

Mount Thorley Warkworth Complaints Register 2025

Date/Time Received	Description of Complaint	Immediate Action Taken
15/12/2025 05:10 PM	Community complaint received regarding Air (Dust). Complainant advised "filth coming off the mine is extreme today can't breathe and ruining family's health, complainant warned they will abuse on call back". Call back requested.	17:13 - Community Response Officer (CRO) called complainant back. Complainant explained that they thought significant dust was leaving MTW, specifically in the areas of the Flyover and MTO South. Complainant believed dust was overburden as it was not black. Complainant rejected the notion that a valley wide haze was visible. Complainant believed the southern side towards Putty Rd was clear. Complainant requested the CRO attend their home to inspect dust, CRO declined the offer due to site policy did not allow attendance. Complainant explained that dust was impacting their personal health. Complainant stated they had also complained to adjoining mine and advised there will be an investigation. CRO advised complainant that the Open Cut Examiner (OCE) would be notified of their complaint and follow up inspections would be completed. 05:30 - CRO completed inspections around the perimeter of the site, nil dust visible leaving site, significant valley wide haze observed at time of inspection. OCE notified.
05/12/2025 08:20 AM	Community complaint received regarding Blasting (Road Closure). Complainant stated "Incident yesterday approximately 3pm failed to close road while blasting allowing a number of motorists to be caught up in blast and dust. Had road closed from the south cars coming from the north to Bulga were caught up in excessive dust". Call back requested.	08:33 - Environment and Community Staff (ECS) called complainant. Complainant explained concern for post blast emissions in the road reserve and the road was not closed to public traffic. Complainant expressed concern for their family that travelled through a dust cloud from the blast. ECS confirmed that their complaint would be recorded, their SMS messages to site staff had been received earlier that morning and MTW would be completing an investigation and would be able to provide a response to the complainant next week.
04/12/2025 06:50 AM	Community complaint received regarding Air (Dust). Complainant stated "dust on car windscreens this morning". Complaint received in person.	06:50 - Complainant approached Community Response Officer (CRO) at the Bulga RFS monitoring location completing routine monitoring. Complainant discussed smoke observed in the region from bush fire and explained they also had a dust on the windscreens of their car this morning. CRO agreed with the complainant regarding bush fires and discussed forecasted weather conditions for the day. Complainant left the area.

Date/Time Received	Description of Complaint	Immediate Action Taken
28/11/2025 11:00 AM	Community complaint received regarding Air (Dust). Complainant Stated "Excessive black coal dust coming from the washery or ROM hopper". Call back requested.	<p>11:48 - Community Response Officer (CRO) called complainant. Complainant explained there was plumes of dust coming from the South Run of Mine (ROM) hopper area and that it was going straight up and that when the wind turns to the south it blows straight over their house. CRO advised complainant that ROM tipping is being monitored by the CRO and Open Cut Examiner (OCE), weather conditions are being monitored, and dust mitigation controls are actioned such as sprays, water cart and modified loading technique. CRO advised that wind speed is predicted to increase in the afternoon and operations would be re-assessed and modified as required.</p> <p>Following complaint call CRO notified the OCE, CRO continued routine monitoring of the South ROM hopper area throughout shift.</p>
20/11/2025 10:14 AM	Community complaint received from EPA Environment Line regarding Air (Dust). Complainant stated "Caller affected by excessive dust in the air, coming from the Northwest of caller's location at Milbrodale Road, Broke. The caller considers it likely to be dust generated from mining activities but is not able to specify which mine/s. Mount Thorley Warkworth is to the North of caller's location". EPA requested MTW to advise if there were any issues identified at the time of complaint and to ensure appropriate dust mitigation and dust TARP's were being enacted.	<p>14:35 - Community Complaint received through the EPA Environment Line for a complaint made at 10:14 AM. Community Response Officer and Open Cut Examiner notified.</p> <p>Response provided to the EPA:</p> <p>On 20 November 2025, MTW was implementing air quality management controls in accordance with the MTW Air Quality Management Plan. There were no identified issues leading up to the complaint at 10:14 am. Shortly after at 10:35 am a slight haze was observed in the West Pit pre strip area, in response an articulated off-road water cart was sent to campaign the area. During our routine inspections, it is noted that a valley wide haze was observed throughout the day. The complainant's property is located 9.5 kilometres from the MTW boundary.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
19/11/2025 01:06 PM	<p>Community complaint received from EPA Environment Line regarding Air (Dust). Complainant stated "Caller raises concerns regarding excessive dust attributed to Mount Thorley Warkworth, particularly the Warkworth component. The caller noted a dust haze at the mine area when driving home to Bulga yesterday afternoon. The caller then observed dust again today when driving to and from Singleton. Today it is not particularly windy, there is a breeze from variable direction. The caller notes that the air monitoring results available suggests that the mine is in breach of licence limits for the 24hour period. The mine also blasted today despite existing dust haze in the air. The caller noted that there was a mine worker parked in the Bulga area observing, who must have noted the dust haze. Caller noted elevated dust for around three weeks, this is an ongoing issue.</p>	<p>15:30 - Community Complaint received through the EPA Environment Line for a complaint made at 01:06 PM. Community Response Officer and Open Cut Examiner notified.