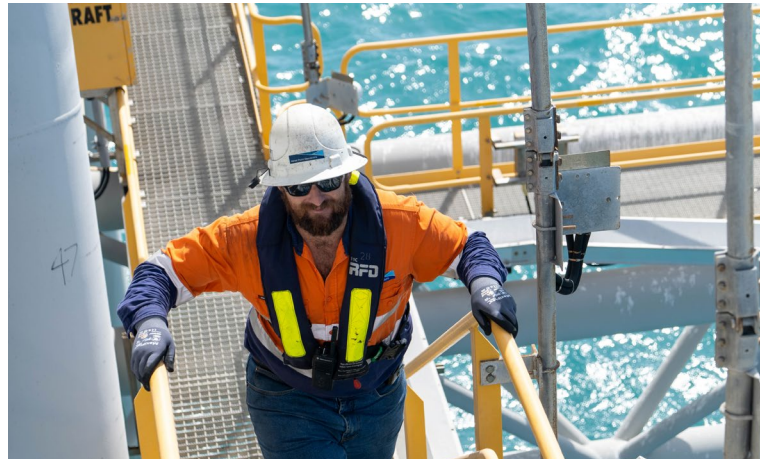
MODERN  
SLAVERY



OHS  
ISO 45001  
SAI GLOBAL

APO has an AS/NZS ISO 45001:2018 accredited Safety Management System.

## CASE STUDY



### Health and wellbeing challenge

APO launched the inaugural Virgin Pulse GO (VP GO) challenge as part of the 2020 Health and Wellbeing program.

The VP GO was a holistic nine-week activity-based health and wellbeing platform open to all employees. VP GO addresses employee wellbeing, physical activity, nutrition, stress management and mental health. It is an immersive and engaging experience where employees challenge other work-based teams around the world.

#### Key features of the challenge were:

Nine-week activity-based challenge that brought together workplace teams around the world virtually.

- ✓ **Health risk assessment** – personal baseline risk assessment, personalised tips, challenges and pre and post comparisons.
- ✓ **Daily cards** – tips and tracking tools to support healthy routines.
- ✓ **Habit tracking** – education and tools to build healthy habits through selection of five key topics that appeal to you, from a 32 available topics.
- ✓ **Journeys** – guided courses breaking behaviours into small goals to form new habits.
- ✓ **Digital coaching** – nutrition, sleep, financial wellbeing, physical activity and mental wellbeing.
- ✓ **Social features** to build camaraderie, community and collaboration.

APO had 57 participants in the inaugural challenge. The eight teams completed two million steps over nine weeks.

VP GO equipped participating employees with the tools and knowledge to support and build healthy habits.



The VP GO was a holistic nine-week activity-based health and wellbeing platform open to all employees.

**57**   
participants in  
the inaugural  
challenge

**8**   
teams  
completed over  
nine weeks

**2,000,000**   
steps  
completed in  
the nine weeks





“APO is a community-based organisation with a strong local growth focus.”

# Community growth partnerships & support

APO's mission is to grow local through our community, our people, sustainable practices, our investment and an Australian focus to build business innovation.

## Community Support Program

APO leads and manages the flagship Community Support Program, which has awarded more than \$1.2 million to community groups, organisations, and initiatives in the Whitsunday Regional Council communities of Bowen and Collinsville since 2017.

The program identifies and supports opportunities to create a positive social impact through supporting a range of community groups and activities in the areas of health, education, environment, and sustainable communities.

This is an adaptive program and continues to be developed and refined through monitoring and reporting, in consultation with government, community and key stakeholders. This proactive engagement has been invaluable to obtain a factual and thorough understanding of the current and emerging challenges faced by the community and to identify gaps in community service availability. Where possible, the program seeks to maximise and enhance current funding and sustain productive and long-lasting partnerships with our key community stakeholders.



The Community Support Program provides funding to the local community, which often experiences funding, service, and resource hardships due to its regional location.

As part of our mission, we build relationships and work collaboratively within our communities and our community focus area is supported by the following sub-focus areas:



BIOSECURITY  
(COVID)



COMMUNITY  
ENGAGEMENT



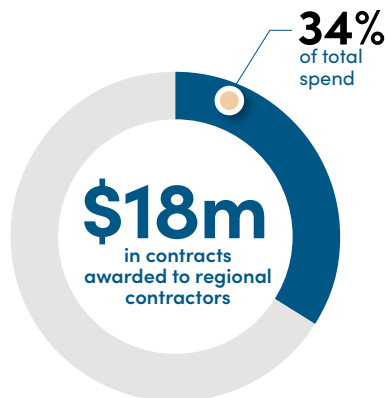
GOVERNMENT



INDUSTRY



EDUCATION



We are passionate about developing local talent like Brittany and Lawson, pictured here, through our apprenticeship program.



CASE  
STUDY

## Local employment program and regional investment

APO has an apprenticeship program that typically offers three places in a mechanical or electrical field to local young people each year.

