Complaints Report

March 2026 | Dendrobium Mine

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Dendrobium Mine	March		Grievance 251129-001 30 Complaints received break down as follows: ➢ 0 x Dust ➢ 30 x Noise ➢ 0 x Traffic ➢ 0 x Environment	During February 2026, 30 enquiries were received and assessed in accordance with consents, management plans and approvals. Investigations confirmed that 16 of these events were within approved operational limits at the time of the enquiry. The remaining enquiries were managed through an established grievance process and investigated in accordance with site procedures. Complaints or communications received through the Grievance 251129-001 were investigated, and outcomes were provided to the third-party mediator in the monthly report
Dendrobium Mine	March	31/3/26	A community member called the community line on Tuesday 31 March at 9.19AM, Enquiry related to hearing train noise. Dendrobium Mine	The Community Team investigated the matter by reviewing rail noise monitoring data for the reported time. The review confirmed that Dendrobium Mine was operating within its approved noise limits at the time. A request was made to do a roll by to check for any issues regardless. This was to be completed the morning of Tuesday 31 March This information was to be provided to the community member however the return number listed was not available on multiple attempts
Dendrobium Mine	March	18/3/26	A community member called the community line on Wednesday 18 March at 7:29am and again on Thursday March 19 at 5.29PM related to hearing vehicle noises.	The Community Team investigated the matter by reviewing site noise monitoring data and CCTV footage for all reported times. The review confirmed that Dendrobium Mine was operating within its approved noise limits. This information has been provided to the Complainant via email.

Dendrobium Mine	March	15/3/26	A community member called the community line on Sunday, 15 March at 8:49AM. Related to hearing vehicle noise. Dendrobium Mine	The Community Team investigated the matter by reviewing site noise monitoring data and CCTV footage for all reported times. The review confirmed that while there were bins being emptied on Portal Road, Dendrobium Mine was operating within its approved noise limits at each of the listed times. This information has been provided to the complainant via email.
Dendrobium Mine	March	6/3/26	A community member emailed the Community Inbox on Friday 6 March at 12:52 pm enquiring about a squealing noise coming from the rail line.	The Community Team, in consultation with the rail contractor, investigated the enquiry. It is acknowledged that following a period where rail movements were limited, the lubricant grease on the track requires time to work back into the rail system. This process can take a couple of weeks to build up to optimal levels. The rail contractor also recently reduced the train speed to 30 km/h through this section of track due to limited line of sight. In order to reach this reduced speed, trains may need to apply increased braking, which can contribute to the squealing noise reported. Since this time, vegetation and surrounding areas have been cleared to improve visibility along the track. As a result, train speeds will return to 40 km/h through this section. With the reinstated speed and the grease continuing to work back into the rail, the noise is expected to gradually reduce. This information has been provided to the community member. To date, no further response has been received.

Dendrobium Mine	February 2026		Grievance 251129-001 30 Complaints received break down as follows: ➢ 1 x Dust ➢ 24 x Noise ➢ 1 x Traffic 0 x Environment	During February 2026, 26 enquiries were received and assessed in accordance with consents, management plans and approvals. Investigations confirmed that 15 of these events were within approved operational limits at the time of the enquiry. The remaining enquiries were managed through an established grievance process and investigated in accordance with site procedures. Complaints or communications received through the Grievance 251129-001 were investigated, and outcomes were provided to the third-party mediator in the monthly report
Dendrobium Mine	February 2026	28/02/2026	A community member emailed the community inbox on Saturday, 28 February at 3:31 pm, regarding witnessing a truck leaving Dendrobium Mine around 1:30 pm that day, allegedly breaking the curfew.	The community team, together with the warehouse team, investigated the inquiry by reviewing site CCTV. They can confirm that a street sweeper left the site at 1:28 pm. Dendrobium Mine has contacted the associated contractor and driver to remind them of our curfew times and has reissued the driver Code of Conduct. This information has been provided to the community member via email; no response has been received to date.

