Complaints Report

October 2026 | Dendrobium Mine

Operation/Project	Month	Date	Nature of Complaint	**Actions / Follow Up**
Dendrobium Mine	October		Grievance 251129-001 1 Complaints received break down as follows: ➢ 0 x Dust ➢ 0 x Noise ➢ 1 x Traffic ➢ 0 x Environment	During October 2026, we received and assessed 1 enquiry in accordance with consents, management plans, and approvals. Investigations confirmed that we managed these enquiries through an established grievance process and investigated them in accordance with site procedures.
Dendrobium Mine	September		Grievance 251129-001 9 Complaints received break down as follows: ➢ 0 x Dust ➢ 9 x Noise ➢ 0 x Traffic ➢ 0 x Environment	During September 2026, we received and assessed 9 enquiries in accordance with consents, management plans, and approvals. Investigations confirmed that 4 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.
Dendrobium Mine	September	09/09/2026	A community member contacted the Community Hotline at 4:55 pm on Wednesday, 9 September, reporting that they could hear machinery banging from their home.	The Community Team investigated the enquiry by reviewing site monitoring and CCTV footage. The investigation identified that a loader was travelling from the mine towards the workshop while towing a trailer with a flat tyre. The flat tyre caused the trailer to sit unevenly, and, in some instances, the trailer was making contact with the pavement while travelling to the workshop. The trailer has since been taken out of service until the issue is rectified. This information was provided to the community member. No further response has been received to date.

Dendrobium Mine	August		Grievance 251129-001 6 Complaints received break down as follows: ➢ 0 x Dust ➢ 6 x Noise ➢ 0 x Traffic ➢ 0 x Environment	During August 2026, we received and assessed 6 enquiries in accordance with consents, management plans, and approvals. Investigations confirmed that 1 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.
Rail Operations	August	12/08/2026	A community member contacted the community inbox on Wednesday 12 August at 2:17 pm. to report increased rail noise being heard from her residence	The Community Team referred the concern to the relevant contractors for investigation. Contractors conducted investigations into the reported noise, including a shutdown of the rail corridor the previous week to assist in identifying the source. The investigation identified that maintenance of the rail wagons had been undertaken at a different location, resulting in components being fitted that are not normally installed on the wagons travelling along the line. These components were identified as the likely source of the increased noise. The contractors are currently rectifying the affected wagons, with further monitoring to occur to confirm the noise has been addressed. This information has been provided to the community member via email and to date no response has been received

Rail Operations	August	10/08/2026	A community member contacted the Community Hotline on Monday 10 August at 3:48 pm to report hearing loud screeching noise from the train tracks.	The Community Team received the enquiry from the community member, which contained limited information. The enquiry simply stated that loud screeching noise was heard from the train tracks, with no direction, specific location, time or other details provided. The community member also requested not to be contacted. Due to the limited information available, it was difficult to investigate the reported noise or determine the specific train or location involved. The rail contractor continues to undertake ongoing inspections and maintenance of the rail line, with specialist contractors also scheduled to attend in the coming weeks to further assess and address rail noise. This information has not been provided to the community member, in accordance with their request not to be contacted
Rail Operations	August	05/08/2026	A community member contacted the Community Hotline on Wednesday, 5 August at 7:49 am to report hearing a squeaking train, potentially caused by wheel noise. The noise was reported at approximately 7:45 am on 5 August and had also been heard at 7:26 am on 4 August.	The Community Team referred the concern to the relevant contractors for investigation. Contractors conducted investigations into the reported noise, including a shutdown of the rail corridor the previous week to assist in identifying the source. The investigation identified that maintenance of the rail wagons had been undertaken at a different location, resulting in components being fitted that are not normally installed on the wagons travelling along the line. These components were identified as the likely source of the increased noise. The contractors are currently rectifying the affected wagons, with further monitoring to occur to confirm the noise has been addressed. This information hasn't been passed on to the community member due to asking not to be contacted

Dendrobium Mine	July		Grievance 251129-001 7 Complaints received break down as follows: ➢ 0 x Dust ➢ 6 x Noise ➢ 0 x Traffic ➢ 1 x Environment	During July 2026, 7 enquiries were received and assessed in accordance with consents, management plans and approvals. Investigations confirmed that 3 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.
Rail Operations	July	30/07/2026	A community member emailed the Community Inbox on Thursday, 30 July 2026 at 5:30 pm, and again on Friday, 31 July 2026 at 10:20 am, reporting hearing a loud, noisy train travelling down from Dendrobium Mine.	The Community Team is working with the Logistics Team and the rail contractor to investigate this enquiry. The investigation is ongoing, and the relevant findings will be provided to the community member once the investigation has been completed.

