



# COMPLAINTS REPORT

December 2020

DENDROBIUM OPERATIONS



## Dendrobium Mine - Community Complaints Report

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Dendrobium Mine	December	31/12/2020	Resident contacted the Community Team via email at 7:58am regarding the Dendrobium Community Consultative Committee minutes not being available on the South32 Illawarra Metallurgical Coal website.	The Community Team advised the resident the Dendrobium Community Consultative Committee and Dendrobium Community Enhancement Committee Minutes will be available on the website on 4 January 2021. This is due to the office shut down period and personnel returning 4 January 2021. No further feedback was received from the resident.
Dendrobium Mine	December	31/12/2020	Resident contacted the Community Team via email regarding a reversing alarm at 6:50am and engine noises at 7:05am.	The Community Team advised Dendrobium Mine of the concern immediately and an investigation was completed. CCTV footage confirmed there was a truck within the warehouse at the time of concern. The truck did not reverse, however, this was the only movement recorded. The truck had a light load and cannot be heard revving the engine. Dendrobium Mine staff were reminded to be conscience of neighbours. The situation would be continued to be monitored within the warehouse and portal road. No further feedback was received from the resident.

Dendrobium Mine	December	31/12/2020	Resident contacted the Community Team via email at 5:41am regarding noise from vehicle movements at the Pit Top at 5:39am.	The Community Team advised Dendrobium Mine of the concern immediately and an investigation was completed. CCTV footage identified staff vehicles were entering the staff car park at this time for start of shift. There were no recorded vehicle movements within the warehouse or portal road. Staff were reminded to keep noise and movements to a minimum.. No further feedback was received from the resident.
Dendrobium Mine	December	27/12/2020	Resident contacted the Community Team via the Community Call Line at 7:31am and 10:08am regarding excessive noise coming from the Pit Top.	The Community Team advised Dendrobium Mine of the concern immediately and an investigation was completed. Usual activities were occurring at the time, with the exception of underground machinery re-entering the mine from 7am after being serviced over Christmas and Boxing Day. The resident was provided this feedback by email at 7.58am the same day. At 10.08am the resident called back advising of the same excessive noise from the Pit Top. CCTV footage between 8-10am determined there was little activity during this time. The resident was provided this feedback at 10.20am and requested for further detail on the type of noise heard to aid further investigation. At 12.21pm the following day (28/12) the resident described the noise as loud repetitive banging.. Further investigation was completed, including the review of CCTV footage and interview of warehouse staff, however the source of the noise could not be identified on this occasion. The resident was provided this feedback by return email at.3.30pm on 28 December.

Dendrobium Mine	December	23/12/2020	Resident contacted the Community Team via email at regarding noise from vehicle movements at the Pit Top at 5:27am and 5:33am.	The Community Team responded to the resident the same day to advise the complaint was under investigation. The investigation confirmed staff attached an empty trailer to a vehicle and moved it a short distance out of the supply and portal Rrad area. No further feedback was received from the resident.
Dendrobium Mine	December	22/12/2020	Resident contacted the Community Team via email at 6:36am regarding noise from vehicle movements at 4:51am at the Pit Top on Sunday 20 December.	The Community Team responded to the resident the same day to advise the complaint was under investigation. The source of the noise was unable to be identified at the reported time. CCTV footage showed no vehicle movements on portal road or in the warehouse. Staff were reminded about limiting vehicle movements during curfew times. No further feedback was received from the resident.
Dendrobium Mine	December	17/12/2020	Resident contacted the Community Team via email at 5:40am regarding noise from vehicle movements at the Pit Top at 5:37am.	The Community Team responded to the resident the same day to advise the complaint was under investigation. The investigation confirmed a staff bus moving for change of shift along portal road was the only operating vehicle at the time of concern. In line with the Noise Management Plan, during the curfew surface vehicle movements are minimised where possible except where required for safety, emergency reasons or change of shifts. No further feedback was received from the resident.

Dendrobium Mine	December	15/12/2020	Resident contacted the Community Team via email at 5:39am regarding loud series of bangs around 5:37am.	The Community Team responded to the resident the same day to advise the complaint was under investigation. The investigation confirmed that an empty forklift was moved to the top of portal road in preparation of a scheduled supply. Staff were reminded about curfew movements and being conscience of our neighbours during this time. No further feedback was received from the resident.
Dendrobium Mine	December	14/12/2020	Resident contacted the Community Team via email at 10:43pm regarding horn use at 10:42pm and vehicle noise after 10:00pm.	The Community Team responded to the resident the same day to advise the complaint was under investigation. The investigation confirmed that prior to 10:00pm two drift runners and a supply loader were attempting to enter portal road. As the vehicles were entering the mine, there was a delay from another vehicle exiting the mine. This caused the vehicles entering the mine to reverse out and hold until it was clear to enter, resulting in additional noise and delays. This activity also resulted in a horn use to indicate outgoing traffic within the mine entrance. No further feedback was received from the resident.

Dendrobium Mine	December	7/12/2020	Resident contacted the Community Team via email at 4:39pm regarding a contractor posting inappropriate content on social media.	The Community Team responded to the resident the same day to advise the complaint was under investigation. The investigation confirmed the post was published in April 2020 by an external contractor who no longer works with Illawarra Metallurgical Coal (IMC). The Facebook page in question is not endorsed by IMC. It was created by an anonymous source and is not managed by IMC. IMC reminded all contractors and staff about the South32 Code of Business Conduct and Social Media guidelines. No further feedback was received from the resident.
Dendrobium Mine	December	5/12/2020	Resident contacted the Community Team via the Community Call Line at 11.02am regarding loud machinery noise coming from Dendrobium Mine.	The Community Team shared the concern with Dendrobium Mine immediately for investigation. The investigation determined the source of the noise to be an empty vehicle exiting the mine with an attachment used to carry goods underground. As it travelled over bumps at the time of concern, the attachment rattled causing the extra noise. The vehicle was requested to travel at walking pace when empty through the area. The resident was provided the investigation outcome by email at 11.56am and was appreciative.

Logistics	December	2/12/2020	Resident contacted the Community Team via email on 30 November at 1:14pm requesting information about shift change times interfering with school drop off times.	<p>The Community Team shared the concern with Dendrobium Mine the same day. An investigation confirmed that shift times have not changed, however due to a longwall change out, maintenance occurring on the underground road network caused disruption to vehicles entering and exiting the mine. This has delayed staff in exiting the mine.</p> <p>Dendrobium Mine also implemented COVID-19 controls which sees staggered shift start times to limit the number of people travelling together to maintain social distancing. This have resulted in one minibus departing Dendrobium Mine between 8:15 and 8:30am temporarily. The resident was unsatisfied with the outcome and would like their feedback recorded. The resident provided additional feedback on 7 December advising their dissatisfaction.</p>
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Dendrobium Mine	December	1/12/2020	Resident contacted the Community Team via email at 5.31pm concerned about a devil symbol painted on equipment returning to site and the image it was portraying to the local community, particularly the children.	The Community Team shared the concern with Dendrobium Mine at 8am the following day. The investigation determined the marking on the underground roof support was sprayed by the contracted company completing the offsite maintenance. The company was advised that the drawings described are inappropriate and should not be drawn in future given the potential sensitivities to the public. The resident was provided the result of the investigation by return email on 2 December 2020. No further feedback was received from the resident.
Dendrobium Mine	December	1/12/2020	Resident contacted the Community Team via email at 8.21am regarding repeated loud horn use between 8am and 8.30am.	The Community Team shared the concern with Dendrobium Mine the same day. The investigation determined four drift runners were exiting the mine between the reported time. As the drift runners were exiting the mine, horns were used to positively communicate with other machine operators in the area to ensure safe passage. The resident was provided the outcome of the investigation by return email at 10.33am. The resident then questioned why the operators did not communicate via radio. Dendrobium Mine confirmed radios fitted in the machines however surface and underground operators communicate on different channels to avoid affecting communication between the different work environments. The use of horns is an effective means of ensuring positive communication when passing in the yard. The resident was dissatisfied with this outcome.



Logistics	November	28/11/2020	Resident contacted the Community Team via the Community Call Line at 7.19am and 9.16am to advise of a truck idling on Cordeaux Road at each of the times above. The trucks were parked in front of the resident's property.	The Community Team shared the concern with the logistics team the same day. General practice is for all trucks to wait in the designated truck bay prior to receiving approval from Dendrobium Mine to receive deliveries to prevent congestion at the top of Mount Kembla. Investigations determined both trucks were waiting to travel to Dendrobium Mine and were unable to park in the truck bay as another truck making a delivery was already parked in the bay on their arrival. The back-up in deliveries was an oversight in the schedule by the Lead Warehouse. The resident did not request a call back.
Logistics	November	27/11/2020	Resident contacted the Community Team via email at 4.41pm regarding an alleged speeding truck driving dangerously on Cordeaux Road. A description of the truck was provided.	The Community Team shared the concern with the logistics team the same day and advised the resident the concern would be investigated with the outcome shared early the following week. The investigation determined that the truck was travelling at 40km/h as it exited Dendrobium Mine with the driver noting he was aware of the Dendrobium Drivers Code of Conduct. As the speed of the truck could not be verified with data the concern has been formally recorded as a complaint and the driver was reminded of the Dendrobium Drivers Code of Conduct. Feedback was provided to the resident on 30 November by return email. No further feedback was received from the resident.

Dendrobium Mine	November	27/11/2020	Resident contacted the Community Team via email at 6.12am regarding vehicle noise from the mine at 5.51am and 6.11am.	The Community Team shared the concern with Dendrobium Mine the same day. The investigation included the review of the CCTV footage of the pit top and no vehicles were viewed to be mobile at the reported times. Feedback was provided to the resident at 4.00pm with a request for any further information that may assist with a more detailed investigation. No further feedback was received from the resident.
Logistics	November	25/11/2020	Resident contacted the Community Team via email at 1.05pm regarding large truck traffic on Cordeaux Road. The resident is concerned the trucks are travelling too fast downhill requiring the excessive use of exhaust brakes.	The Community Team shared the concern with the logistics team the same day. It was noted there is increased truck movements on Cordeaux Road at this time due to the longwall changeout, with underground roof supports being taken offsite for maintenance. The mine works closely with truck companies to manage schedules and safety through Mount Kembla. Companies were notified of this concern the same day and the issue will be monitored moving forward. The resident was provided this information the same day by return email with a request to share more detail when trucks are observed acting in this manner. The resident provided further advice that the period of the trucks travelling in this manner includes periods outside of longwall changeout.

Dendrobium Mine	November	24/11/2020	Resident contacted the Community Team via email at 11.53pm on 23 November and 12.15am on 24 November regarding vehicle noise from Dendrobium Mine at the emailed times.	The Community Team shared the concern with Dendrobium Mine for investigation on 24 November. The investigation included the review of CCTV footage and confirmed a driftrunner was collecting staff to travel underground at the reported times. The mine limits such movements during the night where possible, and on this occasion the movement was essential. The resident was provided the outcome of the investigation 24 November by return email. No further feedback was received from the resident.
Logistics	November	20/11/2020	Resident contacted the Community Team via email at 1.26pm regarding vehicle noise from trucks on Cordeaux Road, Mount Kembla throughout the day.	The Community Team followed up with Dendrobium Mine to confirm the truck movements were associated with the planned longwall changeout activities. A response via email was provided to the resident the same day advising the truck movements were associated with the longwall changeout 19 November - 5 December. The truck movements were planned to occur within the Dendrobium Driver's Code of conduct to limit impact on the community. No further feedback was received from the resident.
Logistics	November	19/11/2020	Resident contacted the Community Team via email at 1:35pm regarding vehicle noise at 11:34pm 19 November and 12:09am 20 November.	The Community Team responded by email the same day. After further investigation, it was confirmed vehicles were exiting the Mine in relation to the longwall changeout activities. The activity was reported to the General Manager and the workers were reminded of curfew times. Dendrobium Mine continue to work with the workforce and improve its communication strategies to mitigate this issue. No further feedback was received from the resident.

Logistics	November	19/11/2020	Resident contacted the Community Team at 5am via the Community Call Line advising a truck parked in the truck bay on Cordeaux Road had its compressor on causing noise. The truck registration details were provided.	<p>The Community Team alerted Dendrobium Mine of the concern at 5.34am the same day. The General Manager contacted the truck driver the same morning requesting engines be switched off when trucks parked in the truck bay. This was also communicated to transport companies the same day. The action taken was communicated to the resident t by return call (voice message) at 7am the same day. The resident provided further information at 10.15am noting the truck was parked up from the truck bay in front of their home. At 10.56pm the same day the resident contacted the Community Call Line on the same issue. The Community Team called the resident at 11.15pm for more information at which point the resident advised they called the police after approaching the truck driver and feeling threatened. The General Manager attended the area of the parked truck at 12.10am and noted the compressor was turned off. He drove past at 5am again and the compressor remained off. As a result of the second call, trucks were requested to park in the bays furthest from the village first and leave compressors on for one hour only once parked. The resident was advised of the additional actions on 20 November and was appreciative of the action taken.</p>
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Dendrobium Mine	November	16/11/2020	Resident contacted the Community Team via email regarding the use of a horn on site at 8:21pm.	The Community Team responded by email the next day. An investigation confirmed two vehicles accessing Portal Road used their horns as part of standard safety protocols. The activity took place within allowable activity times and was in line with the Noise Management Plan. No further feedback was received from the resident.
Dendrobium Mine	November	16/11/2020	Resident contacted the Community Team via email regarding three notes of reversing alarms at 7:25am, 7:36am and 9:36am.	The Community Team responded by email the same day. An investigation confirmed heavy haulage trucks were entering and exiting the Mine within the reported times. The activities occurred within the allowable timeframe, however the trucks contracted had a different low frequency reversing alarm to regular onsite vehicles. A schedule of the upcoming movements for the supply run was shared with the resident. No further feedback was received from the resident.

Dendrobium Mine	November	15/11/2020	Resident contacted the Community Team via email regarding reversing alarms at 7:04am.	<p>The Community Team responded by email the same day. An investigation determined there was a vehicle transporting staff across site at the reported time. The vehicle was proceeding through a green entry light to the underground operations, however as it was entering the light turned red and required the vehicle to reverse 8-10 metres to return to the line and wait for the green light. The vehicle was fitted with a low frequency reversing alarm, in line with our noise management plan. This activity could not have been avoided for safety reasons and happened within an allowable time, however, all staff have been reminded to be conscience of our neighbours when performing these types of activities. No further feedback was received from the resident.</p>
Dendrobium Mine	November	15/11/2020	Resident contacted the Community Team via the Community Call Line at 4:55pm and 8:40pm regarding excessive noise coming from Dendrobium Mine.	<p>The Community Team responded by email the next day, 16 November. An investigation determined there were numerous vehicle movements on site conducting general business activities through the day and evening. A longwall changeout notification was distributed to nearby residents 2 November, advising there may be an increase in movements and activities associated with the site for a short period. Although the activities reported were taking place in the allowable time, staff were reminded to be conscience of our neighbours and reduce noise and movements where ever possible. No further feedback was received from the resident.</p>

Dendrobium Mine	November	15/11/2020	Resident contacted the Community Team via email at 6:09am regarding vehicle noise at 6:08am.	The Community Team responded by email the same day. An investigation confirmed a drift runner drove around the pit top at approximately 6:07am for a couple of minutes before re-entering the mine. No further feedback was received from the resident.
Dendrobium Mine	November	14/11/2020	Resident contacted the Community Team via email at 9:47pm regarding a loud noise between 9:30-9:45pm.	The Community Team responded by email the next day at 1:11pm. Investigations confirmed a ballast truck was being loaded with material to go underground. This activity occurs frequently, however loading usually occurs during the day as noise from the scraping of the bucket can travel. The loading occurred in the evening on this occasion as there was a delay in the schedule the activity took place within the allowable timeframes, however the loading schedule would be monitored in the future to avoid loading in the evening. No further feedback was received from the resident.

Dendrobium Mine	November	14/11/2020	Resident contacted the Community Team via email at 9:09am regarding loud vehicle noise at 4:00am, 4:11am and 4:43am.	The Community Team responded by email the same day. An investigation determined a business-critical supply run occurred between 4.00am and 4.10am. No further movements were identified after 4.10am. The activities identified were essential to the safe operation of the mine. No further feedback was received from the resident.
Dendrobium Mine	November	13/11/2020	Resident contacted the Community Team via email at 7:43am regarding excessive noise at the mine on 12 and 13 November. The resident did not receive notification of increased activities during this period.	The Community Team responded by email the same day. The resident was advised that a longwall changeout notification was delivered to nearby residents on 2 November which outlined extra activities and vehicle movements were likely throughout November. An investigation of the activities within the reported time determined there were numerous vehicles on site as part of the longwall changeout activities. The resident was provided the Community Call Line details to log additional concerns at the time of the event so corrective action could be taken. The resident's location was also requested to enable delivery of future notifications. No further feedback was received from the resident.