Dendrobium Mine	February 2026	23/02/2026	A community member emailed the community inbox on Monday, 23 February at 4:29 pm regarding vehicles passing through the village before 7 am, trucks parked at the bottom of Cordeaux Road, and associated truck noises.	The Community Team and Warehouse Team investigated the enquiry by reviewing CCTV footage and our freight log. In the morning, no trucks were observed breaking curfew. However, CCTV did show potential council trucks conducting works on Harry Graham Drive passing the mine entrance. We did observe three trucks that may have been parked on Lower Cordeaux Road while waiting for the curfew to lift. These trucks arrived at site between 7:05 am and 7:11 am. On occasions when the trucking contractor arrives before curfew, they park at the bottom of Cordeaux Road to avoid entering the village and breaching curfew. Once the curfew is lifted, these trucks generally proceed to the mine to conduct their deliveries. For safety, these trucks often keep their engines running while waiting for the permitted travel time. Dendrobium Mine will speak with local contractors to encourage them to arrive closer to the start of permitted hours to reduce waiting times. However, on some occasions, parking at the bottom of Cordeaux Road will still be necessary. This information was provided to the community member via email, and to date, no response has been received.
Dendrobium Mine	February 2026	15/02/2026	A community member contacted the community hotline on Sunday, 15 February at 10:50 am regarding hearing mechanical noise from the Dendrobium pit top.	The Community Team investigated the enquiry by reviewing site noise monitoring data and CCTV footage. For most of the period, Dendrobium Mine was operating within approved noise levels. Two short duration increases in noise were identified. On both occasions, a longwall chariot (LWC) was transporting chocks out of the mine and returning underground as part of the longwall change-out process. This activity is not part of normal day-to-day operations but is a necessary component of the longwall change. In future, this activity will be communicated to the community before the commencement of the next longwall change-out. This information has been provided to the community member, and no response has been received to date

Dendrobium Mine	February 2026	07/02/2026	A community member phoned the community hotline on Saturday, 7 February at 5:21 PM and again on Sunday, 8 February at 8:38 AM, reporting hearing machine noise and a thumping noise.	The community team investigated both enquiries by reviewing site CCTV and monitoring data. On Saturday, 7 February at 5.20 pm, Dendrobium Mine was operating within approved noise levels; however, two loaders with empty trailers travelled down Portal Road. On Sunday, 8 February, at 8:40 AM, three loaders with loaded trailers travelled in convoy up Portal Road, which is likely to have caused the noise reported. The community team will consult with the development team to determine whether all three loaders need to travel simultaneously and explore options to space their movements in the future. This information has been emailed to the community member, and to date, no reply has been received.
Dendrobium Mine	February 2026	06/02/2026	A community member called the community hotline on Friday, 6 February, at 4:52 pm to report hearing noise. The noise was described as occurring from approximately 10:30 pm on 5 February through to 7:00 am on 6 February. The member indicated that the noise appeared to be coming from the Dendrobium pit top entrance.	The community team investigated the enquiry by reviewing site monitoring data and CCTV footage. For the majority of the period reported, Dendrobium Mine was operating within approved noise levels. Exceptions were observed between 11:05 pm and 11:20 pm, and again between 11:40 pm and 11:55 pm. During these times, which coincided with a change of shift, personnel were exiting the mine, an empty loader was travelling down to the yard, and general post-shift staff movements occurred. These activities are typical operational movements; however, the community team will ensure communication to the afternoon shift personnel to remind them to be mindful of neighbours when leaving the mine and site. This information has been emailed to the community member, with no response received.

