



# Supporting safety and asset integrity across Australia

CAPABILITY STATEMENT

## WHERE WE CAME FROM

The National Response Centre (NRC) has been providing a wide range of emergency, health and safety response services to energy businesses across Australia for more than 50 years.

Originally established by the Gas and Fuel Corporation of Victoria in 1972, Origin Energy acquired the NRC in 1999 and began offering services to other industries.

## WHERE WE ARE NOW

Today, the NRC handles thousands of calls ranging from emergency and safety monitoring to dispatching of service teams. It is the first point of contact for many national emergency numbers that operate on a 24/7 basis.

The NRC respond in real time to a variety of scenarios, whether it be to energy and water utilities, field technicians or members of the public that have detected a safety concern or an environmental risk.

The NRC operates from a state-of-the-art, highly secure facility located in the Melbourne CBD. The multi-disciplinary team of more than 50 personnel is tasked to effectively manage the wide range of responses required by clients.

## 2023 STATISTICS

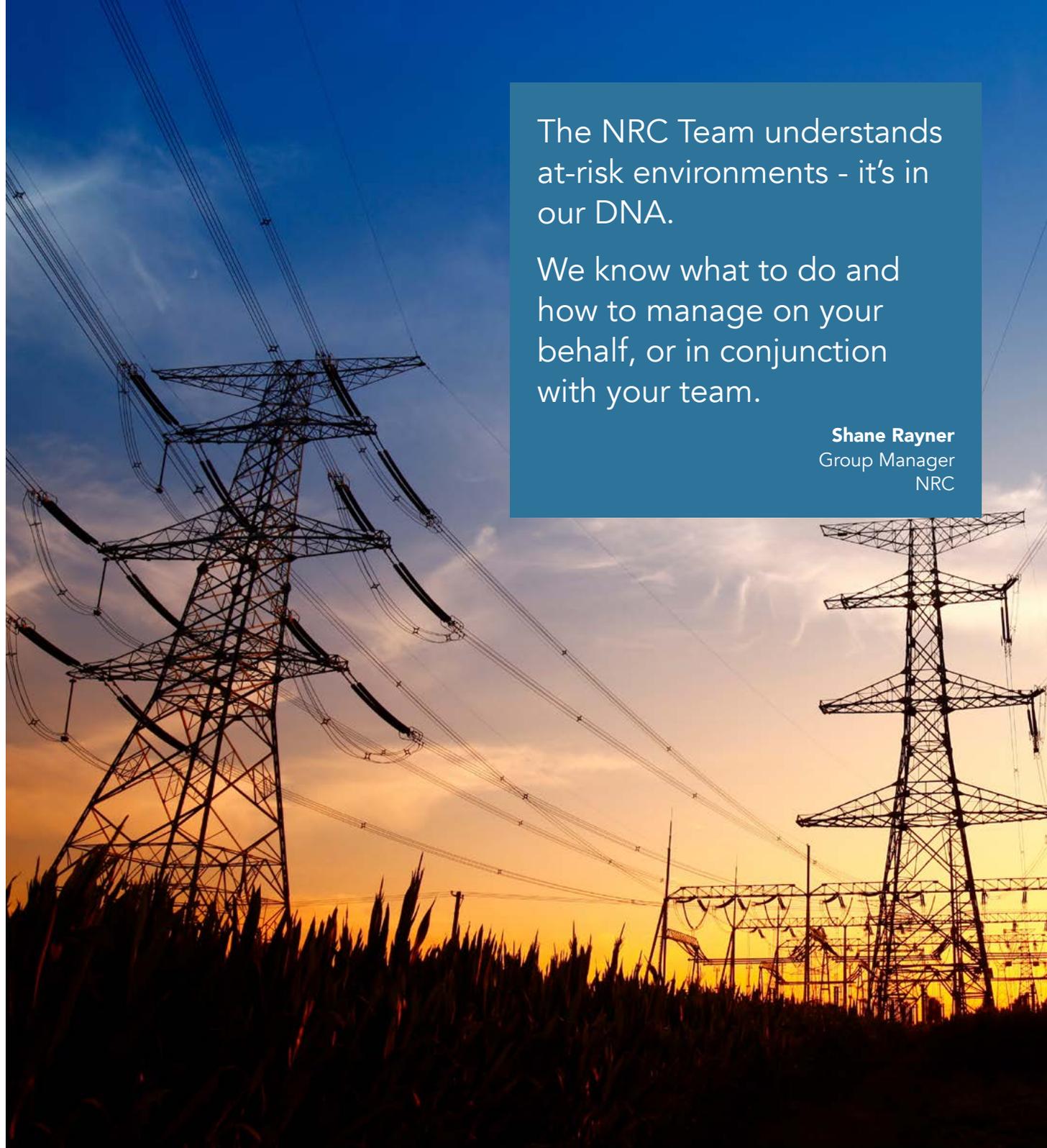


SUPPORTING SAFETY ACROSS AUSTRALIA

The NRC Team understands at-risk environments - it's in our DNA.

