



COMPLAINTS REPORT

April 2024

DENDROBIUM OPERATIONS



Dendrobium Mine - Community Complaints Report

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Rail Operations	April 2024	15/04/2024	A community member called the Community Call Line with concerns related to the increase of squealing noise from Nebo trains in the past week. The member recorded units at 10pm on the 14 April and again at 7:11am and 8:15am the 15 of April.	Heavy rainfall in the region has caused wash outs along the rail line between the Kemira Valley Coal Loading Facility (KVCLF) and Port Kembla that required immediate repairs. Works commenced on Sunday 6 April 2024 and the rail line re-opened with low traffic and speed restrictions. These conditions resulted in rust developing on the surface due to lower rail activities and loss of track grease. The Community Team sent a proactive Dendrobium Update email advising about these conditions. The complainant was not on this distribution list (DL). Feedback was provided to the community member and was satisfied. Member added into the DL for community updates.
Rail Operations	April 2024	12/04/2024	A community member contacted the IC enquiry email in relation to the increase of squealing noise from trains at 9:58pm on the 11 April and again at 7:28am the 12 April.	Heavy rainfall in the region has caused wash outs along the rail line between the Kemira Valley Coal Loading Facility (KVCLF) and Port Kembla that required immediate repairs. Works commenced on Sunday 6 April and the rail line re-opened with low traffic and speed restrictions. These conditions resulted in rust developing on the surface due to lower rail activities and loss of track grease. The Community team sent a proactive Dendrobium Update email advising about these conditions. The complainant was not on this distribution list. Feedback was provided to the Community Member. No answer.
Dendrobium Mine	April 2024		Grievance 0045671 3 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Rail Operations	March 2024	25/03/2024	A community member called the Community Line at 9:36am to inform of squealing brake noise from a train going from Dendrobium mine, adjacent to William James Drive.	Rail Operations identified the train as KV06. Two roll-by tests were conducted by maintenance as part of the investigation. Extensive general examination was conducted by crews during and after discharge. No excessive noise was detected. The Community member wanted to remain anonymous.
Dendrobium Mine	March 2024	20/03/2024	Community member sent a SMS at 5:30pm to inform of a truck delivering material to the mine outside of the designated curfew hours.	Due to a breakdown on the Longwall, the mine required an urgent delivery outside curfew hours approved by the General Manager. South32 provided the information to the Community member, and he was satisfied.
Dendrobium Mine	March 2024	19/03/2024	Community members called the Community Line advising trucks heading to Dendrobium mine outside of business hours at 5pm and 5:15 pm.	Dendrobium Mine operations advised that they required two trucks to deliver critical equipment to the mine outside curfew hours due to breakdown on the longwall. The Community team sent a proactive Dendrobium Update email regarding this delivery to inform them of this breach, apologising for the disruption. The complainants were not on this distribution list. The community members did not request a call back.
Dendrobium Mine	March 2024	13/03/2024	A community member called the Community Line informing of a truck with deliveries exiting the mine around 9pm (after curfew) using engine brakes at Cordeaux Road, Mt Kembla.	A curfew breach was notified to the Community Team the evening before. Driver unaware of curfew times and has never been to site before. Driver asked to leave the mine site and park at bottom of Cordeaux Road. Driver/Company was reprimanded, and a manual induction was completed by the driver. The community member was contacted and was satisfied with the actions.

Dendrobium Mine	March 2024	13/03/2024	A community member called the Community Line regarding a 'high pitched motor noise' coming from Dendrobium Mine impacting residents on View Street, Kembla Heights at 11am.	Operation advised that the source of the noise was the vacuum truck cleaning a blocked drainage near residents. The activity stopped at 2pm. The Community Team advised the community member and apologised for the unplanned activity. Community member was satisfied.
Rail Operations	March 2024	11/03/2024	The community member sent an email to the Community Team, informing them of trains traveling in both directions and experiencing excessive wheel brake noise near the Cordeaux Road underpass, close to Boorrea Street, before 7am.	Pacific National observed the units KV01, KV03, KV05 on its way to Kemira Valley and KV02 on its return. Observations were conducted from the overbridge on Cordeaux Road. On the outcome no exceedances of noise were recorded, just normal noise was registered. The footage of KV01/02, KV03 and KV05 was reviewed with no noise was heard. Feedback was provided and the member was not satisfied. A recording noise was sent back for investigation back and the request of the Noise Management Plan. The information was sent to the resident and the issue will be discussed at the next Rail Noise Working Group meeting.
Dendrobium Mine	March 2024	4/03/2024	A community member contacted the IC Enquiries email at 10.08pm to report noise from the pit top.	Operations advised that Dendrobium mine had an emergency with one of our underground workers where an ambulance had to be called to assist our personnel. CCTV footage was reviewed which determined that no forklift and/or Loader movements occurred over this period. The change of shift workforce was delayed by 30 minutes due to this event being the likely source of the noise. Community member satisfied with response.
Dendrobium Mine	March 2024	4/03/2024	Community member called the Community Line at 8:22 am to report a "loud noise" coming from the Dendrobium Mine.	Operations advised that a compressor failed over the weekend and that a temporary compressor unit was being used to maintain safe operations underground. This temporary unit was creating excessive noise. Additional noise mitigation, such as noise blankets/noise walls, was

Dendrobium Mine	March 2024	4/03/2024	A community member contacted the Community Line at 8:25 am to report a "loud humming noise" coming from the Dendrobium Pit Top.	installed to reduce the noise. An email update was sent to nearby residents, and a Facebook message was issued to the community, apologising for the temporary increased noise coming from the Pit Top. The community members requested not to be contacted further.
Dendrobium Mine	March 2024		Grievance 0045671 2 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail Operations	February 2024	15/02/24	A community member reported a squealing noise coming from a train at 7am and 3pm on William James Drive.	Pacific National identified the unit and reported that the track was slippery that morning and the train was managed accordingly heading up hill. No excessive noises reported however further investigation of the unit were performed thoroughly whilst discharging and 2 roll-by were completed. The Resident was advised about the outcome and satisfied.
Dendrobium Mine	February 2024		Grievance 0045671 1 complaint received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail Operations	January 2024	16/01/24	A community member called the Community Line at 3 pm to report excessive squealing noise coming from a train at the intersection of William James Drive and Cordeaux Road.	Rail contractor advised that rust on the rail-head was considered the source of the squeal. The rust developed due to the lack of train movement in the previous days and rain. The rail movements are back to normal mitigating the issue. Community member requested not to receive a call back.

Dendrobium Mine	January 2024		Grievance 0045671 0 complaint received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail Operations	December 2023	19/12/2023	A community member contacted the Community Team regarding noise from a train at 7:17am between the tunnel and Cordeaux Road.	Rail Operations identified the train as KV02. Two 'Roll-by' were conducted by maintainers as part of the investigation. The crew reported no abnormalities during the return trip and some brake squeal present as train came to a stop but determined nothing outside of normal operations. The community member was advised about the outcome and satisfied.
Dendrobium	December 2023	13/12/2023	A community member called the Community Call Line at 7am to inform a curfew breach relating to a truck traveling along Cordeaux Road to the Dendrobium Pit Top.	The Warehouse Team informed the Contractor and re-issued IMC's Drivers Code of Conduct and confirmation of curfew times. The Contractor has responded and implemented actions to prevent re-occurrence. Resident requested to not receive a call back.
Rail Operations	December 2023	3/12/2023	A community member contacted South32 through the website regarding concerns related to train noise, the dinging of the boom gates and the horn used by the train prior to the intersection crossing on Central Road and Cordeaux Road during daytime hours. They have recently moved to the area.	Operations investigated the complaint and in turn, they sent data regarding the compliance of the noise levels standard, Consolidated Consent, and Noise management plan for all the facilities related to Nebo line on the surface. Discussion of the outcome is planned for the next Rail Working Group in case further activities are required to mitigate impacts to adjacent landholders. An email was sent to the community member in relation to the outcome, no answer was received.

Dendrobium Mine	December 2023		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
	November 2023		No complaints received for the month.	
Dendrobium Mine	November 2023		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	October	9/10/2023	A community member sent an email regarding a 'humming' noise coming from the Pit Top at 8 am.	Operations confirmed that the noise was caused by a vacuum truck cleaning the sediment pond. A new contractor was engaged to perform this task, operating a larger truck than the one used by the previous contractor. South32 stopped the work at 9:20 am and monitored the cleaning for over two weeks, with no exceedances recorded. A request has been made to switch to a smaller capacity truck in the future to reduce the noise in the area. The community team informed the landowner about the outcome, but there has been no response.
Dendrobium Mine	October		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Dendrobium Mine	September	21/09/2023	A community member called the Community Line at 8:45pm regarding noise coming from the pit top.	The Community Team called the control room to request an investigation. They advised that an LHD machine with a pod of rubbish was unloading into large bins causing the noise. The operator was told to cease the work and the shift supervisor was notified. Email was sent with the outcome, no feedback received.
Rail Operations	September	14/09/2023	A community member called the Community Line regarding excessive squealing noise on a train at 9.30am and another overnight at the William James Drive intersection with Cordeaux Road.	The Rail Contractor conducted an audit with slight wheel flange noise identified from the train. Nebo Line has a variation of the product transported from the Kemira Valley Loading facilities to the Dendrobium Coal Preparation Plant with potential for additional breaking. South32 will continue to monitor and attempt to mitigate. The community member requested not to be contacted.
Rail Operations	September	13/09/2023	A community member raised concerns at 1.30pm via email, regarding increasing smoke on trains along the Nebo Line over the month of September.	The Rail Contractor investigated and identified the possible cause. An adjustment to the departure process was made to clear oil from the combustion of the trains. Additional maintenance and monitoring were completed for the following week. The community member was advised of the outcome and satisfied.
Dendrobium Mine	September	01/09/2023	A community member called the Community Line at 9:55am regarding an oil spill on Cordeaux Road.	An investigation commenced with the Environmental Team identifying that the spill was coal fines from a contractor vacuum truck. Cordeaux Road was swept immediately with the spill removed. The community member was advised of the outcome and satisfied.

Dendrobium Mine	September		Grievance 0045671 1 complaint received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	August	22/08/2023	A community member called the community line regarding braking noise from a truck leaving Dendrobium Mine on Cordeaux Road around 2:10 pm.	The warehouse reviewed the CCTV and identified the contractor truck with a load weighing approximately 13t. The noise caused by compression braking used to assist with slowing down on declines, required due to the weight of the truck. South32 requested the contractor company to advise their drivers to limit compression braking in residential areas near our operations to avoid excessive noise. The community member requested not be contacted.
Dendrobium Mine	August		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail operations	July	12/07/2023	A Community member contacted the community line at 9:43am advising intrusive squealing noise near the Kemira Valley tunnel.	The unit was identified as KV06. Pacific National completed a roll-by to that unit with no adverse findings. South32 reviewed the sound files and the squeal for this service (KV06 heading back down the hill) with noise detected (hard to tell brake or flange). The recording was within the normal noise ranges. South32 advised the community member regarding the investigation at Bushells Hill assessing the rail noise and conditions to discuss a possible improvement in the area. The community member was advised of the outcome and was satisfied.

