Complaints Report

October 2026 | Bulli Seam Operations (Appin Mine)

Community Complaints Register - 2026

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total (YTD)
1	0	1	8	1	1	0	0	1	1			14

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin West – Pit Top	October 2026	27/10/2026	A community member emailed the Community Team at 10:48 pm to report machinery noise believed to be originating from the Appin West Pit Top and requested that the source be investigated.	The Community Team contacted the complainant to request further details regarding the reported noise, including the type of machinery involved. While the complaint indicated that the noise ceased at approximately 10:50 pm, no further information was provided. GM^3 investigated potential noise sources operating at that Appin West Pit Top at the time but was unable to identify a cause. No response or additional information was received from the complainant following the Community Team's request for further details.
Logistics	September 2026	23/09/2026	A community member called the Community Call Line at 10:05 am and again the following day to report that a piece of material believed to be coal fell from a heavy vehicle travelling west on Appin Road near the Appin North entry and struck the sunroof of their vehicle, causing damage. The complainant was unable to identify the truck or operator.	The Community Team contacted the complainant and investigated relevant haulage activities. It confirmed that its coal haulage trucks travelling west would ordinarily be empty and that no coal wash haulage to the West Cliff Coal Preparation Plant occurred on the day of the reported incident. Without identifying details for the truck, GM^3 was unable to confirm whether it was associated with Appin Mine. While dissatisfied, the complainant accepted GM^3's position and may contact the truck operator directly.
	August 2026		No complaints were received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
	July 2026		No complaints were received for the month.	
Appin West – Pit Top	June 2026	26/06/2026	A community member emailed the Community mailbox reporting of ongoing noise from the Appin West Pit Top, including intermittent loud noises and continuous machinery noise during the night, which was causing disturbance to nearby residents.	The Community Team acknowledged the complaint and investigated the reported noise with Operations. A review of site activities and CCTV footage identified the likely source as a waste bin being emptied at the Appin West Pit Top during the evening. A start-of-shift briefing was issued to relevant personnel, reminding workers to avoid high-noise activities during night shift where practicable. The complainant was advised of the investigation outcome and was satisfied.
Appin Mine	May 2026	22/05/2026	A community member contacted a staff member directly alleging that a GM^3 team entered their property to collect data from Navigation Creek at Finns Road, Menangle without authorisation.	The Community Team confirmed that environmental field personnel were conducting baseline water monitoring at the Navigation Creek monitoring location accessed via the public road reserve. During the inspection, team members incorrectly accessed a section of private property after misunderstanding the property boundary arrangements in the area. The Environmental Team has acknowledged the issue and confirmed that the access method has been clarified with all personnel to ensure future inspections remain within the approved public access area. Additional communication will also be provided to relevant crews and contractors regarding the correct access arrangements for this monitoring location. The landholder was advised of the investigation outcome and confirmed they were satisfied with the response provided.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Mine Ventilation and Access Project	April 2026	26/04/2026	A community member contacted a staff member directly reporting disturbance from blast-related noise and vibration during night-time hours, including early morning events.	The Project Team reviewed the reported times against operational activities, confirming that some events coincided with shaft blasting. Monitoring data confirmed that all blasting was conducted within approved noise, overpressure and vibration limits. The Community Team met with the complainant to discuss the findings and potential next steps. The complainant agreed to engage with a noise consultant to consider options for additional verification monitoring and further assessment at the residence. Ongoing engagement will continue. The complainant was satisfied with the agreed next steps. Update (June): The complainant had indicated that no more blasting was being noticed and did not want the additional monitoring offered.
Exploration	April 2026	22/04/2026	A community member contacted a staff member directly via phone to raise concerns regarding the ongoing water and gas discharge at Navigation Creek (near Burrells Road / Quirkes Lane, Menangle). The complainant reported an odour and requested an update on the progress of the remediation works.	The caller was advised that remediation works are being progressed to address the source of the discharge, with activities ongoing in accordance with site conditions. It was confirmed that daily monitoring of gas levels, odour and site conditions is being undertaken, including on weekends, to inform response actions. The site continues to operate under active environmental and safety controls. Efforts are being made to minimise odour impacts where practicable, and the matter is being managed in coordination with relevant teams and agencies. The caller was provided with an update on current progress and offered ongoing updates as works continue. The complainant was satisfied with the response.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	April 2026	16/04/2026	A community member reported concerns regarding the ongoing water and gas discharge at Navigation Creek, including potential impacts to water quality, containment of water on private property, livestock and wildlife, and odour in the surrounding area.	As a precautionary measure, an alternative potable water supply has been provided to support ongoing needs. Regular monitoring of water levels and water quality is being undertaken, with results reviewed to inform ongoing management. A meeting has been held with the landholder to discuss the situation, outline current controls, and address property-specific concerns. Monitoring and mitigation measures will continue, and the caller has been offered ongoing updates as further information becomes available. The complainant was satisfied with the response.
