

## Mount Thorley Warkworth Complaints Register 2024

Date/Time Received	Description of Complaint	Immediate Action Taken
31/12/2024 10:03 AM	Community complaint received regarding blasting (vibration). Complainant stated "wanting to confirm if they just did a blast, house has shaken and has not received notification." Call back requested.	10:15 - Community Response Officer (CRO) called complainant back. CRO advised that a blast had been completed and that there was no notification by text message as there was no road closure required for the blast today, notification by text is only provided when a road closure is scheduled to be completed. Blast monitoring results suggest blast within management conditions. Bulga Village Blast Monitor Peak vibration 99.38 dB, Peak Vibration 3.17mm/sec.
31/12/2024 10:02 AM	Community complaint received regarding blasting (vibration). Complainant stated "shaking of home from blast". Call back not requested.	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak over pressure 102.01 dB, Peak vibration 2.61 mm/sec.
25/12/2024 07:26 PM	Community complaint received regarding Air (Dust). Complainant stated "the dust coming from the Charlton Ridge end of the mine is unacceptable and blowing directly across his house. Requests a written acknowledgement that complaint was registered under your EPA license". Call back requested.	26/12/24 11:21 – ECS called Complainant back. ECS advised they were calling to follow up on their complaint, ECS advised they noted there are two parts to the complaint. First one being dust from the Charlton Ridge area and the second being request for a written record of the complaint. Complainant explained the dust has been ongoing and it happens every day. Complainant explained on the 25th Christmas day they had friends and family over and they discussed dust and the dust around their homes. Complainant explained that something needs to be done. ECS advised that on the 25th due to Christmas the operation had minimal equipment operational compared to normal with all loading units, draglines and trucks parked up with the exception of 10 trucks and a road maintenance crew. Complaint explained that they could see the dust again today. ECS asked the complainant if they would like to lodge a complaint for their observation today, complaint declined the offer. Complaint explained the request for written record of their complaint was because they thought that there were some complaints that were not being recorded on the website. ECS advised that the complaints register is completed monthly following each month. ECS advised that if the complainant thought there were any complaints missing, they could lodge a complaint or call directly and the site would review their complaint. Complainant asked the ECS what days they were working as the dust was ongoing. ECS advised they are working normal business days and the complainant should call the complaints hotline if they have any concerns.

Date/Time Received	Description of Complaint	Immediate Action Taken
23/12/2024 04:00 PM	Community complaint received regarding Air (Dust). Complainant stated "sick of the dust". Call back Requested.	<p>16:04 – Community Response Officer (CRO) called complainant back. Complainant explained areas they could see dust being generated including the north run of mine intersection and Charlton Ridge. CRO advised that the region was currently experiencing high winds and the operation had parked up draglines, loading units and drills in response to the weather conditions. Complainant thanked the CRO for the controls but advised they could still see dust.</p> <p>16:20 – CRO completed inspection of the site in response to the complaint investigated the areas the complainant had discussed. CRO observed potential dust around the north run of mine intersection and CD stockpile. Open Cut Examiner (OCE) notified and in response 2 watercarts were sent to campaign the area.</p>
21/12/2024 01:05 AM	Community complaint received regarding noise. Complainant stated "noise levels". Call back requested.	<p>01:07 - Community Response Officer (CRO) referred to complainants threat history which prompted CRO to avoid direct engagement with this complainant.</p> <p>01:35 - CRO attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria WML 34dBA dozer, loading and truck noise audible MTO 36dBA truck and dozer noise audible CRO notified Open Cut Examiner (OCE).</p>
18/12/2024 01:45 PM	Community complaint received regarding blasting (Vibration) and Air (Dust). Complainant stated "shaking of home from possible blast from MTW, can see dust out the front". Call back not requested.	<p>Preliminary blast monitoring results indicate blast was within management conditions: Wambo Road blast monitor Peak over pressure 104.54 dB, Peak vibration 1.89 mm/s.</p> <p>13:50 - Community Response Officer inspected area immediately following complaint, nil dust visible. Condition photos recorded. Open Cut Examiner notified.</p>
14/12/2024 07:21 AM	Community complaint received regarding Air (Dust). Complainant stated "Dust. Coming from the mine- you can see it. Its disgusting". Call back requested.	<p>07:28 – Community Response Officer (CRO) called complainant back. Complainant explained they observed dust coming from Charlton ridge end of the mine. Advised they could see into the pit and that's where they thought dust was coming from. Complainant explained they had health concerns and would be taking photos. CRO explained there was a valley wide dust haze present. complainant explained they thought all the dust is coming from MTW and a neighbour operation. Complainant explained If dust was not improved, they would be calling back. Open Cut Examiner (OCE) notified.</p> <p>At the time of complaint there was no visible dust leaving site. CRO completed follow up inspection around the perimeter of the mine and did not observe dust leaving site. Photos were taken recording conditions of valley wide haze.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
06/12/2024 09:47 AM	Community complaint received regarding Blasting (Road Closure). Complainant stated " received a text message, road closure blast this afternoon 6/12 at 3:30-4:30pm. The mines management plan they are not meant to do this during school hours, school bus comes through a bit after 4pm". Call back not requested.	10/12/24 15:00 - Environment & Community Staff member (ECS) contacted complainant to advise his complaint regarding road closure timing had been investigated. The blast and road closure notified for the date of complaint had been cancelled, and ECS agreed that the road closure management plan describes peak times to be avoided unless there are prevailing environmental conditions that may cause it to be necessary to blast in those times. In response to complaint, the peak traffic times and requirements of the Road Closure Management Plan will be communicated as a refresher to Drill & Blast operations team.
10/12/2024 07:06 PM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust again, will be calling EPA". Call back not requested.	19:15 – Community Response officer (CRO) inspected the site from public roads around the site and did not observe excessive dust generation. No further action was taken, Open Cut Examiner (OCE) was notified and carried out routine internal inspections to confirm CRO observation.
06/12/2024 05:17 PM	Community complaint received regarding Noise. Complaint stated "really noisy, bucket loads go in the truck." Call back not requested.	<p>17:40 - Community Response Officer (CRO) attended the Inlet Road West monitoring location and was unable to complete a noise reading due to local interference. WML truck and dozer noise audible. MTO truck and dozer noise audible.</p> <p>17:55 - CRO attended the Inlet Road monitoring location and was unable to complete a noise reading due to local interference. WML truck, loading and dozer noise audible. MTO truck and dozer noise audible. Open Cut Examiner (OCE) notified of inability to complete readings. Proactive management: WML West Pit loading units touch load and dozer restricted to first gear and MTO South Dozers restricted to first gear.</p> <p>19:50 - CRO attended the Inlet Road monitoring location and completed a noise reading below relevant criteria. WML 33dBA truck, loading and dozer noise audible. MTO inaudible.</p> <p>17:55 - CRO attended the Inlet Road West monitoring location and was unable to complete a noise reading due to local interference. WML/MTO inaudible.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
05/12/2024 11:58 AM	Community complaint received via email from EPA regarding Air Quality (Dust). The EPA advised they have received a number of community complaints on 25 November 2024 alleging dust coming from Mount Thorley Warkworth Mine complex - EPL 1376 (Premises) on 23, 24 and 25 November 2024. Complainant alleges dust exceeding limits for three days in a row from MTW mine. Complainant has received dust exceedance alarms and dust hasn't improved over this period. Complaint also referenced dust over vehicles from the nights before and stated haul roads dry and trucks moving quickly and haze of dust seen hanging over the mine, causing ongoing health issues. EPA requested specific information to be provided by 18 December 2024.	12:15 - Environment & Community Staff member responded to EPA to advise their email had been received, and a response will be prepared as requested.
03/12/2024 02:39 AM	Community complaint received regarding Noise. Complaint stated "excessive noise". Call back not requested.	03:10 - Community Response Officer (CRO) attended the Bulga Village monitoring location and completed a noise reading below relevant criteria. WML 38dba truck loading and drill noise audible MTO 36dba truck and dozer noise audible.
02/12/2024 05:50 AM	Community complaint received regarding Noise. Complainant stated "It was very noisy last night". Complaint received in person.	05:50 - Community Response Officer (CRO) was parked at the Bulga RFS monitoring location. Complainant approached the CRO vehicle, stated "It was very noisy last night, put that in your report" CRO said "OK" and the complainant left.  CRO advised Open Cut Examiner of the complaint.

Date/Time Received	Description of Complaint	Immediate Action Taken
01/12/2024 11:13 PM	Community complaint received regarding Noise. Complainant stated "can you please lower the noise, we can't sleep". Call back not requested	<p>23:00 – Prior to complaint received, Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading below criteria WML 36dB haul truck, loading and dozer noise audible, MTO Inaudible.</p> <p>23:20 – CRO attended the Bulga RFS noise monitoring location and completed a noise reading above criteria WML 42dB haul truck, loading and dozer noise audible, MTO 35dB dozer noise audible. Total LAmx exceeded criteria at 53dB Open Cut Examiner (OCE) notified.</p> <p>23:30 - Operational Controls Implemented: – Excavator 321 (WML West Pit) and Dozer 533 parked up. 23:50 – CRO attended the Bulga RFS monitoring location and completed a noise reading above criteria WML 36dB haul truck and loading noise audible, MTO 33dB dozer and truck noise audible. Total 5 min LAmx exceeded criteria at 51dB. OCE notified.</p> <p>00:10 - Operational Controls Implemented:</p> <ul style="list-style-type: none"> <li>- Dozer 536, 546 and 540 parked up.</li> <li>- MTO RL70 Ramp dozer 538 and MTO RL138 dump dozer 532 reduced to 1st gear operations.</li> <li>- Excavator 322 (WML West Pit) to light horns.</li> <li>- Shovel 344 (WML West Pit) instructed and supervised by OCE to complete slower touch loading techniques.</li> </ul> <p>00:20 - CRO attended the Bulga RFS noise monitoring location and recorded a noise reading below criteria WML 35dB haul truck and loading noise audible, MTO 33dB dozer noise audible. Total 5 min LA Max 41dB. OCE notified noise levels have returned below criteria.</p>
29/11/2024 12:35 PM	Community complaint received regarding blasting (vibration). Complainant stated "shaking of home from the blast" Call back not requested.	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak over pressure 97.93 dB, Peak vibration 2.59 mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
27/11/2024 11:12 AM	Community complaint received regarding Air (Dust). Complainant stated "generating dust". Call back not requested.	<p>11:15 - Community Response Officer (CRO) completed routine inspections of MTW for dust prior and after complaint. A blast had been fired prior to the complaint at 11:00. During the inspection the CRO observed a valley wide haze visible.</p> <p>Operational controls implemented throughout shift to managed dust:            - Excavator 318 (WML North Pit), Excavator 321 (WML West Pit) and relevant trucks parked up. All available Water carts manned and tasked to high priority areas.</p>
27/11/2024 11:05 AM	Community complaint received regarding blasting (Vibration). Complainant stated "blast is shaking house" Call back not requested.	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak over pressure 99.82dB, Peak vibration 1.20mm/sec.
26/11/2024 07:52 PM	Community complaint received regarding Air (dust). Complainant stated "the dust along the Golden Highway is disgusting". Call back not requested.	20:00- Community Response Officer (CRO) and Open Cut Examiner (OCE) completed internal and external inspections of the area. OCE identified Flyover Road as possible contributor and requested watercart to campaign Flyover Road and CD Stockpile. Additional watercart manned to campaign area. OCE requested HME to reduce speed when travelling in area.
25/11/2024 10:00 PM	Community complaint received regarding Noise. Complainant stated "noise from rattling of dozers". Call back not requested.	22:20 - Community Response Officer (CRO) attended the Inlet Road West monitoring location and completed a noise reading below relevant criteria. WML LAeq 31dBA truck and dozer noise audible. MTO inaudible.

Date/Time Received	Description of Complaint	Immediate Action Taken
25/11/2024 06:30 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust again". No call back requested.	<p>06:30 - Complainant approached the Community Response Officer (CRO) on Putty Road. Complainant asked what is being done to manage dust and expressed that they thought the mine was not running any watercarts. Complainant expressed health concerns stating "we have to breathe this, my kids are breathing this and my grandkids". CRO advised that there was a valley wise haze visible and the site has controls in place and was implementing further dust controls as shift change is being completed. Complainant stated "if you can't mine cleanly, don't mine at all". Complainant requested to have the conversation recorded as a complaint. CRO confirmed a complaint would be recorded. The CRO did not recognise the complainant and requested their name. The complainant was then dismissive of the CRO and advised they will just call it in. CRO said that they did not need to do so as it could be lodged in person. Complainant called the MTW Complaint Hotline to record their complaint.</p> <p>06:33 - Community complaint received regarding Air (Dust). Complainant stated "Excessive dust again". No call back requested. Complaint notification then came through to the CRO mobile phone as a sms message, the CRO then held up the phone and showed the complainant that the complaint had been successfully received. Complainant then pointed at the skyline and expressed not good enough, Complainant left area.</p>
24/11/2024 08:51 AM	Community complaint received regarding Air (dust). Complainant stated "dust excessive dust." Call back requested.	<p>09:10 - Community Response Officer (CRO) called complainant back. Complainant stated the reason for their call should be obvious. CRO stated they had reported observations to the Open cut Examiner (OCE) and they had since parked up three dig units. Complainant stated they had seen dust yesterday but didn't complain, that they were concerned for the health of themselves and their family and that the dust was unacceptable. CRO notified Open Cut Examiner (OCE) of the complaint following the call.</p> <p>Operational controls implemented:        8:52: Excavator 321 (WML West Pit) parked up 7.6 hours, Excavator 322 (WML West Pit) parked up 0.7 hours and Loader 649 parked up 0.9 hours.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
24/11/2024 08:36 AM	Community complaint received regarding Air (dust). Complainant stated "dust here this morning is visible and disgusting coming from south end of pit billowing up into the air. Have video of this. Obviously you have no water carts working." Call back requested.	<p>08:45 - Community Response Officer (CRO) called complainant back. Complainant stated there was significant dust visible at the southern end of pit. Debated if CRO could see it. CRO confirmed dust was visible and had been communicated to Open Cut Examiner (OCE) prior to the complaint. Complainant claimed watercarts must not be running, that the dust was having impact on them and their family's health. CRO notified OCE of complaint.</p> <p>11:07 - Second community complaint received regarding Air (dust). Complainant stated "The dust is unbelievably excessive today they can hardly breathe." Call back requested.</p> <p>11:15 - CRO called complainant back. Complainant driving through Bulga and believed dust was at unsatisfactory levels. CRO stated they had just completed an inspection of site from Bulga and had relayed conditions to the site supervisor. CRO notified OCE of the complaint following the call.</p> <p>Operational controls implemented:        8:52: Excavator 321 (WML West Pit) parked up 7.6 hours, Excavator 322 (WML West Pit) parked up 0.7 hours and Loader 649 parked up 0.9 hours.        11:35 – Loader 649 parked up 2.3 hours. Highwall chaining North Pit ceased.</p>
23/11/2024 11:11 PM	Community complaint received regarding Noise. Complaint stated "lots of 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 32dBA truck and dozer noise audible MTO some dozer noise audible.
23/11/2024 10:30 PM	Community complaint received regarding Noise. Complaint stated "lots of banging from loading trucks". Call back requested.	<p>10:35 - Community Response Officer (CRO) called complainant back. Complainant advised that there was loud banging noise coming from MTW. Complainant stated they do not mind the hum of engine noise, but the banging noise was intolerable. CRO advised complainant of current modified operations and advised complainant they would attend their nearest monitoring location and complete further noise readings.</p> <p>23:05 - CRO attended the Inlet Road monitoring location and completed noise reading above relevant criteria. WML 39dBA truck and dozer noise audible. MTO 37dBA truck noise audible.</p> <p>Operational Controls Implemented: Shovel 344 (WML West Pit), Excavator 322 (WML West Pit), Excavator 321 (WML West Pit), Dozer 232, Dozer 234 and Dozer 235 parked up.</p> <p>23:40 - CRO attended Inlet Road monitoring location and completed a noise reading below relevant criteria. WML 34dBA MTO 30dBA truck and dozer noise audible.</p>