Dendrobium Mine	January 2026		Grievance 251129-001 30 Complaints received break down as follows: ➢ 0 x Dust ➢ 30 x Noise ➢ 2 x Traffic ➢ 0 x Environment	During January 2026, 32 enquiries were received and assessed in accordance with consents, management plans and approvals. Investigations confirmed that 19 of these events were within approved operational limits at the time of the enquiry. The remaining enquiries were managed through an established grievance process and investigated in accordance with site procedures. Complaints or communications received through the Grievance 251129-001 were investigated, and outcomes were provided to the third-party mediator in the monthly report
Dendrobium Mine	January 2026	29/01/2026	A community member called the community hotline at 8:49 am on Thursday, 29 January, regarding noise from machinery they believed was coming from the Dendrobium pit top.	The community team investigated the complaint in consultation with the Dendrobium Development team and confirmed there were some movements in the morning associated with equipment returning to site following an overhaul. This included a generator being brought to the surface from underground to start the overhauled miner prior to being taken back underground. While this is not part of normal day-to-day operations, it does occur when overhauled equipment needs to be recommissioned. In addition, there was forklift activity in the same area and personnel movements transporting team members into the mine. Following discussions with the Development team, it was agreed that if similar activities are required in the future, the Community team will be notified in advance so the community can be informed. These findings have been provided to the community member via email, with no response received at this stage.

Dendrobium Mine	January 2026	09/01/2026	A community member emailed the community inbox on Friday, 9 January at 7.00 am regarding a bang they reported hearing at approximately 5.20 am.	The Community Team investigated the enquiry and reviewed site monitoring data, including CCTV footage. No sources were identified that would generate a loud banging noise at the time of the report. It was confirmed that no forklifts were operating and that bins were not being used or emptied; both activities can sometimes result in loud banging noises, however CCTV review confirmed these activities did not occur. The only activity occurring at the time was a small number of personnel vehicles exiting the mine at the conclusion of the night shift, which would present as general vehicle noise rather than a banging noise. The Community Team emailed the community member to advise them of the findings. To date, no response has been received.
Dendrobium Mine	January 2026	05/01/2026	A community member contacted the Community Hotline on Monday, 5 December at 4:02 pm regarding observations of multiple trucks allegedly exceeding the speed limit on Cordeaux Road.	The Community Team, in consultation with the Warehouse Team, reviewed the enquiry. Due to the limited information provided, including the absence of specific vehicle or contractor details, it was not possible to identify the contracting partner involved. While Dendrobium Mine does not have authority over public roads or the enforcement of road rules, the site will take the opportunity to remind its drivers and contractors of the reduced 40 km/h speed limits that apply to sections of Cordeaux Road. The outcome of the review could not be communicated directly to the community member, as they chose to remain anonymous.

Dendrobium Mine	January 2026	03/01/2026	A community member contacted the Community Inbox on Saturday, 3 January, regarding hearing machinery noise at approximately 5:45 am that morning.	The Community Team investigated the enquiry. CCTV footage and site monitoring confirm that Dendrobium Mine was operating within its approved noise criteria at the time. The only machinery in operation was 2 personnel movers exiting the mine preparing for the next shift change, which forms part of our routine daily operations. The results of the investigation were emailed to the community member, and to date, no response has been received
Dendrobium Mine	January 2026	01/01/2026	A community member called the community hotline on Thursday, 1 January at 13:05 pm regarding a truck arriving on site on a public holiday.	The Community Team, together with the Warehouse, investigated the enquiry and confirmed that a contractor delivered diesel to Dendrobium Mine around 11:00 AM on 1 January. After reviewing the matter, it was determined that the contractor did not advise of the delivery. In response, we are seeking clarification on why the delivery was made, as the contractor is well aware of our curfew. The contractor has also been issued with the Drivers' Code of Conduct and Traffic Management Plan. The Community team couldn't provide the findings due to the community member wanting to remain Anonymous.
Dendrobium Mine	January 2026	01/01/2026	A community member emailed the Community Inbox on Thursday, 1 January at 12:51 PM regarding a truck arriving on site on a public holiday.	The Community Team, together with the Warehouse, investigated the enquiry and confirmed that a contractor delivered diesel to Dendrobium Mine around 11:00 AM on 1 January. After reviewing the matter, it was determined that the contractor did not advise of the delivery. In response, we are seeking clarification on why the delivery was made, as the contractor is well aware of our curfew. The contractor has also been issued with the Drivers' Code of Conduct and Traffic Management Plan. The Community team emailed the community member the findings, and to date, no response has been received.