Dendrobium Mine	November	13/11/2020	Resident contacted the Community Team via email at 7:43am regarding excessive noise all day on 12 November.	The Community Team responded by email the same day. An investigation determined there was numerous vehicle movements conducting general business activities. It was also noted on 11 November; the quarterly noise monitoring was conducted in accordance with Dendrobium Mine's Noise Management Plan. The results suggested that noise levels for 12 November showed no breach of licence conditions. The resident was advised the report would be uploaded to the South32 website when finalised. No further feedback was received from the resident.
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Dendrobium Mine	November	13/11/2020	Resident contacted the Community Team via email at 7:48am regarding coal dust at their property.	<p>The Community Team responded by email the same day. A CSIRO report on dust in the area was shared with the resident, which identified the majority of a dust sample contained inorganic and organic matter. The resident accepted the opportunity for a CSIRO dust analysis for their property, and the complaint will remain open until the results of the analysis are available. The resident reported an additional concern on 20 November regarding coal dust at their property. The resident was provided dust monitoring results for Dendrobium Mine which indicated the Mine is within dust limits set out in the Condition of Consent. The option for the CSIRO dust analysis was to be progressed with the resident's re-confirmation. A further concern was lodged by the resident on 27 November with a request for investigation. The resident was advised an investigation is underway and requested to confirm they were happy to continue with CSIRO dust sample analysis. No further feedback was received from the resident and this complaint remains open.</p>
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Dendrobium Mine	November	13/11/2020	Resident contacted the Community Team via email at 5.52am regarding vehicle noise at 5:50am, 5:25am and 5:35am.	The Community Team responded by email the same day. An investigation determined vehicles were on the surface at the reported times transporting machinery from underground. The activities occurred outside allowable times and staff members involved were reminded of the self-imposed night time curfew to limit impacts on nearby residents. The Mine commenced reviewing options to improve communication with staff. No further feedback was received from the resident.
Dendrobium Mine	November	12/11/2020	Resident contacted the Community Team via email at 5.27pm regarding incorrect reporting of a complaint lodged on 14 April 2020 regarding dust monitoring reports.	The Community Team responded by email the following day at 9:30am. The complaint lodged on 14 April 2020 was amended to include the feedback received from the resident on 29 April 2020 requesting a more specific link to the dust monitoring reports, which was provided the same day. A copy of the amended report was provided to the resident and it was noted this error would be recorded as a complaint. No further feedback was received from the resident.

Dendrobium Mine	November	12/11/2020	Resident contacted the Community Team via email regarding horn use at 6:57am.	The Community Team responded by email the same day to advise there were numerous vehicles on the surface near the warehouse at the reported time. CCTV footage was reviewed, and the source of the horn could not be determined. The horn may have been used for safety reasons. The vehicle movements were within the allowable timeframe and performing business as usual activities. No further feedback was received from the resident.
Dendrobium Mine	November	11/11/2020	Resident contacted the Community Team via email regarding vehicle noise at 9:10pm.	The Community Team responded by email the next day. An investigation determined a Load, Haul, Dump (LHD) vehicle was collecting material at approximately 9:07pm. The time of the activity fell within the self-imposed curfew (6:15am - 10:00pm) however, staff were reminded to keep noise to a minimum at night time. No further feedback was received from the resident.

Dendrobium Mine	November	10/11/2020	Resident contacted the Community Team via email regarding vehicle noise at 6:05am.	The Community Team responded by email the next day to advise an investigation confirmed there was a delivery on the surface at 6:05am. Communication was distributed to staff on site to remind them of the Noise Management Plan conditions. No further feedback was received from the resident.
Dendrobium Mine	November	8/11/2020	Resident contacted the Community Team via email regarding vehicle noise at 9:05-9:12pm.	The Community Team responded by email the next day to advise an investigation confirmed a Load, Haul, Dump (LHD) vehicle was driving on the surface to the warehouse for material collection. Staff were reminded to keep noise to a minimum and reduce vehicle movements where possible. No further feedback was received from the resident.
Dendrobium Mine	November	7/11/2020	Resident contacted the Community Team via email regarding horn use at Dendrobium Mine at 6.20am and 8.46am.	The Community Team responded by email the same day to advise an investigation commenced. The investigation did not identify the use of horns at the reported time. The resident was provided this information by email the same day and advised that horn use does occur at the Mine on occasions in line with our Noise management Plan. No further feedback was received from the resident.

Dendrobium Mine	November	4/11/2020	Resident contacted the Community Team via email at 7.37am regarding vehicle noise the previous day, 3 November, between 10.30pm and 12 midnight.	The Community Team responded via email the same day to advise an investigation determined the usual vehicle movements associated with shift change occurred during the time of concern. The team did note a vehicle exited the mine closer to midnight to unload rubbish into a bin. Staff were reminded to limit vehicle movements at the site as much as possible. The resident provided further comment on 10 November about rubbish removal occurring at midnight. It was confirmed this activity was not business critical and staff were reminded to limit these activities at night. The resident remained unhappy with the response and suggested communication methods with staff required improvement.
Dendrobium Mine	November	4/11/2020	Resident contacted the Community Team via email at about 7.30am regarding a vehicle parked on Cordeaux Road between the Dendrobium Mine entry and their property. The resident would like the vehicle moved.	The Community Team responded via email within 24 hours advising the contractor vehicle had likely pulled over in the described location to take a phone call in a safe manner. The vehicle was not parked to tend to business at Dendrobium Mine. No further feedback was received from the resident.
Logistics	November	3/11/2020	Resident contacted the Community Team via email regarding dust spilling from underneath a Cleanaway truck on Cordeaux Road. The truck departed the Dendrobium Mine at 1.29pm.	The Community Team responded via email the same day to advise the concern was received and an investigation had commenced. The investigation confirmed a Cleanaway truck departed the site at 1.29pm, and the driver had removed as much dirt as possible from under the bin before departing. There may have been dirt on the rails of the bin which escaped as the truck exited. The resident was advised of the outcome on 5 November 2020.

Dendrobium Mine	November	3/11/2020	Resident contacted the Community Team via email regarding horn use at 7.17am.	The Community Team responded via email the same day to advise the investigation determined the horn use was part of a safety procedure for the entry and exit to the mine for machinery. The machinery movements were part of daily mining activities and the horn use period was brief. The resident was dissatisfied with the incident and response provided.
Community	November	2/11/2020	Resident contacted the Community Team via email regarding the delivery of a notice advising of potential increased noise and traffic movements associated with the longwall changeout; the resident was concerned the period of notification commenced the day the notice was received.	The Community Team responded via email the same day to advise the notification was to provide an update on Mine activities and advise of the potential for noise and additional traffic. Further communication from the resident indicated they would prefer the notification earlier in future.
Dendrobium Mine	October	30/10/2020	Resident contacted the Community Team via email regarding vehicle noise at 4.16am.	The Community Team responded via email the same day to advise preliminary investigations had not identified vehicle movements at the time of concern. The results of the full investigation found the source to be unknown as there were no vehicle movements on CCTV or activities underway in the workshop. The resident was advised of the full investigation outcome via email on 2 November 2020.
Dendrobium Mine	October	29/10/2020	Resident contacted the Community Team via email regarding the timely share of information regarding the sediment pond failure. The resident was still waiting for information requested.	The Community Team responded via email the same day noting the resident's frustration on the matter. The investigation into the sediment pond failure was continuing, and as previously communicated to the resident, the information would be provided as soon as it was available.

Dendrobium Mine	October	28/10/2020	Resident contacted the Community Team via email at 2.43am, 3.07am and 3.13am regarding vehicle noise, vehicle idling, grinding and whirring noises coming from Dendrobium Mine Pit Top.	The Community Team raised the concerns with Dendrobium Mine the same morning. Investigations determined the noise was related to towing broken down equipment to the surface. This was business critical and could not be delayed as the equipment was blocking the main travel road in and out of the mine. The resident was provided feedback the same morning. The resident was not satisfied with reasoning for this activity.
Logistics	October	20/10/2020	Resident contacted the Community Team via email at 12:39pm regarding a Cleanaway Truck allegedly speeding on Cordeaux Road.	The Community Team responded to the resident the same day to advise an investigation was underway with Cleanaway. Further advice from Cleanaway suggested they were unable to access truck and GPS data due to a network issue and worked to resolve the issue. Due to the network issue not being resolved in a timely manner, the complaint was unable to be validated and Cleanaway were provided with a written corrective order for non-conformance. The resident was provided the outcome of the investigation to which the resident provided additional feedback reflecting their dissatisfaction with Cleanaway.
Logistics	October	17/10/2020	Resident contacted the Community Team via the Community Call Line at 11:39am regarding damage to property caused by a truck travelling from Dendrobium Mine.	The Community Team responded to the resident the same day to advise the investigation confirmed a Kelly's Transport truck reversed into a small tree and rock wall adjacent to the parking bay as it was collecting an empty trailer from the parking bay on Cordeaux Road. Kelly's Transport investigated the incident further and reached remediation agreement with the resident. The resident was satisfied with the outcome and quick response.



Logistics	October	12/10/2020	Resident contacted the Community Team via email at 12:28pm regarding trucks travelling along Cordeaux Road with uncovered loads the week prior.	The Community Team responded to the resident via email the same day advising this issue will be monitored. The alleged incidents from last week could not be further investigated as timing of the alleged incidents was not provided. No further feedback on this issue was received from the resident.
Dendrobium Mine	October	12/10/2020	Resident contacted the Community Team via email at 12:28pm regarding lack of communication surrounding an environmental report on the sediment pond at Dendrobium.	The Community Team responded to the resident via email advising an update would be provided once available, however, their dissatisfaction would be recorded.
Dendrobium Mine	October	12/10/2020	Resident contacted the Community Team via email at 12:28pm regarding trucks parking along Cordeaux Road.	The Community Team responded to the resident via email the same day advising trucks are permitted to park in areas along Cordeaux road. Trucks park on Cordeaux Road awaiting deliveries to the Mine or due to curfews enforced by RMS and the Dendrobium Drivers Code of Conduct. The resident did not agree to this approach and believed trucks should not park on Cordeaux Road. The resident requested their dissatisfaction be recorded.
Dendrobium Mine	October	4/10/2020	Resident contacted the Community Team via the Community Call Line at 4:15pm regarding noise coming from Dendrobium Mine.	The Community Team responded to the resident via email the same day advising an investigation determined the noise source as damaged roof mesh being placed into the metal recycling bin on Portal Road. As a result of the complaint, a communication was shared with staff to remind them to keep noise to a minimum where possible. No further feedback was received from the resident.

Dendrobium Mine	October	2/10/2020	Resident contacted the Community Team via the Community Call line at 9:19am regarding engine noise coming from Dendrobium Mine.	The Community Team responded via email to the resident the same day advising the noise was attributed to a truck towing machinery up Portal Road. As the truck towing the machinery is on tracks it can cause additional noise. Communication went out to staff to remind them to keep noise to a minimum where possible. No further feedback was received from the resident.
Dendrobium Mine	September	27/09/2020	Resident contacted the Community Team via email at 7:10am regarding bangs and excessive vehicle noise.	The Community Team responded via email to the resident the same day to advise an investigation was underway. The following day, the resident was advised the noise on site was due to critical business activities taking place within curfew hours. No further feedback was provided by the resident.
Dendrobium Mine	September	21/09/2020	Resident contacted the Community Team via email at 2:12pm to note their dissatisfaction regarding communication of an investigation outcome of a sediment pond at Dendrobium	The Community Team responded via email to the resident the same day to advise the investigation regarding the sediment pond is still ongoing and information will be provided once available. The resident would like their dissatisfaction to be recorded.
Dendrobium Mine	September	21/09/2020	Resident contacted the Community Team via email at 2:10pm regarding repeated use of vehicle horns on site	The Community Team responded via email to the resident to advise that Illawarra Metallurgical Coal (IMC) were unable to identify the source of the horn and crews were reminded of their obligations to limit the use of horns. No further feedback was provided by the resident.

Dendrobium Mine	September	21/09/2020	Resident contacted the Community Team via email at 12:21pm and at 2:13pm regarding reversing alarms on site	The Community Team responded via email to the resident to advise the reversing alarm was attributed to a pavement sweeper which was being used to clean dust from the hard surfaces across the site. A notification will be provided to residents should the sweeper return to site. No further feedback was provided by the resident.
Logistics	September	17/09/2020	Resident contacted the Community Team via email at 8:13am regarding excessive vehicle noise at 6:00am	The Community Team responded via email to the resident to confirm that critical surface activity took place at the time recorded. This activity was planned and approved. It was noted that moving forward the Community Team would work closer with the Dendrobium site to determine activities with potential increase in noise and provide proactive notifications to residents in advance. Resident responded with their dissatisfaction of the activity.
Dendrobium Mine	September	16/09/2020	Resident contacted the Community Team via email at 8:36am regarding noise monitoring results for August	The Community Team responded via email to the resident the same day to advise the August noise monitoring results were not yet finalised and would be available soon. The resident provided a response requesting his dissatisfaction of the Illawarra Metallurgical Coal response be recorded.

Kemira Valley Coal Loading Facility	September	13/09/2020	Resident contacted the Community Team via email at 11:43 am regarding Wetlands at Redgum Estate and pond clean-up	The Community Team responded via email to the resident the next day and gathered additional information in relation to the wetlands. After further investigation it was determined that the ponds within the wetland in question were not currently being worked on by Illawarra Metallurgical Coal (IMC). The Resident believed the ponds were in a bad condition due to the Water and Brandy Creek clean-up being undertaken by IMC. This has been confirmed not to be the case and no further feedback was provided.
Kemira Valley Coal Loading Facility	September	04/09/2020	Local community member contacted Community Team at 4:12pm seeking an update on the cause of the event and clean up progress report.	The community team provided a response to the community member that the clean-up works were continuing and the investigation into the cause of the event was ongoing. While the community member was pleased that the clean-up was continuing, they were displeased at the delay in the release of the results to community stakeholders.
Dendrobium Mine	September	1/09/2020	Resident contacted the Community Team via email at 8:59pm regarding loud vehicle noise	The Community Team responded via email to the resident the same day to advise there was vehicle movement on the surface for shift change. Communication was provided to inform personnel on-site to keep noise / interactions to a minimum, where possible. No further feedback was provided by the resident.

Kemira Valley Coal Loading Facility	August	27/08/2020	A resident submitted a complaint at 12:58pm by email regarding the establishment of a community complaints line as per Dendrobium's Environment Protection Licence. The resident was concerned that the call line was not adequately communicated as a dedicated complaints line.	The Community Team responded by email the same day advising that IMC maintains a Community Call Line (1800 102 210) which is available 24 hours, 7 days per week. The Community Call Line is advertised online and through the printed collateral delivered to residents. The Community Team advised that the company considers the Community Call Line satisfies the requirements under the relevant section of the Environment Protection Licence. No further feedback was provided by the resident
Kemira Valley Coal Loading Facility	August	27/08/2020	A resident phoned the community call line at 10:20am advising that coal fines had been deposited along the bank of Brandy and Water Creek which runs through the property.	The Community Team phoned the resident back the same day and discussed the incident at Kemira Valley. A site inspection was completed the following day and clean up works arranged to commence the following week. No further feedback was provided by the resident.
Kemira Valley Coal Loading Facility	August	24/08/2020	Resident contacted the Community Team via email at 10:51am regarding location and process of the clean-up at Brandy and Water Creek.	The Community Team responded via email to the resident the same day to arrange a meeting to provide an update. A meeting took place on 25 August to discuss ongoing maintenance of Brandy and Water Creek and additional communication measures to be put in place; such as a community noticeboard. These requests are currently being investigated and an update will be provided when available.

Kemira Valley Coal Loading Facility	August	20/08/2020	Resident contacted the Community Team via email at 3:54pm regarding Brandy and Water Creek environmental clean-up process and corrective actions taken.	The Community Team responded via email to the resident the following day to advise Illawarra Metallurgical Coal (IMC) had commenced the clean-up process at Brandy and Water Creek the week prior. The caller requested further information regarding the exact process involved in the clean-up and environmental impacts. A response was provided to the resident to advise that controls were put in place and neighbouring community members were provided an update via letter. IMC have been working with the Environment Protection Authority (EPA) and further details would be provided when available. No further feedback was provided by the resident.
Dendrobium Mine	August	19/08/2020	Resident contacted the Community Team via email at 8:10am regarding rubbish in American Creek.	The Community Team responded via email to the resident the same day to advise Illawarra Metallurgical Coal (IMC) had attended American Creek and cleaned up the rubbish found on site. No further feedback was provided by the resident.
Kemira Valley Coal Loading Facility	August	18/08/2020	Resident contacted the Community Team via email at 9:00am regarding sediment release in the Brandy and Water Creeks and requesting an update on corrective actions.	The Community Team responded via email to the resident the same day to advise Illawarra Metallurgical Coal (IMC) enacted the response plan and alerted the Environment Protection Authority (EPA) as soon as the incident was identified. Corrective action commenced the same week, and further information will be provided once available. No further feedback was provided by the resident.

Kemira Valley Coal Loading Facility	August	17/08/2020	Community member contacted the Community Team via email at 6:22pm regarding sediment release in Brandy and Water Creek in Figtree.	The Community Team responded via email to the resident the next day (18 August) to advise Illawarra Metallurgical Coal (IMC) performed an investigation to identify the cause of the event and implement corrective actions. It was advised that the incident had been reported to the Environment Protection Authority (EPA) and that clean up works had commenced on the Creek. The community member has requested that IMC contribute to Council's Bushcare program as well as an environmental clean-up. It was advised that IMC will explore opportunities with numerous environmental programs in the future and the Dendrobium Community Enhancement Program (DCEP) will provide ongoing support within the community. The resident was appreciative of the feedback and provided no further requests.
Kemira Valley Coal Loading Facility	August	17/08/2020	Community member contacted the Community Team via email at 8:02pm regarding sediment release in Brandy and Water Creek.	The Community Team responded via email to the community member the next day (16 August) to advise Illawarra Metallurgical Coal (IMC) performed an investigation to identify the cause of the event and implement corrective actions. They were advised that the incident had been reported to the Environment Protection Authority (EPA). No further feedback was provided by the community member.

