

Mount Thorley Warkworth Complaints Register 2023

Date/Time Received	Description of Complaint	Immediate Action Taken
31/12/2023 10:51 PM	Community complaint received regarding lighting. Complainant stated: "Light on a dump closest to Bulga Coal shining straight into their bedroom window and they can't sleep". Call back requested.	23:00 – Community Response Officer (CRO) notified the Open Cut Examiner (OCE) of the lighting complaint received and discussed possible light sources. Potential lighting plant repositioned by lowering the boom height and tilting the light downwards. 23:02 – CRO called complainant back and confirm the changes that were currently being implemented to the lighting plant, CRO also advised the complainant that they would inspect the changes at the Bulga RFS inspection area. Complainant was happy with the response from the CRO and thanked them for responding promptly. 23:10 – CRO confirmed with the OCE the changes made to the lighting plant. CRO inspected for lighting at the RFS monitoring location and the lighting plant was observed to be not potentially intrusive.
29/12/2023 12:51 PM	Complaint received via complaints hotline regarding blasting (vibration). Complainant stated, 'house shaking from blast.' Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions: Wambo Road blast monitor peak over pressure 107.95 dB peak vibration 1.68 VPPV mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
22/12/2023 09:09 PM	Community complaint received regarding lighting. Complainant stated, "Lights from the mine shining on his house and he wants them to be turned off". Call back not requested	<p>21:10 - Community Response Officer (CRO) was in the process of investigating potential intrusive lighting when complaint received. CRO identified headlights on MTO RL 125 dump as potentially intrusive. Open Cut Examiner (OCE) notified.</p> <p>21:11 – CRO attempted to call back complainant as requested, no answer. Voicemail left advising the complainant the CRO was responding to their complaint and to call the hotline if they would like another call back to discuss. OCE notified.</p> <p>21:30 - Grader 863 relocated from the MTO RL 125 dump. The MTO RL 45 dump light lowered pre-emptively in response to complaint. CRO completed follow up inspection along Wambo Road and at Bulga Village and observed no potentially intrusive lighting. OCE notified.</p> <p>22:12 – Second complaint received. Complainant stated, "lights shining towards my house you are experienced people you know how to fix this". Call back not requested.</p> <p>22:20 - CRO completed lighting inspections along Wambo Road and Bulga Village in response to second complaint. No lighting observed as intrusive during inspection. Two lighting plants not related to MTW operations were identified during inspections. Photographs taken for Environment and Community Advisor to review. OCE notified.</p> <p>23:42 – Third complaint received. Complainant stated "Phoned twice tonight about light shining into his house, still not resolved. Unable to sleep due to this light". Call back not requested.</p> <p>23:55 – CRO notified the OCE of third complaint. In response to third complaint, NP RL 155 and NP RL 60 dump lights repositioned further east proactively.</p> <p>29/12/2023 10:35 – Complainant called Environment and Community Advisor (ECA) to follow up on complaint.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
08/12/2023 03:36 PM	Community complaint received via email from NSW EPA. Complaints related to 18 dust reports alleging Mount Thorley Warkworth as the source between September and November 2023. EPA has request MTW to acknowledge and record complaints.	<p>Complaints details below:</p> <ol style="list-style-type: none"> 1. EPA-16209 - Date & Time: 3/10/23, 11:47 am- Details: Particulate matter from Mount Thorley Warkworth Mining operations, with attached photos. 2. EPA-16202 - Date & Time: 15/10/23, 5:30pm- Details: ongoing dust observed from Warkworth since 12/10/23 3. EPA-16387 - Date & Time: 20/10/23, 10:30 am- Details: Dust from Warkworth Coal Mine affecting a resident on Wollemi Peak Rd, Bulga. 4. EPA-16428 - Date & Time: Multiple reports on 24/10/23 and 25/10/23- Details: Various reports, including dust emissions from Ravensworth Coal Mine and Mount Thorley Warkworth. 5. EPA-16430 - Date & Time: 25/10/23, 5:00 pm - 6:20 pm- Details: Dust issues during mine blasting, impacting the caller's residence. 6. EPA -16389 - Date & Time: 24/10/23, 8:45am - Details: Thick dust from mines blowing across Putty Road 7. EPA-16412- Date & Time: 24/10/23, 11:30 am- Details: Concerns about dust plume visible over the mine site during blasting, with attached photos. 8. 24/10/23 – 10:35 am - Details: thick brown dust hanging over the valley. Caller has contacted Yancoal’s Hotline number but no one has responded. 9. EPA-16479 Date & Time: 30/10/23, 10:15 am- Details: Thick dust on the main road from Singleton to Bulga, westerly winds, no watercarts working. 10. EPA-17120 - Date & Time: 13/11/23, 10:36 am- Details: Filth and health risks observed from the kitchen, requesting corrective action from MTW. 11. EPA-16161- Date & Time: 12/10/23, 10:37 am- Details: Bad dust coming from Mount Thorley mine, contacted the mine. 12. EPA-16140- Date & Time: 12/10/23, 9:07 am- Past six months dust levels have increased from Mt Thorley Warkworth mine. Black dust covers the house, water tank and property, dust levels are high when winds are NE. Caller contacted mine and was given many excuses. 13. EPA-16071- Date & Time: 02/10/23, 8:22 am- Third day in a row that adverse dust is coming through the area from Mount Thorley Warkworth mine. Dust is at a severe level and happening for some time. Dust is causing health issues to themselves and partner who both have lung conditions. 14. EPA-16060 - Date & Time: 03/10/23, 10:44 am- Resident of Milbrodale Road in Broke impacted by excessive dust from Hunter mines including Mount Thorley Warkworth. Caller affected by dust for past 4 days, dust having a significant impact on the family’s health due to asthma. 15. EPA-16059- Date & Time: 06/10/23, 4:52 pm- Large amount of dust coming from Mount Thorley Warkworth mine, dust is severe level, going on for a long time. Dust causing health issues. 16. EPA-16058- Date & Time: 30/09/23, 11:28 am- Excess dust from Mount Thorley Warkworth, family suffer from asthma. 17. EPA-16057- Date & Time: 03/10/23, 12:50 pm- Dust pollution, Mount Thorley Warkworth. 18. EPA-16056- Date & Time: 04/10/23, 11:54 am- Excessive dust from Mount Thorley Warkworth mine, impacting caller on Putty Road, dust is ongoing and gotten worse in the last four weeks

Date/Time Received	Description of Complaint	Immediate Action Taken
14/12/2023 03:26 PM	Community complaint received via email from NSW EPA. Complaint related to odour from a blast on 21 November 2023. Request for Information received.	<p>The NSW Environment Protection Authority (EPA) received a complaint regarding fumes from a mine blast, alleged to be from Mount Thorley Operations on 21 November 2023. Details of the notification are provided below.</p> <p>Incident Date: 21/11/2023 Description of Incident: Reporter is a resident of Bulga and was affected by odour of blast fume (white emissions, not orange). The fume odour was noted shortly after 1pm. The reporter noted that they are affected by dust and blast fume with a north easterly wind. The report stated they have been impacted by blast fume on multiple occasions this year. In response to the report received, EPA requested that the complaint be recorded on the complaints register and requested information in relation to the blast.</p> <p>16:01 - Environment & Community Manager responded by email that there was a blast at Warkworth Mine on 21 November 2023, not at Mount Thorley Operations, and that a response would be provided in relation to that blast.</p>
17/12/2023 12:00 PM	Community complaint received regarding Air (Dust). Complainant stated 'excessive coal dust coming from ROM Hoppers - 3rd weekend in a row recorded this' Call back requested.	<p>12:27 – Community Response Officer (CRO) called complainant back. Complainant stated that the dust has been ongoing, and they had been advised the dust was to be fixed with sprinklers. Complainant advised they used to work on the ROM systems, and fixing the dust issue is simple. CRO was able to see the ROM's at the time of the call and was unable to see what the complainant described, CRO explained that the complaint would be passed on to Open Cut Examiner.</p> <p>12:40 - CRO contacted the OCE after the call to advise of complaint.</p> <p>14:20 – CRO completed routine inspection of the MTO ROM, with MTO ROM closed to trucks at 14:20 as wind increased.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
14/12/2023 03:31 PM	Complaint received by email to Environment & Community Manager (ECM) regarding dust. Complainant advised they had provided photographs and alleged, "major dust originating from your uncontrolled mining operation at MTW." Complainant also attempted to contact the MTW complaints line but advised their call was not answered. Complaint was also provided to the EPA.	15:47 - Environment & Community Manager (ECM) tested the complaints line and found it was answered after a short delay. ECM responded by email to the complainant that the complaints line was operating and to please try again. ECM was aware of significant operational controls that had been implemented for dust management on this date, which could be relayed by Community Response Officer with a return call to the complaints line.15/12/23 11:00 - ECM attended the complainant's property for a prearranged meeting and discussed the complaint from the previous day.
11/12/2023 03:41 PM	Complaint received regarding blasting vibrations and visible fume. Complainant stated, "The blast that just went off at 3.40pm shook house and rattled windows and a there's large amount of orange dust blowing towards house". Call back not requested.	15:50 - Community Response Officer completed inspection along Wambo Road, no dust observed or fume smelt. Preliminary blast monitoring results indicate that the blasts were within management conditions, Wambo Road Blast monitor results Peak Over pressure 104.53 dB, Peak Vibration 1.28mm/sec.

Date/Time Received	Description of Complaint	Immediate Action Taken
07/12/2023 12:18 PM	Community complaint received regarding Air (Dust). Complainant stated "pollution today is 8.5/10". Call back requested.	<p>12:55 – Community Response Officer (CRO) called complainant back, complainant explained their disgust in the dusty condition he was witnessing from their place of residence. CRO offered to discuss the current operational controls that have been implemented as per the current weather conditions, the complainant declined to hear all controls part way through the CRO speaking. The complainant stated they had taken their own images and planned to forward them onto the MTW Environment and Community Manager and EPA for further review. CRO acknowledged the complainant’s statement and confirmed with the complainant that they would be travelling to multiple vantage points on the eastern side of the operation to assess potential dust generation from site. The complainant then offered for the CRO to attend their residence to take images from their view points, The CRO kindly declined the request as per site procedures and requirements and thanked the complainant for the communication today.</p> <p>13:05- CRO contacted the OCE after the call to re-confirm and assess all current controls are still in place and adequate. CRO then travelling to multiple locations in the local region of the site to inspect and assess site operations and valley wide conditions.</p> <p>Operational controls implemented prior to complaint:</p> <ul style="list-style-type: none"> - All available and operational watercarts manned (6) and hot seated throughout shift. - 2 watercarts specifically allocated to campaign the West Pit / Pit Connex due to heavy HME interaction in the area. - Dragline 103 (WML North Pit) completed intermittent loading practices throughout the shift – cumulative total 1.16 hours - Excavator 320 – Intermittent Dust delays cumulative total 1.62 hours. - Shovel 345 – Intermittent Dust delays cumulative total 0.36 hours. - Excavator 321 – Intermittent Dust delays cumulative total 1.22 hours. - Excavator 324 – Intermittent Dust delays cumulative total 1.01 hours. - 38 Haul Trucks parked up at various times throughout shift awaiting watercarts to campaign circuits – Cumulative total: 16.61 hours. - MTO RL120 dump, NP RL188 dump closed - WP Mid bench dozer completing highwall clean-up parked up to reduce dust generation. - Graders instructed by OCE to reduce task to minor repair works and spillage. - Shovel 345 (WML North Pit) and trucks intermittently pulled up to allow watercarts to campaign haul circuit.

Date/Time Received	Description of Complaint	Immediate Action Taken
07/12/2023 12:44 PM	Community complaint received regarding Air (Dust). Complainant stated 'Excessive dust'. Call back requested.	<p>12:55 – Community Response Officer (CRO) called complainant back, complainant explained their disappointment in the company’s lack of regard for the local community’s health. The complainant state they had been for a drive around the region stating ‘No other sites are causing as much dust as what you are, it’s just you, you’re the problem’. CRO offered to discuss the operational controls that have been implemented as per the current weather conditions, The complainant was not interested in the CRO’s offer and asked how many watercarts are in operation and what controls are in place for the draglines. The CRO confirmed with the complainant that all operational watercarts are manned and will be hot seated through the shift to ensure maximum utilisation of the watercarts, the complainant then asked why aren’t all watercarts on site running – CRO confirmed with the complainant that the only watercarts not running would be one or two that are down for maintenance or repair so mechanically they cannot be safely operated at this time. The complainant requested a call from the environment and community manager, CRO confirmed the request will be forwarded.12:25 - CRO contacted the Open Cut Examiner (OCE) immediately after the call to re-confirm and assess all current controls are still in place and adequate. CRO then completed to multiple locations in the local region of the site to inspect and assess site operations and valley wide conditions.12:59 – Complainant contacted environment and community manager to follow up on complaint.</p> <p>Operational controls implemented prior to complaint:</p> <ul style="list-style-type: none"> - All available and operational watercarts manned (6) and hot seated throughout shift.- 2 watercarts specifically allocated to campaign the West Pit / Pit Connex due to heavy HME interaction in the area. - Dragline 103 (WML North Pit) completed intermittent loading practices throughout the shift – cumulative total 1.16 hours - Excavator 320 – Intermittent Dust delays cumulative total 1.62 hours.- Shovel 345 – Intermittent Dust delays cumulative total 0.36 hours. - Excavator 321 – Intermittent Dust delays cumulative total 1.22 hours. - Excavator 324 – Intermittent Dust delays cumulative total 1.01 hours. - 38 Haul Trucks parked up at various times throughout shift awaiting watercarts to campaign circuits – Cumulative total: 16.61 hours. - MTO RL120 dump, NP RL188 dump closed - WP Mid bench dozer completing highwall clean-up parked up to reduce dust generation.- Graders instructed by OCE to reduce task to minor repair works and spillage. - Shovel 345 (WML North Pit) and trucks intermittently pulled up to allow watercarts to campaign haul circuit.

Date/Time Received	Description of Complaint	Immediate Action Taken
06/12/2023 12:03 PM	Complaint received regarding blasting vibrations. Complaint stated, "Blast shaking my house". Call back not requested.	Preliminary blast monitoring results indicate that blast was within management conditions, Wambo Road Blast monitor results: Peak Over Pressure 102.73 dB, Peak Vibration 2.27 mm/sec.
06/12/2023 03:29 PM	Community complaint received regarding Air (Dust). Complainant Stated 'Excessive dust', Call back not requested.	<p>15:40 - Community Response Officer (CRO) completed inspections along the Putty Road, Charlton Road, township of Bulga, Abbey Green, Gouldsville and Glenridding in response to complaint and as part of routine monitoring. No dust generation was identified on the roadways or visually from site at time of inspection, condition photos taken to verify. CRO notified the Open Cut Examiner of complaint received and sent recorded images to site Environment and Community Department for review.</p> <p>Operation changes implemented prior to complaint:</p> <ul style="list-style-type: none"> - 6 watercarts in operation throughout shift. 2 watercarts specifically allocated to campaign the West Pit South areas including the West Pit crib hut and refuelling bays. - Articulated off road water cart requested to target the West pit south Geo road and West Pit crib hut LV track area. - Dragline 103 (WML North Pit) completed intermittent dust delays throughout shift to mitigate dust generation, Cumulative total – 1.0 hours. - Dragline 101 (WML West Pit) completed intermittent dust delays throughout shift to mitigate dust generation, Cumulative total – 0.1 hours. - Shovel 345 (WML North pit) and 11 Haul trucks placed in dust delay throughout shift to wait for watercart to campaign the haul circuit, cumulative total – 2.1 hours.
05/12/2023 06:41 AM	Community complaint received regarding Air (Dust). Complainant stated, 'disgusting excessive Dust'. Call back requested.	<p>06:49 - Community Response Officer (CRO) called complainant back. Complainant expressed they were unhappy with the conditions regarding dust and asked what is going to be done about it. CRO stated that they had been completing inspections prior to the complaint and they had relayed the conditions to the site supervisor, both draglines were down on dust delays and all available watercarts are manned. Complainant still unhappy and requested that the Environment and Community Manager call him back.</p> <p>07:00 - Open Cut Examiner (OCE) and Environment and Community Manager (ECM) notified of complaint.</p> <p>16:02 – ECM called complainant back to follow up.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
26/11/2023 04:13 PM	Community complaint received regarding Air (Dust). Complainant stated, "Dust". Call back requested.	<p>16:22 – Community Response Officer (CRO) called complainant back. Complainant stated that there is dust crossing the Putty Road, and thought the dust would travel to Bulga in this afternoons winds. Complainant thought the problem was watercarts were switching their sprays on and off and were not effective. Complainant requested the complaint be flagged with the General Manager and Environment and Community Manager. CRO stated they would pass the complaint on to the Open Cut Examiner (OCE) and to the Environment and Community Manager. Open Cut Examiner notified (OCE).</p> <p>Environmental controls implemented prior to complaint.</p> <p>15:00 - CRO identified potential dust in the Pit Connex and West Pit areas. OCE notified. HME in Pit connex and square about areas restricted to 30km/hr for remainder of shift to minimise dust. Watercarts sent to campaign Pit Connex area. OCE confirmed that caution was being taken by watercart operation due to wet/slippery road conditions result of rain over previous 72 hours.</p> <p>16:00 - CRO identified potential around the West Pit crib hut area. Watercart sent to campaign area.</p>
24/11/2023 11:33 PM	Community complaint received regarding noise. Complaint stated "Noise complaint - can't sleep for two nights now due to the noise". Call back not requested.	23:50 – Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML 36dBA (Min LAeq) and 41dBA (LAmax) with truck and dozer noise audible. Open Cut Examiner (OCE) notified.
24/11/2023 01:33 PM	Community complaint received regarding Blasting (V/O). Complainant stated "shaking of their home from a blast - most intrusive they've had for quite a while.". Call back not requested.	Preliminary blast monitoring results suggest blast was within management conditions: Wambo Road blast monitor 107.90 OP dB 2.58 VPPV mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
20/11/2023 06:49 PM	Community complaint received by email to Environment & Community Manager regarding Air (Dust). Photos and videos were provided by the complainant alleging the images demonstrate dust impacts from the mine, including atmospheric and depositional dust. The complainant alleged health issues were being caused from MTW dust emissions, and provided images of DPIE air quality alerts for the DPIE Bulga monitor between 11, 14, 15 and 16 November 2023. The complainant also sent the email to EPA.	21/11/23 17:32 - Environment & Community Manager (ECM) provided a response by email to the complainant. The emailed response noted there is a significant dust haze with particulates in the atmosphere. The response acknowledged that MTW is a contributor to dust, but noted that MTW's operations are not the only source of the particulate matter in the atmosphere. The complainant was advised that the dust haze is observable in all directions, such that surrounding mountain ranges cannot be seen clearly at present, and that with ongoing dry weather, the dust haze will continue until significant rainfall. Complainant was advised that MTW continues to implement the dust controls in the approved MTW Air Quality Management Plan, and are also looking at what additional aspects can be implemented in relation to dust mitigation. Complainant was advised that the Air Quality Alerts distributed by NSW Government are a health advisory advice. The NSW Government provides the alert as a health advisory service in order that individuals may choose to take action if they wish. Complainant was provided with information taken directly from the DPIE air quality alerts which includes a link to NSW Department of Health website for "information on actions that can be taken to reduce risk of exposure to elevated air pollutant levels". Complainant was advised that for each of the dates on which the DPIE Bulga air quality monitor issued an air quality alert (11, 14, 15 and 16 November 2023), that the 24 hour PM10 level at the Bulga monitor was <50ug/m3, which is the level at which the development consent notes as the mine site limit. Also noted that the wind direction was not always from the direction of MTW on those particular dates.
20/11/2023 03:40 PM	Community complaint received by email to Environment & Community Manager regarding Air (dust). Photos were provided by the complainant alleging the images demonstrate dust impacts from the mine. The complainant also sent the email to EPA.	21/11/23 17:51 - Environment & Community Manager (ECM) provided a response by email to the complainant. The emailed response noted there is a significant dust haze in the area, which is observable in the supplied photos towards MTW operations, and that the dust haze effect is not only observable in the direction of MTW from the complainant's property, but also significantly in the atmosphere of the Hunter Valley to the north which could also be seen in the complainants photos. Complainant was advised that MTW continues to inspect our operations and implement controls to manage dust. Complainant was advised their complaint would be added to the complaint register.
21/11/2023 08:50 PM	Community complaint received regarding lighting. Complainant stated, '2 Bright lights shining into house please do not contact just turn off.' Call back not requested.	20:51 - Community Response Officer (CRO) notified Open Cut Examiner (OCE) of complaint. 21:10 - CRO completed inspection and identified potential intrusive lights in the WML CD ROM, lighting plants redirected.