Dendrobium Mine	December 2025		Grievance 251129-001 27 Complaints received break down as follows: ➢ 0 x Dust ➢ 26 x Noise ➢ 1 x Traffic ➢ 0 x Environment	During December 2025, 27 enquiries were received and assessed in accordance with consents, management plans and approvals. Investigations confirmed that 17 of these events were within approved operational limits at the time of the enquiry. The remaining enquiries were managed through an established grievance process and investigated in accordance with site procedures. Complaints or communications received through the Grievance 251129-001 were investigated, and outcomes were provided to the third-party mediator in the monthly report
Dendrobium Mine	December 2025	21/12/2025	A community member contacted the Community Inbox on Sunday, 21 December at 3:24 pm regarding truck movements on Cordeaux Road.	The Community Team investigated the enquiry and confirmed that a truck carrying emergency roof consolidation materials arrived at the Dendrobium pit top outside of curfew. These findings were communicated to the community member; however, no response was received.
Dendrobium Mine	December 2025	16/12/2025	A community member emailed the community inbox on Monday, 16 December, at 5:50 am regarding noise heard the previous night at 11:43 pm.	The Community Team investigated the enquiry and confirmed that, at the time, our monitoring showed noise levels were within the approved criteria. The Community Team also provided context to the community member, explaining that the time in question coincides with the end of the afternoon shift when personnel are moving to the surface. Additionally, the Community Team advised that, should the community member wish to gain a deeper understanding of site operations, they are welcome to meet in person or be connected with one of the independent DCCC members through GM3. This information was communicated via email to the community member, and to date, no response has been received.

Dendrobium Mine	December 2025	14/12/2025	A community member rang the community hotline on Sunday, 14 December, at 3:26 pm regarding increased truck traffic and associated noise. The caller requested that GM3 consider undertaking a logistical review and staggering truck arrival times to mitigate impacts.	The Community Team acknowledged the complaint and confirmed that Dendrobium Mine has a Traffic Management Plan in place, which includes a Driver Code of Conduct. These documents are reviewed every three years. The Traffic Management Plan also outlines truck curfew times, all of which are publicly available on the GM3 website. The community member requested not to be contacted with the findings.
Dendrobium Mine	December 2025	11/12/2025	A community member emailed the community inbox on Thursday, 11 December, at 7:14 pm regarding a truck travelling along Cordeaux Road outside the mine's curfew. The community member also noted an increase in such breaches.	The Community Team, alongside the Warehouse Team, investigated the enquiry and found that Dendrobium Mine did have a truck arrive outside of curfew. The trucking contractor initially arrived at our Appin operation and was redirected to Dendrobium, arriving at 7:00 pm and leaving the site by 8:15 pm. The contractor has been reminded of our curfew obligations and issued with the Driver Code of Conduct. Regarding the increase in breaches, Dendrobium notes that there have been six occurrences this year. The majority of these breaches are from trucks coming from Dubbo rather than local deliveries. Additionally, on several occasions, trucks have been mistaken for mine-related deliveries due to Council conducting works within the area over the past year. This information has been communicated to the community member via email, and to date, no response has been received.
Dendrobium Mine	November 2025		Grievance 0045671 14 (reference number as of 29 November 2025 is 251129-001) 15 Complaints received break down as follows: ➢ 0 x Dust ➢ 14 x Noise ➢ 01 x Traffic ➢ 0 x Environment	Complaints or communications received through the Grievance 0045671 were investigated, and outcomes were provided to the third-party mediator in the monthly report.

