

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 Environemnt 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 Masion Dieu monitors) at the time of the complaint were below compliance criterion
No community complaints were received during July						
No community complaints were received during August						