

Mount Thorley Warkworth Complaints Register 2025

Date/Time Received	Description of Complaint	Immediate Action Taken
25/07/2025 11:02 PM	Community complaint received regarding Noise. Complainant stated: "wishing for mine to lower the noise so people can sleep". Call back not requested.	<p>22:30 – Community Response Officer (CRO) attended the Wambo Road monitoring locations and completed a noise reading above criteria. WML 40dB truck and dozer noise audible. MTO Inaudible. Operational Controls Implemented: Dragline 103 (WML North Pit), Excavator 324, Excavator 322, Excavator 319, Shovel 345, 2 Drills and 10 Trucks parked up - Cumulative total 26 Minutes.</p> <p>23:25 – CRO attended the Wambo Road monitoring locations and completed a noise reading above criteria. WML 39dB including loading, truck and dozer noise audible. MTO Inaudible. Operational Controls Implemented: Dragline 101 (WML West Pit), Shovel 344, Excavator 321, Excavator 324, Excavator 318, Excavator 323, Excavator 320, Excavator 322, 3 Dozers and 64 Trucks parked up (Noise) - Cumulative total 4.4 Hours.</p> <p>23:32 – CRO attended the Wambo Road monitoring locations and completed a noise reading below criteria. WML 34dB truck and dozer noise audible. MTO Inaudible.</p>
24/07/2025 03:48 PM	Community complaint received regarding Blast (Dust). Complainant stated "At approximately 1pm today you fired a blast, excessive dust in the air, lingered around 17 minutes and travelled 10km, has video of it". Call back requested.	<p>16:01 - Community Response Officer (CRO) called complainant back. Complainant expressed concerns for dust generation from the blast. Complainant advised they had video footage of the blast showing where it travelled. CRO explained that MTW were compliant with management conditions peak overpressure 107.97 dB and peak vibration 0.05mm/sec at the Abbey Green monitor. Complainant stated that they would be contacting the EPA, discussed their extensive work experience, is sick of the same old story and they can no longer live at their home. CRO advised they had also taken photos of the blast.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
23/07/2025 07:31 PM	Community complaint received regarding lighting. Complainant stated "Intrusive lighting from the mine." Call back not requested.	<p>18:10 - Community Response Officer (CRO) completed lighting inspections from Wambo Road, Bulga RFS monitoring location, Putty Rd, and Bulga Village area as part of routine monitoring. Nil intrusive lights observed from monitoring locations.</p> <p>20:00 - CRO completed inspection of Wambo Rd, and was unable to locate potential source of the complaint. CRO notified Open Cut Examiner (OCE) of inspection and discussed areas of the mine where light may be visible from the complainant's residence. Operational controls implemented:</p> <ul style="list-style-type: none"> - Lighting plant on the Battle axe RL175 dump rotated to northerly direction and tilted down. - Lighting plant on North Pit North RL81 dump tilted down. - Light on North Pit RL189S dump tilted down. <p>20:45 - OCE completed inspections of lights at North Pit North, Excavator 324 and MTO RL145 dump and confirmed to be directed away from complainant's location.</p>
22/07/2025 12:24 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "blasting shook house and windows". Complaint received by Environment and Community Staff.	<p>Complainant called Environment and Community Staff (ECS) leaving voicemail asking if a blast had been fired and if there was, they would like to lodge a complaint.</p> <p>23/07/2025 10:27 - ECS called complainant back regarding their complaint the previous day. ECS advised a blast occurred the previous day immediately prior to the time of their complaint. Complainant advised that it shook the house and windows badly, and considered it would have high results. ECS advised the vibration at Wambo Road was recorded at 1.73 mm/s. Complainant advised that they thought it would have been at least 2 mm/s. ECS confirmed that a complaint would be recorded.</p>
