



COMPLAINTS REPORT

February 2021

BULLI SEAM OPERATIONS



Bulli Seam Operations - Community Complaints Report

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
	February		No complaints received for the month.	
Exploration	January	14/01/2020	Community member contacted the Community Team directly via phone at 6:32am regarding night work and lights associated with the exploration drilling site at Razorback	The Community Team Member advised the resident the night works were being conducted for one night only and will revert back to day light hours the next day. Should additional night works be required the resident will be informed and mitigation would happen on the lights at night. No further response as provided by the resident.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December	11/12/2020	Community member contacted the Community Call Line at 10:24am regarding the response provided by a Community Team Member	The Community Team Member previously spoke to the resident regarding concerns around the exploration activities happening within the Razorback area. The resident was not satisfied with actions taken by Illawarra Metallurgical Coal and was not able to have a productive conversation with the Community Team Member. The Community Team Member attempted to end the conversation with the resident which did not provide a satisfactory outcome. The caller would like their dissatisfaction with the Community Team Member's response and did not request a further call back. The complaint was closed.
Exploration	December	11/12/2020	Community member contacted the Community Call Line at 10:12am regarding night operations and noise associated with from the exploration drill site coming into the house.	The Community Team responded the same day to advise the resident there had been some operational delays and the drilling would continue for another week. Field crews were working on additional noise mitigation measures and will work towards day time operations only. The resident was not satisfied with this response and requested compensation for the noise over the last two weeks. The Community Team member provided details of their current mitigation and actions progressing to cease drilling, however the resident was not responsive to current actions and the call had to be ended due to lack of productive communications.
Exploration	December	11/12/2020	Community member contacted the Community Call Line at 8:57am regarding night operations and noise associated with the exploration drill site being heard inside their house.	The Community Team responded the same day to advise there had been some operational delays and the drilling would continue for another week. Field crews were working on additional noise mitigation measures and would be moving to daytime operations only. No further feedback was received from the resident.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December	10/12/2020	Community member contacted the Community Call Line at 4:50am regarding the light spill from the exploration drill site coming into their house.	The Community Team responded the same day to advise the field crew will adjust the lights before the start of night shift that day. The resident was satisfied with the response and advised they will inform Illawarra Metallurgical Coal if there are any continuing issues with the lights. No further response was received from the resident.
Exploration	December	8/12/2020	Community member contacted Illawarra Metallurgical Coal reception at 9:05am with concerns about the noise associated with the exploration drilling occurring in Razorback	The Community Team responded the same day advising noise mitigation had been installed around the drill site, however there are some gaps which fall in the same direction of the resident's property. After discussions with the Exploration team, it was confirmed that night time drilling may cease on Wednesday 9 December. The resident was satisfied with the outcome.
Exploration	December	8/12/2020	Community member contacted the Community Call Line at 1:05pm with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising noise mitigation had been installed around the drill site, however there are some gaps which fall in the same direction of the resident's property. After discussions with the Exploration team, it was confirmed that night time drilling may cease on Wednesday 9 December. The resident was satisfied with the outcome. The resident then provided additional feedback on 9 December advising their dissatisfaction with the operations continuing throughout the night. The Community Team advised the resident the works were due to an operational delay and further actions will be taken to complete work within the next week.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December	4/12/2020	Community member contacted the Community Call Line at 6:42am with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising that additional noise mitigation measures would be considered, and that drilling would conclude on the property sooner than anticipated. The resident was concerned about the activity throughout the night as they were a shift worker. The field crew within the exploration team confirmed activities would stop that night and commence the following week. Resident was satisfied with the feedback
Exploration	December	3/12/2020	Community member contacted the Community Call Line at 4:30pm with concerns about the exploration drilling occurring in Razorback and communication to residents	The Community Team was unable to respond to the resident as they did not request a call back or leave their contact details.
Exploration	December	1/12/2020	Community member contacted the Community Call Line at 7:25am with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising that additional noise mitigation measures would be considered and that drilling would conclude on the property sooner than anticipated. The resident was satisfied with the feedback.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	November	25/11/2020	Community member contacted the Community Call Line at 9.53am with concerns about the exploration drilling occurring on private property in Razorback. The noise from the activities at night time was keeping the resident awake.	The Community Team responded the same day to provide the resident with an update of the activities on site. The resident requested the site be shut down after 8pm each night in line with Council requirements. It was explained that the activities are approved by Mining Act 1992 and will be operating 24 hours until the end of December. In recognition of the noise issue, improved noise mitigation measures would be installed to reduce the impact on the resident. An update was provided via letter box drop to the resident later the same day with further mitigation actions listed. No further feedback was received from the resident.
Exploration	November	20/11/2020	Community member contacted the Community Team by direct call regarding lights and dust concerns on an exploration drill site located on private property at Razorback. The drill site was being setup at the time of the call and the caller's details were provided to the appropriate Community Team member for follow-up the next business day.	The Community Team contacted the resident the following business day, however the call was unanswered. The following the day resident contacted the Community Call Line requesting a call back to discuss the concerns. The call was returned the same day and the resident was advised that noise mitigation would be increased to reduce noise from the drill rig and generators. Field crew had also adjusted the lights to not interfere with the resident's property and would continue to monitor the situation. Dust mitigation measures were put in place immediately and further options to address the dust remain under investigation. The resident was appreciative of the actions taken to date. The complaint remains open.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Projects	November	9/11/2020	Community member contacted the Community Team by email at 12.42pm advising of a traffic hazard at 345 Menangle Road. Heavy vehicles associated with the geotechnical assessment activities are causing traffic on Menangle Road to slow quickly as visibility is poor. The distraction of drivers looking at the activities was also noted.	The Community Team responded the same day advising that public safety had been considered in plans, however appreciated the period of frequent heavy vehicle movements could have been managed better with traffic management. Frequent heavy vehicle movements associated with geotechnical drilling activities were complete 10 November, and any future heavy vehicle movements (such as when demobilising) will have traffic control measures in place. All trucks accessing the property throughout the activities will approach the property from Menangle allowing for a left hand turn to improve traffic flow in the area. 'Caution trucks entering ahead' signage has been ordered from Wollondilly Shire Council and will be placed on Menangle Road either side the intersection. The resident was appreciative of the action taken.
Community	October	17/10/2020	Community member contacted the Community Call Line at 12.30pm regarding the Community Newsletter. The resident requested a call back Monday.	The Community Team followed up with the resident on Monday 19/10/2020 for further information. The resident did not appreciate the distributor traversing well-manicured grass to reach the letterbox and requested they use the driveway in the future. The resident did not wish to provide address details. The distributor company was contacted the same day and confirmed they would advise staff to access properties by driveway only in the area. The resident was provided this feedback on the same day and was satisfied with the outcome.
Community	October	14/10/2020	Community member contacted the Community Call Line at 4.30pm. They were furious they receive 'junk mail' from South32 despite having a 'no junk mail' sign on the letterbox. The call was anonymous, and no contact detail or address was provided to enable follow-up.	The Community Team followed up with the Community Newsletter distributor the same day. The distributor confirmed it is legally able to deliver pamphlets with community information, such as South 32's, to 'no junk mail' homes under Australian Law. The distributor will continue to do so as agreed with South32. The distributor was willing to avoid the letterbox of the resident with the concern however the address was not provided for this to occur.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Logistics	October	1/10/2020	Community member contacted the Community Call Line at 11.47am regarding a speeding truck on Mount Ousley travelling toward Appin. The community member did not request a call back.	The Community Team shared the concern with logistics for investigation the same day. The truck GPS data confirmed the truck was speeding and the driver was provided a written warning by the contracting company.
	September		No complaints received for the month.	
	August		No complaints received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Community	July	8/07/2020	Community member contacted the Community Team by email at 8.42pm dissatisfied with Illawarra Metallurgical Coal's engagement on exploration activities and environmental matters relating to Georges River.	The Community Team responded by return email on 10 July at 8.13am. It was noted proactive notification of the exploration activities was provided to nearby residents but not the Company's Community Consultative Community (CCC). Based on the feedback received, the Company will proactively notify the CCC of exploration drill locations in the future. The Georges River matters were shared with the CCC at the time of occurrence and provided in the meeting minutes. The website link to the CCC minutes were shared with the resident along with the most recent community newsletters were also shared which included an overview of recent CCC meetings. No further feedback was received from the resident.
	June		No complaints received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	May	12/05/2020	Community member contacted the Community Call Line at 11.40am to express disappointment that Exploration Licence 8972 had been granted by the government. The community member wished to remain anonymous and did not provide any contact details.	The Community Team followed up with the team at the Call Centre (external organisation) to seek further detail. No further detail regarding the call was provided, including contact details. The Call Centre staff advised the community member was very clear that they wished to remain anonymous. The exploration licence was granted by NSW Government earlier this month and landholders within the licence area were provided an update by letter. No further action was taken given the limited detail available for follow up.
	April		No complaints received for the month.	
Logistics	March	29/03/2020	Community member sent an email at 8.27pm to advise of a speeding truck on Appin Road. The licence plate and time of incident (6.30pm) were provided.	The email was shared with the logistics team the following day and an investigation commenced. The primary investigation determined the truck was not on Appin Road at the reported time. The resident was contacted to reconfirm the time at 2.46pm on 30 March – the time was confirmed as closer to 6.50pm. The investigation continued with the new information and confirmed the truck was on Appin Road at the time, however the highest speed recorded on the trucks monitoring device was 92 km/h; the posted speed limit is 90km/h. The driver was requested to make a statement confirming he was not speeding. The resident was provided the investigation outcome by email at 2.10pm on 3 April. The resident appreciated the information but reiterated the truck was seen to be going greater than 92km/h.

