

Shoalhaven Starches Complaints Summary

| Complaint Type | Number of Complaints | | | | | |
|----------------|----------------------|----------|-----------|----------|----------|----------|
| | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
| Air | 2 | 4 | 11 | 2 | 3 | 5 |
| Noise | | 3 | 1 | | 3 | 3 |
| Water | | | | | | |
| Waste | | | | | | |
| Other | 1 | | | 1 | 1 | 1 |
| Total | 3 | 7 | 12 | 3 | 7 | 9 |

Comments:

- reporting year is from 1st May to 30th April as per EPA licence requirements
- complaints updated in 2018 to include both complaints made direct to the Company and via the EPA