

# Complaints Report

SEPTEMBER 2024 | Buli Seam Operations

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
	September 2024		No complaints were received for the month.	
	August 2024	13/08/2024	A community member sent an email to the corporate Head Office, informing them that while traveling behind a coal truck along Appin Road, black dust covered their vehicle.	The Community Team commenced investigation with the Logistics Team. The Contractor verified that all drivers confirmed having their covers on when leaving the site. They assured that trucks are equipped with covers for coal transport except when empty. The Contractor will enhance training and procedures to secure covers when loading cargo. Community member advised of outcome and suggested further improvements.
	July 2024		No complaints were received for the month.	
	June 2024		No complaints were received for the month.	
	May 2024		No complaints were received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
	April 2024		No complaints were received for the month.	
	March 2024		No complaints were received for the month.	
Appin Mine Ventilation and Access Project	February 2024	14/02/2024	Community member emailed IC Enquiries at 6:26am reporting that a light vehicle was speeding through the Menangle township in excess of the 50kmh speed limit.	The information was raised with the Principal Contractor and they confirmed the vehicle was associated with the site. Principal Contractor advised that the driver has been counselled and that the driver code of conduct is discussed at each toolbox meeting. Community member advised and satisfied.
	January 2024		No complaints were received for the month.	
Appin West	December 2023	11/12/2023	A resident of Whitticase Lane, Wilton contacted the Community Line at 9:30am, regarding Appin workers congregating and parking in front of their driveway and having drinks at the end of shifts during the last number of weeks.	The Community and Human Resources Teams investigated to identify the workers involved. A start-of-shift brief was issued to the Appin West workforce with a notice to no longer congregate in front of any local residents. Landowner was satisfied with the outcome.

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	November 2023		No complaints were received for the month.	
	October 2023		No complaints were received for the month.	
	September 2023		No complaints were received for the month.	
	August 2023		No complaints were received for the month.	
	July 2023		No complaints were received for the month.	
	June 2023		No complaints were received for the month.	
	May 2023		No complaints were received for the month.	

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Exploration	April 2023	21/04/2023	A resident approached an IMC Exploration drill rig crew to complain about drill rig noise, the smell of diesel fumes, and privacy.	The Exploration Team met with the resident to address their concerns. Sound panels were installed around the site to help mitigate noise, prevent perceived odour issues and maintain the privacy of the landholder. The community member was satisfied with the actions.
Appin Mine Ventilation and Access Project	March 2023	28/03/2023	A member of the community called the community line at 3:30 pm regarding open Menangle Road as South32 upgrade works are completed. They attempted to dial the publicly displayed phone numbers of the Principal Contractor, however after several attempts, no answer was received.	The Community Team contacted the Community Member to explain that the road can't be opened until the Wollondilly Shire Council have signed off on the work. The displayed phone numbers from the Principal Contractor will be removed after the completion of the roadworks. On the 30 March 2023, the Community Team called the complainant to advise that Menangle Road was now opened to the public. He was satisfied with the outcome but raised concerns about upgrading other roads in the area.
Appin Mine Ventilation and Access Project	March 2023	13/03/2023	A member of the community called the Community Line at 4:50pm and members of the Community Team directly to advise that our traffic control lights along Menangle Road was causing further traffic issues. A vehicle fatality caused the shutdown of the Hume Highway, meaning additional traffic was diverted along Menangle Road.	The Community team contacted the Principal Contractor and the Wollondilly Council regarding the traffic flow on Menangle Road. Traffic controllers were dispatched at 6pm to help the flow, and at 6:30pm traffic flows returned to normal. The outcome was provided to the Community member, and they were satisfied. Additional concerns regarding the road quality was raised. Feedback was provided to the relevant Managers to address the community member concerns.

