

COMMUNITY COMPLAINTS –2020

<i>Complaint #</i>	<i>Person Receiving Complaint</i>	<i>Quarter</i>	<i>Date Received</i>	<i>Method Of Contact</i>	<i>Nature Of Complaint</i>	<i>Action Taken By Licensee</i>	<i>Follow Up Contact</i>
20201222	Zina Ainsworth	Q4	22 nd December 2020	Email Via EPA	Water	Immediate investigation of Tea Tree Hollow Creek and Bargo River extents	Not attributed from Mining related activities or Mine site.
20200928	Zina Ainsworth	Q3	28 th September 2020	Email Via DPIE	Noise	Further Noise assessments to be undertaken with approval of DPIE.	Further Noise assessment underway regarding mine related train noise and property.
2020090721.0	Amanda Francis	Q3	6 th August 2020	Phone call to Amanda Francis	Vibrations	Deployment of vibration monitoring equipment Looking at other avenues that could cause vibrations such as low freq noise. Noise/Vibration specialist engaged to conduct assessment of property. Unknown source.	Investigation Complete.
202008049.1	Amanda Francis	Q3	4 th August 2020	Phone Call to EPA	Noise	Previous and Current actions including mitigation of Train noise on loop line by way of reducing train speed on MSRL has been effective – Future mitigation works are planned with the Tahmoor South Project. Upgraded mufflers on REA trucks completed.	Further Noise assessment underway regarding mine related train noise and property.

202008118.0	Amanda Francis	Q3	4th August 2020	Phone Call	Vibrations	Visited complainant Location. SX25 deployed at residence for 2 weeks. CHPP Low freq noise causing vibrations on aluminium window panes. Seal replacement successfully mitigated effects.	Investigation complete. Mitigation works completed.
202007082.1	Employee Complaint received by: RFS and Natalie Brumby in person	Q2	29th June 2020	Phone call to RFS day/s after employee talked to on 29/6/2020	Bushfire hazard/Fallen Tree	RFS	RFS engaged to remove fallen tree across fire trail – Complete July 2020
202005127.0	Employee Complaint received by: Amanda Fitzgerald	Q2	8th May 2020	Phone call	Noise (Drilling)	Fiona Robinson	Noise related to construction at an adjoining property. Unrelated to mining activities.
202005184.0	Employee Complaint received by: Amanda Fitzgerald	Q2	13 th April 2020	Phone call	Vibrations	Amanda Fitz Patrick and David Talbert deployment of Vibration Monitoring equipment.	Initial vibration monitoring equipment results show no sizable vibrations which could be felt via humans.

<p>201902253.0</p>	<p>Employee Complaint received by: Fiona Robinson</p>	<p>Q2</p>	<p>7th April 2020</p>	<p>Email/Written Correspondence</p>	<p>Noise</p>	<p>Noise monitor SX25 placed on site for 2 weeks, investigation underway. Site Noise assessment undertaken by Atkins Acoustics on property on 29th July. Investigation complete. Previous and Current actions including mitigation of Train noise on loop line by way of reducing train speed on MSRL has been effective – Future mitigation works are planned with the Tahmoor South Project. Upgraded mufflers on REA trucks completed.</p>	<p>Further Noise assessment underway regarding mine related train noise and property.</p>
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