



# BisConnect

## A Productive Year

As we count down to the Christmas and new year period, I am pleased to report that the 2021 year has been a very productive year of growth for Bis.

In August we celebrated the news that our North East business had secured a new multi-year off-road haulage, materials handling and site services contract with Anglo American for its Capcoal operations in Queensland's Bowen Basin.

The contract is the latest in an ongoing relationship between Anglo American and Bis that spans more than 20 years. We are pleased to be driving efficiencies and supporting Anglo American's complex operations at Capcoal.

After a successful initial project, we recently secured a multi-year on-road haulage contract with Hunter Valley Operations Joint Venture between Yancoal and Glencore. This contract will see Bis deliver load and haul and site services for its Lemington based underground mine and processing facility near Singleton in New South Wales.

Bis has a long-term working relationship with Glencore and this haulage and logistics operation at the Hunter Valley Operations continues to extend this ongoing relationship with Glencore and now with Yancoal.

Coupled with the 2021 Financial Year contract renewals at Granny Smith, Newlands, BlueScope, AGL Macquarie, Gunnedah and Whyalla, we are well set for continued growth in 2021/22.

The COVID-19 pandemic has presented challenges for everyone over the past 18 months and I am proud of the resilience and commitment the Bis team in our Australian and Indonesian sites and offices have shown during this time which has allowed us to respond to challenges, stay strong and position Bis for growth.

Resourcing continues to be a major challenge for our industry with a skills shortage that has reached levels last seen during the mining boom almost a decade ago. Bis is not immune to these pressures but we have taken steps to provide the best resourcing support we can to our sites.

We have made strategic changes to how we recruit, including restructuring and aligning our resourcing team to specific regions which enables us to work with each operation more intimately and develop a more agile, proactive approach to their recruitment needs.

We are also continuing to work with our agency partners to ensure we have access to the largest and most qualified pool of candidates.

I'm proud of the mental health initiatives we are implementing, which are covered in this issue, to support our team to navigate with uncertainty and address individual concerns. It is another example of how we are putting the Bis values to work, particularly Unity, where we work together as a team, we listen to and respect each other and we help each other out.

Looking ahead, we are also focused on other important priorities including increasing female employment rates across the business, launching our Reflect Reconciliation Action Plan and amplifying our commitment to sustainability.

I hope you enjoy this latest issue of BisConnect and wish you a safe and happy holiday period.

**Brad Rogers**

CEO



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CEO

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# Celebrating some important milestones

September 2021 was a special month for Bis when we celebrated three important birthdays – Auto-mate turned one, Razor turned two and REXX turned three.

The three birthday milestones highlight how far we have come in continually challenging ourselves to develop safer ways of working and to help our customers increase productivity and cost efficiencies.

## auto-mate

Auto-mate can automate any or all of your assets within your fleet, to any level of automation, regardless of the age, make or model.

Launched in 2020 with our joint venture partner, IAI (Israel Aerospace Industries), Auto-mate's technology solutions are tailored to each mine site's requirements, offering a range of automation options that are scalable to meet both current and future needs.

## RAZOR

Razor is a game changer in safety and performance, delivering superior operator ergonomics, exceptional performance and providing a step change in operator safety.

Razor delivers a 55 per cent greater engine power than comparable machines from an upgraded four speed transmission and is engineered to tame the roughest of roads.

It was born from Bis' deep understanding of the underground industry, exhaustive product research and the associated knowledge that comes from owning Australia's largest underground hire fleet.

Razor has won a number of industry awards since its introduction including the Financial Review Most Innovative Companies 2020 where it was shortlisted and the Queensland Mining Awards 2020 where it won the Best Product launch.

## REXX

REXX is a 160-tonne tough and agile haulage solution that provides miners with enhanced flexibility to offer never before seen cost and fuel efficiencies in your haulage cycle and pit design.

At only 4.8m wide, with a tight turning radius and an ability to handle gradients up to 12 per cent, REXX can operate on narrower haul roads, smaller benches and greater inclines.

### Site profile

## A positive and long term partnership at Newlands

Bis provides a range of load and haul and site services to Glencore Australia's Newlands mine site in Queensland, in a positive and long-term partnership that dates back to 1998.

The contract renewal in late 2018 further reinforced and strengthened our relationship with Glencore.

The Newlands mine is located 33km north-west of Glenden in Central Queensland's Bowen Basin region.

The Bis team of approximately 100 work in a variety of functions. Key contract components include road maintenance, road haulage from multiple pits to the processing plant and waste haulage and reclamation of old pits. The on-site Bis workshop plays an integral role in servicing and maintaining the fleet that service the contract.

The investment in a fleet of high payload dual-powered road train technology (DPRT) significantly helps to maximise Glencore's production requirements and provide production and haulage efficiencies across the operation.

Our ability to move bulk commodities in smarter, safer and more reliable ways is continuing to drive



efficiencies at the site.

Development at the wholly Glencore-run Newlands mine began in 1981, with coal mining operations commencing in 1983. The Newlands mine site is part of the GCAA Project, a mining, processing and exporting partnership which includes the Newlands open cut operations and the Collinsville open cut mine.

## Celebrating a year with no Lost Time Injuries

In August, we celebrated an important safety milestone when we reached one year without any Lost Time Injury (LTI) since August 2020.

This equates to a total of 3.3 million hours worked over 12 months where none of our team members or valued contracting partners throughout our Australian and Indonesian businesses sustained a workplace injury or illness that prevented them from working the next day.

This was an important achievement that reflects our ongoing and unwavering commitment to achieving ZERO Harm at all our sites. Keeping people safe will always be the number one priority at Bis.

On the back of this, there were further significant achievements at three of our sites across Australia and Indonesia.