Date/Time Received	Description of Complaint	Immediate Action Taken
21/11/2023 01:29 PM	Community complaint received regarding blasting fumes (NO2). Complainant stated "Blast fumes please phone but do not leave a message." Call back requested.	<p>13:29 - Community Response Officer (CRO) travelled to Bulga Village to complete inspection in response to complaint. Nil evidence of fume was found during inspection. Prior to complaint CRO was stationed at the Bulga RFS monitoring location to monitor the blast, during this time no evidence of observed was found from the blast. Attempted to contact complainant three times at 13:40, 14:00 and 14:30, no answer and no voicemail left as requested by complainant. Open Cut Examiner (OCE) notified.</p> <p>17:59 - Complainant called the complaints line to follow up on complaint, requesting a call back.</p> <p>18:08 - CRO called complainant back. Complainant stated they were complaining about blast fume entering Bulga for the third time this year. This may have occurred more often than the complainant had complained. Complainant requested a report of these complaints regarding blast fume, complainant advised that if a report cannot be provided, they would like the General manger to contact them.</p> <p>22/11/2023 – Environment and Community Advisor (ECA) attempted to call complainant to follow up, unable to talk to complainant at time of call. ECA followed up by email with complainant on report request.</p>
21/11/2023 11:39 AM	Community complaint received regarding Blasting (V/O). Complainant stated "blast just about shook his house off foundation". Call back not requested.	Preliminary blast monitoring results suggest blast was within management conditions: Wambo Road blast monitor 111.67 OP dB 3.88 VPPV mm/s.
20/11/2023 11:19 AM	Community complaint received regarding Air (Dust). Complaint stated "Excessive dust". Call back not requested.	11:25 – Community Response Officer (CRO) inspected Bulga township, Putty Road, and Golden Highway Nil dust visible leaving site observed during inspection or prior to complaint during routine inspections. Heavy rain prior to and when complaint was received. Open Cut Examiner (OCE) notified no further action taken.

Date/Time Received	Description of Complaint	Immediate Action Taken
16/11/2023 12:00 PM	Community complaint received regarding Air (Dust). Complainant stated, 'disgusting amount of dust emanating from [our] pit. Would like to speak to Environment and Community Manager if possible'. Call back requested.	<p>12:04 - Community Response Officer (CRO) called complainant back. Complainant advised that they would be recording the call as Yancoal are lying on their reports. CRO advised they are ok if they wish to record the call. Complainant asked what was happening and what changes have been made. CRO stated their role was to conduct complaint call backs, complete inspections based on information given by complainant and provide all relevant information to the site supervisor and environment and community team. Complainant requested the actions taken by the site supervisor. CRO stated the site supervisor completes constant assessment of environmental impact from within the site. Complainant stated that the Site Supervisor needs to go to 'Spec Savers'. Complainant questioned the qualifications and job title of the CRO. CRO provided job title. Complainant stated that the dust is isolated to MTW, that areas to the North and South have no dust visible. Complainant requested call back from E&C manager. Complaint asked if CRO had been to Bulga to see this dust, and what did they see? CRO stated they had been to Bulga and would have seen the same thing. Complainant stated "dust" CRO confirmed there was a valley wide dust haze present. Complainant accused CRO of lies, CRO thanked the complainant for their call and ended the call.</p> <p>12:30 - Following complaint call the CRO completed inspection around the site. Possible dust observed at the Pit Connex area. Open Cut Examiner (OCE) notified. OCE Confirmed watercart sent to campaign area in response to earlier observation.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
16/11/2023 11:15 AM	Community complaint received regarding Air (Dust). Complainant stated, "neighbour of Mount Thorley mines dust today is horrendous. Cannot breathe properly." Call back requested.	<p>11:19 - Community Response Officer (CRO) called complainant back. Complainant stated they had sent an email to the Environment and Community Manager (ECM) with photos. CRO requested complainant identify the area the dust was visible and they will complete an inspection of the area. Complainant stated there was dust around the Charlton Ridge, South Pit and Crossing the road heading to Bulga. Complainant stated they were up at 4am wheezing and both the complainant and their partner were having dust related health impacts. CRO advised they recommend they seek medical advice. Complainant stated that they have sent photos to the Environment and Community Manger, and the CRO should review these to be aware of their issues. Complainant stated they were embarrassed they had to call for the complaint. CRO stated they encourage complaints as the CRO cannot be everywhere and they are more than happy to complete additional inspections and make operational changes as required.</p> <p>11:35 – Following complaint call the CRO completed inspection around the site. Possible dust observed at the Pit Connex area. Open Cut Examiner (OCE) notified and in response watercart sent to campaign area.</p> <p>17:23 - Environment and Community Manager (ECM) responded to an email provided by the complainant which was sent at 11:11 in relation to the same complaint received by the MTW complaints line. The complainant's email was also sent to the EPA. ECM noted that the CRO complaint response call had been received by the complainant already, and has been registered. Photos of the valley wide haze were provided to the complainant from a vantage point on Putty Road near their property to illustrate the haze effect is present in all directions, not only in the direction of MTW. The response also provided information from emailed air quality alerts sent by NSW DPIE which includes a link to relevant information from NSW Health regarding reducing exposure to air quality pollution, which may be helpful.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
12/11/2023 10:05 AM	Community complaint received by email to Environment & Community Manager regarding dust. A photo was provided by the complainant alleging the image demonstrates dust impacts from the mine. The complainant alleged health issues were being caused from MTW dust emissions. The complainant also sent the email to EPA.	13/11/23 13:28 - Environment & Community Manager (ECM) provided a response by email to the complainant. The emailed response noted their complaint would be added to the complaint register, and the observations of the complainant would be shared with MTW's site team. The complainant was also advised that complaints sent by email may not be responded to quickly or at all if the message is missed or received out of normal hours. To ensure complaints are received, including if they consider an immediate response is required to the complaint, to call the MTW 24 hour complaints line on 1800 656 892.

Date/Time Received	Description of Complaint	Immediate Action Taken
15/11/2023 02:34 PM	Community complaint received regarding Air (Dust). Complainant stated 'Complaint - 10-15mins ago a major pollution event occurred at Mt Thorley mine - have video footage of it and extensive - irresponsible of the mines.' Call back requested.	<p>14:46 - Community Response Officer (CRO) called complainant back. Complainant asked the title of the CRO, CRO outlined the role and responsibility to conduct the complaint call back and notify relevant parties of the complaint including the Open Cut Examiner (OCE). Complainant suggested CRO was recording the call. CRO stated they did not record complaint call. Complainant stated that there had been a large dust issue 10-15 minutes prior to the complaint emanating from the area of Charlton Ridge/South Pit dump areas. That the wind had changed from NW to W and around the same time a large dust plume had developed. Complainant stated they had video evidence of this event. Complainant stated they were not out to stop MTW from mining, rather for the mine to operate responsibly eliminating such events. Complainant stated that other people in the Mount Thorley Industrial Estate had copies of the video. Complainant claimed that the dust was only visible from their property and in particular not from MTW and requested the CRO join them to view from their residence. CRO stated that is against company policy for the CRO to visit private residences in response to a complaint, however there were vantage points from similar directions and elevations on Putty Road from which they would complete a visual inspection. Call ended amicably. CRO advised the Open Cut Examiner (OCE) and Environment and Community Manger (ECM) of the details of the complaint.</p> <p>15:10 - CRO completed visual inspection from several locations on Putty Road. OCE notified. OCE confirmed that watercarts operating in the Pit Connex and West Pit area with HME in Pit Connex and West Pit are operating at reduced speed to allow for watercarts to manage road conditions.</p> <p>16:34 - Environment and Community Manager (ECM) responded to an email provided by the complainant which was sent at 14:14 in relation to the same complaint received by the MTW complaints line. The complainant's email was also sent to the EPA. ECM noted that the CRO complaint response call had been received by the complainant already, and provided clarification on methods for lodging complaints by phone call, or in writing.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
13/11/2023 12:44 PM	Community complaint received regarding Air (Dust). Complainant stated, 'excessive dust – I am the only private resident and experiencing a huge amount of dust today.' Call back requested.	<p>13:12 Community Response Officer (CRO) attempted to call back complainant, no answer and was not able to leave voicemail.</p> <p>13:38 - CRO attempted to call back complainant, no answer and was not able to leave voicemail.</p> <p>13:50-14:15 - CRO completed inspections from Glenridding and Mount Thorley Industrial Area, trucks visible tipping at and travelling across the South Pit North dump face however very minimal dust generated. No further action required.</p> <p>16:53 - Environment and Community Manager (ECM) responded to an email provided by the complainant which was sent at 12:14 in relation to the same complaint received by the MTW complaints line. The complainant's email was also sent to the EPA. ECM noted that the complainant did not pick up the return calls from the CRO, and then advised the complainant in the email reply of the CRO inspections undertaken in response to the complaint and the outcome of those inspections. ECM advised some of the dust controls in operation including water carts, and internal / external inspections which are undertaken routinely, and in response to complaints and MTW's dust alerts. The dust management controls are described in the MTW Air Quality Management Plan.</p>
11/11/2023 06:41 PM	Community complaint received regarding dust. Complainant stated "dust at Mt Thorley is atrocious". Call back requested.	<p>18:44 - Community Response Officer (CRO) attempted to call complainant back, No answer. CRO left voicemail requesting the complainant call the complaints hotline should they require another call back. Open Cut Examiner (OCE) notified of complaint.</p> <p>Prior to complaint CRO identified potential dust generation observed around West Pit Putty Road area. Operational controls implemented:</p> <p>18:45 - Watercarts sent to West Pit and Pit Connex haul road areas.</p> <p>19:04 - Shovel 345 (WML West Pit), Excavator 323 (WML North Pit), Excavator 324 (WML West Pit) and relevant trucks parked up (2.2 Hours).20:32 - Dragline 103 (WML North Pit) intermittent dust delay (0.4 Hours).</p>
11/11/2023 09:19 AM	Community complaint received regarding dust. Complainant stated "dust issues very bad for the last hour". Call back not requested.	<p>09:20 – Community Response Officer (CRO) was in the process of completing routine inspections in Bulga township, Putty Road, and Golden Highway when complaint was received. Nil dust visible leaving site observed during inspection. Open Cut Examiner (OCE) notified..</p> <p>Operational controls implemented prior to complaint:</p> <p>07:30 - Watercarts to campaign West Pit and Pit Connex areas.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
10/11/2023 11:44 PM	Community complaint received regarding noise. Complaint stated "lower the noise- i live near the site". Call back not requested.	00:00 - CRO attended the Wambo Road monitoring location and completed reading below relevant criteria. WML 32dBA truck and dozer noise audible. MTO 32dBA truck and dozer noise audible. Open Cut Examiner (OCE) notified.
10/11/2023 08:48 PM	Community complaint received regarding noise. Complainant stated "digger noise on top dump is loud". Call back requested.	20:51- Community Response Officer (CRO) called complainant back. Complainant stated they could hear Shovel fan, loading and general mine noise. That with summer coming, they like to sleep with their windows open, and such noise was impacting their sleep. Complainant expressed that the current noise monitoring location was not accurate for their property due to elevation. CRO advised they will pass on their concerns regarding the monitoring location to the Environment and Community team for review and they will attend the relevant monitoring location and complete a noise reading in response to their complaint. CRO notified Open Cut Examiner (OCE) of the complaint and details passed onto the Environment and Community Team for review. 21:10 CRO attended the Inlet Road West monitoring location and completed noise monitoring below relevant criteria. WML 30dBA truck, dozer and loading noise audible. MTO 30dBA truck and dozer noise audible. OCE notified, in response to complaint Shovel 344 instructed to implement touch loading.
10/11/2023 01:29 PM	Community complaint received via text regarding Dust. Complainant stated "Dust". Call Back not requested.	13:30 – Community Response Officer (CRO was in the process of completing routine inspections in Bulga township, Putty Road, and Golden Highway when complaint was received. Nil dust visible leaving site observed during inspection. Open Cut Examiner (OCE) notified.
09/11/2023 12:05 PM	Community complaint received regarding Air (Dust). Complaint stated "Dust". Call back not requested.	12:15 - Community Response Officer (CRO) completed inspected along Putty Road, Wambo Road and around Bulga. Nil dust visible leaving site observed during inspection. Open Cut Examiner (OCE) notified.
09/11/2023 09:43 AM	Community complaint received regarding noise. Complaint stated "05:30 this morning noise". Call back not requested.	Community complaint received during the daytime operations at 9:30am in relation to noise earlier that morning at 5:30am. Noise monitoring completed prior to complaint at the Bulga RFS monitoring location at 4:00am, reading recorded below relevant criteria. WML 34dBA truck and loading noise audible. MTO inaudible.

Date/Time Received	Description of Complaint	Immediate Action Taken
08/11/2023 12:54 PM	Community complaint received regarding Air (Dust). Complainant stated "Dust". Call back not requested.	13:10 - Community response Officer (CRO) was completing routine inspections in Bulga when complaint was received. CRO completed Inspected Bulga Village and Putty Road and observed nil dust leaving site during inspection. Open Cut Examiner (OCE) notified.
08/11/2023 02:08 AM	Community complaint received regarding noise. Complaint stated "noise from Mount Thorley Wark-Worth ". Call back not requested.	<p>02:15 – Community response Officer (CRO) was completing routine noise monitoring at the Bulga RFS monitoring location when complaint received. WML 36dBa WML truck and loading noise audible, MTO 34dBa truck and dozer noise audible. LAMax recorded above limit 50dBa Shovel loading noise. CRO to complete follow up monitoring at this location to respond to reading above limit prior to attending to complainants relevant monitoring location at Bulga Village. Open Cut Examiner (OCE) notified.</p> <p>Operational changes implemented: 02:20 – Shovel 344 (WML West Pit) instructed to modify loading technique and use light horns. 02:30 – Shovel 344 instructed to relocate loading unit away from rocky material.</p> <p>02:40 - CRO completed follow up noise monitoring at Bulga RFS below relevant criteria with a LAMax of 42dBa. 02:50 - CRO attended the Bulga Village monitoring location in response to complaints and completed noise reading below relevant criteria. WML 35dBa truck and loading noise audible. MTO 33dBa truck noise audible.</p>
06/11/2023 11:48 AM	Community complaint received regarding Blasting (V/O). Complainant stated “mine blast shaking my house”. Call back not requested.	Preliminary blast monitoring results suggest blast was within management conditions: Wambo Road blast monitor 118.30 OP dB 2.35 VPPV mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
06/11/2023 11:56 AM	Community complaint received regarding Blasting (V/O). Complainant stated "where is blasting happening today? Windows and doors shook - had no prior notice". Call back requested.	<p>11:58 – Community Response Officer (CRO) called complainant back. Complainant requested location of blast, and to advise that the ongoing blasting vibration, in particular overpressure was damaging their home. CRO advised the blast was in WML West Pit. Complainant stated that they had experienced vibration of their home from both vibration and overpressure following today's blast. The complainant believed the damage to the property was not due to reactive soils, but due to overpressure and vibration. Complainant advised of intention to contact Environment and Community Manager.</p> <p>CRO advised Open Cut Examiner and Environment and Community Manager of complaint. Preliminary blast monitoring results suggest blast within management conditions: Wambo Road blast monitor 118.30 OP dB 2.35 VPPV mm/s.</p>
31/10/2023 10:29 AM	Community complaint received regarding dust. Complainant stated, 'Dust and smell in the air and sending photos'. Call back requested.	<p>10:33 - Environment & Community Manager (ECM) received an emailed photo regarding the dust complaint, and additional queries requesting their property being classified as a "Sensitive Receptor Location," a search regarding the queries commenced.</p> <p>12:21 – Additional email with photograph's was received from the complainant by email showing clear blue skies over MTW.</p> <p>15:12 - ECM called the complainant back regarding their complaint and subsequent emails. ECM advised that MTW has been operating dust controls today, that the earlier photograph illustrates the dust/smoke haze present across the Hunter Valley, which can also be seen including areas away from mining. ECM advised that the subsequent photograph provided by the complainant at 12:21 showing blue skies is believed to be caused by a change in wind direction from the north-northwest, to the west which moved the dust/smoke haze away from the nearby mountain range resulting in clear looking skies. ECM advised that MTW was operating dust controls both before the wind change and after. ECM also responded to query regarding the complainant's property being classified as a "Sensitive Receptor Location," noting that the property is already included as a receptor in the MTW Environmental Assessment. ECM advised that an email response would be provided regarding the complainant's enquiry. Call ended amicably.</p> <p>15:47 - ECM provided email response to complainant.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
31/10/2023 09:37 AM	Community complaint received regarding dust. Complainant stated, 'dust is coming out of the mine into the village.' Call back requested.	<p>09:40 – Community Response Officer (CRO) called complainant back. Complainant stated they had observed dust coming into Bulga village from MTW. Complainant stated they had noticed dust on the Putty Road driving through and it had been very dusty over the past few weeks. Complainant stated they did not feel there was enough being done about the dust. CRO asked complainant if there was a specific area where dust was noticeable, complainant stated there was dust visible around Wallaby Scrub gateway. Call ended amicably. Open Cut Examiner notified.</p> <p>Operational Changes implemented prior to complaint:</p> <ul style="list-style-type: none"> - Dragline 101 intermittent loading throughout shift - Total downtime 4.5 hours. - Dragline 103 intermittent loading throughout shift - Total downtime 8.1 hours.
29/10/2023 08:36 PM	Community complaint received regarding noise. Complaint stated "noise from mine is 'absolutely disgusting' - asking you to turn monitors back on and adjust the noise - thought it would be a storm". Call back not requested.	<p>20:50 – Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded a noise reading above relevant criteria. WML 38dBA loading and truck noise audible. MTO inaudible.</p> <p>20:55 - Operational changes implemented - Shovel 344 (WML West Pit) and Shovel 345 (WML North Pit) to touch load and light horns.</p> <p>21:00 - CRO attended Wambo Road monitoring location and recorded a noise reading below relevant criteria. WML 36dBA loading and truck noise audible. MTO inaudible. intermittent shovel first bucket noise was audible peaking at 44dBA (LA max).</p>
29/10/2023 12:42 PM	Community complaint received regarding dust. Complainant stated: 'contaminated air'. Call back not requested.	12:50 – Community Response Officer (CRO) completed inspection on Putty Road, Golden Highway, Abbey Green and Bulga RFS vantage points. Nil dust visible leaving site at time of inspection. Open Cut Examiner notified.
29/10/2023 12:21 AM	Community complaint received regarding noise. Complainant stated "Loud noise coming from mine". Call back not requested.	00:35 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded a noise reading below relevant criteria. WML 35dBA truck and loading noise audible. MTO 30dBA truck noise audible. Intermittent shovel first bucket noise was audible peaking at 45dBA (LA max). Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
27/10/2023 08:33 PM	Community complaint received regarding lighting. Complainant stated, 'Bright light shining towards house.' Call back not requested.	20:50 – Community Response Officer (CRO) attended Wambo Road to complete lighting inspection. North Pit 155 Dump light identified as potentially intrusive, lighting plant adjusted. CRO completed follow up inspection and lighting plant observed as not intrusive. Open Cut Examiner notified.
25/10/2023 07:30 PM	Community complaint received regarding dust. Complainant stated: 'Dust'. Call back not requested.	19:35 – Community Response Officer (CRO) notified Open Cut Examiner (OCE) of complaint received, CRO confirmed with the OCE that an inspection of that relevant area was being completed. OCE confirmed all available water carts are manned and dragline 103 was completing intermittent dust delays. CRO confirmed with the OCE that a valley wide haze was evident and localised bushfire smoke as a potential contributor. No specific dust generation sources within WML/ MTO were visible from external inspection by the CRO.
24/10/2023 11:53 AM	Community complaint received regarding blasting. Complainant stated "urgent - trying to stop explosions right now". Call back requested.	<p>12:00 - Environment and Community Advisor (ECA) called complainant back. Complainant explained that they had travelled from Singleton to Bulga and were unhappy with the amount of dust that they had seen over MTW. Complainant stated that "you cannot blast there is too much dust". ECA advised the complainant that the blast had already been fired and they are approved to blast per the approved Blast Management Plan. ECA advised that the Blast Management Plan can be found on the website and is publicly available if they would like to read it. Complainant was unhappy with this response and continued to express their concerns for dust and stated that they have sent photos and videos to the EPA. ECA thanked the complaint for advising they had gone to the EPA. Complainant also mentioned they did not get a call back for their last complaint, ECA advised that they were unsure why this had happened and apologised if this had happened. ECA advised that they would investigate and come back to the complainant. Complainant was still unhappy at this time continuing to express their concerns for the dust before hanging up. Call ended.</p> <p>15:24 - ECA called complainant back to follow up why they did not get called back for their last complaint. ECA apologised they did not get a call back and advised that an error was made explaining how the complaint system operates and encouraged the complainant if they have any concerns or issues in the future to call the complaint hotline. Complainant thanked the ECA for calling back. Call ended amicably.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
24/10/2023 05:16 PM	Community complaint received regarding dust. Complainant stated: 'very bad dust, very thick cannot see traffic on the Golden Highway'. Call back not requested.	17:25 – Community Response Officer (CRO) notified the Open Cut Examiner (OCE) of complaint received, CRO confirmed with the OCE that an inspection of that relevant area was being completed. At the time of inspection, the CRO observed nil dust visible leaving site. No further action taken.
24/10/2023 09:22 AM	Community complaint regarding dust. Complainant stated 'Health hazard Putty Road'. No call back requested.	09:30 – Community Response Officer (CRO) notified the Open Cut Examiner (OCE) of complaint received, CRO confirmed with the OCE that an inspection of that relevant area was being completed. At the time of inspection, the CRO observed a dust haze over site with nil dust visible leaving site. Operational controls implemented prior to complaint: Autobahn haul road closed, Excavator 318 intermittent dust delay and reduced truck fleet numbers. Highwall chaining operations modified to intermittent.
23/10/2023 06:13 PM	Community complaint received regarding dust. Complainant stated, "a lot of dust coming from prep plant from the Golden Highway." Call back not requested.	18:30 – Community Response Officer (CRO) completed inspection of area along Golden Highway and observed dust haze visible in CD stockpile and North Out Of Pit (NOOP) dam areas. No dust visible leaving site. Open Cut Examiner notified (OCE). OCE instructed Heavy Mining Equipment operators in the CD stockpile and NOOP areas to drive to conditions and requested watercarts to campaign these areas.
23/10/2023 08:40 AM	Community complaint received in person regarding dust. Complainant stated "unhappy with the level of dust".	08:40 - Community complaint received in person by the Community Response Officer (CRO). Complainant explained that they are unhappy with the level of dust and wanted to know what equipment was being shutdown. CRO advised that they were proactively managing dust and had measures in place. Complainant requested for specific details. CRO confirmed with the Open Cut Examiner (OCE). CRO informed the complainant that water carts were campaigning the West Pit Haul Road and loading unit. Complainant was unhappy with the response and requested for the General Manager to call them. CRO informed the complainant that someone from the site will call them back to follow up. 11:40 - Environment and Community Advisor called complainant back to follow up.

