

Complaint Number	Date	Time	Complainant ID	Nature of Complaint	Mode of Complaint	Brief Description and Response
No community complaints were received during January						
No community complaints were received during February						
1	5 March	7:33am	1	Traffic	Community Hotline	- A member of the community called the Community Complaints Hotline at 7:33am on 5 March 2026 regarding a near miss traffic incident at the intersection of Comleroi Road and Golden Highway at Warkworth on the evening of 4 March 2026 - A site-wide communication has been delivered to all employees and contractors regarding the importance of safe driving practices when driving to and from HVO
2	10 April	10:43am	2	Blast	Direct call to HVO Environment and Community Officer	- A resident of Jerrys Plains called a HVO environment and community officer directly at 10:43am regarding blast noise and vibration experienced at the time of the call - A member of the HVO Environment and Community team communicated that a blast occurred in West Pit at approximately 10:41am. No further meeting or follow up information was requested by the resident - Monitoring data results from the Jerrys Plains Village blast monitor (closest to the resident's house) were below the relevant compliance limits for blast overpressure and vibration
3	10 April	11:19am	3	Blast	via HVO Community email	- A resident of Bridgman contacted HVO via the environment and community email at 11:19am regarding blast noise and vibration experienced at their residence - A member of the HVO environment and community team responded to the resident via email confirming the blast. The resident subsequently replied by email requesting a summary of the blast monitoring results, which were provided - Monitoring data results from the Maison Dieu blast monitor (closest to the residents house) were below the relevant compliance limits for blast overpressure and vibration

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4	10 April	1:21pm	4	Blast	via EPA Environment Line	- A resident of Camberwell contacted the NSW EPA via its Environment Line regarding blast noise and vibration experienced at their residence - The EPA emailed HVO at 1:21pm and requested further information regarding the blast, which HVO provided in a report provided on 17 April 2026 - Monitoring data results from the Maison Dieu blast monitor (closest to Camberwell) were below the relevant compliance limits for blast overpressure and vibration
No community complaints were received during May						
5	22 June	11:44am	5	Air quality	Community Hotline	- A resident of Putty Road, Mt Thorley contacted the HVO community complaints hotline regarding poor air quality on 22 June - Respective members of the HVO Environment and Community team undertook an air quality inspection, including review of HVO camera network and real-time monitoring data, as well as contacting the resident to discuss the issue - Rolling 24hr PM₁₀ average results (from HVO Knodlers Lane and Maison Dieu monitors) at the time of the complaint were below compliance criterion