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	February		No complaints received for the month.	
Exploration	January	08/01/2020	Resident raised a concern with a survey employee about the number of Illawarra Metallurgical Coal vehicles associated with an exploration site using their driveway as a turning point.	The exploration supervisor was contacted immediately and confirmed vehicles associated with the exploration site were using the driveway as a turning point. Arrangements were made the same day to ensure vehicles had an appropriate turning point that did not impact landholders in the area. No feedback was provided to the resident as details were not collected at the time of receiving the complaint.
Community	December	09/12/2019	Resident emailed a complaint against an Illawarra Metallurgical Coal employee's actions and raised concern about their intellectual property being stolen.	The complaint was investigated. As it related to an employee the details of the outcome remain confidential. The alleged stolen intellectual property was determined to be shared between parties in a legal manner. The resident was provided initial written feedback on 19 December 2019, and further written feedback on 31 January 2020.
	November		No complaints received for the month.	
	October		No complaints received for the month.	
Community	September	13/09/2019	Resident presented a letter to a South32 Board member with concern about a staff member of Illawarra Metallurgical Coal. The resident noted they could not find the complaints line on the South32 website.	The letter was forwarded to the appropriate team for investigation. As the concern related to an employee the details of the outcome remain confidential. The South32 website was updated to ensure the Community Call Line was in a prominent location. The resident was provided feedback on the concern by return letter on 13 September 2019.

