

## Appointment of Democracy Co

We are pleased to announce that we have appointed independent facilitation consultancy firm Democracy Co to assist with community engagement.

The team at Democracy Co is based locally and has a global reputation for working with communities, organisations and government departments to create pathways for constructive engagement.

We look forward to sharing more details about Democracy Co and its engagement methodology in the coming months. If you would like to find out more in the interim, the firm's website is [www.democracyco.com.au](http://www.democracyco.com.au).

## Community Engagement Action Plan (CEAP) Update

We have been working in consultation with Democracy Co, and the EPA as we finalise the CEAP.

We expect to be in a position to submit the finalised CEAP to the EPA for its review in early August, with an anticipated date for sharing with the community later that month or early September.

## Feedback Portal

Feedback from local residents is an important part of our operations and we appreciate those who take the time to contact us directly as it gives us the means to connect that feedback, in real time, with operations on site.

As such we have now progressed the development of a Feedback Portal which will allow residents and community members to more easily share feedback with us. By using this platform, we will be able to make immediate use of this information and create timely reporting for our production teams.

In designing this site, we have considered the existing EPA Engage webpage, to ensure consistent user experience.

This portal forms one of the deliverable actions in the updated CEAP.

## Steam

During the colder weather, and mornings in particular, the heat generated during the aging and curing of our material can generate steam, which can have a similar appearance to smoke.

The staff monitoring our site 24 hours a day are skilled in assessing and identifying the difference between steam and smoke and the required operational procedures associated with each.

## Seasonal Community Updates

Seasonal Community Updates will continue as a part of the Community Engagement Action Plan and the next update will be in September 2025.



We welcome contact with residents and community members at any time, if you would like to get in touch please contact us via either phone or email.

Community Mobile **0437 089 126**  
Email **Community@neutrog.com.au**  
Head Office Phone **08 8538 3500**