We know what to do and how to manage on your behalf, or in conjunction with your team.

**Shane Rayner**  
Group Manager  
NRC



## WHAT WE DO

With 24/7 fault, emergency and dispatch services at its core, the NRC integrates employee safety monitoring and asset monitoring services, making them available to a range of industries including construction, energy, utilities and mining.

### KEY SERVICE CATEGORIES

You can choose from a combination of response and monitoring services:

#### RESPONSE AND DISPATCH

- Inbound emergency hotline
- Outbound emergency dispatch
- Inbound community line
- Mobilisation of emergency management teams
- Crisis management

#### AFTER HOURS OVERFLOW

- All 'response and dispatch' services 24/7
- Client customer service handover (e.g. 6pm to 6am)
- After hours emergency client hotlines

#### EMPLOYEE SAFETY MONITORING

- Journey/lone worker activity via response and mobile app
- Satellite device monitoring
- Customer-owned radio network monitoring
- In-vehicle Monitoring System (IVMS) events escalation and fatigue monitoring

#### ASSET MONITORING

- SCADA alarm monitoring
- Remote asset monitoring via telemetry and response center

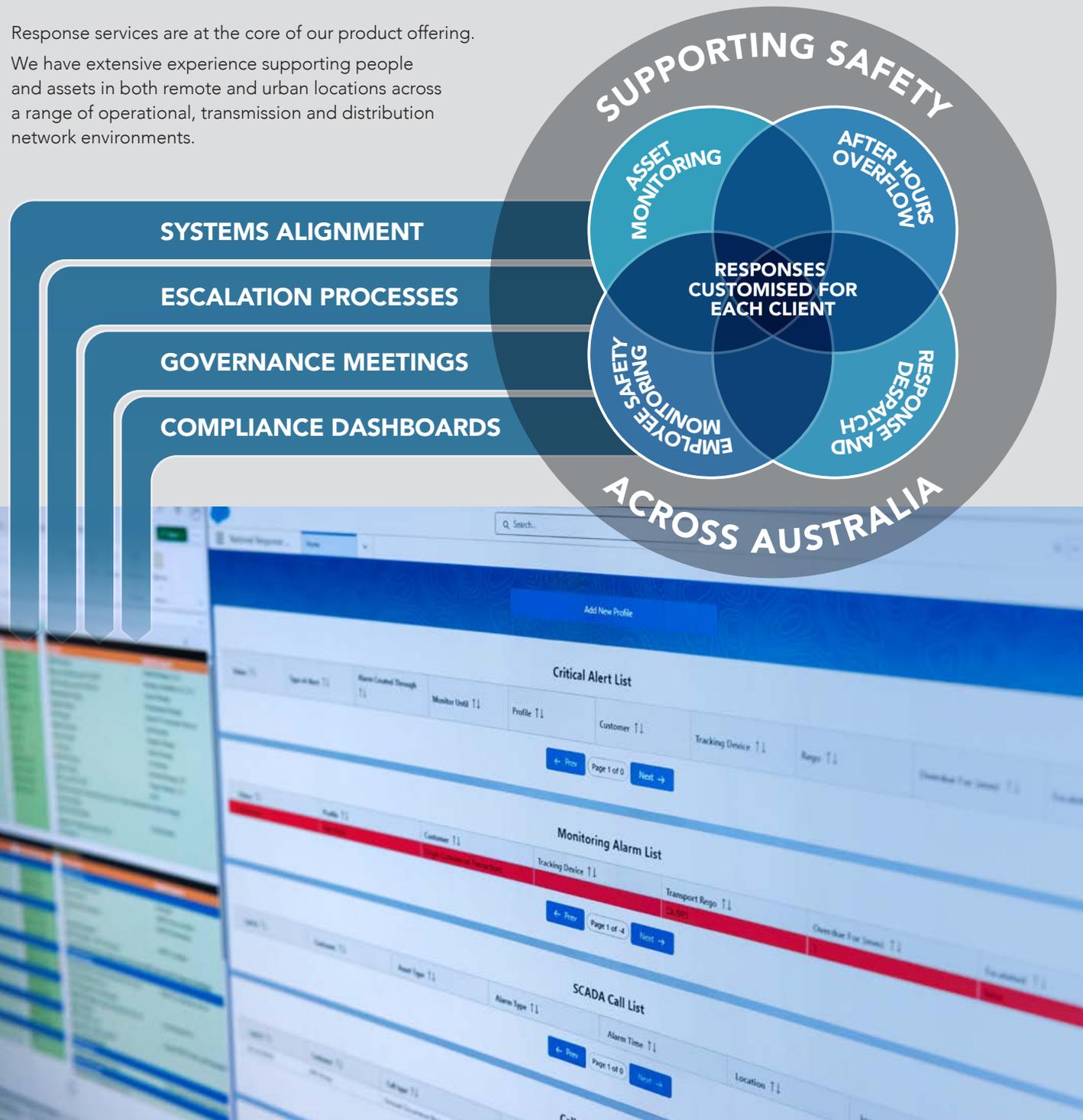


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## RESPONSE SERVICES

Response services are at the core of our product offering.

We have extensive experience supporting people and assets in both remote and urban locations across a range of operational, transmission and distribution network environments.



## HOW WE SUPPORT YOUR EMPLOYEES' SAFETY

We can build an employee safety process that incorporates our service (the response centre and app) with satellite devices you have or intend on procuring. Flexing to include a range of communication solutions from mobile network to satellite provides greater coverage, options, and ultimately better safety outcomes for your teams in the field.

We have experience monitoring various devices and systems often already operating within customer operations.