Kemira Valley Coal Loading Facility	August	17/08/2020	Community member contacted the Community Team via email at 8:25pm regarding sediment release in the waterways at Figtree.	The Community Team responded via email to the community member the next day (16 August) to advise Illawarra Metallurgical Coal (IMC) was undertaking an investigation to identify the cause of the event and implement corrective actions. They were advised that the incident had been reported to the Environment Protection Authority (EPA). The community member requested more information on how the creek will be restored over the long term. The community member has been advised that an Environmental Assessment Report is currently being prepared and further information will be provided when available. No further feedback was provided by the community member.
Kemira Valley Coal Loading Facility	August	15/08/2020	Resident contacted the Community Team via email at 11:45am regarding truck driver behaviour on Mt Kembla.	The Community Team responded via phone to the resident the same day to advise all drivers had been provided written communication on driver behaviour expectations and were reminded of the Dendrobium Drivers Code of Conduct. The resident was satisfied and provided feedback the following week that they noticed an improvement in driver behaviour in the area.
Kemira Valley Coal Loading Facility	August	14/08/2020	Resident phone the community call line at 7:45am to lodge a complaint regarding the presence of sediment laden water (including coal fines) in the creek which runs through the property.	A response was provided to the resident the same day and the incident which had occurred at Kemira Valley was discussed with the landowner. The community team advised that they would undertake an inspection of the property as soon as practical. An inspection of the property occurred and clean up activity has since occurred at the property. No further feedback was provided by the resident.



Kemira Valley Coal Loading Facility	August	14/08/2020	Resident contacted the Community Team via email at 2:03pm regarding communication to the community on the Sediment Pond at Kemira Valley.	The Community Team responded via email to the resident the next day (14 August) to advise Illawarra Metallurgical Coal (IMC) had made direct communication with many key community stakeholders including the Dendrobium Community Consultative Committee (DCCC), local government, community members (including local residents) and the relevant government authorities. A letterbox drop was completed for the residents along Stones Road, near Kemira Valley Coal Loading Facility. Furthermore, a statement was provided to the local media. The caller requested signage be put up around the creek. The caller was advised the same day that work was underway with the Environment Protection Authority (EPA) and an update will be provided once available. No further feedback was provided by the resident.
Community	August	12/08/2020	Resident contacted the Community Team via email at 10:00am to lodge a complaint regarding a Community Team member.	The Community Team responded via phone to the resident the same day to investigate the issue. After further discussions the resident would like to register their dissatisfaction with the approach taken by a Community Team member in relation to handling of another complaint. It was confirmed the comments would be noted by IMC and that discussions had taken place with the Community Team member. No further feedback was provided.

Community	August	12/08/2020	Resident contacted the Community Team via email at 9:33am advising that a complaint lodged in July had been omitted from the monthly report.	A member of the Community Team responded to the resident by phone the same day and it was agreed that the July report would be amended, with the complaint now included in the report.
Appin Mine	August	11/08/2020	Community member contacted the Appin Control room at 6:00am regarding a sediment release into a creek nearby to Dendrobium Mine's operations.	The Control Team member passed along the details of the call to the Community Team. No name was left or a request for a call back. No further action was taken.
Kemira Valley Coal Loading Facility	August	11/08/2020	Resident contacted the Community Team via email at 2:06pm regarding the Sediment Pond release into Brandy and Water Creek from Kemira Valley Loading Facility.	The Community Team responded via phone to the resident the same day to advise that an update would be provided to the community and the Dendrobium Community Consultative Committee (DCCC) when further information became available. Resident requested updates be provided when available.

Community	July	28/07/2020	Resident contacted the Community Team via email at 1:43pm regarding a noise exceedance not being discussed and appropriately recorded at a recent Dendrobium Community Consultative Committee (DCCC).	The Community Team responded to the resident the same day to advise that the noise exceedance will be presented in the September DCCC meeting and minutes and notifications were sent out to surrounding residents on 22 June. The resident was not satisfied with this outcome as they felt it should have been raised at the July meeting. This concern, and the noise exceedance, will be noted at the next DCCC.
Dendrobium Mine Pit Top	July	24/07/2020	Resident contacted the Community Team via email at 7.58am to report loud vehicle movements through the night, specifically between 1 - 1.30am and 2.58am.	The Community Team responded to the resident the same day to advise the vehicle movements were identified as an underground vehicle pulling a loaded trailer toward the pit entry, forklift movements, and a vehicle exiting the mine. The movements were not typical for the early morning. The General Manger was notified of the movements. The resident provided further feedback and was dissatisfied that the identified movements occurred and believed they were not in line with the Noise Management Plan.
Logistics	July	11/07/2020	Resident contacted the Community Team via email at 12.30am to report rail squeal near William James Drive.	The Community Team shared the concern with the Logistics Team on July 11 at 2:47pm. An investigation was completed which included reviewing the noise clip from the monitor and on this occasion, there has not been any issues identified. We are continuing to investigate rail squeal in the William James Drive area. No further feedback was provided by the resident.

Logistics	July	10/07/2020	Resident contacted the Community Team via email at 7:20am to report rail squeal near William James Drive.	The Community Team shared the concern with the Logistics Team on July 11 at 2:47pm. An investigation was completed which included reviewing the noise clip from the monitor. A small amount of noise was recorded, however, there has not been any issues identified. Resident requested the noise clip for the event, however this is not available publicly. No further feedback was provided by the resident.
Community	July	9/07/2020	Resident contacted the Community Team via email at 8:28am to report their dissatisfaction in the community complaints reporting process	The Community Team responded to the resident the next day (10 August) to advise that all complaints are handled in line with the IMC community complaints handling procedure and their feedback will be noted with IMC. The resident responded with further feedback and requested their dissatisfaction be recorded as a complaint.
Logistics	July	9/07/2020	Resident contacted the Community Team via email at 6.20am to report rail squeal at 6.12am near William James Drive.	The Community Team shared the concern with the Logistics Team at 8.10am the same day. An investigation was completed which included reviewing the noise clip from the monitor and conducting an inspection of the wagons. Nothing out of the ordinary was found. The resident was provided the outcome of the investigation by email the same day and advised that investigations of rail squeal in the area was continuing. No further feedback was received.

Dendrobium Mine Pit Top	July	9/07/2020	Resident contacted the Community Team via email at 4:02am regarding a loud vehicle noise, including squealing.	The Community Team responded to the resident the same day to advise an investigation was occurring. On July 10 the resident was informed that a vehicle was on the surface at the time collecting emergency supplies for underground work. Dendrobium Mine is currently establishing an underground emergency supply hub, to minimise vehicle movements on the surface outside of curfew periods. No further feedback was received from the resident.
Dendrobium Mine Pit Top	July	5/07/2020	Resident contacted the Community Team via email at 3:20pm regarding material handling at approximately 3:18pm resulting in loud bangs.	The Community Team responded to the resident the same day to advise an investigation was occurring. The resident was advised that material was being unloaded on the surface and that additional controls are being developed to continue to reduce noise. No further feedback was received from the resident.
Dendrobium Mine Pit Top	July	5/07/2020	Resident contacted the Community Team via email at 3:10pm regarding vehicles using horns at 3:09pm.	The Community Team shared the residents concern with Dendrobium Mine immediately to commence an investigation and responded to the resident by return email the same day. The source of the horn noise could not be identified, and CCTV footage showed no horns in use at the time of complaint. The resident was updated with this information and no further response was received.

Dendrobium Mine Pit Top	July	2/07/2020	Resident contacted the Community Team via email at 3:20pm regarding a truck that left the pit top at 7:40am and was speeding.	The Community Team responded to the resident the same day to advise an investigation was occurring. The resident was advised on 8 July that Dendrobium Mine were unable to validate the information as the truck company did not have tracking data available on their trucks. A reminder was provided regarding the Dendrobium Drivers' Code of Conduct to the driver and the suggested installation of a speed tracking device in their vehicles. Feedback was provided by the resident to the Company about a separate enquiry.
Community	June	22/06/2020	Resident contacted the Community Team via email at 1:44pm regarding acknowledging the Traditional Owners at Illawarra Metallurgical Coal community meetings.	The Community Team responded to the resident the same day to advise an investigation had commenced. A letter was provided to the resident responding to the concern, noting that the Community Consultative Committee meetings operate in line with the NSW Community Consultative Committee Guidelines, State Significant Projects January 2019, which do not require an Acknowledgement of Country at the meetings. The feedback will be noted at the July meetings with a suggestion it is included as part of all future community meetings relevant to both our Appin and Dendrobium operations. No further feedback was received from the resident.

Dendrobium Mine Pit Top	June	22/06/2020	Resident contacted the Community Team via email at 1:36pm requesting Real Time Noise Monitoring being installed on his property.	The Community Team responded to the resident the same day to advise an investigation was occurring. A letter was provided to the resident outlining reasons why Illawarra Metallurgical Coal will not be progressing with real time noise monitoring on the residents' property at this time. No further feedback was received by the resident.
Dendrobium Mine Pit Top	June	22/06/2020	Resident contacted the Community Team via email at 12:45pm regarding a Cleanaway Truck speeding on Cordeaux Road at 12:44pm.	The Community Team responded to the resident the same day to advise an investigation was occurring. A letter was then provided to the resident advising the vehicle tracking data in the Cleanaway truck indicated the speed of the truck was exceeding the nominated speed limit in the area. Dendrobium Mine contacted Cleanaway to reiterate the Dendrobium Drivers' Code of Conduct and requested to further training be provided to their drivers. No further feedback was received by the resident.

Dendrobium Mine Pit Top	June	22/06/2020	Resident contacted the Community Team via email at 12:23pm and 12:52pm regarding reversing alarms being heard on site.	The Community Team responded to the resident the same day to advise an investigation was occurring. A letter was then provided to the resident confirming that an external visitor had visited the site and parked their ute at the Pit Top carpark. The vehicle was fitted with an industrial style reverse alarm and was confirmed to be cause of the complaint. No further feedback was received by the resident.
Dendrobium Mine Pit Top	June	22/06/2020	Resident contacted the Community Team via email at 12:18pm regarding a truck leaving site with two skip bins uncovered.	The Community Team responded to the resident the same day to advise an investigation was occurring. A letter was then provided to the resident confirming a truck had left site with an uncovered load. Illawarra Metallurgical Coal have developed further controls to mitigate this issue, including the requirement for the compulsory tarping of skip bins prior to exiting site. No further feedback was received by the resident.



Dendrobium Mine Pit Top	June	22/06/2020	Resident contacted the Community Team via email at 12:15pm, 12:16pm and 12:28pm regarding excessive noise	The Community Team responded to the resident the same day to advise an investigation was occurring. A letter was then provided to the resident responding to their concern. No specific time was provided in relation to each noise occurrence. However, the investigation determined the likely cause of the noise was a Load, Haul, Dump (LHD) vehicle. No further feedback was received by the resident.
Dendrobium Mine	June	22/06/2020	Resident contacted the Community Team via email at 12:14pm in relation to concerns surrounding Illawarra Metallurgical Coal's (IMC) ability to minimise noise and access mitigation options.	The Community Team responded to the resident the same day to advise an investigation was occurring. A letter was then provided to the resident outlining that IMC had implemented several controls to minimise noise in the area. No further feedback was received from the resident.

Infrastructure	June	18/06/2020	Resident contacted the Community Team through the community email at 9:00am regarding the removal of redundant power poles and tree removal on their property.	The Community Team contacted the resident the same day by phone to advise that a notification regarding the works was provided to residents in the area on 16 June. The works taking place were to be undertaken on Council land w. The property in question was bordering on Council land. The resident was advised that any damage to grass or other areas associated with the works would be rehabilitated to the former condition. The work was completed on 20 June with positive feedback received from the resident regarding the rehabilitation of the site.
Dendrobium Mine	June	16/06/2020	Resident contacted the Community Team via email at 9:39am regarding rubbish around American Creek.	The Community Team contacted the resident the same day by phone to advise that a plan for American Creek rubbish clean-up is currently being developed. A follow up email was provided to the resident to confirm an update will be provided once the plan has been developed. Resident requested feedback when available.

Logistics	June	14/06/2020	Resident contacted the Community Team via email at 10.55am regarding rail squeal at 10.52am near William James Drive.	The Community Team shared the concern with the Logistics Team at 9.42am the following business day (15 June). The resident was advised by return email at 9.53am on 15 June that an investigation had commenced. The investigation confirmed there was squeal at the reported time, however no issues with the train or wagons were identified. The issue was closely monitored for the remainder of the week. On 16 April the resident was emailed further detail regarding the investigation. No further feedback was received.
Logistics	June	13/06/2020	Resident contacted the Community Team via email at 10.18pm regarding rail squeal at 9.02pm near William James Drive.	The Community Team shared the concern with the Logistics Team at 9.42am the following business day (15 June). The resident was advised by return email at 9.53am on 15 June that an investigation had commenced. The investigation confirmed there was squeal at the reported time, however no issues with the train or wagons were identified. The issue was closely monitored for the remainder of the week. On 16 April the resident was emailed further detail regarding the investigation. No further feedback was received.
Community	June	12/06/2020	Resident contacted the Community Team via email at 7:38am regarding the amended monthly complaints report not being available on the website.	The Community Team contacted the resident the same day to advise that an updated version of the report has been made available on the website. No further feedback was received.

Dendrobium Mine Pit Top	June	12/06/2020	Resident contacted the Community Team via email at 6:15am regarding excessive noise.	The Community Team contacted the resident the same day to advise that an investigation has commenced. An investigation confirmed the noise was associated to two Load, Haul, Dump (LHD) vehicles collecting material during shift change over. Notice was provided to the site to keep noise to a minimum. Additional controls were also put in place by the General Manager. No further response was received from the resident.
Dendrobium Mine Pit Top	June	12/06/2020	Resident contacted the Community Team via email at 6:11am concerning the use of a vehicle horn at 6:08am.	The Community Team contacted the resident the same day to advise that an investigation has commenced. The resident was advised that following an investigation into the matter, site was unable to identify where the noise came from. A reminder was provided to staff regarding keeping noise to a minimum. No further response was received from the resident.
Dendrobium Mine Pit Top	June	10/06/2020	Resident contacted the Community Team via email at 12:28pm regarding excessive noise and request for noise monitoring.	The Community Team contacted the resident the same day to advise that an investigation has commenced. Upon further investigation the resident was informed the noise was associated to a Load, Haul, Dump (LHD) vehicle. A notice to staff was provided to keep noise to a minimum and to keep the warehouse doors closed at all times. The resident was also advised the noise monitoring was scheduled to commence in October 2020 and that an offsite noise monitor was not being considered. The resident requested additional information on noise management. A further response was provided the resident regarding the noise monitor installation and other noise mitigations and controls currently taking place at Dendrobium Mine. No further feedback was received by the resident.

Community Complaints Handling	June	9/06/2020	Resident contacted the Community Team via email at 8:21am regarding an error in the monthly complaints report.	The Community Team contacted the resident the same day to advise that an error had occurred in the reporting of the monthly complaints report that it had been updated and re-published to the website. No further feedback was received.
Logistics	June	5/06/2020	A contractor was approached by a disgruntled community member while undertaking trackside rail noise monitoring. The time of the approach was unclear from the description of the events provided. The community member questioned the activities of the contractor and was agitated by the rail noise.	The contractor advised the community member they were observing and recording noise as part of the ongoing rail noise investigations. The community member noted he would email the Community Team about the noise and the discussion. No subsequent email was received by the Community Team.

Dendrobium Mine Pit Top	June	4/06/2020	Resident contacted the community team via email at 7:51am regarding a loud noise coming from the Pit Top at 5:35am.	The Community Team contacted the resident the same day to advise that an investigation has commenced. Upon further investigation the resident was informed the noise was associated to two Load, Haul, Dump (LHD) vehicles collecting material during shift change over. Notice was provided to the site to keep noise to a minimum. The resident provided feedback that the noise curfew was not being followed and it was confirmed the movement was due to shift change which can occur before the noise curfew. No additional feedback was received by the resident.
Logistics	May	31/05/2020	Resident emailed the Community Team direct to advise of rail squeal at 11.48am near William James Drive.	The Community Team advised the logistics team of the concern on 1 June (the next business day). Noise readings at the time of concern were reviewed 1 June and the squeal was audible. A rolling stock review was completed, and no unusual details were identified. The Community Team responded to the resident on 1 June by return email noting that investigations into rail squeal in the area were continuing and the noise reading was reviewed from the time of concern. The resident was advised to email <a href="mailto:illawarracommunity@south32.net">illawarracommunity@south32.net</a> in future to ensure concerns were investigated in a timely manner. No further response was received from the resident.

