

Mount Thorley Warkworth Complaints Register 2025

Date/Time Received	Description of Complaint	Immediate Action Taken
29/04/25 11:22 AM	Community complaint received by email to Environment & Community Staff regarding Air (Dust). The complainant indicated concerns with deposited dust to outdoor facilities of his property. Complainant also considered MTW has provided no response to emailed complaints regarding dust buildup at his property.	5/05/25 17:27 - Environment & Community Staff (ECS) responded by email advising that deposited dust had been discussed with the complainant several times over recent years, with responses provided in person and in writing depending on the occasion. ECS also noted meetings at the complainant's property where deposited dust was a source of discussion. ECS acknowledged that deposited dust is a known source of frustration for residents of the Hunter Valley, with depositional dust occurring in the region based on the particulates present in the atmosphere, and the onset of dew each evening. ECS noted that whilst MTW's depositional dust monitoring has shown compliance at locations for residences on private land (including the closest monitor to the complainant's property), this does not mean that MTW does not sympathise with depositional dust occurrence, and that is why MTW offers the Amenity Resource (Tank Cleans / undersink water filter) program to our neighbours near to the mine, as an offer of assistance for those with tank water. ECS noted that the complainant had taken advantage of the tank clean offering in 2023. In response to a specific enquiry from the complainant, ECS advised the complainant that MTW does not offer surface cleaning/pool cleaning, and noted this position has previously been advised to the complainant.
25/04/2025 10:16 PM	Community complaint received regarding Noise. Complainant stated "noise is really loud". Call back not requested.	22:15 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading below criteria. WML 38dBA truck and loading noise audible. MTO inaudible.

Date/Time Received	Description of Complaint	Immediate Action Taken
23/04/2025 10:04 PM	Community complaint received regarding Noise. Complainant stated "mine to lower noise level please". Call back not requested.	<p>Noise management actions prior to and immediately subsequent to receiving the complaint:</p> <p>21:10 – Community Response Officer (CRO) attended the Wambo Road noise monitoring location and recorded a handheld reading above criteria. WML 39dB truck, loading and horn noise audible, MTO 35dB truck noise audible. Open Cut Examiner (OCE) notified.</p> <p>Operational controls implemented:</p> <ul style="list-style-type: none"> – Shovel 345 parked up. – Excavator 321 switched to light horns and modified loading practices to touch load. Excavator 323 parked up. <p>21:45 – CRO attended the Wambo Road monitoring location and completed a noise reading above criteria WML 39dB truck, loading and horn noise audible, MTO 35dB truck noise audible. OCE notified.</p> <p>Operational controls implemented:</p> <ul style="list-style-type: none"> – All loading units switched to light horns. <p>22:10 – CRO attended the Wambo Road monitoring location and completed a noise reading on criteria WML 38dB truck, loading and dozer noise audible, MTO 34dB truck noise audible.</p>
22/04/2025 10:43 PM	Community complaint received regarding Noise. Complainant stated "noise from mines". Call back not requested.	<p>22:45 - Complaint was anonymous and location unknown. In response Community Response Officer (CRO) continued routine noise monitoring with all monitoring locations below relevant criteria:</p> <p>23:10 - CRO attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML 28 dB truck and dozer noise audible, MTO 30 dB truck and dozer noise, LAmax 37dB.</p> <p>23:30 - CRO attended the Inlet Road monitoring location and completed a noise reading below relevant criteria. WML 31 dB truck noise, MTO 33 dB truck and dozer noise audible, LAmax 38 dB.</p> <p>23:45 - CRO attended the Inlet Road West monitoring location and completed a noise reading below relevant criteria. WML 26 dB truck noise audible, MTO 28 dB truck and dozer noise, LAmax 34 dB.</p> <p>00:00 - CRO attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML inaudible, MTO 29 dB truck and dozer noise audible, LAmax 36 dB.</p> <p>00:10 - CRO attended the Bulga Village monitoring location and completed a noise reading below relevant criteria. WML inaudible, MTO 29 dB truck and dozer noise audible, LAmax 33 dB.</p> <p>00:35 - CRO attended the Long Point monitoring location and completed a noise reading below relevant criteria. WML 27 dB CHPP noise audible, MTO inaudible, LAmax 31dB.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