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Appin Mine Ventilation and Access Project	February 2023	20/02/2023	Resident emailed at 5:25pm to report dust from the Project site blowing toward their property during a strong windstorm. Video footage filmed by the resident was circulated on social media prior to the complaint being received.	The wind event occurred when no activities were occurring at the Project site. A review of the real-time air quality monitors showed elevated particulate matter during a 15-min average at the time of the storm, however no exceedance of the 24-hour criteria - the parameter the Project is measured against. When activities are occurring, 3-4 water carts continuously operate to reduce dust. Additional dust mitigation during periods of no activity will be implemented, including the application of additional soil binding agents into the water carts prior to end of shift and weekends. The resident was advised of the outcome.
Appin Mine Ventilation and Access Project	February 2023	14/02/2023	Resident called the Community Call Line at 3.47pm regarding vehicles crossing double yellow lines to the south of the Project site, ignoring traffic control and doing U-turns. The resident mentioned a traffic controller on his phone as a tipper truck performed a U-turn.	Investigations confirmed public vehicles perform U-turns at the Southern side of the Project site to avoid the traffic-controlled area. South32 cannot control public driving behaviour. The traffic controller on the phone would be addressed at the next toolbox meeting, re-enforcing the Driver's Code of Conduct and on the job expectations. The resident was advised of the outcome.
Appin Mine Ventilation and Access Project	February 2023	11/02/2023	Resident called the Community Call Line about noise starting before 8am on Saturday with reversing trucks, and a refuelling truck speeding on Menangle Road.	The noise reported prior to 8am was investigated. Light vehicles parking at the Project site for the day were identified as the reversing vehicles heard prior to 8am. On 13 February, the Project team were reminded to limit reversing prior to 8am where possible. The alleged speeding vehicle could not be confirmed if it related to the Project, however the team were briefed on driver behaviour. The resident was advised of the outcome.

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Appin Mine Ventilation and Access Project	February 2023	4/2/2023	Resident emailed South32 to report a near miss between a Project-related truck and public vehicle at the Menangle and Finns Roads intersection. The resident threatened to call police regarding driver behaviour.	The incident was investigated, and an updated Vehicle Movement Plan was issued where no Project-related vehicles would use Finns Road as a waiting bay. Emergency bays along Menangle Road were to be used instead. CCTV was repositioned at the intersection to monitor compliance. The resident was satisfied with outcome.
Appin Mine Ventilation and Access Project	February 2023	3/02/2023	Resident emailed South32 regarding trucks continual use of the Menangle and Finns Roads intersection as turning area, causing road damage.	The concern was investigated, and an updated Vehicle Movement Plan was issued where no Project-related vehicles would use Finns Road as a waiting bay. Outcomes aligned in addressing similar issue that was raised on 4/2/2023. The resident was advised of the outcome.
Appin Mine Ventilation and Access Project	February 2023	2/02/2023	Resident emailed South32 regarding trucks using their driveway as a turnaround point. Concerned with potential damage to the driveway and the safety risk to exiting traffic.	An investigation confirmed that trucks related to the roadwork activities were using the area as a holding point whilst waiting for instructions to pick up material from the road profiler. The contractor was directed to cease using the area for this purpose, with inspections conducted to ensure compliance. The resident was satisfied with the response.
Appin Mine Ventilation and Access Project	January 2023	19/01/2023	A community member advised by email: At 7:45am within the roadwork area when proceeded through the temporary traffic lights (green), were confronted by two trucks with trailers travelling the opposite direction causing a near miss.	An investigation identified the trucks involved were not related to the Project. The trucks followed a slower moving street sweeper through the traffic-controlled area which contributed to the interaction. The Principal Contractor added an additional 30 seconds on each light to mitigate a repeat occurrence.