Dendrobium Mine	November 2025	24/11/2025	A community member called the Dendrobium Community Team mobile on Monday, 24 November, at 11:14 am regarding a truck parked at the bottom of Cordeaux Road.	The Community Team, in coordination with the Warehouse Team, investigated the enquiry regarding early truck activity. The review confirmed the vehicle was a contracted truck that had travelled from Dubbo and arrived at Dendrobium pit top shortly after the curfew ended, although it had been parked on Cordeaux Road earlier that morning. The contractor was identified, and the driver was reminded of the required procedures and issued the Driver's Code of Conduct. The Community Team advised the community member of the findings, and they were satisfied with the outcome.
Dendrobium Mine	November 2025	03/11/2025	A community member called the community line on Monday, 3 November at 6:43 am regarding two trucks parked in the village, including one positioned in front of their home.	The Community Team, in collaboration with the Dendrobium Warehouse, investigated the enquiry regarding truck parking on Cordeaux Road. The review confirmed that the vehicles were parked in the village area at the bottom of the road. The contractor's trucking company was issued with the Drivers' Code of Conduct and instructed to use the designated parking bays further down the road or adjust departure times where possible. The Community Team advised the community member of the outcome, and they were satisfied with the response.
Dendrobium Mine	October 2025		Grievance 0045671 8 complaints received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	October 2025	30/10/2025	A community member called the community line on Thursday, 30 October, at 10:14 am regarding a truck parked in the village, idling, and disconnecting its trailer before leaving it outside a community member's home.	The community team, in collaboration with the Dendrobium warehouse, investigated the complaint. We identified the contracting company involved and requested that they park further down the road, turn off engines where possible, and avoid leaving empty trailers in the village. Additionally, we have reissued the Drivers' Code of Conduct to the trucking contractor as a reminder. The community team contacted the community member to discuss the findings, and the member was satisfied with the outcome.

Dendrobium Mine	October 2025	20/10/2025	A community member called the community call line on Monday, 20 October at 7:06 am regarding a squealing train noise from the Kemira Line.	The Community team contacted the rail contractor regarding the complaint. A rail roll-by was conducted to inspect the wagons. The train in question has been in continuous service, and no faults were identified. The community member requested not to receive a follow-up call.
Dendrobium Mine	October 2025	06/10/2025	A community member emailed the Community inbox on Monday, 6 October at 2:38 pm regarding an increase in noise over the past three months from the Dendrobium Pit Top.	The Community Team investigated the noise concern raised by a community member. No operational changes were identified that could explain the reported increase in noise. We offered to investigate specific events if the community member could provide details such as date, time, and location. We also extended invitations for a site tour and a property visit to better understand any potential impacts. To date, we have not received a response.
Dendrobium Mine	September 2025		Grievance 0045671 2 complaints received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Dendrobium Mine	August 2025	21/08/2025	A community member emailed the community inbox at 7:51am on Thursday, 21 August, regarding trucks breaking curfew.	A review of the CCTV footage confirmed that a petrol truck arrived at the mine at 7:05 am and a concrete truck arrived at 7:06am. With an estimated six-minute travel time from the bottom of the hill to site, both trucks would have passed through the village slightly before 7:00 am. Both companies were reminded of the 7:00 am curfew, and the Drivers' Code of Conduct was reissued to reinforce the requirements of the Traffic Management Plan. The community member was informed via email with no response received.
Dendrobium Mine	August 2025	18/08/2025	A community member contacted the community team at 7.30 pm Thursday, 21 August, regarding an oversized load that was not escorted to the mine on Monday, 18 August at 12:00 pm.	A review of the CCTV footage from Monday, 18 August at 12:00 pm confirmed that an oversized load accessed the mine at the time noted. Further checks identified that the truck travelled without the required escort, resulting in the load arriving on site unaccompanied. The transport contractor has been reminded of the escort requirements for all oversized loads. Additional measures have been implemented to ensure escorts are confirmed before travel. The Community Team communicated these findings to the community member via phone, and the community member confirmed they were satisfied with the outcome.
Dendrobium Mine	August 2025		Grievance 0045671 3 complaints received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Rail Operations	August 2025	13/08/2025	A community member called the Community Call Line at 11:38 am on Wednesday, 13 August, to report a 'screechy/noisy train' operating on the rail line. A train was enroute towards the mine at 10:37 am.	Following receipt of the noise complaint, the Community Team reported the issue to Rail Operations, who in turn liaised with the rail contractor to investigate. As part of the investigation, roll-bys were conducted, and monitoring data were reviewed. No evidence of unusual or screeching noise from rail wagons was identified during these assessments. The investigation outcome was provided to the community member via phone, and the community member was satisfied with the response.
Dendrobium Mine	August 2025	07/08/2025	A community member called the Community Call Line at 8:53 am on Thursday, 7 August, to report that a bulldozer travelling down Stones Road on Wednesday, 6 August, caught a powerline. The caller advised that the powerline has been pulled and is now sagging.	Kemira Valley has investigated the matter. Initial findings indicate the incident may not have been caused by GM3 operations. However, as the cause of the powerline damage could not be confirmed, Dendrobium Mine will contribute to the repair efforts to ensure the matter is resolved promptly. The investigation outcome was provided to the community member in person, who was satisfied with the outcome.
Rail Operations	July 2025	20/07/2025	A community member called the Community Call Line at 11.46 to report a screechy, noisy train operating in the last couple of weeks. The unit was going up towards the mine at 11:30 am.	Following receipt of the noise complaint, the Community Team reported the issue to Rail Operations, who in turn liaised with the rail contractor to investigate. As part of the investigation, several roll-bys were conducted and monitoring data was reviewed. No evidence of unusual or screeching noise from rail wagons was identified during these assessments. The investigation outcome was provided to the community member via phone and the community member was satisfied with the response.
Dendrobium Pit Top	June 2025	19/06/2025	A community member emailed the Community mailbox at 8:34 pm regarding “machinery driving and loud clunking” noise being heard from Dendrobium Pit Top earlier that morning at approximately 1am.	A review of operational activity confirmed that no loaders were on surface at the time, with activities being consistent with routine shift changeover. Noise monitoring also confirmed that levels remained within approved limits. The investigation outcome was emailed to the complainant, with no response received to date.