Date/Time Received	Description of Complaint	Immediate Action Taken
22/11/2024 08:44 PM	Community complaint received by email to MTW E&C staff regarding Air (Dust). Photos were provided, with dust haze and deposited dust on a plant.	27/11/24 17:19 - E&C staff member (ECS) responded by email, advising that the complaint from Friday 22/11/24 had been reviewed. Details of dust management measures including watercart operations and additional controls (changes to operations) in response to conditions/observations as is normal practice in the MTW Air Quality Management Plan. Details of wind conditions from S to SSW changing to E to SE after 9:50am were provided as possible reason for difference in visibility of dust haze in the region. The complainant was also advised to contact the complaints line, rather than sending email, if an immediate response is required investigate and respond to any issue the complainant may have identified and provided the complaints line number.
21/11/2024 11:38 PM	Community complaint received regarding Noise. Complainant stated "Mines are so loud they can't sleep, also last night were so loud they woke them up at 2:45am". Call back not requested	00:40 – Community Response Officer (CRO) attended the Inlet Road monitoring location and recorded a noise reading below relevant criteria. WML LAeq 33dB haul truck and loading noise audible, MTO Inaudible.
21/11/2024 10:06 PM	Community complaint received regarding Noise. Complainant stated "Noise complaint". Call back requested.	<p>22:00 - Community Response Officer (CRO) was completing routine noise monitoring when complaint was received at the Wambo Road Noise Monitoring location. Noise reading recorded below relevant criteria WML 35 dB truck and loading noise audible, MTO inaudible.</p> <p>22:08 – CRO called complainant back. Complainant explained they could hear excavator loading noise. CRO asked if they could hear dozer noise. CRO advised that they would complete noise monitoring at their relevant location and controls would be implemented if required.</p> <p>22:25 – CRO attended the Bulga RFS noise monitoring location and completed a noise reading. Noise monitoring recorded a LA Max above criteria. WML LAeq 37dB haul truck and loading noise audible LA Max 50dB, MTO 33dB truck and dozer noise audible. CRO notified Open Cut Examiner (OCE) notified of noise levels.</p> <p>Operational Controls Implemented:</p> <p>22:30 – Excavator 321 (WML West Pit) and floor dozer parked up.</p> <p>22:45 – CRO attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML LAeq 30dB truck noise audible LA Max 46dB. MTO LAeq 33dB dozer noise audible.</p> <p>00:40 – CRO attended the Inlet Road monitoring location as the relevant location to the complainant. Noise reading completed below relevant criteria. WML LAeq 33 truck and loading noise audible MTO inaudible.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
20/11/2024 09:49 PM	Community complaint received regarding noise. Complainant stated "Noise complaint, last night and tonight constant banging". Call back not requested.	22:40 - Community Response Officer (CRO) attended the Inlet Road monitoring location and recorded a noise reading below relevant criteria. WML LAeq 33dB haul truck and loading noise audible, MTO Inaudible.
16/11/2024 11:33 PM	Community complaint received regarding noise. Complainant stated "please lower the noise, have their great grandchild over and they keep getting woken up by the noise". Call back not requested.	00:10 – Community Response Officer (CRO) attended Wambo Road monitoring location and completed a noise reading below relevant criteria. WML LAeq 35dBA truck, loading and dozer noise audible. MTO inaudible.  Operational Changes Implemented: 23:45 – Excavator 321 (WML West Pit) fleet halved and switched to AC haul trucks only. 23:53 – Dozer 235 parked up 1.1 hours. 30 haul trucks parked up - cumulative total 18.2 hours. 00:03 Excavator 318 (WML West Pit) parked up 0.9 hours. 00:28 - Dozer 223 (WML West Pit) parked up 0.9 hours. 03:40 - Excavator 324 (WML West Pit) parked up 0.9 hours.

<p>16/11/2024 11:13 PM</p>	<p>Community complaint received regarding noise. Complainant stated "too much noise going on, its so loud and unable to sleep." Call back requested.</p>	<p>23:21 – Community Response Officer (CRO) called complainant back. Complainant stated they were unable to sleep due to noise from MTW operations, stated that they did not live within acquisition zone so should not have to hear noise. CRO committed to attending to complainants location and complete a noise reading. Open Cut Examiner (OCE) notified.</p> <p>23:35 - CRO attended Inlet Road West monitoring location in response to complaint and completed a noise reading above relevant criteria. WML LAeq 37dba truck and loading noise audible. MTO inaudible. Operational controls implemented: Excavator 321 (WML West Pit) switched to light horns and implemented touch loading.</p> <p>23:37 – Second community complaint received regarding noise. Complainant stated “noise, called 20 minutes ago and nothing has changed”. Call back requested.</p> <p>23:42 - CRO called complainant back, was unable to speak to complainant due to being placed on hold.</p> <p>23:44 – Third community complainant received regarding noise. Complainant stated “just missed your call”. Call back requested.</p> <p>23:45 - CRO called complainant back, informed complainant that operational changes were in progress, and they should notice a drop in noise levels shortly.</p> <p>23:55 – CRO attended Inlet Road West monitoring location and completed a noise reading below relevant criteria. WML LAeq 34 dBA truck, loading and dozer noise audible. MTO inaudible.</p> <p>00:26 – Fourth community complaint received. Complaint stated “noise ongoing issues unable to sleep.” Call back requested.</p> <p>00:31 – CRO called complainant back. CRO told complainant that noise monitoring had been completed at their relevant location and MTW was operating within consent criteria. Complainant unhappy and stated they were unable to sleep and had a headache from the noise. CRO advised complainant they understood they are frustrated and committed to completing noise monitoring at both the Inlet Road and Inlet Road West monitoring locations.</p> <p>00:50 – CRO attended the Inlet Road West monitoring location and completed noise reading below relevant criteria. WML LAeq 33dba truck and loading noise audible. OCE notified.</p> <p>01:05 – CRO attended Inlet Road monitoring location and completed handheld reading below relevant criteria. WML LAeq 36dBA truck, loading and dozer noise audible. MTO 32dba dozer noise audible.</p> <p>Operational Changes Implemented:</p> <p>23:45 – Excavator 321 (WML West Pit) fleet halved and switched to AC haul trucks only.</p> <p>23:53 – Dozer 235 parked up 1.1 hours. 30 haul trucks parked up - cumulative total 18.2 hours.</p> <p>00:03 Excavator 318 (WML West Pit) parked up 0.9 hours.</p> <p>00:28 - Dozer 223 (WML West Pit) parked up 0.9 hours.</p> <p>03:40 - Excavator 324 (WML West Pit) parked up 0.9 hours.</p>
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Date/Time Received	Description of Complaint	Immediate Action Taken
16/11/2024 05:26 PM	Community complaint received regarding Air (dust). Complainant stated "reporting filthy dust all day, exceptionally bad right now." Call back requested.	<p>17:34 – Community Response Officer (CRO) attempted callback, no answer. CRO and Open Cut Examiner (OCE) completed internal and external inspections of the area and nil dust visible leaving site, haul roads well watered and no excessive dust visible from operating loading units. Watercart hot seating prioritised over shift change. Condition photos taken and recorded. Afternoon haze during sunset visible.</p> <p>19:16 - Follow up email was received from complainant including photographs of air quality conditions and criticising MTW's management of air quality, alleging pollution, contravention of consent conditions, and resulting in health impacts. Complaint also criticised the location of MTW's collection of air quality regional condition observations suggesting that it would be more reflective of conditions to collect this information from their property and inviting this to occur.</p> <p>17/11/2024 11:08 – Follow up email received from complainant including photographs, noting they showed "evidence of successful and conditional mining practices".</p> <p>18/11/2024 17:49 – E&amp;C staff member (ECS) responded to emailed complaint from 16/11/24, advising that conditions on the day of complaint combined with the normal dust controls implemented at MTW's operations on the day, were such that there were no dust alarms triggered on that particular dayshift. ECS advised MTW's personnel were conducting our normal internal and external inspections surrounding the mining operations, and continued to operate dust controls as outlined in the MTW Air Quality Management Plan. ECS also advised that MTW collect photographs from publicly accessible locations around the mining operations, and are satisfied that these locations allow us to capture observations representative of conditions at the time of our inspections, with no need to visit the complainant's property to collect that information on a routine basis.</p>
11/11/2024 01:07 PM	Community complaint received regarding blasting (Vibration). Complainant stated "shaking of home from the blast". Call back not requested.	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak over pressure 103.02 dB, Peak vibration 1.61 mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
10/11/2024 08:09 PM	Community complaint received regarding lighting. Complainant stated "Light shining toward their home". Call back not requested.	<p>20:30 – Community Response Officer (CRO) completed inspection from Wambo Road and observed potentially intrusive lights. CRO Notified the Open Cut Examiner (OCE). In response the Slither 120 dump and North Pit 175 dump lights were adjusted.</p> <p>21:09 - Second community complaint received regarding lighting. Complainant stated “2 sets of lights, one at north and one at south shining at their home. Second call, Still waiting for them to be moved or turned off please”. Call back not requested.</p> <p>21:20 – CRO continued compliance inspections from public road nearby the complainant to try and identify direction of lighting plants. While at Bulga RFS monitoring location the CRO noticed a light that was not visible from Wambo Road. CRO notified the OCE of observation and requested for this light to be adjust. OCE confirmed lighting plant location at Slither 120 Dump and committed to moving lighting plant.</p> <p>22:16 – Third community complaint received regarding lighting. Complainant stated “third time they asked for lights pointing at his home to be addressed - one down the northern end still shining - one at the southern end has been addressed to his satisfaction” Call back not requested.</p> <p>22:35 - CRO inspected from Wambo Road and did not observe any potentially intrusive lighting plant. OCE notified and in response adjusted North Pit 175 dump light.</p>
09/11/2024 07:56 PM	Community complaint received regarding lighting. Complainant stated "Lights shining towards his home, please adjust accordingly". Call back not requested.	<p>20:20 – Community Response Officer (CRO) completed inspection from Wambo Road and identified the Slither 120 dump lighting plant as potentially intrusive.</p> <p>20:30 – CRO notified the Open Cut Examiner (OCE) of observation. OCE arranged for the Slither 120 dump lighting plant to be adjust. Lighting plants on the Battle Axe 120 dump and North Pit 175 dump were adjust as a precaution.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
07/11/2024 03:34 PM	Community complaint received regarding Air (Dust). Complainant stated "Just fired a blast and dust coming over property as we speak – very bad". Call back requested. Complainant followed up complaint with photos and an SMS message to Environment and Community Staff.	<p>15:41 – Community Response Officer (CRO) attempted to return complainants call as per request, no answer and there was no option to leave a voicemail. At time of complaint received the weather conditions had adversely changed, afternoon thunderstorms with an abrupt cell front were approaching from the West. Winds speed increased from 2m/s to over 8m/s in minutes causing any loose material onsite or on public road edges to be lifted into the winds westerly current. These weather conditions would be a potential explanation as to why the complainant felt MTW had let a blast off (MTW did not let a blast off at this time).</p> <p>15:41 – Wind Alert Received: Charlton Ridge MET wind speed &gt; 8m/s.</p> <p>2024/11/07 15:44 – CRO notified the Open cut Examiner (OCE) of complaint received. OCE confirmed due to the increased winds, approaching storm and lightning all trucks and loading units were parked up (excluding watercarts).</p> <p>8/11/2024 14:09 – Environment and Community Staff (ECS) unsuccessfully attempted to call complainant back regarding their complaint.</p> <p>8/11/2024 14:10 – Complainant called ECS back and ECS advised that they were giving the complainant a call back regarding their complaint the previous day as the CRO was unable to contact them following their complaint. ECS advised complainant that there was no blast fired at the time alleged by the complainant in their SMS message to ECS. However, ECS noted that weather and in particular, wind conditions were changing around the time of the complaint and that perhaps this was a contributing factor to the dust observed. Complainant was also advised that the wind speed had increased from 5.7 m/s to &gt; 8 m/s at the time of taking the photos that were sent by SMS to ECS. Further, ECS advised complainant that between their call at 15:17 to ECS and their SMS at 15:53 to ECS, there had been substantial equipment park ups.</p> <p>- Weather conditions on the 7/11/2024 prior to approaching storm cells: Max temp 39 degrees, Gentle NW winds– max 3m/s. Valley wide haze evident &amp; Inversion present till 9am.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
06/11/2024 03:03 PM	Community complaint received by phone call to Environment and Community Staff (ECS) regarding Air Quality (Dust). Complainant was directed to contact complaints line. Refer to complaint response for further details.	<p>15:03 - Environment and Community Staff (ECS) advised complainant that the official Community Complaints line was the more appropriate channel to address future complaints to ensure that they are addressed appropriately and in a timely manner. The complainant advised that they believed the ECS's number was the number to call for complaints. The complainant then checked and mentioned that they had 3 complaints numbers saved. ECS then confirmed the correct Community Complaint line number for the complainant and the complainant advised that they would call this number to lodge their complaint. However, a call from the complainant was not received through the Community Complaints line following the conversation with the complainant.</p> <p>15:10 - ECS relayed the complaint to the Community Response Officer (CRO) for investigation following the conversation with the complainant.</p> <p>Operational controls implemented on the day;</p> <ul style="list-style-type: none"> <li>- high dumps were closed and trucks diverted to low and mid level dumps that were appropriate.</li> <li>- all available water carts were manned and hot seated during crib windows.</li> </ul> <p>14:30 - 649 Loader was relocated from the CD Stockpile to the south run of mine to reduce coal dust generation.</p> <p>15:20 - Dragline 101 intermittent dust delays (0.13 hours).</p>
05/11/2024 12:30 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "vibration, the house shook". Call back requested.	12:40 - Community Response Officer (CRO) called complainant back, complainant stated their house shook and it is becoming a regular occurrence. CRO advised preliminary blast monitoring results suggest blast within management conditions Bulga Village Blast Monitor results: Over pressure 105.16 dB and peak vibration 1.90 mm/s.
05/11/2024 12:26 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "shaking of their home from a blast". Call back not requested.	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak over pressure 105.05dB, Peak vibration 1.25 mm/sec.