22/04/2025 05:53 PM	Complaint received by email to Environment & Community Staff regarding Air (Dust). Photos were provided, with the complainant alleging a dust event observed in the morning was generated from MTW when viewed from National Parks and Wildlife Office location on Putty Road, and of depositional dust at a house at their property. The complainant requested their email be recorded as a complaint.	<p>24/04/25 09:29 - Environment & Community Staff (ECS) responded by email to complainant, advising MTW air quality controls were being implemented on night shift 21-22/04/25.</p> <p>A summary of MTW's site boundary air quality monitoring alerts and results for nearby monitors to the Mount Thorley Industrial Estate was provided which indicated all hourly PM10 results were <30ug/m3 over 21-22/4/25 and 24hr averages were <11ug/m3 for those monitors.</p> <p>Observations of wind directions and speeds were provided, and observations of valley wide particulate haze. Photographs of the conditions were provided with the email, which were noted as being similar to those provided by the complainant and reflective of valley wide particulates in the air.</p> <p>In addition, ECS reviewed the NSW Government air quality alert for the Mount Thorley monitor and provided an opinion regarding the alert in relation to a localised wind change using data directly from the NSW Air Quality monitor (which includes wind speed and direction), and with reference to MTW's own monitoring that it was not possible that MTW's emissions were generated at a concentration that caused the NSW Government Air Quality alert at Mount Thorley. ECS acknowledged that deposited dust is a known issue and source of frustration for residents of the Hunter Valley, noting MTW's compliance with depositional dust criteria, and noting that MTW offers the Amenity Resource (Tank Cleans / undersink water filter) program to our neighbours near to the mine, as an offer of assistance for those with tank water. ECS confirmed that MTW's dust management and monitoring controls are being effectively implemented, and commented that the regional particulate haze increases between rainfall events, and continues to do so periodically, noting that not all dust / particulate haze observed on any given morning is due to MTW.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
22/04/2025 07:38 AM	Complaint received by email to Environment & Community Staff regarding Air (Dust). A photo was provided from the previous day, with the complainant alleging dust was generated from MTW and impacted the Mount Thorley Industrial Estate. Complainant advised an EPA monitor reported excess dust particles in the air late the previous night. The complainant requested their email be recorded as a complaint.	<p>23/04/25 08:49 - Environment & Community Staff (ECS) responded by email that the complaint had been received and would be added to the complaints register. ECS requested date and time of photograph provided to assist complaint investigation (This was not provided prior to the response being sent to the complainant).</p> <p>24/04/25 12:34 - ECS responded by email to complainant, advising MTW air quality controls were being implemented on 21/04/25.</p> <p>A summary of MTW's site boundary air quality monitoring alerts and results for nearby monitors to the Mount Thorley Industrial Estate was provided which indicated all hourly PM10 results were <30ug/m3 over 21-22/4/25 and 24hr averages were <11ug/m3 for those monitors.</p> <p>Observations of wind directions and speeds were provided, and observations of dust from mining activities in the morning which decreased after a rain shower, and observations of valley wide particulate haze.</p> <p>Photographs of the conditions were provided with the email. In addition, ECS reviewed the NSW Government air quality alert for the Mount Thorley monitor and provided an opinion regarding the alert in relation to a localised wind change using data directly from the NSW Air Quality monitor (which includes wind speed and direction), and with reference to MTW's own monitoring that it was not possible that MTW's emissions were generated at a concentration that caused the NSW Government Air Quality alert at Mount Thorley. ECS confirmed that MTW's dust management and monitoring controls are being effectively implemented within the context of the regional air quality conditions.</p>
18/04/2025 11:01 PM	Community complaint received regarding Noise. Complainant stated "The mine has woken up with a blast?". Call back requested.	<p>23:02 – Community Response Officer attempted to call complainant back, no answer.</p> <p>23:05 – Second complainant complaint received. Complainant stated "Returning missed call, please call back ASAP". Call back requested.</p> <p>23:06 – CRO call complainant back. Complainant asked, "What's going on out there?". CRO confirmed with the complainant that no blasting activities have or will ever be completed during night time operations.</p> <p>Complainant stated, "Well that bang was louder than a normal blast and it shook my windows". CRO advised they have been completing routine noise reading and had not heard a substantial "bang" but could have been travelling between monitoring locations at the time. CRO explained that noise monitoring will continue to be completed. Open Cut Examiner (OCE) notified of complaint.</p> <p>23:43 – CRO attended the Inlet Road West monitoring location and completed noise reading below criteria. WML 30 dB truck noise audible. MTO inaudible.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
17/04/2025 02:33 PM	Community complaint received regarding blasting (Vibration). Complainant stated "Blast just went off at Mount Thorley Warkworth and severely shook the house, rattled all the windows." Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 106.45 dB, Peak Vibration 1.50 mm/s.