Rail Operations	July	23/07/2026	A community member emailed the Community Team at 3:40 pm on Thursday, 23 July, reporting that they heard a noisy train at approximately 2:20 pm the same day. The community member described the noise as sounding like heavy braking.	The Community and Rail teams worked closely with the rail contractors to investigate the reported noise complaint. This investigation included inspections of the locomotive, rail line and wagons, with roll-bys conducted both at the depot and on site. The contractors also checked that the rail lubrication system was operating correctly and inspected the rail seals. The rail contractor confirmed that approximately one-third of the wagon fleet has now been fitted with new wheel sets as part of its ongoing maintenance program. They also reviewed train speed data and driver behaviour to determine whether operating practices could be contributing to the reported noise. The permanent noise monitor was inspected, and no abnormalities were identified. As an additional measure, maintenance was carried out on the monitor, and it was relocated closer to the section of rail where the noise was reported to improve future monitoring. At this stage, all investigations have found the rail infrastructure and rolling stock to be operating as expected, with no faults identified that would explain the reported noise. The rail operator and rail infrastructure contractor will continue their ongoing maintenance program, including regular inspections and servicing of the rail lubrication system, to help minimise the potential for wheel squeal and other rail-related noise. This information has been provided to the community member with no response received to date
Rail Operations	July	20/07/2026	A community member contacted the Community Hotline on Monday, 20 July at 3:19 pm to report that some trains travelling along the rail corridor were applying their brakes, resulting in squealing noises. The community member acknowledged that the issue was not occurring with all trains, but only some train movements.	The Community team contacted the community member to obtain further information that could assist the rail contractor in investigating the enquiry, including the date, time and whether the train was travelling up or down the Cordeaux Road. The community member was also encouraged to contact the Community team by phone or email if they heard the noise again so it could be investigated promptly. To date, no response has been received from the community member, and there is insufficient information available to progress the investigation further.

Rail Operations	July	12/07/2026	A community member contacted the Community Hotline on Sunday, 12 July, at 2:50 pm regarding intermittent train squealing noise. The community member advised that the noise had occurred on multiple occasions and provided the following dates and times: 8 July 2026 at 8:56 pm, 10 July 2026 at 2:17 pm, 11 July 2026 at 12:21 pm, and 12 July 2026 at 1:09 pm.	The Community Team worked with the rail contractor to investigate the reported train squeal. Roll-by inspections were conducted on both the locomotives and wagons at Port Kembla and along the rail line, and noise monitoring data was reviewed. No faults or abnormalities were identified. The track was also inspected, with no defects found. As a proactive measure, noise monitoring equipment has been relocated closer to this section of the rail line to provide more targeted monitoring. The rail contractor also verified that the grease applicators and top-of-rail lubrication system were operating correctly. Alternative grease application systems are being investigated to determine whether they could further reduce wheel squeal. In addition, speed restrictions are being reviewed, and drivers will be reminded to maintain consistent operating speeds through this section of track. Larger-radius braking plates have also been fitted to the wagon brake shoes to assist in reducing wheel squeal and improving overall rail performance. This information was provided to the community member, who was satisfied with the investigation and the actions being undertaken.

Rail Operations	July	10/07/2026	A community member emailed the Community inbox on Friday, 10 July, at 12:04 pm, regarding train squealing. The community member reported hearing train squealing at approximately 6:53 am and again at 12:01 pm on the same day. The community member also noted that the noise does not occur with every train.	The Community Team investigated the reported train squeal in conjunction with the rail contractor. As part of the investigation, roll-by inspections of the locomotives and wagons were undertaken at Port Kembla and at locations along the rail corridor. Noise monitoring data was also reviewed, with no faults or abnormal noise events identified. The rail infrastructure was inspected and no defects were found. Although no specific cause was identified, a number of proactive measures have been implemented to further reduce the potential for wheel squeal. Noise monitoring equipment has been relocated closer to the affected section of rail line to provide more representative monitoring. The rail contractor has also confirmed that the existing grease applicators and top-of-rail lubrication system are functioning as intended, while alternative lubrication systems are being assessed to determine whether they could provide further improvements. In addition, operating speeds through the area are being reviewed, with drivers reminded to maintain consistent speeds where practicable. Larger-radius brake shoe inserts have also been installed on the wagons to assist in reducing wheel squeal and improve overall rail performance. The outcome of the investigation and the mitigation measures being undertaken were discussed with the community member, who to date has not responded

Rail Operations	July	07/07/2026	A community member contacted the Community Hotline on Tuesday, 7 July at 10:26 am regarding train movements. The caller reported hearing train braking accompanied by a high-pitched screeching noise as the train travelled towards Unanderra.	The Community Team worked with the rail contractor to investigate the reported train squeal. Roll-by inspections were conducted on both the locomotives and wagons at Port Kembla and along the rail line, and noise monitoring data was reviewed. No faults or abnormalities were identified. The track was also inspected, with no defects found. As a proactive measure, noise monitoring equipment has been relocated closer to this section of the rail line to provide more targeted monitoring. The rail contractor also verified that the grease applicators and top-of-rail lubrication system were operating correctly. Alternative grease application systems are being investigated to determine whether they could further reduce wheel squeal. In addition, speed restrictions are being reviewed, and drivers will be reminded to maintain consistent operating speeds through this section of track. Larger-radius braking plates have also been fitted to the wagon brake shoes to assist in reducing wheel squeal and improving overall rail performance. This information was provided to the community member, who was satisfied with the investigation and the actions being undertaken.