We are able to support a combination of safety monitoring services, tailored to suit your requirements. This can include the incorporation of existing employee safety monitoring devices such as satellite messaging and mobile devices.



**Our bespoke safety monitoring app, TraXu**



**Satellite messaging devices**



**In-vehicle Monitoring Systems (IVMS)**



**Radio network**



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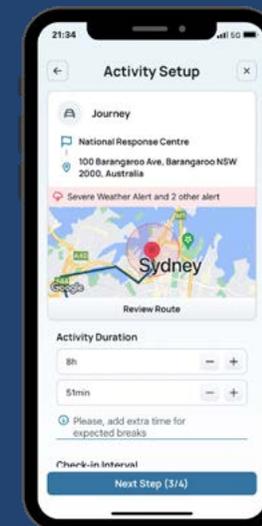
## WHAT IS TRAXU?

The NRC has developed an employee safety monitoring app to mirror the speed, efficiency and capability delivered by the response centre when registering, checking-in or completing a journey, lone work or remote work activity. The app offers an alternate to those who prefer using their smart device over making a call.

It is a location-based employee safety app, monitored in real-time by our 24/7 response centre. Whether employees are lone workers, travelling long distances, working in urban or remote areas or in confined spaces, they can lead the management of their safety with the NRC response centre as support.

TraXu offers users convenience and simplicity, able to check-in at any time through a mobile device. Missed check-ins are monitored by our 24/7 response centre for follow up and escalation, so you know your people are always being looked after.

TraXu is available to all NRC employee safety monitoring customers as part of the service and offers several benefits such as duress and location capture.



## HOW WE ARE DIFFERENT



Deep understanding of at-risk environments and how to manage in support of people and asset safety



IT and data integrity and security that will always remain onshore



24/7 Melbourne based response centre



We work 100% from site to support a secure digital PII environment



Compliance strength (and ability to adhere to expected KPIs)



Same personnel take inbound and make outbound calls (they get to know you and become part of your response team)



NRC employee safety monitoring is highly flexible (across devices, field personnel, environmental circumstances)