14/04/2025 12:07 PM	Complaint received regarding Blasting (Vibration). Complainant stated, "regarding blast at the mine coming through my house". Call back requested.	12:18 – Community Response Officer (CRO) called complainant back. Complainant stated the blast shook the house again. Complainant explained that they were getting really sick of this and thought it was happening more and more frequently. Complainant explained that they have cracks in their house. CRO confirmed their complaint would be recorded. Preliminary blast monitoring results indicate blast was within management conditions. Bulga Village Blast monitor results: Peak Over pressure 97.01 dB, Peak Vibration 1.48 mm/s.
14/04/2025 12:07 PM	Community complaint received regarding Blasting Vibration. Complainant stated "Severe shaking of his home from a MTW blast". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 101.83 dB, Peak Vibration 1.36 mm/s.
14/04/2025 06:13 AM	Community complainant received regarding Noise. Complainant stated "04:20 this morning, Noise complaint". Complaint received in person.	06:13 – Complaint received in person; Complainant approached the CRO vehicle at the Bulga RFS noise monitoring location. Complainant requested to lodge complaint regarding noise from the previous night shift. Complainant stated, "Noise complaint, 04:20 this morning". Complainant left the area. A review of night shift 13/04/2024 noise monitoring records indicated mining noise levels were within compliance limits throughout the entire night shift.
12/04/2025 12:18 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "a lot of air blasts and was quite violent and sharp". Call back requested.	12:30 - Community Response Officer (CRO) called complainant back stating. CRO advised complainant the blast was within the sites blast management requirements. Preliminary blast monitoring results indicate blast was within management conditions. Bulga Village blast monitor results: Peak Over pressure 108.84 dB, Peak Vibration 4.50 mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
12/04/2025 12:07 PM	Community Complaint received regarding Blasting (Vibration). Complainant stated "Blast went off, shook foundation of my property". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 91.81dB, Peak Vibration 2.01mm/sec.
08/04/2025 08:26 PM	Community complaint received regarding Noise. Complainant stated "noise complaint constant humming". Call back not requested.	20:50 - Community Response Officer (CRO) attended the Inlet Road monitoring location and completed noise reading below relevant criteria. WML 36dBA truck noise audible. MTO truck noise audible, not contributing to noise measured. Open Cut Examiner notified.
07/04/2025 12:38 PM	Community complaint received regarding Blasting (Vibration). Complainant stated, "shaking home from MTW blast". Call back requested.	12:50 - Community Response Officer (CRO) attempted call back and left voice mail outlining preliminary blast results and advised complainant to call the complaints hotline if they would like to discuss further. Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 89.42 dB, Peak Vibration 1.22 mm/s.
07/04/2025 12:37 PM	Community complaint regarding Blasting (Vibration). Complainant stated, "mine blast shook house". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Bulga Village monitor results: Peak Over pressure 88.92dB. Peak vibration 1.58mm/s.
