

# A capsule of NGC's Sustainability Report 2020



In 2018, The National Gas Company of Trinidad and Tobago Limited (NGC) made a commitment to move the very pressing issue of sustainability to the core of its operations and growth strategy. To map and track this strategic shift – and in a pioneering move for a state enterprise – NGC began to report on its performance in this area through an annual Sustainability Report. Pegged to the United Nations Sustainable Development Goals (SDGs), these reports allow companies to reflect and share how their business affects their value chain, the environment and their stakeholders, both positively and negatively.

The following gives a summary of some of NGC's highlight achievements and areas of progress over the year 2020, as profiled in its 2020 Sustainability Report.

## Business Continuity

Business Continuity Planning was a foremost concern in 2020 due to the COVID-19 pandemic. The Company was able to move with agility to ensure all critical field operations continued uninterrupted, and that supporting staff transitioned seamlessly into a work-from-home arrangement. So successful was its pivot that NGC and its subsidiaries copied three awards for BCP excellence at the American Chamber of Commerce of Trinidad and Tobago (AMCHAM T&T) HSSE conference in 2020, including the first BCP Planning and Surviving the Pandemic Award in the large category.

Critical to NGC's successful operations during the pandemic was technology. The Company deployed a host of new digital tools and leveraged existing ones in novel ways, moving many new services and functions online.

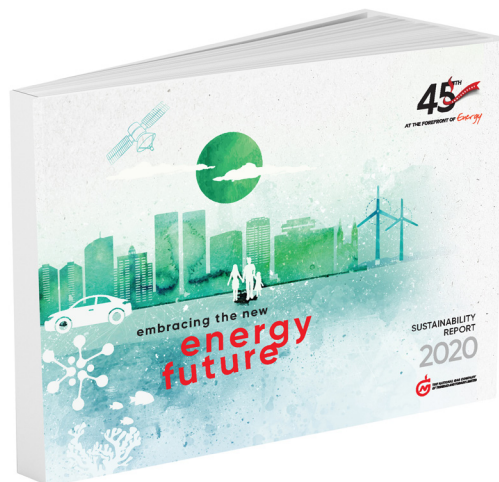
## Operations

In 2020, NGC introduced the concept of Operational Excellence 4.0, a new way of doing business driven by technology and innovation. Through the implementation of various technological solutions, NGC was able to reduce risks, improve monitoring efficiency, and create value (over TT\$50M was generated through cost-saving and strategic initiatives). The 2020 technology drive included the introduction of tablets in the field to enable real-time access to GIS data for verification and reporting; the acquisition of an infrared camera to enhance leak detection across the pipeline network and a partnership with an international technology solutions provider to access satellite data for closer monitoring of the network and methane emissions.

Asset Integrity Management (AIM) was also high on the agenda. NGC continued its programme to close the AIM gaps identified in the 2017 DNV audit of systems and equipment, raising its system asset integrity score from 2.44 in 2019 to 2.83, and its equipment score from 2.2 to 2.6. Closing asset integrity gaps makes NGC's operations safer and more efficient, ultimately supporting its licence to operate and long-term viability as an energy business.

## Local and international growth

The Company continued to pursue new avenues for growth locally, regionally, and internationally. NGC and BHP successfully completed negotiation of a Gas Sales Agreement for the Ruby Field, located in Block 3 (a). In December, another agreement was signed with Primera



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Oil and Gas Limited for gas from the onshore Ortoire development. Both agreements lay the foundation for a more secure supply platform over the medium term. Internationally, NGC provided technical services to the Integrated Logistics Bureau Limited (ILBL) for design, building and commissioning of the Takoradi Distribution Station (TDS) Pressure Regulator Skid in Takoradi, Western Ghana. This milestone project was the first major energy project to be undertaken by Trinidad and Tobago in Ghana.

## Governance

NGC advanced the process of embedding governance and compliance best practices into operations at the individual and organisational levels. A clear Corporate Governance and Compliance (CGC) Framework was developed, identifying the key points of focus of the CGC Division. A number of policies and procedures were revised, including Anti-fraud and Corruption, Insider Trading, Whistleblowing and Business Practices and Ethics (i.e. Code of Conduct). A revised Delegation of Authorities Manual was implemented, and a Consequence Management Policy was rolled out across the organisation. Training and sensitisation exercises were conducted to raise awareness among staff around internal governance expectations. In 2020, NGC's Conflict of Interest declaration process was also fully automated, which proved a timely development given the onset of the pandemic.

## People

In 2020, phase II of the Competency, Knowledge and Skills Development (CKSD) project was advanced through 100% of planned milestones for the year. This project aims to identify and bridge gaps in internal competencies and skill sets relative to international benchmarks. It is critical to building the long-term sustainability of the Company in an evolving landscape where new skills are becoming necessary for success. Comprehensive reports coming out of the CKSD process are now being used to inform employee development

and training plans, to reinforce and extend the range of in-house expertise within the Company.

Securing the Company's future was also the overarching objective of the ongoing Leadership Development Programme (LDP) - which aims to build bench strength in leadership – and a new strategic Succession Management exercise, which will look to match internal talent with opportunities for growth and progression.

In terms of managing employee wellbeing, a major milestone in 2020 was the hiring of the first Industrial Health Nurse to oversee occupational health across The NGC Group.

## Green agenda

The NGC Group has been progressively demonstrating its commitment to leading the energy sector of Trinidad and Tobago into the new energy future through its green agenda projects.

In 2020, NGC launched an app called Energy SmarTT to guide consumers toward more efficient use of energy in the domestic context. The Group also entered several partnerships to advance the green agenda. Among these were an MOU with Trinity Exploration and Production for cooperation on a range of projects, including renewable energy opportunities; and an MOU with the University of Trinidad and Tobago (UTT) for collaboration on a Climate Change Mitigation Project.

Also in 2020, subsidiary National Energy advanced work on the installation of solar panels at the Preysal Service Station (recently launched). In addition, the company secured funding from the Inter-American Development Bank (IDB) to support research into the feasibility of producing green hydrogen locally.

Meanwhile, work to clean up the transportation sector through CNG continued apace. CNG sales in 2020 increased by 24% over 2019 to 13.5 million litres of gasoline equivalent. From an emissions perspective, CNG use in 2020 was the equivalent of removing 3,000 gasoline vehicles off the roads.

## National contribution

Amidst its business pursuits, NGC continued to be an exemplary corporate citizen, contributing to several worthwhile causes in 2020. Among these was the Ministry of Education's 'No Child Left Behind' initiative, which aimed to connect students in need with electronic devices to facilitate online schooling. The NGC Group contributed over 700 devices to schools and youth clubs across the country.

NGC also continued its Above and Beyond Programme to recognise iconic national heroes. The Adult Literacy Tutors Association (ALTA) was celebrated in 2020.

That year also saw the extension of NGC's reforestation exercise with a study led by The University of the West Indies (The UWI) to investigate the carbon sequestered in the below-ground biomass at NGC's reforestation sites.

## Learn more

Although a trying year on many fronts, in terms of work progressed, innovation, business expansion and partnerships 2020 was nevertheless a year of great achievement for NGC and its subsidiaries. For a more fulsome account of the organisation's performance in 2020, you can view the complete Sustainability Report on NGC's website, at <https://ngc.co.tt/wp-content/uploads/2021/06/2020-Sustainability-Report-1.pdf>.

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