Rail operations	July	2/07/2023	<p>The community member made an enquiry through the South32 Website at 12:09pm advising that the rail noise has increased in the last weeks. The noise is experienced at Mount Kembla approximately north of where the rail line deviates from Cordeaux Road towards Kemira Valley.</p>	<p>The Community team contacted the Resident who could not provide a specific time or day of the noise. They subsequently monitored the trains during the week, providing further details of rail noise.</p> <p>The Community team advised him the outcome of previous complaints in the area and advised that South32 commenced an engineering review of the curve at Bushells Hill tunnel. Related rectification works will likely start followed subsequently reviews. The community member was advised of the outcome and was satisfied.</p>
Dendrobium Mine	July		<p>Grievance 0045671</p> <p>0 complaints received</p>	<p>Complaints or communications received through Grievance 0045671 are reported separately to this process.</p>
Rail operations	June	19/06/2023	<p>A community member contacted the call centre at 12:17pm regarding squealing brakes, from multiple trains along the Kemira Valley Train Line.</p>	<p>Rail operations conducted noise monitoring adjacent to Bushells Hill tunnel. The trains observed were within normal operating noise levels except for KV03. Further investigation showed that the set of wagons returned from maintenance and had stood idle for 14 days. Rust developed on the wheels potentially causing the squealing noise. The issue was addressed by the Operations team. The outcome of the investigation and updates of the process were provided to the stakeholder who was satisfied with the outcome.</p>

Rail operations	June	11/06/2023	A community member contacted the call centre at 9:33am regarding recurrent high-pitched squealing from the loaded trains coming out of the Kemira Valley Tunnel.	Rail Operations investigated and did not identify significant noise from the units at the time of the complaint. Operations team confirmed the grease pods were working as designed. The noise heard was potentially break squeals and may be exacerbated by the cooler weather. Further noise monitoring was conducted adjacent to Bushells Hill tunnel over the week of the 20 June. Identified issues with unit KV03 was rectified by the Operations team. The feedback was provided to the Community member, who was satisfied with the response.
Dendrobium Mine	June		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail operations	May	28/05/2023	A community member contacted the call centre at 10am on 28 May regarding high-pitched squealing noise from a train coming out of the Kemira Tunnel.	The Community Team raised the complaint with the operations after discussion with the community member regarding the location of the issue. Operations identified unit 58 (empty) and unit 59 (loaded) as the potential source of the noise. Pacific National conducted two noise monitoring audits on that day with results showing that unit 59 had intermittent squealing heard that is consistent with brakes being applied and released as the train traverses downhill. Maintenance was performed to the unit. The Community member was contacted to provide the outcome. No feedback received.
Dendrobium Mine	May		Grievance 0045671 1 complaint received	Complaints or communications received through Grievance 0045671 are reported separately to this process.

	April		No complaints received for the month.	
Dendrobium Mine	April		Grievance 0045671 1 complaint received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Pit Top	March	20/03/2023	A community member contacted the Community Call Line at 7:45 pm regarding an oil spill on Cordeaux Road heading down from the mine.	The Community Team contacted the Mine. Personnel from the Warehouse went to the site to investigate the issue and used a spill kit to clean the oil that day. The warehouse subsequently identified the contractor truck that caused the spill and reported it. On the 21 of March, Operations cleaned the road completely. The community member was contacted and provided the outcome and was satisfied.
Dendrobium Pit Top	March	5/03/2023	A Community member contacted the Community Call Line at 10:36pm regarding of noise coming from the mine site.	The Community Team contacted the Mine who reviewed CCTV advising that the noise occurred during shift change. South32 ensured: <ul style="list-style-type: none"> •A detailed investigation and coaching discussion with the drivers and operators. •Remind the crews around noise management especially during shift change (curfews in place). •Provide an induction to all supply drivers of their responsibility regarding noise management on surface. The investigation and outcome were emailed to the community member. No feedback received.

Rail operations	March	5/03/2023	A community member contacted the Community Call Line at 8:22pm regarding noise coming from the rail tracks being extremely loud.	Rail Operations advised a speed restriction was in place of 10kmp then lifted to 20kmp for the hot weather, for safety reasons. A roll-by was conducted on the train mentioned (Unit 57, 8202). No loud/high pitched squeal was detected. The community member was contacted to advise the outcome of the investigation and they were satisfied.
Rail operations	March	4/03/2023	A community member sent an SMS to the Community Team to advise screeching brake sound from a train 8.53pm.	The community team raised the complaint with Rail Operations, and they identified the unit. An audit was conducted on Sunday with no issues with noise on the approach to Kemira Valley (empty train). The return journey (loaded train) did have some noise however not to the extent from the complaint which was investigated further with nil defects visible. The community member was contacted to advise the outcome of the investigation and they were satisfied.
Dendrobium Mine	March		Grievance 0045671 1 complaint received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail operations	February	23/02/2023	A community member sent an SMS to the Community Team regarding a train with a high squealing noise travelling from the mine at 12.25pm. The same noise was heard the day before around the same time.	Rail operations investigated the concern and identified the carriages with the squeal. One had a visual inspection with no issues identified, and the second was removed from service overnight for preventative maintenance. A voice message with the outcome was left with the resident the following day.

Dendrobium Mine	February		Grievance 0045671 No complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail operations	January	30/01/2023	A community member called the Community Line at 10.59pm to advise a train with 5 carriages making a loud bang near Central Road.	Rail operations investigated the concern. The train was KV20 – 8203/^57. Operations advised that the train speed was low (5-10kph) while the brakes were still releasing, creating a brake shutter and the alleged noise. Two audits conducted showed no abnormal sound on the unit. The community member did not provide contact details to be contacted with the outcome.
Dendrobium Pit Top	January	17/01/2023	A community member called the Community Line at 10pm concerned about heavy machinery noise audible over the last 30 minute period.	The Mine confirmed three vehicles were moving equipment at the time of the phone call during shift change. The Manager reminded the workforce to avoid unnecessary movements and of the curfews for LHD's. The community member did not request a call back.
Dendrobium Pit Top	January	17/01/2023	A community member called the Community Line at 5:45pm concerned of a loud mechanical thumping noise audible over the last 30 minute period.	The Mine confirmed the noise was generated by an operator emptying bins at the Pit Top. The activity had ceased around the same time as the phone call. The operator was reminded to be cautious on noise generating activities. The community member was provided feedback over email.

Dendrobium Pit Top	January	12/01/2023	A community member called the Community Line at 9.50pm regarding elevated noise coming from the Pit Top during shift change.	The community team contacted the resident the following day for more information. An investigation was completed which included a review of vehicle movements. No anomalies were identified from previous shift activities. The resident was provided the outcome of the investigation and appreciated the feedback.
Dendrobium Pit Top	January	9/01/2023	A community member sent an emailed a concern at 10.17am regarding 'a loud buzzing noise coming from the mine constantly for some time now'. Requested we do something about it.	The Community Team noted the concern and advised the community member by email that South32 was aware of the buzzing and had recently conducted noise monitoring as part of an investigation. A compressor operating for at least the last 2 years appears to have become more audible recently and South32 is speaking directly with residents nearby to the mine. The address details of the community member were requested to assist the investigation however it was not provided.
Dendrobium Pit Top	January	3/01/2023	A community member called the community line at 11:00pm to report general machine noise and increase in noise from the Pit Top over the last week.	The Mine confirmed that vehicles associated with shift changeover were accessing the Portal Road at the time of the call. Attended noise monitoring was being undertaken at the time. Nothing unusual was identified. The community member did not request a call back.
Dendrobium Mine	January		Grievance 0045671 No complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Dendrobium	December	27/12/2022	A community member called the community line at 10:15pm to advise excessive machinery noise coming from the pit top.	The Community Team confirmed shift changeover was occurring at the time of concern for about 25 minutes. This involved vehicle movements in the yard. Nothing unusual was identified. The community member did not require a call back.
Dendrobium	December	15/12/2022	A community member called the community line at 1:25am to advise of intermittent noise coming from the mine.	The Mine confirmed two vehicle movements at the time of concern as the likely source of the noise. The vehicles were carrying unladen forks that are known to rattle and bump if unladen. The noise ceased after the phone call. The community member did not require a call back.
Rail operations	December	13/12/2022	A community member contacted the Community Team by SMS at 10am to advise of a high-pitched squealing from trains near the hiking path at Central Road. It was also noted there was more rail noise Saturday between 11am and 3pm, and on Sunday between 9pm and 11pm at their home.	An investigation was completed which identified the train to be as KV02 (8203 – Unit 56), and an audit showed no abnormal noise on the unit. The crew reported an irregular brake application downhill as workers were seen near the track in an unusual place, which would have generated more noise at the time of the call. The outcome was shared with the community member who was satisfied.
Rail operations	December	1/12/2022	A community member called the community line at 8:33am to advise of a high-pitched squealing noise from trains near William James Drive, Mt Kembla.	An investigation was completed which identified the train to be KV04 (8204 -Unit 57). A check on the train noise level was completed on the next two in both directions with no abnormal levels identified. Two additional noise audits were performed on the 2 December 2022 and no further issues were identified. The outcome was shared with the community member who was satisfied.
Dendrobium Mine	December		Grievance 0045671 2 Complaints received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Dendrobium Pit Top	November	25/11/2022	A community member called the community line at 6:50 am on Friday, 25 November and again on Monday, 28 November regarding trucks parking opposite 200 Cordeaux Road with engine idling. They reported also bad behavior from the truck driver when the resident requested, they turn off the engine.	Due to truck curfew times within the Village, the parking bay located on Cordeaux Road is the designated waiting area, however patrons of the coffee van located in the same area prevented parking access. The Community Team shared the concerns with Logistics immediately, and the driver was reminded to switch off the engine when waiting. Daily deliveries will be made to an offsite storage facility (rather than direct to site) to reduce the trucks parking in that space, pending a contract review approval, and a discussion was had with the coffee van vendor to explain the need for truck access to the parking bay as it was intended. The community member was contacted and satisfied.
Dendrobium Mine	November	24/11/2022	A community member called the Community team to advise that a tree had fallen onto property they lease from IMC. Caller asked the tree to be removed.	Investigation and assessment determined that removal of the fallen tree would be a manual process and was a safety risk due to the poor access, slope, and uneven ground. It was decided that the tree would be left as is. Caller was dissatisfied with the assessment and later advised there was damage to a fence. They asked that the request be escalated, and the tree removed. The request is currently under further review.
Dendrobium Mine	November		Grievance 0045671 1 Complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Pit Top	October	17/10/2022	A member of the community called the Community Team at 12pm to advise that a truck from Ledacon did not stop at the stop sign on Stones Road.	Since the Dendrobium Driver's Code of Conduct was sent to the contractor in August, South32 requested Ledacon to advise all their workers to stop at all designated stop signs along Stones Road and have a direct discussion with the driver of the truck to avoid recurrences. The community member was made aware of the result and satisfied.