03/04/2025 10:42 AM	Community complainant received regarding Air (Dust). Complainant stated "dust". Call back requested.	10:45 - Community Response Officer (CRO) called complainant back. Complainant asked "What are you going to do about it?" CRO asked complainant the nature of the complaint, and where they could see dust. Complainant stated "Drive to Bulga and look back at your mine, it's a beautiful clear day today and there is dust hanging over your site". CRO advised they would complete an inspection and relay the details of the complaint and the inspection result to the Open Cut Examiner (OCE). 11:00 - CRO and Environment and Community Staff inspected site from Bulga, Valley wide haze observed and nil point source from MTW. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
29/03/2025 11:20 AM	Community complaint received regarding Blasting (Vibration). Complainant stated, "Shaking of home from MTW blast". Call back not requested.	Preliminary blast monitoring results indicate that blast was within management conditions, Wambo Road Blast monitor results: Peak Over pressure 101.95 dB, Peak Vibration 1.79 mm/s.
29/03/2025 02:53 AM	Community complaint received regarding Noise. Complainant stated, "noise coming from the Mine lower it so we can sleep". Call back not requested.	03:15 - Community Response Officer attended the Wambo Road monitoring location and was unable to complete noise monitoring due to weather interference. Open Cut Examiner notified. Weather interference continued into the daytime, noise monitoring unable to be completed.
27/03/2025 12:02 PM	Community complaint received regarding Blasting (Vibration). Complainant stated, "Blast from the Mine felt like an earthquake". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 105.97 dB, Peak Vibration 2.66 mm/s.
26/03/2025 10:25 PM	Community complaint received regarding Noise. Complainant stated, "lower noise coming out of mine". Call back not requested.	22:50 – Community Response Officer attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML 35dB truck and loading noise audible. MTO 33dB dozer noise audible. Open Cut Examiner notified.
24/03/2025 10:31 PM	22:31 - Community Response Officer (CRO) received complaint regarding noise. Complainant stated, "please lower the noise so people can sleep". Call back not requested.	22:55 – Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading above criteria. WML 39 dB truck and dozer noise audible. MTO 34dB truck and dozer noise audible. Open Cut Examiner (OCE) notified. Operational controls implemented: 23:05 – Dozer 551 Dozer 548 parked up, cumulative total 3 hours. 23:15 – Dozer 232 and Dozer 233 parked up, cumulative total 4 hours. 23:20 - CRO attended the Wambo Road monitoring location and completed a noise reading below criteria. WML 37dB truck, dozer and loading noise audible, MTO 33dB truck and dozer noise audible. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
24/03/2025 01:33 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "mine blasting". Call back requested.	13:44 - Community Response Officer (CRO) called complainant back. Complainant stated they had experienced vibration from today's blast around 12:50. Complainant explained blasting was having an effect on their home. Preliminary blast monitoring results indicate blast was within management conditions. Bulga Village Blast monitor results: Peak Over pressure 105.37 dB, Peak Vibration 3.78 mm/s.
23/03/2025 11:29 PM	Community complaint received regarding Noise. Complainant stated "asking for the mine to lower levels". Call back not requested.	22:57 – CRO attended the Wambo Road monitoring location prior to complaint and completed a noise reading below criteria. WML 35 dB truck noise audible. MTO Inaudible. 01:05 – CRO attended the Wambo Road monitoring location and completed a noise reading below criteria. WML 34 dB truck noise audible. MTO Inaudible. Open Cut Examiner (OCE) notified. 03:19 – CRO attended the Wambo Road monitoring location and completed a noise reading below criteria. WML 35 dB truck noise audible. MTO Inaudible. 04:06 – Second community complaint received regarding noise. Complainant stated "can't sleep due to noise from the mine, asking for noise to be lowered please". Call back not requested. 04:50 – CRO attended the Wambo Road noise monitoring location and completed a noise reading below criteria. WML 34 dB truck noise audible. MTO Inaudible. OCE notified.
