

# Complaints Report

October 2024 | DENDROBIUM MINE

Operation/Project	Month	Date	Nature of Complaint	Actions / Follow Up
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.	<p>The Community team contacted the Resident who could not provide a specific time or day of the noise. They subsequently monitored the trains during the week, providing further details of rail noise.</p> <p>The Community team advised him the outcome of previous complaints in the area and advised that South32 commenced an engineering review of the curve at Bushells Hill tunnel. Related rectification works will likely start followed subsequently reviews. The community member was advised of the outcome and was satisfied.</p>
Dendrobium Mine	July		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: <ul style="list-style-type: none"> <li>•A detailed investigation and coaching discussion with the drivers and operators.</li> <li>•Remind the crews around noise management especially during shift change (curfews in place).</li> <li>•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.</li> </ul>



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.	<p>The noise was investigated and the activities that may have contributed to audible noise were:</p> <ul style="list-style-type: none"> <li>• Tracking of a machine underground at about 10am</li> <li>• Bolts placement in a steel bin around the time of the call</li> <li>• Movement of forklift.</li> </ul> <p>These activities ceased at 1.00pm. An email with the information of the investigation was sent to the community member.</p>
Dendrobium Pit Top	May	13/05/2022	At 9.43am a community member advised that a truck did not stop at the stop sign on Stones Road.	South32 identified the company travelling on the road at the time of concern. It was reminded of its responsibilities and correct driver behaviour. The community member was informed of the outcome.
Dendrobium Pit Top	May	11/05/2022	Community member raised concerns related to an orange truck that travels on Cordeaux Road daily prior to 7am.	Investigations confirmed a driver occasionally travelled to the site very close to 7am, driving on Cordeaux Road early by a few minutes. The drivers code of conduct and confirmation of curfew times was provided to the contract company. Actions were implemented to prevent re-occurrence. The community member did not request a call back.
Dendrobium Pit Top	May	7/05/2022	A member of the community contacted the Community Line at 9.05am regarding load noise emanating from the pit top for the last 90 minutes.	A shearer was being mobilised towards the portal as part of the longwall move at the time of concern. It required several towing tractors due to its size. South32 is implementing further controls to mitigate the noise in the future. The community member was advised of the outcome by email.

Dendrobium Pit Top	May	6/05/2022	A member of the community called the Community Line at 10.35am regarding "droning" noise coming from the site over the past several hours.	No activities or noise out of the ordinary was reported by the Operations Team. Tree removal works on surface planned to occur on Fridays only (over a May and June) may have been the cause of the noise, although this was during standard working hours to minimise noise impacts associated with chainsaw work. The community member did not wish for a call back.
Rail operations	May	4/05/2022	A community member advised a slow train was squealing near William James Drive at 3.50pm.	The shift leader attended the area to monitor noise that day. No noise issues were observed. On the 5th May the Team conducted another noise audit showing some noise from the rear of the train however not excessive. The unit was inspected after discharging that night to ensure that all is operating as normal. Attempts to contact the resident with feedback were unanswered and a voice mail was left.
Dendrobium Mine	April		Grievance 0045671 No complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Dendrobium Mine	April	12/04/2022	A community member advised of a heavy haulage vehicle delivering a longwall chock up Cordeaux Road without an escort vehicle at 4:00pm. The resident informed a previous commitment from South32 to provide pilot vehicle for heavy vehicles travelling on Cordeaux Rd.	By law, a pilot is required for trucks over 3.5m and the truck was just within this length. South32 agreed however to use pilot vehicles for all trucks carrying longwall chocks moving forward. The concern was raised and discussed at the Dendrobium Community Consultative Committee meeting. The community member was telephoned with this response on Monday 19/04/2022

Dendrobium Mine	March		Grievance 0045671 No complaints received	Complaints or communications received through Grievance 0045671 are reported separately to this process.
Rail operations	March	20/03/2022	At 3.47pm on 20/03/22 a community member called the community line about an incredibly slow train with a very loud squealy carriage at 11.28am that day.	The community team contacted rail operations who advised there are speed restrictions on that section of the line as a result of the washout from the other week. The tamper would be operating Monday and Tuesday to realign the track allowing the train to resume the normal speed. The community member was advised on Monday 21/3/22 by return telephone call.
Dendrobium Pit Top	March	5/03/2022	Community member emailed a concern about the generator noise that occurred on 4/3/22. The email was sent at 8.13am.	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	<p>At 6.27pm a community member emailed regarding a loud humming and vibrating noise coming from the mine. They noted the nature of the noise was going to make sleep difficult and they didn't think it was acceptable for this type of constant noise to be coming from the mine.</p>	<p>Dendrobium Mine was notified of the concern and the noise was investigated immediately. An upgrade to the permanent electric compressor was underway and a temporary diesel compressor was being operated when needed to supply air underground, including over the weekend from 8am - 4pm. On this occasion the compressor would be switched off by 7:45 pm. Two emails were sent to the community member updating the information of the operations of the diesel compressor on that day.</p> <p>On 5/3/22 the community member sent a further email relating to the same noise. An investigation was completed, and the diesel compressor was turned off at about 12.35pm the same day. A return email was sent to the community member detailing the action taken and the electrical compressor upgrade works.</p>
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