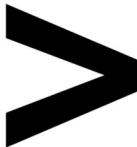


COMMUNITY COMPLAINTS REGISTER 2025



Complaint Number	Date	Time	Complainant ID	Nature of Complaint	Mode of Complaint	Brief Description and Response
3	21 August	1:58pm	1	Blast	Community Hotline	<ul style="list-style-type: none">• A resident of Jerrys Plains called the Community Complaints Hotline at 1:58pm regarding blast noise and vibration• A member of the HVO environment and community team communicated with the resident via telephone confirming that a blast had been fired in the HVO Mitchell Pit at 1:22pm. The team member provided feedback and information regarding the blast including results from the Moses Crossing blast monitor (closest to the resident's house) which were below the relevant compliance limits for blast overpressure and vibration• A subsequent email was received from NSW EPA at 3:40pm on 21 August 2025 regarding a complaint they received from a community member regarding the same blast. HVO provided requested information on 29 August 2025.
4	15 September	6:20pm	2	Blast	Community Hotline	<ul style="list-style-type: none">• A resident of Jerrys Plains called the Community Complaints Hotline at 6:20pm regarding blast noise and vibration experienced at 5:12pm• HVO West Pit OCE contacted the resident at 6:51pm and discussed the nature of the complaint, confirming HVO had blasted in Mitchell Pit at that time. A member of the environment and community team contacted the resident the following day and discussed the results, noting they were within compliance limits• Monitoring data from the Jerrys Plains Village blast monitor (closest to the resident's house) was emailed to the resident
5	19 September	10:20am	Anonymous	Air Quality	via EPA Environment Line	<ul style="list-style-type: none">• The NSW EPA received an Environment Line report relating to the alleged emission of dust from HVO around 10:20am. The report alleged that a passerby observed dust blowing from haulage trucks as they drove past on Lemington Road



COMMUNITY COMPLAINTS REGISTER 2025