21/03/2025 10:29 AM	22:29 - Complaint received regarding noise. Complainant stated, "Crashing noise, huge noise". Call back requested.	22:34 – Community Response Officer (CRO) called complainant back, complainant explained the noise was not consistent but crashing noise was heard every couple of minutes. CRO confirmed with the complainant that they would attend the Bulga RFS monitoring location and completed noise monitoring in response and if required operational controls would be implemented. 23:00 – CRO attended the Bulga RFS monitoring location. CRO observed first bucket and loading horn audible. Open Cut Examiner (OCE) notified. Operational controls implemented: 23:19 – Shovel 345 (WML West Pit) switched to light horns and loading practices slowed down to minimise first bucket noise. 23:25 – CRO attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 34dB Loading and dozer noise audible. MTO 30dB dozer noise audible.

Date/Time Received	Description of Complaint	Immediate Action Taken
21/03/2025 03:15 AM	Community complaint received regarding Noise. Complainant stated "Excessive noise ". Call back not requested.	03:20 - Community Response officer (CRO) attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 33dBA truck and loading noise audible. MTO 33dBA truck and dozer noise audible. 03:35 - CRO attended the Bulga RFS monitoring location and recorded a noise reading below relevant criteria. WML 34dBA truck and loading noise audible. MTO 34dBA truck and dozer noise audible. Open Cut Examiner notified.
16/03/2025 10:50 AM	Community complainant received regarding Air (Dust). Complainant stated "excessive dust again, two days in a row". Call back not requested.	10:50 – Community Response Officer (CRO) was completing routine inspection at Bulga RFS monitoring location approached by complainant. Complainant pointed to MTW and expressed concern regarding dust and stated, "yesterday there was dust all through Bulga, we had to clean our windscreen due to the dust accumulated overnight". Complainant explained that they "expected better of the new Manager". Complainant returned their vehicle and drove away. CRO notified the Open Cut Examiner (OCE) of the complaint. 10:52 – Community complainant received regarding Air (Dust). Complainant stated "excessive dust again, two days in a row". Call back not requested Operational controls implemented: North 175 dump closed and autobahn closed. 09:10 - MTO 100 dump closed. Dragline 101 (WML West Pit) intermittent dust delay 6.0 hours. 09:20 - Battle Axe 40 dump closed for dust mitigation. Dozer 539 parked up 5.7 hours. 10:20 - Excavator 323 (WML West Pit) parked up 1.3 hours. Dragline 103 (WML North Pit) parked up 5.7 hours. Dozer 547 parked up 1.3 hours. 10:48 – Contractor watercart prioritised to complete dust suppression support until end of day. 11:05 – Shovel 344 parked up 3.5 hours. MTO 122 dump closed. North 188 dump closed. 11:20 – Excavator 321 (WML West Pit) 0.9 hours. Dozer 535 parked up 0.9 hours.
08/03/2025 08:55 AM	Community complaint received regarding noise. Complainant stated "around 9.30pm to 10pm really noisy for over an hour stopped for a little bit then started again very noisy". Call back requested.	09:15 – Community Response Officer (CRO) attempted to call the complainant back, no answer or voicemail service available to leave a message. CRO notified the Open Cut Examiner (OCE) of complaint received. Complaint communicated to the night shift CRO and OCE. Noise levels will continue to be monitored in accordance with the MTW Noise Management Plan.

Date/Time Received	Description of Complaint	Immediate Action Taken
07/03/2025 08:18 PM	Community complaint received regarding Lighting. Complainant stated "intrusive lighting from mine". Call back requested.	<p>20:27 – Community Response Officer (CRO) called complainant back. Complainant stated that MTW looked illuminated like a Christmas tree and that they were able to see everything on the dump systems not just the lighting plants. Complainant requested CRO assess the lighting from their property to determine if the lighting was intrusive or not. Complainant stated they did not wish for changes to be made, just wanted an assessment done and for Environment and Community Staff (ECS) to respond to this request. Open Cut Examiner (OCE) notified.</p> <p>CRO completed additional lighting inspection from Wambo Road and Putty Rd, no potentially intrusive lighting plants observed. HME headlights visible moving along dump systems. OCE and CRO discussed complaint and visible light sources. No further action taken.</p> <p>8/03/2025 13:32 – ECS called complainant back to follow up.</p>
05/03/2025 01:22 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "the blast shook windows in his house and scared his farm animals". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 101.54 dB, Peak Vibration 3.53 mm/s.