</p> <p>Response provided to the EPA:</p> <p>On 18 and 19 November 2025, MTW was implementing air quality management controls in response to conditions, including (but not limited to):</p> <ul style="list-style-type: none"> • watercart dust suppression, • standing down of equipment where required (including draglines, dozers, excavators, haul trucks), • reducing vehicle operating speeds on unsealed roads, and • undertaking internal and external routine inspections and dust monitoring network response inspections throughout the shift. During our routine inspections, it is noted that a valley wide haze was observed throughout both days. <p>MTW operates a network of real time air quality monitoring equipment. 24 hour average monitoring results were within the impact assessment criterion for the 18 and 19 November 2025 with the exception of the Bulga TEOM on 19 November 2025. An investigation of the 19/11/2025 Bulga TEOM 24 hour average was completed in accordance with MTW AQMP Air Quality Monitoring Programme Protocol for evaluating compliance. The 24 hour average for Bulga TEOM on 19/11/2025 was 56.4 µg/m³, the investigation found MTW had contributed 26.3% or 14.9µg/m³ (below the impact assessment criterion of 50µg/m³). MTW fired two blasts on 18 November 2025 and one blasts on 19 November 2025. MTW completes blasting in accordance with the MTW Blast Management Plan (BMP)</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
15/11/2025 10:16 AM	Community complaint received regarding Air (Dust). Complainant stated "Atmospheric dust right now is disgusting, Coming from Mt Thorley, I can see it. Only surpassed by yesterday, the worst I have ever seen it in history of 45 years". Call back requested.	<p>10:22 – Community Response Officer (CRO) attempted to call complainant. No answer.</p> <p>10:30 – CRO completed inspection along Putty Road and Open Cut Examiner completed internal inspection in response to complaint. nil dust source identified, dust haze visible at time of inspection. Condition photos recorded.</p> <p>10:49 – CRO called complainant. Complainant asked what the CRO's role was and the CRO provided an overview. Complainant questioned if the CRO lived in the Singleton area, the CRO advised they live locally but declined to provide that information and asked the complainant about their complaint today. Complainant offered for the CRO to enter their property to "See what we are dealing with, you'll see exactly what going on from here better than out there on the road". CRO thanked the complainant for the offer but declined as per the company policy. Complainant advised they had taken video evidence of yesterday's dust and would be providing it to the EPA. Complainant explained that bottom of his pool was black yesterday afternoon and that today's conditions aren't looking any better. Complainant stated "You've clearly got no water carts running, you shouldn't be mining at all". CRO advised the complainant of the current dust mitigation controls such as water carts all being manned and that both draglines were currently not being operated. CRO advised that they would continue to monitor conditions and report back to the site OCE. Complainant asked if the call was being recorded, CRO advised the call was not recorded though notes were being written down from the conversation. Complaint requested a copy of the complaint report, CRO advised the complainant would need to make that request to the Environment and Community Department.</p>
14/11/2025 04:03 PM	Community complaint received regarding Air (Dust). Complainant stated "Complaining about dust, the dust is terrible. Irritates Asthma", Call back not requested.	<p>16:10 – Community Response Officer (CRO) completed inspection along Putty Road, Charlton Road and township of Bulga. Nil point source identified, valley wide haze observed during inspection. Condition photos recorded. Open Cut Examiner notified of complaint.</p>
06/11/2025 08:38 AM	Community complaint received regarding Air (Dust). Complainant stated "dust is coming out the mine and blowing out to Bulga". Call back requested.	<p>08:40 – The Community Response officer (CRO) called complainant. Complainant advised they were travelling from Milbrodale towards Bulga and was near the Bulga RFS and noticed a black plume above the mine and thought it was coming towards the township of Bulga. CRO advised that an inspection would be completed and controls implemented if required. CRO notified the Open Cut Examiner (OCE).</p> <p>08:55 - CRO completed inspection from Bula RFS and Putty Road. Loading unit dust observed in WML West Pit, at time of inspection dust was observed to not be leaving site. OCE notified.</p> <p>09:00 - OCE confirmed All watercarts available were actively manned and operating, haul roads observed to be well watered. Excavator 318 WML west pit instructed to slow loading practices to minimise dust generation.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
03/11/2025 12:58 PM	Community complainant received regarding Air (Dust). Complainant stated "Their house is directly east of mine, inundated by dust today, came to other side of mine, dust coming out of mine is so bad they can't see stock piles from the gate". Call back requested.	<p>12:15 - Prior to complaint Community Response Officer (CRO) completed routine inspections around the mine and observed nil dust visible leaving site. Valley wide haze particularly to the North (horizon), with a Northerly wind blowing. Open Cut Examiner (OCE) notified, and noted that their inspections inside the mine was acceptable. CRO continued to complete inspections.</p> <p>13:12 - CRO attempted to call complainant back. Call unanswered.</p> <p>13:26 - CRO attempted to call complainant back. Call unanswered.</p> <p>13:30 - CRO continued to complete inspections around the mine. Nil dust visible leaving site. Valley wide haze continued to be noticeable. Nil single point source identifiable.</p> <p>14:56 - Environment and Community Staff (ECS) called complainant to follow up on complaint.</p>