Logistics	May	30/05/2020	<p>Resident emailed the Community Team direct to advise of rail squeal at 7.55am and 1.40pm near William James Drive. The resident advised at 1.42pm a squealing noise could be heard further up the track toward Mount Kembla. The resident requested each of the complaints to be logged separately.</p>	<p>The Community Team advised the Logistics Team of the concern on 1 June (the next business day). The Logistics Team noted a noise monitor had recently been installed along the rail track. Noise recordings from the times of concern were reviewed and a rolling stock review was planned for 1 June to determine if anything unusual contributed to the squeal. The Community Team responded to the resident 1 June by return email with this update. The three rail noise concerns received are recorded as one complaint given they were received on the same day and logged by the same person (as per the Illawarra Metallurgical Coal Complaints Procedure). The resident was advised to email <a href="mailto:illawarracommunity@south32.net">illawarracommunity@south32.net</a> in future to ensure concerns were investigated in a timely manner. No further response was received from the resident.</p>
Dendrobium Mine Pit Top	May	22/05/2020	<p>Resident contacted the Community Team through the community email at 2:15pm. The complaint was received in the form of a letter outlining details of the noise monitoring that occurred at Dendrobium Mine. The resident requested feedback on monitoring times and further noise monitoring opportunities.</p>	<p>The Community Team responded to the resident via email the same day to advise an investigation had commenced. Further advice was provided to the resident to confirm that noise monitoring had been arranged for Quarter 3 to take place in the morning between 8am - 12pm. It was also confirmed that noise monitoring in the daytime period (7am – 6pm) will be conducted at various times of the day moving forward. No further feedback was received from the resident.</p>

Logistics	May	20/05/2020	Resident contacted the Community Call Line at 10:50am regarding a Cleanaway truck that left the pit top at 10.48am uncovered.	The Community team responded to the resident to advise this was being investigated. Upon further investigation the resident was contacted again via email to advise the driver of the truck at the time deemed the load safe to transport without a tarp, which is compliant with Cleanaway protocols. It was noted though, that we have reminded the company about following safe operations and will continue to work with their drivers in the future. No further feedback was received.
Logistics	May	19/05/2020	Resident contacted the Community Call Line at 12:25pm regarding a Semi Trailer travelling on Cordeaux Road The resident advised the driver was allegedly speeding.	The Community Team responded to the resident via phone the same day to advise an investigation had commenced and a reminder would be issued to the contractors regarding the Dendrobium Drivers Code of Conduct. The resident was happy with the feedback and didn't request a follow up. Further findings indicated that the internal speed monitoring of the truck showed it was travelling within speed limits along Cordeaux Road. This information was provided to the resident via email. The resident was happy with the information provided and there was no further feedback.



Dendrobium Project	May	15/05/2020	Resident contacted the Community Call Line at 2:25pm regarding concerns relating to the proposed carpark extension at Dendrobium Mine. The resident required a response regarding previous issues raised.	The Community Team responded to the resident the same day to advise an investigation had commenced. Feedback to the resident was provided via email detailing that the concerns raised would be discussed at the next Dendrobium Community Consultative Committee (DCCC) meeting on 14 May 2020. After the DCCC meeting, the resident was provided further information on 1 June by email addressing all questions raised.
Dendrobium Mine Pit Top	May	12/05/2020	Resident contacted the Community Call Line at 9:20am regarding a vehicle parked outside their residence requesting that it be moved.	The Community Team responded to the resident the same morning advising that the owner of the vehicle couldn't be found at the mine site. However, the vehicle was moved within the hour of the complaint being received. It is unsure if the owner of the vehicle was an employee or visitor to the site. A reminder was issued to all employees advising not to park outside the entrance/along Cordeaux Road. There was no feedback from the resident.
Community Complaints Handling	May	4/05/2020	Resident contacted the Community Team via email at 9:21am regarding complaint from 3 May not being responded to within the 24-hour window in line with the complaint management procedure.	The Community Team responded to the resident immediately to confirm the email was sent the same day, however, it was incorrectly sent back to the Community Team inbox unintentionally. The email was forwarded to the resident with the time stamp of the previous day. No further feedback was received from the resident.

Dendrobium Mine Pit Top	May	3/05/2020	Resident contacted the Community Team via email at 9:12am regarding an Inland Petroleum tanker entering the pit top via Cordeaux Road which was travelling outside of curfew, in line with Dendrobium Drivers Code of Conduct.	The Community Team responded to the resident the same day to advise that the concern had been investigated. It was confirmed the delivery occurred outside of the allowable travel times noted in the Dendrobium Drivers Code of Conduct. The notification from site was received late the day and meant advance notification to residents was not shared prior to the tanker's delivery. Internal departments were contacted and advise corrective action to be taken in the future. This included ensuring all relevant stakeholders are notified prior to the delivery occurring. There was no further feedback from the resident.
Dendrobium Drivers Code of Conduct	April	30/04/2020	Resident contacted a member of the Community Team at 9:30am via email to advise they believe the Dendrobium Drivers Code of Conduct should be amended prior to review date. It was noted that the document is not specific on public holiday details and details around the speed limit for trucks in between sections is ambiguous. The resident also provided advice on the way in which emails were signed off, suggesting they be done by the individual rather than signed off from a team.	The Community Team responded to the resident the same day to advise this will be investigated. Advice was provided to the resident to suggest a review of the Dendrobium Drivers Code of Conduct will be reviewed ahead of time and moved to 2021. This would be an amendment to the Traffic Management Plan and loaded onto the website. All points mentioned by resident have now been reviewed and amended in the document. The final internal review was shared with the resident; this was well received, and no further feedback was raised.

Dendrobium Mine Pit Top	April	29/04/2020	Resident contacted the Community Call Line at 7:31am about a very loud machine that was operating at the pit top.	The Community Team contacted the resident the same day to advise that an investigation had commenced. The investigation determined the noise was due to a Load, Haul, Dump (LHD) machine, which was broken down near the warehouse building and required maintenance to restart. This information was provided to the resident and no further feedback was received.
Dendrobium Mine Pit Top	April	28/04/2020	Resident contacted the Community Call Line at 7.13am to advise there was a very loud banging/clanging noise that occurred on 28 April at approx. 10:46pm. After this there continued to be other loud noises.	The Community Team contacted the resident the same day to advise that an investigation had commenced. There were several machines operating at the time. A machine towing a trailer toward the portal was expected to be the cause of the noise. This was communicated to the resident on the same day. No further feedback was received.
Dendrobium Mine Pit Top	April	20/04/2020	Resident contacted the Community Team via email at 5:15pm regarding loud beeping noise from the mine noting to have occurred previously, lasting for approximately 20 seconds.	The Community Team contacted the resident the same day to advise that an investigation had commenced. The investigation determined the noise to be attributed to a Special Mining Vehicles' (SMV's) that were operating/reversing at the time of the call. An audit of the SMV fleet was completed to ascertain which vehicles have a similar reversing alarm. As a result of the audit, identified SMV's that were modified to reduce the noise. Further details were provided to the resident regarding the outcome of the audit. The resident was satisfied with the outcome.

Dendrobium Mine Pit Top	April	20/04/2020	Resident contacted the Community Team via email at 2:26pm regarding the Noise Management Plan and their concerns that South32 is not meeting compliance for noise levels at the pit top.	The Community Team contacted the resident the same day to advise that an investigation had commenced and that the Company would be in contact to discuss their concerns. Further details were supplied outlining the measures in place which have been followed in line with the Noise Management Plan and that the Company will continue to strive for address all community concerns including implementing additional noise mitigation methods, as required. No further feedback was received.
Dendrobium Mine Pit Top	April	17/04/2020	Resident contacted the Community Team directly by email at 9.40am regarding a breach of the Dendrobium Drivers' Code of Conduct. A truck delivery occurred outside of the allowable travel times.	The Community Team contacted the resident the same day and advised the truck delivery time had been rescheduled to fit in to allowable travel times the following day. The resident was informed of the mix up in schedule and confirmed that without approval and notice, trucks will not travel outside curfew. No further feedback was received.
Dendrobium Mine Pit Top	April	15/04/2020	Resident contacted the Community Call Line at 12.50pm to advise of a loud mechanical noise coming from the mine.	The Community Team contacted the site to investigate. It was determined daily routine activities were occurring at the time of concern, including the loading/unloading of items using a forklift and some machinery operating. The outcome was emailed to the resident at 3.57pm the same day. No further feedback was received.

Dendrobium Mine Pit Top	April	14/04/2020	Resident contacted the Community Team on 17 April at 9.40am via email regarding potential breach of the Dendrobium Drivers Code of Conduct due to a truck delivery occurring outside of allowable travel times. (The delivery in question occurred 14 April 2020).	The Community Team contacted the resident the same day the complaint was received (17 April 2020) at 1.08pm to advise the resident that truck delivery was outside of the allowable travel times. A notification was emailed to resident the day prior to advise this would be occurring. The resident was also advised that the Dendrobium Drivers Code of Conduct does allow for truck deliveries outside of allowable times if it is business critical (impacting safety or production) upon which the Company will endeavour to provide notice in advance to key stakeholders. No further feedback was received.
Logistics	April	14/04/2020	Resident emailed the Community Team at 5.04pm with concerns about dust from the trains, the monitoring of the dust and the diesel-powered locomotives.	The Community Team contacted the relevant teams to investigate and provide comment the same day. Coal dust is limited from loaded wagons by using water in the coal loading process. Dust monitoring has occurred since 2008 along the rail with results published fortnightly on the South32 website. Since 2008 the dust readings have been within criteria with the exception of January 2020 which was impacted by bushfires and ash in the air. It was noted that diesel locomotives are used widely in freight rail movements in Australia and that upgrading infrastructure to suit electrical powered trains was not financially viable at this time. Feedback was provided to the resident by return email at 9am the next day. On 29 April 2020 at 4.07pm the resident requested a direct link to the dust monitoring reports as the link provided was not specific to the dust monitoring reports. The Community Team provided a response at 5.07pm the same day noting that the South32 website configuration did not allow for this, however steps were provided to assist in navigating to the correct document.

Dendrobium Mine Pit Top	April	11/04/2020	Resident contacted the Community Call Line at 9.47am to advise a clunking and mechanical noise was audible from the mine.	The Community Team contacted the site to investigate immediately. A Cleanaway bin was being loaded at the time of concern and was believed to be the cause of the mechanical noise. The outcome of the investigation was shared with the resident by email at 11.24am the same day. No further feedback was received.
Dendrobium Mine Pit Top	April	10/04/2020	Resident contacted the Community Call Line at 1.25pm to advise of a noise complaint regarding the Mine's Pit Top activities.	The Community Team contacted the resident at 1.30pm to request further details re the noise, and it was established there was clanging and machinery noise from about 12noon-1pm. The site was contacted with this information to commence investigation. It was determined the loading of the bolting pods (a daily activity) caused the noise; where steel slabs are loaded into a pod to be taken underground. The employees will take care when completing this activity moving forward. The resident was provided this advice the same day at 2.30pm and was appreciative of the feedback.

Dendrobium Mine Pit Top	April	10/04/2020	Resident called the Community Call Line at 7:41am regarding noise from Dendrobium Pit Top and mentioned there was excessive vehicle noise at 5am for 20 minutes, including lengthy periods of loud clattering.	The Community Team contacted the site immediately to commence investigation. A machine pulling a trailer at the time of the incident was determined to be the source of the noise. It was escalated to the General Manager and shift leaders to prevent from occurring again. The resident was advised of the investigation outcome by return email at 8.51am the same day. No further feedback was received.
Community Complaints Handling	April	4/04/2020	Resident emailed the Community Team directly at 2:18pm regarding an error in the March 2020 Dendrobium Community Complaints Report published on the South32 website.	The Community Team responded to the resident by return email at 8.28pm on the same day to acknowledge that a complaint was missed from the monthly report. It had since been rectified with the correct data updated to the South32 website the same day. No further feedback was received.

Dendrobium Mine Pit Top	April	3/04/2020	<p>Resident contacted the Community Call Line at 12:52pm to advise noise is being heard from Dendrobium Mine Pit Top. The resident also advised trucks were lined up at the pit top gate idling and exhaust fumes could be smelt at the property.</p>	<p>The Community Team contacted the site immediately to investigate the concern. An unexpected freight delivery arrived at site which resulted in a line-up of trucks within and outside the entrance. All usual freight providers follow correct procedures to book a delivery time to ensure interactions are limited. In future all unexpected deliveries will be turned away immediately to not interrupt the flow of traffic. Site will be implementing a real time noise monitoring system which will assist to proactively manage noise. The investigation outcome was shared with the resident the same day. No further feedback was received.</p>
Dendrobium Mine	April	3/04/2020	<p>Resident contacted the Community Call Line at 10:32am to advise that they recently requested all correspondence to be made via email after a letter was received following the request being made.</p>	<p>The Community Team contacted the resident by return email at 1.35pm the same day. The resident was advised that there was a mistake in the hand delivery process, and as such a letter ended up being placed in the resident's mailbox. Relevant departments were reminded of the requirement to share all information by email only with the resident. No further feedback was received.</p>



Dendrobium Mine Pit Top	March	30/03/2020	Resident called the Community Call Line at 4.47pm regarding a loud humming coming from an area near the sediment pond. Resident asked why this is occurring and when it will stop.	The Community Team contacted the operation immediately to commence investigation. An electrician inspected the area and switched the sediment pond pump off for the evening. The resident was advised of this action by email at 7.42pm the same day. The resident responded with further questions on the pump. Further investigation was completed the next day and on 1 April the pump was replaced with a submersible pump that will reduce the noise in the area. The resident was provided this information by further email at 8.40am on 2 April. No further feedback was received.
Logistics	March	28/03/2020	Resident emailed the Community Team directly at 2.46pm to advise of squealing trains that are continuing to occur throughout the day.	The Community Team shared the concern with the logistics team for investigation the same day. The resident was provided a return email at 8.52am on 30 March (following business day) advising that investigations into wheel squeal are continuing. To date actions implemented include the lowering of the train speed in the areas where squeal occurs, realignment of the track and an internal review of the rolling stock. A noise and weather monitor is due to be installed trackside to assist with investigations. No further feedback was received.

Dendrobium Mine Pit Top	March	25/03/2020	Resident called the Community Call Line at 4.29pm concerned that there was a loud clunking noise coming from Dendrobium. The resident did not wish to have a call back.	The Community Team contacted the operation when the complaint was received. A crane had been operating at the Pit Top for most of the day. No other pit tip movements were reported at the time of the complaint. No further feedback was received from the resident.
Dendrobium Mine Pit Top	March	25/03/2020	Resident called the Community Call Line at 1:10pm concerning he had not received a response from the Community Team yet regarding the Manatou driving on Cordeaux Road.	The Community Team contacted the resident by return email at 1.44pm explaining that all complaints lodged 25 March were being investigated by the operation. A response would be provided by the end of the day.
Logistics	March	25/03/2020	Resident called the Community Call Line at 8.47am concerning a Manatou driving on Cordeaux Road outside of the allowable travel times and during peak school drop off time. Resident sent photographs to the IC Enquiries email.	The Community Team contacted the operation when the complaint was received. An investigation commenced. The resident was contacted the same day and advised that there was a breach and that the Manatou is not normally driven on the road. Drivers were issued a warning and reminded of the Driving Code of Conduct.
Logistics	March	25/03/2020	Resident called the Community Call Line at 7.35am concerned about a Linfox flatbed truck that was exceeding the 40km speed limit by a significant amount.	The Community Team contacted the operation when the complaint was received. An investigation commenced. The resident was contacted by email at 1.44pm the same day and advised the vehicle was travelling at 33kms at the time it passed his residency. The resident was provided evidence from the vehicles internal data records by email. The resident noted this information by return email.

Dendrobium Mine Pit Top	March	25/03/2020	Resident called the Community Call Line at 7.00am concerned about the repeated use of vehicle horns this morning. They are occurring repeatedly, loudly and are highly intrusive.	The Community Team contacted the operation when the complaint was received. An investigation commenced and the resident was advised of this status at 8.03am the same day by email. The resident was contacted later in the day and advised horn use may have increased with the introduction of staggered workforce start times implemented to support the Covid-19 social distancing requirements.
Dendrobium Mine Pit Top	March	24/03/2020	Resident called the Community Call Line at 6.47pm concerned about the ongoing loud reversing alarm. Resident would like a call regarding why this is happening and why they are not low frequency alarms as per the noise management plan.	The Community Team contacted the operation when the complaint was received. An investigation commenced. The resident was contacted the same day and advised there is no new reverse beeper alarms at site – all beepers are the low frequency reverse beepers (duck quack noise) as per then noise management plan. This includes the forklift in use from 6.25pm.
Dendrobium Mine Pit Top	March	19/03/2020	Resident called the Community Call Line at 9.35am concerned that the quarterly noise monitoring results for the Mine Pit Top have been greater than the limit set in Conditions of Consent for 4 consecutive quarters. The resident would like a detailed explanation of why the business is exceeding limits and what it is doing to mitigate noise. A meeting in person was requested.	The Community Team contacted the operation when the complaint was received. An investigation commenced. The resident was contacted the same day and advised a detailed response to the questions would be prepared and a meeting arranged in the next fortnight. A response was provided 27 March and the offer of meeting by teleconference or virtually was offered to the resident given Covid-19 restrictions.

Community Complaints Handling	March	05/03/2020	Resident called the Community Call Line noting the latest complaint report on the South32 website was not accurate. It was missing complaints logged 21 and 22 February 2020.	The Community Team contacted the resident the same day and confirmed the complaints from 21 and 22 February 2020 were missed on the February 2020 complaints report. The amended report was updated on the South32 website the same day.
Logistics	March	03/03/2020	Resident called the Community Call Line at 1.37pm to advise of excessive squealing from the trains over the past day.	The Community Team requested an update from the logistics team regarding the investigations that were underway, and responded to the resident the same day. Trackside monitoring to identify the source of the noise is continuing.
Dendrobium Mine Pit Top	March	02/03/2020	Resident called the Community Call Line at 10.45am to advise of excessive noise coming from Dendrobium Mine Pit To and to request details of the Mine's real time noise monitoring during the noisy period.	The Community Team responded to the resident at approximately 11.45pm following an investigation with site personnel to identify the noise source. It was confirmed the noise was due to a vacuum truck that was brought on site for cleaning purposes. The works ceased at approximately midday. The Community Team apologised for the inconvenience caused and advised no further surface work was planned to occur that day. The complainant was advised no real-time monitoring data is available.
Logistics	March	02/03/2020	Resident called the Community Call Line at 8.40am noting excessive squealing from the trains over the past 2 days.	The Community Team responded to the resident the same morning advising the logistics team are undertaking trackside monitoring to identify the source of the noise. The team also planned to undertake noise monitoring in the areas where excessive squeal has been identified.