22/07/2025 09:21 PM	Community complaint received regarding Noise. Complainant stated "noise complaint, can hear the mine over their tv". Call back not requested.	<p>21:20 – Community Response Officer (CRO) was completing routine noise monitoring when complaint received. CRO attended the Bulga RFS monitoring location and completed a noise reading below criteria. WML 36 dB truck, loading and dozer noise audible. MTO 34 dB truck noise audible.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
22/07/2025 06:55 PM	Community complaint received regarding lighting. Complainant stated "lighting shining towards his home from mine" Call back not requested.	<p>19:20 – Open Cut Examiner (OCE) went to the Battleaxe RL175 dump lighting plant to inspect lighting plant positioning. Lighting plant was confirmed to be facing North and the head of the unit was tilted downwards, OCE deemed the light not to have any directional intrusion towards the complainants location. OCE lowered the boom height of the lighting plant to try and reduce 'glow'.</p> <p>19:30 – Community Response Officer (CRO) completed lighting inspections from The Inlet Road, Bulga RFS monitoring location & Wambo Road. No potential intrusive lighting plants observed.</p> <p>23/07/2025 10:27 – During a separate call with complainant, ECS asked about recent lighting complaints. Complainant advised it had improved but was still there. Complainant advised they were seeking to meet with Department of Planning to assess lighting at their home. ECS discussed the location of the light they were concerned with. Complainant advised light was at the very northern end of the mine and not at the top dump this time. ECS advised they would pass on the information to the Community Response Officer.</p>
22/07/2025 04:25 PM	Community complainant received regarding Air (Dust). Complainant stated "too much dust from this afternoon, wanting there to be watercarts out there to reduce the dust". Call back not requested.	16:30 - All available water carts were manned at time of complaint – 8 in total. No further action taken. Open Cut Examiner notified.
22/07/2025 10:27 AM	Community complaint regarding Air (Dust). Complainant stated "dust looks bad". Complaint received in person.	<p>10:27 - CRO inspecting West Pit/Putty Rd area and was approached in vehicle by complainant. Complainant commented on inversion haze visible over West Pit, and stated that the dust will be travelling towards Bulga shortly. Complainant stated that they were going to call Environment and Community Staff and speak to them regarding the dust. Notes: Inversion haze visible valley wide prior to complaint. Inversion over WML lifting 10am onwards.</p> <p>Operational Controls implemented prior to complaint:</p> <p>05:00 - Dragline 103 Intermittent dust delays parked up total 8.8 hours.</p> <p>08:30 - Excavator 318 moved from coal dig material to low wall to minimise dust generation.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
21/07/2025 07:22 PM	Community complaint received regarding Lighting. Complainant stated "lighting shining towards their house". Call back not requested.	<p>19:53 – At the time of the complaint the Community Response Officer (CRO) was conducting routine noise and lighting inspections within the Bulga area. In response to complaint the CRO completed lighting inspection along Wambo Road. The CRO observed a lighting plant on the Battleaxe RL 175 dump that could be source of complaint. CRO notified the Open Cut Examiner (OCE).</p> <p>19:55 – OCE actioned for the Battleaxe RL 175 dump light to be repositioned in a northerly direction and the head of the lighting plant tilted downwards.</p> <p>22:40 – Follow up community complaint received regarding lighting. Complainant stated "lighting from the mine shining at my home". Call back not requested.</p> <p>22:50 – The Battleaxe RL175 dump lighting plant was turned off in response to complaint. Further inspection completed by CRO did not identify any other potential intrusive lights.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