Date/Time Received	Description of Complaint	Immediate Action Taken
21/10/2023 08:03 PM	Community complaint received regarding lighting. Complainant stated, 'bright white light shining into lounge room.' Call back requested.	20:10 – Community Response Officer (CRO) called complainant back. Complainant described lighting source as a white light at a low level height. CRO stated they will travel to their location and if required adjust lighting plant immediately upon inspection. Call ended amicably. CRO informed Open Cut Examiner (OCE) of complaint and potential lighting source. 20:30 – CRO inspected CD Stockpile lighting plant from Putty Road, Glenridding. Lighting plant identified as potential source of complaint, lighting plant turned off.
22/10/2023 09:50 AM	Community Complaint received regarding dust. Complainant stated 'The dust over the mine is particularly filthy today- disgusting'. Call back requested.	09:58 – Community Response Officer (CRO) called complainant back. Complainant stated his disgust in the conditions he could see from his residence at the time of the complaint call. Complainant asked questions regarding our acknowledgment and care of exceeded air quality alerts. The complainant asked questions regarding operating procedures within the operation, which the CRO answered and the complainant was satisfied with the responses given. CRO offered to explain current dust controls being implemented on site during the adverse weather conditions, Complainant declined to hear the information. Call ended amicably. 10:30 – CRO notified Open Cut Examiner (OCE) of complaint received, CRO confirmed with the OCE that an inspection of that relevant area was being completed. OCE confirmed all available water carts are manned (7 operating). CRO confirmed with the OCE that a valley wide haze evident in the area and no specific dust generation sources were visible from the external inspection.
21/10/2023 12:49 PM	Community complaint received regarding dust. Complainant stated: 'Killing us with dust. 3km from dust generator'. No call back requested.	13:00 – Community Response Officer (CRO) notified the Open Cut Examiner (OCE) of complaint received, CRO confirmed with the OCE that an inspection of that relevant area was being completed. OCE confirmed all available water carts are manned 7 operating. CRO confirmed with the OCE that a valley wide haze was evident and Inversion present until 9am in the area and no specific dust generation sources were visible from the external inspection. Environmental condition images were taken and forwarded onto MTW site Environment and Community team for further review. Operational changes implemented prior to complaint: - 12:00 – 14:00 MTO dumps closed, trucks diverted to the South Pit dump system. - 14:00 – South Pit dump and ramp system closed, trucks diverted back to MTO. Dumps closed and diverted for crib window hot seating and to reduce haul routes and for more concentrated water cart coverage of active areas. Excavator 324 parked up.

Date/Time Received	Description of Complaint	Immediate Action Taken
20/10/2023 10:52 AM	Community complaint received regarding dust. Complainant stated 'Excessive dust in Bulga', No call back requested	<p>11:00 – Community Response Officer (CRO) completed external inspections along the Putty Road, Charlton Road and township of Bulga. Condition photos taken to verify no dust generation was evident and the roadways were clear of any visible dust at time of inspection. Valley wide haze evident and Inversion present until 10 am. CRO notified Open Cut Examiner (OCE) of complaint received.</p> <p>Operational Changes implemented prior to complaint:</p> <ul style="list-style-type: none"> - 2 watercarts allocated to campaign the West Pit South areas including the West Pit crib hut and refuelling bays. - Articulated Off Road Water cart targeting the West pit south Geo road area due to project trucks haul circuit in operation. - Dragline 103 completed intermittent dust delays throughout the shift to mitigate dust generation. - Pit View RL 190 dump shutdown to reduce high dump activity.
19/10/2023 07:40 AM	Community complaint received via email from NSW EPA. Complaint related to dust from a blast on 11 th of September 2023. Request for Information received.	<p>The EPA has received a community complaint regarding dust from a mine blast, alleged to be from Mount Thorley Warkworth on 11 October 2023. The EPA has requested a response regarding this complaint. Written response was provided to EPA on 26 October 2023.</p>
19/10/2023 11:44 PM	Community complaint received regarding noise. Complainant stated "requesting the noise to be lowered". Call back not requested.	<p>00:10 – Community Response Officer (CRO) attended the Wambo Road monitoring location in response to complaint and recorded a noise reading above relevant criteria, WML 36dBA Laeq 50 Lamax, truck, loading and dozer noise audible. MTO 30dBA, truck noise audible. Open Cut Examiner (OCE) notified and discussed that Shovel 344 loading noise as audible noise source causing the Lamax.</p> <p>00:25 – Shovel 344 modified operation, touch load and use of light horns.</p> <p>00:35 – CRO completed follow up noise monitoring at Wambo Road monitoring location and recorded measurement below relevant criteria, OCE notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
15/10/2023 09:23 AM	Community complaint received by email to Environment & Community Manager regarding dust. A number of photos were provided by the complainant alleging the images demonstrate dust impacts from the mine. The complainant also advised they had received notification from OEH dust monitors of exceedances of dust in the atmosphere. The complainant also sent the email to EPA.	<p>19/10/2023 13:26 – Environment & Community Manager (ECM) responded to complainant by email.</p> <ul style="list-style-type: none"> - The response noted the presence of a dust haze over the entire valley, for which MTW also records photos of the surrounding area to illustrate the regional dust haze. - MTW utilised operational dust controls throughout the shift on 15 October 2023, including prior to complaint. MTW had already closed 2 x elevated dumps and one main haul road to assist with dust management. An excavator and some haul trucks in the southern part of Warkworth Mine were placed on intermittent delay in response to MTW’s internal dust monitor alerts about 8:00am (a similar time to complainant voice messages on mobile phones). -Complainant was advised that as the complaint was not placed with the complaints line for immediate response, the controls were undertaken on our own initiative, and were not prompted by complaint. - Other controls undertaken included monitoring our dust monitors and undertaking inspections internal and external to the mine, operation of our watercart fleet, change to equipment dump location and some equipment delays.- The complainant was advised their complaint would be included in the MTW complaints register. - The complainant was also advised the number for the MTW complaints line 1800 656 892 in order to receive an immediate response to any complaint, and advised that mobile numbers he had contacted on the date of his complaint were not the complaints line.

Date/Time Received	Description of Complaint	Immediate Action Taken
16/10/2023 01:29 PM	Complaint received regarding dust. Complainant stated 'Wanted to inform there is a lot of dust over the area – incredible it looks like its snowing. Can be seen from Singleton.' Call back not requested.	<p>Community Response Officer (CRO) completed routine inspections throughout shift. Strong NW winds at time of complaint. Dust haze visible along Putty Road. CRO communicated complaint to the Open Cut Examiner (OCE) who confirmed all watercarts manned and operating. West Pit loading units shut down at time of complaint. OCE and CRO continued to complete internal and external inspections throughout shift.</p> <p>Note: Complaint recorded as call back not requested, complainant advised during conversation regarding another complaint on the 3/10/2023 that they had not been called back for this complaint. After investigating there was found to be an error during the complaint recording process. This error was communicated to the complainant.</p> <p>Operational Controls implemented prior to and after complaint:</p> <p>11:40 - Dozer 540 parked up (0.5 hours). 12:20 - North Pit RL 155, Pit View RL 190 North and South, South Pit North RL 145 South East and Northdumps closed and trucks redirected to lower dumps. – Dozer 542 parked up (3.8 hours).- Dozer 546 parked up (3.8 hours).- Excavator 321 intermittent dust delay (4.2 hours).- 73 haul trucks intermittent dust delay (193.7 hours). 12:30 - Remaining loading units sent to early crib. Excavator 324 intermitted loading. 12:33 - Shovel 345 intermittent dust delay (2.0 hours). Excavator 324 dust delay (2.2 hours). 12:35 - Articulated Off Road Watercart sent to NOOP to target topsoil areas. 12:40 - Shovel 344 intermittent dust delay (3.3 hours). 12:50 - 13:00 - Dozer 233 parked up (3.3hours), Dozer 231 parked up (3.2 hours), Excavator 318 parked up (4.2 hours). 13:00 - Projects Work Area 4 pre strip shut down.- Mineco crusher pad shut down.- Dozer 229 parked up (3.1 hours). 13:20 - Dozer 538 parked up (2.0 hours).- Excavator 320 parked up (3.1 hours). 13:30 Excavator 319 parked up (2.5 hours).Excavator 313 parked up (2.7 hours). 14:15 - OCE instructed all HME to travel maximum speed of 30km/hr. All graders restricted to minimal works, only clean up tasks only.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
14/10/2023 02:42 AM	Community complaint received regarding dust. Complainant stated, 'disgusting amount of dust in Mount Thorley - taken photos and forwarding them to EPA tomorrow morning and if requested will sent to Yancoal.' Call back not requested.	02:42 - Community Response Officer (CRO) completed perimeter inspection of site for dust. CRO advised the Open Cut Examiner (OCE) that no dust alarms received and current dust levels at Mount Thorley OEH TEOM. Haze was visible at Mount Thorley Industrial Estate at time of inspection, potentially originating from South Pit North RL 145 dump. Operational changes implemented: 03:05 - South Pit North RL 145 dump closed. Watercart sent to campaign South Run of Mine (ROM) pad and heavy vehicle bridge. OCE confirmed sprays operational at South ROMs. 04:05 - Watercart sent to South ROMs and heavy bridge.
13/10/2023 12:08 PM	Community complaint received regarding dust. Complainant stated, "Dust coming out of the pits at the moment." Call back requested.	12:27 - Community Response Officer (CRO) called complainant back. Complainant explained they had seen a large dust cloud above the mine that they first spotted from Branxton and believed it was a bushfire at first but as they travelled closer to site, they realised it was a dust plume above MTW. Complainant asked if a blast had been fired. The CRO confirmed that there had been a blast just before 12pm. CRO advised they had completed inspections to monitor the blast and did not observe the blast plume leave the site boundary. Call ended. Open Cut Examiner (OCE) notified.
13/10/2023 08:01 AM	Community complaint received regarding dust. Complainant stated, "excess dust." Call back requested.	08:10 - Community Response Officer (CRO) called complainant back as requested and complainant asked for the CRO to go out to Bulga to look at the dust coming from the mine site. They also stated that it was a clear day and no other mine was making any dust and wanted to meet up. The CRO thanked the complainant for the information and declined the offer to meet in person. They also complained of trucks tipping on high dumps the day before during windy conditions. Complainant asked that their complaint be escalated to senior management. Complainant also stated that they have compiled a report that they were sending off to the EPA today. CRO advised their complaint would be recorded and passed onto the Environment and Community Department for review. Call ended.

Date/Time Received	Description of Complaint	Immediate Action Taken
12/10/2023 04:11 PM	Community complaint received regarding dust. Complainant stated, 'excessive dust due to dumping on top of their spoil hills on a very windy day.' Call back requested.	<p>16:15 - Community Response Officer (CRO) notified Open Cut Examiner (OCE) of complaint. OCE was in the process of shutting down the North Pit RL 145, North Pit RL 145 block tip and North Pit RL 155, Pit View RL 190 South and North dumps closed. Trucks redirected to lower dumps.</p> <p>16:18 - CRO called back complainant. Complainant stated they were unhappy with dust generated by MTW and said all other mines in the Hunter Valley were closed due to windy conditions. Complainant believed that high dumps shouldn't be operating as dust was going to harm him and his family, as well as workers on site. CRO informed complainant that the dumps were in the process of being closed and other operational controls had been implemented. Complainant unhappy with these measures, would be sending footage to EPA and wanted complaint escalated to Environment and Community Manager. CRO committed to passing this information on. Call ended. OCE and Environment and Community team notified.</p> <p>Operational Changes Implemented:</p> <p>16:23 - Excavator 323 dust delay (0.1 hours). 16:36 - Grader 851 dust delay (0.2 hours). 16:45 - Loader 649 dust delay (0.1 hours). 16:46 - Excavator 324 dust delay (0.4 hours), Dozer 505 dust delay (0.03 hours), 73 haul trucks intermittent dust delay (56.8 hours).</p>
12/10/2023 02:41 PM	Community Complaint received regarding blast odour and dust. Complainant stated, 'level of dust is really bad and when they had blasting the fumes were really bad.' Call back requested.	<p>13:27 - Community Response Officer (CRO) inspected blast from Golden Highway and observed blast cloud dissipate over WML North Run of Mine Pad and Workshop area. Nil blast cloud observed leaving site.</p> <p>14:43 - Community Complaint received regarding blasting fume and dust via complaints hotline. Complainant stated, 'level of dust is really bad and when they had blasting the fumes were really bad.' Call back not requested.</p> <p>14:46 - Environment and Community Advisor (ECA) notified the CRO a phone call had been received from the same complainant regarding dust via the General Community Enquiries phone line. Complainant to be called back.</p> <p>15:00 - CRO inspected Golden Highway for fume in response to complaint. Nil blast fume smelled at time of inspection.</p> <p>15:42 - CRO attempted calling back complainant but was unsuccessful. Open Cut Examiner (OCE) notified, no further action taken.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
09/10/2023 11:58 AM	Community complaint received regarding blasting (V/O). Complainant stated, "House is shaking from mine blast" Call back not requested.	Preliminary blast monitoring results suggest blast was within management conditions: Wambo Road blast monitor 106.86 OP dB 3.34 VPPV mm/s.
07/10/2023 09:45 AM	Community complaint received regarding lighting and dust. Complainant stated, 'light shining right into their home a lot of dust pollution at the moment.' Call back requested.	09:54 - Community Response Officer (CRO) called complainant back. Complainant stated that there had been two white lights shining into their bedroom window for the past few days, and that it may not be visible from the road due to the elevation of their home. Complainant stated that there had been an increase of dust pollution recently, particularly earlier in the week and they felt that the mine had not been watering roads. CRO informed complainant that watercarts were available and were operational and that conditions had been challenging over the last few weeks. CRO offered a follow up phone call from the night shift CRO regarding the lighting plant . Complainant stated they wished for a call back between 7-8pm. Call ended amicably. CRO discussed possible lighting plant sources with Open Cut Examiner (OCE), possible sources identified. 19:17- Pit View dump light adjusted. CRO called complainant back to confirm if complainant was happy with adjustment made to lighting. Complainant happy with changes made. Call ended amicably. OCE notified.
04/10/2023 05:30 PM	Community complaint received regarding noise. Complainant stated, 'residence at Inlet Road and it is too noisy, shovel door slamming.' Call back requested.	17:43 - Community Response Officer (CRO) called complainant as requested. During the call the complainant stated they were hearing excessive shovel door and first bucket noise. CRO informed complainant that they would complete noise reading at the relevant monitoring location for his address (Inlet Road). Complainant requested a call back with the results of the reading. 18:10 - CRO attended Inlet Road monitoring location in response to noise complaint. CRO was unable to complete noise reading due to weather interference (large storm front with heavy rain and lightning, with MTW being managed by the lightning Tarp with a code Red). 18:16 - CRO called complainant to inform them of the reading outcome but was sent to voicemail. CRO left a message stating that they were unable to conduct a reading due to the adverse weather conditions and would conduct a reading once conditions improved. CRO also committed to conducting supplementary noise readings at Inlet Road, Bulga RFS and Wambo Road throughout the night but would not phone back again as it was getting late and did not want to disturb them.