Logistics	March	02/03/2020	Resident called the Community Call Line at 7.33am noting excessive squealing from the trains at approximately 6.10am.	The Community Team sought extra information from the resident the same morning. The logistics team were continuing to monitor trackside to identify the source of the noise. The team would also complete trackside noise monitoring in the areas where excessive squeal has been identified.
Logistics	March	01/03/2020	Resident called the Community Call Line at 10.10am noting excessive squealing from the trains earlier in the day.	The logistics team responded to the complaint at 11am the same day. A meeting was held at the track to inspect the next passing train to identify the potential issue. Minimal noise was identified from the next train however the logistics team agreed to continue monitoring the track and wagons to identify a possible cause for the excessive brake squeal.
Logistics	February	29/02/2020	Resident called the Community Call Line at 8.43pm noting the trains were very noisy travelling toward Dendrobium Mine.	The logistics team investigated the complaint overnight, including recording the weather conditions trackside at the time. The team contacted the resident the next day and arranged a trackside meeting to determine the source of the noise.
Dendrobium Mine Pit Top	February	25/02/2020	Resident called the Community Call Line at 9:29pm noting a loud noise sounding like machinery coming from the pit top. It was occurring whilst making the call. The resident requested an email back.	The community officer contacted the operation at 9:35pm to advise of the concern. The operation confirmed the loud noise which lasted approximately 10mins (9:26pm - 9:36pm). The noise was due to a breakdown of 2 coal trams at the portal and engine revving whilst the trams were being dragged out. The resident was provided feedback by email.

Redundant infrastructure	February	24/02/2020	Resident called Illawarra Metallurgical Coal reception regarding work on the power pole at the bottom of his driveway. A truck appears to have driven on his grass and left a mess.	The community officer discussed the issue with the resident. Ground scanning for services and subsequent pot holing was completed in preparation for the pole removal. As the pole is on Council property we did not advise the resident of this activity, and entry onto his property was not planned. The community officer committed to advising the resident by phone when the pole was to be removed. It was confirmed no equipment would be setup on the resident's property for the pole removal.
Dendrobium Mine Pit Top	February	22/02/2020	Resident called the Community Call Line at 1.40pm querying the humming and whining sound that was coming from the mine for most of the day. The resident requested a call back.	The community officer contacted the operation to investigate the cause of the noise. The noise was the diesel compressor which was operating during a planned power outage. It was due to be switched off within the next hour. The resident was advised by phone call as requested the same day.
Dendrobium Mine Pit Top	February	21/02/2020	Resident called the Community Call Line at 6.35pm regarding the use of a diesel compressor during an unplanned power outage as per a proactive notification he received. The resident was concerned the diesel compressor would continue to operate when the power was restored. The resident also queried the regular use of a diesel compressor on Saturday evenings and nights - verbally advised by the staff delivering the notification. The resident requested a response by email.	The community officer provided feedback to the resident by email as requested at 7.40pm. The compressor would only operate during the unplanned power outage and was turned off at 6pm soon after the power supply was restored. The regular use of a diesel compressor on Saturday's was investigated and determined that they are used during the daytime only during planned power outage/maintenance periods. This was clarified by phone the following day with the resident. The resident was dissatisfied that the planned outage occurred on the weekend and not through the week.

Logistics	February	20/02/2020	Resident called the Community Call Line at 4.57pm to advise of a Kelly's Transport truck that was exceeding the 40 km/h speed limit on Cordeaux Road. The resident did not wish for a call back.	The community officer notified the operation the following day at 8.00am. The event was investigated by Kelly's Transport that noted its GPS monitoring provided two time stamps - 4km/h when the truck was turning out of the mine and another at the bottom of Cordeaux Road outside of the speed restricted area. Kelly's Transport has reiterated the speed limit restrictions to all drivers.
Redundant infrastructure	February	20/02/2020	Resident called the Community Call Line at 8.40am regarding the power pole removal at Marcelle Road, Figtree. Requested a call back.	The community officer contacted the resident at 8.45am who was concerned of noise associated with the activities as it would interfere with night shift sleeping patterns. The activities would continue as planned. The resident was unhappy with the outcome.
Dendrobium Mine Pit Top	February	17/02/2020	Resident called the Community Call Line at 7.30am concerned about the vehicle parked out the front of his property on Cordeaux Road. They wanted to know why this continues to happen and what the business is doing about it.	The community officer contacted the operation at 8.15am to advise of the concern. The operation gathered vehicle details. Longwall changeout was occurring in February resulting in additional contractor staff at the site. Site had planned for the additional vehicles and enough parking is available. The business is continuing to bus employees to site and arranged for staff to work offsite where possible. A pre-shift communication was issued again to serve as a reminder to all staff, with individual cases followed up as necessary. A phone message was left with the resident to return the call for an update on the outcome.

Logistics	February	14/02/2020	Resident called the Community Call Line at 10.34am to notify of an alleged speeding ballast truck on Cordeaux Road. The truck exited the mine at about 10.30am. The resident requested feedback by email.	The community officer contacted the operation at 10.45am to advise of the concern. The contractor addressed the truck drivers the following week re their driving behaviour on Cordeaux Road. The resident was provided this update by email as requested.
Dendrobium Mine Pit Top	February	12/02/2020	Resident called the Community Call Line at 7.45am to notify of an employee vehicle parked on Cordeaux Road. Requested the vehicle be moved. The resident did not request feedback.	The community officer contacted the operation at 8am to advise of the concern. The vehicle was moved later the same day. The resident did not request a call back.
Logistics	February	10/02/2020	Resident called the Community Call Line at 11.38am to notify of a noisy train in the area. The resident did not request a call back. The resident called the Community Call Line once more at 1.53pm to advise of the same issue. The resident did not request a call back.	The logistics team was notified immediately. There was a build up of rust on the rail tracks following the severe wet weather. With no frequent rail movement for about a week it was expected the first few trains of the day would be louder than usual as the rust wore away. While the resident did not request a call back, a call was made to explain why the rail wagons were louder than usual.
Logistics	February	6/02/2020	Resident called the Community Call Line at 8.13am concerned non-personnel vehicles were travelling on Cordeaux Road with the curfew time of 8am-9.30am. They were branded light vehicles. The resident requested feedback by email.	The community officer contacted the operation at 8.45am to advise of concern. The branded light vehicles were personnel vehicles transporting contractors to work and therefore able to travel on Cordeaux Road within 8am-930am as per the Dendrobium Driver Code of Conduct. Deliveries in marked vans, utes or trucks are not accepted on Cordeaux Road within this time period. The resident was emailed feedback the same day.



Dendrobium Mine Pit Top	February	4/02/2020	Resident called the Community Call Line at 6.50pm noting a loud humming noise coming from the sediment pond area. It had been continuing for some time. The resident requested an email back.	The community officer contacted the operation at 7.30pm to advise of the concern. The electrical supervisor immediately inspected the sediment pond pump with no issues found. Further investigation did not return any results. The resident was provided feedback by email.
Dendrobium Mine Pit Top	February	4/02/2020	Resident called the Community Call Line at 4.40pm to advise of employee vehicles parked on Cordeaux Road. Images of the vehicles were shared by email. The resident requested feedback by return email.	The community officer notified the operation of the parked vehicles the following morning. The resident was advised by return email that the operation would follow up.
Logistics	January	28/01/2020	Resident called the Community Call Line at 4.00pm concerned about the lack of communication regarding activities in the rail corridor.	The community officer spoke with the resident on 30 January 2020. The resident advised they did not receive letters regarding rail works at Central Road 18 - 20 January 2020. The community officer confirmed the property was doorknocked and 2 letters were left in the letterbox. It was agreed in future for letters to be left at the front door. Other concerns regarding the rail included communication about planned maintenance on the rail in general, property security, boom gate noise and rail movement times. The community officer was to follow up on concerns and provide an emailed response to the resident.

Dendrobium Mine Pit Top	January	16/01/2020	Resident called the Community Call Line at 7.04pm to advise of a loud humming coming from the operations. The humming could be heard over the heavy rain and had been occurring for a few hours. The resident did not request feedback.	The community officer contacted the operations at 8.00pm. A diesel generator was operating to provide power to surface facilities at the mine after unplanned power outages throughout the afternoon. The generator was switched off at approximately 7.30pm. The resident did not request feedback.
Logistics	January	15/01/2020	Resident called the Community Call Line at 11.52am to advise a Cleanaway skip bin filled to the rim was uncovered when it left the operation. The resident requested feedback by email.	The community officer contacted the operation at 11.54am. The operation confirmed one of two skip bins left site uncovered. The contractor was contacted and confirmed the uncovered as the load exceeded the top rim. The truck driver deemed the load safe to transport without a cover. The contractor briefed all drivers that all loads must be covered, and operations will ensure bins are filled to an appropriate level that enables them to be covered. The resident was provided written feedback at 2.30pm (the same day) as requested.
Logistics	January	15/01/2020	Resident called the Community Call Line at 11.23am to advise a white ballast truck was significantly exceeding the truck and bus speed limit on Cordeaux Road. The resident requested feedback by email.	The community officer contacted the operation at 11.30am to commence the investigation. The operation confirmed a ballast truck exited site at 11.17am. The driver did not believe he was speeding however we are unable to confirm or deny this. The contractor arranged for escort vehicles to take the trucks through the 40km/h zone the following business day to ensure speed limits are adhered to. The resident was provided feedback by email as requested on 16 January 2020.

Logistics	January	13/01/2020	Resident called the Community Call Line twice at 8.10am to advise of loud train engine noise and smoke coming from the train engine. The resident did not request a call back.	The community officer contacted the logistics team at 8.28am. The investigation concluded that the train engine had not moved for more than 30 hours prior to making the trip and the excessive smoke was produced to clear out the engine's system when it was under power. A visual inspection of the engine was completed with no issues found. The engine was removed from the track for a full inspection as a precaution. The resident did not request a call back.
Dendrobium Mine Pit Top	January	07/01/2020	Resident called the Community Call Line at 4.28pm to advise of continuous horn usage throughout the day. The resident did not request a call back.	The community officer contacted the operations at 4.30pm to investigate. There was no known issue with the traffic light system at Portal Road, however staff reported using horns when entering/exiting the mine. All staff were reminded to use all other methods of communication and limit horn use to only when necessary. The resident did not request a call back.
Dendrobium Mine Pit Top	January	02/01/2020	Resident called the Community Call Line at 9.21pm to report loud engine noise and crashing sounds from the Dendrobium Mine Pit Top. The resident did not request a call back.	The community officer contacted the operations to investigate. There were no movements outside the normal operations at the time of concern. The resident did not request a call back.
Dendrobium Mine Pit Top	January	01/01/2020	Resident called the Community Call Line at 7:00pm to report 'excessive noise ongoing for 30 minutes at the Dendrobium pit top that would not meet IMC consent criteria'. The resident requested the outcome of the investigation be provided by email.	The community officer contacted the operations. A bin was being emptied on the surface at the time of the complaint which was likely the source of noise. The community officer acknowledged receipt of the complaint by email and informed that a formal response will be provided the week commencing 6 Jan, also addressing a previous complaint.

Dendrobium Mine Pit Top	December	29/12/2019	Resident called the Community Call Line at 8:52am to report a loud engine noise occurring for the last 30min at the Dendrobium Mine. The resident requested a response to the complaint by email.	The community officer contacted the operations who advised there were no machine movements or other sources that could have contributed to noise levels above normal daily operations. The community officer emailed the resident acknowledging receipt of the complaint and advised there were machine movements as part of daily operations.
Dendrobium Mine Pit Top	December	27/12/2019	Resident called the Community Call Line at 10:49am to report ongoing noise coming from the Dendrobium Mine. The noise was a constant clunking and engine noises. The resident did not wish for a call back.	The community officer contacted the operations who advised they were not aware of any noises from the pit top at the time of the complaint.
Logistics	December	26/12/2019	Resident called the Community Call Line at 3.30pm to advise of a loud train. It produced a very loud squeal. The resident did not request a call back.	The community officer advised the logistics team. The weather data observed shortly after the complaint was logged as part of ongoing investigations into the rail noise. To date the train speed has been reduced, the rail realigned, and the rolling stock checked for differences. The investigation is now focusing on the impact of the atmosphere to the condition of the rail tracks. The resident did not request a call back.

Dendrobium Mine Pit Top	December	22/12/2019	Resident called the Community Call Line at 9:51am to report a 'loud squealing coming from the pit top and has been going on for a significant amount of time'. Resident called the Community Call Line again at 4:51pm after they sent some information on noise level compliance to Amanda Blunt.	The community officer contacted the operations. They were not aware of any noise at the time of the complaint. The community officer took an action to follow up with the resident the week commencing 6 January to provide information on consent criteria, noise monitoring and mitigation in place/ underway. The community officer acknowledged receipt of the complaint and informed the resident we would respond formally in the week commencing 6 January 2020.
Dendrobium Mine Pit Top	December	18/12/2019	Resident called the Community Call Line at 9.46pm to advise of engine noise and clunking coming from the pit top. It was audible for the last 15 minutes.	The operations investigated movements at the time of concern - the site was completing daily activities to prepare for shift change. Vehicle movements were in line with the curfew that 'surface vehicle movements are minimised where possible except where required for safety, emergency reasons or change of shifts'. The resident did not request a call back.
Logistics	December	15/12/2019	Resident called the Community Call Line at 8.57am to advise of a squealing train travelling uphill toward Dendrobium Mine.	The logistics team investigated the complaint, observing weather data at the squeal location at 9.31am. The investigation into the squeal at the corner is continuing. To date the train speed has been reduced, the rail re-aligned, and the rolling stock checked for differences. The investigation is now focusing on the impact of the atmosphere to the condition of the rail tracks.

Miscellaneous	December	13/12/2019	Resident called the Community Call Line at 3.15pm to request branches that overhang their property be removed as promised 457 days ago. It is a bushfire risk to the resident. The resident requested the branches be removed on 16 or 17 December 2019.	The land management officer contacted the contractor engaged to complete the fire preparation work and shared the concern that the work was incomplete. The contractor contacted the resident directly on the same day to arrange removal of the overhanging branch on 16 or 17 December 2019 as requested.
Logistics	December	13/12/2019	Resident called the Community Call Line at 8.57am to advise of a squealing train travelling uphill toward Dendrobium Mine.	The logistics team investigated the complaint. At 9.30am the weather and atmospheric conditions was recorded. The engine and wagons of the train in question were identified and inspected later in the day. Nothing out of ordinary was found. Investigations into rail noise in the area are continuing. To date the rail speed has been reduced and track realigned.
Logistics	December	12/12/2019	Resident called the Community Call Line at 6.15pm to advise of loud train engine noise.	The community officer reviewed the complaint detail and shared it with logistics. The address provided by the resident appeared to be incorrect (either recorded incorrectly or provided incorrectly) as it is not in proximity to the rail line. No call back details for the resident were provided to check the details. The investigation was ended.
Logistics	December	9/12/2019	Resident called the Community Call Line at 1.20pm to advise a delivery truck was observed to be exceeding the 40km/h on Cordeaux Road. It was also travelling with an uncovered empty tray leaving dust.	Logistics completed an investigation with the contracted company. Drivers have been reminded to travel within the 40km/h posted speed limit between the humps on Cordeaux Road. In future trucks will travel with a covered tray irrespective of whether they are loaded or not.

Miscellaneous	December	1/12/2019	Resident text the community officer at 2.21pm to advise the powerline cables left attached to a power pole were not secured well. This was part of the project to remove inactive powerline cables.	The concern was reported with the contractor responsible for the activities. By 4.21pm the contractor had visited the site and secured the cables.
Dendrobium Mine Pit Top	December	1/12/2019	Resident called the Community Call Line at 10.22am to advise of loud machinery coming from the mine.	Operations investigated the noise concern, including looking at cameras for vehicles movements at the site. No machinery was operating at the time of concern, however one trailer travelled underground about the time the concern was reported. The operations are progressing real-time noise monitoring for the pit top.
Logistics	December	1/12/2019	Resident called the Community Call Line at 7.52am to report the bus transporting staff to the Mine Pit Top was travelling greater than 40km/h.	Operations issued a reminder about the 40 km/h speed limit in Mount Kembla to the bus company and deliveries. The bus company advised the breaking system on the bus does limit the bus speed to 40km/h down hills. Operations confirmed it is in the induction to site for all employees, and it will be covered as a reminder in upcoming environmental awareness training for all staff.