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Logistics	August	24/08/2019	Resident contacted the Community Call Centre at 2.53pm concerned about more coal dust on his truck than usual.	Community Lead spoke to the resident by phone at 3:30pm on 26/08/2019. The resident said he drives his truck to work every day from Appin and his truck has recently been covered in a lot more coal dust than usual. He would like to know if there is any reason for the extra dust. Community Lead advised the resident she would investigate and get back to him. Following consultation with subject matter experts, Community Lead called the resident on 27/08/2019 and explained that dry weather may contribute to dust, but that dust mitigation processes are in place to minimise any impacts, including sweeper trucks and wheel washes. In light of the resident's concerns we advised him that we will review our dust mitigation processes to identify any opportunities for possible improvements. The resident was satisfied.
Appin Mine Ventilation Shaft Number 6	July	22/07/2019	Community Officer contacted the resident to proactively advise of an additional compressor operating at the site 22 July 2019 in daylight hours. The resident advised the low-level hum at his property was continuing and he believed it to be from the ventilation shaft.	The community officer offered noise monitoring at the resident's property. The resident agreed to this and it was arranged for the following week. The noise monitoring was cancelled 29 July 2019 as the resident reported the noise had disappeared. The community officer confirmed the hired compressor was removed from site last week which supports the noise ending.
	June		No complaints received for the month.	
	May		No complaints received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Mine Ventilation Shaft Number 6	April	25/04/2019	Resident contacted the community officer directly by text message at 7.51am regarding noise from Ventilation Shaft 6 through the night and early morning.	The community officer responded to the resident the same day and advised the matter would be followed up on the next business day (tomorrow). The Surface Mechanical Coordinator advised the compressor had not been operating however investigations were continuing. The resident was provided an update on 26 April and indicated he was appreciative of the work being completed and would like an update on investigations next week.
Appin Mine Ventilation Shaft Number 6	April	12/04/2019	Resident contacted the community officer directly by text message at 2.35am regarding noise from Ventilation Shaft 6 through the night and early morning.	The community officer advised the resident the issue was being investigated by return text message at 12.35pm. The compressor previously causing the noise had not been turned on at the site and there was no cause for noise from Ventilation Shaft 6. The resident was provided the outcome the same day and encouraged to keep track of when noise occurs, so investigations could continue as required.
	March	15/03/2019	Resident called the Community Call Line at 11.35am to report delivery of a community newsletter to a 'no junk mail' letterbox. The resident was very angry about this and did not wish to leave a name or contact number.	The incident was shared with the contractor used to deliver the newsletter at 12.40pm over the phone and by email. The contractor will re-iterate to staff NOT to deliver to No Junk Mailed letterboxes to avoid this in the future.
	February		No complaints received for the month.	
	January		No complaints received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Mine Ventilation Shaft Number 6	December	7/12/2018	A resident called the Illawarra Coal Community Officer at 6.15pm on 7 December to advise dust could be seen over Ventilation Shaft Number 6.	The incident was immediately reported to the Appin Site and it was determined a fan swap was occurring at the time. The restart of the fan that occurs as part of this activity stirred up the dormant stone dust which resulted in the short puff of dust from the vent shaft. The resident was provided the outcome of investigation at 6.38pm of the same evening and was satisfied with the result.
	November	27/11/2018	A resident contacted Illawarra Coal via the Community Call Line on 27 November 2018 to request access to the Ventilation Shaft No. 6 Access Road for the purpose of a photoshoot for a trucking company. The resident asked for the access to be provided on 3 December 2018. Illawarra Coal advised it would investigate if this was possible and get back to the resident before 30 November (the end of the week).	The resident was advised by return call on 29 November 2018 that Illawarra Coal was not able to accommodate the request given increased vehicle movements were expected on the Access Road from 3 December. The resident advised they was not satisfied and asked if other dates would be suitable. Illawarra Coal was able to accommodate the request on the afternoon of 29 November, however the resident noted this did not provide sufficient time to arrange the photographer. The resident and Illawarra Coal were unable to agree on a suitable time that met the resident's expectations and the safety and operational needs of Illawarra Coal.
	November	21/11/2018	A resident emailed IC Enquiries email address to advise they received the Community Newsletter in the mailbox. They would appreciate if the 'no junk mail' sign on their letterbox could be abided.	The resident was contacted by return email the same day and advised the issue would be shared with the contractor used to make the delivery. A request for the address was made to ensure it would not happen again, and the resident later replied with this detail. The issue was shared with the delivery contractor the same day.