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Appin Mine Ventilation and Access Project	January 2023	17/01/2023	The Community Member sent an email to the Project Manager at 10:24am to advise trucks speeding along Menangle Road.	South32 reinforced the driver code of conduct at the following shift prestart. Given other T&R trucks not associated with the Project are using Menangle Road, it was requested the number plates or truck identifiers be included with future reports so a detailed investigation could be completed.
Appin West	December 2022	23/12/2022	A resident contacted the Community Line and Appin Control Room at 9am regarding 10-15 Appin workers congregating at their driveway at the end of shift over the last few weeks. The resident felt threatened after some words were exchanged.	The Community Team notified internal staff of the issue and Human Resources were notified. A notice was issued to the workforce with a reminder of what is expected when leaving and arriving to the site. The resident was satisfied with the outcome.
	November 2022		No complaints were received for the month.	
	October 2022		No complaints were received for the month.	
	September 2022		No complaints were received for the month.	
	August 2022		No complaints were received for the month.	
	July 2022		No complaints were received for the month.	



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	June 2022		No complaints were received for the month.	
Community	May 2022	18/05/2022	Community member contacted the Community Line regarding a speeding truck on Mount Ousley Road. The truck had overtaken a member of public dangerously and was speeding.	The truck contractor reviewed footage and identified that the driver communicated with another driver in a manner that is not aligned with company values. The event progressed as per the Driver Behaviour Policy. The Community Team contacted the member of the community on 19/05/22 and 20/05/22 to inform of actions taken by the contractor.
	April 2022		No complaints were received for the month.	
	March 2022		No complaints were received for the month.	
	February 2022		No complaints were received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Appin Mine Ventilation and Access Project	January 2022	13/01/2022	Resident contacted the Community Line at about 4.10pm concerned about activities on Menangle Road associated with the Appin Mine Ventilation and Access Project. Concerned the activities went ahead without consent from the Department of Planning, Industry and Environment and against advice from the Menangle Advisory Panel.	The resident was contacted at about 4.30pm by return phone call. It was explained the geotechnical activities were approved under a S138 from Wollondilly Shire Council. The Menangle Advisory Panel and near neighbours were informed of the activity at last 7 days prior by email. A good discussion was had, and the issue related more to the expectation of engagement with the Menangle Advisory Panel where it should be made aware during meetings and not by email. South32 took this feedback on board and will endeavour to flag such activities with the Panel at meetings. This would be included as an agenda item for the meeting later in the month. The resident also raised concern that the activity occurred on public property to support a Project that was yet to be determined/approved by the NSW Government.
	December 2021		No complaints were received for the month.	
	November 2021		No complaints were received for the month	
	October 2021		No complaints were received for the month	

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Logistics	September 2021	02/09/2021	Resident contacted the community officer directly by phone concerned about the level of dust at his property in Appin. The resident noted he had been away from the property for about one month, so regular cleaning had not taken place. Investigation to be completed and advice to be shared by return phone call. The resident provided images of the dust.	The Community Team shared the concern with relevant teams for investigation. Investigation revealed there were some hazard reduction burns in the area in the previous couple of weeks that may have contributed to the material observed in the photos. Data shows that dust from our operations over the last month have not been unusually high. Resident was advised by email on 6 September.
	August 2021		No complaints received for the month.	
Exploration	July 2021	26/07/2021	Resident contacted the Community Call Line as a water truck was accessing a public hydrant on Equestrian Drive, Picton. Resident spoke with truck driver and requested the water truck fill up from the hydrant at Barkers Lodge or in front of McDonalds but not use the one in Abbotsford Rd, as it lowered their water pressure.	The Community Team were advised by the resident that they had discussed using a different hydrant with the truck driver and requested this be noted as a complaint. The resident did not request a call back.
Ventshaft 6	July 2021	16/07/2021	Resident contacted a member of the Community Team directly at 4.40pm requesting information regarding dust which appeared to be in relation to activities at Vent Shaft 6.	The Community Team Member advised the resident that the initial investigation could not determine any cause for the apparent dust, and during inspections no dust was visible from around the Vent Shaft 6 location. The resident was contacted via email and no further response was provided.

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	June 2021		No complaints received for the month.	
	May 2021		No complaints received for the month.	
	April 2021		No complaints received for the month.	
	March 2021		No complaints received for the month.	
	February 2021		No complaints received for the month.	