Date/Time Received	Description of Complaint	Immediate Action Taken
04/11/2024 05:58 PM	Community complaint received by voicemail to Environment & Community Staff regarding Air (Dust). Complainant stated, "I don't know if you can see what I can see but I cannot see Mt Thorley from my house. The dust is that bad from your site today. I want this as an official complaint". Call back not requested.	5/11/2024 16:33 - Environment & Community Staff (ECS) called complainant to discuss recent complaints left as voicemail to an ECS mobile on 30/10/24 (19:34) and 4/11/24 (17:58), and also by email 4/11/24 which included a photo of air quality conditions. ECS enquired whether complainant had been at home all day on 4/11/2024 in relation to that complaint, to which he had been. ECS advised MTW's had monitored regional air quality conditions and our observations were of a lot of haze in the air in all directions for the whole day. ECS also noted that wind conditions were mainly from the north-northwest during the day which changed to east at 3pm then to a south-southeast. ECS suggested a concentrating of visible haze due to the changing wind directions was likely responsible for heavy haze visible at the time of his photograph, and that MTW's dust controls were being implemented well that day. Complainant indicated he did not care how it was generated, that he considered it a health hazard and wanted to record it. ECS also acknowledged that a second complaint by voicemail was received from 30/10/24 regarding dust from truck dumping operations on a dump visible from his property. ECS recommended to the complainant to contact the MTW complaints line if they observe issues, and not ECS's mobile, so that MTW can react to immediate issues at the time of complaint. Complainant appreciated the call back.
03/11/2024 08:03 PM	Community complaint received regarding Lighting. Complainant stated "follow up on light shining into his house, please turn in another direction". Call back not requested.	Prior to complaint Community Response Officer (CRO) completed routine lighting inspections from Wambo Road, lighting plant observed as not potentially intrusive. 20:20 - CRO completed inspection of Wambo Road following complaint, lighting plant observed as not potentially intrusive from the North Pit North 175 Dump. Open Cut Examiner Notified. Lightning Plant redirected in response. 21:24 – Second community complaint received regarding Lighting. Complainant stated "I complained about lighting issue at 8pm still hasn't been fixed". Call back not requested. 21:30 – CRO notified OCE of second complaint. In response the OCE turned off the light until a yellow light could be installed to replace the white light.



Date/Time Received	Description of Complaint	Immediate Action Taken
01/11/2024 12:13 PM	Community complaint received regarding blasting (vibration). Complainant stated "wanting to know if Mount Thorley fired a blast at 12:08pm as they felt a blast at their house – windows and China cabinet rattled and floor boards vibrated and wants to know what the rating is on it." Response by email requested.	13:17 – Environment & Community Staff (ECS) responded by email that MTW did undertake a blast at 12:08pm, and preliminary blast monitoring results were provided which were within license limits. Wolllemi Peak Road Blast Monitor preliminary results: Overpressure: 102.7dB, Vibration: 6.2 mm/sec.
31/10/2024 07:45 PM	Community complaint received regarding lighting. Complainant stated "light shining towards my home from the mine, northern end of the mine". Call back not requested.	19:46 - Community Response Officer (CRO) notified the Open Cut Examiner (OCE) of the complaint. 20:15 - In response the North Pit North 175 dump light was redirected. CRO inspected for lighting from Wambo Road and did not observe potentially intrusive lights.
30/10/2024 07:34 PM	Community complaint received by voicemail to Environment & Community staff member mobile regarding Air (Dust). Complainant stated, "I am just filming your trucks on the top dump and I have been watching them for about a half an hour and there has been no water carts going up there and there is lots of dust coming off that thing and that's unacceptable. It's all on film so, I am making an official complaint". Call back not requested.	5/11/2024 16:33 - Environment & Community Staff member (ECS) called complainant to discuss recent complaints left as voicemail to an ECS on 30/10/24 (19:34) and 4/11/24 (17:58), and also by email 4/11/24 which included a photo of air quality conditions. ECS enquired whether complainant had been at home all day on 4/11/2024 in relation to that complaint, to which he had been. ECS advised MTW's had monitored regional air quality conditions and our observations were of a lot of haze in the air in all directions for the whole day. ECS also noted that wind conditions were mainly from the north-northwest during the day which changed to east at 3pm then to a south-southeast. ECS suggested a concentrating of visible haze due to the changing wind directions was likely responsible for heavy haze visible at the time of his photograph, and that MTW's dust controls were being implemented well that day. Complainant indicated he did not care how it was generated, that he considered it a health hazard and wanted to record it. ECS also acknowledged that a second complaint by voicemail was received from 30/10/24 regarding dust from truck dumping operations on a dump visible from his property. ECS recommended to the complainant to contact the MTW complaints line if he observes issues, and not to the ECS mobile, so that MTW can react to immediate issues at the time of complaint. Complainant indicated it is not up to him to advise when he considers MTW is not doing the right thing. Complainant appreciated the call back.

Date/Time Received	Description of Complaint	Immediate Action Taken
28/10/2024 11:32 AM	Community complaint received regarding Blasting (Vibration). Complainant stated "Shaking of his house from a blast". Call back not requested.	Preliminary blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak over pressure 108.4dB, Peak vibration 3.1 mm/sec.
22/10/2024 01:16 PM	Community complaint received regarding Blasting (Vibration) and Air (Dust). Complainant stated "blast of the mine and creating major shaking to home and all the dust coming out". Call back not requested.	Preliminary blast monitoring results suggest blast within management conditions for the two blasts fired on 22/10/2024. Wambo Road Blast Monitor results: 15:12:20 Peak over pressure 87.2dB, Peak Vibration 0.4mm/sec. 15:12:55 Peak over pressure 100.2dB, Peak vibration 1.6mm/sec.
21/10/2024 01:05 PM	Community complaint received by phone regarding Air (Dust). The complainant stated, "On Saturday morning, it was a beautiful clear morning at 08:00am, but hours later it was abysmal, it was subhuman". Complainant considers that MTW may have created the conditions he observed on Saturday afternoon.	<p>13:05 - Complainant provided further details during the call, that conditions deteriorated after 10am or 11am on Saturday, and by 4:30pm it was very poor. Complainant advised that air quality conditions were also poor on Sunday. Complainant considers that winds were from MTW's direction and MTW may be responsible for the conditions he observed on Saturday afternoon. Complainant subsequently sent an email with photos of the air quality conditions in the morning and afternoon, and health concerns which he proposed to send to NSW Health.</p> <p>Environment &amp; Community Staff member (ECS) investigated: MTW is located west-northwest to southwest of the complainant's property. The MTW weather station which identified winds were consistently from the north-northwest from 8pm Friday night and into Saturday morning, changing to east from 4pm, and largely from south or east on Sunday, which are all not from MTW's direction towards the complainant's property. More than 10mm of rainfall had fallen at MTW on Friday nightshift. Air quality compliance monitors were all &lt;20ug/m3 which is well within compliance levels (50ug/m3).</p> <p>16:07 - Environment &amp; Community Manager (ECM) contacted complainant advising that MTW collects significant information regarding air quality including photos, ECM noted there is existing air quality haze in the Hunter Valley observed in all directions recently. ECM acknowledged that MTW does contribute to air quality conditions as one source of air quality impacts in the area. ECM enquired whether complainant collects photos of conditions in all directions, to which the complainant advised they do. ECM advised complainant that his complaint would be added to the complaints register.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
19/10/2024 11:55 PM	Community complaint received regarding noise. Complainant stated "please lower the noise." Call back not requested.	<p>23:50 – Community Response Officer (CRO) attended Wambo Road monitoring location in response to a red noise alarm and completed a noise reading above relevant criteria. WML LAeq 47dBA LAmx 53dBA. MTO inaudible. Open Cut Examiner (OCE) notified.</p> <p>Operational controls implemented:</p> <ul style="list-style-type: none"> <li>- 00:05 – Excavator 321 parked up (4.2 hours).</li> <li>- 01:35 4 haul trucks parked up (cumulative total 11.0 hours).</li> </ul> <p>00:15 - CRO attended the Wambo Road monitoring location and completed noise reading below relevant criteria. WML/MTO inaudible.</p>
14/10/2024 02:38 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "On 10/10/24 at 12.45pm blast shook house, windows rattled and dogs jumped in the air; and 14/10/24 at 2.05pm blast shook house and the windows rattled." Reply by email requested.	<p>Environment &amp; Community Staff member (ECS) emailed complainant with blast information on 14/10/24: MTW initiated a blast 14/10/24 2:02pm. Preliminary results were provided for the nearest blast monitor to the complainant's property (Wollemi Peak Road). Overpressure: 105.9dB, Vibration: 2.6mm/sec. 20/10/24 - Complainant enquired regarding the 10/10/24 blast results-which were requested in the complaint but not provided by email, and additionally enquired about a possible blast on 18/10/24 12:00pm for which the house shook. Complainant also commented that they are noticing blasts effects more frequently.</p> <p>ECS responded by email on 21/10/24 providing the 10/10/24 blast results that were omitted (in error) from the previous email (Wollemi Peak Rd - Overpressure: 104dB, Vibration: 1.9mm/sec), and advising there was no blast at MTW on 18/10/24. ECS also advised the MTW website address for published blast monitoring information for previous months of monitoring, and annual blast monitoring reporting (together with all of 2023 blast monitoring data on a graph) to enable observation of blast monitoring results versus MTW's blast limits, and offered the complainant to contact MTW if they had any further queries regarding the blast information or any other queries.</p>
14/10/2024 02:28 PM	Community complaint received regarding Blasting (Vibration). Complaint stated "Blast shook the crap out of house". Call back not requested.	Preliminary blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 101.0 dB, Peak Vibration 3.8 mm/Sec

Date/Time Received	Description of Complaint	Immediate Action Taken
14/10/2024 02:05 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "just felt house shake and wants to put in complaint if the mine did a blast". Call back requested.	14:15 – Community Response Officer (CRO) called complainant and advised there was a Blast fired at 14:02. The complainant stated again that they wanted to put a complaint of it shaking their house and for it to be noted as a complaint. Blast monitoring results suggest blast within management conditions. Bulga Village Blast Monitor results: Peak Overpressure 103.0 dB, Peak Vibration 3.4 mm/Sec
14/10/2024 08:30 AM	Community complaint received by email to MTW personnel regarding Air (Dust). A photo was provided, with the complainant alleging dust generated from MTW when viewed from National Parks and Wildlife Office location on Putty Road. The complainant was critical of MTW's dust management practices.	14/10/24 13:46 - Environment & Community Staff member (ECS) responded by email that the complaint had been received and would be responded to. 16/10/24 17:08 - ECS responded by email to complainant, advising MTW monitors air quality conditions over our operations and in the general area on a daily basis in addition to air quality PM10 monitoring. ECS advised that on the morning of 14/10/24 MTW observed quite a heavy dust / fog haze in most directions across the Hunter Valley from MTW's vantage locations and recorded similar conditions to the complainant's photo. Photographs of the conditions were provided with the email. In addition, ECS advised that MTW's dust management and monitoring controls were being implemented on 13-14 October 2024, and MTW's 24hr PM10 compliance monitors all recorded less than the 50ug/m3 limit on 13-14 October 2024. Upon request, on 17/10/24 the ECS provided a map showing the location/direction and the date/times for the photos provided to the complainant.
14/10/2024 07:30 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust from Mount Thorley Warkworth." Call back not requested, however a subsequent email with a photograph was received from the complainant.	07:40 - Community Response Officer (CRO) inspected area and noted that there was a valley wide dust haze at time of inspection. CRO informed Open Cut Examiner (OCE) of complaint and advised there was a valley wide haze that was visible mainly to the north of MTW and that MTW was not observed to have point sources. Actions at time of complaint 5 watercarts operational and Dragline 101 and Dragline 103 delay at time of complaint. 16/10/2024 - Environment & Community Staff member (ECS) responded to the associated email /photo from the complainant, including MTW's observations (and supporting photographs) of regional dust/fog haze in the Hunter Valley in most directions, confirmation that dust management controls were being implemented on 13-14 October 2024, and air quality monitors were all compliant with PM10 limits.