10/07/2025 08:53 AM	Community complaint received regarding Air (Dust). Complainant stated "excessive dust only over Mt Thorley mine". Call back requested.	<p>08:59 - Community Response Officer (CRO) called the complainant back. Complainant asked have you seen the dust out there. CRO advised have been completing routine inspections this morning. Complainant stated "you better do something about it, I'm sick of breathing in this air. The Hunter Valley is pristine except over your mine. Go out to Bulga Village and look at the dust over your mine". CRO advised they will complete further inspections and pass on information to the Open Cut Examiner (OCE).</p> <p>09:15 - CRO inspected Putty Road and attended the Bulga RFS monitoring location in response to community complaint regarding dust. Nil dust visible on Putty Rd. Dust haze observed over West Pit South and Charlton Ridge. MTW MET data showed recent significant increase in wind speed, NW 5-6m/sec with gusts to 13m/sec. OCE notified.</p> <p>Operational Controls:</p> <p>09:15 - Watercarts redirected to area. Graders instructed to implemented dust minimisation techniques. Dust suppression activated at coal stockpiles.</p> <p>09:30 - CRO completed inspection from Putty Road and observed potential wind generated dust from MTW spoils. OCE and Environment and Community Staff (ECS) continued on-site inspections and observed nil wheel generated dust. OCE notified.</p> <p>10:05 – Excavator 319, Excavator 320, Dozer 235 and 5 trucks parked up cumulative total 16.8 hours.</p> <p>11:00 – All mining operations ceased in response to conditions. Watercarts continued operational dust suppression - graders instructed to continue operation for dust minimisation only. Blast rescheduled. Shovel 344, Excavator 318, Excavator 321, Excavator 322, Excavator 323, Excavator 324 and 54 trucks parled up cumulative total 67.6 hours.</p> <p>11:30 – CRO completed on-site inspection and observed isolated events of wind generated dust from spoils. Nil dust visible leaving site observed. Wind speed 6-7m/sec with gusts to 16m/sec. OCE notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
8/07/2025 07:43 PM	<p>Community complaint received regarding privacy invasion.</p> <p>Complainant stated "Complainants address provided - CRO in a Ute was viewing the caller at 7.25pm facing towards Singleton on LHS of road, caller believes this is stalking and is very unhappy about privacy being invaded and will make a written complaint to the Police". Call back requested.</p>	<p>20:06 - Open Cut Examiner (OCE) attempted callback, no answer. Voice mail message by complainant stated to not leave messages as they do not check them, no message left.</p> <p>20:21 - Shift Supervisor attempted second call back. No answer.</p> <p>9/07/2025 08:48 - Environment and Community Staff (ECS) called complainant to follow up on complaint. Complainant expressed concerns for invasion of their privacy alleging that MTW Community Response Officers (CRO) were taking photos or viewing their home from the public road. The Complainant's home is located 1 kilometre from the road where there has been routinely proactive management of community impacts. Complainant alleged that MTW uses high powered optics or binoculars to view his home, ECS advised that is not the case, MTW does not use binoculars and only takes photos using an iPhone as a camera to monitor atmospheric conditions as they had previously been provided for previous complaint responses. Complainant expressed concerns for air quality management providing their opinion of blasting practices. Complainant explained that the air quality was having impacts on their mental and physical health. Complainant advised they will be making a police report for stalking and invasion of privacy. ECS advised the complainant that MTW is not taking photos of them or their family and only for monitoring the operation. ECS advised it was unfortunate that they felt this way. Visual monitoring practices from public road reserve was modified in response to complainant's concern.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