Dendrobium Mine	July	02/07/2026	A community member contacted the Community inbox on Thursday, 2 July at 3:01 pm to report hearing squealing brakes from a train travelling downhill towards the rail crossing at approximately 2:50 pm.	The Community team worked with the rail contractor to investigate the enquiry. The contractor conducted roll-bys of both the locomotive and wagons at the location where the community member reported hearing the noise, as well as at the contractor's depot. The inspection confirmed that no wheel squeal or other abnormal noise was identified. Noise monitoring data from the monitor located closest to this section of the rail line also showed no unusual noise peaks at the reported time. In addition, the rail contractor inspected the track lubrication system and confirmed it was operating as intended. Based on the investigation, no faults or identifiable cause for the reported squealing noise could be determined at this stage. However, the rail contractor will continue to closely monitor this section of the rail corridor over the coming weeks for any recurring issues. The findings of the investigation were provided to the community member and, at the time of writing, no further response has been received.
Dendrobium Mine	June		Grievance 251129-001 26 Complaints received break down as follows: ➢ 1 x Dust ➢ 24 x Noise ➢ 0 x Traffic ➢ 1 x Environment	During June 2026, 26 enquiries were received and assessed in accordance with consents, management plans and approvals. Investigations confirmed that 18 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 community member via a monthly report

Dendrobium Mine	May		Grievance 251129-001 29 Complaints received break down as follows: ➢ 1 x Dust ➢ 28 x Noise ➢ 0 x Traffic ➢ 0 x Environment	During May 2026, 29 enquiries were received and assessed in accordance with consents, management plans and approvals. Investigations confirmed that 18 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 community member via a monthly report
Dendrobium Mine	May	07/05/2026	A community member emailed the community inbox on Thursday, 7 May at 6:56 pm regarding observing a truck operating outside of curfew hours.	The community team investigated the enquiry regarding a truck observed operating outside approved curfew hours on Thursday, 7 May at 6:56 pm. The investigation confirmed that the activity was related to an urgent delivery required for longwall operations. Due to operational and safety requirements, the delivery occurred outside standard curfew hours and was not reasonably avoidable. Before the activity, notifications were issued to nearby residents and the broader community in line with communication protocols. The review found that the activity was isolated, short in duration, and necessary to maintain safe and continuous underground operations. This has been provided to the community member, with no reply received
Dendrobium Mine	April		Grievance 251129-001 14 Complaints received break down as follows: ➢ 0 x Dust ➢ 14 x Noise ➢ 0 x Traffic ➢ 0 x Environment	During April 2026, 14 enquiries were received and assessed in accordance with consents, management plans and approvals. Investigations confirmed that 10 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

Rail Operations	April	28/04/2026	A community member contacted the community line on Tuesday, 28 April at 7:33 am to report hearing a screeching train.	The Community Team contacted the Logistics Team and the rail contractor, who conducted a roll-by inspection and checked both the wagons and the locomotive. No faults were identified. The track was also inspected, with no issues detected. The likely cause of the reported squealing noise is attributed to rail conditions early in the morning. As this was one of the first trains of the day, colder temperatures may have caused the track to contract. Combined with the steep decline in the area, this can increase braking pressure and result in squealing. The Community Team followed up with the community member to relay these findings and encouraged them to contact the community line again if the noise persists.
Dendrobium Mine	April	13/04/2026	A community member contacted the Community Helpline on Monday, 13 April at 2:54 pm, reporting the sound of engines, clunking, and items being dropped over the preceding three hours.	The Community Team investigated the enquiry by reviewing site monitoring data and CCTV footage between 12:00 pm and 3:00 pm on 13 April. The investigation confirmed that Dendrobium Mine was operating within its approved noise limits for most of this period. However, between approximately 2:00 pm and 2:30 pm, there was a brief 15-minute period where noise levels were slightly elevated. This was attributed to pipes being loaded onto a trailer for transport underground.
				Aside from this activity, site operations were consistent with normal daily movements, including shift changes. Following the investigation, the warehouse team and the department responsible for pipe deliveries were consulted. Measures are currently being explored, including the use of old conveyor belts on trailers to act as a buffer and reduce noise associated with metal-on-metal contact. This information was provided to the community member via email, and no response has been received to date

Rail Operations	April	11/04/2026	A community member called the community hotline on Saturday, 11 April at 9:01 am regarding hearing screeching coming from trains.	The community team referred the enquiry to the rail contractor to investigate and undertake a rail roll-by inspection on the locomotive and associated carriages operating at the time of the report, in order to accurately identify the relevant train set. The contracting partner completed the inspection and, following a thorough assessment, confirmed that all locomotives and wagons were operating normally with no faults detected. It was also noted that there was a significant change in weather conditions at the time, including a drop in temperature and high winds. These conditions may have contributed to the reported noise, as rail lines can contract in colder weather, potentially increasing the likelihood of noise such as screeching. This information was communicated back to the community member via phone call.
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.