Date/Time Received	Description of Complaint	Immediate Action Taken
03/10/2023 05:15 PM	Community complaint received regarding dust. Complainant stated, 'excessive dust.' Call back requested.	<p>17:31 – Community Response Officer (CRO) called back complainant, no answer. 17:32 - CRO called back complainant, no answer. CRO left complainant voice mail stating that controls had been implemented prior to their complaint to manage dust in West Pit (information from outgoing Open Cut Examiner) – Loading units Loader 649, Excavator 319 and Shovel 345 were currently not operating, three dumps had been shut down to Heavy Mining Equipment (HME) and there was approximately 11 hours of truck downtime. CRO stated they had just started their shift, would be driving immediately to the Putty Road for inspections and further controls would be implemented if necessary. 17:40 - CRO travelled to Putty Road, dust visible leaving site. Open Cut Examiner (OCE) notified.</p> <p>Operational controls implemented prior to complaint: 10:01 - Excavator 319 parked up (7.0 hours). 10:10 - Dozer 541 parked up (6.8 hours). 10:13 - 20 haul trucks intermittent delay (cumulative total 11.4 hours). 15:48 Loader 649 parked up (0.2 hours) and relocated from West Pit Mid Bench to CD Stockpile. 17:00 - Dozer 541 parked up (2.0 hours). Excavator 319 parked up (2.0 hours). 17:00 - Shovel 345 shut down for breakdown (0.5 hours).43 haul trucks intermittent dust delay (cumulative total 19.3 hours).</p> <p>Additional operational controls implemented: 17:32 - Dragline103 intermittent dust delay (0.5 hours). 18:10 - Graders in West Pit restricted to clean up tasks only. Grader 852 dust delay (0.2 hours). 18:25 - Shovel 344 parked up (0.4 hours). 18:45 - Excavator 323 parked up (0.2 hours). Excavator 318 parked up (0.2 hours). 18:59 - Shovel 345 parked up (0.01 hours). Excavator 322 parked up (0.01 hours). 19:20 - HME in West Pit restricted to 20 km/hr in Square-about and West Pit intersections.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
03/10/2023 08:34 AM	Complaint received by email to Environment & Community Manager regarding dust. A number of photos were provided by the complainant alleging the images demonstrate dust impacts from the mine. The complainant was critical of dust management at the mine and advised the complaint would be forwarded to state ministers and media outlets.	16:27 - Environment & Community Manager (ECM) provided a response by email to the complainant. The response noted a fog / dust smoke haze was present in the Hunter Valley (providing photos of this observation) and advised that controls from the approved Air Quality Management Plan were being implemented. The complainant was advised that the complaint would be added to the complaints register.
03/10/2023 08:49 AM	Community complaint received regarding dust. Complainant stated 'Excessive Dust again'. Call back requested.	09:03 – Community Response Officer (CRO) attempted to call the complainant. Voice mail left thanking the complainant for the communication, CRO also confirmed notification had been relayed to the Open Cut Examiner (OCE) for additional internal inspections to be carried out. CRO offered for the complainant to call back if they wish to speak at a more suitable time when they were available. Fog and inversion present at time of complaint lodged. CRO conducted external inspections and recorded conditions photos for the Environment and Community team to review.

Date/Time Received	Description of Complaint	Immediate Action Taken
03/10/2023 12:06 PM	Community complaint received regarding dust. Complainant stated, "Wanting to complain about the big amounts of dust coming from the site recently." Caller advised they have informed the EPA but would like to discuss further. Caller declined to provide their name as they do not trust confidentiality procedures and stated they previously complained and it was released?" Call back requested.	12:51 - Environment and Community Advisor (ECA) called complainant back. Complainant explained they were concerned with the air quality at their home in Milbrodale and that it was affecting their family's health and animals. ECA advised that MTW operates air quality monitoring units in the Bulga area as the closest to their residence. ECA advised that data is available on MTW's website and also on the Department of Planning website for the units that they operate. Complainant asked what they were going to do about the dust, ECA advised that operational controls were in place to minimise dust generation. Complainant advised they have taken photos from Putty Road and have sent them through to the EPA, ECA asked if they would be happy to share what time and location the photos were taken but complainant would only share that it was from Putty Road. Complainant again mentioned about concerns about health concerns for the dust, ECA advised that if they have concerns, they recommend reading the available health advice on the department's websites. ECA asked the complainant about the second part of their complaint regarding their previous complaint details being released. Complainant advised that they did not trust the complaint system and feels as though they should be able to remain anonymous. ECA advised there are no issue with complaints being anonymous though if they provided details it assists with following up on their complaint. ECA advised the complaint reporting process. ECA thanked complainant for their time, call ended amicably.
02/10/2023 08:30 PM	Community complaint received regarding dust. Complainant stated, 'excessive dust levels in the air.' Call back not requested.	20:30 - Community Response Officer (CRO) completed external inspections and Open Cut Examiner (OCE) completed internal inspections. Valley wide haze visible (DPIE Upper Hunter Map shows multiple locations with higher particulate levels due to dry, hot and windy conditions throughout day). Nil dust visible leaving site. Operational changes prior to complaint: - 7 watercarts operational throughout shift. - Autobahn haul road closed. 17:00 - Excavator 319 dust delay (1.0 hours). 5 haul trucks intermittent dust delay (3.4 hours). 17:40 - Dragline 103 intermittent dust delay (0.6 hours).

Date/Time Received	Description of Complaint	Immediate Action Taken
01/10/2023 05:28 PM	Community complaint received via EPA regarding dust. EPA officer stated, 'Dust complaints from public.' Call back requested.	17:35 - Community Response Officer (CRO) phoned EPA officer back. EPA officer stated they are calling regarding dust levels on the monitors during the day. He stated he has noticed elevated levels on the monitors and requested information regarding measures taken throughout the day. CRO listed measures undertaken and responses to complaints. EPA officer stated that it appears the site has been modifying operations to act on issues and advised to continue to do so. EPA officer mentioned the 'Bust the Dust' campaign and the EPA officer would be visiting MTW during the week to have a look in the pit.
01/10/2023 12:47 PM	Community complaint received regarding dust. Complainant stated 'Dust complaint very, very bad.' Call back not requested.	12:50 - Community Response Officer (CRO) completed inspection of the perimeter of the site. CRO observed potential dust generation from the cleared topsoil area in the west pit extension area, no equipment operating in this area. 8m/s second wind at time of inspection. Open Cut Examiner notified. Operational controls implemented: - Dozer 533 relocated from West Pit Topsoil. - Excavator 323 parked up (5.5hrs). - Shovel 345 dig highwall side only to mitigate dust. - Dragline 103 intermittent loading (3.3 hours total). - CD RL 190 dump closed. - South Pit RL 145 dump closed.
01/10/2023 10:35 AM	Community complaint received regarding dust. Complainant stated, 'Very dusty this morning coming through Bulga.' Call back requested.	10:38 - Community Response Officer (CRO) called complainant back. Complainant stated that when driving through to Bulga they had seen significant dust around MTW. CRO confirmed they had commenced dust management measures and that unfortunately dust was being generated on cleared areas that water carts could not access. CRO confirmed their complaint would be relayed to the site supervisor. Call ended amicably. Operational controls implemented: - Dozer 533 relocated from West Pit Topsoil. - Excavator 323 parked up (5.5hrs). - Shovel 345 dig highwall side only to mitigate dust. - Dragline 103 intermittent loading (3.3 hours total). - CD RL 190 dump closed. - South Pit RL 145 dump closed.

Date/Time Received	Description of Complaint	Immediate Action Taken
30/09/23 10:07 AM	Community complaint received regarding dust. Complainant stated 'Excessive dust in Bulga again.' Call back not requested.	<p>09:10 - Community Response Officer (CRO) had inspected Putty Road in response to complaint earlier in the day from a different complainant. Dust haze was visible at time of inspection, Open Cut Examiner (OCE) notified. Dozer 537 on intermittent park up, OCE to monitor dust generation and modify park up period if required.</p> <p>10:20 - CRO inspected Putty Road and in response to complaint, nil dust visible leaving site.</p> <p>Operational changes implemented prior to complaint:</p> <ul style="list-style-type: none"> - Dozer 537 highwall chaining intermittent parked up (1.4 hours total). - Dragline 103 intermittent loading (1.7 hours total).
30/09/23 08:53 AM	Community complaint received regarding dust. Complainant stated, "health hazard Putty Road". Call back not requested.	<p>09:10 - Community Response Officer (CRO) inspected Putty Road in response to complaint. Dust haze was visible at time of inspection, Open Cut Examiner (OCE) notified. Dozer 537 on intermittent park up, OCE to monitor dust generation and modify park up period if required.</p> <p>Operational changes implemented prior to complaint:</p> <ul style="list-style-type: none"> - Dozer 537 highwall chaining intermittent parked up (1.4 hours total). - Dragline 103 intermittent loading (1.7 hours total).
30/09/23 08:27 AM	Community complaint received regarding dust. Complainant stated, 'his house overlooks the mine, it is so filthy with dust the whole sky over the mine is black. Has taken photos - he is quite angry about it.' Call back requested.	<p>08:38 - Community Response Officer (CRO) attempted to call complainant back, no answer.</p> <p>08:46 - CRO called complainant. Complainant asked for their complaint to be noted as 'protesting, at the highest level the dust leaving the mine site as it is a health hazard and non compliant with consent.' CRO stated the operational changes to mitigate dust prior to their complaint including highwall chaining operations suspended and Dragline 103 (WML North Pit) intermitted loading. Call ended amicably.</p> <p>Operational changes implemented prior to complaint:</p> <ul style="list-style-type: none"> - Dozer 537 highwall chaining intermittent parked up (1.4 hours total). - Dragline 103 intermittent loading (1.7 hours total).

Date/Time Received	Description of Complaint	Immediate Action Taken
28/09/2023 11:06 AM	Community complaint received via email from NSW EPA regarding dust. Complaints related to dust on the 17th, 25th, 26th and 27th September 2023. Request for Information received.	<p>The EPA has received two community reports of adverse dust conditions affecting the Bulga area which both allege Mount Thorley Operations Pty Limited (EPL 1976) as the source.</p> <p>Details of the reports as follows:</p> <p>Incident date: 17/09/2023 – 10:00 AM Incident details: Dust from Yancoal Mt Thorley Warkworth Mine EPL 1976. Caller advised no water carts, lots of trucks, wind blowing directly into Bulga taking the dust straight into the town, Shovel is 300metres from where he is and he can't see the machine at times through the dust. Warnings are given out regularly regarding the dangers of the dust. They have had one every day for the last week. The works go 24/7. Caller reported again yesterday (27/09/2023) that they received another air quality text alert for Bulga and were experiencing adverse dust conditions at their residence in Bulga (address unknown) and have been intermittently since Sunday 17/09/2023.</p> <p>Incident date: 27/09/2023 – 14:02 AM Incident details: Dust from Mt Thorley/Warkworth mine has been affecting the township of Bulga for the last three days. Air quality alerts have been issued for three consecutive days and the residents are choking. Caller can see the dust leaving the mine site both from the sheds on her property and when driving along the Putty Road and feels if they are using water carts it's inadequate and they shouldn't be working in high winds. Caller resides on The Inlet Road, Bulga</p> <p>In response to the reports received, EPA requested for Information for details of the activity being undertaken on site, on the 17th, 25th, 26th and 27th September 2023. A written response was provided to EPA by email on 6 October 2023.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
27/09/23 07:56 PM	Community complaint received regarding noise and lighting. Complainant stated: 'A lot of noise from mine, sounds like bulldozer with the tracks and lite up everywhere'. Call back requested.	20:10 - Community Response Officer (CRO) attended the Wambo Road monitoring location and obtained a handheld noise reading on criteria - WML 35dBA (truck, loading and dozer noise audible), MTO Inaudible. The CRO discussed with Open Cut Examiner (OCE) of dozer tracking noise being the predominate audible noise triggering the LA Max to be increased. Operational controls implemented: 20:15 - Dozer 544 at Excavator 323 loading unit restricted operating to only when required for clean-up and flat topping tasks and when operating dozer is to remain in 1st gear to reduce speed and tracking noise generation. 20:30 - CRO attempted to return the complainants call, was unsuccessful and left voice mail. Voice mail left thanking the complainant for the communication this evening, CRO stated controls implemented for mitigation of dozer noise generation. 20:40 - Secondary communication via Hotline from complainant received – not a complaint just a thank you message, and confirmation voicemail had been received.
26/09/23 09:53 AM	Community complaint received regarding dust. Complainant stated, "health hazard Putty Road". Call back not requested.	10:00 - Community Response Officer (CRO) inspected Putty Road in response to complaint. Dust haze was visible at time of inspection. Open Cut Examiner (OCE) notified. 10:05 - In response operational change implemented with the Projects topsoil activities parked up.
22/09/23 11:54 AM	Community complaint received regarding blasting (V/O). Complainant stated, "shaking of home from a blast from the mine 2 minutes ago". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor 103.8097.03 OP dB 1.68 VPPV mm/s.
21/09/23 05:17 PM	Community complaint received regarding dust. Complainant stated, "dust blowing from coal mine from Wambo Rd, not enough dust suppression." Call back not requested.	17:40 - In response to complaint Community Response Officer (CRO) inspected Wambo Road and surrounds, CRO observed no dust leaving site at time of inspection. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
20/09/23 02:10 PM	Community complaint received regarding dust. Complainant stated, "Monday I rang up a complaint about a blast and dust at 12.55 can see online not reported, the amount of dust today also between Bulga and Singleton because of the wind and obviously not stopped production." Call back not requested.	<p>02:15 - Community Response Officer (CRO) contacted Environment and Community Advisor (ECA) to notify of complaint about complaint not being reported on the website. ECA advised the complainant made the previous complaint anonymously so would not be displayed for their location on the website and only under the daily total complaint number. ECA advised they would follow up with the complainant to explain this.</p> <p>02:30 - CRO inspected Wambo Rd and surrounds, nil dust visible at time of inspection. Open Cut Examiner notified.</p> <p>Operational controls implemented include:</p> <p>04:56 - Dragline 103 (6.9 hours) intermittent dust delay.</p> <p>07:00 - Autobahn haul road closed</p> <p>08:00 - CD190 dump closed. South Pit 145 dump closed.</p> <p>10:00 - Excavator 313 (6.3hrs) dust delay.</p> <p>11:36 - Dragline 103 dust delay. Excavator 323 dust delay remainder of shift.</p> <p>Total truck downtime 60.4hrs.</p>
20/09/23 11:54 AM	Community complaint received regarding dust in person and via complaints hotline. Complainant stated, 'excessive dust out of the Mt Thorley Warkworth Yancoal Mine - windy day, trucks running close by, no water cart to be seen.' Call back requested.	<p>11:48 - Community Response Officer (CRO) was completing routine inspection of Putty Road at the West Pit Crib Hut area. Complainant approached the CRO vehicle while on the side of the Putty Road. CRO greeted complainant, complainant abruptly asked 'is everything stopped? It better be or I'm calling the EPA.' CRO stated they did not have details of operational changes on hand. Complainant returned to their vehicle. Complainant then returned to the CRO vehicle and stated they wished for this to be a formal complaint.</p> <p>CRO immediately notified Open Cut Examiner (OCE) of the complaint.</p> <p>11:54 - Complaint received via complaints hotline from the same complainant regarding the same issue.</p> <p>Operational controls implemented include:</p> <p>04:56 - Dragline 103 (6.9 hours) intermittent dust delay.</p> <p>07:00 - Autobahn haul road closed</p> <p>08:00 - CD190 dump closed. South Pit 145 dump closed.</p> <p>10:00 - Excavator 313 (6.3hrs) dust delay.</p> <p>11:36 - Dragline 103 dust delay. Excavator 323 dust delay remainder of shift.</p> <p>Total truck downtime 60.4hrs.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
19/09/23 11:33 AM	Community complaint received regarding dust. Complainant stated 'dust is blowing over Bulga village.' Call back requested.	<p>11:43 – Community Response Officer (CRO) called complainant back. Complainant stated they had observed dust coming into Bulga village from MTW. CRO stated they would complete an inspection in response. CRO relayed operational changes that had occurred throughout the morning. Complainant enquired if their request from the day prior to meet with the environmental manager had been passed on, CRO confirmed it had and a member from the E&C team will call them as soon as possible. Call ended amicably. 11/7 Shift Supervisor notified. Strong NW winds at time of complaint indicate that MTW unlikely contributor to dust in Bulga village area. Operational controls implemented: All available water carts manned. Autobahn haul road closed. Excavator 320 dust delay (5.9 hours). 5 haul trucks dust delay (0.5 hours). Pit View RL170 dump closed. Dragline 103 dust delay (4.6 hours).</p> <p>11:50 - Mulcher and associated Projects Area 4 equipment shut down to reduce dust impacting Putty Road. 13:24 – E&C manager called back complainant in response to their recent complaints. Complainant advised of dust complaints, and blasting impacts to their property, including a new flat that had been constructed. E&C manager offered a face-to-face meeting with complainant in a couple of weeks (after E&C manager returns from annual leave). Complainant was happy to arrange a meeting with E&C manager at a later date.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
19/09/23 07:09 AM	Community complaint received regarding. Complainant stated, 'dust in Mount Thorley.' Call back requested.	<p>07:21 – Community Response Officer (CRO) called complainant back. Complainant stated that they had driven past the mine site at 6:00 am and noticed that there was a watercart parked up at the West Crib Hut. Complainant was unhappy as they felt with high winds and hot weather conditions the water cart should have been operational. CRO committed to investigating why watercart was not operating, but presumed it was due to shift change. Complaint stated that they had gone to the mountain at Milbrodale and thought that MTW looked like a chimney smoking from the dust. Complainant stated that their cars were dirty due to dust. CRO informed complainant of operational changes that had been implemented in the morning period due to dust and that 2 additional watercarts were in the process of being manned. CRO committed to completing further inspections alongside the Open Cut Examiner (OCE) throughout the day. Call ended amicably. OCE notified.</p> <p>Operational controls prior to complaint:</p> <ul style="list-style-type: none"> Autobahn haul road closed. Excavator 320 dust delay (5.9 hours). 5 haul trucks dust delay (0.5 hours). Pit View RL170 dump closed. Dragline 103 dust delay (4.6 hours). <p>Additional operational controls implemented:</p> <ul style="list-style-type: none"> 07:40 - 2 additional watercarts manned. <p>GPS data from Watercart 811 (Watercart parked at West Pit Complainant would have observed between 04:00-07:00am)</p> <ul style="list-style-type: none"> 04:20 - 05:00 Crib delay. 05:00 - 06:20 operational (included one visit to West Pit water fill point to refill with water). 06:20 - 06:35 operator refuelled water cart at West Pit trans tanker. 06:35 - 07:20 shift change. 07:20 - Watercart manned.