05/07/2025 08:14 PM	Community complaint received regarding noise. Complainant stated "noise." Call back not requested.	<p>20:10 - Community Response Officer (CRO) attended the Inlet Road monitoring location and initiated routine handheld (HH) noise monitoring prior to complaint.</p> <p>20:14 - Community complaint received.</p> <p>20:20 - Community Response Officer (CRO) attended the Inlet Road monitoring location and completed a noise monitoring above relevant criteria. WML LAeq 41dBA LAmx 49dBA truck, loading, dozer, drill and horn noise audible MTO LAeq 37dBA truck and dozer noise audible. Open Cut Examiner (OCE) notified. Operational controls implemented: Excavator 319 (WML West Pit), 3 Dozers and 1 Drill parked up - Cumulative total 14.9 Hours. All operational loading units directed to utilise light horns and touch loading techniques. All operational dozers limited to 1st gear.</p> <p>20:50 - CRO attended the Inlet Road monitoring location and completed a noise monitoring above relevant criteria. WML LAeq 39dBA LAmx 44dBA truck, dozer and loading noise audible MTO LAeq 35dBA truck and dozer noise audible. OCE notified. Operational controls implemented: Excavator 324 (WML North Pit), 2 Dozers and 2 Trucks parked up - Cumulative total 15.8 Hours.</p> <p>21:10 - CRO attended the Inlet Road monitoring location and completed a noise monitoring above relevant criteria. WML LAeq 38dBA LAmx 42dBA truck, loading and dozer noise audible MTO LAeq 34dBA truck and dozer noise audible. OCE notified. Operational controls implemented: Shovel 345 (WML West Pit), Excavator 318 (WML West Pit), 1 Dozer and 31 Trucks parked up - Cumulative total 10.0 Hours.</p> <p>21:30 - CRO attended the Inlet Road monitoring location and completed a noise monitoring below relevant criteria. WML LAeq 36dBA LAmx 39dBA truck and loading noise audible MTO LAeq 32dBA truck noise audible. OCE notified.</p>
01/07/2025 10:29 AM	Community complaint received regarding Blasting (Road Closure). Complainant stated "Road closure message not updated". Complaint received by Environment and Community Staff.	<p>10:29 - Environment and Community Staff (ECS) received call from complainant regarding Blast fired by MTW on Saturday 28/06/2025 and the SMS road closure message they received. Complainant advised they thought MTW fired blast after 12pm, after the SMS notification window. Complainant advised no update was provided and they would like to lodge a complaint. ECS advised complainant that they would investigate and agreed that if the blast was fired after the notification window a revised message should have been sent. Complainant advised they did not need a call back.</p> <p>Investigation undertaken. Blast hotline was updated, but SMS road closure update was missed for this blast. Communication of this issue was shared with relevant MTW personnel to raise awareness to minimise risk of reoccurrence.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
28/06/2025 12:26 PM	Community complaint received regarding blasting vibrations. Complaint stated "shaking home after two blast". Call back not requested.	Preliminary blast monitoring results indicate the two blasts were within management conditions. Wambo Road Blast monitor results for blast at 12:23 Peak over pressure 98.42dB, Peak vibration 1.25mm/sec. Wambo Road Blast monitor results for blast at 12:26 Peak over pressure 103.53dB, Peak vibration 0.40mm/sec.
26/06/2025 11:14 AM	Complaint received by email to Environment & Community Staff (ECS) regarding Air (Dust). Complainant alleged depositional dust from MTW and other mining operations was evidenced on the surface of a concrete water tank (which the complainant advised is cleaned every two weeks), and fascia of a building. Photos were provided. Complainant requested his email be registered as a complaint.	14:34 - Environment & Community Staff (ECS) reviewed the details of the concern. No response was requested. Complaint was added to the complaint register as requested.
24/06/2025 03:31 AM	Community complaint received regarding Noise. Complaint stated "Excessive Noise". Call back not requested.	03:42 – Community Response Officer (CRO) attended the Bulga Village monitoring location and completed a noise reading on criteria. WML 38dB Truck, loading and drill noise audible, MTO Inaudible. 04:00 – CRO attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria WML 35dBA, MTO Inaudible. CRO notified Open Cut Examiner (OCE).