03/03/2025 12:30 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "shaking of my home from a blast today". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak Over pressure 108.43 dB, Peak Vibration 2.17 mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
02/03/2025 9:24 AM	Community complainant received regarding Air (Dust). Complainant stated "Can you please lodge a complaint for me, all that dust will be in Bulga this afternoon". Complaint received in person.	<p>Prior to complaint the Community Response Officer (CRO) completed routine inspections for dust.</p> <p>09:10 - During routine inspection at Bulga RFS monitoring location CRO observed dust haze outside MTW's Western boundary. Open Cut Examiner (OCE) was notified. OCE informed CRO that during recent on-site inspection OCE observed DL101 not operating, Shovel 344 and Excavator 319 not operating, haul roads and operational areas had adequate dust suppression, nil dust visible leaving site. OCE extended on-site inspections and continue to monitor air quality. CRO continue to monitor changes in air quality.</p> <p>09:24 - Complainant approached CRO vehicle while parked at the Bulga RFS monitoring location. Complainant stated "Can you please lodge a complaint for me, all that dust will be in Bulga this afternoon.". CRO explained that the OCE (Open Cut Examiner) had been notified and was actively investigating.</p> <p>09:30 – In response to complaint the CRO completed inspections of areas surrounding MTW, including Bulga Village, Wambo Rd, Putty Road, Charlton Rd, Golden Highway, Long Point, Wallaby Scrub Road, and Mount Thorley industrial estate.</p> <p>10:40 - OCE notified CRO that subsequent on-site inspection had been completed, proactive dust management effective, nil dust visible leaving site, dust was observed NW of MTW's Northern boundary. Wind speed and direction leading up to complaint, and during subsequent inspections, was 0.5 – 1.5m/sec N – NE. Inversion was present from start of shift until 08:10.</p> <p>11:15 - CRO completed inspection. Nil dust was observed leaving MTW. Wind speed and direction, considered in conjunction with on-site and off-site observations suggest that MTW unlikely contributor. CRO notified OCE of findings. CRO and OCE continued routine inspections throughout remainder of shift.</p>
02/03/2025 05:40 AM	Community complaint received regarding Noise. Complainant stated "Impact noise 12:30 , 1:40 and 2:50 Sunday 2nd March". Call back not requested.	<p>Routine noise monitoring was completed by the Community Response Officer (CRO) on the night of the 2/03/2025.</p> <p>Monitoring results relevant to complainants noted times include:</p> <p>22:40 - CRO attended the Bulga RFS monitoring location and was unable to complete a reading due to weather interference. WML and MTO inaudible.</p> <p>01:35 - CRO attended the Bulga RFS monitoring location and was unable to complete a reading due to weather interference. WML and MTO inaudible.</p> <p>02:10 - CRO attended the Bulga Village monitoring location and completed a noise reading below criteria. WML 24 dB truck noise audible. MTO 24 dB truck noise audible.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
28/02/2025 08:31 PM	Community complaint received regarding noise. Complainant stated "last night 3am noise woke me up extremely loud went for at least an hour awful". Call back not requested.	In response the Community Response Officer completed routine noise monitoring at relevant monitoring location to complainant: 28/02/2025 01:45 - Community Response officer (CRO) attended the Inlet Road monitoring location and recorded a noise reading below relevant criteria. WML 30dBA truck noise audible. MTO 30dBA truck and dozer noise audible. 28/02/2025 03:45 - CRO attended the Inlet Road monitoring location and recorded a noise reading below relevant criteria. WML 30dBA truck and dozer noise audible. MTO 30dBA truck and dozer noise audible. Open Cut Examiner notified.