01/11/2025 10:51 PM	Community complaint received regarding Noise. Complainant stated "Noise of the trucks and diggers". call back requested.	<p>22:55 – Community Response Officer (CRO) called complainant. Complainant explained that noise levels had recently reduced. CRO advised complainant that they were in the Bulga area completing noise monitoring and working with the site Open Cut Examiner (OCE) to manage noise. The complainant stated “you have done a great job, you’re not loud all the time and it’s a very still night tonight”.</p> <p>23:47 – CRO attended The Inlet Road monitoring location and completed a noise reading below relevant criteria. WML 34dB truck noise audible. MTO inaudible. OCE notified.</p>
01/11/2025 10:31 PM	Community complaint received regarding Noise. Complainant stated "noise issue". Call back requested.	<p>22:35 – At time of complaint received the Community Response Officer (CRO) was completing noise readings at the Wambo Road monitoring location.</p> <p>22:47 – CRO called complainant back. Complainant explained that they were not happy with the noise levels and requested for someone to meet with them tomorrow, CRO advised they were currently in the Bulga area completing noise monitoring and working with the Open Cut Examiner (OCE) to make changes to manage noise. Complainant requested a site representative to meet them tomorrow. CRO advised that would not be possible due to being the weekend and Environment and Community Staff are not available. CRO advised they will provide complain details to Environment and Community Team.</p> <p>23:35 – CRO attended The Inlet Road West monitoring location and completed a noise reading below relevant criteria. WML 30dB truck noise audible, MTO inaudible. OCE notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
01/11/2025 10:14 PM	Community complaint received regarding Noise. Complainant stated "Could the mine reduce the noise levels". Call back not requested.	<p>22:40 – Community Response Officer (CRO) attended the Wambo Road monitoring location and completed noise reading above relevant criteria WML 40dB truck, loading and dozer noise audible, MTO Inaudible.</p> <p>Operational Controls Implemented:</p> <p>23:00 – Excavator 319 (WML West Pit), Shovel 345 (WML West Pit) and 16 Trucks parked up - Cumulative total 56 Minutes.</p> <p>23:20 – CRO attended the Wambo Road monitoring location and completed noise reading below relevant criteria. WML 35dB truck and dozer noise audible, MTO Inaudible.</p>
31/10/2025 08:40 PM	Community complaint received regarding Noise. Complainant stated "same as usual noise". Call back requested.	<p>20:43 – Community Response Officer (CRO) called complainant back. Complainant asked if the CRO had heard the noise, CRO confirmed they were currently in the Bulga area completing routine noise monitoring and in response to their complaint will complete noise monitoring at their relevant monitoring location.</p> <p>21:10 – CRO attended the Inlet Road West monitoring location and completed a noise reading below relevant criteria. WML 33dB truck and loading noise audible, MTO inaudible. Open Cut Examiner notified.</p>
29/10/2025 10:22 PM	Community complaint received regarding Noise. Complainant stated "requesting noise level lowered". Call back not requested.	<p>22:45 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML LAeq 33 dB truck, dozer, loading, drill and horn noise audible. MTO inaudible. Open Cut Examiner notified.</p>
28/10/2025 10:39 PM	Community complaint received regarding noise. Complainant stated, "can you please lower the mine noise." Call back declined.	<p>23:05 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading above relevant criteria. WML LAeq 41dB truck, loading and dozer noise audible. MTO LAeq 37dBA dozer noise audible.</p> <p>Operational Controls Implemented:</p> <ul style="list-style-type: none"> - Excavator 323 (WML West Pit) noise delay 1.2 hours. - Shovel 345 (WML West Pit) noise delay 0.5 hours. - 9 haul trucks parked up cumulative total 4.5 hours. - Excavator 322 (WML West Pit) noise delay 0.2 hours. <p>23:35 - CRO attended the Wambo Road monitoring location and completed a noise reading on relevant criteria. WML LAeq 38dBA truck, dozer and loading noise audible. MTO LAeq 36dBA dozer noise audible.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
26/10/2025 09:40 AM	Community complaint received regarding Air (Dust). Complainant stated "you see all this dust, it's because of your draglines". Complaint received in person.	<p>09:18 - Prior to complaint the Community Response Officer (CRO) completed routine inspections around the mine. CRO completed inspection noting a haze visible, in particular to the north and western horizons.</p> <p>09:30 - Eight watercarts operating and all roads observed by the Open Cut Examiner (OCE) reported as well watered.</p> <p>.09:40 - Complainant approached CRO on Putty Road at the gates to WML West Pit crib huts. Complainant stated "you see all this dust, it's because of your draglines". Complainant requested for this to be recorded as a complaint, because "it's all going to end up at Bulga". Nil dust visible at Putty Road at the time of complaint.</p> <p>09:42 - CRO notified the OCE. Routine inspections continued.</p>
24/10/2025 12:55 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "Shaking of their home from MTW blast ". Call back not requested.	<p>12:51 - Preliminary blast monitoring results indicate that blast was within management conditions. Wambo Road Blast monitor results: peak overpressure 101.12 dB, Peak vibration 2.11 mm/sec.</p> <p>12:52 - Preliminary blast monitoring results indicate that blast was within management conditions. Wambo Road Blast monitor results: peak overpressure 98.47 dB, Peak vibration 2.11 mm/sec.</p>