Date/Time Received	Description of Complaint	Immediate Action Taken
14/10/2024 05:08 AM	<p>Community complaint received by email to MTW personnel regarding Air (Dust). A photo was provided, with the complainant alleging dust generated from MTW. The complainant was critical of MTW's dust management practices. Complainant also concerned that the publicly available complaints register is not registering any of the complaints provided in writing or by phone.</p>	<p>14/10/24 13:46 - Environment &amp; Community Staff member (ECS) responded by email that the complaint from 13 October 2024 and an additional complaint received on the morning of 14/10/24 had been received and would be responded to.</p> <p>16/10/24 16:58 - ECS responded by email to complainant, advising a video provided on 13/10/24 appears to show a dust / fog haze in the direction of our operations, but not in other directions. ECS advised that MTW also monitors air quality conditions over our operations and in the general area, and advised on the morning of 13/10/24, there was some minor cloud and rain in the area at the time of our morning inspections, which MTW's photo record during our observations shows this. On the morning of 14/10/24 MTW observed quite a heavy dust / fog haze in most directions across the Hunter Valley from our vantage locations and recorded similar conditions to the complainant's video. Photographs of the conditions were provided with the email. In addition, ECS advised that MTW's dust management and monitoring controls were being implemented on 13-14 October 2024, and MTW's 24hr PM10 compliance monitors all recorded less than the 50ug/m3 limit on 13-14 October 2024. Complainant was assured that all complaints are recorded in MTW's complaints register, by whichever method they are received. The complaints register is updated with the complaints received from the previous month, by the end of the following month, and a link to the complaints register was provided. Complainant was also advised the current complaints would be added to the complaints register, and asked the complainant to advise of any complaints they had made which were not included on the register so MTW could investigate. Complainant was also advised that if they require an immediate response to an issue they identify, to please contact the MTW complaints line as MTW have personnel to immediately investigate and respond.</p>
13/10/2024 10:13 PM	<p>Community complaint received regarding Noise. Complainant stated "a lot of dozers up there I'm outside acquisition zone, noise complaint" Call back requested.</p>	<p>22:18 - Community Response Officer (CRO) called complainant. Complainant stated that they were hearing dozer noise and requested for them to be shut down. CRO advised complainant they would complete noise monitoring at their relevant location to confirm noise levels.</p> <p>22:25 - CRO attended the Inlet Road West monitoring location and completed a noise reading below relevant criteria. WML 34dB haul truck, loading and horn noise audible and MTO inaudible. Open Cut Examiner notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
13/10/2024 09:38 AM	Community complaint received by email to MTW personnel regarding Air (Dust). A video file was provided, with the complainant alleging dust from MTW was impacting his property all day and long into the night. The complainant was critical of MTW's dust management practices, and considered MTW's conduct was a public nuisance and extremely unhealthy to the complainant's family and the community.	<p>14/10/24 13:46 - Environment &amp; Community Staff member (ECS) responded by email that the complaint from 13 October 2024 and an additional complaint received on the morning of 14/10/24 had been received and would be responded to.</p> <p>16/10/24 16:58 - ECS responded by email to complainant, advising the video provided appears to show a dust / fog haze in the direction of our operations, but not in other directions. ECS advised that MTW also monitors air quality conditions over our operations and in the general area, and advised on the morning of 13/10/24, there was some minor cloud and rain in the area at the time of our morning inspections, which MTW's photo record during our observations shows this. On the morning of 14/10/24 MTW observed quite a heavy dust / fog haze in most directions across the Hunter Valley from our vantage locations and recorded similar conditions to the complainant's video. Photographs of the conditions were provided with the email. In addition, ECS advised that MTW's dust management and monitoring controls were being implemented on 13-14 October 2024, and MTW's 24hr PM10 compliance monitors all recorded less than the 50ug/m3 limit on 13-14 October 2024. Complainant was also advised the complaint would be added to the complaints register.</p>
06/10/2024 08:20 AM	Community complaint received by email to Environment & Community Staff regarding dust. Complainant stated "the amount of dust coming from your mine and neighbouring mines is causing public nuisance to us, and we find living next door to your mine, difficult and almost intolerable for health purposes and quality of life existence." Complainant also advised the mine exceeded EPA standards the previous night at the Mount Thorley EPA station, one of more than 900 exceedances, indicating this demonstrates poor performance from MTW.	<p>6/10/24 09:08 - Environment &amp; Community Staff member (ECS) responded by email indicated a previously proposed meeting date regarding dust management processes at MTW would need to be rescheduled.</p> <p>8-14/10/24 - ECS liaised with complainant for alternate proposed meeting dates.</p> <p>16/10/24 16:58 – ECS provided a written response to the complaint which indicated: The complainant's follow up email on 6/10/24 referred to prior phone call on 4/10/24, and additionally an alert from the NSW Govt Mount Thorley air quality monitoring station. The response advised that alerts from the NSW government monitoring system are 1hr PM10 alerts. Air quality compliance is measured on a 24hr PM10 basis. The 24hr PM10 result for Mount Thorley station was 31 ug/m3. ECS advised that MTW's dust management and monitoring controls were being implemented on 3-4 October 2024, and the night of 6 October 2024. MTW's PM10 compliance monitors all recorded less than the 50ug/m3 limit on 3-4 and 6 October 2024. ECS advised the complaint will be added to the MTW complaints register.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
05/10/2024 06:32 PM	Complaint received regarding lighting. Complainant stated, 'Complained twice last night and nothing was done about it'. Call back not requested.	<p>18:35 – Community Response Officer (CRO) notified Open Cut Examiner (OCE) of complaint received, CRO made way to the Wambo road location to better allocate the location of the potential intrusive lights.</p> <p>18:45 – During internal inspections it was confirmed there was light located on a high NW facing dump on a neighbouring mining operation to the south of MTO.</p> <p>19:19 – CRO called the neighbouring mine's dispatch and notified the site of complaint received regarding lighting.</p> <p>20:20 – CRO inspected Wambo road and Putty Road and confirmed with OCE lighting had been repositioned away from Bulga area.</p> <p>21:12 – Second community complaint received regarding lighting. Complainant stated: "Need CRO to call back about a complaint from earlier in the night". Call back requested.</p> <p>21:14 – CRO called the complainant back. Complainant wanted to inform the CRO they had just received both voicemails (one from the previous night and the one left an hour ago). Complainant confirmed that the lighting was from a neighbouring operation and thanked the CRO for following up. CRO confirmed prompt communication was made with the neighbouring operation and that the lighting plant had been adjusted, complainant agreed that their concern had been resolved.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
25/09/2024 01:45 PM	<p>Community complaint received from anonymous complainant via EPA by phone to Environment &amp; Community Manager (ECM) regarding air odour and dust. The EPA advised the complainant called about a report of odour and dust at approximately 11:15am. EPA asked if MTW initiated a blast at that time and observations following blast prior to 11:15am. Reply via email requested.</p>	<p>14:46 - ECM replied to EPA via email and advised of a blast initiated by MTW at 12:20pm. ECM clarified that there was no blast at MTW prior to this time. No odour observed by Community Response Officer at complaint time of 11:15am or following the blast at 12:20pm.</p> <p>Operational Controls Implemented:</p> <p>05:00 – Dragline 101 intermittent park up cumulative total 4.3 hours. Dragline 103 intermittent dust delay cumulative total 9.3 hours.</p> <p>06:20 – Excavator 320 parked up 0.05 hours. Excavator 320 modified loading techniques to reduce dust generation.</p> <p>08:30 - All available watercarts manned. GMB drill prep grader relocated to minimise dust generation.</p> <p>10:55 - Excavator 323 parked up 2.5 hours. Watercart sent to GMB drill bench to manage dust generated from topsoil surface.</p> <p>11:00 – Shovel 345 parked up 2.0 hours. Excavator 322 parked up 2.1 hours. 81 haul trucks intermittent park up cumulative total 163.4 hours.</p> <p>11:15 – Excavator 324 parked up 3.1 hours. Dozer 548, Dozer 551 cumulative total 2.0 hours.</p> <p>11:20 - All remaining loading units sent to early crib.</p> <p>11:30 – Excavator 318 parked up 2.8 hours. Shovel 344 parked up 2.5 hours. Drill 230, Drill 231 and Drill 235 parked up cumulative total 7.9 hours.</p> <p>12:13 – Excavator 319 parked up 2.1 hours. Watercarts hot seated over crib window.</p> <p>13:00 – Excavator 323 reduced truck number and loading techniques modified to minimise dust generation.</p> <p>13:07 – Grader 818, Grader 852, Grader 863 and Dozer 538 parked up cumulative total 3.9 hours.</p> <p>13:28 – Loader 649 parked up 0.1 hours.</p> <p>15:50 – Dozer 544 parked up 0.2 hours.</p>



Date/Time Received	Description of Complaint	Immediate Action Taken
25/09/2024 11:20 AM	Community complaint received regarding Air (Dust) in person. Complainant requested call back from Environment and Community team.	<p>11:20 - Complainant approached Community Response Officer (CRO) vehicle on the side of Putty Road. Complainant stated that they were sick of the dust generated from MTW and believed it to be a health hazard. CRO advised complainant that they were aware of the dust and equipment was in the process of being shut down to minimise the dust generated in the area due to recent high winds. Complainant requested a member of the Environment and Community team to call them back to discuss further. Open Cut Examiner and Environment and Community Staff member (ECS) notified.</p> <p>11:37 – ECS called complainant to follow up on complaint.</p> <p>Operational Controls Implemented:</p> <p>10:55 - Excavator 323 parked up 2.5 hours. Watercart sent to GMB drill bench to manage dust generated from topsoil surface.</p> <p>11:00 – Shovel 345 parked up 2.0 hours. Excavator 322 parked up 2.1 hours. 81 haul trucks intermittent park up cumulative total 163.4 hours.</p> <p>11:15 – Excavator 324 parked up 3.1 hours. Dozer 548, Dozer 551 cumulative total 2.0 hours.</p> <p>11:20 - All remaining loading units sent to early crib.</p> <p>11:30 – Excavator 318 parked up 2.8 hours. Shovel 344 parked up 2.5 hours. Drill 230, Drill 231 and Drill 235 parked up cumulative total 7.9 hours.</p> <p>12:13 – Excavator 319 parked up 2.1 hours. Watercarts hot seated over crib window.</p> <p>13:00 – Excavator 323 reduced truck number and loading techniques modified to minimise dust generation.</p> <p>13:07 – Grader 818, Grader 852, Grader 863 and Dozer 538 parked up cumulative total 3.9 hours.</p> <p>13:28 – Loader 649 parked up 0.1 hours.</p>
24/09/2024 10:33 AM	Community complaint regarding Air (Dust). Complainant stated "dust today is shocking." Call back requested.	<p>10:40 - Community Response Officer (CRO) called complainant back. Complainant advised they were from Singleton but were in Mount Thorley area. Complainant stated that they had taken photo evidence of dust in west pit area from the old Wallaby Scrub Road gate. CRO committed to an inspection and follow up with the Open Cut Examiner (OCE). OCE notified of complaint.</p> <p>Operational controls implemented:</p> <p>10:50 - Watercart sent to Excavator 321 dig face.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
23/09/2024 04:28 PM	Community complaint regarding Air (Dust). Complainant stated "dust coming out of Mount Thorley Warkworth mine." Call back requested.	<p>16:30 - Community Response Officer (CRO) called complainant back. Complainant stated there was dust coming from West Pit area and it looked to be coming from some drills. Complainant advised that dust had been bad for the past week or so with the warmer weather. CRO committed to an inspection and follow up with the Open Cut Examiner (OCE). OCE notified of complaint.</p> <p>Operational Controls Implemented:            16:40 - Drill 231 and Drill 235 parked up.</p>
16/09/2024 07:34 PM	Community complaint received regarding lighting. Complainant stated "Light shining through front window same light as the weekend. Was fixed Sunday night but is now back again." Call back not requested.	<p>20:00 – Community Response Officer (CRO) completed inspection of Wambo Road and potential lighting source from a parked up dozer on the North Pit RL180 dump observed. Open Cut Examiner (OCE) notified and dozer requested not to face west when parked. Follow up inspection completed and potential light no longer visible.</p>
14/09/2024 07:13 PM	Community complaint received regarding lighting. Complainant stated "bright light shining directly into my house. Same issue I rang about last night. The light is in the same position". Call back not requested.	<p>19:30 - Community Response Officer (CRO) completed inspection of Wambo Road and potential light regarding the complaint.</p> <p>19:35 - CRO contacted Open Cut Examiner (OCE) to request lights be adjusted.</p> <p>19:45 - Light on the South Pit North 175 dump adjusted. CRO completed follow up inspection and observed a light that potentially intrusive. CRO notified OCE and requested light to be adjusted.</p> <p>20:45 – South Pit North 175 dump North light was relocated, and adjusted. CRO completed follow up inspection and observed a light that remained potentially intrusive. CRO notified the OCE.</p> <p>20:50 – Second complaint call received from the complainant regarding lighting "light still shining on my house". Call back not requested.</p> <p>21:00 – South Pit North 175 dump North light turned off. CRO inspected confirmed with OCE that it was not potential light.</p> <p>21:15 - WYC flat top light turned off. CRO confirmed with CRO inspected confirmed with OCE that it was not potential light.</p> <p>21:20 – South Pit North 175 dump South light turned off. CRO confirmed with OCE this was the identified potentially intrusive light.</p> <p>21:45 - South Pit North 175 dump South light was relocated. CRO completed follow up inspection. No lights were observed from Wambo Road.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
13/09/2024 09:48 PM	Community complaint received regarding lighting. Complainant stated "bright lights shining into home". Call back not requested.	<p>22:10 - Community Response Officer (CRO) inspected MTW operations from Wambo Road and identified potential lights regarding the complaint.</p> <p>22:15 - CRO contacted Open Cut Examiner (OCE) to request lights be adjusted.</p> <p>22:30 - Lights on both South Pit North 175 dump and Battleaxe 120 dump were adjusted. CRO completed follow up inspection and observed there was only one light that was potentially intrusive.</p> <p>22:35 - CRO and OCE continued inspection to locate the other potential light.</p> <p>22:55 - CRO and OCE observed a potential light from a neighbouring operation. The CRO contacted the neighbouring operations dispatch and requested the light be adjusted. CRO continued regular inspections.</p> <p>23:20 - CRO observed the light from the neighbouring operation had been adjusted. No lights were observed from Wambo Road following the changes. OCE notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
11/09/2024 04:56 PM	<p>Community complaint received regarding in person neighbour interaction in relation to unauthorised access/disturbance at MTW biodiversity offset property. Complainant stated, "About 30 mins ago, 2 representatives from Mount Thorley mine came to their property unannounced regarding an environmental offset at the back of their property, it is not an active mine. Complainant's wife is indigenous and he advised she is able to walk through that area as a traditional owner. They are going to speak to the elders. Complainant stated that staff were quite rude to his wife before he arrived." Call back not requested.</p>	<p>16:30 - MTW Environment &amp; Community Manager (ECM) and Environment &amp; Community Advisor (ECA) visited the occupant of a neighbouring property to the North Rothbury Biodiversity Offset Area to discuss an observation of unauthorised access/disturbance behind their property, and an unauthorised modified fence on the dividing boundary fence. Initially the complainant's wife was met, and a few minutes shortly thereafter the complainant arrived. ECM advised MTW owns the bushland property to the rear of the complainant, and manages that property as an environmental offset. The complainant was aware of that purpose. ECM advised that property inspections had identified unauthorised disturbance (soil and vegetation scraped up) adjacent to the boundary of the complainant's property (a small excavator was observed at the rear of their property). The complainant advised they had undertaken the disturbance in order to reduce vegetation near the boundary in relation to potential snake management. ECM advised that was unauthorised disturbance, and that the property is being managed as an offset. The complainants indicated that due to indigenous heritage she is permitted to access the lands. ECM advised that it is private property, managed as an offset, and access/disturbance is not authorised. ECM also advised that MTW undertakes slashing periodically along the boundary fence, most recently last week and to contact MTW if they have any issues including slashing. At this point the complainant requested the MTW personnel to leave their property. MTW personnel complied with that request, and also advised the complainant the property inspections had identified that the boundary fence between the properties had been modified and a vehicle access track was observed passing through the corner of the offset property. Complainant's wife protested that it is only a small section. ECM advised this is not authorised and that MTW will be arranging for the fence to be repaired to the existing boundary post. At completion of meeting, a "Notice to Carry Out Fencing Works, Dividing Fences Act" letter was delivered to the complainants letterbox which specified details of the unauthorised access/disturbance, and details of the unauthorised modification to the boundary fence, noting that the fence is intended to be repaired to the boundary alignment. The letter included contact details for MTW personnel in the event that any queries or concerns regarding land management in the future.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
11/09/2024 09:45 AM	Community complaint received by phone to MTW reception regarding Air (Dust). Complainant indicated the last 5 days have been bad and gave an overview of dust impacts (deposited dust on tennis court/car/pool/house) and cleaning efforts struggling to keep up. Complainant indicated that contact with Community Response Officer (CRO) and others doesn't result in fixing impacts. Complainant indicated westerly winds blowing off 190mRL dump especially cause issues. Complainant requested call back from General Manager.	10:20 - MTW personnel mobilised to inspect MTW operations from location near to complainant's property. Boundary of MTW operations inspected from Warkworth Village to Long Point. Regional dust haze observed. Nil point source observed from MTW operations. 13:48 and 15:51 - Environment & Community Staff (ECS) attempted to return call to mobile, not picked up, no voicemail available. 16:11 - Complainant returned call to ECS. ECS advised that the call to reception had been passed to General Manager, who asked ECS to return call to Complainant as he was not available. ECS confirmed the details of the complaint as provided to reception during his initial call regarding depositional dust and impacts. Complainant advised he has photos of dust conditions from his property. ECS advised regional conditions for air quality are monitored by MTW and photos are taken of general conditions surrounding the mine twice a day, including near the complainant's property, which indicate a general dust haze presently. ECS indicated that winds have often been from the north or northwest. Complainant invited MTW representatives for a meeting at his property. ECS noted that MTW representatives had recently met at his property, and instead ECS invited complainant to MTW offices for MTW to advise the efforts and improvements being undertaken regarding dust management onsite. Complainant will consider meeting offer and possible timing with another community member.
05/09/2024 04:58 PM	Community complaint received regarding Air (Dust). Complainant stated "The condition of the Warkworth mine and the dust it generates is appalling, resulting in a layer of dust". Call back requested.	17:03 - Community Response Officer (CRO) called complainant back. Complainant stated the dust from MTW was excessive and requested that more to be done in controlling the dust. Complainant requested more water carts to be used. Complainant also stated they were worried they would have to re-wash their clothing they had hung on the clothesline. Note: CRO inspected area and noted that there was a valley wide dust haze at time of inspection. Open Cut Examiner notified.
31/08/2024 04:25 PM	Community complaint received regarding Blasting (V/O and Dust). Complainant stated "Blast let off at lunchtime during high winds has caused dust and damage to his home and work facilities". Call back not requested.	Blast monitoring results suggest blast within management conditions. MTIE Blast Monitor results: Peak Overpressure 113.8 dB, Peak Vibration 0.1 mm/Sec. 2/09/2024 - Follow up email received from complainant regarding the same blast complaint. Complainant was advised by return email that his complaint would be investigated. 4/09/2024 - Investigation completed, and a summary of investigation was sent to the complainant by email, along with an offer to meet.