	September		No complaints received for the month.	
Dendrobium Mine	September		Grievance 0045671 3 Complaints received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Pit Top	August	29/08/2022	A community member called the Community Team at 7:30am to advise that contractors are not stopping at the stop sign on Stones Road. The resident mentioned Veoila and Ledacon branded vehicles.	The Logistics Team sent the Dendrobium Drivers Code of Conduct to all the contractors in the area, to remind them about the curfew zone, the requirement to stop at all designated stop signs and NOT to exceed 40 km/hr along Stones Road. The Logistics Team also had direct conversations with Veoila and Ledacon to address this issue. The community member was advised of the outcome and was satisfied with the actions taken.
Dendrobium Mine	August		Grievance 0045671 1 Complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Pit Top	July	28/07/2022	A community member called the community call Line at 11.25pm regarding "engine noise" coming from the pit top.	An investigation was conducted by Operations confirming the noise at that time was coming from an LHD carrying equipment into the mine from 10.15pm to 11.20pm. The activity ceased at the time of the phone call. The Community Team contacted the resident to inform the outcome of the investigation.
Rail operations	July	16/07/2022	A community member sent an SMS on Saturday 16 July 2022 at 10:32pm to advise South32 about noisy trains that weekend, specially noted one at 6:13pm. on Saturday.	Logistics Team arranged random noise audits on 17 and 18 July. They identified two units omitting noise. The units were removed from service and inspected by the wagon maintainers. Community Team contacted the resident and informed the outcome of the investigation.

Dendrobium Mine	July		Grievance 0045671 2 Complaints received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail Operations	June	27/06/2022	A community member contacted the Community Line at 10.30am to advise a very high pitch squealing noise coming from the trains across the weekend at 8.10am & 7.39pm.	The Logistics Team was advised of the complaint and completed an investigation of the trains and wagons and identified one with excess noise. Further investigation did not show defects however a maintenance was completed on the train identified. Community team maintained contact with the community member several times throughout the investigation. The complaint was closed after the resident reported to be satisfied.
Dendrobium Pit Top	June	24/06/2022	A community member contacted the Community Line at 7.45pm concerned about a large front end loader making noise at Dendrobium Mine stockpile area, Mt Kembla.	The Community team followed up with the operation team at Dendrobium Mine immediately and confirmed a dozer was working in the area to load trains. This activity was business as usual and ceased at 10.30pm in line with the noise management plan. This concern was share with the management team. The community Member was advised and satisfied with the outcome.
Dendrobium Pit Top	June	19/06/2022	A community member contacted the Community Line at 8.56pm to advise they have heard "loud grinding noise from the train tracks" that occurred over the space of an hour.	The Community Team contacted Dendrobium Control room which reported no movements occurring at Kemira Valley. The logistics team investigated further and had confirmed the following day that no running trains or any track maintenance was occurring during the evening. The resident was contacted by the Community team to advise of the outcome of the investigation and were satisfied.
Dendrobium Mine	June		Grievance 0045671 1 Complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Dendrobium Mine	May		Grievance 0045671 1 Complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Pit Top	May	22/05/2022	Resident raised concerns at 1.00pm regarding loud ongoing engine noise from the pit top.	The Community Team contacted Dendrobium Control at 1.05pm to determine what operations were occurring at the time. At 12.57pm a supplier driver was filling up a fuel pod to take underground, otherwise generally little/no vehicular movements were occurring. The Community Team enquired of the resident further detail on the timing of the disturbance. No further information provided from the resident. The supply driver was advised of the complaint for additional awareness.
Dendrobium Pit Top	May	18/05/2022	Community member advised that at 1.25pm a truck did not do the stop at the stop sign on Stones Road. It was noted that this behaviour has not been addressed by South32 since the last complaint on the 13th of May.	The Logistics Team identified the contractor and driver (different company than the previous incident) and spoke directly with the supervisor to manage the individual involved. The resident was contacted by the Community Specialist to inform the outcome of the investigation and action taken.

Dendrobium Pit Top	May	16/05/2022	A community member raised concerns at 4.15pm and 9.40pm regarding ongoing engine and mechanical noise from the mine.	The noise was investigated. There were no movements other than usual to report that could have caused extra noise. No longwall change out machines were operating, or longwall equipment being towed. Two trailers were loaded at the portal and a JUG LHD was in transit to the workshop which could have potentially been the source of the noise, although the operator idled down the hill and drove slowly to the workshop. An email with the information about the investigation was sent to the community member.
Dendrobium Pit Top	May	15/05/2022	The community member raised concerns at 7.19am regarding loud machinery noise coming from the pit top.	The complaint was investigated, and the noise generating activity was determined to be associated with the longwall changeout. Under direction of the Mine Operations Manager, South32 ceased the activity until later in the day. It was conducted between 11am – 3pm the same day. The location of the staged materials will be reviewed for future activity. An email with the information of the investigation was sent to the community member.
Dendrobium Pit Top	May	14/05/2022	Community member called the community line at 12.47pm regarding ongoing mechanical noise, including crashing and banging etc.	<p>The noise was investigated and the activities that may have contributed to audible noise were:</p> <ul style="list-style-type: none"> • Tracking of a machine underground at about 10am • Bolts placement in a steel bin around the time of the call • Movement of forklift. <p>These activities ceased at 1.00pm. An email with the information of the investigation was sent to the community member.</p>

Dendrobium Pit Top	May	13/05/2022	At 9.43am a community member advised that a truck did not stop at the stop sign on Stones Road.	South32 identified the company travelling on the road at the time of concern. It was reminded of its responsibilities and correct driver behaviour. The community member was informed of the outcome.
Dendrobium Pit Top	May	11/05/2022	Community member raised concerns related to an orange truck that travels on Cordeaux Road daily prior to 7am.	Investigations confirmed a driver occasionally travelled to the site very close to 7am, driving on Cordeaux Road early by a few minutes. The drivers code of conduct and confirmation of curfew times was provided to the contract company. Actions were implemented to prevent re-occurrence. The community member did not request a call back.
Dendrobium Pit Top	May	7/05/2022	A member of the community contacted the Community Line at 9.05am regarding load noise emanating from the pit top for the last 90 minutes.	A shearer was being mobilised towards the portal as part of the longwall move at the time of concern. It required several towing tractors due to its size. South32 is implementing further controls to mitigate the noise in the future. The community member was advised of the outcome by email.
Dendrobium Pit Top	May	6/05/2022	A member of the community called the Community Line at 10.35am regarding "droning" noise coming from the site over the past several hours.	No activities or noise out of the ordinary was reported by the Operations Team. Tree removal works on surface planned to occur on Fridays only (over a May and June) may have been the cause of the noise, although this was during standard working hours to minimise noise impacts associated with chainsaw work. The community member did not wish for a call back.

Rail operations	May	4/05/2022	A community member advised a slow train was squealing near William James Drive at 3.50pm.	The shift leader attended the area to monitor noise that day. No noise issues were observed. On the 5th May the Team conducted another noise audit showing some noise from the rear of the train however not excessive. The unit was inspected after discharging that night to ensure that all is operating as normal. Attempts to contact the resident with feedback were unanswered and a voice mail was left.
Dendrobium Mine	April		Grievance 0045671 No complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	April	12/04/2022	A community member advised of a heavy haulage vehicle delivering a longwall chock up Cordeaux Road without an escort vehicle at 4:00pm. The resident informed a previous commitment from South32 to provide pilot vehicle for heavy vehicles travelling on Cordeaux Rd.	By law, a pilot is required for trucks over 3.5m and the truck was just within this length. South32 agreed however to use pilot vehicles for all trucks carrying longwall chocks moving forward. The concern was raised and discussed at the Dendrobium Community Consultative Committee meeting. The community member was telephoned with this response on Monday 19/04/2022
Dendrobium Mine	March		Grievance 0045671 No complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail operations	March	20/03/2022	At 3.47pm on 20/03/22 a community member called the community line about an incredibly slow train with a very loud squealy carriage at 11.28am that day.	The community team contacted rail operations who advised there are speed restrictions on that section of the line as a result of the washout from the other week. The tamper would be operating Monday and Tuesday to realign the track allowing the train to resume the normal speed. The community member was advised on Monday 21/3/22 by return telephone call.

Dendrobium Pit Top	March	5/03/2022	Community member emailed a concern about the generator noise that occurred on 4/3/22. The email was sent at 8.13am.	<p>A temporary diesel compressor required to provide fresh air underground during planned maintenance activities 8am - 4pm operated outside of standard working hours until 7.45pm. Action was taken to turn off the compressor when concerns were received at the time of the noise.</p> <p>This detail was shared by return email at 12.47pm the same day with information of the diesel compressor operating also on the 5/03/22 that was recently switched off.</p>
Dendrobium Pit Top	March	4/03/2022	At 6.27pm a community member emailed regarding a loud humming and vibrating noise coming from the mine. They noted the nature of the noise was going to make sleep difficult and they didn't think it was acceptable for this type of constant noise to be coming from the mine.	<p>Dendrobium Mine was notified of the concern and the noise was investigated immediately. An upgrade to the permanent electric compressor was underway and a temporary diesel compressor was being operated when needed to supply air underground, including over the weekend from 8am - 4pm. On this occasion the compressor would be switched off by 7:45 pm. Two emails were sent to the community member updating the information of the operations of the diesel compressor on that day.</p> <p>On 5/3/22 the community member sent a further email relating to the same noise. An investigation was completed, and the diesel compressor was turned off at about 12.35pm the same day. A return email was sent to the community member detailing the action taken and the electrical compressor upgrade works.</p>

Dendrobium Mine	February		Grievance 0045671 No complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	February	21/02/2022	A community member contacted the community line at 11.20am regarding reversing alarm noise near the entrance to mine which had been occurring for over an hour. They did not wish for a call back.	An investigation was conducted. Noise monitoring data indicated an increase at the reported time of concern which correlated with minor traffic congestion in the driveway. The congestion caused vehicles to manoeuvre back and forth to clear room however there was no indication of a continuous reversing alarm for the hour. The Dendrobium Pit Top Noise Working Group is reviewing reversing alarm sound. The community member did not wish to be contacted.
Dendrobium Mine	February	21/02/2022	A community member contacted the community line at 8.35am regarding noise from reversing trucks and advised it had been happening for the last 30 minutes. They did not wish for a call back.	The community team sought data and the logistics report from operations. Noise monitoring data indicated a spike in noise, though the source was unclear. It may have been multiple vehicles moving at the pit top over the 30-minute period. Teams working at the pit top were spoken to at the time regarding reversing alarms. The community member did not wish for a call back.