Date/Time Received	Description of Complaint	Immediate Action Taken
18/09/23 12:58 PM	Community complaint received regarding blasting (V/O). Complainant stated, 'blast nearly shook their house of the foundations.' Call back requested.	<p>13:06 – Community Response officer (CRO) called complainant back. Complainant stated that the blast has 'shook the shit out of their house' and that the vibrations were very strong. Complainant stated that they had their grandchild over and it had scared them as they had never experienced anything like it before. Complainant requested blast results. CRO committed to calling them back as soon as possible with blast results. Complainant stated that they didn't like that the CRO returns phone calls without caller identification and that everyone else who rings them in the Hunter Valley has their number available. Complainant said that they will answer the phone for the CRO this afternoon. Call ended amicably. Open Cut Examiner (OCE) notified.</p> <p>13:38 – CRO called complainant back with blast results. Complainant stated that they had forgot to mention that the Putty Road was very dusty when they had driven through at approximately 12pm before the blast. CRO stated that the dust was being managed and controls had been implemented throughout the day. Call ended amicably. OCE notified. Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor 103.80 OP dB 2.75 VPPV mm/s.</p>
18/09/23 12:57 PM	Community complaint received regarding blasting (V/O). Complainant stated, 'following up several really big blasts that just happened on site.' Call back requested.	<p>13:10 - Community Response Officer (CRO) called complainant back. Complainant stated that the blast had 'shook the bejesus out of their house'. Complainant stated that the blast had rattled their windows and as a result of the blasts at MTW their house had walls cracking and their water tank also had cracks in it. Complainant requested results from the blast. CRO committed to calling them back as soon as possible with blast results. Call ended amicably. Open Cut Examiner (OCE) notified.</p> <p>13:41 - CRO called complainant back with blast results. Complainant inquired about consent limits for blasting. CRO stated that the blast results indicated that the blast was within management conditions. Complainant stated that they would be doing further enquiries into blast results. Call ended amicably. OCE notified. Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor 103.80 OP dB 2.75 VPPV mm/s.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
18/09/23 12:56 PM	Community complaint received regarding blasting (V/O). Complainant stated, 'blast today shaking house'. Call back requested.	<p>13:03 – Community Response Officer (CRO) called complainant back. Complainant stated that the blast from Mount Thorley had shook their house and it felt like an earthquake. Complainant said that every time they complain the 'mine' tells them that the blasting doesn't affect their house, but they feel like it does. Complainant stated that they would like to have a meeting arranged with someone from the environmental team to discuss this issue and the damage to their property further. CRO committed to passing this request on to the environmental team. Complainant also stated that their partner is sick of cleaning the house because of the dust. Call ended amicably. Open Cut Examiner notified.</p> <p>13:34 - CRO informed Environment and Community Manager (ECM) of complaint and complainants request to a call back. Preliminary blast monitoring results suggest blast was within management conditions. 105.46 OP dB 2.87 VPPV mm/s. 19/09/2023 - ECM called complainant back to follow up on complaint.</p>
18/09/23 12:55 PM	Community complaint received regarding blasting (V/O). Complainant stated, 'blast that just went off, went on for 5 seconds, rattled callers house and shook their windows. Dust over Putty Road appears to have exceeded acceptable levels'. Call back not requested.	<p>Preliminary blast monitoring results suggest blast was within management conditions. Bulga Village 105.46 OP dB 2.87 VPPV mm/s.</p> <p>12:55 - Community Response Officer (CRO) completing routine inspection when complaint received. CRO had observed dust visible from spoils in West Pit extension and from blast at time of complaint.</p> <p>Operational Controls in place: Excavator 320 and Shovel 345 parked up (dust) at time of complaint. Pit View RL170 dump closed to reduce dust. Dragline 103 intermittent loading techniques – 10 minutes on/ 5 minutes off. Autobahn haul road closed to reduce dust leaving site. 6 watercarts manned and operational.</p>
18/09/23 09:03 AM	Complaint received regarding dust via Community Complaints Hotline. Complainant stated, 'excessive dust blowing into Bulga'. Call back not requested.	<p>09:00 - Community Response Officer (CRO) inspected Putty Road between Mount Thorley and Warkworth mining areas. Dust visible across road. 6 Heavy mining watercarts operational prior to complaint. Two contractor watercarts on site operational in Projects and light vehicle areas.</p> <p>09:09 - Pit View RL170 dump closed to reduce dust leaving site.</p> <p>09:10 - Dragline 103 commenced intermittent loading techniques 10 minutes on/5 minutes off.</p> <p>09:19 - Excavator 320 dust delay (5.3 hours). Dragline 103 parked up for dust prior to complaint.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
18/09/23 08:53 AM	Complaint received regarding dust via Community Complaints Hotline. Complainant stated, 'excessive dust, just driven between the two mines, the dust is crazy. You need to stop driving and wet the road down. Air is that thick with dust. Do it straight away.' Call back requested.	09:00 - Community Response Officer (CRO) inspected Putty Road between Mount Thorley and Warkworth mining areas. Dust visible across road. Open Cut Examiner (OCE) and operational changes implemented in response. 6 Heavy Mining Equipment watercarts operational prior to complaint. Two contractor watercarts on site operational in Projects and light vehicle areas. 09:09 - Pit View RL170 dump closed to minimise dust generation. 09:10 - Dragline 103 commenced intermittent loading techniques 10 minutes on/5 minutes off. 09:19 Excavator 320 dust delay (5.3 hours). Dragline 103 parked up for dust prior to complaint. 09:22 - CRO called complainant back. Complainant stated that they wanted to let MTW know that there was a lot of dust along the Putty Road and that they had to close their car windows when driving through the area. CRO stated that they were aware of the situation and were implementing controls to reduce the dust. Complainant stated that they didn't think they were doing anything as they could see trucks driving around, and that they needed to stop all operations so that they could wet the roads. CRO informed complainant that they had shut down the Pit View RL170 dump, Dragline 103 was parked up intermittently throughout the morning, 6 watercarts were operating and that Shovel 345 and Excavator 320 had been parked up. Complainant seemed happy with these controls, and that they were hoping it wasn't dusty when they returned to the area in half an hour. Call ended amicably. OCE notified.
18/09/23 08:39 AM	Community complaint received regarding dust. Complainant stated "complaint regarding dust over the last couple of weeks, request for watercarts" Call back not requested.	09:00 - Community Response Officer CRO inspected Putty Road between Mount Thorley and Warkworth mining areas. Dust visible across road. 6 Heavy mining watercarts operational prior to complaint. Two contractor watercarts on site operational in Projects and light vehicle areas. 09:09 - Pit View RL170 dump closed to reduce dust leaving site. 09:10 - Dragline 103 commenced intermittent loading techniques 10 minutes on/5 minutes off. 09:19 - Excavator 320 dust delay (5.3 hours). Dragline 103 parked up for dust prior to complaint.
17/09/23 10:24 AM	Community complaint received regarding dust. Complainant stated, "Complaint lodged to us re dust and no water trucks operating". Call back requested.	10:35 - Environment and Community Manager (ECM) called EPA's on-call mobile number provided with the complaint. ECM advised EPA officer (Genevieve Lorang) that MTW had already received a community complaint and spoken to the complainant. Advised that seven (7) watercarts were operating and changes to operations have occurred in response to conditions. EPA officer appreciated the call and the advice.

Date/Time Received	Description of Complaint	Immediate Action Taken
17/09/23 09:47 AM	Community complaint received regarding dust. Complainant stated, "Extreme dust". Call back requested.	<p>09:48 - Community Response Officer (CRO) had been completing routine inspections along Putty Road at the time complaint received. CRO called complainant back, complainant expressed concerns for the level of dust leaving MTW site, particularly the excavator close to the road. CRO confirmed that they had been completing routine dust inspections in this area prior to the complaint and would complete a follow up inspection after the call. CRO attempted to explain that the recent change in wind direction could be what they have noticed. Complainant stated that all the dust is coming from MTW and not other mining operations in the area. Complainant requested to meet the CRO in person to discuss, this meeting was declined. Complainant expressed they were unhappy with response and requested further action to be taken. CRO confirmed their complaint would be recorded and follow up inspections completed. Call ended.</p> <p>10:15 - CRO and Open Cut Examiner (OCE) completed internal and external inspections in the area of the complaint. Dust from excavator 320 identified as possible source and parked up in response.</p>
17/09/23 09:41 AM	Community complaint received regarding dust. Complainant stated, "Health hazard Putty Road ". Call back not requested.	10:00 - Community Response Officer (CRO) completed inspection long Putty Road in response to complaint. No dust observed leaving site, valley wide haze was observed at time of inspection. Open Cut Examiner notified.
17/09/23 09:19 AM	Community complaint received regarding dust. Complainant stated "Dust". Call back not requested.	09:30 - Community Response Officer (CRO) completed inspections along the public roads around the site including Putty Road and the Golden Highway due to complaint not being specific on location or requesting a call back. Dust was not observed leaving site during inspection, valley wide haze has observed at time of inspection. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
16/09/23 11:03 AM	Community complaint received regarding dust. Complainant stated "Dust - sick of it". Call back requested.	11:07 - Community Response Officer (CRO) called complainant back. Complainant expressed their concern for the level of dust being produced to the mine site in recent times. CRO informed complainant of multiple dust management changes in the process of being made. Complainant requested to be contacted by an Environment and Community (E&C) team member directly to speak about his issues regarding dust. CRO confirmed that their details would be passed onto the E&C team to follow up during business hours. CRO notified Open Cut Examiner (OCE) of complaint. CRO completed inspection in response to complaint. Normal operational controls in place to minimise dust generation including water carts campaigning haul road. Additional operational controls being implemented prior to complaint include parking up Excavator 320 and Excavator 322 and relevant trucks. 16/09/2023 - Environment & Community Manager (ECM) contacted complainant.
16/09/23 10:55 AM	Community complaint received regarding dust. Complainant stated, "Excessive dust calling the EPA the situation is very bad". Call not back requested.	11:10 - Community Response Officer (CRO) completed inspection along public roads around the site in response to complaint. CRO did not observe "excessive dust" that the complainant had referred to. Open Cut Examiner notified and discussed current controls in place and changes being implemented to further manage dust. Additional operational controls implemented included parking up Excavator 320, Excavator 322 and relevant trucks.
15/09/23 06:19 PM	Community complaint received regarding dust. Complainant stated, "dust haze from mine across highway". No call back requested.	18:30 - In Response to complaint Open Cut Examiner (OCE) inspected operating area, and sent watercart to campaign Main Haul Road and North Run off Mine areas to minimise dust generation. 19:00 - Community Response Officer (CRO) completed follow up inspection along Putty Road and Golden highway and observed no dust leaving site. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
14/09/23 09:51 AM	Community complaint received by email to Environment & Community Advisor regarding dust. A number of photos were provided by the complainant alleging the images demonstrate dust impacts from the mine, including deposited dust, and "height of pollution." The complainant was critical of dust management at the mine, and requested he be "medically tested for dust inhalation coming from the area".	24/9/2023 16:35 - Environment & Community Manager (ECM) provided a response by email to the complainant. The response noted a dust haze present in the entire Hunter Valley and provided the dust mitigation measures in operation on the dates of the complaint. In relation to a health enquiry, the response provided a link to the NSW Health "Mine Dust and You" fact sheet which is referred to in the development consent. The response also recommended the complainant to utilise the complaints hotline (rather than email) for immediate contact back regarding any issues identified.
13/09/23 03:19 PM	Community complaint received regarding blasting (V/O). Complaint stated, "severe shaking of home from a possible blast near home". Call back not requested.	Preliminary blast monitoring results indicate that blast was within management conditions, North Pit N41 BFB Main Dig 5 - Wambo Road Blast monitor results: Peak Over Pressure 95.13dB, Peak Vibration 2.24mm/sec. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
11/09/23 09:26 AM	Community complaint received regarding dust. Complainant stated, "excessive dust complaint". Call back requested.	<p>09:32 - Community Response Officer (CRO) called complainant back. Complainant stated there was significant dust being generated by MTW, in particular from the South Pit dump ramp, where they had been watching for 15 minutes and no watercart had been to the area, complainant asked the CRO if they were going to do anything about it. CRO responded that Dragline 101, Dragline 103, Shovel 345, Excavator 320 were all down at the time of the call, and that all available watercarts were operating. Complainant stated that the mine should not be operating when conditions are not suitable. That the people of Bulga are fed up with dust generated by MTW, that they were getting on in age, and they did not want their life cut shorter by mining dust, particularly silicosis from the sandstone mined by MTW. That if MTW did not take the complaints seriously they would refer the matter to the EPA. Complainant asked if the CRO had completed inspection of MTW from Bulga, and what they saw. CRO stated they had been to Bulga and had seen dust. Call ended by complainant.</p> <p>Operational controls implemented: Dragline 103 intermittent dust delay (1.2 hours). All available watercarts manned. DL101 maintenance delay. Shovel 345 maintenance delay. Excavator 320 relocating at time of complaint.</p>
10/09/23 07:44 PM	Complaint received regarding lighting. Complainant stated, "Light shining west of house". Call back requested.	<p>19:45 - The Community Response Officer (CRO) notified the 11/7 shift supervisor of the lighting complaint received, discussed possible dump light locations. CRO travelled to the Abbey Green viewing point.</p> <p>19:50 - Upon CRO inspection from Abbey Green viewing point, a potentially intrusive light was observed in the area of Warkworth Mine (CD / SPN).</p> <p>20:00 - 11/7 shift supervisor attended the CD180 dump area. Adjustments and repositioning of this light did not fix the potentially intrusive light from the CRO's inspection. 11/7 commenced travelling to the SPN dump area.</p> <p>20:16 - Second complaint call received by the same complainant requiring a call back.</p> <p>20:17 – 11/7 lowered and repositioned the SPN dump lighting plant to the E/NE, which resolved the potentially intrusive lighting plant.</p> <p>20:19 - CRO called the complainant back. CRO explained that the shift supervisor was actively resolving the original lighting complaint before his second complaint was received. CRO apologised for not returning the call sooner but preferred to call back when changes had been made and to gain feedback from the complainant that the lighting complaint had been resolved. The complainant was understanding and appreciated it being actioned so quickly. Call ended amicably.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
10/09/23 09:25 AM	Community complaint received regarding dust. Complainant stated, "health hazard on Putty Road". Call back requested for 12:30pm, however complainant called later to withdraw call back request.	09:25 - 11/7 shift supervisor notified. 09:35 - Dragline 103 intermittent dust delay (2.0 hours). All available watercarts manned and operating at time of complaint. 11/7 shift supervisor requested watercarts campaign west pit following complaint. Inversion haze lifting at time of complaint, nil single source identifiable. Photos taken of Putty Road. 12:02 - Message received via community hotline that call back is no longer requested. 11/7 shift supervisor notified.
07/09/23 02:53 PM	Community complaint received regarding dust. Complainant stated "the dust at conditions of consent says PM 10 within 24-hour period is 50. I drove through mine area. It has been choking for 3 days, emails from the department saying dust is at 100, double the amount". Call back requested.	14:55 - Community Response Officer (CRO) called complainant back. Complainant stated that the mine is operating at double its consent as per the readings she is receiving from the department over the last three days. Complainant also raised concerns with the newly cleared land next to the Putty Road regarding dust. CRO explained the consent dust limits on the relevant monitors are 24 hour averages and they had also received the alarms and had completed inspections in response. Open Cut Examiner notified.
07/09/23 10:24 AM	10:24 - Community complaint received regarding dust. Complainant stated, "Unhealthy levels of dust". Call back requested.	10:30 - Community Response Officer (CRO) called complainant expressed concerns about dust stating, "the dust leaving the pit was horrific". CRO attempted to explain the operation is a contributor to the dust in the area, the nearby bush fire was also contributing to the air quality. The complainant was not open to discussing the bush fire contributing to air quality. Complainant requested CRO to drive to Bulga and inspect the dust they had observed. 10:40 - Operational controls were implemented prior to complaint manage dust generation. CRO completed inspection along Putty Road to Bulga and did observe dust complainant had described. Open Cut Examiner notified. Operational Changes implemented prior to complaint: Dragline 103 (WML North Pit) parked up (dust) - total 51 minutes.