22/10/2025 08:23 AM	Community complaint received regarding Air (Dust). Complainant advised "dust in their home and on furniture, no water carts operating of a night time". Call received by Environment and Community Staff.	<p>08:23 - Complainant called Environment and Community Staff (ECS). Complainant advised that they called the complaints line but that it was not working so called ECS. Complainant advised cleaner has been off for 1 week and a substantial amount of dust has accumulated in their home and on furniture in that time. Complainant advised that they were over it and would initiate legal action. Complainant explained that they thought MTW was not operating water carts of a nighttime. Complainant offered for someone from the mine to have a look at the dust at their property and would be send through photos and videos of the visible dust at their property to highlights his concerns.</p> <p>0831 - ECS tested complaint hotline and confirmed system operating correctly.</p> <p>0936 - ECS called complainant. ECS asked complainant if they could confirm complaint hotline number called, ECS confirmed that was correct. ECS advised they had tested the hotline shortly after their call and hotline tested ok. Complainant tested hotline and confirmed it was working. Complainant advised they would send through some photos.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
21/10/2025 10:39 PM	Community complaint received regarding Noise. Complainant stated "Noise". Call back requested.	<p>23:00 – Community Response Officer (CRO) attended The Inlet Road West monitoring location and completed a noise reading below relevant criteria. WML 32 dB truck and loading noise audible, MTO inaudible. Open Cut Examiner (OCE) notified.</p> <p>22:56 – Second community complaint received regarding Noise. Complainant stated "noise, windows open due to heat". Call back requested.</p> <p>23:14 - CRO called complainant. Complainant stated they were trying to sleep with the windows open due to heat and could not get to sleep due to the mine noise being too loud. CRO advised that a noise reading had just been completed indicating that MTW was compliant. Complainant was insistent that they did not care about the actual (decibel) number, only that he could hear it, and it was too loud for him to be able to get to sleep.</p> <p>23:20 – CRO notified OCE. Routine noise monitoring continued throughout shift.</p> <p>22/10/2025 11:05 - Environment and Community Staff (ECS) called complainant. Complainant advised they did not get a good sleep due to mining noise. Complainant thought they should not be able to hear any mining noise as they were not located within the property acquisition zone. ECS advised that MTW operates under noise limits and at times they will hear the mine when operating compliant. ECS confirmed complaint times and also the call they received from the CRO. ECS asked if they thought the call back response was reasonable. Complainant advised they thought it was ok. ECS also asked if they had attempted to call other ECS last night. Complainant advised yes that is correct, why should they get to sleep if complainant cannot. Complainant requested the general managers phone number, ECS advised they would not provide it and they need to continue to call the complaint hotline and the on shift CRO will respond to their complaint.</p>
15/10/2025 09:15 AM	Anonymous community complaint received from EPA via email to Environment & Community Staff regarding Air (Dust). The EPA requests that Warkworth Mining record the alleged event for their records and provide the EPA an overview of operations and dust mitigation measures at the premises during the time of the alleged event.	<p>Environment & Community Staff (ECS) received the EPA email on 15 October 2025 at 3:06 pm, ECS to prepare a report for EPA with requested details by 29 October 2025. Report was provided to EPA on 28 October 2025.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
15/10/2025 09:07 AM	Community complaint received regarding Air (Dust). Complainant stated "drove past mine at 9am, excessive dust impacting on visibility, needs dust suppression". Call back not requested.	<p>09:10 – CRO completed inspection around MTW along Putty Road and the Golden Highway. Nil point source observed. Valley wide haze observed at time of inspection. Open Cut Examiner Notified.</p> <p>Operational controls Implemented:</p> <ul style="list-style-type: none"> - All available water carts manned - 7 mining water carts. - Dragline 103 parked up for maintenance, Dragline 101 parked up for dust management.
15/10/2025 08:45 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust". Call back requested.	<p>08:57 – Community Response Officer (CRO) called complainant. Complainant explained they thought there was an excessive amount of dust this morning. Complainant advised they had taken videos of draglines operating this morning causing the dust and would be making a formal complaint to the EPA. CRO advised complainant that both draglines were not operating with dragline 103 stopped for maintenance and dragline 101 parked up for dust management and all available water carts are operating.</p>
14/10/2025 07:52 PM	Community complaint received regarding Lighting. Complainant stated, 'intrusive lighting shining towards their home, has been shining on and off'. Call back not requested.	<p>19:50 – Community Response Officer (CRO) completed inspection along Wambo Road in response to complaint. CRO observed potential intrusive lighting from MTO dump. Open Cut Examiner (OCE) notified.</p> <p>20:10 – MTO RL 154 dump shut and equipment relocated.</p>
13/10/2025 01:15 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "Blast that happened five minutes ago, thought it was an earthquake. Crack now in laundry." Call back requested.	<p>13:18 – Community Response Officer (CRO) called complainant back. The complainant stated that they initially thought the blast at Mount Thorley Warkworth was an earthquake and that it has worsened an existing crack in their bathroom that formed from a blast on Saturday (11/10/25). They also reported that a new crack had appeared in their laundry today. Complainant stated that the blast felt like it went for a long time and that they are getting too big. CRO explained that three blasts had been fired and that the blast results will be investigated.</p> <p>Preliminary blast monitoring results indicate blast was within management conditions. Bulga Village blast monitor Peak overpressure 95.63 dB, Peak vibration 2.36 mm/s.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
13/10/2025 01:07 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "Severe shaking of my home from blast at Warkworth mine". Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor results: Peak overpressure 100.6 dB, Peak vibration 3.40 mm/s.