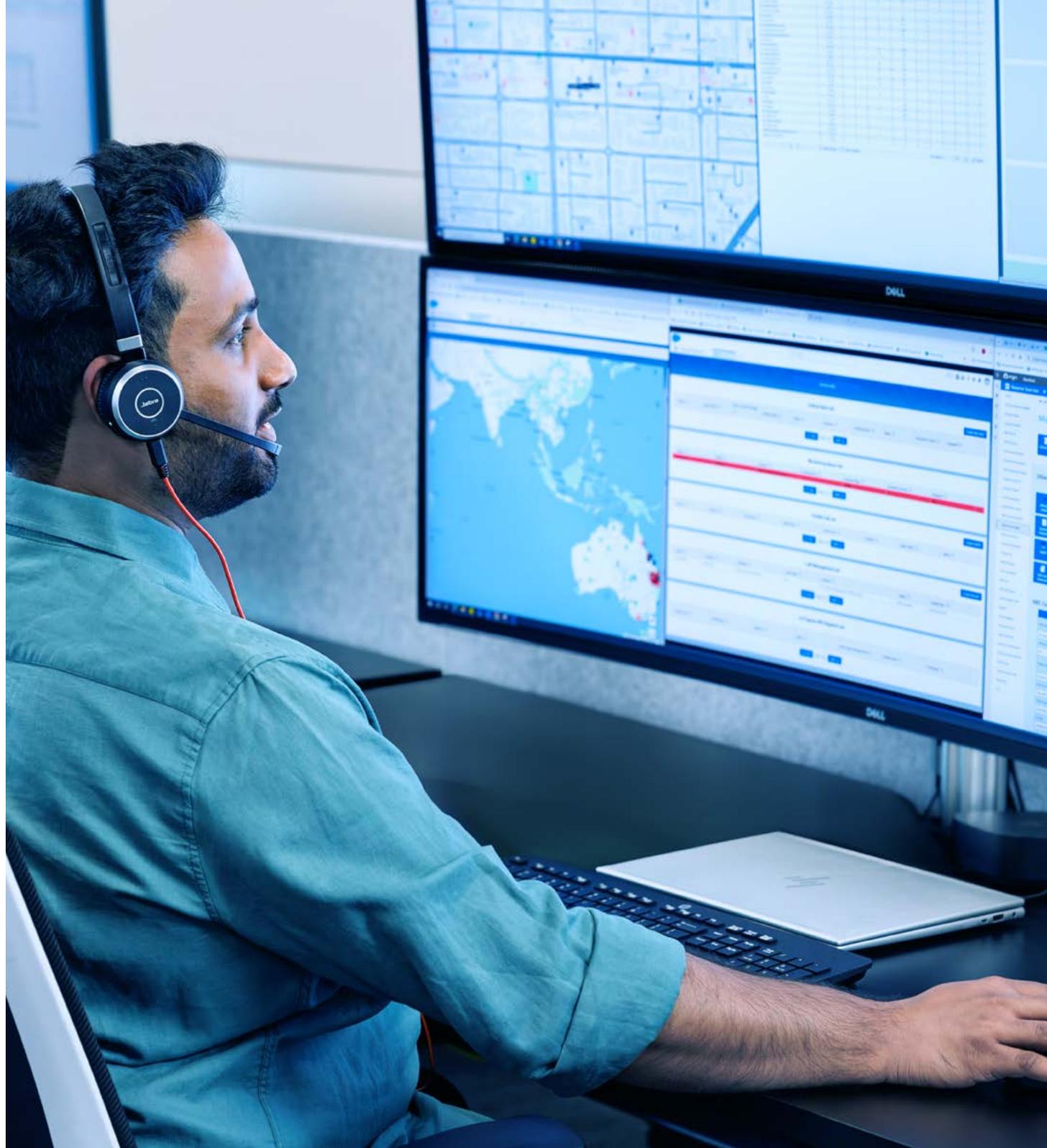


## HOW WE SECURE YOUR DATA

The NRC's security capability leverages the broader Origin Energy security controls which are closely aligned to international frameworks such as the NIST-Cyber Security Framework (CSF) and the Australian Energy Sector Cyber Security Framework (AESCFS).

Origin's controls include a range of people, process, policy, technology, and awareness controls. These include:

- A security monitoring and incident response process which is exercised on a regular basis. In the event of an incident, Origin is supported by an external incident response and forensics firm.
- Employees undertake compulsory security training including how to identify phishing emails and keep data safe.
- We undertake regular independent security assurance to assess the resilience of our digital channels and internal security controls.



## ARROW ENERGY

Arrow Energy is a natural gas company. Arrow explores and develops gas fields, produces and sells coal seam gas (CSG) and generates electricity. Arrow has been safely and sustainably developing CSG since 2000 and supplying it commercially since 2004.

NRC offers peace of mind, allowing us to concentrate on our core business, but step in when needed.

