

Mount Thorley Warkworth Complaints Register 2024

Date/Time Received	Description of Complaint	Immediate Action Taken
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 109.25 dB, Peak Vibration 0.06 mm/Sec</p>
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 100.77 dB, Peak Vibration 1.66 mm/Sec.

Date/Time Received	Description of Complaint	Immediate Action Taken
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 Advisor (ECA) 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. ECA confirmed complainants location and nearest monitoring location as Bulga RFS, complainant indicated that MTW may need to revise noise monitoring locations. ECA outlined MTW's current noise monitoring procedure and noise management protocols.</p>
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. 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>

Date/Time Received	Description of Complaint	Immediate Action Taken
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 Advisor (ECA) called complainant back. Complainant explained there was still mud on the Putty Road on the bridge and it was a safety Hazard. ECA 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. ECA 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. ECA 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.
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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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.	<p>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.</p> <p>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.</p> <p>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.</p>
10/05/2024 07:50 PM	Community complaint received regarding Noise. Complainant stated "Noise coming from mine." Call back not requested.	<p>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.</p> <p>Operational Changes Implemented:</p> <ul style="list-style-type: none"> - 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. <p>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.</p>
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 102.06 dB, Peak Vibration 1.63mm/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"> - 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. <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 Advisor (ECA) completed inspection of the area, observed mud on road likely to have originated from the road reserve uphill to the east of the bridge. ECA 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 88.75dB, Peak Vibration 2.34mm/sec.

<p>26/04/2024 10:23 PM</p>	<p>Community complaint regarding Lighting. Complaint stated "Ongoing issue this week light shining into house" Call back requested.</p>	<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"> - NPS190 lighting plant redirected. - CD stockpile light redirected. <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"> - NPS190 Lighting plant relocated and redirected. - Dozer operator instructed to minimise parking in the direction of the complainant. <p>E&C Advisor (ECA) 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. ECA committed to following up their concerns with operations. ECA 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.	<p>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.</p> <p>Operational Changes Implemented: 21:30 – South Pit North dump shut down and lighting plant turned off.</p>
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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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.
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:</p> <ul style="list-style-type: none"> - 23:25 - Loading units to utilise touch loading and light horns. - 23:35 – Dozer 224, Dozer 235 parked up total 2.2 hours. <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:</p> <ul style="list-style-type: none"> - 23:50 – Shovel 345, Excavator 321 and 12 trucks parked up cumulative total 9.4 hours <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:</p> <ul style="list-style-type: none"> - 00:10 – Excavator 322, Dozer 537, Dozer 540 and 15 trucks parked up cumulative total 9 Hours. <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>

Date/Time Received	Description of Complaint	Immediate Action Taken
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>
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.	<p>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.</p> <p>Operational controls implemented:</p> <ul style="list-style-type: none"> - 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>

Date/Time Received	Description of Complaint	Immediate Action Taken
29/03/2024 11:59 PM	Community complaint received regarding Noise. Complainant stated "need noise lowered". Call back not requested.	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. 00:25 - Operational Changes implemented: Excavator 322 early crib. Reduced fleet when returned to work, West Pit dozers restricted to first gear. 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.
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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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 100.57dB, Peak Vibration 2.08mm/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 compliant. Preliminary blast results suggest blast within management conditions. Bulga Village Blast Monitor results: Peak Overpressure 99.72dB, Peak Vibration 4.17mm/sec.
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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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 97.49dB, Peak Vibration 1.72mm/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.
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"> - Water cart prioritized to Excavator 321 (WML West Pit) and dig face. - Excavator 321(WML West Pit), 322 (WML West Pit), Shovel 345 (WML West Pit), Dragline 101 (WML North Pit) and 40 intermitted dust delays. - South Pit North dump systems closed.

Date/Time Received	Description of Complaint	Immediate Action Taken
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 Manager contacted complainant providing details on complaints register available on the website that has complaint records if they would like to review.</p>
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&C manager.</p> <p>Operational Controls Implemented:</p> <ul style="list-style-type: none"> - Water cart prioritized to Excavator 321 (WML West Pit) and Pit Connex areas. - Excavator 321, Excavator 322, Dragline 101 (WML North Pit), 18 trucks intermittent dust delays throughout shift. South Pit North dump systems closed.

Date/Time Received	Description of Complaint	Immediate Action Taken
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: 21:50 – 2 Drills parked up 6.2 Hours. 21:57 – Excavator 324 (WML West Pit) parked up 2.1 hours. Excavator 321 (WML West Pit) parked up 3.8 hours. 22:01 - Dozer 537 parked up 4.6 hours.</p>
24/01/2024 08:52 AM	Community Complaint received regarding Air (Dust). Complainant stated "Dust Issues." Call back requested.	<p>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.</p> <p>09:10 – CRO notified Open Cut Examiner (OCE) of complaint, water cart sent to campaign Pit Connex area.</p>
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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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 Advisor 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 Advisor 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 Advisor (ECA) to ask if the site had fired a blast at 12:41, ECA advised yes a shot was fired at that time at MTW. ECA 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. ECA 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. ECA 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, ECA 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, ECA 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 Advisor 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 had 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>