Dendrobium Pit Top	June 2025	10/06/2025	A community member emailed the Community mailbox on 12 June 2025 at 5:35am reporting “machinery and a loud humming noise” observed over three consecutive mornings: • Tuesday, 10 June from 4:00am • Wednesday, 11 June from 4:30am • Thursday, 12 June from 3:30am	A review of CCTV footage, site noise monitoring data, and vehicle movements found no clear correlation between the described humming noise and site operations. A single LHD (loader) movement near the portal entry was identified at 4:17 am on Tuesday, 10 June. All supply fleet operators have been instructed to park loaders inside the portal and walk out if exiting before 6am. This updated procedure has been communicated to the relevant teams. No site-related activity or noise sources were identified on Wednesday or Thursday. While increased public traffic was observed near the entrance during these early hours. The investigation outcome was provided to the community member via email, with no response received to date.
Dendrobium Mine	June 2025		Grievance 0045671 0 complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Pit Top	May 2025	16/05/2025	A community member emailed the Community mailbox at 4:30 pm reporting a noise disturbance during the early hours of Friday 16 May. The noise was noted at approximately 1:57 am and again two hours later.	Operational records confirm an underground loader surfaced briefly at 1:57am and again between 2:20 am–2:40 am for material handling, before returning underground at 3:49 am. Mitigation measures are being reinforced to limit nighttime surface activity to essential operations only. A follow-up meeting has been offered to the community member, with no response received.