Date/Time Received	Description of Complaint	Immediate Action Taken
07/09/23 09:46 AM	Community complaint received regarding dust and noise. Complainant stated, "They live at far end Milbrodale and never heard the mine so loud for over the past 2 weeks. Second concern they can see the dust over Bulga is very, very bad, can be seen from their house". Call back requested.	10:00 - Community Response Officer (CRO) Called complainant back complainant stated "over the last week the mine has become noisier and producing more dust. Complainant also stated that kids at the school they work at in Milbrodale have also queried the noise and dust coming from MTW. She also stated the noise has been particularly bad in the last two days, she also conceded that the bushfire smoke could be contributing to current air quality. Complainant requested for a MTW employee to head out to near their property and observe the noise of a night/early morning. CRO confirmed that monitoring is completed routinely in the Bulga area, and they would consider if any additional monitoring is required. Open Cut Examiner and Environmental Advisor notified.
06/09/23 11:30 AM	Community complaint received regarding blasting (V/O). Complainant stated "severe shaking in his home from a blast". Call back was not requested.	Preliminary blast monitoring results indicate blast results within management conditions. Wambo Road Blast Monitor 100.28 OB dB 0.93 VPPV mm/s. Open Cut Examiner notified.
06/09/23 11:10 AM	Community complaint received regarding dust. Complaint received in person, complainant stated "He had his ute recently detailed and it is already dusty. He also stated that the neighbouring mine to the south was not making any dust and it was all MTW", he also produced his phone showing the government dust numbers for the Bulga monitor. His main concern was surrounding "the airborne dust and its effects on his and others health".	11:20 - Community Response Officer (CRO) received complaint in person while completing routine monitoring. Complaint regarding conditions over previous days and not conditions at the time of the complaint. CRO completed inspection along Putty Road and confirmed nil dust visible leaving site. Open Cut Examiner and Environment and Community Advisor notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
06/09/23 09:36 AM	Community complaint received regarding dust. Complainant stated "health hazard for cyclist on the Putty Road." Call back requested.	<p>12:30 - Community Response Officer (CRO) called complainant back. Complainant expressed concerns about dust from the site stating, "dust kills you especially when you're over 65 years old" and went on to say every time he comes up the Putty Rd there is a health hazard from the dust. CRO explained operational controls in place to minimise dust generation. Secondary complaint regarding blast fume. Complainant stated "At 11:00 a blast was carried out and he could smell the fume as the cloud turned and went over Bulga Village". Complainant requested a follow up call from the Environment and Community (E&C) Team to follow up on their complaint. CRO confirmed a member of the E&C team will be in contact.</p> <p>12:40 - CRO notified Open Cut Examiner and Environment and Community Advisor (ECA) of complaint and call back request.</p> <p>12:50 - CRO completed inspection along Putty Road, nil dust visible leaving site.</p> <p>13:00 - CRO completed inspection in Bulga Village following complaint and did not smell blast fume.</p> <p>15:20 –ECA called complainant back to follow up on complaint.</p>
03/09/23 11:00 AM	Community complaint received regarding noise. Complainant stated, "noise be lowered so they can sleep". Call back not requested.	23:40 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded a noise reading below relevant criteria. WML 36dBA truck, dozer and loading noise audible. WML truck and loading noise audible. MTO 32dBA truck noise audible. Open Cut Examiner notified.
30/08/23 09:34 AM	Community complaint received regarding dust. Complainant stated 'health hazard on Putty Road'. Call back not requested.	<p>09:35 - Open Cut Examiner (OCE) notified.</p> <p>09:45 - Community Response Officer (CRO) completed inspection along the Putty Road and discussed with OCE potential sources of dust haze.</p> <p>Operational Controls Implemented:</p> <p>09:50 - Watercart sent to West Pit Extension and trucks instructed to drive to conditions in area following complaint in area.</p> <p>09:56 - Projects 'Work Area 4' EX68, mulcher and articulated haul trucks parked up and relocated to the North.</p> <p>09:55 - Dragline 103 (WML North Pit) intermittent dust delay (0.3 hours).</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
30/08/23 07:09 AM	Community complaint received regarding dust. Complainant stated: "complaint about the dust, has 80 odd people employed and they are struggling today". Call back requested.	<p>07:16 - Community Response Officer (CRO) called complainant back. Complainant stated that they had noticed a lot of dust recently and thought that it has been generated from the crusher pad and contractors loading topsoil near the old Wallaby Scrub Road. Complainant said that they understood there has been dry and smoky conditions recently however there needs to be better dust suppression going forward as they had a lot of black dust on their solar panels and in gutters at their company which they thought was likely generated by Mount Thorley Warkworth mine. Call ended amicably. Open Cut Examiner (OCE) notified.</p> <p>07:20 - CRO and OCE discussed Crusher Pad and projects work areas as possible sources of dust at time of complaint. Crusher Pad inspected, Nil dust visible leaving site. Projects work area not operational at time of complaint.</p> <p>07:35 - Run of Mine sprays at South Rom's identified as defective. Trucks tipping at South Rom instructed to wait until fixed before resuming. Loader 649 implemented intermittent loading to minimise dust generation delay. Valley wide haze and inversion haze present at time of complaint.</p>
29/08/23 08:40 PM	Community complaint received regarding dust. Complainant stated, 'Dust is visible on Putty Road'. Complaint received in person.	<p>20:40 - Community Response Officer (CRO) car was approached at the Bulga RFS monitoring location during routine noise monitoring. Complainant stated that if the CRO wanted to see dust, it was visible on the Putty Road at Wallaby Scrub gate and from the crusher. CRO stated that they were currently dealing with a noise exceedance, and that a dust inspection on Putty Road was their next task. Complainant stated that they could live with the noise but the dust was "killing us". Complainant went on to state the dust was going straight up from the contractors working at the clearing area whenever they were going to work or returning home over the last few weeks. CRO asked if the complainant wished to make this a formal complaint, complainant confirmed they did and returned to their vehicle.</p> <p>CRO completing noise exceedance management at time of complaint. OCE (Open Cut Examiner) notified. As a result of noise management, the following operational changes were implemented:</p> <p>19:55 - Dozer 523 (3.3 hours), Dozer 529 (2.6 hours), Dozer 232 (2.5 hours) parked up.</p> <p>20:35 - Shovel 345 (0.3 hours), Shovel 344 (1.5 hours), Excavator 322 (3.1 hours), Dozer 532(4.9 hours) and 21 trucks parked up.</p> <p>21:00 - Dozer 543 (2.1 hours), Dozer 536 (0.4 hours), Excavator 320 (1.7 hours), Excavator 321 (1.1 hours) and 28 trucks Parked up.</p> <p>Total truck downtime for shift 62.9 hours.</p> <p>21:15 Inspection of area, nil dust leaving site. OCE notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
28/08/23 07:51 PM	Community complaint received regarding noise. Complainant stated "Noise - trucks rocks loading - trucks going on and on." Call back requested.	<p>19:50 - Community Repose Officer (CRO) attended the Bulga RFS monitoring location and completed noise reading above relevant criteria. WML 38dBA MTO 38dBA, WML loading, truck, dozer and drill noise audible. MTO truck and dozer audible. Open Cut Examiner (OCE) notified.</p> <p>Operational changes implemented: Dozer 232 and Drill 224 parked up. MTO15 dump shutdown. Trucks diverted to WPS dump. Loading units touch load and use light horns, dozers restricted to 1st gear only.</p> <p>19:53 - CRO called complainant back. Complainant stated loading noise and truck noise were quite loud while feeding their horses. CRO stated they were completing readings at Bulga RFS monitoring location and had recorded a reading above limit, and that operational changes would be implemented. Following this, a reading would be undertaken at the Inlet Road monitoring location to confirm compliance at the location closest to the complainant. Call ended amicably.</p> <p>20:15 - CRO attended the Bulga RFS monitoring location and recorded noise reading above relevant criteria. WML 36dBA MTO 38dBA, WML loading, truck, dozer and drill noise audible. MTO truck and dozer audible. OCE notified.</p> <p>Operational changes implemented: MTO100 dump shutdown. Dozer 530, Drill 544 and 1 truck parked up.</p> <p>20:35 - CRO attended the Bulga RFS monitoring location and recorded noise reading on relevant criteria. WML 37dBA MTO 37dBA, WML loading, truck and dozer noise audible. MTO dozer noise audible. OCE notified.</p>
28/08/23 12:31 PM	Community complaint received regarding dust. Complainant stated, "Health Hazard Putty Road - Said you will understand." Call back not requested.	<p>10:15 - Community Response Officer (CRO) inspected area and Nil dust was visible leaving site. Open Cut Examiner (OCE) was also in the area at time and confirmed that the area was clear of dust. South easterly winds were also present throughout the morning leading up to and after complaint was made. No further action taken.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
26/08/23 07:45 PM	Community complaint received regarding noise. Complainant stated, "noise complaint". Call back requested.	<p>20:12 - Community Response Officer (CRO) called complainant back. Resident stated that current noise levels were too high, and they could clearly hear trucks, diggers and dozers. CRO confirmed that they would complete a follow up noise measurement at their relevant location. Complainant requested noise measurement to be carried at Wambo Road location rather than their relevant location at Inlet Road. CRO confirmed that a measurement would be completed at Wambo Road.</p> <p>20:30 - CRO attended the Wambo Road monitoring location and completed on relevant criteria. WML LAeq 38dBA truck and loading noise audible. MTO LAeq 37dBA. Truck noise audible. 11/7 shift supervisor notified.</p> <p>21:35 - CRO attended Wambo Road monitoring location, and recorded noise reading within relevant criteria. WML LAeq 36dBA truck and loading audible, MTO LAeq 36dBA truck and pump noise audible. 11/7 shift supervisor notified.</p>
25/08/23 09:41 AM	Community complaint received regarding dust. Complainant stated: 'Health hazard Putty Road'. Call back not request.	<p>09:45 - Community Response Officer (CRO) notified Open Cut Examiner (OCE) of complaint received, CRO confirmed with the OCE that an inspection of the relevant area was being completed. OCE confirmed all available water carts are manned.</p> <p>10:00 - CRO completed inspection along Putty Road, nil dust visible leaving site and no dust generation sources were evident. OCE notified.</p>
22/08/23 09:42 AM	Complaint received regarding dust. Complainant stated, "extreme health hazard on Putty Road". Call back not requested declined.	<p>09:45 - Community Response Officer (CRO) in area at time of complaint. Inversion haze visible. Nil single point source identifiable. Air quality monitors indicate dust levels within management conditions.</p> <p>Operational Controls implemented: Dragline 103 (WML West Pit) parked up for dust prior to complaint.</p> <p>09:50 - Projects Work Area 4 excavator and 4 articulated haul trucks relocated North away from Putty Road boundary to minimise dust generation near boundary.</p> <p>10:25 - Dragline 103 commenced intermittent loading techniques (10 minutes on/10 minutes off).</p>
21/08/23 12:16 PM	Community complaint received regarding blasting (V/O). Complainant stated, 'complaint about a blast shaking home.' Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor 106.10 OP dB 1.89 VPPV mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
21/08/23 12:11 PM	Community complaint received regarding blasting (V/O). Complainant stated, 'the blast that just went off at 12:10pm shook the house and rattled the windows. Livestock ran around the paddocks.' Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor 106.10 OP dB 1.89 VPPV mm/s.
17/08/23 03:05 PM	Community complaint received regarding Air (dust). Complainant stated 'health hazard on Putty Road'. Call back requested tonight at 05:50pm.	<p>15:10 - Community Response Officer (CRO) completed inspection along the Putty Road in response to complaint. CRO notified 11/7 Shift Supervisor of complaint and discussed controls.</p> <p>15:14 - 11/7 Shift Supervisor confirmed with CRO the following controls were in place to control dust: Two water carts allocated to campaign the West Pit South, Pit Connex and main haul road areas. (4 water carts operational and manned during shift). All HME operating in the West Pit south/ Pit Connex area speed reduced to 30km p/h to mitigate dust generation.</p> <p>Operational Delay during shift:</p> <p>11:35 - Excavator 322, Grader 854 and 6 haul trucks dust delay (1.5 hours).</p> <p>16:09 Drill 229 dust delay (0.8 hours).</p> <p>17:54 - CRO called complainant back.</p> <p>CRO advised complainant of operational downtimes and controls put in place throughout shift. CRO stated that additional inspections had been completed in response to their complaint. Complainant stated that they had parked on side of Putty Road for a short time and observed trucks travelling up to the dump with dust above wheel height. Complainant stated that there was a lot of money put into bike trails into the area by the local government however the dust coming from the mine was a health hazard that cyclists would have to endure. Complainant said they would continue to complain if conditions were dusty, CRO agreed that this was the best option if they had any issues in the future. Call ended amicably.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
17/08/23 12:29 AM	Community complaint received regarding noise. Complainant stated "The noise coming off the mines, trying to sleep and it's driving me nuts. Sounds like a drone from the dozers and trucks. Same noise as the one he complained a few weeks ago. Was fixed the next day and hasn't happened until tonight ". Call back requested the following day.	01:05 - Community Response Officer (CRO) attended the Bulga RFS noise monitoring location and obtained a handheld noise reading on criteria - WML 37dBA, MTO 37dBA. Truck and loading noise audible from WML and truck and dozer noise audible from MTO. 09:30 - CRO called complainant back regarding complaint that night. Complainant explained they were unhappy with the level of noise overnight the dozer track and truck droning noise were heard. CRO advised of noise monitoring complete on NS and the operational controls completed to manage noise. Complainant also mentioned they were not happy with impact of blasting to their home. Call ended amicably.
16/08/23 11:51 PM	Community complaint received regarding noise. Complainant stated, "Noise coming from the mine, please lower noise". Call back not requested.	23:20 - Community Response Officer (CRO) attended the Wambo Road monitoring location prior to complaint received and completed noise reading below relevant criteria - WML 35dBA, MTO 35dBA. Truck and loading noise audible.
11/08/23 09:39 AM	Complainant received regarding dust. Complainant stated, 'health hazard on Putty Road.' Call back not requested.	09:47 - Community Response Officer (CRO) travelled along Putty Road from Broke Road to Bulga RFS completing inspection in response to complaint. CRO observed Valley wide haze visible throughout morning period. Minor haze visible on roadway near Charlton Road from lifting inversion. Inversion haze identified earlier in shift and operational controls in place. 11/7 Shift Supervisor notified. Operational Controls Implemented: 07:00 - Additional watercart manned to campaign West Pit. 07:30 - Watercart 843 relocated from Centre Pit to West Pit to mitigate dust on Putty Road. Dragline 101 commenced intermittent loading techniques. 08:09 - Dragline 101 dust delay (2.1 hours). 08:20 - Watercart manned (5 operational). 10:15 - Dragline 101 dust delay (0.1 hours).