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Appin Mine Ventilation Shaft Number 6	November	10/11/2018	A resident sent a text message to a Community Office's mobile regarding dust being seen coming from Ventilation Shaft No. 6 at 7.44pm.	The incident was reported to Appin Pit Control and Supervisor immediately, and the complainant was responded to at 8pm. A stone dusting event had occurred from about 5.30pm over a period of 2 hours. The underground team noted it had purchased wet stone dusting equipment to trial as it would limit the loose particles and reduce dust. It was also working to place signage in key locations to educate the stone dusting teams of the potential for dust to leave the mine. The complainant was provided this update at a Douglas Park Advisory Panel meeting 13 November and was satisfied.
	October		No complaints made for the month.	
	September		No complaints made for the month.	
	August		No complaints made for the month.	
	July		No complaints made for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
	June	20/06/2018	A resident contact Illawarra Coal via the Community Call Line at 1pm to advise her phone and internet had been interrupted and believed it was as a result of Appin's mining operations.	The complainant was contacted immediately (1.15pm) and the incident was also investigated by site to confirm Appin mining operations had not been the cause of interruptions to the landholder's phone/internet. The community specialist had informed the landholder that Telstra were digging up the fibre optic cable and this was likely to be the cause of the interruption. The complainant then proceeded to express dissatisfaction about the Company's operations and the proximity of the number 6 ventilation shaft from their property. The landholder advised her family had experienced mine subsidence and other impacts as a result of Illawarra Coal's operations. The Community Specialist confirmed mining had not occurred the area of the landholder's property, and if they experience any issues as a result of the Shaft to notify Illawarra Coal at the time of the event to ensure an investigation and appropriate action could be taken.
	May		No complaints made for the month.	
Appin Mine Ventilation Shaft Number 6	April	27/04/2018	A resident sent a text message to a Community Officer's mobile regarding a grey dust coming from Number 6 Ventilation Shaft.	The complainant was responded to immediately and the incident was reported to the Ventilation Officer and Environment Supervisor. The stone dusting was noticed on the surface by an employee and stopped after calling control. Dust mitigation measures are being investigated along with improved maintenance underground. The complainant expressed concerns about the amount of dust being emitted in the air from the operation of the Ventilation Shaft. The Complainant was advised that the dust was stopped and was satisfied with the action and interested in ongoing dust mitigation.

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Appin Mine Ventilation Shaft Number 6	April	14/04/2018	A resident called the Community Officer's mobile regarding a grey dust coming from Number 6 Ventilation Shaft.	The complainant was responded to immediately and incident was reported to the Ventilation Officer and Environment Supervisor. The complaint was investigated and underground conditions and stone dusting along with strong winds resulted in extra dust being blown from the shafts. Dust mitigation measures are being investigated along with improved maintenance underground. The complainant was advised of the investigation and the cause and is concerned that this issue will keep occurring.
Appin West	March	28/03/2018	A resident called the Community Officer's mobile and left a message regarding ongoing noise issues at the Appin West Gas Drainage plant. The Complainant advised the flares were noisy again.	The call directed to the onsite supervisor to investigate the complaint. The complainant was phoned back on 29 March 2018 at 2.00 pm and was advised that the investigation is underway. The onsite supervisor investigated the site and advised the flares on site were running at full capacity and he reduced the capacity to half on the 29 March 2018. The Complainant was advised of the action and was satisfied with the outcome. The Site Supervisor in the future will manage the site to ensure the flares are not running at capacity.
Appin Mine Ventilation Shaft Number 6	March	18/03/2018	A call was made directly to the Community Officer's mobile regarding excess dust being emitted from Number 6 Ventilation Shaft, which was visible from their house. The resident complained about the activities and wanted to understand if any mitigation measures will be undertaken in	The complaint was sent to the ventilation officer for investigation. The investigation identified the incident corresponded to recent stone dusting underground. The climate conditions at the time of the complaint were extreme winds and contributed to the dust being visible. Ongoing mitigation measures are being investigated. The complainant was advised of the complaint investigation.

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Appin Mine	February	19/02/2018	A call was received via the community call line regarding the owner of a truck company who has driven over a bump in the north bound lane in December 2017 on Hume Highway and ascertained damage to the truck.	The Hume Highway is regularly monitored and the incident was identified prior to receiving the complaint. The appropriate restoration works have been completed and monitoring continues on the Hume Highway. The RMS was advised and consulted with during the restoration works and are satisfied with the outcome. The complainant has been advised of the restoration works and happy that it is complete.
Appin Mine Ventilation Shaft Number 6	January	26/01/2018	Resident called the Community Specialists directly and provided details regarding odour from number 6 Ventilation Shaft. The complainant reported a damp smell and advised it has been occurring for the last couple of days and is particularly bad during easterly winds.	The environmental team investigated the complaint, which identified the damp smell coming from the ventilation shaft. The smell was not deemed offensive or out of the ordinary for a ventilation shaft. Regular monitoring of the ventilation shaft has been scheduled. The community member was advised of the ongoing investigations and was happy it was being recorded.
Appin Mine Ventilation Shaft Number 6	January	10/01/2018	Resident called the community call line regarding an odour coming from the Number 6 Ventilation Shaft. The resident was phoned back the same day by the Community Specialist and were provided details regarding the smell, which was a damp smell and advised it has been occurring for a number of weeks now and is particularly bad during easterly winds.	The environmental team investigated the complaint, which identified the damp smell coming from the ventilation shaft. The smell was not deemed offensive or out of the ordinary for a ventilation shaft. Regular monitoring of the ventilation shaft has been scheduled. The community member was contacted to advise them of our ongoing investigations. They advised they will phone back if the odour becomes worse.
	December		No complaints made for the month.	
	November		No complaints made for the month.	

