

Mount Thorley Warkworth Complaints Register 2024

Date/Time Received	Description of Complaint	Immediate Action Taken
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 97.49dB, 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.

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"> - 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.
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>

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&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.
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> <ul style="list-style-type: none"> 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.

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 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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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.
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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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.
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.	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. 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. 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.
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.	05:22 - Community Response Officer (CRO) notified the Open Cut Examiner (OCE) of complaint. MTO 125 South dump light switched off. 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. 12:00 - OCE confirmed that the LED lighting plant was changed out for a yellow light.