23/02/2025 07:24 PM	Community complainant received regarding noise. Complainant stated "residence on Inlet Road and sitting outside with people and its really noisy". Call back requested.	18:00 – Prior to complaint the Community Response Officer (CRO) attended the Inlet Road monitoring location and was unable to complete a noise reading due to local interferences. At time of inspection shift change for Coal & Partings Crews was in affect and a site emergency had been active resulting in all mobile equipment to cease operating. No mining noise was audible at time of inspection. 19:29 – CRO called complainant. Complainant stated the noise levels were currently quite high and have been high the past couple of nights. CRO confirmed they will respond by attending relevant monitoring location to complete noise monitoring. CRO advised that shift change would be coming into effect in the next 10 minutes. Complainant said "yeah but then the noise will ramp up again", CRO reconfirmed they would be vigilant to inspect the noise levels right away, during shift change and then also throughout the night to ensure that noise levels remain compliant. Complainant was happy with the CRO's response. Complainant also specifically asked that their complaint be reported to the Environment and Community Manager, CRO confirmed that all complaints are reported and recorded within the site system that the Environment and Community Manager reviews. Open Cut Examiner (OCE) notified. 21:35 – CRO attended the Inlet Road monitoring location and completed a noise reading below criteria. WML 30dB loading noise audible, MTO 32dB truck and dozer noise audible. OCE notified.
20/02/2025 04:08 PM	Community complaint received regarding Blasting. Complaint stated "wanted to complain about you letting off a blast in peak hour traffic causing mayhem". Call back not requested.	MTW operates road closures as required in accordance with the approved MTW Blast Management Plan and associated Road Closure Management Plan. No call back requested for this complaint.

Date/Time Received	Description of Complaint	Immediate Action Taken
18/02/2025 09:50 AM	Community complaint received regarding lighting. Complainant stated "light from mine glares in your eyes when driving." Call back requested	21:55 - Community Response Officer (CRO) called complainant. Complainant stated that they had a bright light in their eyes as they travelled over Parsons Creek bridge as they travelled along the Putty Road. CRO committed to travelling to the area to complete inspect. Open Cut Examiner (OCE) notified. 22:13 - CRO travelled to area, MTO RL 138 dump lighting plant and dozer headlights identified as potential source of complaint. OCE notified. In response the lighting plant was adjust and dozer direction. 22:25 - Lighting plant adjustments completed. CRO completed inspection and did not observe any potential intrusive lighting. OCE notified.
14/02/2025 08:51 AM	Community complaint received regarding Blasting (hotline). Complainant stated "blast hotline is not working". Call back not requested.	08:54 - Environment and Community Staff (ECS) investigated complaint. MTW Blasting Information Hotline tested and found to be functioning, the message that is played back was found to cut out part way through and did not provide all the details regarding the scheduled road closure. In response the message on the MTW Blasting Information Hotline was updated and tested to be functional and correct.
08/02/2025 08:30 PM	Community complaint received regarding Lighting. Complainant stated "Light visible from his home ". Call back requested.	20:40 - Community Response Officer (CRO) called complainant back, complainant explained that the Warkworth Pit looked like there was lights shining everywhere. CRO committed to completing an inspection in response. 21:00 - CRO completed inspection of Wambo Road, and around the Bulga township. CRO identified the Slither 145 and Battle Axe 145 Dump lights as protentional source of complaint. CRO notified the Open Cut Examiner. In response lighting plant were adjusted.
07/02/2025 12:36 PM	Community complaint received regarding blasting vibrations. Complainant stated, "Shaking of 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 Over pressure 102.59dB, Peak Vibration 1.19 mm/sec.
04/02/2025 11:04 AM	Community complaint received regarding Blasting. Complainant stated "Unauthorised and unnotified blast". No call back requested.	4/2/24 13:35 - Environment & Community Staff member (ECS) contacted complainant who advised they felt a blast about 11:00am, and a blast notification text had indicated the blast time was between 09:00-10:00. ECS advised that MTW did not blast at around 11:00. Complainant advised they also felt a blast whilst inside their house at 11:35. ECS confirmed MTW undertook a blast at 11:34. ECS also advised we are following up on blast text notification system, as normally an updated text message would have been sent if blast was delayed for some reason. Complainant appreciated the call and information. Preliminary blast results suggest blast within management conditions Wambo Road Blast Results 108.22dB 0.8mm/sec

Date/Time Received	Description of Complaint	Immediate Action Taken
28/01/2025 12:51 PM	Community complaint received regarding Blasting (Vibration). Complaint stated "Shaking of their home from a blast at MTW Mine.". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions: Wambo Road Blast Monitor results Peak over pressure 97.93dB Peak vibration 1.3mm/sec.