Date/Time Received	Description of Complaint	Immediate Action Taken
30/08/2024 06:50 AM	Community complaint received regarding Air (Dust). Complainant stated: "Dust on windscreen of car overnight past two nights". Complaint received in person.	06:50 - Complainant approached Community Response Officer at the Bulga RFS monitoring location. Complainant stated lately MTW had been good, however they had dust on their cars windscreen the past two mornings and that the dust was still leaving site and thought the watercarts needed to be utilised overnight. CRO acknowledged that the conversation would be recorded as a complaint. Open Cut Examiner Notified.
23/08/2024 12:12 PM	Community complaint received regarding Blasting (Vibration). Complaint stated "Blast shook house". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions, N49 WBA PR2 fired at 12:07:32 Wambo Road Blast monitor results: Peak Over Pressure 102.42dB, Peak Vibration 2.43 mm/sec. 12:01 – As per Geoscience Australia there was an earthquake stemming from the Denman region reported, this earthquake triggered at 12:01:59 registering at M5.0 magnitude. The CRO was in location at the Bulga RFS monitoring location awaiting the blast to be fired and was standing outside the vehicle on grass as the earthquake was felt, very similar to a localized mine blast in regard to intensity of vibration felt and the duration on the vibration. 12:46 Despite the request for no call back, on this occasion the Environment & Community Manager (ECM) contacted the complainant to advise of the earthquake that had occurred. ECM provided the vibration levels at the Wambo Road blast monitor of both events (2.7mm/sec for earthquake, 2.4mm/sec for blast) to the complainant. Complainant appreciated the call.
20/08/2024 12:40 PM	Community complaint received regarding Blasting (V/O). Complainant stated "Shaking of house from a Blast". Call back not requested.	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 94.1 dB, Peak Vibration 1.1 mm/Sec
19/08/2024 11:06 PM	Community complaint received regarding Noise. Complainant stated: "Please lower the noise from the mine so people can sleep". Call back not requested.	23:55 – Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded a noise reading below relevant criteria WML 35dB haul truck, loading and dozer noise audible, MTO Inaudible. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
11/08/2024 11:25 PM	Community complaint received regarding Noise. Complainant stated: "Please lower the noise a little so people can sleep". Call back not requested.	23:40 – Community Response Officer attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML 36dB haul truck, loading and dozer noise audible and MTO inaudible. Open Cut Examiner notified.
08/08/2024 11:07 PM	Community complaint received regarding Noise. Complainant stated "lower it so people can sleep please". Call back not requested.	<p>23:25 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded a noise reading above relevant criteria. WML 39dBA truck, dozer and loading noise audible. MTO 33dBA truck noise audible. Open Cut Examiner (OCE) notified.</p> <p>Operational Controls Implemented:            23:35 - Excavator 321 and Dozer 536 parked up.</p> <p>23:45 - CRO attended the Wambo Road monitoring location and recorded a noise reading below relevant criteria. WML 35dBA truck, dozer and loading noise audible. MTO 31dBA truck noise audible. OCE Notified.</p>
08/08/2024 09:50 PM	Community complaint received regarding Noise. Complainant stated "Dozers backwards and forward couple of hours noise banging". Call back requested.	<p>22:23 - Community Response Officer (CRO) called complainant back. Complainant stated it was the second night in a row with elevated noise levels. Asked what has been done. CRO informed complainant of current noise management controls implemented. Complainant stated they had noticed a drop in noise levels.</p> <p>22:05 - CRO attended the Inlet Road West monitoring location and recorded a noise reading below relevant criteria. WML 35dBA truck and loading noise audible. MTO inaudible.</p>
07/08/2024 10:22 PM	Community complaint received regarding Noise. Complainant stated "Noise complaint". Call back requested.	<p>22:23 - Community Response Officer (CRO) called Complainant back. Complainant stated it had been noisy earlier but had noticed the noise level had dropped. CRO informed complainant that mining had been modified to lower the noise level. Open Cut Examiner (OCE) Notified</p> <p>23:20 - CRO attended the Inlet Road West monitoring location and recorded a noise reading below relevant criteria. WML 30dBA truck noise audible. MTO inaudible. OCE Notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
06/08/2024 09:07 AM	Complaint received from anonymous complainant via EPA by phone to Environment & Community Staff member regarding air (odour). The EPA advised the complainant called about a "sulphur" smell 5/8/2024 approximately 12:30pm. EPA asked if MTW initiated a blast at that time, and if there were any complaints. Call back requested.	15:02 - Environment & Community Staff member (ECS) called EPA back and advised there were two blasts at MTW on 5/8/24. The first blast event occurred at 12:04pm and the second blast event occurred at 1:13pm. ECS advised there was nothing unusual observed for these blasts on the date of the blast. In the absence of location information regarding the complaint, an inspection was undertaken in the Bulga Village area on 6/8/24 which did not identify any other sources of odour. The EPA officer indicated the complaint was from a member of the public that was stopped at a road closure. ECS advised that wind direction was such that a road closure would likely have occurred. ECS advised that as part of reopening roads after a blast road closure, the MTW undertakes a gas check with an air quality monitor. That process is described in the MTW road closure management plan, and would have been completed for the blast with road closure. EPA officer advised they did not require further information.



Date/Time Received	Description of Complaint	Immediate Action Taken
22/07/2024 11:50 AM	Community complaint received in person regarding Air (Dust). Complainant stated "Dust complaint from Saturday and enquiring if complaints get call backs". Call back not requested.	<p>11:50 - Community Response Officer (CRO) parked at Bulga RFS monitoring location ahead of scheduled blast. Complainant approached vehicle and stated that they had lodged a complaint on Saturday 20th July at 11:48 AM and had not received a call back. CRO advised that no complaints had been received over the weekend and confirmed complainant should have received a call back if requested. Complainant stated that they called the complaints hotline and believed others in the community had called regarding dust in the West Pit over the weekend. Complainant noted that dragline and excavator were generating dust that travelled towards Bulga. CRO advised the complainant that there was downtime recorded for the draglines and Excavator 323 on Saturday afternoon. CRO advised complainant their complaint would be recorded, and the Environment and Community team will investigate the hotline not passing information over to MTW. Open Cut Examiner and Environment and Community Staff member (ECS) notified.</p> <p>Saturday 20th July operational controls implemented:            5:30 - Dragline 101 intermittent dust delays (0.5 hours).            11:45 - Dragline 103 intermittent dust delays (2.2 hours).            11:50 - Excavator 323 parked environment delay (4.7 hours).</p> <p>15:05 - ECS called the complainant back to follow up on complaint call back investigation. ECS confirmed with the complainant that the CRO had communicated they had made a complaint on Saturday the 20/07/2024 regarding dust and had requested a call back that was not received. Complainant confirmed that this was the case and advised that they believed that others had also made complaints. ECS advised that the complainant did not receive a call back as the complaints line had not distributed their complaint to site. ECS also confirmed they have checked and there were no other complaints recorded by the complaints line on the weekend. ECS also advised that the issue was thought to be caused by operator error.</p>
20/07/2024 11:48 AM	Community complaint received regarding Air (Dust). Complainant stated "Dust". Call back requested.	Complaint was not received by MTW personnel on the date of the complaint due to a Complaints Hotline call centre error. Due to the complaint not being received the complainant was not called back regarding their complaint. Refer to associated complaint on 22/07/2024 at 11:50 AM for details on the resolution of this complaint and the complaint response timing.

Date/Time Received	Description of Complaint	Immediate Action Taken
17/07/2024 06:18 PM	Community complaint received regarding Lighting. Complainant stated "Complaint about lighting shining onto the Golden Highway and is dangerous for drivers". Call back not requested.	18:40 - Community Response Officer (CRO) completed inspection of Golden Highway and identified North Stockpile lighting plant as the potential source of the complaint. Open Cut Examiner had lighting plant adjusted. Following the adjustment the CRO completed follow up inspection and deemed adjustment adequate.
12/07/2024 12:42 PM	Community complaint received regarding Blasting (V/O). Complainant stated "Blast that went off shook the house and rattled the windows". Call back not requested.	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 100.3 dB, Peak Vibration 1.3 mm/Sec.
11/07/2024 07:27 PM	Community complaint received regarding Noise. Complainant stated "Rattling from the tracks on the dozers". Call back requested after 8pm.	19:30 - Community Response Officer (CRO) advised Open Cut Examiner (OCE) of complaint. West Pit dozers restricted to first gear. 19:50 CRO completed handheld noise monitor reading at the Inlet Road monitoring location below relevant criteria. WML 35dBA truck and dozer noise audible. MTO 31dBA truck noise audible. OCE notified. 20:12 - CRO called complainant back. CRO advised complainant of action taken and complainant confirmed nuisance dozer noise had ceased.
08/07/2024 02:18 PM	Community complaint received regarding Blasting (V/O). Complainant stated "Severe shaking of house". Call back not requested.	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 101.6 dB, Peak Vibration 2.9 mm/Sec.