Logistics	November	30/11/2019	Resident called the Community Call Line at 12.14pm. White dump trucks travelling to and from the mine were exceeding the 40km/h speed limit in Mount Kembla and had uncovered rear trays - dust was left on Cordeaux Road. Resident requested a call back - not today.	The community officer contacted the operations at 12.19pm. Operations instigated an investigation which confirmed the truck movements. The trucks were delivering ballast to the site and ceased activities at 12.30pm. The trays were covered when loaded with ballast. The truck company was reminded of the 40km/h speed limit in Mount Kembla. The resident was contacted 2 and 4 December.
Dendrobium Mine Pit Top	November	29/11/2019	Resident called the Community Call Line at 10.22am to report engine noise and clunking from machinery coming from the mine.	The community officer contacted the operations at 10.25am. The Operations Manager advised two cranes were unloading a delivery at the time of the concern. Noise from this activity aligns with the noises reported. No other machines were operating at the pit top while this was occurring. The resident did not request a call back.
Logistics	November	28/11/2019	Resident called the Community Call Line at 7.22am to advise a vehicle that entered the mine was observed to travel greater than the 40km/h speed limit between the speed humps on Cordeaux Road.	The complaint was noted. The resident did not request a call back.



Miscellaneous	November	27/11/2019	Resident called the Community Call Line at 7.38am to report poor customer service from the Call Centre used to manage the Illawarra Metallurgical Coal Community Call Line. Resident believed he did not need to provide full name and contact details to the operator if no call back is requested, and the call centre officer remained insistent that it be provided.	The community officer contacted the Call Centre at 11.30am to investigate. The Call Centre manager advised the officer that managed the call was no longer on shift, however the officers are required to follow script requesting name, address and number. The resident was contacted the same day with this information. The resident noted the attitude of the operator was of concern and it was not the first occurrence of poor customer service.
Dendrobium Mine Pit Top	November	27/11/2019	Resident called the Community Call Line at 7.32am to advise an employee vehicle was parked on Cordeaux Road near the heritage site.	The community officer forwarded the complaint to the operations at 7.35am. The operations copied the vehicle registration at 7.45am and issued a site wide communication for the vehicle to be moved. By 9.00am the vehicle had been moved. The resident did not request a call back with details of the investigation.
Projects	November	18/11/2019	Resident contacted Dendrobium Mine at about 2pm 18 November 2019 regarding the powerline removal that occurred earlier in the day. The mine contact forwarded the call to the community team.	The community officer contacted the resident at 3.30pm 18 November to understand the concern - the resident was unaware of the powerline removal and unhappy about the line left in the yard. The community officer explained doorknocking and letterbox drops had occurred in the area of residences impacted by the powerline removal, of which the resident indicated they had not received.

Logistics	November	17/11/2019	Resident called the Community Call Line at 10.48am to advise of train noise. The resident believed the noise to have been louder than usual over the last 2 months, but every train has squeal louder than usual over the weekend.	Pacific National representatives attend the area of concern to investigate within an hour of receiving complaint. Confirmed it was louder however nothing unusual was found. A track isolation and track walkover was planned the following day – nothing unusual was found from the walkover. The resident was contacted at about 12 noon 17 November 2019 to advise Pacific National representatives were attending to the area and nothing out of the ordinary was detected.
Logistics	November	16/11/2019	Resident emailed the Community Officer directly on 16 November 2019 to advise of rail squeal at 2.57pm.	Community Officer informed the logistics team of the reported squeal on 18 November 2019; the next business day. Investigation into limiting rail squeal in the area is underway. The resident was advised by return email 18 November the squeal events were noted.
Dendrobium Mine Pit Top	November	09/11/2019	Resident called the Community Call Line at 11am to report high noise levels from the Dendrobium Mine Pit Top. The resident believes the noise could be reduced. They are also concerned about the possibility of deer entering her back fence.	The community officer informed the operations of the concern in the afternoon of the same day. The resident was contacted the same day to request more information about the type of noise that could be heard - the resident was unable to recall. The operations completed an investigation however with the type of noise the investigation was inconclusive to the noise source. The community officer contacted the resident 25 November to advise of the investigation outcome and arrange a meeting to discuss noise and the concern of deer entering her property. The resident would contact South32 again if she heard the noise. The resident was satisfied with this approach.

Logistics	November	03/11/2019	Resident emailed the Community Officer directly on 3 November 2019 to advise of rail squeal at 9.25am.	Community Officer informed the logistics team of the reported squeal times on 4 November 2019; the next business day. Investigation into limiting rail squeal in the area is underway. The resident was advised by return email 4 November the squeal events were noted.
Dendrobium Mine Pit Top	October	30/10/2019	Resident called the Community Call Line at 10.22pm to advise of vehicle movements beyond curfew of 10.00pm. Resident requested a call back the following business day.	Community Officer informed the operation of the complaint at 8am on 31 October 2019. The vehicle movements are in line with the curfew which states 'surface vehicle movements are minimised where possible except where required for safety, emergency reasons or change of shifts'. Vehicle movements are expected until about 10.45pm to allow for the 10pm shift change. Vehicle movements are also expected from 11.45pm to about midnight as afternoon shift finishes. The resident was contacted at 12noon on 31 October 2019 with this information.
Dendrobium Mine Pit Top	October	21/10/2019	Resident called the Community Call Line at 10.00am to advise horns could be heard from the pit top - thought they were being used to communicate between vehicles. Would like it to stop.	Community Officer informed the operations of the complaint at 10.46am on 21 October 2019. The operations investigated. No vehicle movements at the workshop occurred around the time of the complaint. The only vehicle movement at the pit top was a Ledacon tipper delivering ballast next to the underground portal. It was thought it may have been the reversing alarm from the tipper. The resident did not wish for a call back.

Dendrobium Mine Pit Top	October	15/10/2019	Resident called the Community Call Line at 10.31pm to advise of vehicles movements beyond curfew of 10.00pm.	Community Officer informed the operation of the complaint at 6.46am on 16 October 2019. The operations conducted a prompt investigation and noted 3 Load Haul Dump machines entered the mine with run of supplies for the 10.00pm start of shift. This is in line with the curfew. The curfew referred to states 'surface vehicle movements are minimised where possible except where required for safety, emergency reasons or change of shifts'. The resident did not request a call back.
Dendrobium Mine Pit Top	October	15/10/2019	Resident called the Community Call Line at 10.40am to advise horns could be heard from the pit top. Would like it to stop.	Community Officer informed the operations of the complaint at 10.50am. The site investigated and confirmed a heavy lift loader entered the workshop and did sound the horn. The horn sound is deep like a truck. This is standard procedure for this piece of equipment. No other equipment was found to be using horns. The resident did not request a call back.
Dendrobium Mine Pit Top	October	13/10/2019	Resident called the Community Call Line at 4.52pm to advise horns could be heard from the pit top. Would like it to stop.	Community Officer informed the operation of the complaint at 6.00pm. The site investigated and confirmed no one had used horns in the last two hours. The resident did not request a call back.
Logistics	October	12/10/2019	Resident emailed the Community Officer directly on 12 October 2019 to advise of rail squeal at 3.44pm, 6.40pm and 9.49pm.	Community Officer informed the logistics team of the reported squeal times on 13 October 2019. Investigation into limiting rail squeal in the area is underway. The resident was advised by return email 14 October 2019 the squeal events were noted.

Dendrobium Mine Pit Top	October	10/10/2019	Resident called the Community Call Line at 11.31pm to advise of vehicles movements beyond curfew of 10.00pm.	Community Officer informed the operation of the complaint at 9.04am on 11 October 2019. The operations investigated, and some vehicles movements occurred around the time of the complaint. Night shift and afternoon shift Under Managers addressed crews in relation to limiting noise and vehicle movements during the night. The curfew referred to states 'surface vehicle movements are minimised where possible except where required for safety, emergency reasons or change of shifts'. The resident did not request a call back.
Logistics	October	10/10/2019	Resident called the Community Call Line at 3.00pm on 10 October 2019 to advise of excessive rail noise and track bouncing.	Community Officer called the resident at 3:20pm on 10 October 2019 for more information. The resident noted there was excessive noise and track bouncing at the railway line near his parents' house. Investigation was completed and included a meeting with the resident on 11 October 2019 to detail the steps to mitigate the issue. On 16 and 18 October 2019 work to replace a section of rail was completed. The resident was satisfied with the outcome.
Logistics	October	07/10/2019	Resident emailed the Community Officer directly on 7 October 2019 to advise of rail squeal at 1.30pm, 6.10pm and 8.44pm. It was a public holiday.	Community Officer informed logistics of the reported squeal on 9 October 2019; the following working day of the Community Officer. Investigation into limiting rail squeal in the area is underway. To date train speed has been reduced and the track realigned to specifications which have reduced the squeal. The resident was advised by return email 9 October the squeal events were noted.

Logistics	September	21/09/2019	Resident emailed the Community Officer directly on 21 August 2019 to advise of rail squeal at 8.34pm.	Community Officer shared the details with the logistics team on the next business day (23 September 2019). Investigation into limiting rail squeal in the area is underway. To date train speed has been reduced and the track realigned to specifications which have reduced the squeal. The resident was advised by return email the next business day the squeal event was noted.
Dendrobium Mine Pit Top	September	13/09/2019	Anonymous resident called the Community Call Line at 7.24am on 13 September 2019 to advise a Kelly's truck crossed to the other side of the road on Cordeaux Road near the mine entrance.	Community Officer informed logistics of the concern at 7.30am. Investigation commenced. Kelly's advised the trailer was a 3.5 metre float which has a larger turning circle and may have crossed the road to make the turn out of the mine. Kelly's passed on apologies for inconvenience caused. Feedback was not provided to the resident as no contact details or name was left.
Logistics	September	12/09/2019	At 5:40am on 12.09.19 a complainant reported a lot of banging and clanging coming from the mine site.	Community Officer contacted mine site the same day to request that they investigate the cause of the noise. Community Officer then called the resident to advise him an investigation was underway - the call was not answered so Community Officer left a voicemail. On 13.09.19 at 3:17pm site advised Community Officer that a pre-shift communication had been sent out regarding the need to minimise noise at site. Community Officer called complainant and left a voicemail message.

Dendrobium Mine Pit Top	September	11/09/2019	Resident texted Community Officer on 11 September 2019 at 7:38am to complain of vehicle parked in a location near mine site where parking is not allowed. Resident did not request call back.	Community Officer contacted site on the same day and they investigated the matter, but no one was forthcoming regarding the breach. Site believes it may have been a visitor to site. A reminder was sent out to all employees regarding restricted parking areas. Site informed Community Officer that upcoming changes to transportation arrangements for workers would ease demand for parking spaces around the mine site from 20 September.
Dendrobium Mine Pit Top	September	10/09/2019	Anonymous resident called Community Call Line on 10 September 2019 at 2:08pm regarding a white ute parked illegally in front of mine entrance on heritage site.	Anonymous resident did not request a call back and did not provide contact details. Community Officer contacted site the same day to investigate if the vehicle was an employee and to request its removal. However, vehicle was gone before numberplate could be recorded. A reminder was sent out to all employees regarding restricted parking areas. Site informed Community Officer that upcoming changes to transportation arrangements for workers would ease demand for parking spaces around the mine site from September 20. No request was made for a call back and no contact details were provided by the complainant.
Logistics	September	04/09/2019	Resident emailed the community officer directly on 4 September 2019 at 7.51pm to advise of rail squeal at 6.10pm on the same day.	The rail squeal event was reported to the logistics team the following business day. Investigation into limiting rail squeal in the area are underway. To date train speed has been reduced and the track realigned to specifications which have reduced the squeal. The resident was advised by return email the next business day that the squeal event was noted.

Logistics	September	01/09/2019	Resident contacted the Community Call Line at 9.58am to advise of loud noise from the mine.	The Community Officer contacted the staff at the site to investigate at 11am. The investigation determined the noise was likely from the warehouse where 3 loads of pipe being loaded on to a truck was dropped. Staff were reminded of the need to reduce noise at the pit top. The resident did not request a call back.
Dendrobium Mine Pit Top	August	28/08/2019	Mount Kembla resident contacted Team Assistant, Dendrobium Mine at 2:27pm on 28.8.19 about noisy motorbikes near the mine site.	On 28.8.19 Team Assistant contacted subject matter experts on site and was advised that no motorbikes were parked on site that night, although a review of camera footage from night of the 27.8.19 showed a motorbike had entered the site at 9:38pm, although the rider could not be identified. At shift changeover all staff were reminded of the Driver's Code of Conduct and reminded of the speed limit and the need for safety and minimising noise impacts on the local community. Complainant did not wish to be contacted with a resolution.



Legacy Infrastructure	August	22/08/2019	Community Lead received an email from an internal stakeholder regarding a community complaint. The complainant was reportedly upset about not being contacted prior to tree-trimming being conducted on one of the large trees in his yard.	Community Lead called complainant for more information on Friday 23.8.19, then began investigation. On Monday 26.8.19 Community Lead spoke to subject matter experts and services on the ground and requested that all relevant stakeholders be made aware of the complainant's address and contact details and that they not enter his property or trim his tree without calling him first. Community Lead called complainant on 26.8.19 and explained that there had been a change in contracted services; but that the tree needed to be trimmed the way it was because new shoots would have been too weak if only smaller limbs were removed, so it was healthier to remove a main section, as it would grow back stronger. Complainant still not happy that he was not notified and said it reflected badly on South32.
Logistics	August	17/08/2019	Resident emailed the community officer directly on 17 August 2019 at 7.56am to advise of rail squeal at that time.	The rail squeal event was reported to the logistics team the next business day (19 August 2019). Investigation into limiting rail squeal in the area is underway. To date train speed has been reduced and the track realigned to specifications which have reduced the squeal. The resident was advised by return email the next business day that the squeal event was noted.

Logistics	August	15/08/2019	Resident emailed the community officer directly on 15 August 2019 at 9.38pm to advise of rail squeal at that time.	The rail squeal event was reported to the logistics team the following business day. Investigation into limiting rail squeal in the area are underway. To date train speed has been reduced and the track realigned to specifications which have reduced the squeal. The resident was advised by return email the next business day that the squeal event was noted
Dendrobium Mine Pit Top	August	13/08/2019	Resident text the Community Officer directly with a photo of a car parked on Cordeaux Road outside his side access (grass area) at 4.31pm. The car arrived around 2pm.	The Community Officer advised the Operations Manager immediately and the owner of the car was found. The car was moved within 2 hours of receiving the complaint. The Operations Manager committed to reviewing parking procedures to prevent this occurring again. The Community Officer advised the resident of the investigation and outcome before the car was moved.
Logistics	August	1/08/2019	Resident emailed the community officer directly on 1 August 2019 at 7.06pm to advise of rail squeal. The resident received an out of office reply from the community officer.	The community officer forwarded the complaint to logistics 6 August 2019 and returned an email to the resident advising the note had been received.

Logistics	July	30/07/2019	Resident emailed the Community Officer directly on 30 July 2019 at 6.25pm and 6.53pm to advise of rail squeal events at 8.00am and 6.50pm. The resident also requested the train schedule showing train sets allocated to times so he could analyse the noise.	The Community Officer forwarded the rail squeal times to logistics for logging as part of the investigation on 31 July 2019. A return email to the resident was sent 31 July 2019 noting the squeal times had been recorded and mitigation methods implemented to date had successfully reduced the frequency and noise of the squeals. Investigations into the train stock were now a focus and the outcome would be shared when it was completed.
Logistics	July	24/07/2019	Resident emailed the Community Officer directly on 24 July at 8.15pm The email noted rail squeal on the same day at 8.18am and 5.50pm.	Community Officer forwarded rail squeal times to logistics for logging as part of investigations on 25/07/19. Return email to resident sent 25 July 2019 advised the rail squeal events had been noted and investigations continuing.
Dendrobium Mine Pit Top	July	24/07/2019	The control room received a direct call from a resident in the night advising he could feel vibrations from the mine. The resident indicated he had heard them before. The control room forwarded this message to the Community Call Line.	The Community Officer contacted the mine team for comment and investigation, and attempted to call the resident at 11am and 11.15am to gather more information. The investigation determined a machine loading a hydraulic pipe trailer was the cause of the noise. The machine engine has a low loud hum. This activity will be limited on afternoon shift. The resident was satisfied with the result.

Dendrobium Mine Pit Top	July	02/07/2019	Resident contacted the Community Call Line at 1.45pm on 2 July, noting smoke and an awful smell coming from the car park area of the mine.	Community Officer contacted projects team immediately to investigate. The asphaltting of the new car park was under way and the smoke would be the visible heat the process often gives off. The asphaltting was delayed a week. Resident advised the asphaltting was the cause of the smoke and smell. The resident was unhappy as he was not advised of the activity beforehand, as is usually the case.
Dendrobium Mine Pit Top	July	01/07/2019	Resident text the Community Officer directly on 1 July 2019 at 3.30pm to advise of employees parking on Cordeaux Road.	Community Officer contacted mine site and advised of the complaint. A pre-shift communication was prepared and shared the same day. Management were advised and investigated the owner of the vehicle. Outcome was shared with resident at 3.40pm and they were thankful for the information.
Logistics	June	28/06/2019	Resident called the Community Officer directly on 28 June 2019 at 11.50am to notify of rail squeal from the last two wagons on the train. The resident was walking on the pathway - it was unclear where on the pathway.	The Community Officer forwarded the complaint to the logistics team on the same day. Logistics completed an inspection of the wagons the same day with no anomalies found. Investigations are continuing to mitigate the rail squeal at the corner.