11/10/2025 12:09 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "Excessive blast vibration." Call back not requested.	12:03 - Preliminary blast monitoring results indicate that blast was within management conditions. Bulga Village blast monitor results: Peak overpressure 101.28dB, Peak vibration 3.55mm/sec. 12:04 - Preliminary blast monitoring results indicate that blast was within management conditions. Bulga Village blast monitor results: Peak overpressure 100.13dB, Peak vibration 3.55mm/sec.
10/10/2025 07:34 PM	Community complaint received regarding Lighting. Complainant stated "Intrusive lighting shining into home." Call back not requested.	19:45 - Community Response Officer (CRO) completed inspection from Wambo Road, lighting plant observed as potentially intrusive at MTO. Open Cut Examiner (OCE) notified. 20:00 - MTO 100 dump light adjusted. 21:19 - Second community complaint received regarding Lighting. Complainant stated "Intrusive lighting still shining towards callers home." Call back not requested. 21:30 - CRO completed inspection from Wambo Road. Potentially intrusive lighting from machines at MTO observed. OCE notified. Dozers on the MTO 100 dump instructed not to face towards Bulga. directed to change direction of travel. 23:12 - Third community complaint received regarding lighting. Complainant stated "Intrusive lighting shining towards his home, high beams coming into his windows". Call back not requested. 23:20 - CRO attended Wambo Road to completed inspection for lighting. OCE notified. In response trucks redirected from the MTO 100 and 154 dumps.
08/10/2025 12:39 PM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust". Call back requested.	12:40 – Community Response officer (CRO) was completing routine monitoring at the Bulga RFS and the complainant approached the CRO and spoke in person before call back was made. Complainant discussed conditions they observed and explained that they would like to see the draglines stopped. CRO advised that Dragline 103 was currently parked up for the day. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
05/10/2025 08:14 PM	Community complaint received regarding Lighting. Complainant stated "Intrusive lighting from the mine at their home". Call back not requested.	<p>20:33 – Community Response Officer (CRO) completed inspection along Wambo Road. CRO observed a potentially intrusive light to the south of MTO. CRO inspected from Bulga RFS monitoring location and observed light was not on site at MTW. CRO notified the Open Cut Examiner (OCE), OCE confirmed there was no orange lighting plants operating in MTO.</p> <p>20:57 – CRO contacted neighbouring operation dispatch and notified them of the complaint received and potential intrusive light observed.</p>
03/10/2025 07:15 PM	Community complaint received regarding lighting. Complainant stated "intrusive lighting from the mine at his home". Call back not requested.	<p>19:30 – Community Response Officer (CRO) completed inspection from Wambo Road. Potential lighting observed from MTO. Open Cut Examiner (OCE) notified.</p> <p>19:44 – MTO RL 154 dump lighting plant adjusted. Lighting plant could not be altered due to dump orientation. OCE swapped white lighting plant to orange light.</p> <p>20:24 – Second community complaint received. Complainant stated "Intrusive lighting shining towards his home". Call back not requested.</p> <p>20:29 – OCE notified of compliant and travelled to MTO RL 154 dump to inspect the area.</p> <p>20:54 – OCE made further adjustments to MTO RL 154 dump light. CRO monitoring from Bulga Village, Headlights from the dozer potentially intrusive. OCE notified.</p> <p>21:48 – Third community complaint received. Complainant stated "Intrusive lights shining from mine into my house". Call back not requested.</p> <p>21:55 – CRO notified OCE of complaint. Dozer on the MTO RL 154 relocated.</p>
03/10/2025 11:37 AM	Community complaint received regarding Blasting (Vibration). Complainant stated "shaking of my house from a mine blast". Call back not requested.	<p>Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road blast monitor results: Peak overpressure 101.39 dB, Peak vibration 1.78 mm/s.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
30/09/2025 09:30 PM	Community complaint received regarding lighting. Complainant stated "Intrusive lighting shining into home. Do not do this again." Call back not requested.	<p>21:40 - Community Response Officer (CRO) completed inspection from Wambo Road for potentially intrusive lighting, Battle Axe RL 100 dump adjusted in response.</p> <p>22:59 – Follow up community complaint call received regarding Lighting. Complainant stated "Third time tonight I've asked for the intrusive lighting to be shut off towards my home." Call back not requested. MTO 154 dump light turned off.</p> <p>23:20 - CRO completed further inspection in response to second complaint call. MTO RL 154 Dump light adjusted.</p> <p>Note: Light from road works on corner of Charlton and Putty Road visible during night roadworks.</p>
29/09/2025 01:30 PM	Community complainant received regarding Blasting (Vibration). Complainant stated "You just had another mine blast and his house shook." Call back not requested.	Preliminary blast monitoring results indicate blast was within management conditions. Bulga Village blast monitor results: Peak overpressure 99.59dB, Peak vibration 1.75mm/sec.
