



Complaint Number	Date	Time	Complainant ID	Nature of Complaint	Mode of Complaint	Brief Description and Response
No community complaints were received during January.						
1	1 February	12:06am	1	Lighting	Community Hotline	<ul style="list-style-type: none">• A complainant of Long Point called the Community Complaints Hotline at 12.06am regarding a lighting complaint, commenting that "light from HVO was shining directly into their house keeping their family awake".• The OCE contacted the complainant at 12:27am and shutdown the lighting plant identified to be causing the disturbance. This was verified by the complainant.• An internal investigation conducted following the complaint found that the light from the lighting plant was likely to be visible from the complainant's location. Process changes have been made as a result of the complaint to close the identified gap in operational practices.
No community complaints were received during March.						
2	11 April	7:11am	2	Traffic	Community Hotline	<ul style="list-style-type: none">• A member of the public was driving east along Golden Highway near the entrance to HVO South, when a train of four cars pulled out in front of him.• The complainant reported that the last car to pull out failed to give way to him which forced him to flash his headlights, sound the horn and take evasive action and brake heavily causing his car's ABS system to engage to slow down and prevent a collision.• An internal investigation conducted following the complaint identified the driver of the vehicle. The employees supervisor



COMMUNITY COMPLAINTS REGISTER 2023

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						notified them of the complaint and the importance of safe driving practices when travelling to and from site.
3	29 April	1:40pm	1	Blast dust	Community Hotline	<ul style="list-style-type: none">• A complainant of Long Point called the Community Complaints Hotline at 1:40pm on 29/4/2023. The OCE contacted the complainant who asked what was going on to create the dust he saw, the OCE advised that a blast had just taken place.• The blast was fired in accordance with HVO blasting permissions for wind speed and direction. The wind direction and wind speed at the time of the blast was 2.7m/s and 268 degrees. The resident's property is located 8 kilometres from the blast location at a bearing of 295 degrees.• A review of camera footage of the blast fired at approximately 1:30pm confirmed that a dust plume was produced but was not abnormal in its colour or volume. Low winds will have slowed the dissipation of the dust plume.• The nearest real-time PM10 monitor (Maison Dieu) located downwind of the blast, but north of the resident, issued a level 1 dust trigger (PM10 10-minute average > 150u/gm3) at 2:10pm, the daily average was 27ug/m3 and below the criteria. A High-Volume Air Sampler is located within 150m of their residence and was monitoring particulates during the blast. The filter paper from the monitor is yet to be analysed.
No community complaints were received during May.						



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4	1 June	11:28pm	3	Blast fume	Community Hotline	<ul style="list-style-type: none">• A blast fume complaint was received by a complainant who wished to remain anonymous at 11:28pm on 1/6/2023 following a blast fired at 1.18pm earlier that day in West Pit. The complainant described the blast as “disgraceful” and also voiced their concern about roads being closed off and the impacts associated with blast fume.• A review of the camera footage confirmed a fummy blast which was reviewed and investigated by the Drill & Blast team. The wind direction and wind speed at the time of the blast was 5.6m/s and 264 degrees. Blast fume travelled from WN47LLD02/03A post ignition across HC1 conveyor road and towards Ravensworth Open Cut where it dissipated.• Pre-blast environmental assessment ranked the fume and dust risk as possible, and the blast was fired in accordance with blasting permissions for wind speed and direction.
5	10 June	1:09pm	4	Blast dust	Community Hotline	<ul style="list-style-type: none">• A complainant called the HVO Hotline at 1:09pm on 10/6/2023 following a blast in Cheshunt Pit at 12:56pm. The complainant was annoyed that dust from the blast had blown towards them.• A review of camera footage of the blast fired confirmed that a dust plume did travel in the direction of the complainant, no fume was observed.• The dust plume was not excessive; however it was observed to travel lower to the ground before dispersing. The nearest real-time air quality monitor (Warkworth) recorded a maximum of 21

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						<p>ug/m3 in the hour following the blast against a criteria of 50 ug/m3.</p> <ul style="list-style-type: none"> The wind direction and wind speed at 12:55pm was 4.3m/s and 314 degrees. Pre-blast environmental assessment ranked the fume and dust risk as unlikely and blast was fired in accordance with blasting permissions for wind speed and direction.
6	10 July	9:34pm	1	Lighting	Community Hotline	<ul style="list-style-type: none"> A resident of Long Point called the Community Complaints Hotline at 9:34pm regarding a light shining directly into their house. The lighting plant identified as causing the disturbance was tilted downwards and checked via a phone call by OCE with the complainant, but light was still visible by the complainant. The same lighting plant was then turned off. The disturbance experienced by the complainant was again checked by OCE via a phone call, which verified the disturbance to the complainant had ceased. An internal investigation conducted following the complaint found that lighting tower operational practices should be reviewed and updated.
7	27 July	5 – 6pm	5	Traffic	Community Hotline	<ul style="list-style-type: none"> A member of the public reported that whilst driving west along the Golden Highway between 5 and 6 pm, another vehicle – a twin-cab utility – began to tailgate their vehicle (< half a car length). Between the eastern entry to HVO South and Comleroi Road (HVO Souths western entry) the offending vehicle sounded their horn more than once, flashed their high beam lights more



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						<p>than once as well as attempted to overtake on one occasion. When the vehicle attempted to overtake, oncoming traffic forced it to resume its original position.</p> <ul style="list-style-type: none">• The member of the public reported that the offending vehicle turned off in to Comleroi Road. They reported the incident to Singleton Police.• An internal investigation resulted in a site-wide presentation about the importance of road safety whilst travelling to and from site being undertaken at daily HCOMs.
No community complaints were received during August.						
8	9 September	4:08pm	6	Blast fume	Community Hotline	<ul style="list-style-type: none">• Following a blast in West Pit at 3:57pm, HVO received a community complaint from a Jerry's Plains Road resident at approximately 4.08pm on 9/9/2023. The resident said they noticed "yellow stuff in the air", but were not impacted.• Review of the live drone footage confirmed a fume from a blast travelled in a south-easterly direction over HVO land and dispersed at height prior to reaching Lemington Road. Wind direction and wind speed at the time of the blast were 4.1m/s and 299 degrees.• Pre-blast environmental assessment, including plume modelling, ranked the dust and fume risk as 'likely', and the blast was fired in accordance with blasting permissions for wind speed and direction.



COMMUNITY COMPLAINTS REGISTER 2023

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						<ul style="list-style-type: none">An internal investigation to mitigate a re-occurrence was undertaken, with an amendment made to the pre-blasting checklist to identify and assess changes to pre-blast design.
9	10 September		7	Dust	Community Hotline	<ul style="list-style-type: none">A resident of Mt Thorley contacted the Community Complaints Hotline at 9:06am on 11/9/2023. The resident stated that “yesterday there was dust all day” in the vicinity of their residence.An environment and community officer analysed previous data from the nearest real-time PM10 monitors (Knodlers Lane and Maison Dieu). The average daily 24hr results from the two monitors were both within compliance limits. This was communicated to the resident via a phone conversation.The resident did not state where the dust was originating from, nor could they confirm it was coming from HVO when asked, but said the levels were bad due to a morning inversion event. No further action was taken.
No community complaints were received during October.						
No community complaints were received during November.						
No community complaints were received during December.						