Date/Time Received	Description of Complaint	Immediate Action Taken
22/06/2025 02:17 PM	Complaint received by email to Environment & Community Staff (ECS) regarding Air (Dust). Complainant considered MTW was generating unacceptable air quality conditions for the third day in a row and stated his belief there is a lack of effective dust control measures. A NSW Government air quality alert for 'Lower Hunter' and photos were provided with the complaint. The complainant requested immediate action.	<p>23/06/25 10:19 - Environment & Community Staff (ECS) responded to complainant by email advising that the complainants additional emails over the weekend have been received and would be added to the review of information regarding air quality monitoring and air quality controls implemented that was committed to be provided this week. ECS assured the complainant that MTW's operational teams review prevailing and forecast meteorological conditions and are implementing the air quality controls of MTW's Air Quality Management Plan, with further details to be provided after review of the information. ECS also reminded the complainant of MTW's dedicated complaints system to ensure that complaints are registered and responded to in a timely manner, and recommended the complainant use the MTW complaints number when they observe an issue they would like immediately investigated.</p> <p>26/06/25 10:21 - Environment & Community Staff (ECS) responded to complainant by email with the results of the detailed review of complaints made by email on 19, 20, 21 and 22 June 2025. ECS response:</p> <ul style="list-style-type: none"> - advised the broad nature of controls in the MTW Air Quality Management Plan (AQMP), and specific examples of operational changes on the dates of complaint. ECS provided context and photographic evidence of the increase of regional particulate haze in the atmosphere over the Hunter Valley in recent weeks, noting that MTW is a contributor to dust, but is not the only source of particulate matter in the atmosphere, and also noting that the particulate haze will likely remain in the atmosphere until a significant rainfall event occurs. -made reference to effects of inversion conditions on dust emissions and mist/fog, prior to heat/wind causing the inversion / fog to lift and clear. -provided a review of PM10 air quality monitoring conducted both near to and further afield of the mining operations including the NSW Governments Bulga PM10 monitor, with all monitors recording <50ug/m3 (development consent limit for 3 x TEOMs), and in fact were <30ug/m3. -advised that results of MTW's air quality monitoring program are published with monthly reports which are published on the MTW website, and the NSW, and provided the web link for the MTW website. -advised that operational controls are published on the MTW Insite website and provided a web link. -provided a review of the NSW Government 1 hour PM10 100ug/m3 air quality alerts provided with the complaint in the context of MTW's observations and air quality monitoring results which were all <50ug/m3. Mechanisms for the NSW Government Alerts were suggested including a report of inspection undertaken at the time of one alert on 20/6/25. -responded to allegation that complaints made by the complainant were not responded to, with the details of actions completed for two such complaints, and requesting details of any other complaints which the complainant believes were not responded to. -referred the complainant to utilise the complaints line (instead of email) to enable immediate investigation or response to their concerns.

Date/Time Received	Description of Complaint	Immediate Action Taken
22/06/2025 05:08 AM	Community complaint regarding Noise. Complainant stated "excessive noise". Call back not requested.	<p>05:45 - Community Response Officer (CRO) attended the Bulga Village monitoring location and completed a noise reading below relevant criteria. WML 37 dB truck and dozer noise audible, MTO 34dB truck and dozer noise audible. Open Cut Examiner (OCE) notified.</p> <p>During prior Night Shift, the following changes were implemented intermittently to mitigate noise: Dozers (536, 550, 502, 541, 544, 549, 533), and Excavators (319, 341, 345) noise delay.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
21/06/2025 06:53 PM	Complaint received by email to Environment & Community Staff (ECS) regarding Air (Dust). Complainant considered MTW was generating air pollution and referred to NSW Government air quality alerts for Bulga.	<p>23/06/25 10:19 - Environment & Community Staff (ECS) responded to complainant by email advising that the complainants additional emails over the weekend have been received and would be added to the review of information regarding air quality monitoring and air quality controls implemented that was committed to be provided this week. ECS assured the complainant that MTWs operational teams review prevailing and forecast meteorological conditions and are implementing the air quality controls of MTW's Air Quality Management Plan, with further details to be provided after review of the information. ECS also reminded the complainant of MTW's dedicated complaints system to ensure that complaints are registered and responded to in a timely manner, and recommended the complainant use the MTW complaints number when they observe an issue they would like immediately investigated.</p> <p>26/06/25 10:21 - Environment & Community Staff (ECS) responded to complainant by email with the results of the detailed review of complaints made by email on 19, 20, 21 and 22 June 2025. ECS response:</p> <ul style="list-style-type: none"> - advised the broad nature of controls in the MTW Air Quality Management Plan (AQMP), and specific examples of operational changes on the dates of complaint. ECS provided context and photographic evidence of the increase of regional particulate haze in the atmosphere over the Hunter Valley in recent weeks, noting that MTW is a contributor to dust, but is not the only source of particulate matter in the atmosphere, and also noting that the particulate haze will likely remain in the atmosphere until a significant rainfall event occurs. -made reference to effects of inversion conditions on dust emissions and mist/fog, prior to heat/wind causing the inversion / fog to lift and clear. -provided a review of PM10 air quality monitoring conducted both near to and further afield of the mining operations including the NSW Governments Bulga PM10 monitor, with all monitors recording <50ug/m3 (development consent limit for 3 x TEOMs), and in fact were <30ug/m3. -advised that results of MTW's air quality monitoring program are published with monthly reports which are published on the MTW website, and the NSW, and provided the web link for the MTW website. -advised that operational controls are published on the MTW Insite website and provided a web link. -provided a review of the NSW Government 1 hour PM10 100ug/m3 air quality alerts provided with the complaint in the context of MTW's observations and air quality monitoring results which were all <50ug/m3. Mechanisms for the NSW Government Alerts were suggested including a report of inspection undertaken at the time of one alert on 20/6/25. -responded to allegation that complaints made by the complainant were not responded to, with the details of actions completed for two such complaints, and requesting details of any other complaints which the complainant believes were not responded to. -referred the complainant to utilise the complaints line (instead of email) to enable immediate investigation or response to their concerns.