Date/Time Received	Description of Complaint	Immediate Action Taken
10/08/23 07:36 PM	Complaint received by text to Environment & Community Advisor regarding dust. Complainant stated "I am smart enough to know that MTW is not responsible for the wind direction and / or the velocity, but it is sure responsible for dust generation and its presents." Complainant advised they have photographs, that his contact was a formal complaint, and to "please do something to improve this serious situation."	19:46 - Environment & Community Advisor (ECA) passed text details to Environment & Community Manager (ECM). 11/08/2023 10:05 - ECM responded to complainant by email advising that MTW was implementing dust minimisation controls in accordance with the Air Quality Management plan in response to changed wind conditions, and that his complaint would be added to the complaint register. ECM also advised that text messages are not the avenue for lodging complaints, as they may not be immediately received or responded to, and provided the MTW 24 hour complaints line phone number.
09/08/23 02:59 PM	Community complaint received regarding blasting (Vibration). Complainant stated, 'wanting to make a complaint about the shaking of his home from the blast.' Call back not requested.	Preliminary blast monitoring results indicate blast results within management conditions. Wambo Road Blast Monitor 99.82 OB dB 3.64 VPPV mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
03/08/23 12:35 PM	Complaint received by email to Environment & Community Manager (ECM) regarding blast vibrations. Email stated that their nearby property “experienced an uncomfortable level of building movement (workshop) and no doubt my home”. Complainant requested results from their closest blast monitor. Complainant stated that they will be inspecting their home for damage and that their email was an official complaint. Call back not requested.	<p>13:57 – Environment & Community Manager (ECM) responded to complainant via email. ECM advised complainant of the preliminary blast results at the Abbey Green monitoring location and confirmed that all blast monitors suggested results were <107dB, and <2.7mm/sec. ECM advised complainant that they will receive a more prompt response if their complaint is lodged via the community complaints hotline.</p> <p>Preliminary blast results indicate blast was within management conditions. Abbey Green blast monitor Peak OP 107.66dB Peak Vib 0.16mm/sec.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
02/08/23 10:04 PM	Community complaint received regarding noise. Complainant stated, 'trying to get to sleep and a ridiculous amount of noise coming from there tonight.' Call back requested for next day.	<p>22:00 - Community Response Officer (CRO) attended the Wambo Road (most relevant to complainant's address) monitoring location and recorded reading above limit at time of complaint. Wambo Road WML LAeq 40dBA, loading and truck noise audible. MTO inaudible. 11/7 Shift Supervisor notified.</p> <p>22:28 - Shovel 345 haul trucks speed reduced to 30km/h until on the eastern side of the WML cut. 22:30 - Excavator 313, Excavator 319, Excavator 320, Excavator 323, Excavator 324 (WML North Pit), Shovel 345, Excavator 321 and 50 haul trucks (WML West Pit) parked up (noise) - cumulative total 43.41 hours. 22:50 - CRO attended the Wambo Road monitoring location and recorded reading on relevant criteria. WML LAeq 36dBA truck and loading noise audible. MTO inaudible. 23:05 - Excavator 324 (WML North Pit), Excavator 318, Dozer 504, Dozer 536, Dozer 540 and 25 haul trucks (WML West Pit) parked up (noise) - cumulative total 25 hours. 23:10 - CRO attended Bulga Village monitoring location and completed reading below relevant criteria. WML LAeq 33dBA truck noise audible. MTO inaudible. 03/08/23 12:54 - Day shift CRO called complainant back. Complainant stated that there was loud droning last night emitted from MTW operations that continued until 02:00am. CRO advised complainant that there had been several major operational changes made in response to their complaint and that there were elevated noise levels on the night prior. Complainant stated that the noise has been getting worse over time and didn't know if he could continue putting up with it. Complainant told CRO that they also were sick of the blasts, and that the blast today had caused structural damage to their home. CRO advised complainant that if they have any concerns in the future to call the complaints hotline and that the CRO on duty will follow up their concern. Call ended amicably.</p> <p>Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor 94.87 OP dB 2.02 VPPV mm/s</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
02/08/23 10:02 PM	Community complaint received regarding noise. Complainant stated, 'excess noise in Bulga tonight, cannot sleep.' Call back not requested.	<p>22:00 – Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded reading above limit at time of complaint. Wambo Road WML LAeq 40dBA, loading and truck noise audible. MTO inaudible. 11/7 Shift Supervisor notified.</p> <p>22:30 - Operational Changes implemented: Excavator 313, Excavator 319, Excavator 320, Excavator 323, Excavator 324 (WML North Pit), Shovel 345, Excavator 321 and 50 haul trucks (WML West Pit) parked up (noise) - cumulative total 43.41 hours.</p> <p>22:50 - CRO attended the Wambo Road monitoring location and recorded reading on relevant criteria. WML LAeq 36dBA truck and loading noise audible. MTO inaudible.</p> <p>23:05 - Excavator 324 (WML North Pit), Excavator 318, Dozer 504, Dozer 536, Dozer 540 and 25 haul trucks (WML West Pit) parked up (noise) - cumulative total 25 hours.</p> <p>23:10 – CRO attended Bulga Village monitoring location (most relevant to complainant’s address) and completed handheld reading below relevant criteria. WML LAeq 33dBA truck noise audible. MTO inaudible.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
02/08/23 09:23 AM	Community complaint received regarding noise. Complainant stated, 'noise complaint.' Call back requested.	<p>09:35 - Environment & Community Advisor (ECA) called complainant back. Complainant stated that there was audible mining noise from MTW Operations earlier that morning at approximately 05:30-06:00am and again at 09:00am. ECA informed complainant that the routine noise monitoring had been completed over night and up until 9am. Noise levels over night had been recorded over noise limit and operational changes implemented with follow up noise measurements on relevant criteria. ECA informed complainant that equipment had been modified in previous shift due to elevated noise levels recorded during routine noise monitoring. Complainant asked if there have been any other noise complaints lodged, ECA advised complainant that a complaint was received from Wambo Road earlier in the morning at a similar time to time they had indicated noise. Complainant told ECA that their property is elevated and think their location is more susceptible to noise then other monitoring locations. ECA committed to having additional monitoring completed at the Inlet Road Monitoring location over the coming nights. Complainant also mentioned they have noticed an increased level of dust recently. ECA told complainant that they are welcome to lodge a complaint through the complaints hotline if they have any concerns in the future. Call ended amicably.</p> <p>Noise Summary from shift:</p> <p>05:00 - Dozer 536 (0.1 hours), Dozer 539 (1.3 hours) and Dozer 540 (0.7 hours) parked up.</p> <p>05:45 - West Pit loading units switched to light horns.</p> <p>06:20 - Community Response Officer (CRO) attended Bulga RFS monitoring location and completed noise reading on relevant criteria. WML 37dBA loading and truck noise audible. MTO 37dBA dozer and truck noise audible. Other noise sources also audible.</p> <p>07:15 - ECA attended the Wambo Road monitoring location and completed noise reading on relevant criteria. WML 38dBA loading and truck noise audible. MTO inaudible.</p> <p>07:45 - ECA attended the Bulga RFS monitoring location and was unable to complete monitoring due to local interference (local machinery) WML dozer, truck and loading audible. MTO Inaudible.</p> <p>07:50 - West Pit dozers restricted to 1st gear.</p>
02/08/23 05:21 AM	Community complaint received regarding noise. Complainant stated, 'loud disgusting noise going for approximately an hour now.' Call back not requested.	<p>05:40 – (Community Response Officer) CRO attended Wambo Road monitoring location and was unable to complete handheld reading due to local interference (farm animals at nearby property). WML truck, horn and loading. MTO truck noise audible.</p> <p>05:45 – West Pit loading units switched to light horns.</p> <p>06:20 – CRO attended the Bulga RFS monitoring location and completed handheld reading on relevant criteria. WML 37dBA loading and truck noise audible. MTO 37dBA dozer and truck noise audible.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
01/08/23 12:08 PM	<p>Community complaint received by email to Environment & Community Advisor regarding blast dust. A photo was provided by the complainant alleging "blast dust cloud has migrated from off the MTW immediate site onto neighbours properties." The complainant estimated the size and volume of the cloud, and estimated wind direction 160-200 degrees. Complainant requested to "Please treat this as a visual, a health and safety complaint as well as completely against the mines consent approval conditions." Call back not requested.</p>	<p>13:02 - Environment & Community Advisor (ECA) forwarded complaint to Environment & Community Manager (ECM). 13:41 - Environment & Community Manager (ECM) called complainant back. ECM advised complainant that the blast was in the Warkworth pit, wind direction at the time of blast was from north to north-northwest, and not from the south that was described in the complaint. Complainant agreed they had described wind direction as where wind is heading towards, rather than where it is coming from. ECM advised the blast dust could travelled across the Putty Road, which had a road closure in place, and over Mount Thorley Operations where it dissipated prior to reaching Bulga Coal Operations. Complainant asked about the height and nature of dust monitoring, indicating methods he was aware of. ECM advised that dust monitoring is typically head height with compliance monitoring done in the area of nearest private receivers and monitoring on MTW property close to operations undertaken for operational dust control / inspections purposes. ECM advised there is significant buffer lands surrounding MTW operations before nearest private receivers. MTW leases out properties within buffer lands but needs to advise tenants of potential for higher dust levels and provide additional information on this. ECM also recommended that complaints can be made via the complaints line, or in his case, via email to ECM, and not by text or by email to ECA. Call ended amicably.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
30/07/23 09:43 AM	Community complaint received regarding dust. Complainant stated, 'dust creating health hazard on Putty Road at Charlton Road intersection'. Call back requested.	<p>09:44 - Community Response Officer (CRO) notified the Shift Supervisor of complaint received, CRO confirmed with the Shift Supervisor that an inspection of the relevant area was completed prior to the complaint at approximately 9am. The shift Supervisor confirmed all water carts are manned and that Excavator 321 was parked up due to mechanical issues.</p> <p>09:50 - CRO returned requested call back to complainant. Complainant requested to know what equipment was shut down following their complaint the previous day. The complainant also requested the area to be inspected today as per the complainants concerns of air quality hazards for cyclists utilising the Putty Road. The CRO confirmed with the complainant they had recently completed an inspection of that area and committed to completing a follow up inspection of the area when the call is finished. The CRO confirmed the complainant's concerns would be passed onto the Shift Supervisor and all air quality monitoring systems would be reviewed and monitored for the remainder of the shift. The CRO confirmed with the complainant that the air quality data was reviewed and being actively monitored, all available water carts were manned and operational, two water carts were allocated to exclusively campaign the West Pit south circuits and park up areas. The complainant was not satisfied with the response and operational controls implemented in response to their complaint. The CRO advised the complainant that a member from the sites Environment and Community team would follow up their complaint during the week.</p> <p>10:25 - CRO completed follow up inspection along Putty Road between the Mount Thorley and Warkworth operation. Nil dust visible leaving site, all air quality monitoring systems below trigger limits. Shift Supervisor notified.</p> <p>31/07/2023 - Environment and Community Manager followed up concerns with complainant.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
29/07/23 09:22 AM	Community complaint received regarding dust. Complainant stated: "dust from the mine is creating a health hazard for cyclist on putty road". Call back requested.	09:43 - (Community Response Officer (CRO) returned requested call back to the complainant. The complainant discussed the dust witnessed along the Putty Road earlier that morning on a bicycle ride in the area and voiced concerns regarding the health implications. The complainant requested the company 'clean up the dust deposited on the roadway to make the area less of a health risk to cyclists. The CRO asked the complainant if they were able to help describe any specific areas or equipment within the mining lease causing any specific dust generation, the complainant was unable to give any feedback or describe any general area dust was being generated within the mine site. The CRO asked if the complainant would like a call back later in the day with an update, the complainant did not respond if they would like to accept the offer. The CRO confirmed with the complainant that they were currently in the area of concern completing an inspection and would communicate their concerns with the Shift Supervisor after the phone call is finished. The CRO commenced discussing the current dust suppression controls that were in place at the time of the phone call and the complainant spoke over the CRO stating 'It's not good enough, just shut everything down' then terminated the call.
26/07/23 02:28 PM	Community complaint received regarding blasting (Vibration). Complainant stated, 'shaking of his home from a blast post code 2330' Call back not requested.	11/7 Shift Supervisor notified. Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor Overpressure 96.31 dB, Peak Vibration 2.13 mm/s.
24/07/23 03:55 PM	Community complaint received regarding blasting (Vibration). Complainant stated, 'severe shaking of home due to blast.' Call back not requested.	11/7 Shift supervisor notified. Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor Over Pressure 103.57 dB Peak Vibration 1.4 mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
17/07/23 08:13 PM	Community complaint received regarding noise. Complainant stated, 'noise level are horrific dumping in the trucks.' Call back requested.	<p>20:25 - Community Response Officer (CRO) attempted to call complainant back, no answer. 20:30 - CRO attended the Bulga RFS monitoring location and completed handheld reading above relevant criteria. WML LAeq 39dBA, LAmax 48dBA horn, dozer, truck and loading noise audible. MTO LAeq 37dBA truck and dozer noise audible. 11/7 Shift Supervisor notified.</p> <p>20:55 - Operational Changes implemented: West Pit loading units implemented light horns. CRO attended the Bulga RFS monitoring location and completed follow up handheld reading above relevant criteria. WML LAeq 39dBA, LAmax 49dBA horn, dozer, truck and loading noise audible. MTO LAeq 37dBA truck and dozer noise audible.</p> <p>21:20 - Operational Changes implemented: Loading units 318, 321, relevant trucks and 6 Dozers parked up.</p> <p>21:25 - CRO attended the Bulga RFS monitoring location and completed follow up handheld reading on relevant criteria. WML LAeq 37dBA LAmax 46dBA, truck noise audible. MTO LAeq 37dBA pump and dozer noise audible.</p>
14/07/23 08:27 PM	Community complaint received regarding lighting. Complainant stated: "light hitting crest of the hill blinds you south bound as you go over hill". Call back not requested.	20:50 - Community Response Officer (CRO) completed inspection along Golden Highway and found Excavator 319 shut down lighting plant potentially intrusive. 11/7 Shift supervisor notified, and lighting plant lowered and tilted down. CRO completed follow up inspection and deemed lighting plant not intrusive.
26/06/23 07:08 PM	Community complaint received regarding lighting. Complainant stated, "bright light shining through window". Call back requested.	<p>19:19 - Open Cut Examiner (OCE) called complainant back, no answer. OCE left voicemail stating that they were completing inspections to identify the potentially intrusive lighting source and if the complainant wished for further communication, to call the complaint hotline.</p> <p>19:40 - OCE completed inspection from Mount Thorley Operations RL 154 dump and identified 2 lighting plants as the potential intrusive light source. The lighting plants were then lowered and tilted down.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
19/06/23 12:37 PM	Community complaint received regarding blasting (V/O). Complainant stated, "severe shaking of his home from blast". Call back not requested.	19/06/23 12:50 - Preliminary blast monitor results indicate the blast was within management conditions at Wambo Road as the peak overpressure was 99.84 dB and the peak Vibration was 1.76 mm/sec. 11/7 shift supervisor notified. 22/06/23 13:00 - Confirmed that the blast was within management conditions at Wambo Road and all other monitoring locations according to the final, high resolution blast monitor data. Final results for Wambo Road indicated a peak overpressure of 92.10 dB and a peak Vibration of 1.76 mm/sec.
13/06/23 01:07 PM	Community complaint received regarding blasting vibrations. Complainant stated, "Shaking of home from blast". Call back not requested.	Preliminary blast monitor results suggest blast within management conditions for the Wambo Road Blast Monitor: Peak OP: 101.18 dB, Peak Vib: 2.22mm/sec. 11/7 shift supervisor notified.
10/06/23 09:34 AM	Community complaint received regarding Air (Dust). Complainant stated, "Dust from Warkworth mine". Call back not requested.	9:35 - Community Response officer (CRO) completed inspections of Putty Rd, Bulga Village, Wambo Road and Golden Highway due to ambiguity of complaint. Nil dust visible in Bulga Village or Golden Highway. Valley wide haze visible. Morning site inversion present with inversion haze visible. Minor point source identifiable from Putty Road/Charlton Road Intersection. Dozer 533 and Dozer 538 were parked up in response to dust. 11/7 Shift Supervisor notified.
06/06/23 02:47 PM	Community complaint received regarding traffic. Complainant alleged they witnessed a vehicle leaving MTW access road driving in an unsafe manner. Call back not requested.	MTW site management identified the driver of the vehicle. Conversation with the driver was completed regarding the complaint and safety both in the workplace and outside the workplace.
05/06/23 02:40 AM	Community complaint received regarding noise. Complainant stated, 'noise is too high, please quieten it down.' Call back not requested.	02:40 – 11/7 shift supervisor notified of complaint. 03:00 – Community Response Officer (CRO) attended Wambo Road monitoring location and recorded handheld noise reading below relevant criteria. WML LAeq 35 dBA truck and dozer noise audible. MTO 30 dBA pump noise audible. 11/7 Shift Supervisor notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
24/05/23 04:59 PM	Complaint received regarding dust by SMS to Environment & Community Advisor mobile. Complainant stated in SMS, "This photograph was taken approx. 4:45pm and it is clear that the point of origin is in the direction of the MTW mine. This is a complaint regarding local Air Quality from mining. Would you care to comment and provide mitigation measures". Call back not requested.	25/5/2023 09:17 - Environment & Community Advisor responded to complainant by SMS. "Hi [Complainant], This is not the complaint hotline. The number for the complaint hotline is 1800 656 892. In this instance, your complaint has been registered and passed on to the Environment & Community Manager. Please direct any future complaints to the complaints hotline." 26/5/2023 10:07 - Environment & Community Manager provided a response by email to the complainant. The response noted a dust haze present in the entire Hunter Valley and provided the dust mitigation measures in operation on the date of the complaint. The response also directed the complainant to utilise the complaints hotline for immediate contact back regarding any issues identified.
24/05/23 04:04 PM	Community complaint received regarding Air (dust). Complainant stated, "Level dust of coming out of the mining area". Call back requested.	14:10 - Community Response Officer (CRO) attempted to contact complainant, message left regarding following up on complaint and inviting the complainant to follow up if they wished to discuss further. 14:13 - Follow up complaint received regarding dust. Complainant stated, "dust complaint"/ Call back requested. 11/7 shift supervisor notified. 14:20 - CRO called the complainant back, complainant who was rather unhappy with the level of dust they thought was leaving site. With serious concerns for the health for their family and themselves and the surrounding environment. CRO outlined the current inversion conditions and the controls in place to mitigate dust generation and help reduce any apparent levels of dust leaving site. Complainant went onto state their concerns with other areas of the mine site such as noise and the ever-reducing distance between the mine site and the community. CRO indicated that they are happy to discuss their concerns and are available 24/7 when the complainant has any issues that might need addressing. Complainant thanked CRO for listening and understanding. Call ended amicably. 11/7 Shift Supervisor notified.
16/05/23 01:40 AM	Community complaint received regarding noise. Complainant stated, 'can't sleep through the noise.' Call back not requested.	02:00 – Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded reading below relevant criteria. WML LAeq 31dBA truck and dozer noise audible. MTO inaudible. 11/7 shift supervisor notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
12/05/23 11:09 PM	Community complaint received regarding Noise. Complainant stated, "lower the noise so people can sleep". No call back requested.	<p>23:20 - Community Response Officer (CRO) attended Bulga RFS monitoring location and completed a noise reading above relevant criteria. WML 38dBA loading, dozer and truck noise audible. MTO 37dBA truck, pump and dozer noise audible. 11/7 shift supervisor notified.</p> <p>Operational changes: - Excavator 321 and relevant trucks sent for early crib. Shovel 345 touch loading and light horn implemented.</p> <p>23:50 - CRO attended Bulga RFS monitoring location and completed a noise reading on relevant criteria. WML 37dBA loading, truck and dozer noise audible. MTO 37dBA truck, pump and dozer noise audible.</p> <p>01:20 - CRO attended Wambo monitoring location and completed a noise reading below relevant criteria. WML 32dBA dozer, truck and loading noise audible. MTO 31dBA truck noise audible.</p>
05/05/23 06:07 PM	Community complaint received regarding lighting. Complainant stated, "lighting issue – sodium light pointing directly at property would like to redirect". Call back requested.	<p>18:07 - Community Response Officer (CRO) completed inspection along Putty Road and identified the Battleaxe RL 145 dump lighting plant as potentially intrusive. 11/7 Shift Supervisor notified.</p> <p>18:17 - CRO called complainant back, no answer. CRO left message stating they have identified the potentially intrusive lighting plant and will redirect as soon as possible. CRO stated they would attempt to call again later as complainant requested a call back.</p> <p>18:30 - CRO called complainant back. Complainant stated that there was an orange lighting plant likely in the void at the boundary of WML which had been visible also on the previous night. Complainant stated they would like the lighting plant tilted down. CRO committed to getting the lighting plant repositioned. Call ended amicably.</p> <p>11/7 Shift Supervisor notified.</p> <p>18:59 - Lighting plant relocated on dump and redirected Southeast. Inspection completed and lighting plant not intrusive.</p>
05/05/23 12:17 PM	Community complaint received regarding blasting (V/O). Complainant stated "house shaken from blast". Call back not requested.	11/7 shift supervisor notified. Preliminary blast results indicate blast was within management conditions: Wambo Rd OP 96.95 dB, VPPV 1.31 mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
28/4/2023 06:30 PM	Community complaint received regarding Air (Dust). Complainant stated "have noticed a large amount of dust coming from the site and causing a lot of health issues". Call back requested.	18:37 - Community Response Officer (CRO) called complainant back. Complainant expressed concerns of high levels of dust seen coming from MTW during the day and their concern for the health issues it causes. Complainant informed they had taken photographs of the dust. CRO noted details of complainants concerns and provided to Environment and Community Department and 11/7 shift supervisor was also informed of complaint.
25/4/2023 10:14 PM	Community complaint received regarding noise. Complainant stated "please lower noise. Has been loud for the last two nights, but tonight it's over the top ". Call back not requested.	22:40 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed reading below relevant criteria. WML LAeq 36 dBA. MTO 33dBA audible. 11/7 shift supervisor notified. 01:00 - CRO attended the Wambo Road monitoring location and completed a follow-up reading below relevant criteria. WML LAeq 32 dBA. MTO 30dBA audible. 11/7 shift supervisor notified.
17/4/2023 10:03 AM	Complaint received by email to Environment & Community Manager (ECM) regarding dust from 16/04/23. Photos were provided by the complainant alleging dust impacts which the complainant advised was unacceptable.	17/04/2023 13:52 - ECM responded by email that the complaint had been received, would be investigated, and will be added to the complaints register. 19/04/2023 16:09 - ECM provided further response in relation to the dust complaint which indicated that there were no mining operations in the North Out Of Pit Dam area shown in the complainant's photographs, that wind speeds significantly increased at the time of the complainant's photographs which may have mobilised dust from disturbed areas, and that dust monitoring results were well within the 24hr compliance limit despite elevated wind speeds. The direct complaints phone number was provided in case of a more immediate complaint issue, and an offer for an opportunity to discuss in more detail.
07/4/2023 12:51 AM	Community complaint received regarding noise. Complainant stated "excessive amount of noise from mine". Call back not requested.	01:10 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed reading above relevant criteria. WML LAeq 38 dBA. MTO 34dBA audible. 11/7 shift supervisor notified. 01:15-02:10 - Dozer 529 and Drill 231 shutdown. Shovel 322 and 324 modified loading technique and light horns. 8 trucks from Shovel 324 allocated to alternate travel route. 02:10 - CRO attended Wambo Road monitoring location and completed follow up reading below relevant criteria. WML LAeq 35 dBA. MTO 31dBA. 11/7 shift supervisor notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
25/3/2023 07:51 PM	Community complaint received regarding noise. Complainant stated "Dropping first load". Call back not requested.	20:25 - Community Response Officer (CRO) attended the Inlet Road monitoring location and completed noise reading above relevant criteria. WML 39dBA truck, dozer and loading noise audible. MTO 37dBA pump noise audible. 11/7 shift supervisor notified. 20:30 - Light horns and touch loading implemented, at Loading units 324, 345, 322 and 321. Dozers to 1st gear. 20:40 - CRO completed follow up measurement at the Inlet Road monitoring location and recorded noise reading below relevant criteria. WML LAeq 35dBA truck, dozer and loading noise audible. MTO 35dBA pump audible. 11/7 shift supervisor notified.
24/3/2023 08:31 PM	Community complaint received regarding lighting. Complainant stated, "three lights shining in bedroom window from the dump... will call back in 10 minutes if not turned off". call back not requested.	20:31 - Community Response Officer (CRO) had completed routine lightning inspections prior to complaint and did not observe any potentially intrusive lights. CRO unable to respond to specific location to complete inspection due to location not provided in complaint and call back not requested. CRO and 11/7 shift supervisor discussed possible lighting sources with no particular lights identified to be potentially intrusive. 20:54 - Second community complaint received regarding lighting. Complainant stated, "light shining into bedroom window still on". Call back not requested. Complainant's details noted in second complaint. 11/7 shift supervisor notified of second complaint. No location provided in second complaint, in response CRO called complainant to get approximate position of the lights. Complainant advised they are located at Wylies Flat. 21:00 - CRO travelled to Wylies Flat and completed inspection and observed lighting plants. Operational changes in response: Pit View RL170 lighting plant switched off and CD Stockpile lighting plants tilted down.
21/3/2023 10:04 PM	Community complaint received regarding noise. Complainant stated, "can the noise be lowered please?". Call back not requested.	22:20 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded noise reading below relevant criteria. WML LAeq 34 dBA truck and dozer noise audible. MTO inaudible. 11/7 Shift Supervisor notified.
14/3/2023 04:42 PM	Complaint received by email regarding dust. Complainant enquired about dust emissions from activities on 14 March 2023. A response by email was requested.	15/03/2023 17:42 - E&C Manager (ECM) provided email response indicating complaint will be added to complaints register. 16/03/2023 12:06 - ECM provided further response in relation to the Air Quality Management Plan which addresses development consent requirements, where to obtain the AQMP and environmental performance data from the MTW website, and also the direct complaints phone number in case of a more immediate complaint issue. An opportunity to discuss in more detail was also offered.

Date/Time Received	Description of Complaint	Immediate Action Taken
14/3/2023 09:54 PM	Community complaint received regarding noise. Complainant stated, "please lower noise". Call back not requested.	22:15 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded a handheld reading below relevant criteria. WML 34dBA truck, dozer and loading noise audible. MTO 34dBA truck, dozer and pump noise audible. 11/7 Shift Supervisor Notified.
13/3/2023 07:43 PM	Community complaint received regarding lighting. Complainant stated, "Light shining through window." Call back not requested.	20:00 - Community Response Officer (CRO) completed inspection along Wambo Road and Identified CD190 lighting plant, 11/7 Shift Supervisor notified. 20:15 - CD RL190 Dump lighting plant switched off.
13/3/2023 08:05 AM	Complaint received by email regarding dust. Complainant enquired about dust emissions from activities on 9 March 2023. A response by email was requested.	14:42 - ECM provided email response with advice of website details for information on operational controls and environmental performance. Complaint added to complaints register.
12/3/2023 08:14 PM	Community complaint received regarding lighting. Complainant stated, "two lots of lights shining through lounge room windows." Call back requested.	20:14 - Community Response Officer (CRO) and 11/7 Shift Supervisor discussed possible lighting sources. 20:22 - CRO called complainant back, delay in call back due to poor phone service in area. Complainant stated they had two lights shining in their lounge room window. One white and one orange, complainant stated that it was visible for a week however they only noticed it to be an annoyance when sitting in a particular chair in their lounge room. CRO committed to complete an inspection in their area and to make changes to the lighting plants positioning. CRO travelled to complainant's location. Identified CD190 lighting plant and associated dozer as potentially intrusive. 20:40 - Lighting plant lowered and tilted down, redirected north. Dozer to avoid working on western face.

Date/Time Received	Description of Complaint	Immediate Action Taken
09/3/2023 08:31 AM	Complaint received by email regarding dust. Complainant enquired about dust from activities the previous day on 8 March 2023 with reference to the NSW Government Upper Hunter air quality monitoring network. A response by email was requested.	09:10 - An investigation in progress regarding complaint from the same complainant the previous day was extended to include 8 March 2023, so that a written response could be prepared for the complainant. 09:10 - Environment & Community Manager (ECM) responded to complainant email indicating that we would review his additional dust concern in our written response. 17:35 - ECM provided a written response to complainant addressing the issues.
08/3/2023 10:12 AM	Community complaint received by email regarding Air (dust). Complainant enquired about dust from blasting activity the previous day on 7 March 2023 between 11:00am and 12:00pm and also dust in the area with reference to the NSW Government Upper Hunter Air Quality Monitoring Network. A response by email was requested.	12:26 - Environment & Community Manager (ECM) responded to complainant email indicating that we would review their concerns and respond in due course. 9/03/2023 17:35 - ECM provided a detailed written response to complainant addressing the issues.