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Appin West	October	19/10/2017	Resident called the community call line regarding the ongoing issue of noise from the Appin West Gas Drainage plant. The Complaint advised that the flares seem to be causing the issues.	Community Specialist advised the complainant nothing had changed with the gas plant since it was turned back on. All noise monitoring conducted, including the constant monitoring over a 4 week period, indicated the noise was audible however within consent conditions. Despite this, South32 installed some noise mitigating measures at the plant in light of the concern. The complainant still believed the noise to be of nuisance and would be speaking to local Council. A meeting with complainant has been offered.
Appin Projects	October	16/10/2017	Resident raised an issue during a community meeting regarding odour from the Number 6 Ventilation Shaft. The resident advised the odour from the ventilation shaft was getting much worse over the last five weeks and could notice it from the road.	The incident was referred to the environmental department who have conducted 3 separate sensory assessments of the ventilation shaft over a one week period. After conducting investigations of the odour coming from the Number 6 Ventilation Shaft, the inspection identified a smell which was described as a wet damp smell that was only just noticeable. The smell was not deemed offensive or out of the ordinary for a ventilation shaft. Regular monitoring of the Ventilation shaft has been scheduled. The community member was advised of the Company's investigation and the commitment to regularly monitor the ventilation shaft, who was happy with the outcome.

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Appin Projects	October	13/10/2017	Complaint received from landholder regarding the Appin Pipeline Project. The complainant advised during the trenching of the pipeline, a ditch area that was filled with gravel has since expanded leaving a hole beside the resident's driveway.	The complaint was immediately reported to the project team for investigation. The project team investigated the complaint to look at what they can do to rectify the area, noting the previous condition remained compliant with Council regulations. The outcomes of the investigation and rectification work resulted in the installation of a new pipe and headwall under the driveway and backfilling around the pipe to extend the width of the driveway by approximately 1.5m. The complainant was happy with this response and the action taken by the Project team.

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Appin Projects	October	9/10/2017	Complaint received from landholder in relation to the Appin Pipeline Project. The complainant advised the condition of the road had potentially caused damage to their car (specifically tyre damage and potential stone chips to the paint).	The complaint was immediately reported to the Project Manager for further investigation. As part of this investigation the team undertook a review of the entire road to assess if further work was required during the interim period. The condition of the road was deemed in good condition and compliant with Wollondilly Shire Council's approved traffic management plan and other project approval requirements i.e. ensuring sediment controls are in place etc. At the time the complaint was received, the Project were in the process of finalising the final road repair scope of work with Council. The Project advised they will commence this work as soon as it is approved to avoid any unnecessary delays. The complainant was advised of this outcome and other steps the Company had taken to reduce impact to local residents such as applying a two-coat spray seal to a 500m stretch of the road and widening it to allow greater room for two cars; reducing water cart movements to avoid the build up of mud on the road; providing residents with 2x car wash vouchers; and providing regular project update letters. An offer was also made to meet with the resident in person - there has been no response to

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Appin Projects	September	28/09/2017	Complaint received from landholder in relation to the Appin Pipeline Project. The complainant noted the condition of Brooks Point Road had potentially caused damage to two of their tyres. No formal request for reimbursement was made.	The complaint was immediately reported to the Project Manager for further investigation. As part of the investigation, Illawarra Coal's community team responded to the call to obtain further details regarding the location of the road where the tyre was believed to be damaged. The Project undertook a full review of the section on the road to identify if any interim improvement work needed to occur. The investigation found the damage to the tyre in the area stated could not solely be because of the Project's operations i.e. there was no potholes in this area or other impacts that could indicate the damage was as a result of the project's activities. The resident was advised of the outcome and appreciated how the project dealt with the matter (investigating the nominated section of road and seeing if interim work was required). The landholder advised they were not seeking for reimbursement of the tyres and could contact Illawarra Coal if they had any further issues.