Rail Operations	February	19/02/2022	A community member contacted the community line at 10.23am to complain about rail squeaking noise.	A representative from Pacific National attended the site and reported a minor wheel squeal. They recorded the noise as the train went past. Noise is continuing to be monitored to determine the source and methods of management. Community member contacted on 4 March with update who noted the squealing wheels is the main disturbance and they would like to see the squealing wagons identified and rectified.
Dendrobium Mine	February	18/02/2022	A member of the community contacted the community line at 11.40am to complain about an ongoing loud mechanical noise coming from the mine.	The community team contacted Dendrobium operations to check noise monitoring data. Data indicated no issue, however if the Lower Portal Road construction was occurring, it would not be getting picked up by the noise monitoring system (as it is directional and does not face the Lower Portal Road). A member from our community team responded to complainant via email as requested.
Dendrobium Mine	February	10/02/2022	A community member contacted the community line at 3.05pm regarding engine mechanical noises, squealing and screeching noises occurring for some time at the Dendrobium pit top.	The community team requested noise monitoring data which showed an increase in noise from the pit top at the time though the source was unclear and was not identified. A member of the community team responded to the complainant via email

Rail Operations	February	08/02/2022	A caller contacted the community line at 11.05am regarding an incident that occurred on 3 February. The community member was crossing the rail crossing in their vehicle when the boom gate unexpectedly closed, causing minor damage. The community member sought damages for the repair of their vehicle.	The caller was contacted directly and a process for the vehicle to be repaired at Illawarra Metallurgical Coal's cost was agreed.
Rail Operations	February	03/02/2022	A member of the community contacted the community line at 7.25pm concerned about the boom gate at Central Road Rail Crossing malfunctioning. The previous day the boom gate was staying down much longer than typical. Today the boom gate went up with the lights and bells still on, before closing for approximately 45 seconds. The community member did not wish for a call back.	The complaint was shared with the rail contractor, Pacific National, who attended the site and fixed the operation of the boom gates. The community member did not require a response.
Dendrobium Mine	February	01/02/2022	A member of the community contacted the community line at 6pm to request a face-to-face meeting to discuss the long grass at the church opposite his residence (needs mowing). Also, a complaint regarding the amount of Illawarra Metallurgical Coal buses travelling along Cordeaux Rd.	A member of the community team contacted the resident to discuss the issues on the morning of 2/2/2022. A face-to-face meeting was then held with the community member to discuss the issues and follow up on the concerns. The number of buses travelling along Cordeaux Road is because of changes implemented due to Covid19 restrictions. This will change as restrictions ease. It was confirmed the church property referred is not owned by Illawarra Metallurgical Coal.

Dendrobium Mine	January		Grievance 0045671 No complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	January	20/01/2022	A member of the community contacted the Community Line at about 12.55am concerned about general mine noise and vehicle noise at Dendrobium Mine. The resident did not wish for a call back.	Dendrobium Mine was notified of the concern at about 8am the following day. An investigation was conducted and determined that a production critical task was undertaken at the time of concern. A loader was taking pipes underground to the development team. The resident did not request a call back with the outcome.
Dendrobium Mine	January	24/01/2022	A member of the community contacted the Community Line at about 12:16pm concerned about very loud engine noise coming from the pit top.	An investigation was conducted by Dendrobium. No unusual activity was occurring at the time. It was noted at Veoila vacuum truck was sucking out drains - this is a weekly activity that has been occurring for many years.
Dendrobium Mine	January	15/01/2022	A member of the community contacted the Community Line at about 3.55pm concerned about constant engine noises coming from the pit top. The Community Team emailed for more information at 4.05pm and were advised at about 5pm the noise was ongoing with loud engine noises and bangs which were disruptive.	An investigation was conducted by Dendrobium Mine at about 4.00pm. There were limited activities at the pit top at this time. Investigation into possible causes is ongoing

Dendrobium Mine	January	11/01/2022	<p>A member of the community contacted the Community Line at about 9.30pm concerned about lots of machinery noise coming from Dendrobium Mine pit top.</p>	<p>An investigation was conducted by Dendrobium Mine at the time of concern. A number of vehicles were moving at the pit top as they exited the mine to prepare for shift change. The vehicles would be re-entering the mine from about 10pm. This was a usual daily activity and nothing out of the ordinary was occurring. The humid weather was a likely factor in allowing noise to travel further. Noise and weather data was to be reviewed the following day. The community member requested a response by email which was provided at about 9.40pm the same day.</p>
Dendrobium Mine	January	11/01/2022	<p>A member of the community contacted the Community Line at about 5pm concerned about machinery noise and a loud booming coming from the Dendrobium Mine pit top. It was occurring at the time of the call and ongoing for about the previous 30 minutes.</p>	<p>An investigation was conducted by Dendrobium Mine at the time of concern. At 4.50pm a forklift was towing a trailer on the Portal Road and then unloaded longwall pans on Portal Road. The unloading process takes about 30 seconds. This activity occurs daily and always during the day as it can create noise, with the level of noise often determined by the operator. The activity ceased for the day shortly after 5pm. The only other activity at the time of concern was a small forklift in the yard lifting pallets which was identified to not be generating noise. The community member requested a response by email which was provided at about 7.20pm the same day.</p>

Dendrobium Mine	January	10/01/2022	A member of the community contacted the Community Line at 9.40pm concerned about machinery noise and clanging or dropping of items into a large metal bin.	An investigation was conducted by Dendrobium Mine at the time of concern. A machine towing a trailer with a heavy load that would have been clanging around had exited from underground at about 9.30pm. It may have been travelling too fast to cause such a high level of noise. The Underground Manager spoke with the operator at about 9.45pm with a reminder to be conscious of noise resulting from movement. No other activity was occurring at the pit top that would have resulted in the noise described. The community member did not wish for feedback on the outcome of the concern.
Dendrobium Mine	January	10/01/2022	A member of the community emailed the community team at 7.03 saying "I just noticed a truck driving up Cordeaux Rd at around ten to seven going to the mine, isn't this outside your allowable travel times?"	<p>The community team responded to the community member at 7.25am advising we would speak to the driver.</p> <p>The transport was a subcontracted delivery. Generally these deliveries would not come to site and be delivered directly to the offsite facility. Due to the urgency of the items, the delivery was redirected to site.</p> <p>The driver was unaware of the curfew along Cordeaux Road and proceeded to be at the mine site gate at 7am instead of waiting at the Cordeaux Road holding bay until 7am.</p> <p>The subcontractor has been contacted and explained the curfew.</p> <p>The community member was advised accordingly at 5.15pm.</p>

Dendrobium Mine	January	10/01/2022	<p>A local truck company lodged a complaint with the Police about traffic congestion related to South32's Rapid Antigen Testing Clinic at Marley Place. The Police forwarded to Dendrobium Mine for investigation.</p>	<p>Investigation determined a number of contributing factors including, unexpected number of operational staff returning from annual leave accessing the facility, Port Kembla Coal Terminal shutdown contractors commencing work and requiring testing and nursing staff/traffic control being overwhelmed with testing numbers. To ease traffic congestion the traffic flow was improved through the use of a car park, additional nurse/security will be onboarded asap, staff and contractors will be requested to attend for testing the day prior to accessing site in non-peak periods where possible and South32 staff will monitor the traffic conditions moving forward. An emailed response was provided to the Police at 1.40pm the same day.</p>
Dendrobium Mine	January	03/01/2022	<p>A member of the community phoned the Community Line at about 6.50pm to advise the trains had been noisy over the Christmas period. A train on 3 January was particularly noisy with wheel squeal so loud they could not hear each other speaking as it passed.</p>	<p>The logistics team investigated when the concern was received. The 8pm train was observed as it passed through the area near the community member and no wheel squeal was observed.</p> <p>The community member was contacted the following day and further details were provided.</p> <p>All rail movements were monitored the following day and no wheel squeal was reported. Movements in the area will continue to be checked on an ad-hoc basis.</p>

Dendrobium Mine	January	1/01/2022	A member of the community phoned the Community Line at about 11.40am about 'loud booming noise coming from Dendrobium Mine'. They wished for a reply by email	Dendrobium Mine investigated the concern at the time it was received. An operator was loading a bin with machinery at about 11.32am which is a usual activity, however a bit on the machinery was vibrating which may have resulted in louder noise. The activity lasted about 5 minutes and ended around the time the concern was lodged by the community member. The operator was advised of the additional noise created and will be more wary of machines in future. The community member was provided feedback by email at 12noon the same day
Dendrobium Mine	December		Grievance 0045671 2 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	December	20/12/2021	A community member telephoned the community call line at 7.05pm concerned about noise from the pit top. It was further described as 'loud bangs and booms'.	Dendrobium Control commenced an investigation into the noise the same day of the concern. Camera footage from the site did not detail any activities occurring that would result in the described noise. Noise monitor data did not record loud bangs at or near the time of concern. The noise source could not be identified. The resident was not provided the outcome of the investigation.

Dendrobium Mine	December	10/12/2021	A community member telephoned the community call centre at 11.01am to be concerned about a semi-trailer that crossed the centre of the road as it turned a corner travelling downhill. The same truck was also observed to be travelling uphill at 7am which is outside the allowable travel time.	The logistics team investigated and confirmed the truck travelled on Cordeaux Road slightly prior to the allowable travel time, arriving at Dendrobium Mine at 7.04am. The truck company was advised of the breach. The truck was not oversized and did not require an escort, however the observed manoeuvre of the truck was discussed with the truck company and driver. The community member did not request a call back with details of the investigation.
Dendrobium Mine	December	9/12/2021	A community member emailed the Community Team at 6.19am concerned about a piercing noise coming from the pit top between 7.45 and 8.30pm the previous night (8/12/2021). The resident emailed at about 8.30pm the same day to advise the same noise was occurring at the time of sending the email and requested more effort in identifying and ceasing the noise.	The Community Team followed up with Dendrobium Mine management regarding the noise concern. The noise source was determined on 10/12/2021 to be an activity occurring within the mine entrance (portal) to secure a railing to protect the emergency sealing doors. The activity should not have occurred in the evening, nor without proactively informing the community of a potentially noisy planned activity. The activity ceased and would continue during the daytime under a different method to reduce the noise generated. The resident was advised of the outcome by return email on 10/12/2021.
Dendrobium Mine	December	07/12/2021	A community member telephoned a member of the Community Team at 9.30am to complain about a 'coal crusher' noise. The community member telephoned again the same day at 12.45pm to advise the noise was repeated about 12.35pm.	Dendrobium Mine investigated and could not determine the source of a 'coal crusher' noise. CCTV cameras and noise monitors were reviewed as part of the investigation. The community member was advised on 8 December 2021 by return telephone call.

Dendrobium Mine	November		Grievance 0045671 2 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process and are subject to independent mediation.
Kemira Valley Rail	November	30/11/2021	A community member telephoned the community call line at 9.27am concerned about rail squeal. The entire length of the train was making a high-pitched squealing noise.	Over the last two months there has been limited rail movements causing a build-up of surface rust on the rail tracks causing friction and the squeal. The rust will be worn away by rail movements and is common after a period of limited raiing. The surface rust was expected and the 6am train was proactively delayed to reduce the impact on nearby residents. The community member provided further commentary suggesting the late evening and early morning trains continue to be delayed until the rust is worn away. Rail movements would be altered where possible to minimise impact and speed reduction in the area be trialled until the rust is removed.
Dendrobium Mine	November	11/11/2021	A community member telephoned the community line at 3.48am to complain about noise. The noise was described as being a 'coal crusher'.	The concern was investigated and no activity that would result in a loud coal crushing noise. The activity in at Dendrobium Mine Pit Top at the time of concern was limited to a supply driver refuelling a machine. The machine was loaded later in the morning at about 6am. The community member did not wish to be contacted with the outcome.