Exploration	April 2026	16/04/2026	A community member contacted a staff member directly via phone to raise concerns regarding the ongoing water and gas discharge at Navigation Creek (near Burrells Road / Quirkes Lane, Menangle). The complainant reported an odour and night-time noise.	The complainant was advised that the discharge is linked to a historic exploration borehole and that the gas identified is sandstone strata gas, not mine gas. It was confirmed that there is currently no identified risk to public health or safety with the current controls in place. Ongoing daily monitoring of water quality, gas levels and site conditions, including odour, is being undertaken. Remediation works, including borehole sealing and grouting, are being progressed. Noise and odour are being monitored, with mitigation measures implemented where practicable. The caller was offered ongoing updates as further information becomes available. GM^3 has reported the matter to the EPA and other relevant agencies and is working with them on ongoing actions. The complainant was satisfied with the response.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	April 2026	16/04/2026	A community member contacted member a staff member directly via phone to raise concerns regarding the ongoing water and gas discharge at Navigation Creek, including odour, night-time noise, and potential impacts on nearby residents. The complainant also sought information regarding any associated health or environmental risks.	The complainant was advised that the discharge is linked to a historic exploration borehole and that the gas identified is sandstone strata gas, not mine gas. It was confirmed that there is currently no identified risk to public health or safety with the current controls in place. Ongoing daily monitoring of water quality, gas levels, odour and noise is being undertaken, with remediation works, including borehole sealing and grouting, in progress. Noise and odour are being monitored, with mitigation measures implemented where practicable. General amenity concerns were discussed, and the caller was provided with practical advice and offered ongoing updates as further information becomes available. GM^3 has reported the matter to the EPA and other relevant agencies and is working with them on ongoing actions. The complainant was satisfied with the response.
Exploration	April 2026	16/04/2026	A community member contacted member a staff member directly via phone to raise concerns regarding the ongoing water and gas discharge at Navigation Creek (near Burrells Road / Quirkes Lane, Menangle). The complainant reported an odour and night-time noise. Concerns were also raised regarding potential impacts during the school holiday period, particularly in relation to children.	The complainant was advised that the discharge is linked to a historic exploration borehole and that the gas identified is sandstone strata gas, not mine gas. It was confirmed that there is currently no identified risk to public health or safety with the current controls in place. Ongoing daily monitoring of water quality, gas levels and site conditions, including odour, is being undertaken. Remediation works, including borehole sealing and grouting, are being progressed. Noise and odour are being monitored, with mitigation measures implemented where practicable. The caller was also advised of support options available during the school holiday period. Ongoing updates will be provided as further information becomes available. GM^3 has reported the matter to the EPA and other relevant agencies and is working with them on ongoing actions. The complainant was satisfied with the response.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	April 2026	16/04/2026	A community member contacted a staff member directly via phone to raise concerns regarding the ongoing water and gas discharge at Navigation Creek (near Burrells Road / Quirkes Lane, Menangle). The complainant reported an odour and night-time noise.	The complainant was advised that the discharge is linked to a historic exploration borehole and that the gas identified is sandstone strata gas, not mine gas. It was confirmed that there is currently no identified risk to public health or safety with the current controls in place. Ongoing daily monitoring of water quality, gas levels and site conditions, including odour, is being undertaken. Remediation works, including borehole sealing and grouting, are being progressed. Noise and odour are being monitored, with mitigation measures implemented where practicable. The caller was offered ongoing updates as further information becomes available. GM^3 has reported the matter to the EPA and other relevant agencies and is working with them on ongoing actions. The complainant was satisfied with the response.
Appin Mine	April 2026	10/04/2026	An anonymous complaint was received via the Community Call Line regarding the behaviour of a driver associated with an Appin Mine contractor. No specific details were provided, including the vehicle description, time of the incident, or characteristics of the alleged behaviour.	The Community Team has liaised with the contracting company; however, due to insufficient information, it was not possible to attribute the complaint to a specific driver or employee. The matter has been addressed with the relevant contracting reinforcing the Driver Code of Conduct. No response could be issued to the complainant as it was an anonymous complaint.
Logistics	March 2026	27/03/2026	A community member emailed the Community mailbox reporting damage to their vehicle windscreen, allegedly caused by a rock from a truck associated with Appin Mine operations travelling along Appin Road. The incident was reported to have occurred on 3 March 2026 at approximately 9:28 am, with the complaint submitted on 27 March 2026.	The Community Team acknowledged receipt of the complaint and advised the complainant that the matter is under review. Following confirmation from Operations on 2 April 2026 that the truck may be associated with our operations, the complainant was advised that claims of this nature are managed directly by the Principal Contractor. The complainant was provided with the appropriate contact details to lodge their claim for formal assessment and response.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
	February 2026		No complaints were received for the month.	
