



General

What is proposed?

Cool Off is seeking approval for upgrades to an existing pet food manufacturing and animal by-product processing facility. The facility does not include the slaughter of livestock. The proposed upgrades include:

- Providing for 100,000 MT production capacity per year in line with the volume authorised by the Environment Protection Authority.
- Continued on-site irrigation of treated wastewater in accordance with the existing NSW EPA-issued Environmental Protection Licence.

Why are the upgrades needed?

The upgrades are intended to:

- Allow for natural variation in market opportunity
- Support sustainable long-term operations
- Maintain environmental compliance
- Continue servicing domestic and international pet food markets.

Where is the facility located?

The facility is located at 271 Jude Road, Howlong NSW, approximately 2 km north-east of the main township. Associated treated wastewater land application areas are located along Kywong-Howlong Road, Howlong.

Will the facility expand beyond its current footprint?

The project primarily relates to upgrades to existing operations. No expansion beyond the identified facility boundary or approved land application areas is proposed unless otherwise approved through the planning process.

Who decides whether the project goes ahead?

The Project is assessed as a designated development under Part 4 of the Environmental Planning and Assessment Act 1979 (EP&A Act) and requires the preparation of an Environmental Impact Statement (EIS). The consent authority is Federation Council, with the Department of Planning, Housing and Infrastructure (DPHI) and the Environment Protection Authority (EPA) consulted as part of the assessment process.

What is an Environmental Impact Statement (EIS)?

An EIS is a detailed technical report prepared by independent specialists. It assesses potential environmental and community impacts of the project and outlines management and mitigation measures. The EIS is used by decision-makers and the community to understand how impacts are predicted, reduced and monitored over time.

What happens after the EIS is submitted?

Cool Off aims to submit the EIS to the DPHI in mid-2026. Community and stakeholder feedback over the coming months will be summarised within the EIS, along with the outcomes of the specialist reports outlined above.

Once the EIS is submitted, it will be placed on public exhibition. During this stage, the community and government agencies will be invited to provide feedback on the Project. Cool Off will then respond to any issues, comments or concerns raised by the community and stakeholders within a Submissions Report. DPHI will then make a recommendation on whether the Project should be approved.

What will the EIS assess?

The EIS includes specialist studies prepared by qualified consultants. These studies examine existing site conditions, potential changes associated with the upgrades, and the controls required to minimise impacts.

Air quality and odour

Specialists review potential emission and odour sources such as raw material handling, processing areas and wastewater irrigation. Assessments may include computer modelling, review of wind patterns and comparison against NSW environmental criteria. Where required, mitigation measures such as ventilation controls, enclosed processing areas or odour treatment systems are recommended and may become enforceable licence or approval conditions.

Noise and vibration

Acoustic consultants measure existing background noise levels and predict future operational and construction noise using modelling tools. Equipment, vehicle movements and site activities are considered. Mitigation measures can include equipment selection, acoustic shielding, restricted construction hours or operational controls to meet NSW noise guidelines.

Soil and water

This assessment reviews how stormwater, irrigation practices and site activities interact with surrounding soils, groundwater and nearby waterways. It considers land capability, runoff controls and environmental safeguards. Outcomes may include erosion and sediment controls, monitoring programs and operational practices designed to protect soil and water quality.

Heritage (Aboriginal and non-Aboriginal)

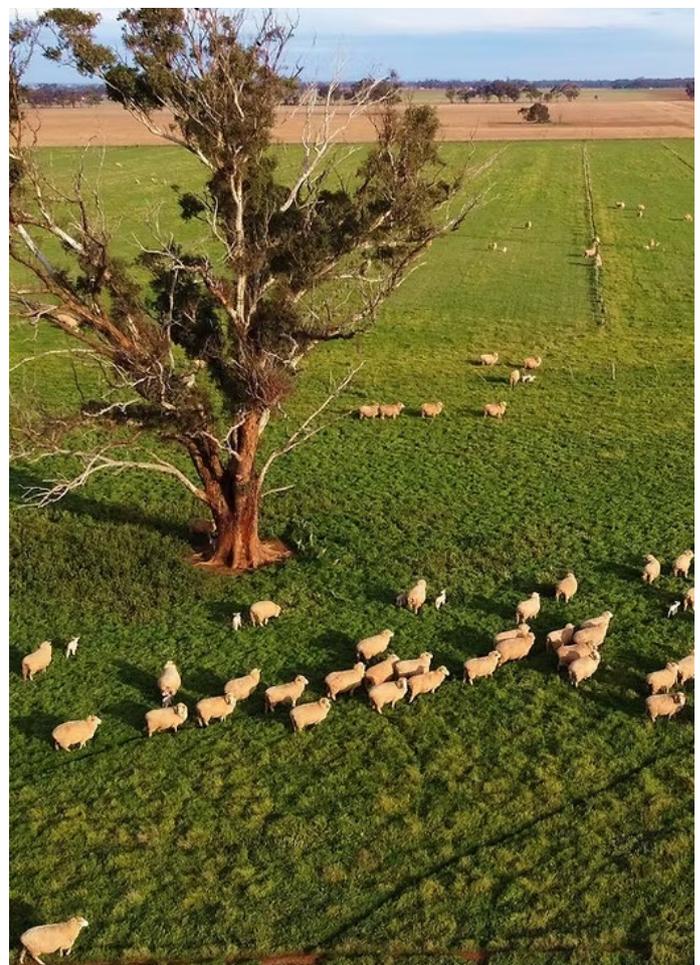
Heritage specialists assess whether the site or surrounding land contains areas or items of cultural or historical significance. This may involve database searches, consultation with Registered Aboriginal Parties and site inspections where necessary. If heritage values are identified, avoidance strategies, buffer zones or management plans are developed in accordance with NSW heritage legislation.