Dendrobium Mine	November	6/11/2021	Local police attended Dendrobium Mine at about 9.20am after receiving concerns from local road users in Figtree about wide loads travelling without escort to the mine. The trucks width required them to take up slightly more than one driving lane.	The relevant approvals for the truck movements were provided to the police, including the width of the trucks which were within the requirements of not requiring an escort. The Police escorted the last truck movement from the mine at about 11am and noted it did cross into the oncoming lane on corners in Mount Kembla and required more than one lane on Prince Highway, Figtree. Despite truck width being within requirements of not needing an escort, the Company decided the wide loads would be accompanied by pilot vehicles to improve safety.
Dendrobium Mine	November	4/11/2021	Resident contacted the Community Call Line at 11.30am on Thursday 4 November concerned about loud machinery noise coming from the mine.	The concern was investigated and the source of the noise was likely the Vac Truck cleaning two drainage pits on Lower portal Road. The activity was of short duration and the noise had ceased shortly after the concern was received. The resident did not wish to be advised of the outcome of the investigation.
Kemira Valley Rail	November	1/11/2021	Resident contacted the Community Call Line at 12.19pm to request the bushland between his property and the rail line be cut back. Bushes and lantana were growing through the property fence. Previous to this, the resident sent letters dated 19 February 2021 and 13 October 2021 with the same request.	Clearing and maintenance between properties and the rail line was undertaken within a week of the concern being received. The resident was advised of the planned action on 2 November. The letters sent earlier in the year could not be located in Company records. The resident was provided the Community Call Line and illawarracommunity@south32.net address for future correspondence.

Rail operations	November	1/11/2021	On 1 November the Community Team were made aware of a letter dated 13 October, from a resident requesting cutting back of overgrowth between their property and Kemira Rail. The letter referenced an earlier letter of 19 February making the same request.	The Community Team investigated but found no reference in their records to the February letter. The team discussed the issue with the relevant team who agreed to undertake clearing and maintenance work in the area in question. The community team advised the landowner by phone on 2 November.
Dendrobium Mine	October		Grievance 0045671 No complaints were received through grievance 0045671	Complaints or communications received through Grievance 0045671 are reported separately to this process and are subject to independent mediation.
Kemira Valley Rail	October	7/10/2021	A resident telephoned a member of staff at midday about overgrown land in the rail corridor behind Rachel Crescent, Figtree	The Community Team passed the complaint to the Rail Management team to investigate. Cutting back and maintenance of the area behind the property was organised and the Community Team informed the landholder when the work would take place
Dendrobium Mine	September		Grievance 0045671 2 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process and are subject to independent mediation.

Dendrobium Mine	September	03/09/2021	A member of the community telephoned the Community Line at 9.00am about a very loud ongoing engine noise and screeching at the mine.	The Community Team passed the information onto the Dendrobium mine operations for investigation. This found that LW Sleds were being loaded and readied for transporting to the Portal. Resident was advised by email 3/9/21 and is being updated regularly about activities from longwall changeout.
Dendrobium Mine	August		Grievance 0045671 5 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process and are subject to independent mediation.
Dendrobium Mine	August	31/08/2021	A member of the community contacted the Community Team to report excessive noise the previous night. No further details were given.	The Community Team responded directly to the community member apologising for the disturbance. An investigation by the Dendrobium mine operations showed there was unusual activity at the pit top the previous night during the early hours of the morning.

Dendrobium Mine	August	20/08/2021	<p>A member of the community contacted a staff member to report the following.</p> <p>At approximately 8pm on Friday 20th a silver RAV 4 (Rego AYB92N) pulled out of Dendrobium Pit top at considerable speed without stopping at the stop sign. The car exited the mine entrance in front of the vehicle travelling in a easterly direction causing the community member to brake hard. The car was reported to drive aggressively down Cordeaux Road.</p>	<p>The Community passed the information onto the Dendrobium mine operations for follow up. No response was required to the community member</p>
Dendrobium Mine	August	15/08/2021	<p>Resident emailed community team at 9.00am complaining of noise on and off for the last 30 minutes</p>	<p>The Community Team contacted Dendrobium Control immediately to investigate. Initial investigation found the only activity on surface during the time was a forklift unloading material. This was advised to the resident within a few hours of the complaint. Further investigation found that while there was some additional noise during the identified time, this was within allowable limits. Resident was advised by email on 19/08/21</p>
Dendrobium Mine	July		<p>Grievance 0045671</p> <p>No complaints received</p>	<p>Complaints or communications received through Grievance 0045671 are reported separately to this process and are subject to independent mediation.</p>

Dendrobium Mine	July	18/07/21	Resident contacted the Community Call Line at 10:25pm to advise that large semi-trailer truck drove past residence (Cordeaux Road) making lots of noise.	The Community Team contacted Logistics and Kemira Valley to confirm if related to our activities. Investigation concluded delivery came from WA and was delivered to the wrong address. The truck was immediately turned around at pit top. The freight company was contacted, issued a notice and readvised of the curfew delivery hours. The freight company responded and implemented actions to prevent re-occurrence. The resident did not request a call back with the outcome of the investigation.
Dendrobium Mine	July	01/07/21	Resident contacted the Community Call Line at 10.45pm to advise excessive truck or machine noise was audible for about the last 2 hours. The resident did not wish for a call back	The Community Team contacted Dendrobium Mine at about 11.00pm to advise of the concern and investigate. Shift change was underway and no unusual activities were reported. Noise data received on 9 July was consistent with the reported increase in noise 9.50pm - 11pm. Noise was indicated to be within the Consent Conditions at R6a, however 40% of activities exceed the LA1 requirement post 10pm.
Dendrobium Mine	June	28/06/2021	Resident contacted the Community Call Line at 1.20pm to advise a truck turning from Stones Road to Cordeaux Road mounted the corner of their property and knocked over the speed sign and bin. The resident was not upset with the driver, however wished for the incident to be recorded as it was dangerous.	The Community Team contacted Dendrobium Mine at 1.30pm to advise of the concern and investigate. A truck was confirmed to be in the area at the time of concern and the truck company was contacted about the incident. The speed sign was repaired the following day. The resident did not wish for a call back.

Dendrobium Mine	June	17/06/2021	Grievance 0045671 was registered to manage a resident's ongoing concerns. Related concerns will be investigated and reported monthly under the grievance.	Concerns captured under Grievance 0045671: <ul style="list-style-type: none"> 1 related to vehicle noise. A vehicle movement occurred at the reported time and was in line with management plans.
Dendrobium Mine	June	16/06/2021	Resident contacted the Community Team via email at 5.35am regarding vehicle noise at this time.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. A Load Haul Dump machine exited from underground at the reported time, within the curfew. The Production Manager and Under Manger followed up with teams to prevent reoccurrence. The resident was provided feedback by return email at 9.00am the same day. No further feedback was received from the resident.
Dendrobium Mine	June	15/06/2021	Resident contacted the Community Team via email at 6.26pm with details of a vehicle parked on Cordeaux Road. It is alleged the vehicle has parked in this location a few times and the resident would like the vehicle moved and the driver reminded not to park on Cordeaux Road.	The Community Team advised Dendrobium Mine of the concern at 6.30pm. Staff attempted to find the driver and have the vehicle removed as soon as possible. A reminder on parking protocol was issued to staff the following day. The resident was provided feedback by return email at 6.50pm the same day. No further feedback was received from the resident.
Dendrobium Mine	June	09/06/2021	Resident contacted the Community Team via email at 6.46am regarding banging heard at that time.	The Community Team contacted Dendrobium Mine immediately. An investigation determined a trailer was being loaded with underground supplies at the time. Shunting the trailer in place would have resulted in banging for about 20 seconds. The resident was provided the outcome by return email at 9.45am the same day and was requested to respond if the banging heard lasted longer than the short period. No further feedback was received.

Dendrobium Mine	June	04/06/2021	Resident contacted the Community Team via email at 6.18am to advise the Dendrobium Community Consultative Committee April meeting minutes were not on the South32 website. The resident believed Illawarra Metallurgical Coal was deliberately delaying the share of information to keep issues secret.	The Community Team investigated promptly. The Dendrobium Community Consultative Committee April meeting minutes were uploaded to the website in April, however were not displaying. The website developer was contacted to rectify the issue. The resident was provided an update by return email at 8.30am the same day, and was also provided a copy of the April meeting minutes. No further feedback was received from the resident.
Dendrobium Mine	June	04/06/2021	Resident contacted the Community Team via email regarding banging, clattering and vehicle noise between 5.39am and 5.45am.	Dendrobium Mine investigated the same morning and determined a bus exited underground at 5.40am as part of usual shift change activities. No other activities or vehicle movements occurred at Dendrobium Mine within the reported time of concern. Staff vehicles parking at the site may have resulted in bangs and clattering however this could not be verified. Resident provided information at 9.50am by return email the same day. No further feedback was received.
Dendrobium Mine	June	03/06/2021	Resident contacted the Community Team via email regarding banging and clattering noise at 6.00am	Dendrobium Mine investigated immediately and determined normal shift change activities were underway. No machinery was operating at the site until 6.15am as per the Noise Management Plan. Resident provided information at 7.30am by return email. No further feedback was received.

Dendrobium Mine	June	01/06/2021	Resident contacted the Community Team via email regarding the use of horns at Dendrobium Mine.	<p>The Community Team contacted Dendrobium Mine to advise of the concern and investigate. A truck delivering equipment to the mine used its horn at the reported time. The driver was reminded of the horn use policy almost immediately after the event. The resident was provided the outcome of the investigation by return email at 10.20am the same day. No further feedback was received</p>
Dendrobium Mine	June	01/06/2021	Resident contacted the Community Team via email at 9.15am regarding the continuous use of reverse alarms.	<p>The Community Team contacted Dendrobium Mine to advise of the concern and investigate. A review of all reverse alarms on permanent vehicles was completed the following week to ensure low frequency reverse alarms were fitted. Non-permanent vehicles, such as contractor vehicles, are not required to have low frequency alarms. Understanding this can be of nuisance, contractors were requested carpool to site to reduce the number of vehicles reversing at the site.</p> <p>The resident was provided an initial response to the concern by return email at 10.00am the same day. The resident provided further advice that high pitch reverse alarms were audible at 5.36pm the same day, and between 6.14am and 7.00am on 3 June. The outcome of the reverse alarm review was shared with the resident on 10 June – 3 permanent vehicles required new alarms to be installed. A six-monthly review of alarms was scheduled. No further feedback was received from the resident</p>

Dendrobium Mine	May	30/05/2021	Resident contacted the Community Team via email at 5.14am regarding the use of a reversing alarm.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was determined there was no vehicle movements at the mine at the time of concern, however staff were arriving in private vehicles and parking. It is likely a private vehicle parking had a reverse alarm. Dialogue with contractors regarding reverse alarms on staff vehicles travelling to the mine is ongoing. The resident was provided the outcome of the investigation by return email at 9.15am the same day. No further feedback was received.
Dendrobium Mine	May	28/05/2021	Resident contacted the Community Team via email at 6.47am regarding a loud reverse alarm at 6.45am.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. A drift runner reversed on Portal Road at the reported time. This movement was inline with the Noise Management Plan - the vehicle was fitted with a low frequency reversing alarm and the movement occurred within allowable times. The resident was provided feedback by return email the same day, and no further information was received.
Dendrobium Mine	May	27/05/2021	Resident contacted the Community Team via email at 5:47am regarding vehicle noise at 5:45am. The resident sent a follow up email noting the noise was still audible at 6.15am.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was determined a Load, Haul, Dump machine and drift runner exited the mine at the time of concern. The Under Manager and drivers were contacted to understand their requirements and mitigate the issue moving forward. The resident was provided the outcome of the investigation by return email. No further feedback was received.