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	January 2021	14/01/2021	Community member contacted the Community Team directly via phone at 6:32am regarding night work and lights associated with the exploration drilling site at Razorback	The Community Team Member advised the resident the night works were being conducted for one night only and will revert back today light hours the next day. Should additional night works be required the resident will be informed and mitigation would happen on the lights at night. No further response as provided by the resident.
Exploration	December 2020	11/12/2020	Community member contacted the Community Call Line at 10:24am regarding the response provided by a Community Team Member	The Community Team Member previously spoke to the resident regarding concerns around the exploration activities happening within the Razorback area. The resident was not satisfied with actions taken by Illawarra Metallurgical Coal and was not able to have a productive conversation with the Community Team Member. The Community Team Member attempted to end the conversation with the resident which did not provide a satisfactory outcome. The caller would like their dissatisfaction with the Community Team Member's response and did not request a further call back. The complaint was closed.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December 2020	11/12/2020	Community member contacted the Community Call Line at 10:12am regarding night operations and noise associated with from the exploration drill site coming into the house.	The Community Team responded the same day to advise the resident there had been some operational delays and the drilling would continue for another week. Field crews were working on additional noise mitigation measures and will work towards day time operations only. The resident was not satisfied with this response and requested compensation for the noise over the last two weeks. The Community Team member provided details of their current mitigation and actions progressing to cease drilling, however the resident was not responsive to current actions and the call had to be ended due to lack of productive communications.
Exploration	December 2020	11/12/2020	Community member contacted the Community Call Line at 8:57am regarding night operations and noise associated with the exploration drill site being heard inside their house.	The Community Team responded the same day to advise there had been some operational delays and the drilling would continue for another week. Field crews were working on additional noise mitigation measures and would be moving to daytime operations only. No further feedback was received from the resident.
Exploration	December 2020	10/12/2020	Community member contacted the Community Call Line at 4:50am regarding the light spill from the exploration drill site coming into their house.	The Community Team responded the same day to advise the field crew will adjust the lights before the start of night shift that day. The resident was satisfied with the response and advised they will inform Illawarra Metallurgical Coal if there are any continuing issues with the lights. No further response was received from the resident.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December 2020	8/12/2020	Community member contacted Illawarra Metallurgical Coal reception at 9:05am with concerns about the noise associated with the exploration drilling occurring in Razorback	The Community Team responded the same day advising noise mitigation had been installed around the drill site, however there are some gaps which fall in the same direction of the resident's property. After discussions with the Exploration team, it was confirmed that night time drilling may cease on Wednesday 9 December. The resident was satisfied with the outcome.
Exploration	December 2020	8/12/2020	Community member contacted the Community Call Line at 1:05pm with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising noise mitigation had been installed around the drill site, however there are some gaps which fall in the same direction of the resident's property. After discussions with the Exploration team, it was confirmed that night time drilling may cease on Wednesday 9 December. The resident was satisfied with the outcome. The resident then provided additional feedback on 9 December advising their dissatisfaction with the operations continuing throughout the night. The Community Team advised the resident the works were due to an operational delay and further actions will be taken to complete work within the next week.

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
Exploration	December 2020	4/12/2020	Community member contacted the Community Call Line at 6:42am with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising that additional noise mitigation measures would be considered, and that drilling would conclude on the property sooner than anticipated. The resident was concerned about the activity throughout the night as they were a shift worker. The field crew within the exploration team confirmed activities would stop that night and commence the following week. Resident was satisfied with the feedback
Exploration	December 2020	3/12/2020	Community member contacted the Community Call Line at 4:30pm with concerns about the exploration drilling occurring in Razorback and communication to residents	The Community Team was unable to respond to the resident as they did not request a call back or leave their contact details.
Exploration	December 2020	1/12/2020	Community member contacted the Community Call Line at 7:25am with concerns about the noise associated with the exploration drilling occurring in Razorback.	The Community Team responded the same day advising that additional noise mitigation measures would be considered and that drilling would conclude on the property sooner than anticipated. The resident was satisfied with the feedback.