Date/Time Received	Description of Complaint	Immediate Action Taken
20/06/2025 06:10 PM	Complaint received by email to Environment & Community Staff (ECS) regarding Air (Dust). Complainant considered MTW was generating air pollution during the day. A NSW Government air quality alert was provided with the complaint. The complainant advised they would report photos and information to EPA as a pollution complaint.	<p>23/06/25 10:19 - Environment & Community Staff (ECS) responded to complainant by email advising that the complainants additional emails over the weekend have been received and would be added to the review of information regarding air quality monitoring and air quality controls implemented that was committed to be provided this week. ECS assured the complainant that MTW's operational teams review prevailing and forecast meteorological conditions and are implementing the air quality controls of MTW's Air Quality Management Plan, with further details to be provided after review of the information. ECS also reminded the complainant of MTW's dedicated complaints system to ensure that complaints are registered and responded to in a timely manner, and recommended the complainant use the MTW complaints number when they observe an issue they would like immediately investigated.</p> <p>26/06/25 10:21 - Environment & Community Staff (ECS) responded to complainant by email with the results of the detailed review of complaints made by email on 19, 20, 21 and 22 June 2025. ECS response:</p> <ul style="list-style-type: none"> - advised the broad nature of controls in the MTW Air Quality Management Plan (AQMP), and specific examples of operational changes on the dates of complaint. ECS provided context and photographic evidence of the increase of regional particulate haze in the atmosphere over the Hunter Valley in recent weeks, noting that MTW is a contributor to dust, but is not the only source of particulate matter in the atmosphere, and also noting that the particulate haze will likely remain in the atmosphere until a significant rainfall event occurs. -made reference to effects of inversion conditions on dust emissions and mist/fog, prior to heat/wind causing the inversion / fog to lift and clear. -provided a review of PM10 air quality monitoring conducted both near to and further afield of the mining operations including the NSW Governments Bulga PM10 monitor, with all monitors recording <50ug/m3 (development consent limit for 3 x TEOMs), and in fact were <30ug/m3. -advised that results of MTW's air quality monitoring program are published with monthly reports which are published on the MTW website, and the NSW, and provided the web link for the MTW website. -advised that operational controls are published on the MTW Insite website and provided a web link. -provided a review of the NSW Government 1 hour PM10 100ug/m3 air quality alerts provided with the complaint in the context of MTW's observations and air quality monitoring results which were all <50ug/m3. Mechanisms for the NSW Government Alerts were suggested including a report of inspection undertaken at the time of one alert on 20/6/25. -responded to allegation that complaints made by the complainant were not responded to, with the details of actions completed for two such complaints, and requesting details of any other complaints which the complainant believes were not responded to. -referred the complainant to utilise the complaints line (instead of email) to enable immediate investigation or response to their concerns.