Dendrobium Mine	May	21/05/2021	Resident contacted the Community Team via email at 5:54am regarding reversing alarms.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was determined several contractors travelled and parked in the mine carpark. Dialogue with contractors regarding reverse alarms on staff vehicles travelling to the mine is ongoing. The resident was provided the outcome of the investigation by return email. No further ifeedback was received.
Dendrobium Mine	May	20/05/2021	Resident contacted the Community Team via email at 3:43pm regarding a delivery to site during non-allowable travel times.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was confirmed a delivery was received by Dendrobium Mine at the time of concern, and the delivery driver did not usually deliver to Dendrobium Mine and was unaware of the Dendrobium Mine Driver Code of Conduct. The delivery company and driver were reminded about the Code of Conduct. The resident was provided the outcome by return email. The resident advised of their dissatisfaction with allowing the truck to enter site.
Dendrobium Mine	May	20/05/2021	Resident contacted the Community Team via email at 3:54am regarding vehicle movements at 3:53am and 4:09am.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was determined Load, Haul, Dump machines were operating to complete critical operational activities. This included travelling along Portal Road in preparation to enter the mine between 4.05am and 4.10am. The Under Manager and drivers were reminded to keep movements to a minimum. The resident was provided the outcome by return email. No further feedback was received.

Dendrobium Mine	May	19/05/2021	Resident contacted the Community Team via email at 6:23am regarding reversing alarms.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was determined the reversing alarms were associated with maintenance contractor vehicles arriving and reverse parking at Dendrobium Mine. These vehicles did not enter the mine for work. Liaison with contractors is ongoing to understand what measures are possible given the vehicles attend other work sites where the reverse alarm is required. The resident was provided the outcome by return email. The resident lodged additional concerns around reversing alarms at 1:23pm and 1:25pm the same day.
Dendrobium Mine	May	17/05/2021	Resident contacted the Community Team via email at 7:54am regarding the personnel mini bus allegedly exceeding 40 km/h speed limit on Cordeaux Road at 7:50am when leaving Dendrobium Mine Pit Top.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was determined the bus driver was in third gear using the exhaust brakes which reaches a top speed of ~45 km/h. There is no tracker installed on the mini bus to verify this detail. The resident was provided the outcome of the investigation. No further feedback was received.
Dendrobium Mine	May	15/05/2021	Resident contacted the Community Team via email at 7:01am regarding train squeal at 6:56am.	The Community Team contacted the logistics team to advise of the concern and investigate on 17 May. A roll by of the locomotive and wagons was completed 17 May with nothing unusual reported. On 18 May in-field observations were conducted alongside Cordeaux Road on all 3 trains with nothing irregular noted. The sound files from the noise monitor were not available on 15 May due to a technical glitch. The receipt of the concern was acknowledged within 24 hours and the outcome shared with the resident on 31 May. No feedback was received from the resident.

Dendrobium Mine	May	12/05/2021	Resident contacted the Community Team via email at 5:51am regarding loud vehicle noise.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was determined a vehicle exited Portal Road for a service. The resident was provided the outcome of the investigation. No further feedback was received.
Dendrobium Mine	May	07/05/2021	Resident contacted the Community Team via email at 5:22am regarding loud vehicle noise.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. It was determined a vehicle carrying a pipe trailer was travelling on Portal Road. The resident was provided the outcome of the investigation. No further feedback was received.
Dendrobium Mine	May	04/05/2021	Resident contacted the Community Team via email to advise of vehicle noise at 5.55am. A second email was sent the same day regarding a horn at 6.11am.	The Community Team contacted Dendrobium Mine to advise of the concern and investigate. A vehicle exited the mine and parked outside the underground entrance until 6.15am when it proceeded to travel on Portal Road within allowable travel times as per the Noise Management Plan. The source of the horn could not be found. Feedback was provided to the resident by return email the same day. No further feedback was received.
Dendrobium Mine	April	28/04/2021	Resident contacted the Community Team via email at 1:42pm regarding coal dust at the property.	The Community Team contacted the resident the next day to advise IMC are currently undertaking numerous coal dust samples from neighbouring properties with results pending. The resident had samples previously taken at the property which determined majority of the dust to be organic matter. The resident will be updated if any further information becomes available. No further information was received from the resident.

Dendrobium Mine	April	24/04/2021	Resident contacted the Community Team via email regarding train squeal at 5:13pm.	The Community Team contacted the logistics team immediately and an investigation was completed. The resident was informed that the noise file was reviewed and minor noise from train movement was recorded, however, nothing excessive or reportable. The resident was provided an update on past and current noise mitigation implementations for the rail line. No further information was received from the resident.
Dendrobium Mine	April	20/04/2021	Resident contacted the Community Team via email on ten different occasions from 12:33pm regarding a consistent loud squealing noise from the Pit Top.	The Community Team contacted the resident immediately to advise that a notification regarding the use of air horns on site would be used to test and calibrate the noise monitors. This notification went out to all residents prior to the event taking place. Upon further investigation the resident did not receive the emailed notification due to an IT issue and the resident was advised of this and an investigation took place into the IT issue. The resident would like the complaint and dissatisfaction of the error recorded.

Dendrobium Mine	April	16/04/2021	Resident contacted the Community Call Line at 8:12am regarding high pitched squealing from a train on numerous dates throughout March and April.	The Community Team contacted the logistics team immediately and an investigation was completed. The resident was informed of the investigation and that the noise files was reviewed and minor noise from train movement was recorded, however, nothing excessive or reportable. IMC will continue to monitor the train line for any further improvements. The resident will continue to update the Community Team with any additional noise concerns.
Dendrobium Mine	April	6/04/2021	Resident contacted the Community Team via email at 5:55am regarding loud clattering vehicle noise at 5:19am.	The Community Team contacted Dendrobium Mine to advise of the concern. An investigation was completed and determined that at 5:19am a machine exited underground with a flatbed trailer loaded with material for delivery to the warehouse. This is not usual timing and was reported to the Under Manager. Feedback on the investigation outcome was provided to the resident, and no further information was received from the resident.

Dendrobium Mine	April	2/04/2021	Resident contacted the Community Team via email at 5:55am regarding alleged speeding vehicles associated with the Mine site.	The Community Team contacted the resident to advise a start of shift communication went out to all staff to remind them of the Dendrobium Drivers Code of Conduct and general road safety. However, without specific information around times and/or registration it is difficult to determine any alleged speeding vehicles that may or may not be associated with the Mine. The resident was requested to try and provide some more specific details should they feel a vehicle is speeding so the source of the complaint can be resolved and mitigate the issue moving forward. No further information was received from the resident.
Dendrobium Mine	April	2/04/2021	Resident contacted the Community Team via email at 5:53am regarding loud vehicle noise from 5:30am.	The Community Team contacted Dendrobium Mine to advise of the concern. An investigation was complete and determined that at 5:33am a driftrunner unloaded rubbish into the bins for roughly 10mins. This is not usual practice and a reminder was provided to all staff about following the Noise Management Plan. No further information was received from the resident.

Dendrobium Mine	April	1/04/2021	Resident contacted the Community Team via email at 5:52am regarding loud grinding vehicle noise from 5:30am.	The Community Team contacted Dendrobium Mine to advise of the concern. An investigation was complete and determined that shift changeover would have occurred after 5:30am which would have attributed to some surface movement. It was also confirmed that at 5:53am a vehicle exited the mine with a trailer attached, travelling along Portal Road. This is not usual timing and was reported to the Under Manager. No further information was received from the resident.
Dendrobium Mine	March	25/03/2021	Resident contacted the Community Call Line at 7:14am regarding screeching noise at the Mine on 15/03/2021 at 7:45pm	The Community Team contacted the resident via email as requested to confirm complaint details. The complaint was regarding screeching noise at the Mine a week prior, however it is believed this may have been in relation to noise from a train. The resident did not respond, and a follow up call was made to which a response was also not received. Due to the insufficient information available the Community Team were unable to identify the source of the noise either at the mine site or train tracks, however the Mine and logistics team are aware of the concern.

Dendrobium Mine	March	9/03/2021	Resident contacted the Community Call Line at 9:23am regarding screeching train on 08/03/2021 at 1.19pm	<p>The Community Team contacted the logistics team immediately and an investigation was completed. Investigation determined a low squeal and on occasion found evidence of wheel squeal on both locomotive and wagons. This train will be monitored, and an internal investigation will continue. The resident will continue to report any notable squealing trains to assist with investigations.</p>
Dendrobium Mine	March	1/03/2021	Resident contacted the Community Call Line at 7:25am regarding high pitched squealing from a train on 27/02/2021, 28/02/2021 and 01/03/2021	<p>The Community Team contacted the logistics team immediately and an investigation was completed. Investigation determined a low squeal on occasion from Bushell's Hill tunnel. IMC installed two top of rail friction modifiers during an outage at the end March to assist in mitigating rail issues. IMC is also looking to engage another rail interface/lubrication expert to review this again over the coming months. The resident will continue to report any notable squealing trains to assist with investigations.</p>

Dendrobium Mine	February	28/02/2021	Resident contacted the Community Call Line at 6:10am regarding rail curfew times.	The Community Team contacted the resident immediately and advised train times are 6am-11pm. The resident suggested the trains seem louder than usual since December 2020 and was thankful for the call back. Illawarra Metallurgical Coal's logistics team will continue to monitor the train line.
Dendrobium Mine	February	28/02/2021	Resident contacted the Community Call Line at 3:27pm regarding loud banging noise. The resident requested feedback by email.	The Community Team contacted Dendrobium Mine immediately and an investigation was completed and determined rubbish was being loaded into a bin. This resulted in the ongoing loud banging and the activity ceased not long after 3.30pm. The resident was provided information by email and no further feedback was received.

Kemira Valley Rail	February	22/02/2021	Resident contacted the Community Call Line at 5.09pm regarding high pitched squealing from a train at 9.24pm on 21/02/2021.	The Community Team contacted the logistics team immediately and an investigation was completed. The train in question was identified and inspected with no issues found. Noise monitoring of rail movements at 8.25pm and 9.30pm was completed and no issues were identified. Noise monitoring of rail movements on the morning of 23/02/2021 was also completed with some flange noise detected from the locomotive. The resident was contacted by phone on 23/02/2021 and provided the outcome of the investigation, noting investigations were ongoing. The resident advised the squealing had started recently and it was not consistent. They recognised the good work completed previously on the brake shoe upgrade to reduce squealing and hoped that the business would find a solution to the most recent squealing issue. The resident will continue to report the loud squealing trains to assist with investigations.
Dendrobium Mine	February	21/02/2021	Resident contacted the Community Call Line regarding loud noises from the Dendrobium Mine pit top at 9.30pm. The resident requested feedback to be provided by email.	The Community Team contacted Dendrobium Mine immediately and an investigation was completed. Loading activities were underway at the time of concern and were complete by approximately 9.40pm. The activities were part of regular shift change activities (however were originally planned to occur during the day - there was a change in the schedule). The resident was provided the detail of the outcome of the investigation by email at 9.50pm. No further feedback was received from the resident.