Dendrobium Mine	May 2025	14/05/2025	A community member contacted the Community Team at 4:32 pm to report a bright light coming from the Kemira Valley Coal Loading Facility, which was shining directly into their residence.	The Dendrobium team investigated the concern and identified the light source as an existing fixture located at the end of the rail siding in Kemira Valley Coal Loading Facility. To minimise any ongoing impact, the light will be repositioned during the upcoming scheduled rail shutdown. The community member was informed and satisfied with the outcome.
Dendrobium Mine	April 2025		Grievance 0045671 1 complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	April 2025		No complaints received for the month.	
Dendrobium Mine	April 2025		Grievance 0045671 0 complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Pit Top	March 2025	25/03/2025	A community member emailed the Community mailbox at 09:50 am regarding an increase in noise being heard from the pit top over three consecutive nights.	A review of security and monitoring confirmed the noise was due to shift change vehicle movements, with additional ballast loading onto a truck outside standard hours on Sunday. The operator responsible was identified, and the site will reinforce that ballast loading should not occur after 6:00 pm. The community member was informed and satisfied with the outcome.
Dendrobium Mine	March 2025	08/03/2025	A community member emailed the Community mailbox at 08:43 am regarding “high levels of coal dust” at their property on Stones Road, Mt Kembla.	The Operational and Environment Team investigated activity (i.e. truck movements) and dust monitoring data, concluding no significant changes in activity or dust-levels recorded (below the assessment criteria). The community member has been informed of the outcome.
Dendrobium Pit Top	March 2025		Grievance 0045671 0 complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Rail Operations	February 2025	13/02/2025	A community member called the Community Call Line at 09:48 am to report 'screeching/squealing' noise coming from a train as they were walking along the Mount Kembla Memorial Pathway as well as earlier in the morning. The Train number was identified.	The rail contractor conducted a roll-by inspection and identified an issue with the train's main valve. Maintenance was carried out and the issue rectified.
Dendrobium Pit Top	February 2025		Grievance 0045671 1 complaint received.	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail Operations	January 2025	27/01/2025	A community member called the Community Call Line at 10:18 am to report concerns about the train horn near the level crossing at Central Road. They stated that the horn used by trains approaching Port Kembla is too loud and prolonged. No additional details were provided.	No contact details were provided from the community member preventing additional information to be gathered. The complaint was passed onto the rail contractor.
Dendrobium Pit Top	January 2025	27/01/2025	A community member called the Community Call Line regarding a loud noise coming from the Dendrobium Pit Top around 08:23 pm.	It was identified that the source of the noise was due to an operator unloading material into a bin along the upper portal road. The activity stopped. To help avoid similar occurrences, the night shift Undermanager spoke with operator involved and communication of this event was circulated to the managers onsite to avoid similar activities occurring in the evening. The investigation outcomes were emailed to the complainant as requested.
Dendrobium Mine	January 2025	25/01/2025	A community member submitted a contact request via the GM^3 corporate website, reporting an increase in 'coal dust' at their home over the past year.	The Environment team investigated, reviewing operations at Kemira Valley Coal Loading Facility, including activity levels and truck movements along Stones Road. The assessment found no increase beyond normal operations. Additionally, dust monitoring data has not recorded any significant changes (below the assessment criteria). The complainant was emailed with the investigation outcome.

Rail Operations	January 2025	25/01/2025	A community member contacted the Community Call Line to inform of 'squealing' noise coming from the train heading to Kemira Valley Coal Loading Facility at approximately 5:53 pm.	The rail contractor identified the rail unit in question and undertook inspections. The investigation concluded that no obvious issues identified however monitoring would continue. The Community Member has been informed of this outcome via email.
Rail Operations	January 2025	20/01/2025	A community member emailed the Community mailbox regarding excessive horn use at the level crossing by some train drivers along the Kemira rail line. The prolonged horn by some drivers is causing a nuisance at their residence.	The investigation by the rail contractor confirmed no hazards were detected on the day and independently verify that the horn length at the time in question was ~3 seconds. The rail contractor informed relevant personnel regarding the nature of the complaint. The community member has been notified of the outcome via return email with the rail contractor to review practices and ensure they remain appropriate for the crossing and its surroundings.
Rail Operations	January 2025	06/01/2025	A community member contacted the Community Line at 10:08 am to inform of increasing rail noise on the 28 December at approximately 7 pm. They also noted multiple trains making noise between Christmas and New Year.	Investigations were undertaken by the contractor; however, the time lapse between the event occurrence and the community member's complaint prevented the contractor from identifying the specific train to perform acoustic testing. The contractor is aware of the issue and will continue routine monitoring.
Dendrobium Mine	January 2025		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Start of Calendar Year 2025				
Dendrobium Mine	December 2024		No complaints received for the month.	
Dendrobium Mine	December 2024		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	November 2024		No complaints received for the month.	