27/09/2025 12:47 PM	Community complaint received regarding Blasting (Vibration). Complainant stated "House just shook after blast from mine." Call back requested	<p>29/09/2025 08:35 - Environment and Community Staff (ECS) called complainant back. Complainant asked if a blast was fired on Saturday. ECS confirmed that two blast were fired at 12:22pm on Saturday. Complainant considered it was the worst blast they have felt and it really shook their home. ECS advised that monitoring results were within limits. Complainant just wanted to lodge a complaint, ECS advised that complaint would be recorded.</p> <p>Preliminary blast monitoring results indicate blast was within management conditions. Bulga Village blast monitor results: Peak overpressure 101.24dB, Peak vibration 1.12mm/sec.</p>
21/09/2025 09:13 PM	Community complaint received regarding lighting. Complainant stated, "lights shining towards home, please direct them the other way". Call back not requested.	21:20 - Open cut examiner (OCE) notified of complaint. Community Response Officer (CRO) completed additional lighting inspection down Wambo Road and on the Putty Rd, nil lighting plants visible facing in direction of residence. Heavy Mining Equipment (HME) headlights visible moving along dump systems. Dozer headlights visible on Battle axe RL 175 dump. Operational change implemented: OCE instructed Battle axe RL175 dump dozers to minimise facing headlights to the West.

Date/Time Received	Description of Complaint	Immediate Action Taken
20/09/2025 10:12 PM	Community complaint received regarding lighting. Complainant stated "lights the mine have facing my home, please turn them the other way". Call back not requested.	22:14 – Community Response Officer (CRO) was completing routine monitoring at the Wambo Road monitoring location at the time of complaint. No potential intrusive lighting observed. Open Cut Examiner (OCE) notified. 23:00 – Battleaxe RL100 dump lighting plant adjusted. CRO completed lighting inspections from The Inlet Road, Bulga RFS monitoring location and Bulga Village. No potential intrusive lighting observed. OCE notified.
16/09/2025 07:44 PM	Community complaint received regarding lighting. Complainant stated "Light shining at his home, point them another direction please". Call back not requested.	19:48 – Community Response officer (CRO) notified Open Cut Examiner (OCE) of the complaint, and mobilised to Bulga Village to conduct inspections. Operational controls implemented: - Battle axe RL 175 dump lighting plant turned off and dump dozer relocated. CRO carried out further inspections from The Inlet Road, Bulga RFS and Wambo Road and did not identify potentially intrusive lighting.
12/09/2025 10:59 PM	Community complaint received regarding Noise. Complainant stated: "noise lowered please ASAP". Call back not requested.	23:10 - Community Response Officer (CRO) attended Wambo Rd monitoring location and recorded a reading at relevant criteria. WML 38dBA truck, dozer and loading noise. MTO 35dBA truck noise audible. Open Cut Examiner notified. West Pit dozer restricted to first gear.
08/09/2025 09:07 AM	Community complaint received in person while undertaking routine inspections. Complainant stated "Can you see what I am seeing? It is because you don't run watercarts over night shift."	09:05 Community Response Office (CRO) completing routine inspections stopped at the Bulga RFS monitoring location. Complainant's vehicle was already parked at this location. Complainant approached CRO and discussed dust in the MTO area, CRO advised they had contacted Open Cut Examiner (OCE) and additional watercarts were on the way to the area. Complainant stated that the dust issue was due to watercarts not being run on nightshift. Complainant identified themselves and stated they wanted this to be an official complaint. 09:30 CRO observed improvement to the MTO area following watercart campaigning area.

Date/Time Received	Description of Complaint	Immediate Action Taken
04/09/2025 02:18 PM	Community complaint received regarding Noise. Complainant stated: "from 3am last night it was very noisy". Call back requested.	<p>14:44 - Environment & Community Staff (ECS) called complainant back and left a voice message regarding their complaint, and to call back when they received the voice message.</p> <p>15:14 - Complainant contacted ECS. Advised there was audible bashing and crashing last night. ECS advised there was elevated noise identified with our noise measurements last night and operational controls were implemented at approx. 22:00 and again at 01:30 to reduce noise levels to within noise limits. ECS also advised that noise levels noted at between 02:30 and 04:00 were right on or below the noise limits. ECS advised we have been actively monitoring our operations and make changes where required to reduce noise levels within our limits. Upon request, ECS provided the MTW community complaints phone number for future calls and encouraged complainant to call again if they identify any issues.</p> <p>For previous night:</p> <p>03:57 – Community Response Officer (CRO) attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 37dBA, truck, dozer, loading, and horn noise audible. MTO 33 dBA, truck and crusher audible.</p>
04/09/2025 03:57 AM	Community complaint received regarding Noise. Complainant stated "Excessive noise loading trucks and is unbearable". Call back not requested.	<p>04:05 - Community Response Officer (CRO) was completing routine noise monitoring when complaint received. CRO attended the Bulga RFS monitoring location and completed a noise reading within criteria. WML 37 dBA truck, loading and dozer noise audible. MTO 33 dBA, truck and crusher noise audible.</p>
03/09/2025 02:56 PM	Community complaint received regarding Air (dust). Complainant stated: "he just saw the person he wanted to speak with and will talk to them directly." Call back not requested.	<p>14:53 - During a routine inspection Community Response Officer (CRO) observed dust from Putty Road at Pit Connex and West Pit Crib Hut. North to North Westerly winds, 3.5 - 4 m/sec, gusts to 7.5 m/sec.</p> <p>14:55 - CRO parked vehicle near corner of Charlton and Putty Roads to manage dust observations.</p> <p>14:56 - Complainant that had made call to complaints line approached CRO's vehicle to make complaint about dust and asked "Did you just drive along this road? Did you see what's down the road?" CRO advised he had observed dust conditions and is reporting it and following up now. Complainant thanked CRO.</p> <p>14:58 - CRO informed Open Cut Examiner (OCE) of observations and complaint details. OCE directed all heavy mining equipment in West Pit and MTO to reduce speed and monitor for dust. OCE redirected watercart to Pit Connex, West Pit crib hut, and MTO.</p> <p>15:30 - Projects mulching operations at Watts Track North shut down.</p> <p>15:55 - Nil dust visible on Putty Road, at Charlton Rd, and Heavy Bridge. OCE notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
02/09/2025 09:35 PM	Community complaint received regarding noise. Complainant stated "too noisy, please lower the noise". Call back not requested.	22:00 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading on relevant criteria. WML LAeq 38dBA truck, loading and dozer noise audible. MTO inaudible. Other noise sources noted. Open Cut Examiner (OCE) notified.