Date/Time Received	Description of Complaint	Immediate Action Taken
19/06/2025 09:15 PM	Complaint received by email to Environment & Community Staff (ECS) regarding Air (Dust). The complainant provided photos of air quality conditions including looking up the Hunter Valley and accused MTW and other mining operators of causing dust generation, and his opinion that air quality conditions are becoming increasingly worse. Complainant requested for his complaint to be recorded.	<p>Daily records reviewed which indicated air quality controls were being implemented at MTW on 19/06/2025.</p> <p>20/06/25 13:01 - Environment & Community Staff (ECS) responded to complainant by email to advise their complaint had been received and would be added to the complaints register.</p>
19/06/2025 11:14 AM	Community complaint received regarding Air (Dust). Complainant stated "dust". Complaint received in person.	<p>11:14 - Community Response Officer (CRO) was approached at the Bulga RFS monitoring location by the complainant. Complainant pointed towards MTW and stated "look at that dust". Complainant then left. CRO notified Open Cut Examiner (OCE) and Environment and Community staff. Operational Controls Implemented: Dragline 103 was down all shift, Dragline 101 was parked up 05:00 for 2 hours, then at 12:30 operated on an intermittent loading practice.</p> <p>20:53 – A follow up email was received by Environment & Community Staff (ECS) from the complainant with further details of their complaint and included details of NSW Government air quality alert for Bulga Village.</p> <p>20/06/25 11:25 - Environment & Community Staff (ECS) responded to complainant by email advising that the complainants email had been received, as was the complaint call earlier the same day which did not request a call back. ECS advised that a review of relevant information regarding air quality monitoring and air quality controls implemented will revert the following week. Information relevant to the Bulga PM10 alert from the NSW Government's Upper Hunter Air Quality Monitoring Network (which was noted as being publicly available) was provided to assist interpretation of the alert.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
15/06/2025 09:57 AM	Community complainant received regarding Air (Dust). Complainant stated "excessive dust". Call back requested.	<p>10:01 – Community Response Officer (CRO) called complainant back. Complainant stated that the dust levels had been good lately however yesterday and today was bad, and they believe that the dust was coming from MTW and nowhere else in the valley. CRO committed to completing inspections of area.</p> <p>Open Cut Examiner (OCE) notified. Fog visible across valley until approximately 08:30, and inversion haze visible over valley due to calm wind conditions.</p>
15/06/2025 09:05 AM	Complaint received by email to Environment & Community Staff regarding Air (Dust). The complainant provided a photo of an external wall of their house, stating his view that deposited dust on external wall surfaces was generated from surrounding mining operations including MTW. Complainant believes his property is the focal point for particulate fallout from many wind directions. Complainant also stated that his neighbouring mining operators do not respond to verbal or written complaints.	<p>16/06/25 13:19 - Environment & Community Staff (ECS) responded to complainant by email advising MTW operates its Air Quality Monitoring Program which monitors both deposited dust and airborne particulate dust. The complainant was advised the nearest deposited depositional dust gauge located between the complainant and MTW's operations (D124) is compliant with the development consent long term annual average limit (currently 1.9g/m2/month YTD to end April). The complainant was advised in relation to complaint response, that MTW has responded to complaints made both verbally, and in writing by the complainant. For the most recent example, it was advised that the complainant contacted MTW's Complaints Line by phone on 14 June 2025 at 12:30pm, and received a call back at 12:36pm same day to discuss the details of the concern. Complainant was referred to previous discussions regarding depositional dust and advised that MTW's position has not changed. A copy of previous communications from May 2025 was provided to the complainant, and 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. The complainant was advised that all complaints made, including this one, have been recorded in the MTW complaints register.</p>

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14/06/2025 12:30 PM	Community complainant received regarding Air (Dust). Complainant stated "Want to lodge an official complaint about dust and firing blasts on Saturdays". Complaint received in person.	12:30 – Community Response Officer (CRO) was completing monitoring for the blast fired at 12:13pm at the Bulga RFS monitoring location. Complainant approached vehicle and queried whether MTW had just fired a blast. CRO confirmed that a blast had been fired in the West Pit. Complainant stated that they didn't think MTW was able to blast on the weekend and other members of the community had expressed concerns about it. CRO confirmed that MTW was approved to blast on a Saturday, however blasting was not allowed on Sundays or public holidays. Complainant also stated they were unhappy with dust from blast and during the morning. Open Cut Examiner (OCE) notified. CRO and OCE discussed possible sources of dust and agreed blast to be main contributor to dust visible over site. Condition photos taken before and after complaint. Inversion haze visible during morning, nil single point source visible. Nil dust visible leaving site during inspections conducted by CRO throughout shift.