Dendrobium Mine	November 2024		Grievance 0045671 2 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	October 2024	31/10/2024	A member of the Dendrobium Mine Community Consultative Committee contacted the Community Line (1:36 pm) regarding excess “black smoke” coming from a mine contractor shuttle bus travelling along Cordeaux Road. A registration number was provided.	An investigation with the mine contractor was conducted. The bus was taken out of rotation and sent for service. The community member was informed of the outcome of the investigation and was satisfied.
Dendrobium Mine	October 2024		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
	September 2024		No complaints received for the month.	
Dendrobium Mine	September 2024		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.

Dendrobium Pit Top	August 2024	20/08/2024	A community member emailed the Community Inbox regarding noise and duration being generated from vacuum truck operations from Dendrobium Pit Top.	An investigation confirmed that the noise was generated by a vacuum truck operating at the lower sediment pond at the Pit Top. The vacuum truck has been in operation for nine days, with the work extended due to the excessive amount of sediment in the ponds. Completion of the work has been expedited and is expected to finish by Friday. The investigation's outcome was communicated to the community member, who also provided some further suggestions for future work.
Dendrobium Pit Top	August 2024	12/08/2024	A member of the community called the Community Line at 13.08 regarding loud 'machinery' noises coming from Dendrobium Pit Top.	An investigation identified the potential source being a vacuum truck undertaking activities at a sediment pond located at the bottom car park of Dendrobium Pit top. The community member was informed about the works and that these activities will run until Friday 16 August. No reply received. A notification was sent to all near neighbours to inform of these works.
Dendrobium Pit Top	August 2024		Grievance 0045671 2 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Pit Top	July 2024	18/07/2024	A community member called the Community Team at 2:40pm on the 17 July and at 12pm on the 18 July regarding light vehicles from the mine not stopping at the stop sign on Stones Road.	An investigation identified two contractors who subsequently issued a warning to all their workers reminding adherence to fully stop at all designated Stop Signs along Stones Road. The community member was made aware of the result and satisfied.

Dendrobium Pit Top	July 2024	5/07/2024	A community member sent an email to IC Enquiry inbox on the 5th and 12th July with concerns regarding heavy vehicles using Gibsons Road. Concerns related specifically to road weight limit, speeding, and dissatisfaction with using this road to/from the mine.	An investigation identified and confirmed that the trucks in question are related to contractors linked to our operations. A formal communication was sent to all our contractors to reinforce the preferred route as per the Traffic Management Plan and driver behaviour as per the Drivers Code of Conduct. (Note: In-Vehicle Monitoring Systems (IVMS) did not detect speeding for 2 of the 3 vehicles. The third vehicle did not have IVMS.) The feedback was provided to the community member, who was satisfied
Dendrobium Mine	July 2024		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
	June 2024		No complaints received for the month.	
Dendrobium Mine	June 2024		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
	May 2024		No complaints received for the month.	
Dendrobium Mine	May 2024		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.

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 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	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.	
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	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.	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. 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.
Dendrobium Mine	July		Grievance 0045671 0 complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail operations	June	19/06/2023	A community member contacted the call centre at 12:17pm regarding squealing brakes, from multiple trains along the Kemira Valley Train Line.	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.

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: •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 behaviour 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. The 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.	The noise was investigated and the activities that may have contributed to audible noise were: • Tracking of a machine underground at about 10am • Bolts placement in a steel bin around the time of the call • Movement of forklift. These activities ceased at 1.00pm. An email with the information of the investigation was sent to the community member.
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.	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. 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.

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.	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. 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.