Dendrobium Mine Pit Top	June	21/06/2019	Resident called the Community Call Line on 21 June 2019 at 3.38am to report compressor noise. The resident noted no communication about a compressor operating was provided in advance which is normal procedure.	The Dendrobium Team was notified of the concern on the same day and completed an investigation. The noise source was found to be a rattle from the sediment pond pump. The pump load was reduced immediately to minimise the rattle during the day, and another style of pump will be used at night to minimise noise. A replacement pump that will not rattle against the concrete has been ordered and will be installed as soon as it arrives. There were no new compressors operating at the site.
Logistics	June	17/06/2019	Resident called the Community Call Line at 9.30am concerned about a wide load travelling a tight corner on Cordeaux Road. It was not escorted and caused the resident to take evasive action.	The supply team was notified immediately and commenced an investigation. It was confirmed a Dendrobium Mine transport provider was moving a 2.5 metre load at the reported time. The drivers were requested to slow well below normal speed limit on all tight sections of Cordeaux Road. It was noted wide loads greater than 3.5 metres require an escort. The resident was provided this feedback 21 June 2019 and was satisfied with the result.
Logistics	June	15/06/2019	Resident emailed the community officer directly on 15 June 2019 at 5.15pm. The email noted rail squeal from a train travelling west.	The community officer advised the logistics team of the reported squeal the following business day (17 June 2019), and advised the resident the noise squeal had been logged. Investigations are continuing to mitigate the rail squeal at the corner.

Logistics	June	13/06/2019	Resident mails the community officer directly on 13 June 2019 at 6.31am. The email noted a rail squeal event on Sunday 9 June 2019 at 2.20pm.	The community officer advised the logistics team of the reported squeal. The resident's concern was acknowledged by return email and included further detail on activities and investigations underway to mitigate the rail squeal at the curve in the track.
Logistics	May	19/05/2019	Resident emailed the community directly on 19 May 2019 at 10:51am regarding rail squeal heard at 10:45am	Community officer advised logistics team of reported squeal at 2pm on 20 May 2019 - the next business day. They also advised the resident the concern was noted on 20 May 2019 at 2:50pm. The resident is aware of the mitigation measures currently in trial to reduce the rail squeal in the area of concern.
Logistics	May	18/05/2019	Resident emailed the community officer directly on 19 May 2019 at 10:51am regarding rail squeal noise heard on 18 May 2019 at 7:55am. The train was travelling west toward the mine.	Community officer advised the logistics team of the reported squeal at 2pm on 20 May 2019 - the next business day. The resident was advised the concern was received 20 May 2019 at 2:50pm. The resident is aware of the mitigation measures currently in trial to reduce the rail squeal in the area of concern.
Logistics	May	15/05/2019	Resident emailed the community officer directly on 15 May 2019 at 6:12am noting rail squeal at 6.10am.	The community officer replied to the complainant noting the concern was received at 3:47pm on 17 May 2019. The concern was shared with the logistics department to be included in its investigations. The resident was advised the trains speed would be reduced through the area for a longer trial period commencing 22 May 2019. Work was also planned 12 and 13 June realign the rail tracks.

Logistics	May	14/05/2019	Resident emailed the community officer on 14 May 2019 noting rail squeal at 6.11am and 8:13pm. The resident was also concerned about the accuracy of the noise monitoring for the rail noise.	The community officer shared the concern with the logistics team immediately. By return email to the resident it was clarified the noise monitor is being used to understand the effectiveness of the noise mitigation methods being implemented rather than a compliance tool (including the slowing of the trains and the change to track width).
Logistics	May	13/05/2019	Resident called the Community Call Line at 7.55pm to report a loud rail squeal. Requested a call back on the 14 May.	Community Lead left a voice message on 14 May 2019. The resident text to request a suitable time to call. Subsequent attempts to call the resident were unsuccessful.
Logistics	May	12/05/2019	Resident emailed the community officer to advise of rail squeal noise from train travelling west at 10.10am and 10.04pm. The resident requested the noise management plan, noise monitor calibration certificate and minutes from the community information sessions. Dozers working at the Kemira Valley stockpile were also noted to be audible.	The community officer shared the concern with the logistics team immediately and provided feedback to the resident the next business day. The rail squeal event was noted, and the resident was provided with a link to the noise management plan on the South32 website. A further update on the progress to limit wheel squeal was provided. The noise calibration certificate was not provided to the resident. There were no minutes taken at the community information sessions given the format was casual, so residents could 'drop in for a chat'. The contact details to discuss the Dendrobium Mine Plan for the Future was provided to the resident.

Dendrobium Mine Pit Top	May	8/05/2019	Resident contacted the Community Call Line at 9.15am regarding ongoing noise from the Dendrobium Pit Top. Wished for a call back.	Community Officer contacted the resident at 10.20am understood the concern to be consistent construction-type noise from 7am-6pm. The upgrade/construction to a carpark at site was the cause of the noise. The residents' request to visit site and understand the activities was fulfilled, and it was agreed proactive notification of activities at the site would be provided.
Logistics	May	8/05/2019	Resident emailed the community officer directly at 6.06am noting rail squeal. The squeal was coming from an area near William James Drive and further west on the track.	The complaint was shared with the logistics team immediately. The landholder was provided an update by return email on the same day noting investigations were underway to try and limit the rail squeal in the area, with train speeds reduced for the last week. Track adjustments would be implemented in a staged approach commencing 8 May. Noise monitoring was continuing.
Dendrobium Mine Pit Top	May	5/05/2019	Resident contacted the Community Call Line at 1.30pm advising of horn noise at the Dendrobium Mine Pit Top.	The complaint was lodged with Dendrobium Control at 3.08pm on the same day for investigation. The horns were being used frequently during the movement of a large piece of equipment as radios were not clear during heavy rain, however horn use continued after the rain stopped. Use of the horn ceased after the complaint was investigated and an incident report was generated for management. The resident was advised of the outcome at 3.30pm the same day and noted the horn noise had been heard a few weeks ago. The resident was satisfied with the prompt response to the issue.



Dendrobium Mine Pit Top	May	5/05/2019	Resident contacted the Community Call Line at 1.24pm advising of horn noise at the Dendrobium Mine Pit Top.	The complaint was lodged with Dendrobium Control at 3.08pm on the same day for investigation. The horns were being used frequently during the movement of a large piece of equipment as radios were not clear during heavy rain, however horn use continued after the rain stopped. Use of the horn ceased after the complaint was investigated and an incident report was generated for management. The resident did not wish for a call back.
Logistics	May	2/05/2019	Resident emailed the community officer directly to advise of rail squeal from trains travelling west at 6.10am. The resident requested drawings of the rail line showing where the curve locations of the track were.	The resident was advised the complaint would be logged in the register. A comprehensive written summary of the discussion which took place the day prior was provided, and the map requested included.
Logistics	May	1/05/2019	Resident emailed the community officer directly to advise of rail squeal from trains travelling west at 6.10am and 9.29pm.	The resident was advised the complaints would be logged in the register. A meeting with the resident was held the same day where plans to alter the track and trial decreasing train speeds was shared. The resident shared further concerns of graffiti, residual dust from tracks, and rail operating times at the meeting. Action was taken to investigate the further concerns and report back to the resident.
Processing and Logistics	April	29/04/2019	Resident emailed community officer directly regarding rail squeal noise from train travelling west.	The resident was advised the complaint would be noted. The email is a result of the discussion had 26 April where notification of rail squeal noise was requested by the community officer. The email was forwarded to the logistics team. A meeting with the resident is scheduled 1 May.

Processing and Logistics	April	28/04/2019	Resident emailed community officer directly at 6.57am noting rail squeal from trains travelling west.	The email is a result of the discussion had 26 April where notification of rail squeal noise was requested by the community officer. The email was forwarded to the logistics team. A meeting with the resident is scheduled 1 May.
Processing and Logistics	April	27/04/2019	Resident emailed community officer directly at 11.32am, 1.20pm, 4.42pm and 9.27pm noting rail squeal from trains travelling west.	The emails are a result of the discussion had 26 April where notification of rail squeal noise was requested by the community officer. The emails were forwarded to the logistics team. A meeting with the resident is scheduled Wednesday 1 May.
Processing and Logistics	April	25/04/2019	Resident emailed community officer directly at 9.44am disappointed the rail movements occurred on Anzac Day. Requested the complaint be logged in the register.	The concern regarding rail movements on Anzac Day was shared with logistics the same day. The resident was contacted the following business day by phone and advised short- and long-term investigations to limit the rail squeal were underway as previously shared. The resident noted these and was keen to see result - the resident was encouraged to continue to advise when rail squeal was heard. An email detailing the discussion was shared with the resident. A meeting with the resident is scheduled for Wednesday 1 May.
Processing and Logistics	April	21/04/2019	Resident emailed the community officer concerned about rail squeal noise of train travelling west at 9.45am. The same resident called the community call line at 7.00am on the same day also concerned about rail squeal noise of train travelling west.	The call to the community call line was investigated the same day - the greasing pot was checked and trains listened to with nothing out of the ordinary found. The community officer left a voice message with the resident the next business day advising of the outcome, noting the short and long term investigations underway to limit rail squeal on trains travelling west. Information also emailed on 23 April.

Processing and Logistics	April	19/04/2019	Resident emailed the community officer directly concerned about rail squeal noise of train travelling west at 10am. The same resident emailed the community officer directly at 9.25pm concerned about rail squeal noise of a train travelling west.	The community officer left a voice message with the resident the next business day advising of the outcome, noting the short- and long-term investigations underway to limit rail squeal on trains travelling west. The same information was shared by email on 23 April and a meeting with the resident also offered.
Processing and Logistics	April	16/04/2019	A resident contacted the community call line at 9.10am advising they have heard rail squeal every day over the last week near the first bridge on Cordeaux Road.	The grease pot was inspected the day the call was received, and trains travelling west were monitored for squeal that was out of the ordinary - all operating conditions were normal. The resident did not request feedback.
Processing and Logistics	April	16/04/2019	Resident emailed the community officer directly concerned about rail squeal noise of trains travelling west at 9.40pm and graffiti on carriages. They requested operating times for the rail.	The community officer responded the following business day by email and shared the operating times for the rail. It was noted short- and long-term investigations continuing into rail squeal noise. A meeting with the resident was offered.
Processing and Logistics	April	14/04/2019	Resident emailed the community officer directly concerned about rail squeal noise of trains travelling west at 6.54am. The resident requested details on the rail operation times.	The community officer shared the complaint with the logistics team which advised its investigations were continuing. The resident was provided a response by email 17 April which included the rail operating times.
Processing and Logistics	April	11/04/2019	Resident emailed the community officer directly concerned about rail squeal noise of trains travelling west at 6.30pm. The resident requested detail about mine expansion and the EIS.	Community officer responded the following business day by email. Details regarding the EIS and the upcoming community information forums was shared.

Processing and Logistics	April	10/04/2019	Resident emailed the community officer directly concerned about rail squeal noise of trains travelling west at 6.30pm.	Community officer responded to the resident on 11 April advising the complaint had been noted. The investigations previously described to the resident were continuing.
Processing and Logistics	April	9/04/2019	Resident contacted the Community Call Line at 7.20am and advised blue smoke was coming from the train at 7.12am travelling toward the mine. Requested a call back with details.	The complaint was shared with the logistics team at 7.50am 9 April. It was determined the blue smoke was caused by a build-up of particulates in the diesel engine after a period of the trains not moving frequently. A message was left with the resident at 8.47am.
Processing and Logistics	April	8/04/2019	Resident emailed the community officer directly on 8 April at 6.54am to advise of rail squeal noise heard at 6.48am. The train was travelling uphill. The resident requested detail on what South32 was doing to reduce the noise.	The community officer shared the concern with the logistics team the following business day (8 April) and an investigation commenced. Given raiing movements had been limited for the last 4 weeks, surface rust is likely to have formed on the tracks which can lead to additional wheel squeal. The noise will reduce when consistent rail movements are restored over the next week. The automatic lubrication stations were checked and confirmed to be operating effectively. The resident was provided the outcome by return email at 1.33pm 8 April; no further correspondence was received by 9 April.

Processing and Logistics	April	7/04/2019	Resident emailed the community officer directly on 8 April at 6.54am to advise of rail squeal noise heard at 9am on 7 April. The train was travelling uphill. The resident requested detail on what South32 was doing to reduce the noise.	The community officer shared the concern with the logistics team the following business day (8 April) and an investigation commenced. Given raiing movements had been limited for the last 4 weeks, surface rust is likely to have formed on the tracks which can lead to additional wheel squeal. The noise will reduce when consistent rail movements are restored over the next week. The automatic lubrication stations were checked and confirmed to be operating effectively. The resident was provided the outcome by return email at 1.33pm 8 April; no further correspondence was received by 9 April.
Processing and Logistics	April	6/04/2019	Resident emailed the community officer directly at 8.43am regarding rail squeal heard at 8.35am. The train was travelling uphill toward the mine.	The community officer shared the concern with the logistics team the following business day (8 April) and an investigation commenced. Given raiing movements had been limited for the last 4 weeks, surface rust is likely to have formed on the tracks which can lead to additional wheel squeal. The noise will reduce when consistent rail movements are restored over the next week. The automatic lubrication stations were checked and confirmed to be operating effectively. The resident was provided the outcome by return email at 1.33pm 8 April; no further correspondence was received by 9 April.

Processing and Logistics	March	26/03/2019	Resident emailed the community officer noting a rail squeal event. (Note the community officer was on leave, returning 1 April.)	The logistics team investigated the rail squeal when notified on 1 April, identifying the noise event occurred during a planned rail outage. A track maintenance vehicle caused the squeal noise. Two voice messages were left with the complainant advising of the investigation outcome.
Processing and Logistics	March	16/03/2019	Resident contacted the Community Call Line at 9.15am to report a flat wheel on a train travelling eastbound – wagon #43060. It was making a loud noise as it travelled.	The logistics team investigated the incident immediately, inspecting the train at low and high speed over the weekend. A flat wheel was changed out in the week on a wagon different to that noted by the resident. The resident did not wish for feedback on the matter.
Processing and Logistics	March	08/03/2019	Resident contacted the Community Call Line at 2.30pm advising trucks were speeding and using exhaust brakes unnecessarily near Boorea Avenue, Cordeaux Road.	The resident was contacted the same day for further information to enable a detailed investigation. The trucking company investigated vehicle movements determining speed to not be an issue, and it advised drivers to refrain from using exhaust brakes in the area. The resident was satisfied with the outcome.
Dendrobium Pit Top	February	11/02/2019	Resident contacted the Community Call Line at 6.19pm regarding diesel compressor noise at the Dendrobium Mine Pit Top. The resident was not notified prior to the compressor being operational as per usual processes and requested details of its operational period.	Community relations followed up with site the same evening to understand details about compressor use. It was relayed to the resident at 7.25pm that the diesel compressor would be operating 6am – 10pm until 20 February, and the operation had failed to notify the community team of its use, A letter was proactively sent the next day to other residents in the area detailing the potential noise impact.

External Affairs	February	06/02/2019	Resident contacted the Community Call Line at 3.30pm to request details about why they received the Dendrobium Community Newsletter.	Community relations followed up with the resident by phone 7 February 2019 at 11am. The newsletters are sent as part of our community engagement program. The resident appreciated the information but was unhappy they were receiving something that created waste.
Processing and Logistics	January	22/01/2019	Resident contacted the Community Call Line at 10.40am to advise of excessive rail noise, particularly the wheel squeal on trains travelling toward the Dendrobium Mine. The resident noted the noise has been loud for a while but was particularly noticeable over the Christmas period.	Illawarra Coal logistics and environmental teams commenced investigation within an hour of receiving the complaint. This included a review of the static noise monitor data since October 2018, assessment of the rail maintenance and listening to the rail noise between the resident's property and the rail line over a week. The investigation identified a flat wheel which was changed out immediately. Nothing further out of the ordinary was noted. The resident was provided this feedback on 31 January and was not satisfied with the outcome. A meeting with the resident was scheduled for 1 February.
Processing and Logistics	December	7/12/2018	Resident emailed Illawarra Coal Community Officer at 10.28am to advise of low overhanging branches on Cordeaux Road. The resident advised that they had seen a vehicle travelling to and from the mine pit top crossing over double white lines presumably to avoid the obstruction.	Illawarra Coal identified the trees to be on Wollongong City Council property and contacted the Council to trim the branches. Wollongong City Council trimmed the branches 17 December. The resident was notified of the outcome on 17 December by return email.
	November		No complaints recorded for the month.	

Processing and Logistics	October	22/10/2018	Resident emailed IC Enquiries on 22 October at 8.50am regarding noise from trains being more audible from Cordeaux Road. The resident requested information about train noise.	<p>The logistics team conducted an initial investigation on 22 October using noise files from the noise monitor and did not find anything of note. Nothing operationally had changed over the last few weeks. This feedback was provided to the resident by return email 22 October at 12.41pm, with a request for more information regarding particular times the trains are noisy.</p> <p>The resident responded the following day by email noting it was an enquiry into rail noise generally rather than pinpointing a specific time. The resident was advised Illawarra Coal would conduct another review of the data extending back into September and be in touch with the results of the investigation. The complainant was satisfied with this action and response.</p>
Processing and Logistics	September	13/9/2018	Resident contacted the call line to report a hole in the fence between their property and the rail corridor. They have concerns regarding safety if the rail corridor is access via the hole.	The logistics team will address the issue during the track isolation planned for 2 – 3 October. This timeframe was shared with the resident and they were satisfied.