In FY21, APO had 12 apprentices engaged in this industry-leading training program; of which four of the 12 (33%) identified as First Nations People; and three of the 12 identified as female (25%).

**12** apprentices engaged in our industry-leading training program



APO also places importance on regional contractor procurement to ensure its contracting partners make a positive contribution to the community in which the business operates.

Through its procurement process, APO requests information from proponents on:

- Their local involvement of any additional subcontractors.
- Accommodation within Bowen.
- Details of local recruitment initiatives.
- Indigenous employment policies, including attraction and development processes.

Almost \$18 million in contracts (34% of total spend) were awarded to regional contractors in the reporting period.



CASE  
STUDY

## School backpack program



Each January APO holds a working bee at the Terminal to fill backpacks with school supplies for local families.

Delivered as part of APO's Community Support Program, the Environment and Community team purchase items like exercise books, display folders, pens, pencils, and glue sticks from local suppliers and fill the backpacks ready for the start of the school year. The backpacks then go to primary school and high school-aged children from Bowen Neighbourhood Centre, Bowen State School, Queens Beach State School and Juru Enterprise Limited. 78 backpacks were supplied to children in FY21.



**78** backpacks were supplied to children in FY21





# Environment

We understand that our environmental performance is critical to the region. We are committed to protecting the Terminal leasehold area and the adjacent environment through the careful management of our operations.

The Port of Abbot Point has operated safely, adjacent to protected and sensitive terrestrial and marine environments for more than 35 years.

To the west of the port, rail and road infrastructure adjoins the man-made Caley (Kaili) Valley Wetlands. This is an estuarine and freshwater wetland listed under the National Directory of Important Wetlands of Australia. The ecosystem supports a diverse flora and fauna species as well as migratory birds.

To the east of the Terminal is an area known to locals as Abbot Point Beach. It has an associated coastal dune ecosystem that includes a nationally important ecological community.

The waters around the port have a range of benthic communities and seagrasses. Megafauna such as humpback whales, dugong, dolphins, rays and marine turtles have all been sighted within the vicinity of the Terminal and surrounding waters. Two species of turtles, the flatback and green sea turtle, are known to nest in low densities on Abbot Point Beach.

Given this diverse range and complexity of ecosystems surrounding the Terminal, APO are committed to best practice environmental performance. As a neighbour of the Great Barrier Reef World Heritage Area, APO has systems and monitoring programs in place to continue operating sustainably.

*“We are maintaining and progressing our ESG actions and commitment by creating a long-term sustainable future in our local community.”*



We strive to meet and exceed our regulatory requirements. This includes the following sub focus areas, with corresponding goals to effectively protecting the ecosystems.



PREVENTING ENVIRONMENTAL IMPACTS



WATER MANAGEMENT



HARBOUR SAFETY



HABITAT CONSERVATION AND IMPROVEMENT



TERMINAL IMPACTS (noise, light, odour, dust, missions)



USING ENERGY EFFICIENT EQUIPMENT AND RENEWABLES



Environment ISO 14001



We are an ISO 14001 Environmental Management System accredited organisation.

A view of a section of the Terminal and the Caley (Kaili) Valley Wetlands. NQXT and APO understand that our environmental performance is critical to the regional biodiversity. We are committed to protecting the Terminal leasehold area and the adjacent environment through the careful management of our operations.



## Abbot Point weed and animal management

We take our obligations as the steward of the Terminal lease area seriously. As part of this, we support two major initiatives to manage invasive weeds and animals that are declared restricted matter under the Biosecurity Act 2014.

As part of APO's Mission to Grow Local, we partner with the Traditional Owners of the land, the Juru People, to conduct weed and pest management activities on our lease area and neighbouring land. This allows a coordinated approach to target local Weeds of National Significance (WONS) species, which are persistent in the area. These actions help preserve the natural biodiversity of the Abbot Point area, encouraging native species to thrive.

We also work with the twice-yearly Whitsunday Regional Council feral animal aerial eradication program to remove feral pigs from the wetlands and farmlands surrounding the Terminal.

## Environmental monitoring programs

The following programs are undertaken continually at the Terminal for the protection of the environment in which we operate:

SURFACE WATER MONITORING PROGRAM

Since 1997

AIR QUALITY MONITORING PROGRAM

Since 2000

BEACH MONITORING PROGRAM

Since 2004

GROUNDWATER MONITORING PROGRAM

Since 2010

MARINE SEDIMENT MONITORING PROGRAM

Since 2014

REAL TIME AIR QUALITY MONITORING

Since 2015



PEST AND WEED MANAGEMENT CONDUCTED IN partnership WITH JURU TRADITIONAL OWNERS



# Abbot Point Operations

*We are maintaining and progressing our ESG actions and commitment by creating a long-term sustainable future in our local community.*



**abbotpointoperations.com.au**

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