Date/Time Received	Description of Complaint	Immediate Action Taken
28/06/2024 12:48 PM	Community complaint received regarding Blasting (V/O). Complainant stated "blast shook the house". Call back requested.	<p>13:20 – Community Response Officer (CRO) attempted to call complainant back. Message left advising that they would attempt to call back later in the day.</p> <p>14:00 – CRO called complainant back, complainant requested blast data results feeling it was an exceedance due to the amount of vibration felt on the complainant’s property. At time of call the preliminary blast data was not available. CRO offered to call the complainant back the following day when the preliminary blast data was available. Complainant requested a call back with the blast results.</p> <p>29/06/2024 10:00 – CRO attempted to call complainant back. Message left with preliminary blast results as requested.</p> <p>Preliminary blast monitoring results suggest blast within management conditions. Bulga Village Blast Monitor results: Peak Overpressure 85.2 dB, Peak Vibration 0.2mm/Sec.</p>
26/06/2024 11:30 AM	Community complaint received regarding Air (Dust). Complainant stated "excessive dust particularly in north end of your pit." Call back requested.	<p>11:30 - Community Response Officer (CRO) in the area of the complaint and completing inspection at time of complaint. CRO advised Open Cut Examiner (OCE) of the complaint and dust in West Pit South area.</p> <p>11:34 - CRO called complainant back. Complainant stated they saw excessive dust in the pit, no watercarts and that while the dust is not leaving site now, only a slight breeze and the dust is impacting neighbours. CRO stated they had completed an inspection and saw dust in the pit, that they would communicate the complaint with the site supervisor. OCE notified.</p> <p>Operational changes implemented: 11:39 –Dragline 103 (WML North Pit) parked up 26 minutes.</p>
26/06/2024 03:14 AM	Community Complaint received regarding Noise. Complainant stated "excessive noise from vehicles". Call back not requested.	03:35 – Community Response Officer (CRO) attended the Bulga Village monitoring location and completed a noise reading below relevant criteria. WML 31dB truck noise audible, MTO Inaudible. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
21/06/2024 01:13 PM	Community complaint received regarding Blasting (V/O). Complainant stated "complainants address where the blast has just gone off, has really rocked up noise level, very frustrating with the blasting." Call back requested.	<p>13:48 - Community Response Officer (CRO) attempted to call complainant back. CRO left a voice message advising complainant to contact the community complaint hotline if they would like a call to discuss their complaint.</p> <p>Preliminary blast monitoring results suggest blast within management conditions. Wollemi Peak Road Blast Monitor results: Peak Overpressure 98.7 dB, Peak Vibration 0.5mm/Sec.</p>
20/06/2024 06:17 PM	Community complaint received regarding noise. Complainant stated "complaining about the noise of the excavator backing up and banging of materials emptied into the trucks." Call back not requested.	<p>18:55 – Community Response Officer (CRO) attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 32dBA loading and dozer noise audible. MTO 32dBA pump noise audible.</p>
11/06/2024 01:03 PM	Community complaint received regarding Blasting (V/O). Complainant stated: "Fired a shot at 12.15pm, excessive ground vibration on 3 buildings, caller has a vehicle on a hoist in workshop it moved car in air."	<p>13:15 – Community Response Officer (CRO) called complainant back. Complainant explained that the ground shook and their buildings shook violently. Complainant explained that they had a car up on a hoist at the time of the blast and the ground vibration is excessive, and they have cracks in their home. CRO explained the preliminary blast results were within the sites limits. Complainant did not think the results are correct. CRO advised that the site Environment and Community team would be able to contact them to follow up regarding their concerns.</p> <p>12/06/2024 14:45 – Environment and Community Staff member called complainant back to follow up on complaint.</p>
29/05/2024 02:15 PM	Community complaint received regarding Blasting (V/O). Complaint stated "blast at 2:10pm that shook my house". Call back requested.	<p>14:15 - Community Response Officer (CRO) called complainant back. Complainant explained that the blasting is impacting them, they can feel it shaking the house. CRO asked if there was any damaged caused by the blast, Complainant stated they had not seen any yet. CRO stated they would record the details of the complaint and pass on to the environment team.</p> <p>Preliminary blast monitoring results suggest blast within management conditions. Bulga Village Blast Monitor results: Peak Overpressure 109.3 dB, Peak Vibration 0.1 mm/Sec</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
27/05/2024 01:22 PM	Community complaint received regarding Blasting (V/O). Complainant stated "shaking home from a blast." Call back not requested.	Preliminary blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 100.60 dB, Peak Vibration 2.74 mm/Sec.
20/05/2024 11:05 AM	Community complaint received regarding Air (Dust). Complainant stated "Dust complaint". Complaint received in person, no additional follow up requested.	11:05 - Community Response Officer (CRO) completing inspection of blast from the Bulga RFS monitoring location when approached by complainant in their vehicle. Complainant stated "just saving myself the phone call, that is unacceptable". CRO acknowledged visible dust and advised there had just been a blast fired. Complainant left the monitoring location. Open Cut Examiner and Environment and Community Advisor notified.
20/05/2024 10:47 AM	Community complaint received regarding Blasting (V/O). Complainant stated: "shaking of my home from a blast". Call back not requested.	Preliminary blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 100.8 dB, Peak Vibration 1.7 mm/Sec.
16/05/2024 10:55 PM	Community complaint received regarding Noise. Complainant stated "Noise complaint." Call back requested.	<p>23:00 – Community Response Officer (CRO) attempted call back twice. Voice mail left on second attempt advised to call complaints line back if complainant would like a call back. Open Cut Examiner (OCE) notified. CRO unable to identify complainants location. Unknown complainant.</p> <p>23:05 - CRO attend The Inlet Road monitoring location and recorded a noise reading below relevant criteria. WML 37dBA truck and dozer noise audible. MTO 33dBA truck noise audible. OCE notified.</p> <p>17/05/24 16:15 – Environment and Community Staff member (ECS) called complainant back. Complainant stated that they had noticed an increase of noise from MTW. Complainant thought as the mine progresses West that there is more noticeable noise. Complainant states that first bucket noise is quite loud of a night time. ECS confirmed complainants location and nearest monitoring location as Bulga RFS, complainant indicated that MTW may need to revise noise monitoring locations. ECS outlined MTW's current noise monitoring procedure and noise management protocols.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
16/05/2024 08:20 PM	Community complaint received regarding Noise. Complainant stated: "noise complaint." Call back requested.	<p>20:23 – Community Response Officer (CRO) called complainant back. Complainant stated CRO has two options; the noise is lowered to acceptable levels within 15 minutes or the complainant will interrupt road closures the following day. CRO stated they will complete noise monitoring at the relevant monitoring location and communicate with the site supervisor to make necessary operational modifications. Open Cut Examiner (OCE) notified.</p> <p>20:30 – CRO attended The Inlet Road West monitoring location and recorded a noise reading above relevant criteria. WML 39dBA LAeq, 52dAB LAmx, truck, loading, dozer and drill noise audible.</p> <p>Operational controls implemented:- Light horns and touch loading implemented WML. - Dozer 547 parked up 4.8 hours. Dozer 541 parked up 7.6 hours, Dozer 551 parked up 4.7 hours.</p> <p>20:55 - CRO attended The Inlet Road West monitoring location and recorded a noise reading at relevant criteria. WML 35dBA LAeq, 44dAB LAmx, truck and dozer noise audible.</p> <p>21:25 - Second Community complaint received regarding Noise. Complainant stated: "Noise - caller would like to get a return call tonight please". Call back requested.</p> <p>21:25 - CRO returned second complaint call. Complainant thanked the CRO for effectively managing the noise.</p>
15/05/2024 11:02 PM	Community complaint received regarding Noise. Complainant stated "noise from mine please lower it." Call back not requested.	23:45 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded noise reading below relevant criteria. WML 35dBA truck, loading and horn noise audible. MTO 35dBA truck and dozer noise audible. Open Cut Examiner notified.
13/05/2024 11:22 AM	Community complaint received regarding sediment on road. Complainant stated "2nd call- mud and dirt on the main road, has turned to mud. is a hazard ". Call back requested.	11:33 - Environment and Community Staff member (ECS) called complainant back. Complainant explained there was still mud on the Putty Road on the bridge and it was a safety Hazard. ECS advised that they had completed an inspection and had followed up with Singleton Council who has passed their details onto Transport for NSW (TfNSW) who are responsible for that sections of road. ECS advised they were waiting for a call from TfNSW to discuss clean up of the mud and also options to improve drainage to limit water and sediment coming down the hill in the future. ECS advised they would follow up with TfNSW today and asked the complainant if they were happy with this response. Complainant confirmed they were happy with the response.

Date/Time Received	Description of Complaint	Immediate Action Taken
11/05/2024 11:59 PM	Community complaint received regarding Noise. Complainant stated "noise very loud - caller said the noise is ridiculous." Call back requested.	00:01 - Community Response Officer (CRO) attempted call back twice. Voice mail left on second attempt outlining current noise monitoring and mitigation measures. CRO advised to call complaints line back if complainant wished to discuss further. Open Cut Examiner (OCE) notified. 00:02 – CRO did not have the relevant monitoring location for the complaint and in response attended the Bulga RFS monitoring location as the most suitable. CRO completed a noise reading above relevant criteria. WML 35dBA truck and loading noise audible MTO 38dBA truck and dozer noise audible. OCE notified. Operational Changes Implemented: - MTO75 dump shut down. 00:15 - CRO attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 34dBA truck noise audible MTO 34dBA truck, reversing beacon and dozer noise audible. OCE notified.
11/05/2024 09:08 PM	Community complaint received regarding Noise. Complainant stated "change the noise level to the appropriate level. very loud right now." Call back not requested.	21:25 - Community Response Officer (CRO) attended the Wambo Road monitoring location and was unable to complete noise reading due to weather interference. WML truck and loading noise audible MTO truck noise audible. 22:05 - CRO attended the Wambo Road monitoring location and was unable to complete noise reading due to weather interference. WML truck and loading noise audible MTO truck noise audible. 00:25 – (CRO) attended the Wambo Road monitoring location and complete noise reading below criteria. WML 36 dBA LAeq truck and loading noise audible MTO 36 dBA LAeq truck noise audible.
10/05/2024 07:50 PM	Community complaint received regarding Noise. Complainant stated "Noise coming from mine." Call back not requested.	20:00 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading above relevant criteria. WML 41dBA truck, loading, dozer and horn noise audible. MTO 36dBA truck noise audible. Open Cut Examiner (OCE) notified. Operational Changes Implemented: - Shovel 344 (WML West Pit), Excavator 324 (WML West Pit), Excavator 323 (WML West Pit), Excavator 322 (WML West Pit), Excavator 321 (WML West Pit), 3 Dozers and 47 Trucks parked up (Noise) - Cumulative total 147.2 Hours. 20:55 - CRO attended the Wambo Road monitoring location and completed noise reading below relevant criteria. WML 36dBA truck and dozer noise audible. MTO 32dBA truck and dozer noise audible. OCE notified.
10/05/2024 04:21 PM	Community complaint received regarding Blasting (V/O). Complaint stated "home was shaking from a blast". No call back requested.	Preliminary blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 102.1 dB, Peak Vibration 1.6mm/sec.

Date/Time Received	Description of Complaint	Immediate Action Taken
08/05/2024 08:30 PM	Community complaint received regarding Noise. Complainant stated "noise at the moment of rocks landing into truck bodies" Call back requested for the next day.	<p>20:10 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading above relevant criteria. WML 47dBA LAeq truck, loading and dozer noise audible. MTO 37dBA LAeq truck noise audible. Open Cut Examiner (OCE) notified.</p> <p>Operational Changes Implemented:</p> <ul style="list-style-type: none"> <li>- Excavator 321 (WML West Pit), Excavator 322 (WML West Pit), Excavator 323 (WML West Pit), Excavator 324 (WML West Pit), 1 Dozer and 43 Trucks parked up (Noise) - Cumulative total 104.9 Hours.</li> </ul> <p>20:45 – CRO attended the Wambo Road monitoring location and was unable to complete a reading due to dog barking, noise level observed to be lower than previous reading. WML truck noise audible. MTO truck noise audible. OCE notified.</p> <p>21:15 - CRO attended the Bulga RFS monitoring location and recorded handheld reading below relevant criteria. WML 35dBA LAeq truck, loading noise audible. MTO 35dBA LAeq dozer noise audible. OCE notified.</p> <p>21:30 – CRO attended the Wambo Road monitoring location and completed a noise reading below criteria. WML 36dBA LAeq truck noise audible. MTO 34dBA LAeq truck noise audible. OCE notified.</p> <p>9/05/2024 11:10 - CRO attempted to call complainant back per their request, voicemail left advising if they would like a call back to call the community complaints hotline.</p>
07/05/2024 12:56 AM	Community complaint received regarding Noise. Complainant stated "the amount of noise coming from mine - could it be lowered please". Call back not requested.	01:30 - Community Response Officer (CRO) attended the Wambo Road monitoring location and recorded a noise reading below relevant criteria. WML 35dBA truck, dozer and drill noise audible. MTO 35dBA truck noise audible. Open Cut Examiner notified.
03/05/2024 11:32 AM	Community complaint received regarding Blasting (V/O). Complaint stated "Blast shaking my home from blast". Call back not requested.	Preliminary blast results suggest blast within management conditions. Wambo Road Blast monitor results: Peak Overpressure 100.27dB, Peak Vibration 3.28 mm/sec.



Date/Time Received	Description of Complaint	Immediate Action Taken
02/05/2024 11:22 AM	Community complaint received regarding sediment on road. Complainant stated "dust landed on Putty Road and rain has made it into mud on road and is dangerous". Call back requested.	11:24 - Community Response Officer (CRO) called complainant back, complainant stated dust fallen on road (Pit Connex Bridge Putty Road) and had become mud and is a traffic hazard. Complainant requests the area is cleaned. CRO advised complainant they would pass on there concerns to the Environment and Community department to investigate. 3/05/2024 - Environment and Community Staff member (ECS) completed inspection of the area, observed mud on road likely to have originated from the road reserve uphill to the east of the bridge. ECS following up with council.
27/04/2024 12:40 PM	Community complaint regarding Blasting (V/O). Complaint stated "shaking of his home from a blast - Mount Thorley Warkworth." Call back requested.	12:50 – Community Response Officer (CRO) called complainant back. Complainant advised they were in their shed when blast occurred, Blast shook their shed and their partner said blast shook on the back veranda. CRO unable to provide prelim blast results due to being unavailable at the time. Open Cut Examiner Notified.  Preliminary blast results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 88.8dB, Peak Vibration 2.3mm/sec.