Date/Time Received	Description of Complaint	Immediate Action Taken
06/3/2023 02:28 PM	Community complaint received regarding air (dust). Complainant stated, "calling about dust coming out of the mine". Call back requested.	<p>14:54 - Community Response Officer (CRO) called complainant back. Complainant stated that they wished to lodge a complaint regarding the dust coming out of Warkworth. CRO asked if there was a specific area or equipment the complainant had noticed that triggered the complaint. Complainant stated there was no specific area, just that the prevailing hot and windy conditions had caused a lot of dust. CRO thanked complainant for their call, call ended amicably. 11/7 shift supervisor notified. Prior to complaint:</p> <p>06:09 - Dragline 103 commenced intermittent dust delay (1.6 hours) and intermittent loading 10 minutes on/ 10 minutes off.</p> <p>11:53 - Drill 231 dust delay (3.9 hours).</p> <p>13:46 - Excavator 323 dust delay (2.0 hours).</p> <p>13:53 - Loader 649 dust delay (1.5 hours).</p> <p>13:51 - Drill 233 dust delay (1.4 hours).</p> <p>13:55 - Drill 229 (1.8 hours).</p> <p>13:58 - Drill 230 dust delay (0.3 hours).</p> <p>13:49 - 3 haul trucks dust delay (4.3 hours).</p> <p>14:29 - Dozer 529 dust delay (1.3 hours).</p>
06/3/2023 01:34 PM	Community complaint received regarding dust. Complainant stated, "dust complaint". Call back requested.	<p>13:35 - Community Response Officer (CRO) completed inspection along Golden Highway North. Observed significant dust travelling across highway from North Rom Stockpile, originating from Loader 649 and associated haul trucks. 11/7 notified.</p> <p>13:39 - CRO called complainant back. Complainant unhappy about the amount of dust coming from North Rom's area. CRO advised complainant that they had committed to completing inspection in area. CRO asked if it was specifically dust along roadway or if there was dust travelling to their home nearby. Complainant ignored CRO's questions to gather more information. Complainant stated that they wanted the Loader and trucks to be shut down immediately. CRO stated that they would pass their concerns to the shift supervisor 11/7 and changes would be made accordingly. Complainant unhappy with answer and advised they would inform EPA if changes weren't made when they drove past in 5 minutes. CRO thanked complainant for their call. Call ended abruptly. 11/7 notified. Operational Changes implemented:</p> <p>13:49 - 3 trucks dust delay (4.3 hours).</p> <p>13:53 - Loader 649 dust delay (1.5 hours).</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
03/3/2023 10:55 PM	Community complaint received regarding noise. Complainant stated, "the mine is making a lot of noise". Call back not requested.	<p>22:50 - Community Response Officer (CRO) completed routine noise monitoring at the Wambo Road monitoring location below relevant criteria. WML 33dBA truck and drill noise audible. MTO 33dBA truck and pump noise audible.</p> <p>23:10 - In response to complaint CRO completed noise monitoring at the Wambo Road monitoring location below relevant criteria. WML 33dBA truck and drill noise audible. MTO 33dBA truck and pump noise audible. 11/7 Shift Supervisor notified.</p>
03/3/2023 09:13 PM	Community complaint received regarding lighting. Complainant stated, "light shining through bedroom window". Call back not requested.	<p>21:00 - Operations setting up lighting plant erected on the CD 190 dump. Community Response Officer (CRO) completed inspection at Bulga RFS monitoring location and observed lighting plant. In response lighting plant redirected to minimise impact from Bulga RFS monitoring location.</p> <p>21:10 - CRO completed inspection from Wambo Rd, Lighting plant observed. In response, lighting plant redirected and lowered to minimise impact. Lighting plant no longer visible from Wambo Road.</p> <p>21:13 - Complaint received. 11/7 shift supervisor notified. CRO did not call back as complaint detail listed the call back as "unsure".</p> <p>21:26 - Lighting plant lowered and redirected to minimise impact at Complainant residence. CRO completed inspection along Wambo Road and found lighting plant not visible from the road.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
17/2/2023 07:50 PM	Community complaint received regarding Air (Dust). Complainant stated, "complaint with dust levels from the mine in general". Call back requested.	<p>20:07 - Community Response Officer (CRO) called complainant back. Complaint was lodged by the Environment Protection Authority (EPA) officer on behalf of an anonymous complainant. EPA officer advised the complaint was about mine dust in general for day shift 17/02/2023.</p> <p>Operational changes to mitigate dust on the 17/02/2023</p> <p>DS:</p> <p>07:00 - Autobahn and MTO dump systems were closed at start of shift, to maximise watercart efficiency. 08:00 - Nth188 dump system and PV170/CD190 dump system closed for dust. 10:12 - L649 dust delay (6.8hrs). 11:28 - EX312 dust delay (5.5hrs). 15:16 - EX320 dust delay (0.2hrs). 15:19 - EX319 dust delay (0.2hrs). 16:00 - EX323 dust delay (1.0hrs). 16:03 - S345 dust delay (0.1hrs). 16:40 - EX318 dust delay (0.2hrs). 44 trucks intermittent dust delays (cumulative total 11.6hrs). Graders restricted to vital road repairs only.</p> <p>NS:</p> <p>17:00 - 14 trucks intermittent dust delays (cumulative total 1.9hrs). 20:39 - DL103 intermittent dust delay (0.3hrs). WC prioritizing high risk areas (Pit Connex).</p> <p>Additional items to note: A 26Ha fire in Jerrys Plains on Thursday 16/2 night, leaving a smoke/dust inversion which remained in the valley until wind speeds increased around midday Friday 17/2. DL101 and DL103 were not operational for the entire shift.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
24/2/2023 11:55 AM	Community complaint received regarding blasting fumes. Complainant stated, “blast fumes affected his house”. Call back requested, complainant stated to keep trying if no answer.	<p>12:05 - Community Response Officer (CRO) attempted call back. No answer.</p> <p>12:06 - CRO attempted call back. No answer.</p> <p>12:06 - CRO contacted Environment and Community (E&C) Advisor to inform about complaint and unsuccessful calls.</p> <p>12:14 - CRO attempted call back. No answer.</p> <p>12:45 - CRO attempted call back. No answer. CRO left voicemail outlining they had attempted contacting complainant but were unsuccessful.</p> <p>16:31 - CRO contacted E&C Advisor via email that they were unsuccessful in contacting complainant during the day. Requested E&C team to follow up the next business day.</p> <p>16:42 - Second complaint received regarding blasting fumes. Complainant stated, “blast fumes affecting his home... second call”. Call back requested. 11/7 Shift Supervisor notified.</p> <p>16:48 - CRO called complainant back. Complainant stated that they wanted an explanation for the blast event today. CRO stated that there was a blast in the West Pit Extension today that was currently under investigation. Complainant asked if that was the best explanation they could give. CRO explained that they did not have any further information to offer at this time. Complainant stated that they had waited half a day for a call back and was unhappy with response. CRO advised that they had attempted to call complainant four times in the afternoon and were unsuccessful. Complainant stated that they had requested to be called continuously until they answered the phone. Complainant stated they wanted to escalate their complaint and wanted a reply from a member of the environment and community team. CRO advised it was now after business hours and they could expect a reply within the next business day from an E&C Advisor. Complainant unhappy and said they would contact Yancoal Sydney Office with their complaint if they did not receive a call immediately. CRO committed to contacting E&C advisor after hours to seek response. Call ended abruptly. 11/7 notified.</p> <p>16:52 - CRO contacted E&C Advisor to inform of complaint. E&C Advisor committed following up.</p> <p>17:30 - E&C Manager called complainant back to discuss complaint. E&C Manager to follow up with complainant with further details.</p>
24/2/2023 11:16 AM	Community complaint received regarding noise. Complainant stated, “noise level needs to be lowered so they can sleep”. Call back not requested.	23:50 - Community Response Officer (CRO) attended the Wambo Road Monitoring location and recorded a handheld reading below relevant criteria. WML 36dBA. MTO Inaudible. 11/7 Shift Supervisor Notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
23/2/2023 10:50 PM	Community complaint received regarding noise. Complainant stated, "High amount of noise coming from the mine. Please lower the noise". Call not requested.	23:20 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded noise reading below relevant criteria. WML LAeq 35 dBA loading, truck and dozer noise audible. MTO inaudible. 11/7 Shift Supervisor notified.
24/2/2023 11:31 AM	Community complaint received regarding blasting (V/O). Complainant stated, "shaking of his home from the blast". Call back not requested.	11/7 Shift Supervisor notified. Blast results were within management conditions: Wambo Road blast monitor 101.59dB 0.87mm/sec.
24/2/2023 11:39 AM	Community complaint received regarding blasting vibrations. Complainant stated, "large blast today shook house and he almost fell off his ladder. Wants to know the kind of shot that was used and precautions being taken". Call back requested.	<p>11:48 - Community Response Officer (CRO) attempted to call complainant back. No answer.</p> <p>11:51 - Second complaint received regarding blasting vibrations, odour and noise. Complainant stated, "complaint regarding blasting about noise, vibration and smell". Call back requested. 11/7 notified.</p> <p>12:00 - CRO called complainant back. Complainant stated that they mostly wanted to give information to the shotfirers at MTW, although it was still a complaint. Complainant stated that the blast "lasted a long time and was very violent, it shook his house and shed". Complainant stated that the shotfirers should consider delaying blasts instead of blasting together to reduce the length and blast levels. Complainant also commented on the wind direction also meant that the blast had a greater effect on Bulga, complainant stated they noticed a smell they thought was related to the blast. Complainant enquired as to what type of shots were fired, CRO informed complainant that it was a partings and a presplit shot and the blast is being investigated. Call ended amicably. 11/7 Shift Supervisor notified.</p> <p>12:15 - CRO was located at Bulga RFS monitoring location from blast fire time until 12:15 to record and observe for blast fume/dust. During this time there was no odour observed.</p> <p>14:00 - Follow up inspection completed for odour along Wambo Road, Inlet Road and Putty Road at the Bulga RFS Monitoring location. No odour observed during inspection. Preliminary blast results unavailable at time of complaint.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
24/2/2023 11:31 AM	Community complaint received regarding blasting vibrations. Complainant stated, "two blasts this morning". Call back requested.	11:36 - Community Response Officer (CRO) called complainant back. Complainant stated that the blast from Mount Thorley Warkworth was the worst blast in the 20 years they have lived in Bulga. Complainant stated that their house was shaking and their dog was barking as a result. Complainant also enquired if the call centre they used for the Community Complaints Hotline was local, as they felt the person they spoke to was unprofessional and had difficulty talking. CRO stated that they would pass on this information to the environment and community team. Call ended amicably. 11/7 Shift Supervisor notified. Preliminary blast results not available at time of complaint.
16/2/2023 02:43 PM	Community complaint received regarding dust. Complainant stated, "dust complaint, dust along putty road and towards Bulga all day". Call back requested.	16/02/2023 14:54 - Community Response Officer (CRO) received complaint with no details due to phone line dropping out during call. CRO attempted to call complainant back to get details of complaint, voicemail message was left outlining that the details of their complaint have not been received due to phone line dropping out on initial call. CRO advised complainant to call hotline if they wished to discuss further. 21/02/2023 09:55 - Environment and Community (E&C) Advisor called complainant back and explained they were following up on their complaint from the previous week as no details were recorded to confirm if they would like to record a complaint. Complainant advised complaint was regarding a dust complaint, dust along putty road and towards Bulga all day. E&C Advisor confirmed their complaint would be recorded and passed onto relevant site personnel.

Date/Time Received	Description of Complaint	Immediate Action Taken
16/2/2023 08:53 AM	Community complaint received regarding dust. Complainant stated, "dust issue". Call back requested.	<p>09:00 - Community Response Officer (CRO) in Bulga at time of complaint. Inversion haze visible over pit, concentrated in West Pit area. Nil single point source identifiable. 11/7 notified.</p> <p>09:01 - CRO called complainant back. Complainant advised there was dust visible from Mount Thorley Warkworth from Bulga to Singleton. Complainant stated that the dust was going towards Bulga and it was "unfair and it is a lot of dust to breathe in". CRO advised complainant that there was an inversion at the time of their complaint and that the draglines in Warkworth had implemented intermittent loading techniques throughout the morning to manage dust generation. Complainant stated that they thought "the whole pit should shut down" during an inversion. CRO advised that the shift supervisor would be notified of their complaint and the dragline would be in an extended dust delay following their complaint. Call ended amicably. 11/7 notified.</p> <p>09:05 - CRO and 11/7 discussed possible sources for the inversion haze. Internal inspections completed and found that DL101 was main contributor. DL101 and DL103 utilised intermittent loading techniques throughout morning. 10 minutes on/10 minutes off. DL101 intermittent dust delay (1.7 hours). Noted at time of Complaint that Council loading material from council stockpile on Putty/Charlton Rd corner contributing to haze around the Putty Road to Charlton Road intersection.</p>
14/2/2023 11:29 PM	Community complaint received regarding noise. Complainant stated, "cannot sleep for the noise from MTW, just turn the noise down please". Call back not requested.	<p>23:35 - Community Response Officer (CRO) completing routine monitoring when complaint received. CRO attended Wambo Road monitoring location and recorded hand held (HH) reading below relevant criterion. WML LAeq 37 dBA horn, loading, dozer, truck and drill noise audible. MTO inaudible. 11/7 shift supervisor notified. Operational changes implemented to maintain noise below relevant criterion: touch loading and light horns implemented by loading units.</p> <p>23:45 - CRO attended the Wambo Road monitoring location and recorded HH reading below relevant criteria. WML LAeq 37 dBA loading, dozer, truck and drill noise audible. MTO inaudible. 11/7 notified. Operational changes implemented to maintain noise below relevant criterion:</p> <p>23:53 - S313 environmental delay (0.8 hours).</p> <p>23:55 - DR233 and DR232 intermittent environmental delay (cumulative total 4.8 hours).</p> <p>23:58 - 13 trucks intermittent environmental delay (9.9 hours).</p> <p>00:01 - S323 environmental delay (0.5 hours).</p> <p>00:05 - CRO attended Wambo Road noise monitoring location and recorded HH reading below relevant criteria. WML LAeq 36 dBA loading, dozer, truck and drill noise audible. 11/7 notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
06/2/2023 05:05 AM	Community complaint received regarding noise. Complainant stated, "noise has been so loud since 03:30am". Call back requested later in the day.	05:35 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded handheld reading below relevant criteria. WML LAeq 33 dBA truck and dozer noise audible. MTO inaudible. 09:40 - CRO attempted call back, sent to voicemail. CRO left message advising complainant that a noise reading was completed at their relevant monitoring location in response to complaint and result was recorded below relevant criteria. Also advised to call community complaints hotline if they wished to discuss further.
03/2/2023 01:57 PM	Community complaint received regarding dust. Complaint stated, "Dust coming out of the Mt Thorley mine". Call back not requested.	14:15 - Community Response Officer (CRO) completed inspection along Putty Road, Golden Highway and Bulga due to ambiguity of complaint. Nil dust visible in Bulga or Golden Highway. Minor point source identifiable from Putty Road. 11/7 shift supervisor notified. Operational changes implemented: Autobahn closed, N188 dump closed. S345 and trucks dust delay. DL101 dust delay.
02/2/2023 08:16 PM	Complaint received regarding dust. Complainant stated, "complaint regarding the amount of dust". Call back declined.	20:16 - Complaint received regarding dust. Complainant stated, "complaint regarding the amount of dust". Call back declined. 11/7 notified. 20:20 Community Response Officer (CRO) in Bulga at time of complaint, CRO travelled from Bulga to Mt Thorley on Putty Road and completed dust inspections in area. Haze visible over pit around Pit Connex area, no dust visible leaving site. Nil single point source identifiable. 11/7 notified. 11/7 shift supervisor committed to continue inspections in pit and manage accordingly, Watercarts to prioritise West Pit areas.
29/1/2023 11:33 PM	Community complaint received regarding noise. Complainant stated, "can't sleep from noise and I would like to make a second complaint". Call back not requested.	00:10 - Community Response Officer (CRO) attended the Wambo Road monitoring location but was unable to complete monitoring due to weather interference (rain). Minor dozer tracking noise audible. CRO notified 11/7 shift supervisor, no operational changes required.

Date/Time Received	Description of Complaint	Immediate Action Taken
27/1/2023 12:40 PM	Community complaint received regarding air (dust) and noise. Complainant stated, "they wished to make a complaint regarding dust and noise produced by MTW over the past few months".	12:35 - Complainant approached Community Response Officer (CRO) whilst vehicle was parked on Putty Road. Complainant stated they wish to make a complaint regarding dust and noise produced by MTW over the past few months. Complainant stated they have not complained in over two years but felt that complaining didn't result in any changes and that they were consulting a lawyer. Complainant stated they "cannot drink water out of their water tank anymore or open any windows due to the dust". Complainant stated that they previously received water filters from MTW but haven't in a long time. Complainant also stated that the noise levels were too high of a night. CRO provided complainant with the Community Complaint Hotline phone number and advised them to call when they have an issue in future. CRO stated their complaint will be investigated and committed to pass on their information to the Environment team regarding the water filters. Conversation ended amicably. 11/7 shift supervisor notified. W33 WWE MD5 blast fired at 12:15pm approximately 20 minutes prior to complaint. Dust visible in pit at time of complaint as a result of blast. Nil dust visible leaving site.
24/1/2023 11:41 PM	Community complaint received regarding lighting. Complainant stated, "light shining into his window on Mt Thorley dump".	23:45 - Community Response Officer (CRO) travelled to Wambo Road location and observed MTO RL140 dump from location. Orange lighting plant visible, however lighting plant was directed to NNE and deemed not potentially intrusive. Dozer working lights visible, however not emitting any potentially intrusive glare towards Wambo Road as working Northern face of dump. No further action taken as lighting deemed not potentially intrusive. 11/7 notified.
24/1/2023 10:14 PM	Community complaint received regarding lighting. Complainant stated, "two bright lights shining into bedroom window". Call back not requested.	22:42 - Community Response Officer (CRO) completed inspection along Inlet Road and was unable to see any potentially intrusive light source due to trees obstructing view. CRO travelled to Bulga RFS and identified Flyover RL140 dump as potentially intrusive. One orange light could be seen along tree line. CRO confirmed with 11/8 area supervisor that there were two orange lighting plants in operation on dump. 11/7 shift supervisor notified of complaint and potential lighting plant issue. Pit in Storm Management Code Lightning Trigger Action Response Plan (TARP) at time of complaint. All personnel directed to stay indoors or in vehicles. Dump dozer instructed to tilt down primary lighting and plant and turn off secondary lighting plant once TARP deactivated. 23:40 - CRO completed inspection for lighting from Bulga RFS and lighting deemed no longer potentially intrusive.

Date/Time Received	Description of Complaint	Immediate Action Taken
23/1/2023 12:52 PM	Community complaint received regarding Blasting (V/O). Complainant stated, “shaking of his home from a blast”. Call back not requested.	Preliminary blast monitor results suggest blast within management conditions. Wambo Road Blast Monitor: Peak OP 101.19 dB, Peak Vib 2.39 mm/sec.
18/1/2023 06:44 PM	Community complaint received regarding air (dust). Complainant stated, “dust is terrible driving through can barely see the road”. Call back requested.	18:46 - Community Response Officer (CRO) called the complainant back, complainant stated they had just driven along Putty Road and that the dust was heavy and impairing visibility on the road. CRO stated they had driven through the area around the same time and had notified the 11/7 shift supervisor and were in the process of mitigating dust levels. Complainant was happy with the controls and thanked CRO for their time, call ended amicably. 11/7 shift supervisor notified. Environmental controls implemented to mitigate dust included watercarts sent to campaign haul roads along Putty Road and haul trucks to reduce travel speed to minimise wheel generated dust.
17/1/2023 12:21 PM	Community complaint received regarding Blasting(V/O). Complainant stated, “Blast caused his whole house to shake”. Call back not requested.	Preliminary blast results suggest blast within management conditions: Wambo Road blast monitor 99.58dB 1.69mm/sec.
11/1/2023 08:43 PM	Community complaint received regarding Lighting. Complainant stated, “light shining through front”. Call back not requested.	20:35 - Prior to complaint being received, Community Response Officer (CRO) was undertaking Inspection along Wambo Road. 20:38 - CRO identified MTO 154 dump light as potentially intrusive and notified 11/7 shift supervisor. 20:40 - MTO 154 light repositioned. CRO completed inspection and light deemed not intrusive. 20:46 - Complaint received for lighting was logged at 20:43. CRO re-inspected area and no lighting was deemed potentially intrusive. 11/7 shift supervisor notified of complaint.