Appin Mine Ventilation and Access Project	January 2026	13/01/2026	A community member contacted a staff member directly, reporting experiences of "rumbling" and vibration within their residence over the preceding two weeks. Multiple dates and times were provided, and the reported impacts included disturbance to a household pet.	An investigation was undertaken to assess the reported times against operational activities. A review of blasting records confirmed that most of the reported dates and times coincided with shaft blasting. Detailed analysis of vibration and noise monitoring data confirmed that all blasting activities were conducted in compliance with approved limits. Following further engagement, the community member advised that they have not noticed any additional blast-related disturbance in the past two weeks. On this basis, no further investigation or additional monitoring is proposed at this time, with the matter to remain under observation should future concerns be raised. The complainant was satisfied with the outcome.
↑ **Start of Calendar Year 2026**				
Logistics	December 2025	22/12/2025	A community member emailed the Community mailbox regarding damage caused to their vehicle windscreen from a rock flung allegedly from a contractor haulage truck travelling north on Appin Road towards Appin Mine (East Entry) on 22 December 2025 at approximately 3 pm.	The complainant was advised that the matter is best managed directly by the contractor company and was requested to lodge a formal claim through their claims process (as the alleged incident occurred on a public road). The Community Team also forwarded the complaint details directly to the contractor. The response was issued to the community member via email. No response has been received to date.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Mine Ventilation and Access Project	December 2025	1/12/2025	A community member called the Community Call Line at 9:51 am alleging damage to their vehicle caused by dust from stockpiles associated with the Ventilation and Access Project. The complainant advised the incident occurred during windy conditions on Wednesday, 26 October at approximately 12:10 pm while travelling along Menangle Road. The complainant also informed the Environment Protection Authority (EPA).	The Community Team contacted the complainant to request additional information to assist with the investigation. The site reviewed all available information, including monitoring data, footage, site imagery, site logs, and local weather records. Monitoring results confirmed compliance with regulatory requirements, and no evidence was identified to indicate that dust or site conditions associated with site activities contributed to the alleged vehicle damage. On this basis, the claim was not accepted. The outcome was communicated to the complainant, who expressed dissatisfaction. GM[3] fully cooperated with the EPA investigation and supplied all information requested.
	November 2025		No complaints were received for the month.	
	October 2025		No complaints were received for the month.	
Logistics	September 2025	16/09/2025	A community member called the Community Call Line at 11:58 am, regarding an 'increase in rocks and dust' coming from trucks associated with Appin Mine along Toggerai Street, which they believe is impacting bee hives on their property.	A review of dust monitors at Appin East confirmed particulate matter levels were well below compliance limits and consistent with local and regional air quality trends (data published on the company website). Truck haulage volumes were assessed and found to be consistent, with no increase in traffic. An inspection of the haul road was undertaken and, as a precaution, a street sweeper was deployed. Ongoing monitoring of the road will continue. The landholder was advised accordingly with a meeting undertaken to discuss further. The complainant was satisfied with outcomes discussed following the meeting.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin West – Pit Top	September 2025	16/09/2025	A community member called the Community Call Line at 11:28 am to report a constant noise, ongoing for the past two days, coming from the direction of the Appin Mine West Pit Top.	The Community Team contacted the complainant for further details. An investigation at Wilton confirmed noise west of the Mine and also noted nearby housing construction. Operations identified a recirculation valve associated with a pump at the Appin West Gas Drainage Plant as a potential source and isolated it. The complainant later confirmed the noise had ceased. Operations will notify the Community Team prior to any future use of the pump/valve to enable additional noise mitigation if required. The complainant was satisfied with the outcome.
Logistics	September 2025	15/09/2025	A community member submitted a complaint via the GM^3 corporate website at 4:23 pm, regarding alleged damage on two occasions to their vehicle windscreen caused by a rock falling from contractor haulage truck on a public road.	The complaint was referred to the Principal Contractor for investigation. A review of contractor activity, vehicle movements, and load security checks found no direct evidence to substantiate the claim. Regular road sweeping was confirmed as in place, and a safety reminder was issued to drivers. The complainant accepted GM^3's response while continuing to follow up with the Principal Contractor regarding the claim.
	August 2025		No complaints were received for the month.	
	July 2025		No complaints were received for the month.	
	June 2025		No complaints were received for the month.	
	May 2025		No complaints were received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Mine Ventilation and Access Project	April 2025	01/04/2025	A community member emailed the Community mailbox regarding blast notifications being sent out after hours or just prior to a blast occurring. The complainant has requested reasonable notification to allow adequate time to manage their animals and mitigate perceived potential impacts.	Feedback was provided to the Principal Contractor responsible for blast notifications. While notifications will be sent as early as possible, operational constraints may sometimes lead to shorter notice periods. The investigation also identified inconsistencies in the notification process, prompting the development of a blast notification procedure to ensure more consistent and timely distribution from the Principal Contractor. The complainant was informed of outcome and was satisfied.
	March 2025		No complaints were received for the month.	
	February 2025		No complaints were received for the month.	
	January 2025		No complaints were received for the month.	
↑ **Start of Calendar Year 2025**				