Date/Time Received	Description of Complaint	Immediate Action Taken
26/04/2024 10:23 PM	Community complaint regarding Lighting. Complainant stated "Ongoing issue this week light shining into house" Call back requested.	<p>23:27 – Second call received from complainant regarding lighting. Complainant stated “still waiting on a call back from before lighting plant complaint. Said he has called every night this week and nothing has been done”. Call back requested.</p> <p>23:27 – Community Response Officer (CRO) called complainant back, complainant explained that they have had to call every night of the week to have the lighting plant sorted and have had no lasting resolution. CRO advised that they would have the lighting plant redirected and have already contacted the site supervisor to do so. CRO advised that they would complete an inspection following their call. Complainant requested a call from management tomorrow. CRO advised they would pass on their request, however could not promise any contact particularly on a Saturday. Complainant reconfirmed their concerns regarding the lighting. CRO confirmed they would communicate the lighting issue with the site supervisors including Day Shift staff.</p> <p>Operational Changes Implemented:</p> <ul style="list-style-type: none"> <li>- NPS190 lighting plant redirected.</li> <li>- CD stockpile light redirected.</li> </ul> <p>00:11 – Follow up call received from complainant regarding lighting. Complainant stated “lighting plant complaint”. Call back requested.</p> <p>00:35 – CRO called complainant back, complainant confirmed the lighting issue was with the NPS dump, that there had been no significant change since the initial complaint call. CRO advised that they would contact the Open Cut Examiner (OCE) and request further modification of the light. Complainant stated the light had improved, that there was flickering and it did go out for a while but is now back. CRO confirmed the light was switched off while it was relocated, that the CRO had just at the time of the call requested the light be further changed to minimise impact of the light.</p> <p>Operational changes implemented:</p> <ul style="list-style-type: none"> <li>- NPS190 Lighting plant relocated and redirected.</li> <li>- Dozer operator instructed to minimise parking in the direction of the complainant.</li> </ul> <p>E&amp;C Staff member (ECS) called complainant back on 29/04/2024 as follow up from complaint on 26/04/2024 to discuss complaint management for the lighting issue. The complainant advised they were unhappy with the complaint experience of the last week. ECS committed to following up their concerns with operations. ECS prepared summary of issue and likely location of lighting plant source with operations, who shared this within operational team to raise awareness of recent complaints and management of lighting in this area.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
24/04/2024 08:34 PM	Community complaint received regarding Lighting. Complainant stated "lighting plant complaint". Call back requested.	20:55 – Community Response Officer (CRO) called complainant back. Complainant explained that they thought that dozer and truck lights were flickering and lighting plant from dump were shining consistently through their house windows. Complainant advised that this was their third night in a row make a complaint. Complainant explained that they thought lighting issue was from South Pit North dump area. CRO assured complainant that they would assess and alter operations if required. Open Cut Examiner notified.  Operational Changes Implemented: 21:30 – South Pit North dump shut down and lighting plant turned off.
23/04/2024 10:42 PM	Community complaint regarding Lighting. Complaint stated: "lighting plant complaint." Call back not requested.	23:15 - Community Response Officer completed inspections of Long Point Road. Dozer headlights from South Pit North 190 dump light visible, deemed not intrusive. Open Cut Examiner notified.
22/04/2024 09:45 PM	Community complaint received regarding Lighting. Complainant sated "lighting plant complaint ". Callback not requested.	22:00 – Community Response Officer called complainant back. Complainant advised that lighting issue had been fixed prior to call back. Complainant advised that light was white, at an elevated level, and possibly from the South Pit North dump area. CRO confirmed the dump had been shut down and light turned off. Open Cut Examiner notified.
14/04/2024 10:33 PM	Community complaint received regarding Noise. Complainant stated: "Wanting noise lowered from the mine so they can sleep please". Call back not requested.	21:20 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML 35dBA truck, loading and dozer noise audible. MTO 33dBA truck and pump noise audible. Open Cut Examiner notified.
12/04/2024 10:01 PM	Community complaint received regarding Noise. Complainant stated: "Lower the noise levels, please bring levels back to consent levels". Call back not requested.	22:00 – Community Response Officer (CRO) was completing routine noise monitoring at time of complaint. CRO attended the Bulga RFS monitoring location and completed reading on relevant criteria, WML 37dBA loading, truck and dozer noise audible, MTO 37dBA pump and dozer noise audible. Open Cut Examiner (OCE) notified. 23:41 – Second call received from the complainant regarding Noise. Complainant stated: "mine needs to lower noise for sleep". Call back not requested. 00.30 - CRO attended the Wambo Road monitoring location and completed noise reading below relevant criteria, WML 35dBA truck, loading and dozer noise audible, MTO 34dBA pump noise audible. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
07/04/2024 05:17 PM	Community complaint received regarding Air (Dust). Complainant stated "excessive dust." Call back requested.	17:23 - Community Response Officer (CRO) called complainant back. Complainant stated that thought the dust from MTW was unacceptable and was visible from the end of the Mitchell Line Road through to the Putty Road adjacent to the West Pit area. Complainant stated they had observed dust from West Pit South. CRO advised complainant that they would investigate following the conversation and pass on to the Open Cut Examiner (OCE). 17:40 - CRO inspected areas of concern, no excessive dust was visible at time of inspection. OCE notified.
05/04/2024 06:03 AM	Community complainant received regarding Noise. Complainant stated: "amount of noise coming from the mine - please lower the noise". Call back not requested.	06:40 – Community Response Officer (CRO) attended the Wambo Road monitoring location and was unable to obtain a handheld noise reading due to local interference. WML haul truck travel noise audible, MTO Inaudible. Open Cut Examiner notified noise reading unable to be completed and the observation of what could be heard at time of inspection.
04/04/2024 11:07 PM	Community complaint received regarding Noise. Complainant stated: "Noise can't sleep with all the banging please lower the noise so they can sleep". Call back not requested.	23:40 – Community Response Officer (CRO) attended the Wambo Road monitoring location and was unable to complete a noise reading due to weather interference. WML loading and truck noise audible, MTO inaudible. Open Cut Examiner (OCE) notified. 01:45 –CRO attended the Wambo Road monitoring location and was unable to complete a noise reading due to weather interference. WML loading and truck noise audible (decrease in noise observed from previous inspection), MTO inaudible. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
03/04/2024 11:02 PM	Community complaint received regarding Noise. Complainant stated: "lower your noise level to the appropriate level please so people can sleep". Call back not requested.	<p>23:20 – Community Response Officer (CRO) attended the Wambo Road monitoring location and completed noise reading above relevant criteria WML 39dB Loading, truck and dozer noise audible, MTO inaudible. Open Cute Examiner (OCE) notified.</p> <p>Operational Controls Implemented:            - 23:25 - Loading units to utilise touch loading and light horns.            - 23:35 – Dozer 224, Dozer 235 parked up total 2.2 hours.</p> <p>23:45 - CRO attended the Wambo Road monitoring location and completed a noise reading on relevant criteria WML 38dB Loading, truck and dozer noise audible, MTO inaudible, Lmax 49dB above criteria. OCE notified.</p> <p>Operational Controls Implemented:            - 23:50 – Shovel 345, Excavator 321 and 12 trucks parked up cumulative total 9.4 hours</p> <p>00:05 - CRO attended the Wambo Road monitoring location and recorded a noise reading below relevant criteria WML 37dB Loading, truck and dozer noise audible, MTO inaudible, Lmax 47dBA below criteria. OCE notified.</p> <p>Operational Controls Implemented:            - 00:10 – Excavator 322, Dozer 537, Dozer 540 and 15 trucks parked up cumulative total 9 Hours.</p> <p>00:20 CRO attended the Wambo Road monitoring location and recorded a noise reading below relevant criteria WML 33dB truck noise audible MTO inaudible. OCE notified.</p>
02/04/2024 03:34 AM	Community complaint received regarding Noise. Complainant stated "You have a lighting plant shining on the Golden Highway and it is quite dangerous. It is bright and shining on to the road". Call back requested.	<p>03:35 – Community Response Officer (CRO) notified the Open Cut Examiner (OCE) of the complaint. CRO and OCE discussed possible lighting plant located in the North Out Of Pit Dam (NOOP) the complaint had referenced. OCE was in the NOOP area at the time of conversation and committed to adjusting the lighting plant.</p> <p>03:36 –CRO called the complainant back. CRO confirmed with the complainant the location of the lighting plant in question. CRO confirmed the lighting plant was in the process of being repositioned and the CRO would complete an inspection to confirm the changes are adequate.</p> <p>03:50 – CRO inspected lighting from the Golden Highway and confirmed the changes had been successful.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
01/04/2024 10:17 PM	Community complaint received regarding Noise. Complainant stated "spikes in noise, bucket banging against rocks disturbing sleep". Call back not requested.	22:40 – Community Response Officer (CRO) attended the Inlet Road noise monitoring location and completed a noise reading below the relevant criteria. WML 33dB truck travel noise audible. MTO 31dB dozer tracking audible. Open Cut Examiner notified.
01/04/2024 08:23 PM	Community complaint received regarding Noise. Complainant stated "they were woken last night at 3.10am by a loud banging that went on for half an hour and she could not sleep. Tonight, it is particularly loud again already and she is worried that she will be woken up again tonight". No call back requested.	20:50 – Community Response Officer (CRO) attended the Bulga RFS monitoring location and completed noise reading below criteria. WML 36dB loading horn, first bucket and truck travel noise audible. MTO 35dB dozer tracking audible.  Operational controls implemented: - Excavator 322 utilising light horns. - MTO RL75 dump dozer 534 reduced to 1st gear operations.

Date/Time Received	Description of Complaint	Immediate Action Taken
01/04/2024 02:43 PM	Community complaint received regarding Air (Dust). Complainant stated "Dust complaint". Call back requested.	<p>14:45 – Community Response Officer (CRO) and Open Cut Examiner (OCE) discussed possible dust sources and identified Excavator 322 and haul trucks as possible contributor. OCE committed to stopping loading unit and trucks to allow watercart to water run before resuming operations.</p> <p>14:46 - CRO called complainant back. Complainant stated they had observed dust from West Pit South and were concerned about associated health impacts. CRO informed complainant that the OCE had committed to shutting down equipment in the area to allow watercarts to catch up to the haul circuit and that Dragline 101 and Dragline 103 were going to be shut down for the interim. Complainant also enquired about what they believed to be a watercart parked for an extended period. CRO committed to investigating. OCE notified.</p> <p>14:50 - CRO travelled to area and observed light dust haze in West Pit south area, with nil dust visible leaving site. Minor plume at height of earth bunding visible from Excavator 322 loading trucks.</p> <p>15:40 – Second call from complainant received regarding Air (Dust). Complainant stated “ongoing dust that was to be stopped early but still going.’ Call back requested.</p> <p>15:45 - CRO and OCE discussed second complaint, OCE restricted graders to clean up spillage only to allow watercarts to be more efficient.</p> <p>15:46 - CRO called complainant back. Complainant unhappy with response for prior complaint, was under the impression equipment was going to be shutdown indefinitely. CRO apologised for miscommunication and informed complainant that equipment was shutdown for the interim, however recommenced when watercart had watered the run. CRO committed to reinspecting area. OCE notified.</p> <p>15:55 - CRO took condition report photos in area, nil dust visible leaving site observed. OCE notified.</p> <p>Operational Controls implemented:</p> <p>14:46 – Excavator 318, Excavator 322 and 10 haul trucks dust delay (0.9 hours).</p> <p>14:47 – Dragline 103 intermittent dust delay (1.9 hours).</p> <p>14:49 – Dragline 101 intermittent dust delay (0.2 hours).</p>
29/03/2024 11:59 PM	Community complaint received regarding Noise. Complainant stated "need noise lowered". Call back not requested.	<p>00:20 – Community Response Officer (CRO) attended the Wambo Road monitoring location and completed noise reading on criteria. WML 38dBa truck, drill, loading and dozer noise audible. MTO truck noise audible. Open Cut Examiner (OCE) notified.</p> <p>00:25 - Operational Changes implemented: Excavator 322 early crib. Reduced fleet when returned to work, West Pit dozers restricted to first gear.</p> <p>00:45 – CRO attended the Wambo Road monitoring location and completed noise reading below relevant criteria. WML 36dBA truck and dozer noise audible. MTO inaudible. OCE notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
23/03/2024 04:07 AM	Community complaint received regarding Noise. Complainant stated: "she can hear dozer track noise from within the house wants it to stop". Call back requested.	04:08 – Community Response Officer (CRO) notified Open Cut Examiner (OCE) of complaint. Two dozers operating in the NOOP parked up in response. 04:11 – CRO attempted to return requested call back. Phone call was not answered. 04:30 – CRO attended the Long Point noise monitoring location and recorded a handheld reading below relevant criteria. WML LAeq 26dB, LAmax 30dB CHPP audible, MTO inaudible.
09/03/2024 06:40 AM	Community complaint received regarding Noise. Complainant stated: "bucket and rock noise, intermittent, no call required but please do something about the noise. Has been going since 04:30". Call back not requested.	Community Response Officer (CRO) completed routine noise monitoring throughout shift and responded to noise alarms as required. 03:00 - CRO attended Bulga RFS monitoring location and completed noise reading below relevant criteria. WML 35dBA truck and loading noise audible. MTO dozer audible. 05:35 – CRO attended the Wambo Road location in response to a red noise alarm from the Wambo Road Noise Compass. Noise monitoring completed below relevant criteria. WML 36dBA loading and dozer noise audible. MTO Inaudible. Open Cut Examiner (OCE) notified. 06:40 – Complaint received regarding noise. 07:30 - CRO attended the Inlet Road monitoring location in response to complaint and was unable to complete a reading due to local interference, loading first bucket noise was not audible at time of inspection. OCE notified.
07/03/2024 12:33 PM	Community complaint received regarding Blasting (V/O). Complaint stated "The blast at 12:25pm shook the house badly. Rattled all the windows. Scared the stock. The verandah is now moving away from the house" Call back not requested.	Preliminary blast results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 100.6dB, Peak Vibration 2.1mm/sec.
07/03/2024 12:25 PM	Community complaint received regarding Blasting (V/O). Complaint stated "Blast has shaken his whole house " Call back requested.	12:30 - Community Response Officer (CRO) called complainant back, complainant stated he had a engineer visit their property to inspect damage he believes is as a result from blasting at MTW. Complainant requested the CRO let the Environment and Community Manager (ECM) know about their ongoing concerns of blasting works carried out at MTW. CRO notified ECM of the complaint. Preliminary blast results suggest blast within management conditions. Bulga Village Blast Monitor results: Peak Overpressure 99.7dB, Peak Vibration 4.2mm/sec.