Across the Timor Sea, our Indonesian operations celebrated an important safety milestone in August. Since the project started in February 2018, there has not been a single workplace injury that prevented them from working the next day, which added up to over 2 million LTI free hours in August.

We also applaud the team at SES Port Kembla, NSW, which hit a triumphant 10-year LTI free milestone in August. This degree of consistency and depth of safety culture epitomises Zero Harm.

Our team at Karara in WA, demonstrated their utmost resilience and persistence in the face of extremely tough conditions from an unusually wet winter. The last injury occurred in July 2020 while the last - and only ever - LTI dates back to March 2020.



## Tackling mental health every day

Mental health has always been an important issue but never more so than at the moment when many of us have been in lockdowns and face restrictions on our movements as a result of the COVID-19 pandemic.

In September, we marked RUOK Day at our sites and offices around Australia. RUOK Day is a national day of action that reminds us that every day is the day to ask, "Are you OK?" If someone in your world is struggling with life's ups and downs.

We know that mental health is an ongoing challenge for many of us, so our support for initiatives to help people to deal with mental health challenges goes beyond RUOK Day.

One of the most common challenges facing all of us over the past 18-months has been adapting to the constant uncertainty caused by COVID-19.

In collaboration with our Employee Assistance Program provider, BSS, we developed and ran a free webinar on Change and Resilience in October, which focused on how to cope with change and build resilience in our professional and personal lives.

Developing resilience to deal with ongoing change is not a skill we are often taught, but it is important for our wellbeing; personally and professionally.

We are also rolling out a Mental Health First Aider training program during November for staff who have nominated to take on the role and play their part in identifying, assisting and responding to colleagues that may be experiencing mental health and wellbeing concerns.

We have also been letting our team know about a new preventative and wellbeing app called MineWell, that was developed by the Minerals Council of Australia and Utility Creative to provide prevention, intervention and education in mental health and wellbeing for Australian mining workers and their families.

It is a great step forward in making help available to mining workers and their families who may be going through a tough time because of long hours, separation, isolation or financial stress.

These are just some of the preventative mental initiatives we are undertaking to tackle this important issue every day of the year as we work to create, foster and maintain a safe and sustainable workplace where our employees feel comfortable having supportive conversations about mental health.





## FAST FACTS



UGM is one of Australia's leading underground coal mining contractors, providing a comprehensive range of services

### Founded in 1997

UGM commences operations in the Australian underground coal mining sector

### 2018

Bis acquires UGM to strengthen its underground business

### State of the art equipment

An experienced team with access to the latest underground equipment and training

### Growth

Grown by 500% over the past 18 months

### Multiple services delivered every day

Mining Services, Diesel and Electrical and Workshop

### 300 employees

Headquartered near Newcastle, New South Wales

## My Bis - Meet John

Hi, my name is John Martin, the Site Manager at Gunnedah, where Bis has been providing essential on-road load and haul solutions of coal from Whitehaven Coal's open cut mine at Tarrawonga, NSW, to the Gunnedah Coal Handling and Preparation Plant since 2014.

I started my career in the agricultural sector as a Sales Representative with John Deere. After getting married and moving towns for my wife's work, I was provided a great opportunity as an Operations Manager with a small family-owned engineering business which is where I first cut my teeth in transport and logistics.

I joined Bis in early 2020 when I was looking for a new challenge. Bis appealed to me because of its approach to innovation, offering bespoke solutions for businesses operating in the resources sector.

Unfortunately, my timing in starting in the new role coincided with the start of the COVID-19 pandemic. As a site manager, I would have ideally visited other Bis sites early on - such as Newlands in Queensland, Whyalla Steelworks in South Australia, Murrin Murrin in Western Australia and the Bis head office in Perth - to build connections and exchange tips.

The pandemic changed all that, halting interstate travel and intermittent lockdowns limiting even inner-state travel. That meant I spent my first few weeks in the job without meeting any of my colleagues in person.

While I still haven't been able to meet many colleagues face-to-face, some 18 months later I have been fortunate to be able to build strong connections and make friends in the business.

My advice for anyone in a similar situation is simple - pick up the phone or even better give someone a call on Microsoft Teams, face to face. The pandemic hasn't just changed the way we work, it has challenged people's communication styles, the strength of our relationships and our ability to not just survive but to thrive in such an impersonal environment.

Many will prefer email, but much can be lost in that type of communication and it doesn't help build personal relationships that galvanise a team.

### A typical day

As a site manager, my role is varied and there is no such thing as a typical day.



Most days are spent managing the Bis operations in Gunnedah and the Hunter Valley end-to-end and ensuring we have effective working relationships with our clients, suppliers, Bis staff, and other key stakeholders.

Bis' Zero Harm mantra is another key focus of each day that involves assessing safety and sustainability performance, and ensuring that identified risks are assessed, controlled and reported in line with our Zero Harm policy.

At Gunnedah, I manage approximately 60 staff that make up the site's operational and maintenance crews. That means I also spend a good part of the day developing plans to meet operational key performance indicators and facilitating critical site communications and overseeing the ongoing development of our team.

What makes working for Bis so enjoyable is the quality and diversity of our team members, both locally and across borders. Working alongside people who champion safety and seek to constantly improve our operations through innovative solutions makes my work very fulfilling.

### Surviving the ups and downs of the pandemic

My wife, kids, colleagues and my faith have kept me going through the pandemic. We are a pretty tight knit team in Gunnedah with most of our operators being residential and that family mentality has really shone through.

Another thing that stands out is the way in which senior people in the business have reached out to me just to touch base and see how I've been going. That is the sort of behaviour that epitomises our company values and makes working through the day to day challenges of the pandemic much more bearable.