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Appin Projects	September	4/09/2017	Complaint received from a landholder in relation to the Appin Pipeline Project. The resident raised concerns regarding: project trucks believed to be speeding; signage along the roadside after hours (believed to be inadequate); and the effects of dust and mud generated as a result of the Project's activities.	The complaint was immediately reported to the Project for investigation. The resident was advised: a tool box talk had been undertaken at the next shift regarding driving to the conditions; and that speed limits in areas where construction is not present reverts to the Council approved limit of 80km/hr (the resident was unaware of this and thought all vehicles had to travel at 40km/hr for the entire length of the road). Other action taken included installing additional reflective lighting on the concrete barriers (please note that all signage in place before the complaint was received is compliant with the Traffic Management Plan, approved by Wollondilly Shire Council). Lastly, the resident was advised the Project recently reduced the number of water cart movements to avoid pooling of water on the side of the road, and that we are currently investigating options for residents to receive a voucher to have their car washed. A car wash voucher was later provided to all residents of Brooks Point Road (2 per property).
Appin East pit top	August	30/08/2017	Complaint received from a landholder in relation to a planned power outage that occurred on 30 August at Appin East Mine site. The outage caused an electric pump that supplies water to the neighbouring property to cease for a period of 12 hours. The property had access to power during this time, just not water.	The complaint was immediately reported to the community team and the mine site for investigation. Action taken included contacting the resident to advise of the anticipated duration of the outage (12 hours), and apologise for the inconvenience caused. The site were advised that the property manager is to be involved in all future outages so affected residents can be given warning if it is expected to affect their water supply. All affected residents were sent a letter apologising for any inconvenience caused and received a rental reduction on their next payment to compensate for this matter.