02/09/2025 12:10 PM	Community complaint received regarding Blasting (vibration). Complaint stated, "shaking home with MTW blast". Call back not requested.	Preliminary blast monitoring results indicate that blast was within management conditions. Wambo Road blast monitor results: Peak overpressure 107.15dB, Peak vibration 0.32mm/sec.
01/09/2025 12:29 PM	Community complaint received regarding Blasting (vibration). Complaint stated, "shaking home after to blast". Call back not requested.	There were two blasts were fired at Warkworth mine prior to the complaint at 12:26 and 12:27pm. For the two blasts, preliminary blast monitoring results indicated the blasts were within management conditions, Wambo Road blast monitor results: Peak overpressure 111.04dB, Peak vibration 1.05mm/sec.
26/08/2025 12:09 PM	Anonymous community complaint received from EPA via email to Environment & Community Staff regarding blast vibration and blasting dust on 25 August 2025. Complainant reported they felt a big blast and witnessed dust from the blast at the mine shortly after. EPA asked for results of any blast which may have occurred at time of the complaint.	Environment & Community Staff (ECS) received the EPA email on 26 August 2025 at 12:19 pm, and reviewed blast details from 25 August 2025. A blast was initiated on 25 August 2025 at 11:52am. All blast monitors recorded peak overpressure of <120 dB, and peak vibration of <5 mm/s which is within management conditions. Details of blast provided to EPA.
26/08/2025 05:22 AM	Community complaint received regarding noise. Complainant stated "Reduce your noise levels at mine please". Call back not requested.	06:10 - Community Response Officer (CRO) attended the Wambo Road monitoring location and was unable to complete noise reading due to local interference. WML truck, dozer and loading noise audible. MTO inaudible. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
20/08/2025 10:42 PM	Community complaint received regarding noise. Complainant stated "requesting them to lower their noise levels so people can sleep please". Call back not requested.	23:10 - Community Response Officer (CRO) attended Wambo Rd. monitoring location and was unable to complete noise reading due to weather interference. WML pump, dozer and loading noise audible. MTO inaudible. Open Cut Examiner (OCE) notified. 01:00 - CRO attended Wambo Road monitoring location and was unable to complete handheld noise reading due to weather interference. WML pump, dozer, drill and loading noise audible. MTO inaudible. OCE notified.
20/08/2025 01:24 PM	Anonymous community complaint received from EPA via email regarding blast vibration and blasting dust on 16 August 2025. Complainant reported heavy blast that shook the windows of the house. EPA asked for results of any blast which may have occurred at time of the complaint.	Environment & Community Staff (ECS) received the EPA email on 20 August 2025 at 1:24 pm, and reviewed blast details from 16 August 2025. A blast was initiated on 16 August 2025 at 12:24pm. All blast monitors recorded peak overpressure of <120 dB, and peak vibration of <5 mm/s which is within management conditions. Details of blast provided to EPA.
19/08/2025 11:40 PM	Community complainant received regarding Noise. Complaint stated "please lower noise level". No call back requested.	23:45 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML 36dB dozer noise audible, MTO inaudible. Open Cut Examiner notified.