Processing and Logistics	August 2018	24/8/2018	<p>Resident phoned the Community Line at 2.18pm in regard to a crane travelling on Cordeaux Road at 2pm. The crane registration details were noted and the fact it was a left-hand drive vehicle. The caller had safety concerns due to the width of the road and visibility.</p>	<p>The Community Team responded to the complaint by returning the call at 2.30pm to advise an investigation was underway. The processing and logistics team investigated the complaint and determined the crane was travelling to Dendrobium Pit Top. The crane had all required permits for travelling the road. Cranes travel the road about once per month for special work. A return phone call was made Monday 27 August at 3.30pm with this outcome. The complainant appreciated the information and confirmation all permits were in place but remained concerned with the activity proceeding.</p>
Processing and Logistics	July 2018	19/7/2018	<p>Resident phoned the Community Call Line at 1pm to advise of excessive noise from one of the Kemira Valley trains heading to BlueScope</p>	<p>The Community team responded to the complaint by returning the residents call at 3pm. The processing and logistics team investigated the complaint and found two contributing factors - the driver had released the brake earlier than required and therefore had to apply the brake earlier in the noise sensitive area; and the brakes on the second last wagon were intermittently staying on. Action taken included a communication out to all train crews on braking on noise sensitive areas and the identified wagon removed for repair. The complainant received a full report of the investigation the following day and was satisfied with the outcome.</p>

Processing and Logistics	July 2018	5/07/2018	Resident phoned Dendrobium Mine at 1:45pm to complain about dust from the Kemira Valley stockpile.	The Community team responded to the complaint by returning the residents call at 2pm. The site environment team were notified of the complaint and immediately checked and confirmed all dust suppression systems were working correctly. The team also held a joint investigation with the EPA on 9 July to review all dust mitigation systems at Kemira Valley Loading Facility. The investigation determined the site was compliant with all activities. A community specialist phoned the resident on 9 July to report the outcomes of the investigation and offer to install a dust gauge on their property which the resident accepted. The complainant was satisfied with the outcome of the investigation.
	June 2018		No complaints recorded for the month.	
	May 2018		No complaints recorded for the month.	
Processing and Logistics	April 2018	19/04/2018	Resident called Dendrobium Mine Environmental Specialist at 10am on 19 April regarding the rail crossing on Central Road, Unanderra, with concerns about the roads condition. The resident was phoned back by Illawarra Coal's Community team the same day to seek further details regarding the complaint.	The Community team responded to the complaint by notifying Illawarra Coal's Processing and Logistics team of the issue. The team advised they were aware of the location and had previously arranged for the area to be rehabilitated the following day (April 19). A Community Specialist notified the complainant of planned work and they were pleased with this outcome.

Dendrobium Pit Top	April 2018	10/04/2018	A noise complaint was received via the community call line at 2am in relation to noise generated from surface activities at Dendrobium Pit Top. The caller did not request a call back.	The Community team responded to complaint by informing site on 10 April at 7am of the notification. An investigation into the noise complaint found a machine was being used at the time at the pit top to move material. Video security footage showed at 2.18am the driver made a sudden stop which is likely the reason for the noise. The driver was informed that a complaint had been received the same day and was provided with the noise curfew standards. The outcome of the investigation was provided to the complainant by the Community team on 12 April who indicated they were satisfied with the outcome.
Dendrobium Pit Top	March 2018	26/03/2018	A noise complaint was received via the community call line in relation to noise generated from the compressor in use at Dendrobium Pit Top. The complainant noted hearing a low frequency hum sound at their property.	The Community team responded to the call to acknowledged it had been received on 26 March. The complaint was immediately reported to site for investigation. The investigation confirmed the noise source was a compressor being used at the site to support additional compressed air requirements underground. The site indicated the compressor will be in use until 13 April 2018. To mitigate the noise, the site has organised three noise walls to be delivered to the site on Wednesday 28 March. Noise monitoring will also be conducted. The complainant was advised of the outcomes of the investigation, mitigation controls and expected removal of equipment, and were satisfied with the update and quick response taken from the Company.

Dendrobium Pit Top	March 2018	26/03/2018	Noise complaint was received via the community call line in relation to noise generated from a compressor in use at Dendrobium Pit Top. The complainant noted hearing a low frequency hum sound at their property.	The Community team responded to the call to acknowledged it had been received on 26 March. The complaint was immediately reported to site for investigation. The investigation confirmed the noise source was a compressor being used at the site to support additional compressed air requirements underground. The site indicated the compressor will be in use until 13 April 2018. To mitigate the noise, the site has organised three noise walls to be delivered to the site on Wednesday 28 March. Noise monitoring will also be conducted. The complainant was advised of the outcomes of the investigation, mitigation controls and expected removal of equipment, and were satisfied with the update and quick response taken from the Company.
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Dendrobium Pit Top	March 2018	25/03/2018	Noise complaint received via email to the Community team regarding details of loud banging noises being heard at Dendrobium Pit Top at 6.20am on 25 March.	The Community team responded to the email to acknowledged it had been received on 25 March. The complaint was immediately reported to the site for investigation (Control Officer). The outcomes of the investigation identified the noise was a result of the shift change (resulting in additional movements of machinery on-site). The noise is compliant with the Dendrobium Noise Management Plan which states that noise may be evident and potentially increased during shift change. The timing of the complaint confirms the noise was heard during the day shift, shift change. The site will take all steps to minimise shift change noise, where possible. The complainant was advised of the detail from the investigation on 27 March (including noise management plan) and was satisfied with the prompt investigation and response.
Dendrobium Pit Top	March 2018	19/3/2018	Noise complaint received by the community call line at 11pm. Illawarra Coal followed up with the complainant the following morning and further determined there was noise coming from the pit top at 11pm which included bangs, clangs and vehicles. The complainant understood there was a noise curfew in place and requested more details on this to better understand what noise is acceptable.	The complaint was investigated the day after it was received. The noise was caused by an employee loading supplies for projects underground. It was also noted there is a shift change at 10pm which does result in vehicle noise between 10-11pm. The site has been reminded of the noise management plan which states that unnecessary movements would be limited from 10pm - 6.15am. The complainant was advised of this finding and provided a copy of the noise management plan as requested. A meeting to go through the plan and discuss pit top movements was also offered.

Processing and Logistics	March 2018	12/03/2018	<p>A resident reported a complaint via the Illawarra Coal enquires email. The complainant advised on 12th March at 7.30am a truck with a semi-trailer was driving south on Harry Graham Drive towards the Dendrobium Mine. The Truck drove through the partially closed section of the road and forced the complainant to swerve to avoid hitting the truck. This route is against the Dendrobium Drivers Code of Conduct and it is illegal to drive a large truck on that section of the road.</p>	<p>The processing and Logistics team were notified of the event and an investigation was conducted. Illawarra Coal determined the delivery company that was responsible for this incident from the time/date provided by the complainant. The incident was referred to the trucking company and reported the fault of the travel route on Harry Graham Drive to Dendrobium Mine. Communication is sent to all subcontractors regarding prescribed travel routes, Dendrobium Drivers Code of Code and Wollondilly Shire Council road rules for travelling to and from Dendrobium site.</p> <p>Further correction action will be taken with the trucking Company and its parent operator at the close out of the investigation.</p> <p>The complainant was advised of the investigation via return email.</p>
Processing and Logistics	January 2018	4/01/2018	<p>Resident contacted Dendrobium Mine concerned about over grown grass between their property and the rail line.</p>	<p>The resident was immediately contacted for more information. The grass was sprayed by Illawarra Coal 30 October 2017 but it has grown denser since. A site inspection was conducted 9 January (rail outage is required to access the area) and cut and spray will occur on 22/23 January during another rail outage. The resident was advised of the action by phone.</p>
	December 2017		<p>No complaints recorded for the month</p>	

Dendrobium pit top	November 2017	17/11/2017	Community complaint received regarding notice of speeding trucks travelling to and from the Mine between Araluen Avenue and the pit top (expected to be travelling 60km/hr in a 40km.hr zone).	The complainant was contacted immediately to obtain further follow-up information regarding the complaint. Once further information was provided, the complaint was then passed onto the Warehouse division for investigation. A recommendation was made to review all contractor delivery trucks that travelled to and from the mine at the approximate time of the event notification and inform them of the complaint/issue a notice (if applicable).
Dendrobium pit top	November 2017	13/11/2017	A complaint was received by a resident via an email. The complaint was in relation to a truck traveling from the Dendrobium Mine along Cordeaux Road that overtook another truck and crossed over double lines.	The incident was referred to the contracting company who had followed up with the driver. The driver confirmed the incident and ensured more care would be taken on the road in the future. The complainant was advised of the action and was satisfied with the outcome.
Processing and Logistics	November 2017	13/11/2017	Complaint received via the Dendrobium Control regarding train horn noise being longer and louder than usual.	The complaint was forwarded to the Processing and Logistics team. All trains are instructed to use the City horn in the area as it is quieter than the Country horn - there has been no change in practice. All drivers were reminded on the use of horns. The resident was advised of the outcome and noted a change in the horn noise since lodging the complaint.

Processing and Logistics	October 2017	15/10/2017	Complaint received via an email from local resident regarding noise from trains traveling both uphill and downhill.	The complaint was forwarded to Processing and Logistics team who have installed noise monitors on some trains and changed out other trains for maintenance. They are monitoring the trains to identify if any have emitted noise. They identified a number of flat spots on the wheels, which were changed out. this has reduced the noise. This was advised back to the resident via email.
Dendrobium Mine Surface Infrastructure	October 2017	13/10/2017	Complaint received from local resident regarding graffiti on the Mount Keira Sub Station (this equipment forms part of Illawarra Coal's surface infrastructure)	All of Illawarra Coal's redundant infrastructure is being reviewed and will be given a priority of rehabilitation. The resident was advised that this is not currently being rehabilitated and we will inform them once the Company has a schedule



Processing and Logistics	October 2017	11/10/2017	<p>Complaint received via the South32 website.</p> <p>Issue with contractors that clean the trees from under Illawarra Coal's 6.6kV supply has created a fire hazard for the resident. The contractors also allegedly damaged the fence while gaining access to the property.</p>	<p>Site visit with the contractors and complainant was conducted in late October. An action was taken by the contractor to determine options to remove the larger tree branches. The fence damage could not be linked to the contractors however South32 will investigate actions to stabilise the fence.</p> <p>Further update provided to complainant on 16 November - the remnant vegetation will be removed where it is safe to do so, however the alleged damage to the fence will not be fixed. The expert that assessed the fence noted its very poor condition, insect damage and rot, which would have attributed to its deterioration. The complainant was advised of the action and decisions regarding the investigation. The loose vegetation was removed on 20 December 2017.</p>
Dendrobium Pit Top	October 2017	5/10/2017	<p>Complaint received regarding trucks travelling up Stones Road outside of the Dendrobium Drivers Code of Conduct allowable travel times.</p>	<p>The complaint was immediately reported to the site. Action included issuing a reminder to all contractor delivery companies regarding the allowable travel times as per Dendrobium Mine Drivers Code of Conduct. The complainant advised they did not require a call back.</p>
Processing and Logistics	September 2017	8/09/2017	<p>Received a call via the community call line regarding a noisy wagon (identified as having a flat spot on the wheel) travelling along Kemira Valley Rail Line.</p>	<p>Complaint was reported to Process and Logistics team for investigation. The flat wheel was identified from audio testing and has been removed from the wagon fleet. The complainant was happy with the investigation and quick response.</p>

	August 2017		No complaints recorded for the month	
Dendrobium Pit Top	July 2017	9/07/2017	Noise complaint received via the IC Enquiries email address in relation to compressor in use at Dendrobium Pit Top, after curfew hours.	The complaint was immediately reported to site and mitigation included organising a timer to automatically switch the compressor off at 9pm (an hour before curfew – to avoid it running overtime). The site has also hired an alternative set up noise walls to further insulate the noise to be contained to the pit top area. Both actions were implemented by the site by 10 July 2017. A full account was reported to the landholder who was satisfied with the actions and the quick action from the site.
Process and Logistics	July 2017	3/07/2017	Received a call via the community call line regarding a screeching wheel when coming down the Kemira Valley Rail Line.	Complaint was reported to Process and Logistics for investigation. The screeching wheel was identified and taken out of service. The complainant was happy with the investigation.

Dendrobium Pit Top	June 2017	30/06/2017	Noise complaint received via the IC Enquiries email address in relation to compressor in use at Dendrobium Pit Top. The complaint was reported the Dendrobium site operations for investigation.	Representatives from Dendrobium met with the community and environment team to identify better noise attenuation for the compressors located at the pit top. This included, organising a timer to automatically switch the compressor off at 9pm (an hour before curfew – to avoid it running overtime); hiring an alternative set up noise walls to further insulate the noise to be contained to the pit top area. Both actions were implemented by the site by 10 July 2017. A full account was reported to the landholder who was satisfied with the actions and notified the community team that he had not experienced hearing the compressors since the additional controls had been put in place.
Dendrobium Pit Top	June 2017	26/06/2017	Noise complaint received via the IC Enquiries email address in relation to compressor in use at Dendrobium Pit Top, after curfew hours.	Complaint reported to site for investigation. It was determined the compressor was in use after 10pm (the allowable time of use is from 6am - 10pm). Immediate action was taken to notify all responsible personnel at the site on afternoon and night shift of the allowable timeframe for the compressor.

Dendrobium Pit Top	June 2017	15/06/2017	Noise complaint received via the Community Call Line in relation to compressor in use at Dendrobium Pit Top	Complaint reported to site for investigation. It was determined the installation of the noise walls (in attempt to reduce the noise) had caused it to be redirected. Immediate action was taken to relocate the noise walls and ensure they were in the correct position to reduce the potential for noise emissions. The site is in the process of acquiring an electric compressor which will greatly reduce any noise emissions heard from neighbouring properties.
Process and Logistics	June 2017	8/06/2017	Received a call via the community call line regarding a screeching wheel when coming down the Kemira Valley Rail Line.	Complaint was reported to Process and Logistics for investigation. The screeching wheel was identified and taken out of service. The complainant was happy with the investigation.
Dendrobium Pit Top	May 2017	31/05/2017	Noise from compressor at Dendrobium Pit Top	Complaint reported for investigation. Noise walls to be placed around the compressor. The compressor will be on site up until 16 June 2017. the complainant was satisfied with the outcomes.
Dendrobium Pit Top	May 2017	25-May-17	Wheel/break Squeal from train travelling on Kemira Valley Rail Line (call)	Project is underway to address rail noise on the rail line.

Dendrobium Pit Top	May 2017	22-May	Noise from compressor at Dendrobium Pit Top	Complaint reported to site for investigation. The compressor will be required for a further three weeks. The site is in the process of acquiring an electric compressor which will greatly reduce any noise emissions heard from neighbouring properties. As an interim noise attenuation measure, the site is seeking to erect noise walls around the compressor to reduce the noise. The complainant was satisfied with this outcome.
Processing and logistics	May 2017	17/05/2017	Wheel/break Squeal from train travelling on Kemira Valley Rail Line (Community Meeting)	Notice of the time of the event was reported to the Processing and Logistics team for investigation and the train identified. A project is currently underway to address rail noise on the rail line. The complainant will be provided with an update on the outcomes of the project at future Dendrobium CCC meetings.
Dendrobium Pit Top	May 2017	11-May-17	Dendrobium surface power supply infrastructure (condition of power pole)	Complaint reported to the Engineering function for investigation and VP operations. In consultation with the nearby residents, a structural inspection and maintenance work has been carried out on a power pole. A review of Dendrobium Mine's surface power requirements and associated infrastructure (including redundant infrastructure) is underway.

Dendrobium Pit Top	May 2017	8-May-17	Dendrobium surface power supply infrastructure (condition of power pole)	Complaint reported to the Engineering function for investigation and VP operations. In consultation with the nearby residents, a structural inspection and maintenance work has been carried out on a power pole. A review of Dendrobium Mine's surface power requirements and associated infrastructure (including redundant infrastructure) is underway.
Processing and logistics	April 2017	30/04/2017	Wheel/break Squeal from train travelling on Kemira Valley Rail Line (email)	Project is underway to address rail noise on the rail line.
Processing and logistics	April 2017	26/04/2017	Excess smoke coming from a National Pacific Loco traveling on Kemira Valley Rail Line (call)	Train has been identified and problem rectified
Processing and logistics	April 2017	8/04/2017	Wheel/break Squeal from train travelling on Kemira Valley Rail Line (call)	Project is underway to address rail noise on the rail line.
Processing and logistics	March 2017	28/03/2017	Vehicle driving outside curfew hours	The General Manager was advised of the complaint and a followed up with the truck company, who discussed with the driver.
Processing and logistics	March 2017	24/03/2017	Poor driver behaviour - vehicle leaving the mine went fast down the hill	The General Manager was advised of the complaint and a followed up with the truck company, who discussed with the driver.
Processing and logistics	March 2017	22/03/2017	Wheel/brake Squeal from train travelling on Kemira Valley Rail Line (call) and dust from mine	Project is underway to address rail noise on the rail line. Investigation of dust in ongoing

Processing and logistics	March 2017	20/03/2017	Wheel/break Squeal from train travelling on Kemira Valley Rail Line (call)	Project is underway to address rail noise on the rail line
Processing and logistics	February 2017	21/02/2017	Poor driver behaviour - several vehicles leaving the mine overtook a wide load on double white lines	GM was advised of the complaint. A note was included in the next shift briefing to drive within law
Dendrobium Pit Top	January 2017	21/01/2017	Noise from a generator at the Dendrobium mine.	Generator was switched off after receiving the complaint
Dendrobium Pit Top	January 2017	19/01/2017	Noise from a generator at the Dendrobium mine.	Generator was switched off after receiving the complaint
Dendrobium Pit Top	January 2017	19/01/2017	Dust from stockpile.	spoke to complainant who did not want an inspection
Dendrobium Pit Top	January 2017	5/01/2017	Noise from a generator at the Dendrobium mine.	Generator was switched off after receiving the complaint