**Norman Neligan**  
Manager Safety and Health  
Arrow Energy

### THE SITUATION

In 2012, Arrow Energy was looking for a journey management and lone worker solution to manage their land transport risks, supporting safety of their in-field workers who often operated in remote and harsh environments.

### THE SOLUTION

Through referral, the NRC offered a compelling solution with a 24/7 response centre, staffed by trained and experienced operators, who could register, track and respond to journeys and lone work activities.

The NRC also had a strong track record in managing response services for energy sector clients. A successful trial of the NRC's journey management solution was the start of what has become a long-term engagement.

### WHERE WE ARE NOW

As the relationship developed and ongoing value was realised, Arrow extended services with the NRC adding additional response management services.

Today, the NRC:

- continues to look after lone worker and journey management.
- manages the Arrow hotline 24/7, which connects directly to Arrow's incident management system.
- provides first response mobilisation of Arrow's crisis duty managers and teams (in the event of a major incident or emergency).
- monitors Arrow's in-vehicle monitoring system (IVMS), which triggers critical events such as impact, rollovers or duress.
- monitors cameras which detect driver fatigue and distraction, alerting the NRC and the driver accordingly.



## WHO WE ARE

Based in Melbourne, Victoria, the NRC team is an agile workforce with team members located throughout Australia, working a variety of shifts to deliver our 24/7 capability.

Our response personnel are trained across all call, dispatch and monitoring services and our teams are supported by a leadership team whose daily focus is ongoing development and performance.

With specialists in training, coaching and development, our business looks to offer opportunity and growth to our most important assets, our people.

## STANDARDS CERTIFICATION

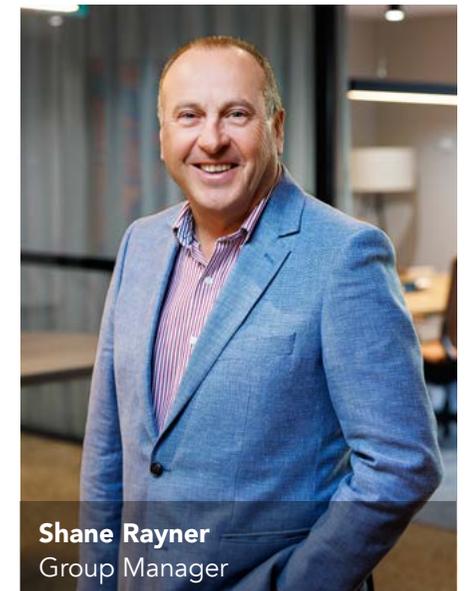
- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- ISO 45001:2018 Occupational Health and Safety Management System



**Lisa Carbone**  
Service Delivery Manager



**Katherine Krstic**  
Operations Manager

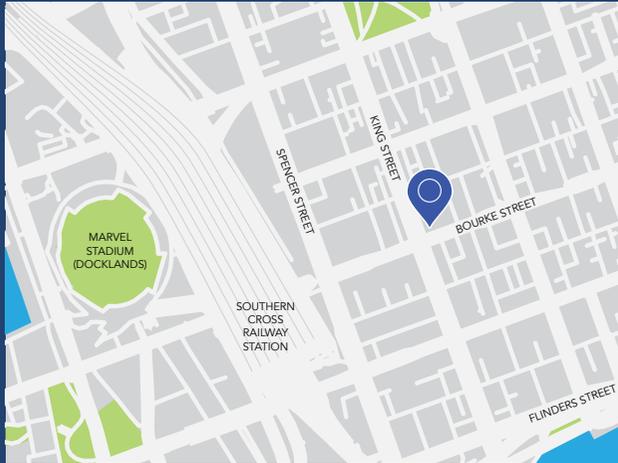


**Shane Rayner**  
Group Manager



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## HOW TO GET IN TOUCH



### VISIT US

Level 17, 600 Bourke Street  
Melbourne, Victoria 3000

### CALL US

1300 630 117

### SEND US AN EMAIL

[info@natresponse.com.au](mailto:info@natresponse.com.au)

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



NATIONAL | RESPONSE | CENTRE

## WHO WE WORK WITH

We value the relationships we have forged with our clients who represent a diverse mix across the industrial sector. This diversity has enabled the NRC to continually adapt our monitoring and response offerings to meet the needs of each client.

The client logos below are a small snapshot... there are many more, with the number consistently growing.