12/08/2025 10:21 PM	Community complaint received regarding noise. Complainant stated "lower the noise level of the mine please." Call back not requested.	22:35 - Community Response Officer (CRO) attended the Wambo Road monitoring location and completed a noise reading above relevant criteria. WML LAeq 40dB truck, drill and dragline noise audible. MTO inaudible. Open Cut Examiner (OCE) Notified. Operational Controls Implemented: 22:40 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit), Excavator 322, Excavator 320, 3 Dozers, 1 Drill and 1 Truck parked up - Cumulative total 18.0 Hours. 22:50 - CRO attended the Wambo Road monitoring location and completed a noise reading below relevant criteria. WML LAeq 37dB truck and dozer noise audible, MTO inaudible. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
12/08/2025 09:15 AM	Community complaint received regarding Air (Dust). Complainant stated "excessive dust over Mt Thorley Mine". Complaint received in person.	<p>09:15 - Community Response Officer (CRO) completing routine inspections at the Bulga RFS monitoring location. Complainant approached the CRO. Complainant stated they were concerned that the dust currently above MTW would eventually make its way to Bulga. Complainant explained that they thought no watercarts are operated on night shift. CRO advised that watercarts are operated on night shift. Complainant stated they have photographic evidence of poor dust management by MTW and will be raising the issue at the next CCC meeting. CRO advised they will complete further inspections and communicate with the Open Cut Examiner (OCE).</p> <p>09:20 - CRO notified OCE. Dust haze observed over West Pit South and Charlton Ridge. MTW Charlton Ridge meteorological station data showed wind speed increase from calm conditions.</p> <p>Operational Controls implemented:</p> <p>09:40 - Dragline 103 (WML North Pit) parked up 1.9hrs and Slither 52 dump shut down.</p> <p>10:35 - CRO completed inspection from the Bulga RFS monitoring location and notified the OCE that conditions had improved, valley wide haze observed.</p>
08/08/2025 12:09 PM	Community complaint received regarding Blasting (vibration). Complainant stated "shaking of my home from a blast." Call back not requested.	<p>Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: peak overpressure 111.18dB, peak vibration 1.21mm/sec.</p>
01/08/2025 12:16 PM	Community complaint received regarding Blasting (vibration). Complainant stated "severe shaking of our home from a blast." Call back not requested.	<p>Preliminary blast monitoring results indicate blast was within management conditions. Wambo Road Blast monitor results: peak overpressure 108.57dB, peak vibration 1.46mm/sec.</p>

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>
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>

Date/Time Received	Description of Complaint	Immediate Action Taken
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>
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.	<p>16:30 - All available water carts were manned at time of complaint – 8 in total. No further action taken. Open Cut Examiner notified.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
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>
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. 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 - OCE 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 Complainants home is located 1 kilometre from the road where has been completing 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 complainants 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 LMax 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 LMax 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 LMax 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 LMax 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 overpressure 98.42dB, Peak vibration 1.25mm/sec. Wambo Road Blast monitor results for blast at 12:26 Peak overpressure 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 facia 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	<p>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>	<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
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	<p>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>	<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	<p>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>	<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
19/06/2025 09:15 PM	<p>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>	<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	<p>Community complaint received regarding Air (Dust). Complainant stated "dust". Complaint received in person.</p>	<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>

Date/Time Received	Description of Complaint	Immediate Action Taken
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.	<p>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.</p> <p>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.</p>
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.	<p>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.</p> <p>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.</p>
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.	<p>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.</p>

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.	<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>

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, LMax 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, LMax 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, LMax 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, LMax 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, LMax 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, LMax 31dB.</p>

Date/Time Received	Description of Complaint	Immediate Action Taken
22/04/2025 05:53 PM	<p>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>	<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. 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. 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. 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	<p>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>	<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). 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	<p>Community complaint received regarding Noise. Complainant stated "The mine has woken up with a blast?". Call back requested.</p>	<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 todays 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.	<p>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.</p> <p>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.</p>
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.	<p>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.</p> <p>10:52 – Community complainant received regarding Air (Dust). Complainant stated "excessive dust again, two days in a row". Call back not requested</p> <p>Operational controls implemented: North 175 dump closed and autobahn closed.</p> <p>09:10 - MTO 100 dump closed. Dragline 101 (WML West Pit) intermittent dust delay 6.0 hours.</p> <p>09:20 - Battle Axe 40 dump closed for dust mitigation. Dozer 539 parked up 5.7 hours.</p> <p>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.</p> <p>10:48 – Contractor watercart prioritised to complete dust suppression support until end of day.</p> <p>11:05 – Shovel 344 parked up 3.5 hours. MTO 122 dump closed. North 188 dump closed.</p> <p>11:20 – Excavator 321 (WML West Pit) 0.9 hours. Dozer 535 parked up 0.9 hours.</p>
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.	<p>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.</p>

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.	<p>In response the Community Response Officer completed routine noise monitoring at relevant monitoring location to complainant:</p> <p>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.</p> <p>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.</p>
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.	<p>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.</p> <p>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.</p> <p>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.</p>
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	<p>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.</p> <p>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.</p> <p>22:25 - Lighting plant adjustments completed. CRO completed inspection and did not observe any potential intrusive lighting. OCE notified.</p>
14/02/2025 08:51 AM	Community complaint received regarding Blasting (hotline). Complainant stated "blast hotline is not working". Call back not requested.	<p>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.</p>
08/02/2025 08:30 PM	Community complaint received regarding Lighting. Complainant stated "Light visible from his home ". Call back requested.	<p>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.</p> <p>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 potential source of complaint. CRO notified the Open Cut Examiner. In response lighting plant were adjusted.</p>
07/02/2025 12:36 PM	Community complaint received regarding blasting vibrations. Complainant stated, "Shaking of home from a blast". Call back not requested.	<p>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.</p>
04/02/2025 11:04 AM	Community complaint received regarding Blasting. Complainant stated "Unauthorised and unnotified blast". No call back requested.	<p>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.</p> <p>Preliminary blast results suggest blast within management conditions Wambo Road Blast Results 108.22dB 0.8mm/sec</p>

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.	<p>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.</p> <p>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.</p> <p>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.</p>
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.