Dendrobium Mine	February	19/02/2021	Resident contacted the Community Team via email regarding vehicle noise at 5.55am. Noise included banging and clanging.	The Community Team contacted Dendrobium Mine the same day to advise of the concern. An investigation was completed and determined a machine was travelling on the Portal Road at the time of concern. Relevant mine staff were advised of the machine movement prior to the curfew of 6.15am. Feedback was provided to the resident via email the same day. No further feedback was received from the resident.
Dendrobium Mine	February	18/02/2021	Resident contacted the Community Team via email at 10.21pm regarding vehicle noise from 10.00pm, with a reversing alarm heard at 11.12pm.	The Community Team contacted Dendrobium Mine the same night to advise of the concern. An investigation was completed and determined that shift change activities were occurring until approximately 11.30pm. Due to extended pre-shift communications and staggered shift starts in place as a COVID-19 control, the shift change activities went for longer than usual. Feedback was provided the following day to the resident by return email. It was also noted the resident had also contacted the mine directly to discuss the vehicle movements at 10.21pm and the resident was reminded to contact the Community Call Line in future. No further feedback was received from the resident.

Dendrobium Mine	February	17/02/2021	Resident contacted the Community Team via email regarding vehicle noise at 5.10am.	The Community Team advised the Dendrobium Mine of the concern the same day and an investigation was completed. The investigation identified a machine exiting the mine at 5.08am to be parked in the yard at 5.10am. Feedback was provided to the resident by return email the same day. The resident contacted the Community Team by phone later the same day to discuss the ongoing issue of vehicle movements at the pit top during the night, requesting actions be expedited to manage the ongoing concern.
Dendrobium Mine	February	16/02/2021	Resident contacted the Community Team via email regarding vehicle noise at the pit top from 6.04am - 6.15am at 6.15am.	The Community Team advised the Dendrobium Mine of the concern the same day and an investigation was completed. A Load Haul Dump Truck exited the mine with a pipe trailer at 6.04am and travelled toward the warehouse. This activity should not have occurred prior to 6.15am. Other vehicle movements during the reported time were associated with usual shift change activities. The Load Haul Dump Truck operator was advised of the incorrect action on the following shift. Feedback was provided to the resident by return email the same day. No further feedback was received from the resident.

Dendrobium Mine	February	12/02/2021	Resident contacted the Community Team via email regarding a speeding truck on Cordeaux Road at 4.18pm.	The Community Team advised Dendrobium Mine immediately. It was noted this was the same truck that was reported to have travelled to the site outside the allowable travel times in the Dendrobium Drivers Code of Conduct at approximately 4pm the same day. The driver had been reminded of the speed limit just prior to exiting the site. The truck was not fitted with a GPS tracking system, so the speed could not be verified. Feedback was shared with the resident by return email. No further feedback was received.
Dendrobium Mine	February	12/02/2021	Resident contacted the Community Team via email regarding a truck movement on Cordeaux Road outside the allowable travel times as identified in the Dendrobium Drivers Code of Conduct. The truck entered Dendrobium Mine pit top at approximately 3.56pm.	The Community Team had been contacted proactively by staff at Dendrobium Mine at 3.58pm to advise a truck had arrived outside the allowable travel times of the Dendrobium Drivers Code of Conduct. Staff identified the driver visited the site often and was aware of the Code. The driver had been waiting outside the village until 4pm to travel to site, however the truck clock was incorrect which meant he was travelling at the incorrect time. Feedback was shared with the resident by return email. No further feedback was received.

Dendrobium Mine	February	11/02/2021	Resident contacted the Community Team via email at 6:02am regarding loud banging at 6:01am.	The Community Team advised Dendrobium Mine of the concern the same day and an investigation was completed. The source of the noise was determined to be two supply loaders (machinery on tracks) exiting the mine. The loaders waited at the entrance on Portal Road until the correct time to commence loading materials. The Under Manager was made aware and discussed the timing and process with the drivers. No further feedback was received from the resident.
Kemira Valley Rail	February	10/02/2021	Resident contacted the Community Call Line regarding train noise on 9/10/2021 at approximately 8.30pm - 9.00pm.	The Community Team advised the logistics team of the concern the same day and an investigation was completed. The cause of the noise was not able to be determined. The resident was advised of the outcome and no further feedback has been received.

Dendrobium Mine	February	9/02/2021	Resident contacted the Community Team via email at 10:36am regarding speeding cement truck at 7:36am.	The Community Team advised Dendrobium Mine of the concern the same day and an investigation was completed. The trucking company, Holcim, were unable to download the speed data for the truck in question. The concern could not be verified. The resident advised they do not require tracking data as they know the truck was speeding.
Kemira Valley Rail	February	8/02/2021	Resident contacted the Community Call Line at 8:20am regarding excessive rail noise.	The Community Team advised the logistics team of the concern the same day and an investigation was completed. The cause of the noise was not able to be determined. The issue will continue to be monitored. The resident was advised of the outcome and no further feedback has been received.

Dendrobium Mine	February	8/02/2021	Resident contacted the Community Team via email at 6:15am regarding horn use on site at 6:14am during curfew.	The Community Team advised Dendrobium Mine of the concern the same day and an investigation was completed. The investigation determined the horn use at 6:14am was attributed to shift change activities. The horn was used to positively communicate with the surface equipment operators to ensure they were aware that the underground machines would be briefly passing through the work area. The resident was provided the details by return email. No further feedback was received from the resident.
Dendrobium Mine	February	5/02/2021	Resident contacted the Community Call Line at 11:02am regarding excessive noise at the pit top.	The Community Team advised Dendrobium Mine of the concern the same day and an investigation was completed. The investigation determined the noise to be associated with Portal Road upgrades. A notification was provided to the resident on 3 February regarding the road works 5-6 February. The resident contacted the Community Call Line on Saturday 6 February to advise the noise was. It was confirmed that the source of the noise was the upgrades at Portal Road. No further information was received from the resident.

Dendrobium Mine	February	5/02/2021	Resident contacted the Community Team via email at 10:05pm regarding vehicle movement on site at 10:05pm during curfew.	The Community Team advised Dendrobium Mine of the concern the next day and an investigation was completed. The investigation determined vehicle noise at 10:05pm was attributed to a supply loader entering Portal Road mine entrance. This is a business as usual activity which had a 5-minute delay finishing the delivery, taking it 5 minutes past curfew. The outcome of the investigation was provided to the resident. No further feedback was received from the resident.
Dendrobium Mine	February	5/02/2021	Resident contacted the Community Team via email at 9:06am regarding a truck travelling on Cordeaux road at 9:00am	The Community Team advised Dendrobium Mine of the concern the same day and an investigation was completed. The contracted company confirmed its driver was familiar with the Dendrobium Drivers code of Conduct and allowable travel times. A written warning was provided to the driver. Further investigation found that the exit boom gate opened automatically when the truck approached to exit, rather than the driver manually requesting it be opened. An additional control was installed on the boom gate to prevent the same event occurring. The outcome of the investigation was provided to the resident. No further feedback was received from the resident.

Dendrobium Mine	February	4/02/2021	Resident contacted the Community Team via email at 5:56am, 5:58am and 6:02am regarding vehicle noise and movement.	The Community Team advised Dendrobium Mine of the concern the same day and an investigation was completed. The investigation confirmed that an empty supply loader exited the mine with a trailer attached. It is understood this movement along Portal Road and in conjunction with a drift runner for change of shift would have attributed to the noise. Staff were reminded to limit vehicle movements during curfew. The resident was provided the outcome of the investigation. No further feedback was received from the resident.
Dendrobium Mine	February	2/02/2021	Resident contacted the Community Team via email at 1.00pm regarding the Dendrobium Mine Extension Project and concern of the proposed car park on Cordeaux Road.	The Community Team advised the resident it will continue to keep all residents updated when more information is available regarding the proposed carpark. The resident was provided details on current engagement and further information on the Dendrobium Mine Extension Project. No further feedback was received from the resident.

Dendrobium Mine	February	1/02/2021	Resident contacted the Community Team via email regarding vehicle movement and resulting noise at 11.05pm.	The Community Team advised Dendrobium Mine of the concern the following morning and an investigation was completed. The reported vehicle noise was associated with a supply loader entering Portal Road. The Under Manager was advised, and an internal investigation was completed. The resident was advised of the outcome by return email at 1.34pm 2/2/2021. No further feedback was received from the resident.
Dendrobium Mine Mine	January	30/01/2021	Resident contacted the Community Team via the Community Call Line at 4.30pm regarding loud banging and engine noise from the Pit Top.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. The investigation confirmed a number of vehicles were exiting the mine from 4.00pm which is the likely source of the engine noise. A team were also unloading rubbish by hand from a vehicle on Portal Road from about 4.00pm which would have resulted in additional noise. No other activities were taking place at the time of concern. The resident was provided feedback by return email as requested the same day. The resident responded noting that noise will continue to be an issue from the Pit Top.
Dendrobium Mine	January	29/01/2021	Resident contacted the Community Team via email regarding vehicle movements and noise at 6.05am.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. The investigation confirmed a forklift had commenced work near the warehouse. The warehouse staff were made aware of the concern and reminded to restrict movements prior to 6.15am. The resident was provided a response by return email at 3pm the same day. No further feedback was received from the resident.

Dendrobium Mine	January	25/01/2021	Resident contacted the Community Team via email regarding a potential speeding truck on Cordeaux Road at 2:08pm.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. The truck was not fitted with a GPS tracker, so the speed cannot be verified. The truck driver advised they were aware of the Dendrobium Drivers Code of Conduct and were not speeding. No further information was received from the resident.
Dendrobium Mine	January	24/01/2021	Resident contacted the Community Team via email regarding vehicle movements at 6:05am and 10:15pm.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. CCTV confirmed a vehicle was on Portal Road in line with shift change at 6:05am. At 10:15pm a supply loader was scheduled to collect material prior to 10:00pm curfew, however due to delays with loading material, the vehicle was 15 minutes late leaving Portal Road. During the curfew surface vehicle movements are minimised where possible except where required for safety, emergency reasons or change of shifts. No further information was received from the resident.
Dendrobium Mine	January	24/01/2021	Resident contacted the Community Team via email at 6:45am regarding a reversing alarm at 6:44am.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. CCTV confirmed there were no vehicles within the warehouse or Portal Road outside of business as usual activities. The CCTV footage did not identify the use of a reversing alarm. The alarm may have been used as part of shift change. No further information was received from the resident.

Dendrobium Mine	January	24/01/2021	Resident contacted the Community Team via email at 6:41am regarding horn use at 6:39am.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. CCTV confirmed there were no vehicles within the warehouse or Portal Road outside of business as usual activities. The CCTV footage did not identify use of a horn. The horn use may have been used as part of shift change. No further information was received from the resident.
Dendrobium Mine	January	23/01/2021	Resident contacted the Community Team via email at 3:10pm regarding the Dendrobium Mine Extension Project and proposed carpark objection.	The Community Team advised the resident that additional information was not available on the proposal until a decision on the Dendrobium Mine Extension Project was provided. The resident's feedback was provided to the Project team for consideration. No further information was received from the resident.
Dendrobium Mine	January	23/01/2021	Resident contacted the Community Team via email at 2:38am regarding a vehicle movement at 2:37am.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. Investigation via CCTV confirmed a supply loader did come onto the surface to collect supplies. The resident was advised, and no further information was received from the resident.