Date/Time Received	Description of Complaint	Immediate Action Taken
01/03/2024 01:42 PM	Community complaint received regarding Air (Dust). Complaint stated: "dust." No call back requested.	01:50 - Community Response Officer (CRO) and Open Cut Examiner (OCE) completed internal and external inspections throughout shift. Nil dust visible leaving site. The following dust mitigation measures implemented throughout shift: Excavator 345, 322, 321 and 26 trucks dust delay. South Pit North dump systems closed. Projects work area along Watts track ceased.
22/02/2024 01:38 PM	Community complaint received regarding Air (Dust). Complainant stated "dust coming out of the mine into Bulga Village." Call back not requested.	13:40 - Community Response Officer (CRO) completing inspection of Putty Road at time of complaint received, Nil dust visible leaving site. CRO completed inspections of the Bulga Village area, valley wide haze present in the region at time of inspection. Nil point source identifiable from MTW at time of inspection. Open Cut Examiner (OCE) notified, OCE completed internal inspection with Nil point source identified.
19/02/2024 11:03 PM	Community complaint received regarding Noise. Complainant stated "would like noise levels lowered so we can sleep." Call back not requested.	23:20 - Community Response Officer (CRO) attended Wambo Road monitoring location and completed noise reading below relevant criteria. WML 32dBA truck noise audible. MTO Inaudible. Open Cut Examiner notified.
12/02/2024 11:33 AM	Community complaint received regarding Blasting (V/O). Complaint stated "blast shook house, was painting on stepladder at time." Call back not requested.	Preliminary blast results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak Overpressure 97.5dB, Peak Vibration 1.7mm/sec.
05/02/2024 08:35 PM	Community complaint received regarding Noise. Complainant stated "Digger noise at night time." Call back not requested.	20:40 – Community Response Officer (CRO) attended the Inlet Road monitoring location and completed a noise reading below relevant criteria - WML 33dBA truck noise audible, MTO 31dBA truck and dozer noise audible. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
03/02/2024 03:30 PM	Community complaint received regarding Air (Dust). Complainant stated "excessive dust off digger west side of pit." Call back requested.	<p>15:43 – Community Response Officer called complainant back. While calling complainant approached the CRO along the public road. Complainant was unhappy with the dust being generated by Excavator 321 (321 was not loading trucks at time of conversation). Complainant and CRO discussed wind direction at their current location. Complainant advised he was concerned why other pit personnel were unable to recognize dust being generated by Excavator 321 until complaint had been made. Complainant enquired about the job description of the OCE. CRO gave a brief description of the OCE role and changes made the previous day shift. 16:00 - CRO and Open Cut Examiner (OCE) completed internal and external inspections.</p> <p>Operational Controls in place during shift:</p> <ul style="list-style-type: none"> <li>- Water cart prioritized to Excavator 321 (WML West Pit) and dig face.</li> <li>- Excavator 321(WML West Pit), 322 (WML West Pit), Shovel 345 (WML West Pit), Dragline 101 (WML North Pit) and 40 intermitted dust delays.</li> <li>- South Pit North dump systems closed.</li> </ul>
02/02/2024 10:54 AM	Community complaint received regarding Air (Dust). Complainant stated "The dust is unacceptable today and reporting to EPA. Staff at his home saying it is pretty bad." Call back requested.	<p>11:02 – Community Response Officer (CRO) called complainant back. Complainant advised their staff had contacted them about dust levels at their property. Complainant advised staff had provided photos which could be forwarded to MTW. Complainant stated they would also be contacting EPA regarding their concerns. CRO enquired about source of dust viewed from complainants property, complainant advised it was general mine dust originating from MTW only. Complainant advised source was not valley wide, and that disturbed dust from MTW must settle at some point outside the mining lease. CRO and complainant discussed reasoning behind gathering further details from the complainant to assist in dust mitigation. Complainant detailed inability to hang washing outside due to ongoing dust issues. CRO advised they would note complainants concerns. Complainant requested a copy of the record. CRO advised that they will pass on this request to the Environment and Community Team.</p> <p>2/02/2024 – Environment and Community Staff member contacted complainant providing details on complaints register available on the website that has complaint records if they would like to review.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
02/02/2024 09:53 AM	Community complainant received regarding Air (Dust). Complainant advised "dust issues." Call back not requested.	<p>09:56 – Community Response Officer (CRO) called complainant back. Complainant advised they were experiencing a great amount of dust this morning, Complainant advised they though particularly from the West Pit South area. CRO advised they were currently in the area and had notified the Open Cut Examiner (OCE) of potential dust sources prior to complaint. CRO advised the OCE would complete internal inspections and make changes as necessary.</p> <p>10:54 – Second Community complaint received. Complainant stated "Excessive dust and air quality alerts for the people in Bulga and Mount Thorley. Call back requested.</p> <p>11:01 - CRO attempted call back to second complaint, no answer, voicemail left. Complaint followed up with E&amp;C manager.</p> <p>Operational Controls Implemented:</p> <ul style="list-style-type: none"> <li>- Water cart prioritized to Excavator 321 (WML West Pit) and Pit Connex areas.</li> <li>- Excavator 321, Excavator 322, Dragline 101 (WML North Pit), 18 trucks intermittent dust delays throughout shift. South Pit North dump systems closed.</li> </ul>
01/02/2024 09:51 PM	Community complaint received regarding Noise. Complainant stated: "Wanting to know what the noise levels are." Call back requested.	<p>21:35 – Prior to complaint Community Response Officer (CRO) completed routine noise monitoring at the Bulga RFS monitoring location on relevant criteria. WML 37dBA truck, loading and dozer noise audible. MTO 35dBA dozer and truck noise audible.</p> <p>22:02 –CROcalled complainant back. Complainant stated that they could hear excavator, truck and loading noise. CRO advised there were elevated noise levels and they were currently in the process of being managed, 2 excavators and 4 drills were in the process of being parked up for noise. CRO committed to completing a noise reading at their relevant location following the call.</p> <p>22:05 - CRO attended the Bulga RFS monitoring location and complete a noise reading below relevant criteria. WML 35dBA truck and loading noise audible. MTO 33dBA dozer noise audible.</p> <p>Operational Controls implement prior to complaint:</p> <p>21:50 – 2 Drills parked up 6.2 Hours.</p> <p>21:57 – Excavator 324 (WML West Pit) parked up 2.1 hours. Excavator 321 (WML West Pit) parked up 3.8 hours.</p> <p>22:01 - Dozer 537 parked up 4.6 hours.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
24/01/2024 08:52 AM	Community Complaint received regarding Air (Dust). Complainant stated "Dust Issues." Call back requested.	08:57 – Community Response Officer (CRO) called complainant back. Complainant advised their commute this morning they identified elevated dust and also wheel generated dust along the Putty Road (Pit Connex) area. Complainant suggested possible source as draglines in WML. CRO committed to having a water cart attend mentioned areas as well as investigating further. 09:10 – CRO notified Open Cut Examiner (OCE) of complaint, water cart sent to campaign Pit Connex area.
19/01/2024 11:45 AM	Community complaint received regarding Blasting (V/O). Complainant stated "Shaking of his home from a blast." Call back not requested.	Preliminary blast monitoring results indicate that blast was within management conditions, Wambo Road Blast monitor results: Peak Overpressure 99.5 dB, Peak Vibration 2.4 mm/sec.
12/01/2024 02:23 PM	Complaint received regarding Air (Dust). Complainant stated "Dust complaint and land that you own and do not maintain well. Fire hazard with grass large amount of dust coming from the pit closest to north washery", Call back requested.	16:46 – The Community Response officer (CRO) attempted to call the complainant back but no answer. 16:54 – The CRO attempted to call the complainant back again but no answer. At the time of complaint being received the sites emergency procedure was activated on site. All mining equipment and personnel where required to safely stop and wait for the Open Cut Examiner (OCE) instruction. This emergency paused operations in the area of the complainants concerned. The CRO completed an inspection of the area and observed potential dust. OCE directed a water cart to the north run of mine stockpile and NOOP dam haul circuit prior to trucks operating in that area once the emergency was cleared. 18/01/2023 – Environment and Community Staff member called complainant back to follow up on complaint.
12/01/2024 05:35 AM	Noise complaint received. Complainant stated: "High amount of noise from mine – loud banging – please lower noise". No call back requested.	06:10 – Community Response Officer (CRO) attended the Wambo Road monitoring location and was unable to obtain a handheld noise reading due to local interference. WML haul truck noise audible, MTO Inaudible. Open Cut Examiner (OCE) notified noise reading unable to be completed at time of inspection and CRO observations at time of inspection.
08/01/2024 09:01 AM	Community complaint received regarding Air (Dust). Complainant stated, "mine this morning is absolutely filthy and living in dust. Making life unbearable for himself and family." Call back requested.	09:07 – Community Response Officer (CRO) called back complainant. Complainant advised there was dust visible over the length of the mine site, from Charlton Ridge to the power station to the North. Complainant advised the CRO that they are the same elevation as the mine site and believes that they are breathing in dust generated by the mine. CRO committed to completing inspections of the area. Open Cut Examiner notified. 09:15 - CRO and Environment and Community Staff member completed external inspections around the site, nil dust visible leaving site. Valley wide haze visible at time of inspection. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
05/01/2024 02:48 PM	Community complaint received regarding Blasting (V/O). Complainant stated "Blasting shook my shed, would like to record as a complaint". Complainant called Environment and Community Advisor to lodge complaint.	14:48 - Complainant called Environment and Community Staff member (ECS) to ask if the site had fired a blast at 12:41, ECS advised yes a shot was fired at that time at MTW. ECS asked if the complainant would like to lodge this as a complaint. Complainant thought it was too late to lodge a complaint after the blast. ECS advised that it is not an issue, though for complaints that they would like a response such as dust, lighting or noise the sooner they call up the sooner the Community Response Officer is able to respond to their complaint. ECS advised that they should normally go through the complaints hotline but as they are already on the phone they are happy to take their complaint. Complainant questioned what the blast limits are, ECS advised the limits for blast and asked if the complainant was interested in the preliminary results. Complainant said yes they would like to know how high it was, ECS advised the preliminary results were within management conditions results for Bulga village 1.3 mm/s peak vibration.
05/01/2024 12:47 PM	Community complaint received regarding Blasting (V/O). Complainant stated "blast just went off rattled the house, shook all the windows and scared stock." Call back not requested.	Preliminary blast results suggest blast within management conditions. Wambo Road blast monitor results: Peak Over Pressure 98.0 dB, Peak Vibration 1.9mm/sec.
04/01/2024 12:44 PM	Community complaint received regarding Blasting (V/O). Complainant stated "Dust complaint & house cracking from blasting". Call back requested.	12:50 – Community Response Officer (CRO) called complainant back. Complainant advised their house is cracking up, they have that many cracks in the house. Complainant believes the cause is due to blasting. Complainant requested for someone to come out and have a look and would like a call back to follow up. CRO thanked complainant for the information and advised the details would be passed onto the Environment and Community Department to follow up. 5/01/2023 – Environment and Community Staff member called complainant to follow up on complaint.

Date/Time Received	Description of Complaint	Immediate Action Taken
02/01/2024 08:53 PM	Community complaint received regarding lighting. Complainant stated "light shining towards my house from front veranda 30 degrees north east." Call back not requested.	<p>20:55 – Community Response Officer (CRO) was at the Inlet Road West monitoring location completing routine noise monitoring at time of complaint received. CRO completed inspection and identified potentially intrusive lighting from the North Pit 175 dump. Open Cut Examiner (OCE) notified.</p> <p>21:05 – North Pit 175 dump light adjusted. Following the adjustment the CRO completed inspection of Wambo Road as the relevant monitoring location for the complaint. The North Pit 175 dump light observed as improved following the adjustment. OCE notified.</p> <p>21:20 – North Pit 175 Dump light relocated to position of previous shift that complainant had advised they were happy with previously. CRO completed inspection of Wambo Road following the relocation of the lighting plant and no lighting observed as potentially intrusive.</p>
02/01/2024 11:29 AM	Community complaint received regarding Blasting (V/O). Complainant stated "house shaking from blast from MTW." Call back not requested.	Preliminary blast monitoring results indicate that blast was within management conditions, Wambo Road Blast monitor results: Peak Overpressure 100 dB, Peak Vibration 1.0 mm/sec.
01/01/2024 05:22 AM	Community complaint received regarding Lighting. Complainant stated "rang last night about a light, it was on all night. Please call me ASAP". Call back requested.	<p>05:22 - Community Response Officer (CRO) notified the Open Cut Examiner (OCE) of complaint. MTO 125 South dump light switched off.</p> <p>05:25 - CRO called complainant back. Complainant stated that they had complained about the light which was shining directly into their bedroom overnight and thought the light hand not been changed. Complainant explained that the light was still visible from the Bulga RFS monitoring location. CRO advised that the light had been modified overnight and following this complaint the light had been switched off. CRO stated that the complaint would be passed onto the next shift OCE and CRO.</p> <p>12:00 - OCE confirmed that the LED lighting plant was changed out for a yellow light.</p>