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Appin Projects	August	23/08/2017	Complaint received from landholder in relation to the Appin Pipeline Project. The resident expressed concern regarding the impacts the project is having on local residents. This included the condition of the road, traffic wait times during construction periods, and the time taken to complete the project.	The complaint was immediately reported to the Project team for investigation. Action taken included responding to the resident within 24 hours to advise water cart movements had been reduced significantly to avoid the build-up of water of the road; minimising the use of traffic lights where possible, and when traffic lights are required, ensuring the hold time is set to a minimal wait time that is safe and complies with the Traffic Management Plan approved by Wollondilly Shire Council; and on Monday 28 August applying a temporary one coat spray seal to a 500 metre section of the road to help improve the road surface until the project is complete and final road restoration work occurs. The resident was advised of the outcomes of the investigation and action taken by the Company.
Appin Projects	August	16/08/2017	Complaint received from landholder in relation to Appin Pipeline Project Resident. The resident was concerned about the condition of the road in particular with the water cart making the road muddy (note – the water cart is in place to help manage dust suppression). The resident also advised they had noticed the Project's work trucks speeding along Brooks Point Road.	The complaint was reported to the project team immediately. A plan has been established where the Project will only water the road once per day during the week and twice on the weekend. This was communicated to the landholder, who was happy with the reduction. The Project manager also spoke to the site in relation to truck drivers speeding on the road. This was bought up in prestart meetings. The resident was pleased with the outcome of the investigation and said they had noticed an improvement in the condition on the road since reducing the water cart movements.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Projects	August	14/08/2017	Complaint received from landholder in relation to the Appin Pipeline Project and use of water cart movements. The resident advised the project were over-watering the road in order to suppress dust in the area and this was causing the road to be wet and muddy in sections. The resident explained this was also a nuisance for locals who were having to regularly clean their cars.	The complaint was immediately reported to the Project team for investigation. Action taken included reducing the amount of water cart movements per day and on weekends. The Project advised they were also investigating an interim solution to the dusty areas of the road (i.e. applying a one coat seal). The resident was advised of this outcome.
Appin Projects	August	10/08/2017	Complaint received from landholder in relation to Appin Pipeline Project's truck movements. Please note the resident advised it was in relation to an event that was caused two weeks ago, (reported to Illawarra Coal on 10 August 2017). The resident advised a truck exiting Northamptondale Road had taken a wide turn onto Brooks Point Road and caused the driver to have to brake and slightly edge off the road to enable the truck to pass in front of them.	The complaint was immediately reported to the Project team. The team advised they had undertaken a toolbox talk session with the truck drivers on 11 August advising them to be mindful of oncoming traffic from Brooks Point Road when exiting Northamptondale Road. The resident was advised of the outcome and is satisfied with the Company's approach to dealing with this matter.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Projects	July	27/07/2017	Complaint received from landholder in relation to Appin Pipeline Project's use of dust suppression. The resident advised the water cart deliveries (used to suppress the dust) were causing areas of Brooks Point Road to overflow with water (particularly in the low point drains). This was resulting in the local resident's cars getting dirty. It was explained to the resident that the water cart movements had increased to assist in managing the dust in the areas where the team are working. The resident was understanding of this and asked if the movements could be reduced over the weekend.	The complaint was immediately reported the Project team. The team advised the extra water cart movements were necessary during periods of high-wind to manage the dust. The team agreed to reduce the water cart operations over the weekend effective immediately. The landholder was satisfied with this result.
Appin Projects	July	20/07/2017	Complaint received from landholder in relation to Appin Pipeline Project's traffic control operations. The landholder advised that the traffic control workers had accessed a portion of his land and erected signage pertaining to traffic control operations without his consent. The landholder also mentioned that some workers had parked in an area that located within his property boundary.	After investigating the location of the traffic control workers, it was deemed they were located within the landholders property boundary. Action taken included immediately removing equipment from the landholder's property and holding a toolbox talk / shift briefing to set up traffic control only within the approved zone (as per the Traffic Management Plan approved by Wollondilly Shire Council). The project also requested all vehicles park within the project compound and not on private access roads. An account of the actions taken by the project team were reported back to the landholder who was happy with the result.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin West	July	18/07/2017	A resident called the community call line regarding the ongoing issue of excessive noise from the Appin West Gas Drainage plant. The complainant felt that the flares were the cause of the noise source.	The Complaint was referred to the project team who advised that the flares were running at the time of the complaint. The investigation is ongoing and noise assessments identified that the flares are under noise regulations at the boundary. The complainant was advised of the noise testing and offered a meeting to discuss the results but has not taken this up.
Appin Projects	July	12/07/2017	Complaint received during a meeting with a landholder and the project team regarding the Appin Pipeline Project and associated work trucks noted to have been speeding along Brooks Point Road. The landholder also mentioned the workers had left rubbish on the nature strip out the front of his property (fruit peels, plastic wrappers).	The project team acted on the complaint and immediately held a tool box talk with all workers regarding a notice not to leave any rubbish on site – all rubbish is to be collected and deposited in the garbage bin at the site office at the end of each day. A tool box talk was also held separately with the truck drivers reinforcing the construction speed limit of 40km / per hour in the construction area along Brooks Point Road, as well as a reminder to be mindful of other passenger vehicles using the road. The landholder was pleased with the Project's quick action
Appin Projects	July	12/07/2017	Complaint received during a meeting with a landholder and the project team regarding the Appin Pipeline Project and associated work trucks believed to be speeding along Brooks Point Road.	The project team acted on the complaint and immediately held a tool box talk with all truck drivers reinforcing the construction speed limit of 40km / per hour in the construction area along Brooks Point Road, as well as a reminder to be mindful of other passenger vehicles using the road. The landholder was pleased with the Project's timely response and action taken.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Projects	July	11/07/2017	Call received from landholder via the community call line regarding odour from Illawarra Coal's operations	The complaint was investigated and identified that the gas plant, had not been operating on that day. However minimal venting was occurring intermittently during the day (from EDL operations), and with the right environmental conditions, may result in the landholder noticing it. The complaint was advised of the outcome and was happy with the investigation.
Appin Pit Top	July	4/07/2017	Resident called an employee to report a speeding mine vehicle heading towards the Appin Pit Top entrance.	Incident reported to Mine Manager who organised the matter to be raised at the next shift briefing, advising the workforce to be mindful of the community when driving to and from site.
Appin West	July	3/07/2017	Resident called the community call line regarding the ongoing issue of excessive noise from the Appin West Gas Drainage Plant. The Complainant advised that the flares seem to be causing the issues.	The Complaint was referred to the project team who advised that the flares were running at the time of the complaint. A site inspection was offered to the complainant of the premises, but he could not attend and advised he would reschedule.