Dendrobium Mine	January	19/01/2021	Resident contacted the Community Team via email at 10:59pm regarding the Dendrobium Mine Extension Project and proposed carpark objection.	The Community Team advised the resident Illawarra Metallurgical Coal will continue to keep all residents updated when more information is available regarding the proposed carpark. The resident was provided details on current engagement and further information on the Dendrobium Mine Extension Project. The resident's feedback was shared with the Project team. The resident requested additional information on the Project and a response was provided the same day.
Dendrobium Mine	January	18/01/2021	Resident contacted the Community Team via email at 10.59am regarding a potential speeding truck leaving the Pit Top at 10:58am.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. The investigation confirmed the truck was contracted by Ledacon which are not equipped with GPS tracking data to validate the speed. Ledacon's fleet is being upgraded to have the systems installed. Follow up occurred with the driver and company. No further information was received from the resident.
Dendrobium Mine	January	18/01/2021	Resident contacted the Community Team via email at 10:39pm regarding the Dendrobium Mine Extension Project and proposed carpark objection.	The Community Team advised the resident Illawarra Metallurgical Coal will continue to keep all residents updated when more information is available regarding the proposed carpark. The resident was provided details on current engagement and further information on the Dendrobium Mine Extension Project. The resident's feedback was shared with the Project team. The resident requested additional information on the Project and a response was provided the same day. More details will be provided to the resident when it is available.

Dendrobium Mine	January	18/01/2021	Resident contacted the Community Team via email at 7:00pm regarding the Dendrobium Mine Extension Project and proposed carpark objection.	The Community Team advised the resident Illawarra Metallurgical Coal will continue to keep all residents updated when more information is available regarding the proposed carpark. The resident was provided details on current engagement and further information on the Dendrobium Mine Extension Project. The resident's feedback was shared with the Project team for consideration. The resident was contacted by phone and requested to be provided more information when it was available.
Dendrobium Mine	January	16/01/2021	Resident contacted the Community Team via the Community Call Line at 2.39pm regarding mechanical and engine noise coming from the Pit Top.	The Community Team advised Dendrobium Mine of the concern immediately and an investigation was completed. An empty Loader exited the mine at 2.37pm. Other surface activities at the time of concern was a forklift moving small parts in the yard. Feedback was provided to the resident via email at 3.00pm, with a request to advise if the noise has continued beyond the Loader movement. No further information was received from the resident.

Dendrobium Mine	January	15/01/2021	Resident contacted the Community Team via email at 10:34pm regarding the environmental report associated to Brandy and Water Creek.	The Community Team responded the same day advising the concern was received. The Community Team responded the next day with an update on the environmental report and subsequent reports. No further information was received from the resident.
Dendrobium Mine	January	15/01/2021	Resident contacted the Community Team via email at 7:58am regarding proposed plans to establish a permanent car park opposite the Pit Top.	The Community Team advised the resident Illawarra Metallurgical Coal will continue to keep all residents updated when more information is available regarding the proposal. The resident was provided a letter that was distributed to some residents on 14 January 2021 with further information. No further feedback was received from the resident.

Dendrobium Mine	January	15/01/2021	Resident contacted the Community Team via email at 10.53pm regarding vehicle noise at the Pit Top at 5:38am and 10.51pm.	The Community Team advised Dendrobium Mine of the concern the following morning and an investigation was completed. The investigation confirmed via CCTV an empty supply loader was moved to Portal Road in preparation of loading material after curfew. The additional movement at 10:51pm is attributed to a Drift Runner and Loader entering the mine. The Drift Runner was operating as part of Shift Change processes, however it was unclear why the Loader was operating at the time and further information was sought from the Under Manager. The resident was provided feedback by return email at 9.00am and 2.50pm. No further information was received from the resident.
Dendrobium Mine	January	14/01/2021	Resident contacted the Community Team via email at 3:20pm regarding proposed plans to establish a permanent car park opposite the Pit Top.	The Community Team responded to the resident the same day advising the proposed car park is part of the Dendrobium Mine Extension Project which is currently pending government approval. Designing of the proposed car park is yet to commence, however Illawarra Metallurgical Coal plan to minimise the environmental impact of the car park, including that of the waterways. The residents' feedback was shared with the Project team for its consideration at the right time. No further feedback was received from the resident.

Dendrobium Mine	January	14/01/2021	Resident contacted the Community Team via email at 3:20pm regarding proposed plans to establish a permanent car park opposite the Pit Top.	The Community Team advised the resident that Illawarra Metallurgical Coal will continue to keep all residents updated when more information is available regarding the proposal. The resident was provided a letter that was distributed to some residents on 14 January 2021 with further information. No further feedback was received from the resident.
Dendrobium Mine	January	13/01/2021	Resident contacted the Community Team via email four times to advise of vehicle noise at 5.48am, 10.02pm, 12.05am and 12.48am.	The Community Team advised Dendrobium Mine of the concern and an investigation was completed. The Community team requested additional information from the resident regarding timing, however, no response was received. After further investigation, CCTV footage did not identify any vehicle movements around the time of the resident's email at 10:00pm. CCTV footage confirmed a supply loader exited the mine to collect emergency material and returned underground within the hour at 12:05am. The Under Manager was made aware of the movement and staff are aware to keep movements to a minimum unless essential. The resident was advised, and no further feedback was received.

Dendrobium Mine	January	12/01/2021	Resident contacted the Community Team via email at 5:30pm regarding vehicles parked along Cordeaux Road in front of resident's property.	The Community Team advised Dendrobium Mine of the concern immediately to find the owners of the vehicles. Numerous communications were shared with staff however the owners were not identified. The vehicles were moved in the evening and an urgent communication was sent to all staff to remind them to only park in signed Dendrobium Mine car spaces. No further feedback was provided by the resident.
Dendrobium Mine	January	11/01/2021	Resident contacted the Community Team via email at 10:20am regarding vehicle noise and material handling at 10:17pm.	The Community Team advised Dendrobium Mine of the concern immediately and an investigation was completed. After further investigation, CCTV footage confirmed there was an empty loader with a trailer moving along portal road. There were no additional movements around this time or within the next hour. Staff were reminded to only move vehicles if essential and within allowable times if able. No further feedback was provided by the resident.
Dendrobium Mine	January	11/01/2021	Resident contacted the Community Team via email at 12:23pm regarding a potential speeding truck leaving Pit Top.	The Community Team advised Dendrobium Mine of the concern immediately and an investigation was completed. After further investigation, the truck in question was contracted by Ledacon which are not equipped with GPS tracking data to validate the speed. Ledacon's fleet is being upgraded to have the systems installed. The resident was advised, and no further feedback was provided.

Dendrobium Mine	January	11/01/2021	Resident contacted the Community Team via email at 8:57am regarding loud reversing alarms in the morning.	The Community Team advised Dendrobium Mine of the concern immediately and further information was requested from the resident in relation to timing, however, no response was received. An investigation was completed. After further investigation, CCTV footage was unable to confirm any movements associated with a reversing alarm at the reported time. No further response was received from the resident.
Dendrobium Mine	January	5/01/2021	Resident contacted the Community Team via email at 9:58am regarding a notification of activities to residents; the notice period was too short.	The Community Team advised nearby residents of additional activities taking place across from the entrance of the Pit Top via letterbox drop and email. The notification was delivered the morning the activities were planned to commence as a result of a safety issue identified the same morning. Residents were notified as soon as possible. The resident was provided feedback however, they would like to record the dissatisfaction of the late notice.

Dendrobium Mine	January	5/01/2021	Resident contacted the Community Team via email at 12:03am regarding loud vehicle noise at 11:55pm and 5:20am the following day.	The Community Team advised Dendrobium Mine of the concern immediately and an investigation was completed. After further investigation, CCTV footage confirmed that there were no movements at 11.55pm at the Pit Top. At 5:20am an empty supply loader was moved to Portal Road in preparation to load materials for underground. The loading of material happened within allowable times. The resident was provided feedback by return email. No further feedback was received from the resident.
Dendrobium Mine	January	4/01/2021	Resident contacted the Community Team via email at 1:53pm regarding excessive vehicle noise and materials handling noise throughout the day.	The Community Team advised Dendrobium Mine of the concern immediately and further information was requested from the resident in relation to timing, however, no response was received. An investigation was completed CCTV footage confirmed business as usual activities were underway and no large machinery or loading were in operation at the Pit Top or on Portal Road. Personnel were interviewed additional noise sources could not be identified. The resident was advised, and no further feedback was received.

Dendrobium Mine	January	4/01/2021	Resident contacted the Community Team via email at 7:17am regarding excessive horn use at 7:10am.	The Community Team advised Dendrobium Mine of the concern immediately and an investigation was completed. After further investigation, CCTV footage confirmed that at 7:11am, there were two vehicles on the east side of the Pit Top collecting supplies for underground maintenance. Horns were used as a safety measure to confirm intentions of arriving in the same area. The resident was advised, and no further feedback was received.
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.	<p>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.</p>
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.	<p>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 Road area. No further feedback was received from the resident.</p>

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

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	<p>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.</p>	<p>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.</p>
Dendrobium Mine	November	24/11/2020	<p>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.</p>	<p>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</p>

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	<p>Resident contacted the Community Team via email at 7:48am regarding coal dust at their property. The resident requested the company pay for his house to be cleaned on a semi-regular basis as a result.</p>	<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 dust sampled contained inorganic and organic matter. Illawarra Metallurgical Coal (IMC) advised a similar dust analysis could be completed at the property, and pending the result, the appropriate action be taken (i.e. cleaning requested). The resident accepted the opportunity for a CSIRO dust analysis and IMC requested suitable dates for the sample to be collected.</p> <p>An additional dust concern was lodged on 20 November. IMC provided Dendrobium Mine dust monitoring results which indicated the mine is within dust limits set out in the Condition of Consent. The option for the CSIRO dust analysis remained on the table and was pending the resident's advice on a suitable collection date.</p> <p>A further concern was lodged on 27 November with a request for investigation. The resident was advised an investigation was underway and required the resident to confirm they wished to continue with the CSIRO dust sample analysis. No further feedback was received from the resident.</p> <p>IMC sent a follow up email requesting the resident's availability to collect the dust sample in December. On 25 January the resident responded confirming the dust analysis could proceed. On 12 February IMC advised of a dust sample collection date. The resident responded the same day to advise the date wasn't suitable and requested collection take place on 22 February. Two company representatives attended the property to collect the dust sample however the resident declined access and requested it be collected by an independent. This was not possible. Both parties agreed the complaint would be closed.</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.
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 illawarracommunity@south32.net 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 illawarracommunity@south32.net 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/clang 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

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	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.	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.
Dendrobium Mine	April	3/04/2020	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.	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.

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	<p>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.</p>	<p>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.</p>
Logistics	February	20/02/2020	<p>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.</p>	<p>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.</p>
Redundant infrastructure	February	20/02/2020	<p>Resident called the Community Call Line at 8.40am regarding the power pole removal at Marcelle Road, Figtree. Requested a call back.</p>	<p>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.</p>

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.