28/01/2025 11:40 AM	Community complaint received regarding dust. Complainant stated "are you running all of the watercarts?" Complaint received in person.	11:40 - Complainant approached community Response Officer (CRO) while parked at Bulga RFS monitoring location. Complainant explained that since the wind change the previous evening, there has been dust issues at MTW. Complainant asked if all watercarts were operating. CRO stated that all available watercarts (10) were operating the previous dayshift and all available operating today, that significant areas of West Pit had been closed at the time of the complaint (Blast Clearance). Complainant suggested that draglines should be down when dust was bad and questioned supervision and management over the weekend. CRO advised that watercarts were not stood down on weekends. CRO notified the Open Cut Examiner (OCE) of complaint. Routine condition monitoring photos recorded by the CRO prior to complaint.
27/01/2025 09:40 PM	Community complaint received regarding lighting. Complainant stated "white light dump facing dead North shining straight at my house". Call back not requested.	21:50 - Community Response Officer (CRO) completed inspection of Gouldsville Road and observed potential intrusive light. CRO was unable to contact the Open Cut Examiner (OCE) due to an active emergency at the time. 22:05 - CRO contacted OCE to request light be adjusted. 22:14 - Light on South Pit North dump turned off. 22:15 - CRO completed follow up inspection. No potentially intrusive lights observed.
26/01/2025 08:27 PM	20:37 - Community complaint received regarding Lighting. Complainant sated "Light in same spot as last night". Call back not requested.	20:30 - Community Response Officer (CRO) completed inspection around the site and identified the South Pit North Dump light as potentially intrusive. CRO notified the Open Cut Examiner (OCE) of complaint and observation. 20:50 – South Pit North dump lighting plant rotated and tilted down. 21:00 - Community Response Officer (CRO) completed inspection and observed the South Pit North dump lighting plant as potentially intrusive. CRO notified the Open Cut Examiner (OCE) of observation. 22:15 - South Pit North dump lighting plant turned off.

Date/Time Received	Description of Complaint	Immediate Action Taken
21/01/2025 12:23 PM	Community complaint received regarding Blasting (Vibration). Complaint stated "Complaint re shaking of home from a blast". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions: Wambo Road Blast Monitor results Peak over pressure 103.90dB Peak vibration 0.44mm/sec.
16/01/2025 05:37 PM	Community complaint received regarding Air (Dust). Complainant stated " Wind direction causing them to experience heavy dust - can come observe it from their home also". Call back requested.	17:48 – Community Response Officer (CRO) called the complainant back. Complainant explained they could see dust leaving MTW coming directly to their residence. CRO confirmed the complainant location and committed to completing inspection from routine monitoring location. Complainant requested the CRO inspect the potential dust from the complainant residence. CRO thanked the complainant for the invitation but respectfully declined as it did not align with the company protocols. The complainant understood. Open Cut Examiner (OCE) notified of complaint. 18:10 – CRO completed inspection of relevant area and did not observe excessive dust generation. At time of inspection conditions were overcast with patchy rain in the area. Weather conditions on this day:- Max 25°C, Gentle S winds, 3-6m/s. Showers and overcast conditions. 9.6mm of rainfall recorded at the Charlton Ridge Meteorological station in last 24hrs.
05/01/2025 10:30 AM	Community complaint received regarding Air (Dust). Complaint stated "excessive dust". Call back not requested.	Community Response Officer (CRO) completed routine inspections prior to, and following complaint being received. Nil excessive dust observed at time of inspections. At time of inspections there was a valley wide haze visible. Open Cut Examiner notified
03/01/2025 12:16 PM	Community complaint received regarding Blasting (Vibration). Complaint stated "shaking of his home from blast". call back not requested	Blast monitoring results suggest blast within management conditions. Wambo Road Blast Monitor results: Peak over pressure 101.59 dB, Peak vibration 1.35mm/sec.