

Thank you to all those people from communities surrounding South32 Worsley Alumina's operations who shared their feedback in the July 2024 Local Voices 'anchor' survey. This report is a snapshot of the results collected across these communities.

South32 Worsley Alumina (Worsley) engaged Voconiq to conduct the Local Voice program, which enables community members to confidentially provide direct feedback and insights into the needs, concerns and priorities of the communities surrounding Worsley's operations.

The 'anchor' survey was open in June – July 2024 and is the first of a series of surveys to be conducted over the next few years. The aim of the survey was to gain a better understanding of community sentiment within South 32 Worsley Alumina's surrounding communities. Voconiq has collated all survey responses confidentially - no personal information has been shared with South32 Worsley Alumina.

To review insights from other communities, or for more information about Local Voices, go to:  
**[voconiqlocalvoices.com/south32-worsleyalumina](https://voconiqlocalvoices.com/south32-worsleyalumina)**

## Trust and Acceptance of South32 Worsley Alumina

Respondents from across the region surrounding Worsley's operations rated Worsley with an average score of **3 out of 5** for trust in Worsley to act responsibly and sits at a midpoint in the 1 to 5 scale (where 5 is more positive). There is a strong level of acceptance for Worsley's continued operation within the community, with an average score of **3.34 out of 5**.

The key things that impact trust and acceptance in the community are:



Regulation



Procedural  
fairness



Positive  
economic  
impact



Contact  
quality



Negative  
environmental  
impact

These are not the only topics that can influence trust and acceptance, but are the strongest influencers on trust and acceptance for South32 Worsley Alumina.

## A more in depth look at what everyone said:



### Regulation

Confidence that Worsley adheres to external regulations and has strong internal policies and guidelines to ensure the company does the right thing.



**45%** of people agreed that internal policies and guidelines will ensure the company does the right thing, **12%** disagreed, **43%** remained neutral.



**52%** of people agreed that external regulations ensure the company does the right thing, **12%** disagreed, **37%** remained neutral.



**49%** of people agreed there were controls in place to prevent the company doing the wrong thing. **12%** disagreed, **39%** remained neutral.



## Procedural fairness

Worsley is listening and responding to community opinions and concerns, showing a willingness to change.



**43%** of people agreed the company follows through on its commitment to their community, **9%** disagreed, **49%** remained neutral.



**37%** of people felt the company listens and respects community opinions, **12%** disagreed, **51%** remained neutral.



**33%** of people felt the company is prepared to change its practices in response to community concerns, **14%** disagreed, **54%** remained neutral.



## Economic Impact

Recognition and acknowledgement of the positive economic contribution Worsley makes within the region and the local community.

In relation to the local community:



**54%** of people agreed the company provides training opportunities for young people.



**48%** of people agreed that the company is providing enough jobs for local people.



**49%** of people agreed that the company provides enough employment opportunities for women.

In relation to the region:



**63%** of people agreed the company contributes to growth in the local economy.



**55%** of people felt the company's activities support regional prosperity.



## Environmental Impact

Worsley is acting in an environmentally responsible manner and has measures in place to protect the environment.

In relation to environmental impacts in general:



**24%** of people felt the company has a negative impact on the environment in their community, **28%** disagreed.



**31%** of people felt the company will have a negative impact on the environment in general, **26%** disagreed.



**37%** of people agreed that the company is doing a good job in managing environmental impacts within their community, **15%** disagreed.



**37%** of people agreed that the company is working to protect the local environment, **16%** disagreed.

In relation to specific environmental impacts:



**22%** of people felt the company's activities had a negative impact on their community's water quality.



**17%** of people felt they were exposed to increased noise from the company's activities.



**28%** of people felt dust increased in their community due to company activity.



## Overall balance of impacts and benefits

When weighing up the balance of positive and negative impacts within their community:

**39%** of people felt the positives outweighed the negatives, **20%** felt the negatives outweighed the positives and **41%** felt there was an equal balance.



## Contact with South32 Worsley Alumina

**Community engagement and quality of the interactions with people from Worsley.**

**46%** of people have had some contact with people from Worsley in the last 6 months, with **67%** of people rating this experience as positive.

Only **5%** of people had contacted Worsley regarding an issue in the last 12 months, with **30%** of people satisfied that the issue was resolved, **50%** were dissatisfied and **21%** remained neutral.

## Who participated from across the region?



**712** participants in total completed the survey



**60%** lived in the area 10+ years



participants covered a broad range of ages from 18-65+ years



**87%** have never worked for South32 Worsley Alumina



**4%** identified as Aboriginal and/or Torres Strait Islander

### Participation by region



- **347** Greater Bunbury
- **120** Boddington
- **177** Wandering Williams
- **38** Collie
- **30** Murray Waroona
- **30** Other

### Gender



## Community rewards

**\$6,000+**

in total has been paid to 16 local community groups across the region including:

Each completed survey unlocked a \$10 donation for registered community groups of the participants choice!

- SAFE Bunbury
- Leschenault Cricket Club
- Mission to Seafarers Bunbury

- plus many more from the Boddington and Collie communities

## Next steps

Your feedback provides valuable insights into what is important to your community and will play a role in Worsley's planning and decision making. Over the coming months Worsley will be undertaking actions in response to your feedback from the 'anchor' survey.

The next survey will be a brief 5 minute 'pulse' survey, scheduled for early 2025, and will focus on a specific topic drawn from the 'Anchor' survey results.

Register now for future surveys at [voconiqlocalvoices.com/south32-worsleyalumina](https://voconiqlocalvoices.com/south32-worsleyalumina)