Appin West	June	24/06/2017	Received an email and a call via the community call line from a resident who has advised that the noise from the flares at the Appin West Gas Drainage Plant is very noisy.	Contacted the site regarding the noise and spoke to the site supervisor. This is an ongoing issue and we are looking at what improvements can be made. The noise wall extension will occur over the next week. Illawarra Coal have been in regular contact with the complainant to advise of the work we are doing and continue to do. The complainant understands we are trying to work on the issue.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Projects	June	14/06/2017	Resident called regarding the condition of the road repair work associated with the pipeline project. The resident advised on Thursday 8th June at 4:30pm they drove through the section of road with the traffic lights and moved over onto the muddy section and slipped of the road and hit a pot hole. The resident claimed this damaged the rim and it was required to be repaired.	The complaint was reported to the Project Manager, and since the incident the road has been dressed with road base to cover the muddy sections. The complainant has been advised that we would not reimburse for the rim and we are concentrating on making improvements to the road. He was happy with this.
Appin Projects	June	14/06/2017	Resident called the Community Call Line on 14 June regarding the condition of the road repair work associated with the Appin Pipeline Project. The complainant noted the condition of the road had potentially caused the damage to one of her rear tyres (pertaining to the condition of the road on 8 June). No formal request for reimbursement was made.	The complaint was immediately reported to the Project Manager for further investigation. As part of the investigation, Illawarra Coal's community team responded to the call to obtain further details regarding the condition of the road and damage to the residents tyre. In consultation with the landholder and the Project, immediate action was taken to improve the condition of the road including laying and grading road base to cover muddy sections of the road (from a former rainfall event). The resident, after inspecting the additional improvement work, was satisfied with the outcome of the investigation.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin West	June	14/06/2017	Resident called the community call line regarding the ongoing issue of excessive noise from the Appin West Gas Drainage plant. The Complaint advised that the flares seem to be causing the issues.	The Complaint was referred to the project team who advised that the flares were running at the time of the complaint. Noise walls are to be extended over the next two weeks. The complainant was advised we will monitor it. The complainant advised it was ok the next day. We continue to work with the complainant on ensuring we can overcome this issue.
Appin Projects	June	9/06/2017	Resident called regarding the condition of the road repair work. The resident was concerned that the rain had made everything muddy and this was very slippery and was unsafe. The resident also advised people she knew had damaged their tyres as a result of the road.	The complaint was reported to the Project Manager who advised the road would be dressed with road base to cover the muddy areas. The complainant since has been happy with the road condition.
Appin Projects	May	29/05/2017	Resident complaint regarding Appin Pipeline Project and associated road repair work being undertaken which resulted in a resident's personal blue metal stockpile being mistakenly removed and used with the project's road upgrade.	The complaint was reported to the Project Manager and the blue metal material replaced within one day. The Manager apologised for the misunderstanding. The resident was satisfied with the outcome.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Projects	May	24/05/2017	Resident complaint regarding Appin Pipeline Project and associated traffic impacts which prevented them from getting through the area (due to narrow width of road).	The complaint was immediately reported to the Project Manager and the narrow section of road was widened to ensure the resident's truck could safely pass through the area. The Project Manager and Community Specialist also visited the resident to discuss updates regarding the project and any impacts the traffic works may be having on his business.
Appin West	May	23/05/2017	Resident complaint and noise from the flares at the Appin West Gas Drainage Plant. It was noisy 22/5/17, including the night, and continues to be loud	Ongoing investigation completed and noise was determined to be within regulations. Compressor 4 was off during the time of the complaint. While no action is necessary a noise wall will be installed at the flares and compressors and noise attenuation of compressor 4 progressed. This outcome was provided to the resident and a meeting is scheduled for 1 June to close out the issue.
Appin West	May	19/05/2017	Resident complaint about noise from the Appin West Gas Drainage Plant. The noise was audible at 2.30am. Also note that the gas works on the other side is making a ringing noise	Noise logger data from a property 660m away was reviewed and noise determined to be within regulatory requirements. Ongoing investigations with a noise concern from a nearby resident have resulted in identification of a noisy compressor at the plant. Investigations are underway to fix the issue and install appropriate noise attenuation to appease the resident. This compressor was on at the time of this complaint and has since been tagged out and will remain non-operational until the end of the following week. Resident was advised to contact Jemena Gas Networks in regards to the ringing noise.
Appin West	May	19/05/2017	Resident complaint about continuing noise from the Appin West Gas Drainage Plant. It was quiet Monday - Tuesday before becoming loud on Wednesday. The noise is loud and constant.	Advised the investigation is continuing and reiterated the noise logger at the property is assisting to determine the main source of the noise. Issue raised to HSE Lead as a priority.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Projects	May	19/05/2017	Resident complaint regarding condition of section of Brooks Point Road where works are underway as part of the Appin Pipeline Project.	The complaint was immediately reported to the Project Manager and the area of the road (identified) was repaired within the hour by adding and compacting additional road base. The resident was satisfied with these outcomes and the quick response from the Project team.
Appin Projects	May	8/05/2017	Resident complaint regarding condition of section of Brooks Point Road where works are underway as part of the Appin Pipeline Project.	The complaint was immediately reported to the Project Manager and the area of the road (identified) was repaired within one hour by adding and compacting additional road base. The resident also suggested additional signage of 'share the road' be displayed along the road - this was also actioned within one day. The resident was satisfied with these outcomes.
Appin West	May	5/05/2017	Resident complaint about noise from the Appin West Gas Drainage Plant. The noise was loud at the time of the call and resident believed Illawarra was moving too slow on resolving the issue. Further call made 6.5.2017 when the noise was audible in the home at 5.40am.	Noise monitoring from the last 2 complaints showed noise to be well within legal requirements however investigations were continuing. Supervisor Energy and Surface Gas took a field visit to determine the noise - air compressor. This is being investigated further. Handheld monitoring will be conducted as planned 9/5 at 6pm during which the air compressors will be turned on and off. A static monitor will be in the field by the end of the week
Appin West	April	30/04/2017	Resident complained about further noise from the Appin West flares. The noise is still very loud. Requested a static noise monitor be placed at the property	Investigation continuing under various operating scenarios. The plant operated fairly consistently over the weekend however the EDL power generation was higher on Friday and Sunday nights. Handheld monitoring to be conducted one evening. A static monitor will be placed in the field when it becomes available
Processing & Logistics	April	25/04/2017	A rock or piece of coal hit driver's windscreen when driving on Appin Road from a coal truck driving in the opposite direction	Reported to Processing and Logistics to investigate incident, which showed a coal truck was in the area at the time of incident.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin West	April	20/04/2017	Resident complaint about increasing noise from the Appin West flares over the last month. The noise can be heard inside the house and is keeping them awake	Initial investigations into reliability issues with the flares and the operational fire rate resulted in the flare fire rate being reduced the following day. It was noted the noise did not change after the reduction and further investigation identified the two large pumps were attributing to the noise. The pumps were switched out for two smaller pumps which did reduce the noise.
	March		No complaints made for the month.	
	February		No complaints made for the month.	
	January		No complaints made for the month.	
Appin Mine Ventilation Shaft Number 6	December	29/12/2016	Resident complaint about the presence of stone dust at the property emitted from ventilation shaft number 6 during planned works 27/12/2016.	Event reported and investigated
Appin Mine Ventilation Shaft Number 6	December	27/12/2016	Resident complained about dust being emitted from ventilation shaft number 6 during planned works	Event reported and investigated. Real time dust monitoring results were reviewed and discussed with the landowner. Relevant government agencies were notified of the concern.
Ventilation Shaft 3	December	21/12/2016	Resident complained about dust being emitted from ventilation shaft number 3 during a testing period	The matter was rectified by notifying the site, discussing with the landholder, subsequently the dust had stopped.