Wastewater and waste management

This study evaluates how liquid and solid wastes are generated, treated, stored and disposed of. It considers treatment system capacity, irrigation practices, regulatory licences and contingency measures. The EIS outlines how wastewater will continue to be treated and applied to land in line with environmental licence conditions and how solid wastes will be managed through approved waste contractors or recycling streams.

Biosecurity, disease management and animal welfare

Although the facility does not undertake livestock slaughter, the EIS reviews hygiene practices, raw material handling procedures, pest control measures and regulatory compliance obligations relevant to animal by-product processing. The purpose is to ensure appropriate sanitation, storage and transport protocols are maintained and that relevant state and national biosecurity and animal product standards are met.



When can the community provide feedback?

Community members are welcome to provide feedback at any time during the Project, not only during the formal public exhibition period. Cool Off is committed to maintaining open and transparent communication and encouraging ongoing dialogue wherever possible.

Feedback can be provided through a range of channels, including:

- Email to the Project team
- Phone during business hours
- Online or in-person meetings by request
- Project website contact forms or information pages
- Community surveys and feedback forms when available.

There will also be a formal opportunity to make written submissions when the EIS is placed on public exhibition. However, residents are encouraged to share questions, concerns or suggestions at any stage of the planning and assessment process.

How do I lodge a complaint?

To lodge a complaint, email engage@nghengage.com.au or call (02) 6052 4000 during business hours. Please include details of the issue, supporting documents, and your contact information.

Complaints are acknowledged within 24-48 hours and responded to within 10 business days. If unresolved, the matter may be escalated to senior management or referred to external regulators (e.g. EPA or Food Safety Authority). All complaints are logged and handled confidentially.

About Cool Off

Cool Off is an Australian company specialising in the collection, processing and manufacture of raw protein ingredients for the pet food industry. The company has operated in Australia for several decades and supplies both domestic and international markets.

In 2024, Cool Off was acquired by BHJ Pty Ltd, a global supplier of meat and fish raw materials headquartered in Denmark. This partnership strengthens Cool Off's technical capability and international supply network.

BHJ is committed to ongoing investment in the Cool Off Howlong facility, ensuring its values of:

- Building relations
- Living side by side
- Knowing the details
- Creating results
- Shaping the future

are reflected in all operations and endeavours.

How will the expansion benefit the local community?

The project aims to support continued local employment, regional economic stability and responsible long-term operation of an established business within the Howlong area.

Will odour increase with these upgrades?

The planned upgrades are not expected to result in any significant change to existing odour levels at the site.

The facility operates under strict environmental requirements, including Environment Protection Licence No. 11867, which requires odours to be actively managed and monitored. The site follows a detailed Odour Management Plan (OMP) that applies to the entire facility and surrounding irrigation areas. Odour is regularly monitored at set locations around the site, and trained staff carry out routine checks to assess:

- The type of odour present
- How strong it is
- How noticeable it is to nearby residents.

The facility uses a range of odour-control measures, including bioscrubbers, modern ventilation systems and wastewater management controls. These systems are regularly maintained and reviewed to ensure they continue to operate effectively.

Odour management activities include:

- Installation of a new Wastewater Treatment Plant constructed to upgrade the standard of irrigation-quality treated wastewater (stage one)
- Routine monitoring and record keeping
- Staff training in odour detection and response
- Regular review of odour-control equipment and procedures
- Ongoing improvements and trials of new odour-reduction methods.

With these controls in place, local residents can expect odour conditions to remain generally consistent with current levels.