14/06/2025 12:29 PM	Community complaint received regarding Air (Dust). Complainant stated "Dust is in the air over 3 miles from site and is not happy". Call back requested.	12:36 – Community Response Officer (CRO) called complainant back. Complainant stated that there was dust visible over the mine and leaving site. CRO informed complainant that MTW had fired a blast recently and the dust generated from the blast was dissipating over the MTW complex. Complainant stated they believed the dust had travelled past a neighbouring mine and Jerrys Plains, and it was visible from their residence. Complainant stated they had numerous years of experience in blasting and believed that MTW needs to water down their shot before firing to control the dust and believes this is standard practice in other mines. Open Cut Examiner (OCE) notified. CRO and OCE discussed possible sources of dust and agreed blast to be main contributor to dust visible over site. Condition photos taken before and after complaint.
26/05/2025 02:39 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "shaking of my house from a mine blast". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak overpressure 104.95 dB, peak vibration 0.24 mm/s.

Date/Time Received	Description of Complaint	Immediate Action Taken
16/05/2025 12:52 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "shaking of my house due to a blast". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak overpressure 95.14 dB, peak vibration 0.58 mm/s.
14/05/2025 01:25 PM	Community complaint regarding Blasting (Vibration). Complainant stated "shaking of home from blast". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: Peak overpressure 115.28 dB, peak vibration 2.53mm/sec.
13/05/2025 10:16 PM	Community complaint received regarding Noise. Complainant stated "would like the mine to lower the noise please". Call back declined.	22:55 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading on relevant criteria. WML LAeq 38dBA truck and dozer noise audible, MTO LAeq 31dBA dozer noise audible. Open Cut Examiner notified.
10/05/2025 09:04 PM	Community complaint received regarding Noise. Complainant stated "Can the mine lower the noise. Their noise is going over my TV." Call back not requested.	21:30 - Community Response Officer (CRO) attended the Wambo Road monitoring location and a noise reading below relevant criteria. WML 36dBA truck, loading and dozer noise audible. MTO 32dBA truck and dozer noise audible. Open Cut Examiner notified.
05/05/2025 10:21 PM	Community complaint received regarding Noise. Complainant stated "Please lower noise level from mine". Call back not requested.	22:50 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML 37dBA truck, loading and horn noise audible. MTO 35dBA truck and dozer noise audible. Open Cut Examiner notified.
05/05/2025 06:35 PM	Community complaint received regarding Noise. Complainant stated "Really noisy load working up high banging rocks in truck noise is getting ridiculous". Call back not requested.	18:55 - Community Response Officer (CRO) attended the Inlet Road monitoring location and completed a noise reading below relevant criteria. WML 35dBA truck noise audible. MTO inaudible. Open Cut Examiner notified.

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.
23/04/2025 10:04 PM	Community complaint received regarding Noise. Complainant stated "mine to lower noise level please". Call back not requested.	Noise management actions prior to and immediately subsequent to receiving the complaint: 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. Operational controls implemented: – Shovel 345 parked up. – Excavator 321 switched to light horns and modified loading practices to touch load. Excavator 323 parked up. 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. Operational controls implemented: – All loading units switched to light horns. 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.

Date/Time Received	Description of Complaint	Immediate Action Taken
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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 overpressure 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 stated "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 overpressure 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 overpressure 101.59 dB, Peak vibration 1.35mm/sec.