

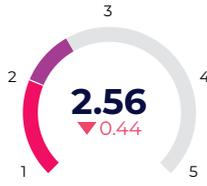
# LOCAL VOICES

Overall 'Pulse' survey summary | February 2025

## Trust and Acceptance of South32 Worsley Alumina

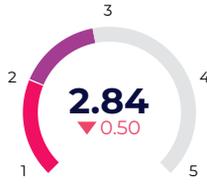
### Trust

Research shows that trust is key to a healthy relationship, that's why we check how much the community trust South32. Trust decreased since the last survey.



### Acceptance

Trust leads to acceptance, the more the community trusts the company, the more they will accept South32 operating in their community. Acceptance decreased since the last survey.



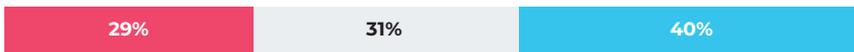
Trust & Acceptance are scored using a 1-5 scale, where 1 is the lowest; 3 is the midpoint; and 5 is the highest.

## Key insights into the focus topic "Procedural fairness"

Generally, overall community sentiment was mixed across the scale, when considering how South32 listens and responds to community, with **41%** agreeing the company is proactive in seeking community input on decisions, however **37%** disagreed that the company prioritises community feedback on decisions.

Disagree Neutral Agree

The company could fix most of the issues in my community if they really wanted to.



When the company makes a decision, they explain why they made it.



Even if the company listens, it will be hard for them to please everyone with their decisions.



Many of the issues in my community are complex and cannot be solved by the company alone.



The company prioritises community feedback on decisions that may impact the community.



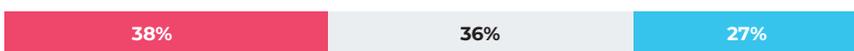
The company proactively seeks community input on decisions that may impact the community



The company takes timely action on issues raised by the community.



If feel like the company understands people like me.



Thank you to **everyone** from communities surrounding South32 Worsley Alumina's (South32) operations who shared their thoughts in the February 2025 pulse survey.

Your feedback is important! Your insights help shape how South32 engage with their community and how they manage their operations. Lets take a look at what participants had to say.

## Key learning points

### Procedural fairness



**38%** were confident that the company follows through on its commitments to their community.

### Regulation



**35%** agreed that internal policies and guidelines ensure the company does the right thing.

### Environmental impact



**52%** agreed that the company has a negative impact on the environment in their community.

### Overall, balance of impacts



**42%** think negative impacts outweigh the positives of South32 operating in their community. **32%** think the positive impacts outweigh the negatives.

## Contact with South32

### Contact quantity



**57%**

have had contact with people from South32 in the last six months.

### Contact quality



**56%**

rate their experience with people from South32 positively.

## Key measures

Following are the key indicators of the overall community's relationship with South32. We will show these in every summary, with a comparison to the previous survey, so you can check how the scores are tracking.



**3.31**

▼ 0.10

### Economic benefits

Provides enough jobs to local people.



**3.00**

▼ 0.40

### Regulation

Controls in place to prevent company from doing the wrong thing.



**2.80**

▼ 0.46

### Procedural fairness

Listening and acting on community opinions.



**2.48**

▼ 0.55

### Environmental impacts

Negative impact in my community.

Key measures are scored using a 1 – 5 scale, where 1 is the lowest; 3 is the midpoint; and 5 is the highest point.



## A message from South32 on the survey results:

A big thank you to everyone who participated in our recent February Pulse Survey. Your crucial feedback is already guiding our efforts to improve communication and engagement with local members. We look forward to connecting with you in the community as we continue to develop partnerships, supporting local suppliers, and investing in a better future through our community programs.

## Next steps

We conduct quick 10-minute pulse surveys regularly to check in on your relationship with South32. If you've agreed to be contacted, you'll get the survey automatically. Haven't joined Local Voices yet? Sign up today!

If you have any questions or comments about the information in this summary, please email [localvoices@voconiq.com](mailto:localvoices@voconiq.com)

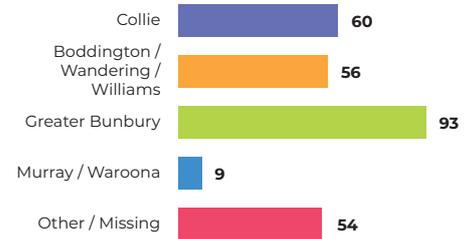


## Who participated from across the region?



**272**

people in total participated in this survey



**31%**

of all participants were male



**67%**

of all participants were female



**19%**

of all participants have worked for South32

## Community rewards

Each completed survey resulted in a \$5 donation for local community groups.

Since Local Voices commenced, over



**\$7,100**

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

- Boddington Hospital Auxiliary
- Collie Lions Club
- Harvest Life Ministries Incorporated

plus many more from the Greater Bunbury, Boddington and Collie communities.

